



ANNUAL REVIEW

2024 - 2025

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FOREWORD BY THE ANEC PRESIDENT

The European Commission's Work Programme 2025 reflects the need to move forward together in a time of great instability for European consumers. It also reflects how there are great expectations that the choices to be made will likely shape the Union for decades to come. President Ursula von der Leyen, in July 2024, highlighted how: 'Our era's greatest challenges - from security to climate change to competitiveness - can only be solved through joint action'.

The work of ANEC had by then already continued with a heightened focus of mission, through detailed and considered future planning across 2024, and in a spirit of open and wide engagement and cooperation. Our report here reflects the very clear strategy, determinedly engaged with, that guided progression of our mission as the European consumer voice in standardisation. Within a global economy under particular pressure, and in an environment of geopolitical tensions, we have aimed to influence standards in the consumer interest by every means possible, drawing on the efforts of our members, experts and secretariat.

This report reflects how each of our areas of priority remained in clear focus for engagement and delivery, conscious of how Europe's social model is suffering harsh exposure. This has presented consumers with life-altering challenges in terms of impact upon their cost of living, access to housing, health care and affordability of basic services. This has been further exacerbated by rapid technological shifts, demographic change and broad sectoral transitions. The role of standards has seen rapid expansion. Once focused on physical safety, they now touch on less tangible - but equally vital - areas such as sustaining fundamental human rights in a digital world.

Our investment of previous years in successful initiatives had attracted new partners and allowed us to engage together with a clear eye to progress. Our engagement and contribution to the work of the High Level Forum on Standardisation (HLFS) was reflected through the breadth of ANEC's input and activity again, through our members of the Sherpa Groups in the Digital, Green and Resilience Fora. Importantly, we had the opportunity to reflect to the Commission and HLFS Members how, in 2023, household expenditure comprised 52.1% of EU GDP. This was a powerful and significant return to near pre-pandemic levels and underscored a key reality - Consumers are the backbone of Europe's economy! Despite an understandable focus by the politicians on the needs of industry, the demand for products and services will not be optimised without confident and empowered consumers.

As also in previous years, our forward progression could not have been achieved without the continued support

and resources granted by the European Commission and EFTA, as well as our dedicated partners and supporters whose commitment to our effort gives us confidence and assurance that our work is valued, relevant and appreciated. This, of course, is not to understate the reality that our resources, both financial and human, present limitations on our capacity to comprehensively engage with the broadening challenges facing consumers. These challenges may prove numerous, but there is comfort and positivity to be enjoyed through the diligent professional representations and achievements, reflected on every page of this report. They are significant and exceptional.

I proudly recognise that we are rich in terms of the commitment of our members, experts and advocates across all of our areas of priority. I believe that it reflects how ANEC, as we move forward to raise standards on behalf of the consumers we represent, will never accept the adequate but rather always work determinedly to ensure the excellent.

Dermott JEWELL

ANEC President

March 2025



MAIN ACHIEVEMENTS IN 2024

We've run the numbers
again and...

487

Sets of comments
submitted on draft
standards

79

Opinions submitted
to CEN-CENELEC

13

Position papers
and similar

170 ANEC experts in **7** ANEC
Working Groups briefed **62** ANEC
representatives who participated
in **275** technical bodies of CEN,
CENELEC and ETSI, and almost
35 technical bodies of ISO and IEC,
and in UNECE.

296

People
trained

17

Webinars held

3077

Followers on 'X'

786

Meetings attended

2401

Followers on LinkedIn

1096

Newsletter recipients

ANEC'S AREAS OF PRIORITY



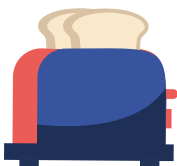
Child Safety

Children are among the most vulnerable consumers, requiring the highest levels of protection. ANEC is committed to improving child safety by advocating for European standards and legislation that enhance quality of life and minimise the risk of accidents involving children.



Accessibility

Access to products and services is a fundamental consumer right. However, discrimination occurs when certain groups – such as older individuals and persons with disabilities – are unable to use mainstream consumer products and services, both in the traditional and digital environments. Applying Design for All principles in standards development can help eliminate these barriers and promote inclusivity.



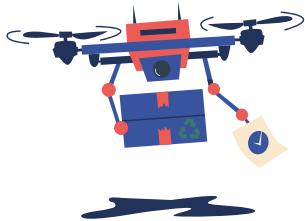
Domestic Appliances

Consumers continue to suffer injuries – sometimes fatal – due to accidents caused by faulty appliances. ANEC participates in the standardisation of domestic appliances to help prevent accidents and ensure they can be used safely by all consumers. We also strive to improve their energy efficiency and emphasise the importance of Ecodesign.



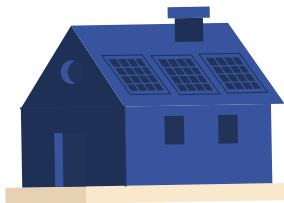
Digital Society

ICT products and services – especially smartphones and the Internet – play a central role in consumers' daily lives. ANEC works to ensure the safety, accessibility, interoperability and privacy of ICT products and services, particularly considering the risks posed by connected products and Artificial Intelligence.



Services

In today's service-oriented economy, ANEC seeks to ensure the safety and quality of services for all consumers. We contribute to standards that reduce the risks associated with certain services – such as healthcare and tourism – while also enhancing the quality of services of general interest.



Sustainability

Consumers are increasingly considering environmental and social impacts alongside quality, price and availability when making purchasing decisions. Standards play a growing role in delivering truly sustainable solutions, helping to combat climate change and protecting consumers from misleading practices such as “greenwashing”.



Traffic & Mobility

Transport options must be safe and sustainable for consumers. ANEC addresses environmental aspects of vehicles and providing sustainability information to consumers. On safety, we work to ensure that child seats in vehicles offer the highest levels of protection and that both traditional and emerging vehicles meet safety standards.

WE LOOKED TO SHAPE LEGISLATION AND POLICY...

A snapshot of ANEC's most significant activities and achievements throughout the year – reflecting our mission to raise standards for European consumers.

In support of the EU Standardisation Strategy

ANEC contributed to European policy discussions on standardisation, including the Letta Report on the Single Market (February 2024), where we stressed the role of standards in consumer protection and market surveillance. In January, ANEC and BEUC published a position paper, putting forward a Standardisation Governance Act. In July 2024, ANEC submitted a response to the European Commission's Evaluation of the European Standardisation Regulation, (EU) 1025/2012 and participated in the European Parliament's IMCO Committee Meeting (September 2024) to emphasise the need for inclusiveness in standardisation.

ANEC played a key role in the High-Level Forum on Standardisation (HLFS) and its Work Streams, helping shape the Annual Union Work Programme (AUWP) 2025 and pressing for stronger consumer protections in the



fields of Cybersecurity, Ecodesign, and Child Safety. During the summer of 2024, we sent recommendations to refine the AUWP before approval. To promote education in standardisation (HLFS Work Stream 1), ANEC signed a Memorandum of Understanding (MoU) with The Hague University of Applied Sciences (February 2024), comprising several actions including the delivery of a lecture on standardisation and its nuances. We also co-hosted a webinar on standardisation (March 2024), later developing recommendations with BEUC in December 2024 as part of HLFS Work Stream 2.



On the Toy Safety Directive

In 2024, ANEC, together with BEUC, continued to follow the revision of the Toy Safety Directive, advocating for bans on harmful chemicals and the introduction of noise limits. We welcomed positive developments from the European Parliament (March 2024) and the Council (May 2024). As trilogue negotiations began on 20 November 2024, coinciding with World Children's Day, ANEC and BEUC launched a social media campaign raising awareness of children's exposure to toxic chemicals in toys, and urging the swift implementation of stronger regulations.

'The consumer perspective on the draft Toy Safety Regulation':

General Product Safety Regulation (GPSR)

In December 2024, the General Product Safety Regulation (GPSR) became applicable, reinforcing safety criteria for non-food products sold in the EU, with a specific focus on children and other vulnerable consumers. ANEC and BEUC issued a joint media release calling on authorities to prioritise GPSR enforcement. Beyond toys, most of ANEC's child safety work falls under the GPSR, including child care articles, children's furniture, children's clothing, and sports, playground and other recreational equipment.





On regulation of bisphenol A (BPA) in food contact materials

A major win came in the regulation of bisphenol A (BPA) and other bisphenols in food contact materials, with ANEC's advocacy influencing key improvements in Commission Regulation (EU) 2024/3190 in alliance with other civil society organisations.



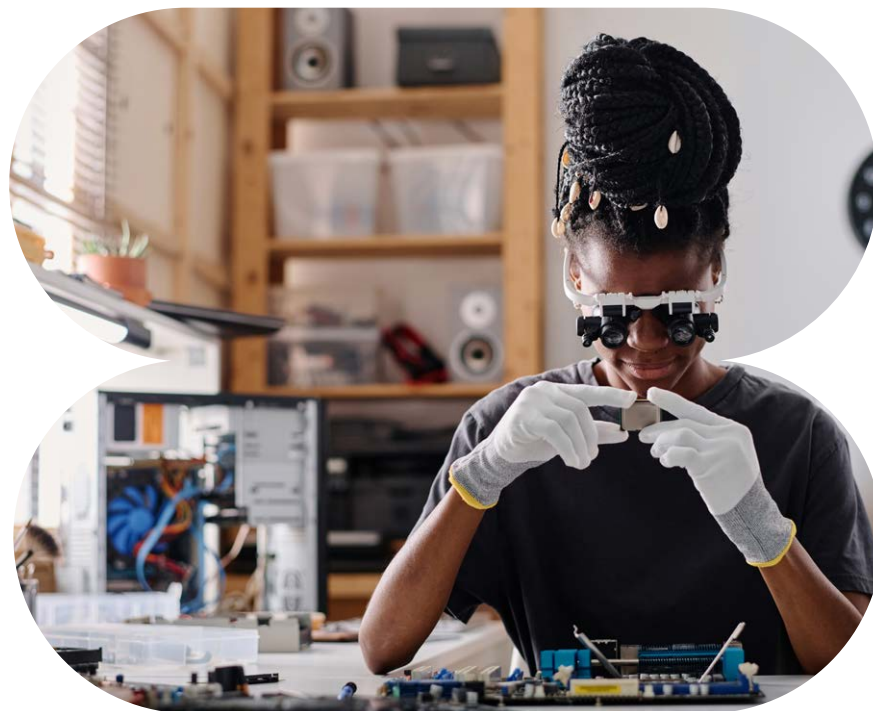
On Cyber Resilience and Artificial Intelligence

ANEC welcomed the adoption of the Cyber Resilience Act (CRA) and Artificial Intelligence Act (AI Act) texts, even though they do not fully reflect our positions as we retain our concerns about the use of standards to support fundamental rights defined in the AI Act. We also commented on the Standardisation Request to support the CRA and we look forward to its adoption and the development of the harmonised standards.

New Ecodesign framework for more sustainable products

ANEC welcomed the Ecodesign for Sustainable Products Regulation (ESPR), which entered into force in July 2024 and is a game-changer for consumers and the environment. Beyond electrical appliances and electronics, Ecodesign rules will apply to almost all consumer products on the market, requiring them to become more energy efficient, durable and repairable, and designed with circular economy principles.

During 2024, ANEC contributed to Ecodesign rules through its stakeholder forum and as part of the new Ecodesigned4LIFE project. We gave the consumer perspective on how to make printers and computers more sustainable.



Fire and domestic safety priorities for 2024-2029

During European Fire Safety Week 2024, ANEC presented its key priorities for improving fire safety and preventing carbon monoxide (CO) poisoning. A new ANEC discussion paper, intended to encourage a dialogue on enhancing fire safety and life safety through accident and injury data, was published on European Smoke Alarm Day (22 November).

The paper displays the findings from a survey of our members on fire safety awareness at national level. It provides recommendations and advice on how to encourage citizens' interest in fire safety.

At a high-level discussion in the European Parliament the previous day, we outlined three key areas for a European Fire Safety Strategy: fostering civil society participation, continuing the EUFireStat project to create a pan-European accident database, and promoting fire safety education with focus on vulnerable groups.



On updated training requirements for some professionals

In 2024, we released an ANEC position paper on the updated training requirements in rules recognising the professional qualifications of certain professionals (Delegated Directive C(2024)1319 amending Directive 2005/36/EC). We supported the Delegated Directive, which updates training requirements for nurses, pharmacists, and dental practitioners. We emphasised the importance of aligning these requirements with the European Qualifications Framework (EQF), and urged an aspirational - rather than prescriptive - legislation to accommodate national variations while improving the robustness of qualifications across the EU.

Key recommendations from ANEC included incorporating preventive medicine education for nurses, enhancing legal awareness and patient rights training, and addressing occupational health and safety concerns, particularly regarding increasing aggression towards healthcare staff.

The Commission attended the ANEC Services Working Group annual meeting, in Brussels on 24-25 April 2024, to present the delegated directive and address ANEC's questions.



Final steps in the Packaging and Packaging Waste Regulation

In spring 2024, ANEC welcomed the Council and Parliament reaching a provisional agreement on the proposal for a Packaging and Packaging Waste (PPWR), later endorsed by the Environmental COREPER. The European Parliament voted to approve the Regulation on April 24, followed by the Council's formal approval.

Although some compromises were made, such as exemptions for cardboard and for certain businesses, the overall ambition of the regulation remains strong.

The PPWR entered into force on 11 February 2025 and will be applicable from 12 August 2026. We particularly thank our experts in the ANEC Sustainability WG for their support on this important file.

Key consumer-friendly measures in the PPWR include:

Limits on overpackaging for transport and e-commerce

Restrictions on PFAS in food contact packaging

Mandatory deposit return systems (DRSs) for single-use plastic and metal beverage containers by 2029

Restrictions on single-use plastic packaging for various food items from 2030

Allowing consumers to bring their own containers for refills in take-aways

Encouragement of tap water service in HORECA establishments

Binding reuse targets for beverages and take-away establishments by 2030





ANEC advances safety of children in vehicles

It is a success for ANEC that more attention is now paid to the issue of children left in cars. During the summer months in particular, the inside of cars can become dangerously hot quickly, with hyperthermia risking the health - and even the life - of a child left locked inside and unattended.

ANEC achieved the creation of a new working group in UNECE and is using the opportunity to press for a solution, stressing that child detection technologies can help avoid fatalities.

ANEC contributes to evaluation of the Car Labelling Directive

Consumers need access to clear and accurate information when buying cars and ANEC calls a review of the existing Directive to adapt to the current market and new technologies.

We seek:

- adaptation of the label to electric cars.

- harmonising the format of the label across the EU to ensure consumers are provided with user-friendly and standardised information when comparing cars. The EU Energy Label - and use of a colour-coded A -> G scale - could be a reference.



- ensuring an absolute labelling scheme, rather than relative schemes that favour larger, more polluting cars.

- a check as to whether test procedures are fit-for-purpose, including the WLTP methodology, especially regarding fuel consumption and CO2 emissions.

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



HORIZONTAL

Inclusiveness in standardisation

ANEC remained at the centre of standards development, submitting 79 technical opinions to CEN-CENELEC, with 59 favourable and 20 not favourable.

Our efforts to strengthen the inclusiveness of the standardisation process included contributions to the revision of CEN-CENELEC Guide 22 (May 2024).

During the ETSI General Assembly meetings (April & December 2024), ANEC supported more inclusiveness in the standards-setting for ICT. In January 2025, at a 3SI roundtable hosted by ANEC, our Vice-President, Rusnė Juozapaitienė, took the baton from John Ketchell as the new 3SI Advocate and champion of inclusiveness in ETSI.

Consumer representation in international technical bodies was also on the agenda of the ISO/COPOLCO plenary meeting in Nairobi (May 2024) attended by ANEC. According to ISO's own figures, more than 99% of ISO technical bodies lack a consumer voice.

Soother holders

The approval in 2024 of the revised standard EN 12586 for soother holders was a big success in ANEC's campaign to prevent children's access to button batteries. The standard requires that "button and coin batteries are not allowed in soother holders, due to the severe health risk posed to small children if inserted, swallowed, or ingested". In addition, the standard also introduces more stringent requirements for magnets on the proposal of ANEC.

Pushchairs

In 2024, we welcomed adoption of the new European standard EN 1888-3 for pushchairs intended for leisure sport activities. The document specifies the safety requirements for pushchairs when used for running, jogging or skating (excluding ice skating). ANEC participated in the development of the standard. We are happy to see requirements for the visibility of the pushchairs (through reflectors) were introduced, following a request from ANEC and our colleagues in the DIN Consumer Council.





European Accessibility Act standards

ANEC played a crucial role in standardisation for accessibility throughout 2024, with significant contributions under the European Accessibility Act (M/587). A major focus was the revision of EN 17210 on access to the built environment where our expert was selected for the drafting team. Additional contributions were made to the revision of EN 17161 on Design for All, and the development of new harmonised standards on accessibility for non-ICT product information and support services. These include help desks, call centres, and relay services. ANEC also joined CEN-CLC/JTC 12/WG2, a new working group on non-digital accessibility information.

ANEC also contributed to the revision of EN 301 549 on the accessibility requirements for ICT products, stressing the need to meet the requirements of persons with cognitive and learning disabilities.



Standards for CO alarms

Following continued concerns expressed by ANEC on the high activation levels defined in the standards for CO alarms (EN 50291-1 and EN 50291-2), we gave further examples at the plenary meeting of CENELEC TC 216 to show that both standards are poor in relation to consumer protection. As a result, an ad hoc meeting of CENELEC TC 216 was held to discuss our concerns and possible improvements to the standards, and the revision of both standards is likely as a result. We must applaud CENELEC TC 216 on its initiative.

Cyber Resilience Act standards

ANEC participated in standardisation to support the Cyber Resilience Act (CRA) and achieved a commitment to the integration of accessibility considerations in future cybersecurity standards, so ensuring compliance with fundamental consumer rights. In November 2024, ANEC sent comments on the CEN-CLC/JTC 13 'Cybersecurity and data protection' work items on the CRA, ensuring that the upcoming cybersecurity standards include clear assessment methodologies. These proposals were approved and work will start in 2025.



New standard could make washing machines more durable

ANEC has worked closely on an upcoming standard to measure the durability of washing machines. This standard will set an important precedent, as it will be the first standard to assess the durability of a specific product, following a series of standards defining only general guidance for all products.

In 2024, ANEC contributed extensively to the development of the draft, submitting technical contributions from the consumer perspective to ensure that the method is as close as possible to real-life use of washing machines. The text should be finalised and adopted as EN 50731 in 2025.



SERVICES

ANEC helped shape ISO 14785:2024 'Tourism and related services – Tourist information services – Requirements and recommendations', ensuring that the standard includes provisions for transparent, accessible, and reliable tourism information.

As a participant in ISO TC 228 'Tourism and related services' and its working groups, ANEC remains engaged in ongoing developments in the domain of tourism. Another standard related to tourist information services to which we contributed has been published in 2025: ISO 9468 'Tourism and related services – Online travel agency (OTA) – Guidelines for online accommodation booking platform services'.

ANEC also reacted to new work items on adventure tourism to which we will contribute further in 2025, so supporting enhanced measures for consumer safety in this fast-growing sector.



New standards on Circular Economy

ISO has released a set of circular economy standards developed by **ISO/TC 323 'Circular Economy'** in which ANEC was active. The three new standards are:

ISO 59004:2024 'Circular economy – Vocabulary, principles and guidance for implementation'

ISO 59020:2024 'Circular economy – Measuring and assessing circularity performance'

ISO 59010:2024 'Circular economy – Guidance on the transition of business models and value networks'

We welcome these standards as they establish a unified framework and common terminology for the

circular economy. This is a significant step forward as international and European committees have previously failed to address circularity adequately.

Consumers and the environment are at the core of the new standards. Moreover, the systemic approach of using the economic, social and environmental systems to underpin the standards will contribute to the UN SDGs.

Nevertheless, ANEC believes ISO 59004 could have extended its scope to include the resource-saving economy, addressing more than just resource circulation. You can read more in our position paper. We had also hoped for more prescriptive language in the standards, minimising ambiguity.

We see an important role for the newly established CEN/TC 473 on Circular Economy to build upon the ISO standards and aid implementation of the European Circular Economy Action Plan.

TRAFFIC AND MOBILITY

On durability and repair of electric vehicle batteries

Electric vehicles should be long lasting and repairable. We are active in CEN/TC 301/WG18 which is dedicated to developing standards on performance, as well as the safe repair and reuse of EV batteries. In 2024, ANEC submitted comments during the Enquiry for these draft standards, welcoming that the performance standard will also cover durability.



WE CONTINUED TO BUILD AND USE OUR PARTNERSHIPS...

50th anniversary of the DIN Consumer Council

Our colleagues in the DIN Consumer Council celebrated its 50th anniversary with an event in Berlin on 3 December 2024.

ANEC Director-General, Stephen Russell, was delighted to give a keynote address to the assembled experts, in which he looked back on the evolution of the European consumer voice in standardisation, and looked forward to its future against a backdrop of changing geopolitics. He concluded by thanking the Council members and experts past-and-present for their considerable support for ANEC over almost 30 years.

AccessibleEU European Event

To further awareness about accessibility, ANEC co-hosted a webinar with AccessibleEU (April 2024), discussing the role of consumers and persons with disabilities in shaping accessibility standards.



Stronger civil society in AI governance

To strengthen civil society involvement in AI policymaking, ANEC hosted a panel at the CPDP AI Conference (Brussels, 2024), focusing on governance and inclusiveness in AI standards. ANEC also partnered with BEUC to raise the awareness of consumer groups on AI standardisation, onboarding national consumer organisations.

Keep Me Posted EU Campaign

ANEC has been a supporter of the Keep Me Posted EU Campaign (KMPEU) for 10 years.

This campaign advocates for consumer choice in how citizens receive information, without facing penalties. In 2024, ANEC was contacted by the campaign coordinators, PostEurop, who - in cooperation with Capi, Intergraf, and FEPE - were refreshing the campaign with a renewed focus on consumer choice. The aim is not only to highlight the problems of vulnerable citizens who may face exclusion if they lose access to physical mail, but also consumers who simply benefit from having choice. We consulted ANEC members and seeking real testimonials from individuals willing to share their experiences. ANEC will be active in the relaunch set for ion material that is officially relaunched in February 2025.



World Consumer Rights Day 2024

'Fair and Responsible Artificial Intelligence for Consumers' was the theme of Consumers International's campaign for World Consumer Rights Day 2024, celebrated each year on 15 March. To mark the occasion, ANEC hosted a training on 'Influencing AI standards that deliver for civil society - the international approach'.

ANEC signs MoU with THUAS

As reported earlier, ANEC agreed a Memorandum of Understanding (MoU) with The Hague University of Applied Sciences (THUAS), related to the university's International and European Law Programme. ANEC plans to engage THUAS Team LAW students in an umbrella research project into the standardisation of horizontal services in the EU, and will continue its membership of its Professional Advisory Committee for EU Law.

Collaboration with CEN-CENELEC

With the aim of enhancing the involvement of societal stakeholders and SMEs in the standard development process, we joined CEN-CENELEC in a webinar on 27 June 2024.

As Partner Organisations of CEN and CENELEC, experts from ANEC and its peer 'Annex III organizations' - ECOS, ETUC and SBS - benefit from specific rights and obligations when participating in TCs and WGs. These were explained, together with the tools and mechanisms to aid effective participation. In particular, the Opinion mechanism for Annex III organizations was described, together with the role of TC Chairs and Secretaries in its application.

World Standards Day 2024

To mark World Standards Day on 14 October, ANEC joined the dedicated social media campaign 'Shared vision for a better world: Spotlight on SDG 9 'Industry, innovation, and infrastructure in the age of AI', organised by the international standardisation organisations, ISO, IEC and ITU.

In our contribution, we focused on 'How can standards uphold fair and responsible AI for consumers while building resilient infrastructure, promoting inclusive and sustainable industrialisation, and fostering innovation?'. In particular we highlighted key aspects ANEC is advocating for in order to protect consumers' fundamental rights in AI standardisation: e.g.: trustworthiness, inclusivity, ethics, 'on the market' lifecycle care.

We also took part in a social media campaign with CEN and CENELEC.

"Consumer protection must be rooted in comprehensive AI product assessments that focus on functionality, care and diligence to address supply-side risks."

- Stephen Russell

Director-General
ANEC, The European consumer voice in standardisation



SDG 9
INDUSTRY, INNOVATION
AND INFRASTRUCTURE



worldstandardsday.org

worldstandardsday
14 October



"Standards should not overlook the societal implications of AI risks on consumers. ANEC advocates for strong safety, security and privacy standards to safeguard fundamental rights in the digital age."

Chiara GIOVANNINI, Deputy Director-General, Senior Manager Policy & Innovation, ANEC



ON THE RADAR IN 2025...

HORIZONTAL

Which framework for European Standardisation?

Is EU standard-setting too slow compared to global competitors? Is stakeholder representation sufficient for societal needs? Should there be alternative compliance paths when standards are unavailable?

ANEC will contribute to the evaluation of the Standardisation Regulation and make proposals during its revision foreseen towards 2026.

Standards to support the GPSR

Following the GPSR becoming applicable in December 2024, new EC decisions and Standardisation Requests (SReqs) will be needed to implement the GPSR provisions, which will also have an impact on ANEC's work in the child safety field.

We especially look forward to contribute to the development of SReqs following the publication in 2023 of Commission Decision (EU) 2023/1338 (and annex) on the safety requirements to be met by European standards for certain children's products. We strongly supported this Decision which reflects the hazard-based approach to developing safety requirements. We trust the development of the SReqs will clarify the scope of the Decision, e.g. whether sports, playground and recreational equipment are covered or not; and whether car seats are included in relation to children's products to facilitate transportation. Such clarification is missing from the adopted text.

CHILD SAFETY



Making lifts safer for all consumers

ANEC contributed to the evaluation of the Lifts Directive, ensuring consumer safety and accessibility remain central considerations. Safe vertical transport is essential for accessibility, particularly for persons with disabilities and older persons. Lifts are a key component of inclusive urban infrastructure, yet issues such as poor maintenance, high upgrade costs, and inadequate accessibility persist for consumers. We shall continue to follow the evaluation process in 2025.

Revision of the Food Contact Materials Regulation

ANEC remains committed to advocating for a comprehensive revision of the Food Contact Materials Regulation as well as the REACH revision. We will take a leading role in these processes in collaboration with like-minded stakeholders, including academics and civil society organizations.



Standards for household electrical appliances

In 2024, ANEC disagreed with draft amendments to a series of standards for household electrical appliances developed by CENELEC TC 61. These contained a proposal to replace the term “very vulnerable people” by “people with disabilities” in the scope of the standards. The claim made was that the term “very vulnerable people” is no longer considered a “defined term”.

ANEC explained that, when the series of EN 60335-2 standards – more than 100 in total – were revised to cover the use of appliances by persons with a range of common disabilities or vulnerabilities, it was recognised that the revised standards could not cover all possible forms of disability: hence the adoption of the carefully-drafted descriptor, “It is recognized that very vulnerable people may have needs beyond the level addressed in this standard”. The descriptor has remained understood by later standards developers who have maintained the provisions covering use by less able persons.

We welcomed similar comments by the RED HAS Consultant on the wording of the scope in relation to ‘all persons’.

ANEC will defend its stance during 2025, as such change would result in a serious retreat from the position we achieved many years ago. The proposal also goes against the EC’s efforts on inclusiveness which aim to make products safe for the European population in all its diversity.



Getting AI Act standards right

European standards on AI high-risk systems should support the uptake of human-centric and trustworthy artificial intelligence (AI), while ensuring a high level of protection of health, safety, fundamental rights. European standards on AI need to provide legal certainty by defining clear and measurable requirements, setting the basis of Trustworthiness throughout the lifecycle of an AI system.

We shall continue to advocate for (European) harmonised standards meeting consumer and fundamental rights needs. We will also continue to provide capacity-building events for Civil Society Organisations to contribute to AI Standards, thanks to the support of the European Artificial Intelligence & Society Fund. As a highlight, we are setting up a Task Force of AI consumer experts to be trained on preparing comments on AI draft standards during 2025.

SERVICES

Role of postal services for vulnerable consumers

Valuable insights from a THUAS research study reveal the vital role of postal services for vulnerable consumers. These findings, along with ANEC recommendations, are set to shape the upcoming revision of the Postal Services Directive and influence the supporting standardisation efforts.

EC Informal Group on Waste

With our appointment to the EC Informal Group on Waste, ANEC will contribute to the next steps in the implementation of the Packaging and Packaging Waste Regulation (PPWR) and the development of secondary legislation and supporting standards. We are also stepping up efforts to champion consumer interests, focusing on the responsible management of electrical and electronic products at the end of their lifecycle. Following discussions at an ANEC webinar on e-waste held in June 2024, we aim to shape the revision of the WEEE Directive, ensuring that consumers have the tools and knowledge to make a meaningful impact.

SUSTAINABILITY

DIGITAL SOCIETY

WHAT IS ANEC?



The ANEC mission

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

The ANEC vision 2030

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

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



ANEC contact details



**ANEC is supported financially by the
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