



*Raising standards for consumers*

## WORK PROGRAMME

### ANEC Work Programme **2020**



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## Detailed description of activities

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### a) **Political & Horizontal Activities**

#### **1. Implementation of the ANEC Strategy 2014 to 2020**

*General objective: Improved consumer protection and welfare through standardisation*

In June 2013, the ANEC General Assembly adopted a Strategy for 2014 to 2020<sup>1</sup> as the framework for activities of the association, following a public comment phase. It is intended to achieve the ANEC Vision 2020:

A sustainable Europe where the health, safety and well-being of consumers is paramount, where goods and services are accessible, fit for purpose and in compliance with legislation and standards;

A European Standardisation System in which the consumer interest is not only represented in standards work that will affect consumers but is influential, innovative and key in decision-making;

A Europe where consumer engagement is achieved at national and European level, with balance between consumer and business interests;

A balance between legislation and standardisation that ensures the highest levels of protection and welfare for all European consumers, regardless of age or ability.

The Strategy is supported by 10 strategic objectives and implementation is intended to be achieved through a rolling action plan, adopted by the ANEC/GA and managed by the Steering Committee as the Board of the Association.

The ANEC Rolling Action Plan 2019 was adopted by the ANEC/GA in June 2019 and a progress report on its implementation was given at the meeting on 13-14 June 2019. Most actions were successfully completed, although several remained unachievable due to external factors.

The present ANEC Strategy 2014-2020 concludes at the end of 2020. We have already started to evaluate its results and plan the development of the next strategy. Key to this will be whether elements of the present strategy, including areas of priority at the technical level, remain current. ANEC members and experts were asked to answer an on-line survey on the future ANEC priorities and strategy from 16 to 31 May 2019. The results will be essential in helping position ANEC in its future activities and formed part of the discussion at a strategic session of the ANEC/GA meeting on 13 June 2019.

<sup>1</sup> <http://goo.gl/olp1LN>

The ANEC/SC was tasked to develop a new Strategy 2030 for approval by the ANEC/GA by mid-2021. As done in development of the present Strategy, we will submit a draft of the new Strategy to a public comment phase during 2020.

In addition to new priorities and actions, we may also need to address the possible negative impact of Brexit on ANEC's pool of experts and finances.

A key priority remains the efforts to diversify the financing of ANEC by seeking funds from other sources to co-finance our mission in standards development. The task focuses on two strands. The first is the continued prospecting by the ANEC-BEUC-ICRT Fundraising Officer. The second is implementation of an action plan that looks at actions beyond fundraising and aims to secure improved awareness and knowledge of ANEC. In 2019, the activities focused on influencing the relevant programme of the draft Multiannual Financial Framework (MFF) and we plan to continue in 2020 in the context of renewal of the EU institutions. We see the readiness of the EC to consider the work of the ANEC volunteers as a real contribution to co-financing in the next FPA as a vital complement to our efforts on diversification.

## **2. ANEC contribution to Implementation of Regulation (EU) 1025/2012**

*General objective: Improved consumer protection and welfare through standardisation*

ANEC is an observer member of the Committee on Standards and participates in its meetings. In 2020, it is expected a draft of the Annual Union Work Programme 2021 will be issued, based on the results of the Interinstitutional dialogue on standardisation. ANEC will comment on the proposals relating to consumer protection and welfare, and suggest topics we believe the Commission should also address. ANEC intends to continue bilateral meetings with the Commission as part of a structured dialogue on operational issues and reporting.

The ANEC President spoke at the high-level event under the Romanian Presidency in Bucharest on 7 June 2019 which brought the formal close to the Joint Initiative on Standardisation (JIS). ANEC was pleased to participate in JIS Actions 1, 3 (from which we withdrew), 8, 9, 10, 12 & 15 (which we joined only in late 2017), with our main focus on Actions 9, 10 & 15, addressing inclusiveness at the European, national and international levels. Taken as a whole, ANEC considers the JIS to have been a success in strengthening the collective voice of consumers in the European Standardisation System. Moreover, the JIS has fostered a greater understanding between the social and economic stakeholders.

We look forward to continuation of the dialogue, and to address the unresolved question of where responsibility lies in ensuring the compliance of EN ISO and EN IEC standards with the provisions of Regulation (EU) 1025/2012 on inclusiveness.

### **3. Enhancing consumer participation in standardisation**

*General objective: Improved consumer protection and welfare through standardisation*

Noting the ambition of the Regulation for the long-term strengthening of the consumer voice at national level, reflected in the ANEC Strategy 2014 to 2020, ANEC aims to continue to support its members in their lobbying of Member States about the need for organised consumer expertise in standardisation, and the reliance of the CEN-CENELEC process on the 'national delegation principle'. But, given the lack of progress of JIS Action 10 in facilitating the political and financial frameworks at national level needed to ensure the participation of all stakeholders, it must be doubted whether Member States have the resources to commit to strengthening the consumer voice at national level, noting their systematic withdrawal from many standardisation activities over the past 15 years and the long-term consequences of the 2008 financial crisis.

After delays in progressing the CEN-CENELEC interactive eLearning tool for societal stakeholders, ANEC took the leadership of the development of the interactive modules. After its successful launch at the EC-EFTA-ESOs conference for World Standards Day on 12 October 2018, we will continue to promote its use by our members and stakeholders as it offers effective and sustainable training. As of September 2019, more than 2.000 people had completed at least some of the training modules. The aim of the tool is to strengthen the knowledge needed by consumer representatives to be successful in their work at the national, European and international levels. Developed and financed jointly by CEN-CENELEC, ANEC, ECOS and ETUC, in 2020, we will consider how to translate its content into other European languages, in order to aid its use at the national level.

Separately, but similarly, ANEC and its Annex III peers need to ensure our Partnership Agreements with CEN-CENELEC, and planned revision of CEN-CENELEC Guide 25<sup>2</sup>, do not undermine the intent of the Regulation for the voices of Annex III Organisations to be improved, noting that the Guide and individual Partnership Agreements govern the additional rights granted to the Societal Stakeholder Organisations in particular.

ANEC intends to continue to make full use of the right to submit an Opinion on draft standards sent to Enquiry or Formal Vote, granted by CEN and CENELEC to the Societal Stakeholder Organisations (SSOs) recognised through Annex III of Regulation (EU) 1025/2012. ANEC submitted **33 Opinions** (28 'Favourable' and 5 'Not Favourable') in the first half of 2019. The plan for 2020 is for CEN-CENELEC to develop a tool for the submission of the Opinions in a digital way, and not manually. This was already agreed in 2018 but has not progressed in 2019.

We believe ETSI needs to ensure the "effective participation" of the Annex III Organisations foreseen in Article 5 (1) of Regulation (EU) 1025/2012.

Although we have welcomed the agreement of ETSI to allow the Annex III Organisations to sit apart from the Belgian national delegation, it remains inappropriate (and

<sup>2</sup> CEN-CENELEC Guide 25 "The concept of Partnership with European Organisations and other stakeholders"

“ineffective”) for the pan-European views of the Annex III Organisations on ETSI draft standards to be required to be submitted through the Belgian NSO (as by their very nature, they may be distinct from the consensual Belgian national position). It would be better, and in line with the provisions of the Regulation, for the Annex III Organisations to be able to submit comments directly to the ETSI Secretariat.

We would also welcome a Right of Opinion in ETSI, similar to that which was successfully established in CEN-CENELEC since January 2017. Although the Annex III Organisations are indeed full members of ETSI, the single vote each has is meaningless in the ETSI process. As in CEN-CENELEC, we would like to be able to submit an “Opinion” while, not affecting the outcome of the ballot of NSOs, would require the ETSI TC to consider and respond to a “Not Favourable” Opinion. However, as with the submission of comments, ETSI believes such a step to be unjustified, and considers that it would place Annex III Organisations in a preferential position compared with other ETSI members.

Noting the growing influence of international value chains in influencing standardisation, we shall follow activities of ISO/COPOLCO (Consumer Policy Committee) in coordination with Consumers International under our renewed collaboration. It is also possible that negotiation of relevant free-trade agreements, such as the on-going EU-US free trade talks, will need ANEC to join discussions on the use of standards with our partners (e.g. the Trans-Atlantic Consumer Dialogue (TACD)). We have already developed positions with BEUC to contribute to discussions on conformity assessment and standardisation.

Finally, following the success of regional training and outreach events during 2018 and 2019, we may look to engage in further regional (or national) events during 2020. There are first discussions about national outreach events in Lithuania and North Macedonia.

#### **4. Training of consumer experts and consumer representatives**

*General objective: Improved consumer protection and welfare through standardisation*

In order to strengthen the knowledge of experts within the ANEC Working Groups on legal and standardisation developments, we plan to hold further mentoring and training sessions as part of the meetings of the Working Groups. In the first half of 2019, training sessions were held in the sectors of Child Safety, Digital Society, and Services.

Since 2014, we have also organised webinars and web-meetings on specific subjects (such as the new standardisation requests, CEN-CENELEC eLearning tool). We intend to continue in this direction. In 2019, on the occasion of the renewal of the General Assembly, we organised webinars for newly-nominated members, which were appreciated as they helped new members participate more fully in the dedicated strategic session of the ANEC/GA meeting.

Of course, the CEN-CENELEC e-learning tool is a valuable resource itself, and answers our long-held wish for a means of training that is both effective and sustainable. Our wish in 2020 is for the tool to be translated into languages other than English.

## **5. Participation in CEN and CENELEC technical and corporate governance**

*General objective: Improved consumer protection and welfare through standardisation*

ANEC intends to use its participation in the corporate and technical governance bodies to promote its positions on enhanced consumer participation in standardisation and technical issues of consumer relevance. The CEN-CENELEC Partnership Agreements grant ANEC the right to call on the CEN-CENELEC Presidential Committee on matters of political and strategic importance. The Committee set up the Societal Stakeholders Group (SSG), of which ANEC is a member, to oversee the participation of societal stakeholders in CEN-CENELEC.

An unanswered issue from the JIS is where the responsibility lies for compliance of EN ISO and EN IEC standards with Regulation (EU) 1025/2012.

ANEC will need to ensure it can continue to press for more inclusiveness in the framework of the CEN-CENELEC Strategic Plan for Digital Transformation, which aims to digitise the standards-making process and deliverables, and to make the CEN-CENELEC system more agile and adaptable to market and technological innovations. However, there is a risk observers such as ANEC are become side-lined by increased use of digital technologies in the standards development process.

We intend to contribute to the elaboration of the new CEN-CENELEC Strategy, following an invitation to participate in a strategic workshop in April 2020.

The CEN-CENELEC General Assemblies are held in June. Meetings of the Technical Boards (BT) take place two or three times annually, with a common session.

### **5 bis. Participation in ETSI governance**

*General objective: Improved consumer protection and welfare through standardisation.*

ANEC will continue to support the 3SI Initiative as a means of facilitating and deepening participation of underrepresented stakeholders in ETSI. Noting the proposals made by ETSI in Q4/2019 to alert the Annex III organisations to draft standards nearing ballot – so aiding them to comment as needed before launch of the ballot – and in finding a means through which the ANEC III organisations can comment during the public enquiry on drafts without those comments being consolidated into the national position, we look to the 3SI Advocate to check that ETSI delivers on its commitments and to monitor implementation over the next 12 months.

ANEC will continue to participate in meetings of the ETSI General Assembly.

## **6. Strengthening the framework for market surveillance**

*General objective: Improved consumer safety and compliance*

Even the best legislation and standards are worthless if not applied or enforced. Within the Internal Market, market enforcement authorities have responsibility to protect consumer health and safety. Market surveillance activities are undertaken by Member States exclusively and individually at the national level as market surveillance falls under shared competence. This leads to inconsistencies and, above all, sees insufficient resources available to police the many products on the market. As a result, the consumer expectation for safe products is not always met.

In June 2019, ANEC welcomed the adoption of Regulation (EU) 2019/1020 on market surveillance and compliance as it aims at enhancing traceability in the supply chain, and to improve the organisation and financing of market surveillance authorities. We also welcome the intensified checks on the safety of products sold online, and the facilitated reporting on accident and injury data at European level. Nevertheless, the ambition of the Regulation is not as high as we had hoped or sought during 2017 and 2018. The test will be whether Member States are more sensitised to the implementation of the new Regulation than Regulation (EC) 765/2008 which saw the resources committed to market surveillance and enforcement collectively fall in the next decade.

With BEUC, we plan to follow implementation of the new Regulation in order to ensure consumer health and safety is not put at even greater risk from dangerous products.

EC-financed activities on market surveillance have been managed differently since 2019, and now feature a procurement procedure. The new activities, 'CASP 2019', cover several product groups, with ANEC following actions on Soft-filled toys, Personal transporters and Children's bicycle seats. We intend to participate in the further action on Slime toys (further to the concerns raised by ANEC & BEUC about the excess migration of boron from these toys).

## **7. Strengthening the framework for the safety of consumer products**

*General objective: improved consumer safety*

As part of the Product Safety Package 2013, the Commission published a draft Consumer Product Safety Regulation to replace the General Product Safety Directive (the mandating of standards for which now falls under Regulation (EU) 1025/2012). However, 'country of origin' marking has blocked agreement in the Council of Ministers for several years. ANEC plans to continue to call for adoption of the Consumer Product Safety Regulation as a tool to aid the protection of consumers, and meanwhile to participate in the GPSD Committee and Consumer Safety Network (CSN), and to comment on proposals to reference standards in the OJEU, as well as on draft safety requirements and draft standardisation requests.

Connected and automated decision-making (Artificial Intelligence) technologies are finding their way in consumer products, bringing new challenges for product safety and consumer protection, notably in the security of the product. In 2020, we will need to continue the assessment, together with BEUC, as to whether existing legislation can satisfactorily deal with product safety in the context of Internet connectivity and algorithm decision-making. One option to explore will be the revision of the General Product Safety Directive (2001/95/EC) to address new risks, which the new European Commission could announce in 2020. Another option, already started in 2019, is the revision of the Machinery Directive (2006/42/EC). Both directives use standards to provide presumption of conformity with legal requirements, but do not properly take into account the risks posed by connected/autonomous products. (see also WP 6).

## **8. Governance of ANEC and collaboration in the decision-making process**

*General objective: improved consumer protection and welfare through standardisation*

ANEC is an association comprised of members. It is therefore important to enable members to meet in order to steer development of strategy, objectives, expenditure, activities and priorities, in line with the consumer expectations articulated through national consumer organisations. A reporting template is used to allow members to report on their undertakings and to share experiences. The reporting exercise is done annually.

The ANEC/SC oversees actions taken between the annual meetings of the ANEC/GA. The ANEC/GA and ANEC/SC are consulted on policy and horizontal issues, while the Working Groups are responsible for technical comments on standards and specific technical positions.

In 2019, we started a full review of the ANEC Statutes (which date from 2006), noting the need to align them with the new Belgian Code on Associations and Companies (CAC) which entered into force in May 2019. Revised Statutes should be adopted by the General Assembly in June 2020.

<b>Political &amp; Horizontal Activities</b>
<b>Description of work in terms of activities and/or tasks</b>
<p><i>T1.1 Implementation of the ANEC Strategy 2014 to 2020 - development of Rolling Annual Action Plans, adopted by the ANEC/GA and managed on its behalf by the ANEC/SC, supporting 10 strategic objectives; reporting on the execution of Action Plans. The Action Plan 2020 will include further development of actions supporting Objective 10 to enable sustainability of the European consumer voice in standardisation post-2020, noting the publication in June 2018 of a draft Regulation for the Single Market in the next MFF.</i></p>

*T1.1bis Development of the next ANEC Strategy* – building on outcomes of the dedicated session of the ANEC/GA in June 2019, to draft a new Strategy that responds to the challenges ANEC will face in the immediate years ahead in raising standards of consumer protection & welfare. The drafting process to include a public comment phase. The adoption of the Strategy is foreseen at the June 2021 meeting of the ANEC/GA.

*T1.2 ANEC contribution to Implementation of Regulation (EU) 1025/2012 and AUWP* - participation in the Committee on Standards; participation in review meetings with EC & EFTA; contribute to and comment on the Annual Union Work Programme, draft standardisation requests and other elements related to AUWP; contribution to the implementation of actions established under the Joint Initiative on Standardisation; related activities under the Single Market Strategy such as inter-institutional dialogue and e.g. EESC Opinions on European standardisation; drafting and submission of Article 24 report; liaison with peer Annex III Organisations and actions in the common interest.

*T1.3 ANEC Work Programme* – drafting and submission of Progress Report & Final Report on Work Programme 2020, including financial reports; drafting and submission of ANEC Work Programme 2021; provision of any other reports required by the EC (or EFTA) related to the execution of the ANEC Work Programme.

*T1.3bis Application for new Framework Partnership Agreements* – to answer the call, expected during Q1/2020, for new Framework Partnership Agreements (FPAs) with the EC & EFTA to represent the voice of European consumers in standardisation under Annex III to Regulation (EU) 1025/2012.

*T1.4 Enhancing consumer participation in standardisation*- participate in ISO/COPOLCO meetings in coordination with Consumers International (CI); participate in CEN-CENELEC Societal Stakeholders' Group (SSG). Participate in common activities & initiatives with BEUC-CI-ICRT under MoU of 2016. Collaborate with consumer organisations on standards-related aspects of relevant free-trade agreements; respond to requests from the Institutions or ESOs to provide training to experts from third countries.

*T1.4bis* in support of the outreach events sponsored by ANEC during 2019, to explore the possibility of organising a regional/national outreach event to aid interaction between the consumer movement and standardisers in 2020, through working to build relationships between consumers, national standards bodies and authorities.

*T1.5 Training of consumer experts and consumer representatives*- organisation of mentoring/training sessions as part of the meetings of ANEC WGs; organisation of webinars/web-meetings on specific subjects; promotion of the CEN-CENELEC e-learning course for societal stakeholders.

*T1.6 Participation in CEN-CENELEC technical and corporate governance*- participation in CEN/BT & CENELEC/BT meetings (and common sessions) to react on relevant issues;

participation in CEN-CENELEC Annual Meetings to react on relevant issues; participation in CEN-CENELEC Societal Stakeholders' Group (SSG) to press for further rights, and monitor Partnership Agreements and proposed revision of CEN-CENELEC Guide 25<sup>3</sup>; participation as needed in CEN-CENELEC WG Policy and other relevant policy groups.

*T1.7 Participation in ETSI governance and 3SI initiative-* participation in the ETSI General Assembly meetings and associated 3SI meetings, either directly or through the 3SI Advocate, to react on relevant issues and encourage ETSI to strengthen its compliance with Regulation (EU) 1025/2012.

*T1.8 Strengthening the framework for market surveillance-* participate in general market surveillance fora (e.g. CASP joint market surveillance actions) in order to detect and react to issues in the consumer interest; monitoring the implementation of Regulation (EU) 2019/1020 on market surveillance & compliance.

*T1.9 Strengthening the framework for the safety of consumer products-* influencing the standards-related aspects of the draft Regulation on Consumer Product Safety (CPSR) as part of the Product Safety Package or any successor initiative from EC; participation in activities and bodies under the General Product Safety Directive; collaboration with BEUC on the impact of connected and automated decision making (Artificial Intelligence) technologies on product safety legislation and standards. Participation in the European Accreditation Advisory Board (EAAB).

*T1.10 Governance of ANEC and collaboration in the decision-making process-* organisation of General Assembly meeting and elections; organisation of Steering Committee meetings and elections; briefing and debriefing of ANEC members; coordination & drafting of comments, reporting on execution of strategy & budget; consultation of ANEC/GA & ANEC/SC members on standardisation policy & horizontal issues; annual reporting from members of the ANEC/GA; drafting & adoption of revised ANEC Statutes compliant with Belgian Companies & Associations Code of May 2019.

*T1.11 Fundraising* – building on recruitment of the common ANEC-BEUC-ICRT Fundraising Officer, to continue to bid for Horizon 2020/Horizon Europe projects, and approach the private sector (trusts and foundations), to fund cross-cutting priorities shared by ANEC, BEUC & ICRT in the first instance (e.g. smart home & energy); in the second instance, specific ANEC priorities (accessibility; child safety). All leads will be in line with the ANEC policy on fundraising from the private sector adopted in November 2017. To examine under the ANEC-BEUC-CI-ICRT MoU whether there is scope for deepening and broadening fundraising activities across the four organisations.

<sup>3</sup> CEN-CENELEC Guide 25 'The concept of Partnership with European Organisations and other stakeholders'

## **9. Communications, Events & Dissemination of information**

*General objective: Improved consumer protection and welfare through standardisation*

Although communication with most individual consumers is via the national consumer organisations represented through the General Assembly, ANEC makes publications, press releases and position papers open to the widest audience possible. Beyond being available on the ANEC website, and to members through email and dedicated extranet, the ANEC Annual Review, monthly e-Newsletter, and all press releases and position papers are posted on social media (Facebook, LinkedIn and Twitter).

All ANEC publications and documents carry the EU & EFTA logos, with reference to the financial support made available. We would also welcome partnering further with the EC in communication campaigns, and look to partner with other associations (building on campaigns developed with BEUC, CI & ICRT; the Norwegian Consumer Council; Swedish Consumers' Association; ECOS & ETUC; Toy Industries Europe; European Disability Forum; CEN-CENELEC).

Noting the success of the ANEC promotional video released in March 2018, and further translated into French, Greek, Italian and Lithuanian with the help of our members, we will continue developing visual material to explain ANEC and its successes in simple terms, especially in marking #ANEC25.

Regrettably, translation of ANEC deliverables is conditioned by English being the working language of European and international standardisation, and the lack of a dedicated budget. The ANEC/GA meeting in 2008 confirmed the principle that deliverables should be published in English only, unless members volunteer to make the translations.

<b>Communications, Events &amp; Dissemination of Information</b>
<b>Description of work in terms of activities and/or tasks</b>
<i>T2.1 ANEC e-Newsletter</i> - drafting content of the ANEC e-Newsletter, formatting, circulation and dissemination (electronic format and social media).
<i>T2.2 Annual Review</i> – developing the content of the Annual Review, formatting, circulation and dissemination (electronic format and social media).
<i>T2.3 Press Releases and Position Papers</i> - drafting of press releases and position papers in association with the members of the responsible ANEC body, circulation and dissemination (electronic format and social media).
<i>T2.4 ANEC leaflets and similar</i> – developing leaflets/infographics in association with members of the responsible ANEC body to support relevant communication campaigns; formatting and publication (in-house);

*T2.5 ANEC website* –frequent update of website to mirror developments in ANEC activities; proposed simplification of the website interface, subject to budget.

*T2.6 Social media* - posting of deliverables D2.1-4 with limited advertising of posts of most interest to the individual consumer; dissemination and information about ANEC activities & news; communication with relevant stakeholders; re-posting of social media activities from trusted third-parties on measures related to consumer protection and welfare.

*T2.7 Promotional videos* – developing engaging visual material - including videos - that aim to explain ANEC and its successes in the simplest of terms. The videos are to focus on particular sectoral stories that could be supported (and possibly co-financed) by partners.

*T2.8 Webinars* – Organise and host at least one open webinar on consumer relevant issues

## **b) Technical & Sectoral Activities**

Under the framework of the ANEC Strategy 2014 to 2020, and decisions of the General Assembly on implementation of the Strategy, ANEC pursues technical activities in key sectors decided by the General Assembly. Given the multi-annual nature of European standardisation - where an EN takes about 2.5 years typically to develop, and where an ESO work programme often foresees development of standards in sequence and in parallel - these key sectors (and even details of the supporting work programmes) tend to be stable over the course of a Framework Partnership Agreement. Nevertheless, the Secretariat and ANEC Working Groups keep more detailed work programmes under continuous review and adapt and prioritise in response to new or emerging needs. A review of the key sectors will be taken in the preparation of the next ANEC Strategy.

Each field of priority in which ANEC operates, determined by the ANEC General Assembly and Steering Committee, has a Working Group (ANEC/WG) as its focus. Each WG has a Chair (appointed as an observer to the General Assembly) and Secretary (a Manager from the ANEC Secretariat). Its members are (almost exclusively) voluntary experts drawn from across the countries of the ANEC membership. Among other responsibilities, each WG is responsible for defining the priorities in its sector. Each year the WGs elaborate a work programme for their areas of competence, selecting the sectoral technical and policy priorities for the year to come and taking stock of the progress made. A prioritisation of the items within each area of work is done. Reference to relevant legislative and policy documents is made to provide context for the ANEC's priorities. Finally, there is a possibility that the WGs will deal with new issues where the decision as to whether to become involved will depend on evidence and information gathered during the year. If needed, the decision to become involved in a new work item is done with the support of an internal priority-setting.

## **1. Child Safety**

*General objectives: enhancing the quality and safety of children's lives by ensuring that European standards can be effective in providing better protection for children and decreasing the number of accidents in which children are involved.*

As vulnerable consumers, children are often unaware of the dangers they face and require high levels of active and passive protection. The Child Safety WG aims to ensure during standardisation work that any new standard (or revision of a current standard) in the child safety field takes a hazard-based approach and that the programme of work reflects risk.

As most of the work of CEN TC 402 'Domestic Pools and spas' is completed, little activity is foreseen for 2020. As a result, these activities will be covered under our activities on 'Sports, Playground and other recreational equipment'.

Our Technical Study 2018 on Safe Sleeping Conditions for Children found there are inconsistencies among the standards for products that offer similar functions; potential hazards associated with products that are not covered by standards; and makes recommendations (including key issues and a systematic assessment of hazards and risks) for the development of new standards in this area. ANEC will make use of the results to promote and contribute to the standards work. A follow-up of the 2018 study is planned by ANEC in 2020 to consider safety issues associated with combining child care products that should be addressed through standardisation.

Following the increased activities of CEN TC 248 WG20 'Safety of children's clothing' in the second half of 2018, especially concerning future revision of EN 14682 'Cords and drawstrings on children's clothing' (a standard that was developed following an ANEC proposal), it was agreed ANEC should look for an expert to participate in the work of CEN TC 248 WG 20. An expert was nominated in 2019. We plan to continue to participate in the work in 2020.

When swallowed by a child, button cell batteries can cause severe injuries that can be, in worst case, fatal in as little as 2 hours. As button cells are found in various consumer products, the Child Safety WG will work (in cooperation with e.g. the Domestic Appliances WG & Accessibility WG) to achieve that standards make it more difficult for children to access these batteries.

The market surveillance actions on electric toys, baby carriers and cots – coordinated by PROSAFE but funded by the EC - in which ANEC participated as a stakeholder, ended in 2019 and have therefore been deleted from the Work Programme 2020. As European legislation and European standards are of no use if not properly enforced, ANEC will continue to participate as a stakeholder in the new coordinated joint market surveillance actions related to child safety under "CASP". These activities will be covered under a separate heading.

Elsewhere, ANEC plans to participate in (or follow) the same committees and groups as in 2019.

Child Safety
Description of work in terms of activities and/or tasks
<p><i>T3.1 Child safety falling under GPSD</i> - participation in EC GPSD Committee, Consumer Safety Network.</p> <p><i>T3.2 Chemicals in products related to child safety</i> - monitoring problems, intervention as needed.</p> <p><i>T3.3 Horizontal issues in relation to child safety</i> – monitor the revision of relevant ISO/IEC Guides and CEN-CENELEC Guides; monitor the work of CEN TC 122 WG 1 TG 1 ad hoc-group Anthropometric data of children, act as appropriate; monitor follow-up of DG JUST &amp; DG JRC feasibility study on injury data collection.</p> <p><i>T3.4 Sports, Playground and other recreational equipment</i> - participation in (or monitoring) work of CEN TC 136 &amp; SC1 &amp; its bodies; monitor work of CEN TC 402 &amp; its bodies.</p> <p><i>T3.5 Child care articles</i> - participation in work of CEN TC 252 and its bodies and in the work of CEN TC 248 WG 34; monitoring work of ISO PC 310 (subject to approval of liaison status).</p> <p><i>T3.6 Children's furniture</i> - participation in work of CEN TC 207 WG2; monitoring work of ISO TC 136 WG6 on children's furniture and of CEN TC 364 'High chairs'.</p> <p><i>T3.7 Toy safety</i> - participation in DG GROW Expert Group on toys and subgroup on chemicals in toys; participation in CEN TC 52 &amp; its bodies; monitoring work in ISO TC 181.</p> <p><i>T3.8 Products worn by children</i> – participation in CEN TC 248 WG 20; monitoring CEN TC 162 WG 10.</p> <p><i>T3.9 Other issues relevant to child safety</i> – monitor the work of ISO TC 61 SC 4 WG 10 'Child resistant lighters' and participate if needed; participation in CENELEC TC 61 WG1 in relation to the work on 'Child appealing products' (under the lead of the ANEC DOMAP WG); monitor work of CEN TC 33 WG 3 TG3 'Blind cords' and participate if needed; reduce accessibility of children to button cell batteries.</p> <p><i>T3.10 Market surveillance</i> - monitor and participate as stakeholder in European coordinated joint market surveillance actions (CASP) related to child safety.</p> <p><i>T3.11 Management of Child Safety WG</i> – briefing and debriefing of ANEC experts, organisation of WG meetings and teleconference meetings, validation of representatives' reports, recruitment and (on-going) training of experts, coordination and drafting of comments; contribution to Activity Reports and ANEC publications.</p>

## **2. Accessibility**

*General objectives: Safety/usability of products and services for people with disabilities and older people; Access to information society by older people and people with disabilities (e-Accessibility).*

A deeper and fairer Internal Market is one of the European Commission's priorities and European consumer policy aims to maximise consumer participation and trust in the market. However, while the majority of consumers can reap the benefits of a greater choice of products and services in the Single Market, vulnerable consumers - such as older people and those with disabilities - are still faced with safety and access problems to mainstream products and services.

The ANEC Accessibility work programme is elaborated against the background of the ageing European population and the recent policy and regulatory context showing a commitment to tackle accessibility and antidiscrimination issues as far as disability is concerned (UN Convention on the rights of persons with disabilities, UN Sustainable Development Goals-SDGs and the European Accessibility Act). ANEC believes that standards can be successfully used to make products and services accessible to as many consumers as possible, irrespective of their age or abilities. ANEC's unique role in fostering accessibility through standards is well known and recognised by the relevant stakeholders.

ANEC welcomed the approval by the European Parliament & Council and the publication of the European Accessibility Act in the Official Journal of the European Union in June 2019. Directive (EU) 2019/882 on the accessibility requirements for products and services will apply to several products and services (e.g. computers, e-books, self-service terminals, delivery of transport service information, including real-time travel information, consumer banking services, etc.) placed on the market after 28 June 2025. Member States shall adopt and publish, by 28 June 2022, the laws, regulations and administrative provisions necessary to comply with this Directive. They shall apply those measures from 28 June 2025. After many years of lobbying, this proves a significant achievement for ANEC and the disability movement.

ANEC has already started to discuss with the European Commission about the future standardisation request needed to develop the Harmonised Standards which will provide presumption of conformity with the Directive. We expect these discussions to continue in 2020. Naturally, we will participate in the elaboration of the standards.

In June 2016, several revised product safety directives such as the Low Voltage Directive, the Lifts Directive and the Radio Equipment Directive (RED) became applicable. ANEC had successfully lobbied for the concept of foreseeable use to be included in the legislation in order to have the needs of all consumers taken into account. We are of the view that consumers can be effectively protected only if their (foreseeable) behaviour is duly taken into account by manufacturers when designing products. We also welcomed the need for standards supporting the Low Voltage

Directive to respect the UN Convention on the Rights of Persons with Disabilities. The above Directives set the legal basis for safety and accessibility standards to meet the needs of all consumers. New standardisation requests were approved in 2016 and the work started in 2017 should continue in 2020 on household appliances (CENELEC TC 61) and lifts (CEN TC 10).

In addition, Member States will have to implement the Directive on the accessibility of public sector websites was published in the Official Journal of the European Union (Directive (EU) 2016/2102) as of 23 September 2019. ANEC and the disability movement lobbied for many years for such a legislation. The execution of the Standardisation Request for Harmonised Standards on the accessibility of apps and mobile apps (M/554), supported by ANEC, should come to an end in 2020, after approval of the revision of EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in the Europe". We will contribute to any follow up activities. To advise the European Commission in the execution of its implementing powers under the directive, a Committee and Expert sub-group ('WADEX') comprised of Member States and stakeholders has been set up. ANEC is participating in the sub-group and contributed to the implementing acts adopted in 2018. However, it is possible that the sub-group will be asked to advise the Commission on other issues in 2020.

ANEC intends to be active in the finalisation of the second phase of standardisation Mandate M/420 - European accessibility requirements for public procurement in the built environment (CEN-CLC JTC 11, which we are leading), as well as in relevant international standardisation (ISO TC 59 SC 16).

ANEC will continue to be involved in the standardisation of assistive products such as wheelchairs (CEN TC 293/ISO TC 173) and ergonomics (CEN TC 122/ISO TC 159), as accessibility depends on mainstreaming Design for All as well as the safety and quality of specific products and services. ANEC also joined CEN/TC 452 'Assistance Dogs' and started a collaboration with the European Guide Dog Federation to contribute to this work which should go on in 2020.

However, evidence is still lacking that the incorporation of the needs of older and disabled persons is systematically taking place in the standardisation system. This is why ANEC is supporting the work of CEN/BT WG 213 "Strategic Advisory Group on Accessibility" (SAGA) to coordinate accessibility standardisation in CEN-CENELEC. This aligns with ANEC's call for a mechanism to be set up to provide standards-makers with the technical knowledge for meeting the needs of older and disabled people. As Harmonised Standards will need to be developed to implement the European Accessibility Act, it is possible that the role of SAGA will become more prominent and technical bodies will be set up. ANEC intends to be part of any future activity, which could be also carried out by CEN/CLC JTC 12 'Design for All' after the publication of EN 17161 'Design for All – Accessibility following a Design for All approach in products, goods and services – Extending the range of users', in March 2019.

Moreover, more needs to be done on the front of accessibility of services, where there are some challenges as services adjust to digital technologies that are more empowering and inclusive of older people (ISO PC 311 on inclusive services, CEN TC 431 'Service Chain for Social Care Alarms' and CEN TC 449 'Quality of care for older people' and CEN TC 320 'Transport and logistics and services').

The Accessibility WG members propose for the coming years to consolidate the progress achieved in the following areas: safety and usability of products and services for people with disabilities, including access to the built environment, horizontal approach to accessibility standardisation, access to digital products and services or eAccessibility, and horizontal advice to other ANEC WGs.

It should be noted that due to the horizontal nature of Design for All and accessibility, some overlap between the different areas of priority or with the work of other ANEC WGs is possible, especially the Digital Society and DOMAP WGs. Consumer vulnerability concerns in particular not only people with disabilities and older consumers, but also young people and children.

Finally, there is a possibility that the Accessibility WG will deal with new issues where the decision as to whether we become involved will depend on the evidence and information gathered during the year.

<b>Accessibility</b>
<b>Description of work in terms of activities and/or tasks</b>
<p><i>T4.1 European Accessibility Act</i> – Contribute to implementation of European Accessibility Act (Directive (EU) 2019/882) with special focus on development of Harmonised Standards (SReqs, revision of existing standards, etc).</p> <p><i>T4.2 Horizontal approach to accessibility in standardisation</i> - participation in CEN-CENELEC BT WG 213 'Strategic Advisory Group on Accessibility' to contribute to accessibility standardisation, comment on relevant documents, working drafts and/or draft standards; participate in CEN/CLC JTC 12 "Design for All" or any new Technical Body/WG to develop standards to implement the European Accessibility Act; participate in ISO/PC 311 'Inclusive service – Identifying and responding to consumers in vulnerable situations' to contribute to the drafting of ISO 22458 'Inclusive service: Identifying and responding to consumers in vulnerable situations'.</p> <p><i>T4.3 Safety &amp; performance of electrical domestic appliances for all vulnerable consumers (with Child Safety WG &amp; DOMAP WG)</i> - participation in CENELEC TC 61 and WG 1; participation in IEC TC 61 and its MT 4 (using results of ANEC technical studies); monitor implementation of CENELEC Guide 29, IEC Guide 117 &amp; EN ISO 13732-1 in relation to temperature limits of non-functional surfaces of household</p>

appliances; prevent the risk of young children having access to (button cell) batteries in household appliances and swallowing them.

*T4.4 Accessibility & usability of the built environment* - participation in ISO TC 59 SC 16 in order to work on revision of ISO 21542 'Building construction - Accessibility and usability of the built environment'; participation in CEN-CLC JTC 11 'Accessibility in the built environment' to work on finalisation of 2nd phase of mandate M/420 'European accessibility requirements for public procurement in the built environment' (prEN 17210 'Accessibility and usability of the built environment. Functional requirements', TR on technical performance criteria, TR on conformity assessment).

*T4.5 Lifts* - participation in CEN TC 10 and its technical bodies (WG 7 on revision of EN 81-70 'Safety rules for the construction and installation of lifts - Particular applications for passenger and good passenger lifts - Part 70: Accessibility to lifts for persons including persons with disabilities', WG 8 on the revision of EN 81-41 'Stair-lifts and vertical lifting platforms for persons with impaired mobility' and EN81-40 'Special lifts for persons with impaired mobility'; WG 6 'Fire related issues' on finalisation of prEN 81-76 "Evacuation of disabled persons using lifts" and WG 9 'Inclined lifts' on the revision of EN 81-22 'Electric lifts with inclined path').

*T4.6 Assistive products and services for people with disabilities* - participation in CEN TC 293 'Assistive products for people with disability'; monitoring ISO TC 173 'Assistive products for persons with disability' and contributing to WG 10 'Assistive Products for Cognitive Disabilities'; participation in CEN TC 452 'Assistance Dog & Guide Dog Teams Standards and Instructors Competences' and WG 1 'Terminology' and convening WG 6 'Accessibility'.

*T4.7 Ergonomics* - participation in CEN TC 122 'Ergonomics' and monitoring ISO TC 159 'Ergonomics'.

*T4.8 Accessibility of services (with Services WG)* - collaboration with ANEC Services WG for participation in CEN TC 431 'Service Chain for Social Care Alarms'; CEN TC 499 'Quality of care for older people', ISO TC 228 WG 14 'Accessible tourism' and CEN TC 320 'Transport and logistics and services' on accessibility issues.

*T4.9 Web & eAccessibility legislation (with Digital Society WG)* - Participation in EC WADEX sub-group on implementation of Directive on the accessibility of public sector websites ((EU) 2016/2102).

*T4.10 Accessibility of electronic communications (with Digital Society WG)* - Follow revision by ETSI TC HF of EN 301 549 'Accessibility requirements suitable for public procurement of ICT products and services in the Europe' and execution of SReq to implement web accessibility directive (M/554); leading and contributing to STF 561 on smart cities standardisation; contribution to any new items linked to European Accessibility Act; participation in CEN/CENELEC/ETSI Joint Working Group 'eAccessibility' on revision of EN 301 549; participation in CEN TC 224 WG 6 'User

Interface' on finalisation of revision of prEN 1332-3:2016 'Identification card system - User Interface-Part 3: Keypads' and any other relevant standard.

*T4.11 Liaison with other ANEC Working Groups and collaboration with other organisations* - liaison with other ANEC Working Groups when relevant; collaboration with EDF, EBU and AGE Platform Europe on common priorities such as implementation of European Accessibility Act (and relevant standards) and the EU Covenant on Demographic Change.

*T4.12 Management of Accessibility WG* – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, coordination and drafting of comments.

### **3. Domestic Appliances (DOMAP)**

*General objectives:* to reduce number of accidents from use of domestic appliances and their severity, and encourage the environmental and performance aspects of household appliances; to reduce the number of (fatal) accidents due to fires, CO emissions and CO poisonings.

Standardisation linked to domestic appliances covers a broad range of products: from toasters, microwave and simple ovens, to hairdryers, water heaters and garden equipment. Apart from safety and performance, accessibility is also a key aspect (where the DOMAP WG works with the Accessibility WG). Furthermore, market surveillance and enforcement is considered a vital contribution in ensuring (future) consumer confidence in domestic appliances.

Since the second half of 2018, ANEC has been monitoring the work of CLC/BTWG 143-1 'LVD standardisation in the EU regulatory framework', a group created by the CENELEC/BT with the objective to monitor and address issues in relation to the LVD (e.g. horizontal issues; prepare and/or mirror the LVD working party and LVD ADCO; coordinate EN assessment and acceptance for citation in the OJEU). Most of the work is done by correspondence and through web meetings. ANEC will continue to monitor the work in 2020.

Following a number of injuries from drones to people on the ground, including children, ANEC welcomed the initiative of the European Commission to develop an aviation regulatory framework, as well as a standardisation request, ensuring the safe use of all types of drone. In 2018, a delegated EC regulation was published on making available on the market unmanned aircraft intended for use in the 'open' category. The EC also plans to adopt a standardisation request covering requirements defined in the delegated regulation. Due to lack of expertise among the Domestic Appliances WG membership, the WG will no longer lead in 2020 on the standardisation work on drones. Instead, it will be considered by the Digital Society WG.

At the beginning of 2019, the European Commission started an initiative for a possible revision of the Machinery Directive. We submitted a position paper on the Inception Impact Assessment (Roadmap) in February 2019 and replied to the Public Consultation in August 2019. The Domestic Appliances WG will continue to monitor the revision of the Directive, in collaboration with other ANEC Working Groups (e.g. Digital Society WG).

As most of the work on the reduction of surface temperature limits of household appliances is related to the use by vulnerable consumers, the previous Task T5.9 (Surface temperatures - monitor implementation of CENELEC Guide 29 & EN ISO 13732-1 by relevant bodies) will be covered under Task T5.3.

<b>Domestic Appliances</b>
<b>Description of work in terms of activities and/or tasks</b>
<p><i>T5.1 Electrical household appliances under Low Voltage Directive</i> - participation in EC LVD Working Party; monitoring CLC/BTWG 143-1 'LVD standardization in the EU regulatory framework'.</p> <p><i>T5.2 Safety of electrical appliances</i> - participation in CENELEC TC 61 and IEC TC 61; monitoring CENELEC TC 116 WG5; monitoring IEC ACOS and participate when needed.</p> <p><i>T5.3 Safety &amp; performance of electrical domestic appliances for all vulnerable consumers (with Child Safety &amp; Accessibility WGs)<sup>4</sup></i> - participation in CENELEC TC 61 and WG 1; participation in IEC TC 61 and its MT 4 (using results of ANEC technical studies); monitor implementation of CENELEC Guide 29, IEC Guide 117 &amp; EN ISO 13732-1 in relation to temperature limits of non-functional surfaces of household appliances; prevent the risk of young children having access to (button cell) batteries in household appliances and swallowing them, by making sure the batteries are only accessible by the use of a tool; participation in other European &amp; international fora as needed.</p> <p><i>T5.4 Child appealing (electrical) products</i> - participation in CENELEC TC 61 WG 1.</p> <p><i>T5.5 Gas appliances &amp; Gas Appliances Regulation (GAR)</i> - monitor the agenda of the Commission meetings on the Gas Appliances Regulation (GAR) and participate if necessary; monitoring CEN TC 49 'Gas cooking appliances' and participate when needed.</p>

<sup>4</sup> This activity is foreseen to be supported by a subcontracted expert to assist and aid ANEC in the continuing revision Parts 2 of EN and IEC 60335 standards with respect to the safety of children, older persons and persons with disabilities. The work will entail providing expertise in terms of written comments, advice to ANEC members and ANEC Secretariat on standards work in this area, as well as promoting and defending these

*T5.6 CO emissions & preventing poisoning* - monitor work of CENELEC TC 216 and participate when needed; intervene on other issues related to the prevention of CO poisoning when relevant/needed.

*T5.7 Safety of Machinery* – monitoring the revision of the Machinery Directive in collaboration with other ANEC WGs (e.g. Digital Society WG); monitoring CEN TC 144 WG 7 'Garden equipment' and CEN TC 153 'Machinery intended for use with foodstuffs and feed'.

*T5.8 Domestic appliances under General Product Safety Directive* - monitor relevant work under the GPSD.

*T5.9 Market surveillance* - participate in meetings on joint market surveillance actions in the DOMAP field.

*T5.10 Management of Domestic Appliances WG* – briefing and debriefing of ANEC experts, organisation of WG meetings and of teleconference meetings if relevant, validation of representatives' reports, training of experts, coordination and drafting of comments.

#### **4. Digital Society & Innovation**

*General objectives: access to the Information Society by older people and people with disabilities; the safety and security of electronic communication products, networks and services; interoperability; privacy.*

Digital products and services - such as mobile phones, services through the internet and apps - play a central role in consumers' daily lives, from shopping on-line to listening to music. However, while they have the potential to improve consumer welfare by making a greater range of products and services available, digital technologies also pose challenges in terms of the protection of traditional consumer rights in an on-line environment - privacy, personal data protection, cybersecurity and accessibility by the most vulnerable consumers such as older people.

The creation of a true Digital Single Market is at the centre of the European Commission priorities in order to ensure better access on-line and tackle any barriers. The present consumer policy is mainly based on the assumption that informed consumers will make the best choices for themselves. But how to deal with consumer choice in times of information asymmetry increased by digital technologies? Consumer information overload can result in a shift of the responsibility to consumers. The present consumer policy is also based on the concept of "consumer empowerment" aimed at maximising consumer participation and trust in the market, digital or not. Policy and legislation tend to focus on mainstream consumers and do not always cover the needs of vulnerable consumers.

In times of information asymmetry/algorithms/artificial intelligence, the assumption of informed consumer choice does not always work, so we need to rethink our consumer

protection policy and how we regulate it. One way is to introduce values/principles in product/service design (e.g. privacy by design), and standards are one tool as they can embed principles in technologies, underpinning legislation.

With this in mind, ANEC follows standards issues through its Digital Society WG. The WG members' aim is to promote and defend consumers' interests in this specific field which is one where standards can be used effectively to complement regulation and policies and meet the challenges. It should be observed that standardisation in this domain is to some extent different from the traditional "New Approach" sector: although there are some standards within that scope, often the standards are global and elaborated according to "informal and fast" procedures.

Furthermore, the Standardisation Regulation allows for certain ICT technical specifications produced by informal standardisation bodies to be used in policies and public procurement. This can address the interoperability of ICT for consumers. ANEC thinks interoperability is a key issue for consumers, together with private data protection, security and accessibility, and usability. With this in mind, we monitor the implementation of these provisions through European Multi-Stakeholder Platform (MSP) on ICT Standardisation, set up under the Standardisation Regulation.

Taking into account the need for consumers to find and maintain their position in this fast-changing standards and technologies environment, the Digital Society WG members have proposed for the coming years to continue to consolidate the progress achieved in the following areas: Access to the Information Society by older and people with disabilities (e-Accessibility); Electronic Communication products, networks and services; E-Recognition and Privacy and Cybersecurity Standardisation.

In addition to safety of physical devices such as smart phones and tablets (CENELEC TC 106x and 108x) and the accessibility of ICT products and services for consumers with disabilities (CEN-CLC-ETSI JWG eAccessibility and ETSI TC Human Factors), the Digital Society WG plans to continue to follow the activities around privacy and security standardisation within CEN TC 224 "Personal identification and related personal devices with secure element, systems, operations and privacy in a multi sectorial environment", and CEN-CENELEC JTC 13 "Cybersecurity and data protection" and its WG 5 "Data Protection, Privacy and Identity Management", as well as ETSI TC CYBER. The activity of the latter should be seen in the context of the European Cybersecurity Act approved in June 2019. According to the Regulation, a European cybersecurity certification scheme "shall include at least the following elements: (...) references to the international, European or national standards applied in the evaluation (...)". Standards will therefore be the basis for several schemes and ANEC is already participating in relevant standardisation activities in CEN, CENELEC and ETSI. As the Cybersecurity Certification Schemes are voluntary, we remain doubtful on the possible positive impact of the Act in increasing cybersecurity of consumer products. However, we will have to see how things develop.

Consumer privacy and security are also at the centre of ISO PC 317 “Consumer protection: privacy by design for consumer goods and services” which we plan to continue to follow if the funding provided by the StandICT.eu project is renewed. ANEC was a proposer, together with ISO COPOLCO and BSI CPIN. Conversely, ANEC will stop participation in CEN TC 225 due to the lack of consumer relevant items.

Privacy, security and accessibility as well as interoperability, remain the main issues advocated by ANEC in smart cities standardisation (CEN-CENELEC-ETSI Smart & Sustainable Cities and Communities Sector Forum (SSCC-SF)) which is proposed to be supported by a new Technical Committee in 2020. The ANEC-proposed “smart citizen” Technical Report is being drafted in ETSI and will be developed further in 2020.

Connected and automated decision making (Artificial Intelligence) technologies are finding their way in consumer products, bringing along new challenges for product safety and consumer protection. In 2020, we will need to assess together with BEUC whether existing legislation can satisfactorily deal with specific aspects of product safety linked to Internet connectivity and algorithm decision-making. In 2018, ANEC joined the European Commission AI HLEG, and the Open Community for Ethics in Autonomous and Intelligent Systems standards (OCEANIS). In 2019, we joined the CEN-CLC Focus Group on AI to contribute to discussions on standardisation priorities in 2020.

At the beginning of 2018, ANEC was invited to join the CEN Workshop ‘Journalism Trust Initiative’ (JTI) aimed at developing a CEN Workshop Agreement (CWA) with verifiable set of rules and benchmarks for trustworthy news and journalism. The CWA proposers are Reporters Without Borders (RSF) who is supported by the Global Editors Network (GEN), European Broadcasting Union (EBU), and Agence France Press (AFP). Reporters Without Borders and BEUC were members of the High-Level Group on fake news set up by the European Commission (DG CNECT). ANEC was able to influence the content of the CWA and coordinated with BEUC its position on fake news. The work will end during 2019 or at the beginning of 2020.

Blockchain has potential to provide an infrastructure for trusted, decentralised and disintermediated services beyond the financial sector, and thus potentially transform the way consumers purchase products and services (e.g. smart contracts, insurance). The European Commission launched the EU Blockchain Observatory and Forum in February 2018, involving private stakeholders and public authorities in technical and regulatory discussions about the future development and applications of blockchain technology. In July 2019, the creation of a joint CEN-CENELEC Technical Committee in the area of Blockchain and Distributed Ledger Technologies (DLT) was proposed. This TC will focus on specific European requirements, especially in the legislative and policy context (such as eIDAS and GDPR). ANEC will support the proposal and intends to participate in the JTC and relevant WGs.

The ANEC Smart Meter and Smart Grids Project Team/ad hoc group was tasked to ensure that ANEC is able to reflect the views of consumers in the standardisation work on smart metering and smart grids. Because of the positive developments in 2019,

where ANEC comments were reflected in the different relevant deliverables, members decided to bring to an end the structure of the ANEC Smart Meter & Smart Grids Project Team and include the planned activities in the work programme of the Digital Society WG for 2020 (section 10). This change also reflects the need to consider sustainable choices as a cross-cutting priority in ANEC activities.

It should be noted that, due to the convergence of technologies, overlap between different areas of priority, or with the work of other WGs, can arise, especially with the Accessibility WG. Consumer vulnerability concerns not only people with disabilities and older consumers, but also young people and children.

Finally, there is a possibility that the Digital Society WG will need to deal with emerging issues such as autonomous cars, smart appliances or drones, where the decision to become involved will depend on the evidence and information gathered during the year.

<b>Digital Society (including Innovation)</b>
<b>Description of work in terms of activities and/or tasks</b>
<p><i>T6.1 Web &amp; e-Accessibility legislation</i> – see T4.9.</p> <p><i>T6.2 Accessibility of electronic communications</i> – see T4.10.</p> <p><i>T6.3 Product legislation, Radio Equipment Directive (RED)</i> - Participation as an observer in the EC RED Expert Group (established under the RED Directive), in order to detect issues of consumer interest and follow up on proposal for EC delegated acts on privacy and security essential requirements and common chargers; follow-up implementation of relevant consumer aspects of M/536 standardisation request to implement the Radio Equipment Directive.</p> <p><i>T6.4 Human exposure to electromagnetic fields</i> - Participation in CENELEC/TC 106X which works on the subject of human exposure to electromagnetic fields to comment on relevant documents, working drafts and/or draft standards; participation in CENELEC/TC 106X WG 20 on “reasonably foreseeable conditions of use” to comment on documents and finalisation of TR on Reasonably Foreseeable Use.</p> <p><i>T6.5 Safety of IT audio-video equipment</i> - Participation CENELEC TC 108X “Safety IT, audio-video equipment” and monitoring and possible participation in IEC TC 108 “Safety IT, audio-video equipment” in order to comment on relevant documents, working drafts and/or draft standards; participation in CENELEC TC 108X WG 3 on safety of Personal Music Players, contribution to execution and finalisation of M/452 on safety of Personal Music Players.</p> <p><i>T6.6 e-Recognition</i> - participation in CEN TC 224 ‘Personal identification and related personal devices with secure element, systems, operations and privacy in a multi sectorial environment’ in order to comment on relevant documents, working drafts and/or draft standards.</p>

*T6.7 Biometrics* - participation in CEN TC 224 WG 18 on Interoperability of Biometrics to comment on relevant documents, working drafts and/or draft standards; Participation in CEN TC 224 WG 19 'Breeder Document' to comment on relevant documents, working drafts and/or draft standards.

*T6.8 Privacy & Cybersecurity Standardisation* - Participation in CEN-CENELEC JTC 13 WG 5 "Data Protection, Privacy and Identity Management", to work on execution of the standardisation request on privacy management in the design & development, and in the production & service provision, of security technologies (M/530); participation in CEN-CENELEC TC 13 'Cybersecurity and data protection', WG 1 and WG 6 to comment on relevant documents, working drafts and/or draft standard and follow up on ANEC proposal on testing programme (subject to budget); participation in ETSI TC CYBER to comment on documents, working drafts and/or draft standard (subject to financial support from StandICT project); participation in ISO PC 317 "Consumer protection: privacy by design for consumer goods and services" to comment on relevant documents, working drafts and/or draft standard (subject to financial support from StandICT project).

*T6.9 Smart & sustainable cities* – participation in CEN-CENELEC-ETSI Sector Forum on Smart and Sustainable Cities and Communities (SSCC-SF) to comment on relevant documents, working drafts and/or draft standards; participation in possible CEN TC on Smart Cities to comment on relevant documents, working drafts and/or draft standards; contribution to ETSI STF 561 on "Smart Cities and communities standardisation to meet citizen and consumer requirements".

*T6.10 Policy on ICT standardisation* - participation in EC ICT Multistakeholder Platform to comment on relevant documents, working drafts and/or draft standardisation request (ICT Rolling Plan).

*T6.11 Connected and automated decision making (AI) products and services* – Participation in EC HLG AI to comment on relevant documents and reports; participation in CEN-CLC Focus Group on AI to comment on relevant documents, working drafts and/or draft standards; Participation in IEC SEG 10 'Ethics in Autonomous and Artificial Intelligence Applications' and convenorship of WG1 'Societal and Ethical Foundations' to comment on relevant documents, working drafts and/or draft standards (subject to financial support from StandICT project); contribution to assessment of legislation and standards on safety of connected and autonomous products.

*T6.12 On-line disinformation and 'fake news'* - Participation in CEN Workshop 'Journalism Trust Initiative' (JTI) to comment on relevant documents, working drafts and/or the draft CWA.

*T6.13 Blockchain and Distributed Ledger Technologies* - Participation in CEN-CLC/JTC 'Blockchain and Distributed Ledger Technologies' and future WGs on e-Identification

and GDPR, if set up, to comment on relevant documents, working drafts and/or draft standards.

*T6.14 Smart Meters and Smart Grids* - participation in CEN-CENELEC-ETSI Smart Meter Coordination Group and EC Smart Grid Task Force Steering Committee to comment on relevant documents, working drafts and/or draft standards; coordination with relevant stakeholders.

*T6.15 Management of Digital Society WG* – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives’ reports, training of experts, coordination and drafting of comments.

## **5. Services**

*General objectives: to obtain a legal framework for the safety of services that guarantees a consistent approach across sectors; ensure consumer concerns are addressed in the regulations and standards for services.*

Although the Internal Market for Goods is well-established, no such seamless environment exists for services in the EU, despite the intent of proposals such as:

- the Single Market Acts;
- the provisions of Regulation (EU) 1025/2012;
- JIS Action 12;
- the European Consumer Agenda;
- numerous initiatives taken by CEN.

The absence of a legal framework for the safety of services has the potential to create high levels of consumer detriment. Hence the role of the Services WG is to influence legislation that enables service standards developed at the European level to be effective, and to participate in the development of the standards themselves. The majority of service standards tend to be developed at national level, with businesses keen to develop certain B2B standards at European level (e.g. standards for management consultancies). Consumer services also saw an increasing development of international standards due to the global nature of certain activities.

Through Mandate M/517, the Commission proposed development of a range of horizontal services standards. CEN TC 447 'Services - Procurement, contracts & performance assessment', is developing the standards under Phase 2 of M/517 capable of flexible application across a wide range of services on topics (such as procurement and pre-contract information provision, contracts and performance assessment). Importantly, the part on contracts will also be relevant for business to consumer (B2C) services and, in 2019, discussions started in CEN TC 447 on possible new standardisation activities of consumer relevance.

In the measures issued in June 2016 in the Standardisation Package II, the Commission expressed the intention to step up efforts and set practical solutions to promote the greater development and use of European service standards; improve awareness, and address the barriers faced by European service providers. ANEC intends to continue contributing to the development of these actions. Furthermore, the evolution of products is increasingly leading to the development of new services (e.g. community-based integrated health and care services) and the continuing growth of the service sector demands a cross-sector overview by ANEC.

In 2020, ANEC plans to participate in (or follow) the work of the same standards committees and working groups as it did in 2019, with a few changes.

In 2020 ANEC will strengthen its participation in ISO TC 176 SC 3 'Supporting Technologies' WG to follow the development of the ISO 10000 series, also in relation to work carried out in CEN TC 447; participate in the CEN-CENELEC Sector Forum on Security (SF SEC) and consult the Digital society WG on issues of common interest; contribute to evaluation of the Postal Services Directive and follow up on consumer-relevant standardisation activities in the area of financial and insurance services.

Following the publication of EN 17226 in July 2019, ANEC continues contributing to CEN/BT Task Force 'Beauty Salons - Definition of additional specifications for the advanced treatments' and drafting of TS 17227 'Beauty salon services - Advanced beauty treatments' for use with EN 17226:2017.

The main changes for 2020 relate to completion of work in CEN TC 448 on funeral services in 2019. We may also leave CEN TC 435 on tattoo services as the elements dealing with chemicals and health have been completed. We will withdraw from the EC Expert group on maritime safety. In CEN TC 136 WG 2 'Fitness centres' we will participate in the new proposal to consider the development of standards for providing supervision of fitness centres, if adopted in 2019.

<b>Services</b>
<b>Description of work in terms of activities and/or tasks</b>
<p><i>T7.1 Horizontal service standardisation &amp; policy</i> – participation in CEN SAGS; participation in CEN TC 447 'Services – Procurement, contracts and performance assessment' and in M/517 implementation; monitoring ISO COPOLCO WG 18 on services; participate in policy debates on future service legislation &amp; standardisation; Participation in ISO TC 176 SC 3 to monitor the developments of ISO 10000 series also in relation to work carried out in CEN TC 447; participate in developments on ISO 10008 (e-commerce) and possible revision. Use of Services Technical Study 2017 to support ANEC participation in meetings on services standardisation.</p> <p><i>T7.2 Health, support &amp; well-being services</i> - Participate in completion of work of CEN PC 409 'Beauty salon services' in CEN/BT Task Force 'Beauty Salons - Definition of</p>

additional specifications for the advanced treatments'; participate in ISO TC 228 WG 2 'Health Tourism'; participation in CEN TC 450 on 'Minimum requirements of patient involvement in person-centred care'; monitor EC work on indoor UV exposure services; participate in CEN TC 449 'Quality of care for older people'; participate in CEN TC 431 'Service Chain for Social Care Alarms'; collaborate with Accessibility WG on accessibility of services and participate jointly in ISO PC 311 'vulnerable Consumers' to achieve standard on inclusive services; use Services Technical Study 2018 to support ANEC participation in meetings on cross border healthcare services, keep liaising with Commission on the subject; continue monitoring new standardisation activity in the health sector and identify relevant new committees or platforms/forums.

*T7.3 Tourism, leisure & sports services* - monitor follow up actions to the EC Communication on the Future of EU Tourism Policy and promote ANEC position on tourism services policy and standardisation; monitor activities related to Leaseurope guidelines on car rental services; monitor CEN TC 329 'Tourism Services'; participate in ISO TC 228 'Tourism and related services' and its WG 15 'Accommodation services' with a view to bringing the consumer perspective; participate in ISO TC 228 WG 14 'Accessible tourism' and in CEN TC 320 'Transport - Logistics and Services' draft WI 026:2019 N00427 Transport Services — Customer communications for passenger transport services — A Universal Design approach; liaise with Accessibility WG on accessibility of tourism services tourism; participate in CEN TC 136 WG 2 'Fitness centres'; liaise with Domestic Appliances WG and Child Safety WG on safety of leisure products and promote findings of 2019/2020 technical study on trampoline parks.

*T7.4 Safety of accommodation* follow-up campaign actions on tourism for consideration of input on accommodation safety, following COM (2014) 464 and EP resolution of 29 October 2015 on new challenges and concepts for the promotion of tourism in Europe (2014/2241(INI)); collaborate with partners to promote and progress the set-up of a pan-European injury database on (fire) accidents in tourism services; participate in EC Fire Information Exchange Platform (FIEP); participate in CEN-CENELEC Sector Forum on Security (SF SEC); monitor NWI in CEN to detect and react to issues in the consumer interest in the area of tourism accommodation (fire) safety and security (e.g. in CEN-CENELEC JTC 4 'Services for fire safety and security systems'); continue liaising with ANEC Sustainability WG on (fire) safety of buildings; liaison with the ANEC Accessibility, Digital Society, Domestic Appliances and Child Safety WGs on respective issues of mutual importance (e.g. evacuation of persons with special needs and gas safety, injury databases).

*T7.5 Postal services* - participation in CEN TC 331 and CEN TC 331 WG 1 notably in the implementation and follow-up of standardisation request M/548 as regards postal services and the improvement of quality of service in support of Postal Services Directive 97/67/EC; follow and input next steps regarding the evaluation of the Postal Services Directive; monitor developments following the plan to boost e-commerce that included Regulation 2018/644 on cross-border parcel delivery services in light of

ANEC study on e-commerce; promotion of ANEC position on cross border parcel delivery services; participate in “Keep me posted EU” campaign steering group meetings.

*T7.6 Cross-Border online services* - monitoring of policy developments regarding collaborative economy and online platforms; participate in ISO TC 324 ‘Sharing economy’ and in standardisation debate on sharing/collaborative economy in ISO/COPOLCO; liaison with BEUC and Digital Society WG on issues of common relevance.

*T7.7 Financial services* - monitor activities of CEN TC 445 and participate actively if consumer relevant proposals are advanced; participate in EPC Scheme End User Forum (SEUF); explore cooperation with Consumers International to monitor follow-up of COPOLCO investigation on consumer concerns in financial services or possible activities of interest at ESOs level; Services WG to monitor and contribute as needed in the work of Digital Society, Accessibility and Sustainability WGs of relevance to financial services.

*T7.8 Management of Services WG* – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives’ reports, training of experts, social media promotion, coordination and drafting of comments.

## **6. Sustainability**

*General objectives: to improve the environmental performance of products and contribute to their safety; to ensure innovative technologies are safe when used in products, that claims are verifiable and adequate information is provided to consumers; to encourage the setting of mandatory requirements for product design; to enable consumers to adopt more sustainable consumption behaviours; promoting sustainable development and supporting consumer interests in key sectors (energy, sustainable products etc).*

The Sustainability WG aims to improve the environmental performance of products by assessing the environmental aspects over their entire life cycle. It seeks to achieve mandatory requirements for inclusion in product design, such as energy efficiency, hazardous substances and waste treatment, without which standards cannot achieve sustainable goals and improve consumer welfare. It wants consumers to be able to make informed choices to support sustainable consumption, by providing them with a wider range of green products, as well as simple, reliable and easy-to-use eco-labels. It intends to ensure consumer interests are protected in novel technologies such as nanotechnologies.

Certain key areas of work – such as the Ecodesign of products and hazardous chemicals in consumer articles - have become controversial issues in recent years, notwithstanding support from most Member States. Hence, consumer organisations have pushed arguments in favour of European action. In 2019, it was notable that the

European Commission put sustainability and climate change high on the political agenda.

In 2020, we foresee the continuation of activities carried out in 2019 and further activities in light of the 2018-2019 EU actions. We will closely follow the field of chemicals legislation relating to products; the awaited EU non-toxic environment strategy; EC Communication on the interface between chemicals, waste and products legislation; the ECHA restriction proposal for tattoo inks and similar initiatives on textiles; evaluation of the Food Contact Materials Regulation (EC) 1935/2004 and the completion of the revision of the Drinking Water Directive.

Our contribution to the development of the European standard on e-cigarettes under in CEN TC 437 'Electronic cigarettes and e-liquids' is confirmed and reinforced by the ANEC position paper drafted in 2019. Our contribution to CEN TC 436 'Cabin Air Quality on commercial aircraft – Chemical Agents' is revise to reflect the difficulty in reaching agreement in the TC on the various issues.

We will also follow the uptake of the plastics strategy and related legislation as it is of relevance to consumers. Particular attention will be paid to the actual suitability and consumer safety of materials put forward as alternatives to non-sustainable (plastics) products. As regards our work on Life Cycle Assessment methods, ANEC follows the transition phase of the Product Environmental Footprint programme, and will also examine the revision of the ISO 14020 series on environmental labelling in ISO TC 207 'Environmental Management'.

In the area of sustainable consumption and production we continue keeping our focus on the implementation of the revised energy-related products legislation, the Ecodesign directive and the ongoing work in Material Efficiency. Two new ISO TCs of our relevance where our Sustainability WG is planning to join are ISO TC 322 'Sustainable finance' and ISO TC 323 'Circular economy'.

ANEC will also follow developments related to sustainability of construction works and sustainable buildings that may arise as part of the European Green Deal.

Sustainability
Description of work in terms of activities and/or tasks
<p>T8.1 <i>Hazardous chemicals in consumer products</i> - - call for regulatory framework based on the strategy in ANEC position paper of 2014; continue liaising with allies among national and international authorities and NGOs movement for possible joint activities; participation in CEN TC 437 'Electronic cigarettes and e-liquids' and CEN TC 436 'Cabin Air Quality on commercial aircraft – Chemical Agents' and the stakeholder panel of EASA related project; continue contributing to the discussion on the safety of tattoo products in ECHA activities; liaise with other civil society organisations in call for mandatory transparency measures regarding products containing</p>

nanomaterials, and participate in related EU policy developments; monitoring and participation in CEN TC 352 WG 2 'Nanotechnologies - Commercial and other stakeholder aspects' and ISO TC 229 'Nanotechnology' WG 3 PG 14 to follow any other consumer relevant issue emerging; assist CEN SABE in the development of a detailed implementing strategy to support CEN Guide 16; follow up on the policy activities for the enhancement of the European regulation on food contact materials following the European Parliament analysis and DG SANTE initiatives; monitor and comment on any SReq that may be prepared on the topic of Drinking Water and Materials in Contact with Drinking Water.

*T8.2 Sustainable consumption & production (SCP)* - participate in EC fora on sustainable consumption and production (SCP) e.g. IPP/SCP Regular Committee; Participate in CEN-CENELEC Ecodesign Coordination (ECO-CG) group bringing the consumer perspective; collaborating with BEUC in promoting consumer understanding and benefits of A-G label, and defending consumer interests during the implementation of the Regulation revising the directive for the Energy Label and on the implementation of the Ecodesign directive; ANEC will aim to make use of its positions regarding substantive sustainability indicators and reporting in emerging policy areas such as sustainable financing; Monitor new ISO TC 322 'Sustainable finance'; follow final steps and publication of ISO 34101:1 and ISO 34101:2 on sustainable and traceable cocoa in CEN TC 415 and consider new activities of possible relevance in the area of sustainable food; lobbying jointly with BEUC for a comprehensive SCP policy framework covering all relevant products and addressing relevant sustainable aspects; internal reporting on EU actions on Circular Economy.

*T8.3. Sustainability of construction works* - Monitor policy developments in the field of sustainability of construction works & buildings; promote ANEC position on sustainable construction and LCA assessment, ANEC position paper 'Laying the foundations for sustainable buildings' and 2016 contribution to EC discussion on indicators for the environmental performance of buildings; monitor developments on a NWI on B2C Communication in CEN TC 350 'Sustainability of construction works' and standards work under the Energy Performance of Buildings Directive, react to consumer relevant issues.

*T8.4 Environmental labelling* - call for alternatives to EC approach to Life-Cycle Analysis by using the work in ISO TC 207 and subsequent ANEC positions and Technical Studies; pursue synergies in instruments on environmental information to ensure coherency and clarity among product labels aimed at consumers; monitoring the work of ISO TC 207 and revision ISO 14020 'Environmental labels and declarations—General principles' in particular; follow EC actions in development of EMAS sectoral reference documents for buildings.

*T8.5 Integration of environmental aspects into product standards* - participate in ENIS meetings; participate in CEN/SABE meetings; monitor the effectiveness of the Environmental Helpdesk (EHD); coordinate with ECOS where relevant; monitor of

work of SABE/EMT in order to ensure ANEC analysis of ISO standards in the field of environmental management is reflected in EMT recommendations.

*T8.6 Resource efficiency and packaging waste* - promote ANEC position regarding broader sustainable consumption and production approach to the circular economy, going beyond efficiency gains; collaboration with BEUC case-by-case regarding SCP policies, including resource efficiency policies and development of related indicators; monitor work in CEN TC 261 SC 4 'Packaging & the Environment' e.g. development of standards following Directive (EU) 2019/904 on the reduction of the impact of certain plastic products on the environment; follow the uptake of the EU plastics strategy and related initiatives promote alternative materials to unsustainable plastics products; monitor ISO TC 323 'Circular economy' to see how this complements EU policies and standardisation activities.

*T8.7 Management of Sustainability WG* - briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, social media, coordination and drafting of comments.

## **7. Traffic & Mobility**

*General objectives: to influence related legislation & standards in order to provide the highest levels of safety practicable to car occupants; to contribute to a high level of safety for vulnerable road users; to ensure efficient, user-friendly & safe infrastructures for innovative transport; to ensure environmental priorities do not jeopardise the safety of motor vehicles.*

The Traffic & Mobility WG seeks to contribute to a high-level of safety among road users, especially vulnerable road users. It defines the ANEC contribution to standardisation work in UNECE on Child Restraint Systems (car seats), and other aspects of motor vehicle safety - including children left in cars - where ANEC is the sole representative of the consumer interest, albeit under the umbrella of Consumers International. It also decides the ANEC position in the development and revision of standards for bicycles and bicycle accessories in ISO and CEN.

Of growing importance, its aim is to ensure the sustainable aspects of mobility do not jeopardise the safety of vehicles, and that the consumer view is considered in the transition to more sustainable and smart transport. ANEC looks for an efficient, user-friendly & safe way to recharge electric vehicles, as well as the safety of personal light electric vehicles (Segways, e-scooters etc).

Intelligent Transport Systems are also gaining in importance, not only in the area of 'automated driving', but also 'the car as data generator': i.e. what data does the car generate, who has access and what happens to the data? This is followed at international level by UNECE WP 29, and at European level by CEN TC 278 'Intelligent Transport Systems'.

The work on standards in UNECE (confusingly known as 'Regulations' as their use is mandatory in UNECE member countries) is complex and requires a paid expert to represent the consumer view effectively. Nevertheless, positions are still decided upon by the Traffic & Mobility WG on the advice of the expert.

In 2020, ANEC intends to continue participating in (or monitoring) the work of the same standards committees and working groups it did in 2019 with few changes:

Work on Regulation 129 (Enhanced CRS) was finalised in June 2018 with the adoption of Phase 3 of the regulation (covering belted universal baby/toddler enhanced child restraint systems). However, booster cushions without backrest are still covered by the old Regulation 44. ANEC will continue to push for a swift move from R44 to R129 and seek to have requirements for booster cushions in R129. This is the only remaining category of CRS not covered by R129. The objective is to phase out R44, more specifically to stop granting approvals according to its now obsolete provisions.

ANEC will also be part of the informal group meeting on CRS on buses, aiming to develop a new Regulation on the security of children on buses (endorsed June 2019 by WP29).

WG 17 'Urban ITS' was established under CEN TC 278 'Intelligent Transport Systems (ITS)'. Such ITS technologies must ensure integrity, confidentiality and secure handling of data, including personal and financial details, and ensure that consumers' rights are protected. So far, discussions have not touched on the consumer aspects. Nevertheless, ANEC will continue to follow this WG and will likely look for more experts in this area as it is a growing priority.

<b>Traffic &amp; Mobility</b>
<b>Description of work in terms of activities and/or tasks</b>
<p><i>T9.1 Child Restraint Systems (CRS)</i> - participate in UNECE WP 29 and the GRSP in order to provide guidance during the finalisation of Regulation 129 on ECRS; develop guidance to consumers in transition phase from R44 to R129; propose to make dormant the remaining part of R44 as soon as possible after adoption of phase 3; participate in ISO TC 22 SC 36 WG 2 to contribute to the discussions on lower tether anchorages (LTA); continue to bring new facts on pirated/non justifiable CRS to the attention of authorities; collate injury information where available ahead of future revisions of R129. In GRSP an informal group has started the development of a regulation on provisions for safe transport of children in buses which will be attended by ANEC.</p> <p><i>T9.2 Children left in cars</i> - monitor continuing instances at European level (if possible, collecting statistics from first aid/ambulance services), survey of measures/requirements in different countries, in particular in Mediterranean countries; evaluation of new achievements, devices, intelligent solutions (using smartphones as a possibility); monitor ISO TC 22 SC 36 WG 2 that intends to</p>

investigate the possibilities and opportunities of new technology enabling detection of child and CRS presence and other aspects; monitor development in Euro NCAP Roadmap 2025. Discussions in GRSP started in May 2019 and will continue in 2020, noting regulatory measures in Italy.

*T9.3 Protection of pedestrians from cars* - participate in UNECE WP 29 and its bodies in the development of amendments to R127 and the Global Technical Regulation 9 to ensure testing regimes focus on better pedestrian protection in event of collision with a motor vehicle, and contribute to the revision of the Pedestrian Safety Regulation 78/2009 and General Safety Regulation. Monitor Korean proposal to include deployable devices to reduce injuries (pop-up bonnets).

*T9.4 Perception of silent cars* - monitor developments at EC and UNECE level and intervene as needed. With the increased use of electro-mobility, a new risk has arisen for vulnerable road users that ANEC will monitor. The UN regulation was adopted at the WP 29 session in March 2016 and amended in March 2017 to address shortcomings. Work on the GTR has started and ANEC will follow.

*T9.5 Bicycles and accessories* - participate in CEN TC 333 and ISO TC 149 on continuous improvement of standards for bicycles and bicycle accessories, in particular in implementation of bicycle use classes and further development of test procedures for braking and the fully assembled cycle; participate in ISO TC 149 SC 1 WG 14 'Revision of ISO 8090:1990 Cycles -Terminology'; continue participation in CEN TC 252 WG 7 in the revision of EN 14344 on bicycle seats for children; participate in the developed of new European standard on cargo bikes.

*T9.6 Electrically Power Assisted Bicycles (EPAC)* - participate in ISO TC 149 WG 15 'EPACs' to contribute to development of ISO standard for EPAC (ISO 4210-10); participate in CEN TC 333 WG 5 to contribute to the development of the new standard for electric mountain bicycles (EN 17406); participate in UNECE GRSP meetings to contribute to discussions on helmets for speed-pedelec users (supporting user-friendly and safe solutions for users); participate in CEN TC 158 WG 15 'Helmets for speed-pedelec users'; participate in the development of the future ISO standard on serial EPACs.

*T9.7 Safety, efficiency & emissions of motor vehicles* – monitor the developments in UNECE WP 29 on implementation of the worldwide harmonised light vehicles test procedures (WLTP); the development of the GTR on Global Real Driving Emissions (GRDE) at WP 29; monitor the developments regarding tyre labelling; participate in the meetings of CEN TC 441 to contribute to raising awareness on EN 16942 and monitor implementation; participate and monitor developments in the UNECE GRSP Informal group on helmets for motorcyclists (GRSP has decided to update the outdated UN Regulation 22 on motorcycle helmets based on new biomechanical research and developments on the market).

*T9.8 Head restraints in cars* – monitor the developments at UNECE WP 29 that head restraints offer a state of the art solution, both within Europe and internationally.

*T9.9 Frontal impact protection* - monitoring work in UNECE WP 29 and GRSP concerning the revision of Regulations of frontal and side impact protection to detect and react to issues of consumer interest; monitoring work in UNECE WP29 and GRSP concerning development of a Global Technical Regulation on Pole Side Impact phase 2; advocate incorporation of requirements for frontal impact protection for category L-6/7 vehicles in regulation 137.

*T9.10 Intelligent Transport Systems (ITS)* - participate in CEN TC 278 and monitor CEN TC 226 WG9; participate in WP 29 and the Informal Group on ITS to monitor developments in automated driving. Monitor CEN TC 278 WG 17 on urban ITS. Through TC 278, monitor ETSI work on C-ITS.

*T9.11 Electro mobility - vehicle* – participate in the Electro-mobility Coordination Group to monitor and influence developments related to the standardisation of electric and plug-in hybrid vehicles and to advocate safe and user-friendly electric vehicles; continue participation in CEN TC 301 and in CEN TC 354 WG 4 to contribute to EN 17128 on 'Light electric vehicles and self-balancing vehicles'.

*T9.12 Electro mobility - infrastructure* - follow draft standards in eMobility Coordination Group and CEN TC 301 'Road vehicles' to ensure that infrastructures are in place to charge batteries of electric and plug-in hybrid vehicles (and standardised in an efficient, user friendly and safe way).

*T9.13 Management of Traffic and Mobility WG* – briefing and debriefing of ANEC experts, organisation of WG meetings, validation of representatives' reports, training of experts, coordination and drafting of comments, management of subcontracted expert, preparation of updates on horizontal issues of relevance to other ANEC WGs. Further liaison with other ANEC WG on cross-cutting issues such as smart cars and the 'extended vehicle concept', namely with the ANEC Digital Society Working Group.

## **8. ANEC Technical Studies & the subcontracting of experts**

*General objective: improved consumer representation in standardisation*

### **ANEC technical studies & the subcontracting of experts**

#### **Rationale and objectives:**

This activity aims at providing empirical evidence needed to support ANEC positions in the standards development process or at political level, or in providing subcontracted expertise where such expertise is not available to ANEC voluntarily.

ANEC commissions technical studies and subcontractors systematically, on the basis of transparent procedures, selection criteria and restricted calls for tender. The

research priorities are identified by the ANEC Working Groups according to their sectoral work programmes. A political priority may be identified by the ANEC Steering Committee. The activity is coordinated by a Programme Manager from the ANEC Secretariat who manages the contractor after a restricted call for tender, in line with the internal procedure on subcontracting. The Working Group appoints a Project Advisor (usually unpaid) to assist the Programme Manager and contractor.

For 2020, the following studies and subcontracts are agreed:

1. Child Safety WG: Proposal for a study to address hazards associated with using sleep-related products in combination with other child care articles.
2. Traffic & Mobility WG: Proposal for renewal of sub-contracting an expert for the ANEC Traffic & Mobility WG for 2020.
3. Digital Society WG: Proposal for renewal of sub-contracting an expert on cybersecurity and privacy standardisation for the ANEC Digital Society WG for 2020.
4. Sustainability WGs: Proposal to sub-contract an expert on resource efficiency
5. DOMAP/Accessibility WGs: Proposal for renewal of sub-contract with respect to the work on the safety of children, older persons and persons with disabilities in electrical household appliances standards (“removal of the exclusion clause”) in 2020.



ANEC is the European consumer voice in standardisation, defending consumer interests in the processes of technical standardisation and the use of standards, as well as related legislation and public policies.

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

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

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