



European Consumer Consultative Group (ECCG)

4-5 June, 2014

UPDATE ON DG SANCO ACTIVITIES

*Despina Spanou,
Director for
Consumer Affairs,
DG Health and
Consumers*

2nd Report on Consumer Policy and integration of consumer interests into EU policies

- *adopted on 7 April 2014*
- *covers the period Jan 2012- Dec 2013*
- *Informs about the state of play and progress achieved for Consumer Agenda Actions*
- *Out of 62 actions, 52 have been accomplished and 10 are on-going*

Product Safety Package

- *No progress in Council (both at political and technical levels) due to the country of origin Article.*
- *15 April – the EP adopted with overwhelming majority the two Regulations in a first reading based on the IMCO Reports and amendments*
- *Legislative process expected to resume in the second half of the year (IT Presidency, new EP)*
- *EC and Member States continue to work on the implementation of the 20 actions of the Multi-Annual Plan for Market Surveillance*

Revision of the medical devices legislation

- **State of play:**
 - **European Parliament:** 1st reading vote on 2nd April 2014;
 - **Council:** 28 meetings of the Council Working Party (CWP) on Pharmaceuticals and Medical Devices under CY, IE, LT and EL PRES.
- *In the meantime, the **Commission and the Member States have been working on the implementation of the Joint Plan for Immediate Action** under the existing legislation in order **to tighten up controls and improve patient safety.***
- *A **Staff Working Paper** will be published in June outlining the results of the Joint Plan for Immediate Action, which have been achieved until now and providing proposals for its continuation.*

COSMETICS REGULATION:

Public consultation on fragrance allergens

(deadline 14 May 2014)

- *In the public consultation it was proposed:*
 - 1) *to submit additional fragrance allergens to the obligation of individual labelling on the package (Annex III)*
 - 2) *to ban three fragrance allergens: HICC, atranol and chloroatranol (Annex II).*
- *We are now analysing the received comments. Based on the outcome, we will draft any regulatory measures needed and propose them to Member States.*

CONSUMER CREDIT DIRECTIVE

- *The Report on the Consumer Credit Directive was adopted on 14 May*
- *The main findings show that creditors should make further efforts to ensure that rights given to EU citizens are respected, in particular as regards advertisements and pre-contractual information.*
- *Commission to focus on raising awareness of rights and obligations, and on surveying their correct application and enforcement.*

CPC REGULATION: Follow up to the public consultation

- *June: A Commission Communication on the functioning of the CPC Regulation will analyse the public consultation results*
- *7/8 July: IT Conference on enforcement cooperation*
- *Over the Autumn: the Commission is conducting impact assessment studies*

CPC REGULATION: Joint enforcement actions

- *In - app purchases joint action*
- *Sweep on travel services – results published on 14 April*
- *Other joint actions in the pipeline (i.e. car rental)*



European Consumers Summit: The EU Consumer in the Digital Era

- *A big success: more than 520 participants, 8 Ministers, 2 Commissioners, 1350 tweets...*
- *Main feedback from the participants:*
 - **Digital trust (data protection/privacy)**
 - **Digital literacy**
 - **Digital enforcement**
- *Thank you for your attendance and involvement in the event*

COMPARISON TOOLS

June 2012: Multi-Stakeholder Dialogue on comparison tools (MSDCT) set up



March 2013: Report and recommendations from the MSDCT presented at 2013 Consumer Summit



October 2013: launch of in-depth study



Preliminary results: more than 1040 comparison tools mapped across the EU



What's next: 26 June 2014: 6th meeting of the MSDCT where results of the study will be presented and next steps discussed

ENVIRONMENTAL CLAIMS

May 2012: Multi-Stakeholder Dialogue on Environmental Claims (MDEC) set up



March 2013: Report and recommendations from the MDEC presented at 2013 Consumer Summit



Follow-up MDEC report: Consumer market study on environmental claims (non-food)



Results being finalised (see next slide) and informal consultation with MDEC on policy recommendations



What's next: 19th June 2014: 6th meeting of MDEC to further discuss next steps

STUDY ON ENVIRONMENTAL CLAIMS: *Main conclusions*

- *Green claims are widespread*
 - *Limited understanding, trust mixed*
 - *Few claims fully comply with criteria from UCPD guidance*
 - *Enforcement not always priority but attitudes are changing*
 - *Presence of national/sectorial guidelines positive*
 - *Self-regulatory systems effective, especially for advertising*
- *EU consumers currently not able to make informed choices and contribute to "green growth" as fully as they might*
- *Suggestions for future policy work*

DG SANCO CURRENT STUDIES

- *STUDY ON THE MARKET OF SECOND HAND CARS*
- *STUDY ON COMPARISON TOOLS*
- *CONSUMER MARKET STUDY ON ENVIRONMENTAL CLAIMS FOR NON-FOOD MARKETS*
- *STUDY ON CONSUMER VULNERABILITY ACROSS KEY MARKETS IN THE EUROPEAN UNION*
- *STUDY ON MARKETING TO CHILDREN THROUGH SOCIAL MEDIA, ONLINE GAMES AND MOBILE APPLICATIONS*
- *STUDY ON CONSUMER CONDITIONS IN ELECTRICITY*

STUDY ON CONSUMER CONDITIONS IN ELECTRICITY

- Revisits the 2009-10 study
- Check competition at retail level – do benefits reach consumers (incl. vulnerable ones)?
- Assesses impact of recent legislation – implementation & enforcement
- Role of Innovation – tools (bills, websites)
- *Kick-off June, conclusion Spring 2015*



10th Consumer Markets Scoreboard & Study on vehicle fuels

Publication: 23/24 June 2014

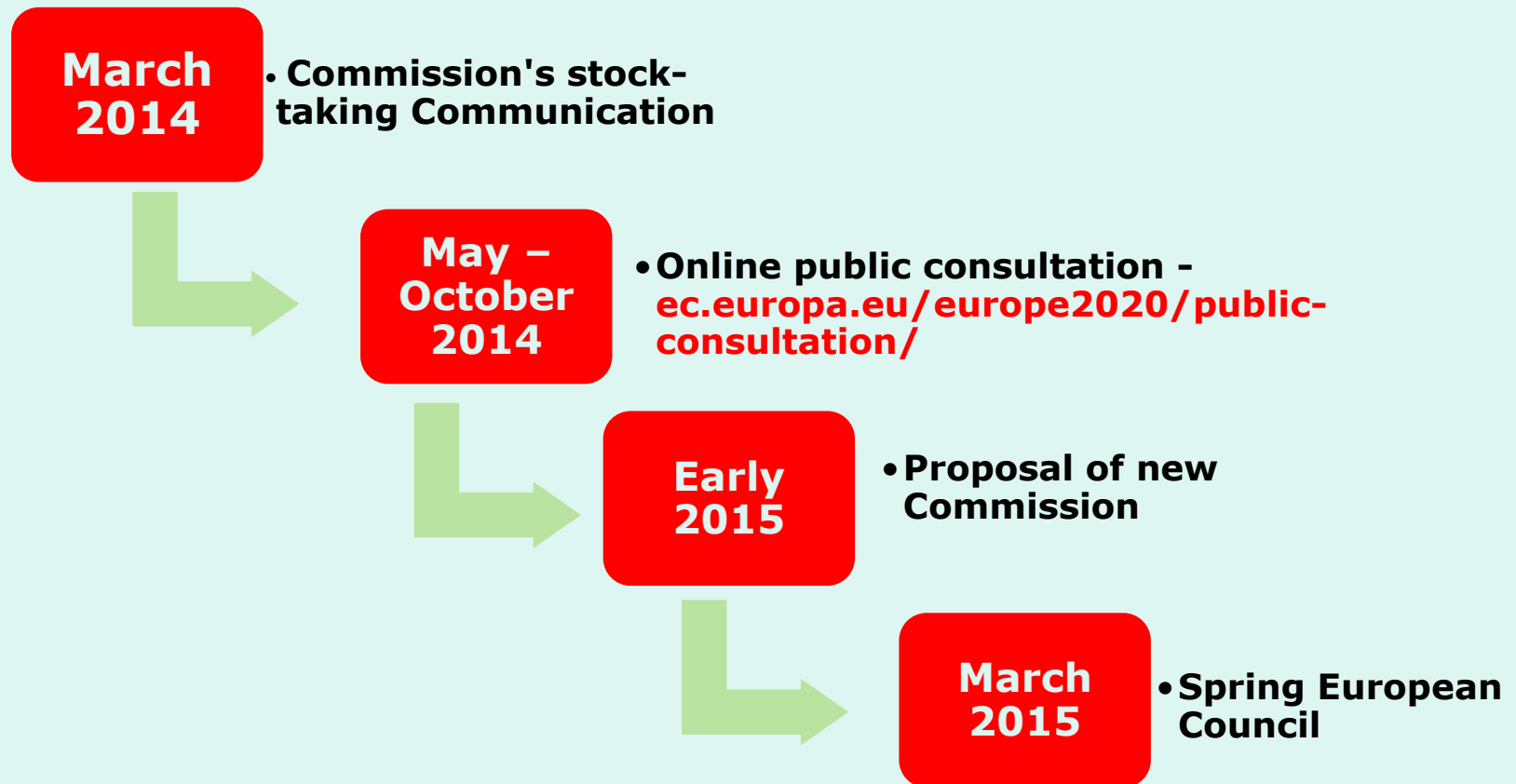
ECCG



Consumer Rights Information Campaign - *Launches*

- *GREECE 17 March*
- *SPAIN 24 April (Madrid, Barcelona, Valencia)*
- *PORTUGAL 2 June*
- *BULGARIA 9/10 June Visit Mimica*
- *LATVIA 18 June EC REP event with the Consumer Rights Protection Centre*
- *ITALY 7 July 07/2014: Presidency event (tbc)*
- *POLAND 10/11 July Visit Mimica*
- *Your Europe website : <http://europa.eu/youreurope/>*

Mid-term review of Europe 2020 Strategy





Thank you !

ECCG