European Commission

JRC TECHNICAL REPORT

GOOD PRACTICES for joint Market Surveillance actions

Sectoral and cross sectoral actions in the new Product Compliance Network (PCN)

Larcher F. and Robouch P.

Joint Research Centre

February 2020

Contact information
Name: Piotr Robouch
Address: Joint Research Centre, Retieseweg 111, 2440 Geel, Belgium
Email: piotr.robouch@ec.europa.eu

EU Science Hub
https://ec.europa.eu/jrc

JRC120541

Geel: European Commission, 2020

How to cite this report:
Larcher F. and Robouch P., *Good practices for joint Market Surveillance actions*, European Commission, 2020, JRC120541.

EXECUTIVE SUMMARY

In 2018 the Joint Research Centre and DG GROW signed an Administrative Arrangement, to collaborate on a two-year project aimed at supporting the upcoming Product Compliance Network (PCN). PCN shall coordinate Market Surveillance activities in the non-food area at the European level, and provide support to Administrative Cooperation Groups (ADCOs), gathering national market surveillance authorities responsible for the same product categories (product sectors). In Work Package 3 of the AA, the JRC has been tasked to identify and develop best practices for the organisation of joint actions and for the ideal functioning of the ADCOs. This reports is the main deliverable of this work package.

In giving its contribution to the PCN, this report addresses some common issues in market surveillance. The policy background and the procedural structure of market surveillance, presented in **Chapters 1 and 2,** have defined the playground of our work.

Chapter 3 tackles in particular the organisation of sectoral and cross-sectoral joint surveillance campaigns, known as joint actions. It contains concrete proposals on how to introduce quality control in joint actions with minimal increase of cost. It highlights good examples of practices and tools, coming from past actions, to increase their effectiveness and reliability.

E-commerce and the relationship with resellers represent a serious challenge for national authorities. The PCN, representing European market surveillance as a whole, has a better chance to be more impactful when dealing with global actors. Enforcement could be improved by acting with a common European response and by issuing public outreach initiatives to clarify the issues with large online platforms to European consumers. Equally important is the cooperation with customs and border authorities, which can act as pre-emptive filters of non-compliant products and prevent their entry onto the market.

Chapter 4 focuses on the good functioning of the Product Compliance Network. Well-established European structures for surveillance of products exist in the food control system. Adapting some of their practices seems the natural way to go for a rapid implementation of the PCN responsibilities, especially in what concerns its working relationship with ADCOs. The report proposes a line of action to set up a clear procedure ensuring that all ADCOs are active, and that all data necessary for the PCN functioning are acquired and disseminated.

TABLE OF CONTENTS

1. BACKGROUND AND PURPOSE OF THIS REPORT

DG Grow – JRC Administrative Arrangement

On the 14/12/2018, European Commission's Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) and the European Commission's Joint Research Centre (JRC) signed an Administrative Arrangement (AA), in which the JRC was tasked to [...] *provide scientific and technical support to DG GROW in the area of market surveillance of non-food products which are subject to harmonised EU product rules*. The work to be carried out by JRC concerns the project *"Scientific and technical support to preparatory actions for the EU Product Compliance Network and market surveillance cooperation*".

Specifically, the JRC has to provide technical and scientific support for the preparation and implementation of the horizontal framework for market surveillance. Its contribution is organised in four work packages (WPKs). This report is addressing WPK-3: *Identify best practices for the organisation of ADCO activities*, which has the objectives

I. To gather methodological input for the organisation of future joint actions (both in-sector and cross-sectoral).

II. To develop guidelines about the ideal functioning of an ADCO.

According to the agreed roadmap, this report serves as one of the main deliverables for both objectives.

Extent of this report and sources

A great number of investigations on best practices for Market Surveillance activities has already been realised in the past years by ADCOs, Joint Action coordinators such as PROSAFE[1] and policy researchers. The purpose of this document is to summarise shortly the main concepts concerning Market Surveillance in general, pointing at good practices already identified, and to focus the attention on few specific guidelines for the organisation of Joint Actions at the European level. Starting from the principle that it is not necessary to "reinvent the wheel", and that national Market Surveillance Authorities working in a product sector already possess good working procedures tailored for their specific needs, we aim at providing a *general* perspective and some ideas that might improve the effectiveness of investigations. Our main source of information consists of reports on past joint actions, and the books:

Author	Title	Year	LINK
PROSAFE[1]	Best Practices Techniques in Market Surveillance	2010	Link
ADCO members	Good Practice for Market Surveillance	2017	Link
Panteia[2] & CSES[3]	Good Practice in Market Surveillance Activities related to Non-Food Consumer Products sold Online	2014	Link

[1] http://prosafe.org/

[2] https://www.panteia.com/

[3] http://www.cses.co.uk/

Concerning the functioning of ADCOs, we adopted the same approach of exploiting concepts and good practices already in use in different environments, specifically the structural organisation of European Union Reference Laboratories (EURLs) coordinated by DG SANTE.

Policy background

The European Commission's Impact Assessment[4] *for a regulation of the European Parliament and of the Council laying down rules and procedures for compliance with and enforcement of Union harmonisation legislation on products*, published at the end of 2017, summarises some of the main issues faced by the European Single Market. The value of products regulated by EU harmonised rules amount to 69% of the overall value of products manufactured in the EU, namely 2400 billion euro per year. However, relatively large percentages of such products result to be non-compliant when analysed in market surveillance activities. Non-compliance, hence the non-adherence of products to safety, quality, energetic and documentation criteria set by the EU legislation, poses a serious risk for European consumers and potentially distorts competition among economic operators. The growth of online distribution and import from third countries may increase the problem, and poses new challenges to legislators and enforcement bodies.

Enforcing implementation of EU harmonisation legislation is a responsibility of Member States, which are limited in their action by resources, technical constraints, legislative boundaries and jurisdiction. The Single Market is a supranational entity; it naturally requires strong coordination among all actors. At this purpose, the European Parliament and Council approved Regulation EU 2019/1020[5], amending the procedures for Market Surveillance actions and establishing the European Union Product Compliance Network (EU PCN).

Product compliance network

The Network will serve as a structure to enhance cooperation and coordination between the Market Surveillance Authorities (MSAs) of the Member States. This shall include spreading good practices, enhance the uniformity of actions across the continent, and to improve the enforcement of compliance. The composition of the Network is defined in Article 30.1 of the regulation[5]:

> "*The Network shall be composed of representatives from each Member State, including a representative of each single liaison office referred to in Article 10 and an optional national expert, the chairs of ADCOs, and representatives from the Commission.*"

Cooperation between Market Surveillance Authorities at the European level occurs primarily through the constitution of operative groups of authorities with responsibility in a certain product sector, called Administrative Cooperation Groups (ADCOs). Article 30.2 defines their composition:

[4] https://europa.eu/!Um69mW

[5] https://europa.eu/!Ft47Kh

Separate or joint ADCOs shall be established for the uniform application of Union harmonisation legislation. ADCOs shall be composed of ***representatives of the national market surveillance authorities*** *and, if appropriate, representatives of the single liaison offices. ADCOs meetings are intended only for representatives of market surveillance authorities and the Commission.*

They are formed by authorities representing Member States in the relevant product area, and meet one or several times a year to deal with administrative procedures, legislations, standardisation, and practical aspects connected to their activities. They have the essential role to coordinate the activities of their members by organising and participating in joint actions (see Chapter 3), and by developing and spreading methodologies and best practices. Moreover, all ADCO chairpersons meet twice a year with Commission representatives to discuss general issues in Market Surveillance, propose solutions and anticipate future hot topics. As stated in the regulation, ADCO representatives will participate in the Product Compliance Network.

2. WHAT IS MARKET SURVEILLANCE?

In the European Union, Regulation (EC) No 765/2008 describes the functioning of Market Surveillance. It is the set of measures taken by the relevant public authorities to ensure that goods in the Single market comply with the regulations and standards set by the European legislator, and thus do not endanger safety, health, environment and any other public interest of the European citizens.

2.1. Market Surveillance in the European Union

Market surveillance is the responsibility of the Member States, and is organised by them in accordance with their specific needs and organisation. No single model could likely fit the particular situation of all countries, where notable differences exist in terms of institutional decentralisation and organisational structure. Some Member States are more *devolved*, with regional authorities responsible for the surveillance of their local market, whereas others are more *centralised*, with national institutions supervising the national market as a whole. In certain countries, a single authority has the responsibility of multiple product sectors, while in other cases specific authorities are appointed for each sector. Starting from this situation, the analysis presented in this report can be applied at any scale of Market Surveillance activities, be it the coordination of regional authorities in a single country, or EU actions involving several Member States.

2.1.1. Product sectors and Administrative Cooperation Groups (ADCOs)

The circulation of non-food goods in the European Union is regulated by numerous legislations, each specific for certain categories of products, which are referred to as product sectors. A list of the product sectors and the relevant legislations was originally included in the book "*Good practices for market surveillance*"[6], edited by participants and chairpersons of several ADCOs (see next paragraph). ANNEX I is an updated version of the original table at the current date (January 2020).

An ADCO exists for most of the product sectors and performs activities connected to it. However, the coordination of their action is necessary in tackling present and future challenges such as the increasing relevance of online sales and the relationship with third countries. Nowadays, a large portion of the products circulating on the Single Market are manufactured outside of it, and Economic Operator such as manufacturers or importers act at a continental (if not global) scale. They tend to see the EU market as a single entity, rather than controlled by different independent authorities. As such, coordinated control actions and spread of information are needed to avoid the simple relocation of non-compliant goods detected in a Member State to a different country where there is no memory of such irregularity.

[6] https://europa.eu/!xH44nV

2.2. DESCRIPTION, STRATEGIES AND STRUCTURE

In general, Market Surveillance has the role of ensuring consumer safety. When the situation of the market does not guarantee it, Market Surveillance should contribute to its improvement. Different approaches could lead to this goal. The evaluation of success and failure in controlling the market is therefore dependent on the approach.

In one approach, Market Surveillance can be seen as a pure law enforcement exercise: MSAs "measure" the state of the market at a certain instant, detect non-compliance areas and react to that by enforcing corrective measures. An effective surveillance action, in this case, is the one that *maximises* the number of non-compliance measured, since it targets the highest number of offences to be sanctioned. Improving the situation of the market derives from the deterrence exercised on economic operators by sanctions. Deterrence could however be limited due to the relatively small number of inspections that can be carried out by the authorities, when compared to the very large number of products circulating on the market.

A second approach is combining law enforcement and the active promotion of consumer safety by the authorities. Together with inspecting the market situation, this approach includes the assistance to economic operators in improving their compliance and the consumer education[7]. Sanctions remain in this case a "last resort", imposed on companies not cooperating. Other companies are instead supported and guided by the authorities through the improvement of their compliance records by sharing knowledge, competences and providing the necessary information on new regulations and standards. Evaluating the success of the surveillance activities is more complicated: a low number of measured non-compliances might mean a poorly selected sample of products, but may also be the result of an improved situation of the market.

Independent of the approach by which Market Surveillance activities are organised, they share a common operational structure:

2.2.1. Product/Economic operator targeting

Choosing which products to investigate is the first fundamental step of any surveillance action. Depending on the particular situation, this stage can be implemented by means of two approaches:

- *Proactivity* involves long-term planning of inspections, based on risk-assessments evaluations and cooperation with economic operators. It requires having proper knowledge of the overall status of the market, knowing fundamental information like market shares of economic operators and their likelihood to result non-compliant. Inspection can target either economic operators (manufacturers, importers, distributors) or specific products which threaten to be non-compliant from risk-assessment evaluations. *Proactivity* allows preventive measures to be introduced before non-compliance events happen, limiting the negative effect on the market and citizens and increasing the cost-efficiency of the process.

[7] See for reference the consumer education initiatives of the Finnish KKV authority, www.kkv.fi/en/consumer-education, or

- *Reactivity* is generally needed in response to some external occurrence: a potentially dangerous new good entering the market, new "risky" economic operators, citizens' reports about product danger or low quality, notifications from customs and third countries authorities. A reactive approach entails *ad hoc* surveillance activities, generally outside long-term planning, which strictly depend on the nature of the goods to be inspected.

Effectively targeting the products to be inspected is crucial in increasing the quality of market surveillance, given the finite resources available to public authorities and the enormous size of the market. Knowledge of the market is in this case very important, and thus the creation and systematic use of tools such as the Information and Communication System for the pan-European Market Surveillance (ICSMS[8]) database is fundamental in maintaining historic memory of past non-compliance occurrences, and to identify in which direction to steer market surveillance at the EU level.

Once the product category has been selected, it is necessary to specify which parameters to test in order to check the compliance with the legislation. Depending on the resources available for the campaign, the possibility to conduct specific tests can be a limiting factor that also affects which products to target. Ideally, this choice should only depend on the evaluation of non-compliance risk, but the cost of testing and the lack of testing facilities could produce a vicious circle in addressing these products: if they are never targeted, there will be no information available on these goods and their non-compliance records, which in turn could hide them from future inspections. In this sense, the existence of a widespread network of laboratories, able to cover all kind of necessary inspections in the (very) wide galaxy of products at a reasonable cost, would fundamentally decrease the danger of overlooking entire product areas.

2.2.2. Product sampling

Market inspection usually requires that market surveillance authorities acquire samples of products. Economic operators are usually not aware of an upcoming inspection, to avoid unrealistic conditions and to preserve the real situation of the market. How many samples to take depends on the kind of compliance assessment. As an example, for checking the design/safety flaws of a product, a single unit is usually sufficient, whereas for addressing more specific characteristics such as energy consumption, content and migration of a certain substance, or mechanical resistance, more units are necessary to have a representative sample of the entire population. Multiple samples are also needed in case of destructive tests.

Samples are collected from various sources, depending on their nature. With smaller, easily transportable objects, they are usually obtained from economic operators such as manufacturers, distributors, importers or online resellers. Larger products, or the ones were compliance has to consider also the installation configuration (such as in lifts or large industrial fans), are usually inspected at the premises of the final client.

[8] https://webgate.ec.europa.eu/icsms/

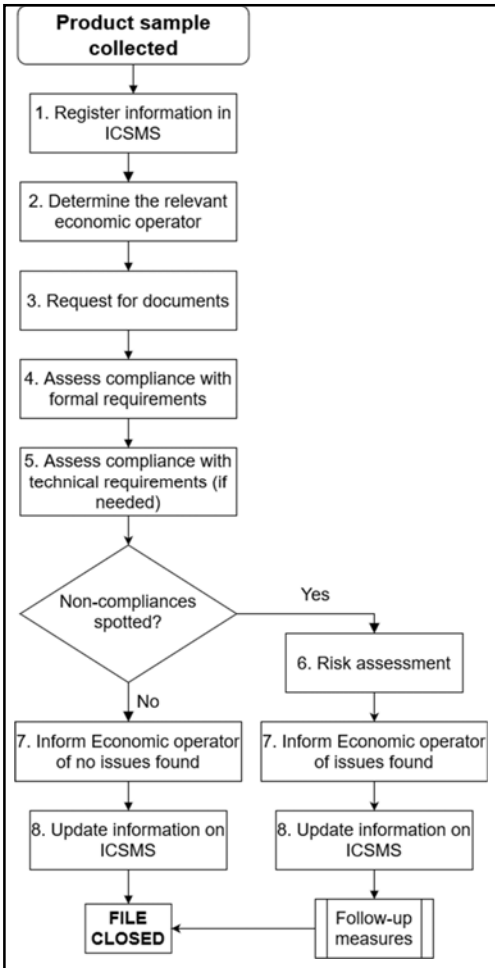
Transportation from the collection to the inspection points is a delicate aspect of the inspections, as continuity of evidence has to be preserved for the results to be considered valid. The samples shall not be damaged at any point before the inspection.

2.2.3. Assessment of compliance

Compliance of a product with respect to the formal and technical requirements defined by the corresponding legislation depends on the criteria set in how products are targeted. "Formal" inspections consist in checks of the presence and correctness of documentation, markings, instructions, etc.; "technical" inspections consist in laboratory tests and/or physical measurements.

It is important to note that when a Market Surveillance Authority does not find any evidence of non-compliance, this does not mean (and should not be used as such) that the authority endorsed the quality of the product.

The book "*Good practices for market surveillance*"[9] developed by ADCO members and chairpersons in 2017 depicts a flowchart for the inspection process (Figure 1).



The steps can be expanded as:

1. Once the **sample is acquired**, register the information on ICSMS to inform other MSAs of the ongoing inspection, and avoid unnecessary duplication.
2. Determine who is the **importer** or the **manufacturer** responsible for placing the product on the market.
3. Request **documents** such as the Declaration of Conformity and/or technical documentation.
4. Assess whether the **formal requirements** are met by the product. Formal irregularities such as incomplete documents, lack of CE marking, or labelling are enough to pronounce the product as non-compliant, with the level of irregularity that defines the following enforcing actions.
5. Assess whether the **technical specifications** are met by the product (if needed/possible). The technical documentation plays a major role in identifying which harmonised standards concern the product.
6. If a non-compliance is found, at points 4 and/or 5, carry out a **risk assessment** to evaluate the level of risk that the non-compliance poses to the European citizens and to the market. The measure taken by the Market Surveillance Authority is proportionate to this level of risk.
7. **Inform the economic operator** of the specific issues detected, or if no issue is present.
8. Finalise the entry on ICSMS with the results of the inspection. It allows spreading important information with other Market Surveillance Authorities, and contributes to building an historical record of the past activities.

Figure 1: Flowchart of the inspection process, adapted from the one in the ADCO book "Good practice for market surveillance"[9].

[9] https://europa.eu/!xH44nV

Depending on the outcome of this process, the Market surveillance authorities can either close the dossier, if no irregularity is found, or proceed to implement corrective measures on the economic operator or on the product.

2.2.4. Follow up/enforcement

Which actions to take in response to a non-compliance, formal or technical, depends on the gravity of the irregularity and on the outcome of the risk assessment. Market Surveillance Authorities could collaborate with economic operators to solve the issues on the whole Single Market, closely following the corrective steps and checking that at the end of the process the product is fully compliant with the legislation.

If an economic operator does not cooperate or fails to solve the issues, the Market Surveillance authority can proceed to implement further measures to limit the presence of the product on the market, e.g. calling for restrictions to distribute the products, withdrawals or recalls. Additional penalties such as economic sanctions can also be imposed. Serious risks shall be notified via the EU Rapid Alert System (RAPEX)[10].

The economic operator might be located in a Member State other than the one of the authority detecting the non-compliance. In this case, it is necessary to contact the relevant authority of that country for assistance, which might also benefit from previous contacts with the economic operator.

[10] General Product Safety Directive 2001/95/EC, Regulation (EC) 765/2008.

3. JOINT ACTIONS, AND WHY THEY MATTER

Protecting European citizens and their interest requires an effective cross-border system of supervision and enforcement. Joint Actions, i.e. collaborative and simultaneous activities at the supranational level, are one of the best examples of *proactive* collaboration among Market Surveillance Authorities from different Member States. Joint actions can be funded through specific calls from the European Commission, or can be self-organised by MSAs, and could be divided in two categories:

- *Sectoral* joint actions concern the investigation of goods well identifiable within a single product sector.
- *Cross-sectoral* joint actions look at products that share the characteristics of multiple product sectors.

The general picture is categorised based on the number of participating actors:

Sectors	MSAs	Countries	Type of action
1	1	1	Inspection
1	N	1 or N	Sectoral joint action
N	N	1 or N	Cross-sectoral joint action

3.1. Sectoral Joint Actions

Many (sectoral) joint-actions took place in the European Union, tackling various product sectors. Depending on the specifics of the products under investigation, they were funded by the participating MSAs themselves or by the European Commission (through Directorates-General ENER, JUST, GROW, TAXUD and SANCO).

During Joint actions, Project Coordinators organise meetings, trainings and workshops, keep track of the parallel progress of all work packages while ensuring that the deadlines are met, coordinate communication and produce summaries and reports. In the past years, the non-profit organisation PROSAFE has been a leading figure in the role of project coordinator. A comprehensive list[11] of the projects PROSAFE coordinated since 2006 is available in ANNEX II, while projects coordinated by ADCOs and other actors are listed in ANNEX III. The actions included in the tables were considered in drafting this report and constitute a large part of all the joint actions that took place in Europe in the past 14 years. Some useful information is highlighted, such as the participating Member States, the sectors and products covered, the parameters analysed and the best practices and tools developed. Having this list available might serve organisers of future Joint Actions, when looking for useful ideas and good work process that have already been used and implemented.

[11] The list has been kindly provided to us by PROSAFE.

3.1.1. The need for harmonisation in inspection and testing methodologies

The main challenge to the collaborative effort of Market Surveillance Authorities in different Member states may come from the different approaches they use in carrying out the activities. How can we put together data and analysis from different sources? In other words, how can we ensure that the investigation results are not biased by differences in the testing methods, confidence intervals, and incorrect aggregation of data? Can we ensure comparability of the conclusions?

This problem could arise in two separate but correlated instances. First, it is necessary to harmonise the operational procedures of inspections, i.e. the way in which authorities target and collect the products, how they test for compliance and the following actions they take. Second, there must be equivalence in terms of methods and procedures used by the different testing facilities involved in the action. It is not just an organisational facilitation; it ultimately contributes in strengthening the conclusions of MSAs. When addressing objections to an inspection result by the Economic Operators, being able to demonstrate rigorously the consistence of the conclusions across the whole set of analysis might be fundamental.

In the organisation of a sectoral joint action where technical testing is involved, the following the two cases may be encountered:

a) All involved MSAs contract the technical analysis to a **single testing facility**, which will evaluate the samples collected by all MSAs (Figure 2a).

   - PROs
     - The testing procedure is identical and the results are therefore comparable.
     - Management of the action is easier in terms of administration and communication.
     - Potentially reduced testing costs.
     - Easier checks of accreditation scope or harmonised standards used.
   - CONs
     - Risk of biases; any error in the procedure might invalidate the whole campaign.
     - Higher transport costs for distant countries.
     - High workload for the testing facility.

b) **Multiple laboratories** are involved in the action (Figure 2b).

   - PROs
     - Potentially biased results are detectable by comparing the testing results, and might be double-checked for consistency.
     - Proximity of laboratories might reduce transport cost for nearby MSAs.
   - CONs
     - Coordination is more difficult, and might be tricky.
     - Difficult to ensure comparability of results for some parameters, even when similar standards are claimed to be used.

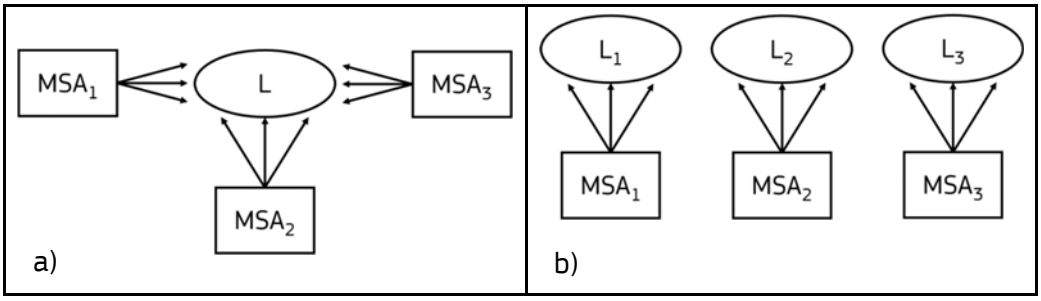


Figure 2: Single laboratory (a) vs *multiple laboratory (b) configurations.*

Most joint actions in the past have used several laboratories for testing. Having different laboratories applying the same harmonised standards may provide quality results from which similar conclusions could be drawn. However, this is not always guaranteed. Systematic/human errors, incorrect interpretation of data, flaws in reporting, might all affect a testing campaign and decrease the reliability of the action. Moreover, bad data could hide issues in a given market sector, falsify the statistical investigation of the state of the market and negatively influence the decision-making process of future actions. A verification process of the collected data is needed to avoid these issues.

3.1.2. Quality control and data verification in Joint Actions

For being able to rely on the data produced from inspections, both in terms of active control and in their usage for drafting precise statistics of the market, quality control protocols have to be established in Joint Actions. In virtually every instance of data collection, quality control is becoming more and more an essential step of the operation.

The purpose of quality control is to check that results from laboratory analysis and technical inspections are:

- *Accurate*: representing the true characteristics of the sample within a specified uncertainty.
- *Reproducible*: not being fundamentally different when independently tested by another actor.
- *Consistent*: harmonised in terms of methodologies and standards.
- *Comparable*: having a degree of compatibility among data such that comparisons are possible.

3.1.2.1. A PT-like exercise in Joint Actions

Adding quality control to testing performed during joint actions might be achieved by the introduction of a proficiency testing (PT) like exercise. PT rounds[12] are organised to evaluate laboratory performances, in which a uniform sample is distributed among the testing laboratories, and the results are compared to spot

[12] ISO/IEC 17043:2010, https://www.iso.org/standard/29366.html

inconsistencies. This kind of assessment of the general performances of laboratories is required in the framework of the ISO/IEC 17025[13] standard.

In the parallel food sector, European Union Reference Laboratories (EURLs) regularly organise PTs for National Reference Laboratories (NRLs) and official control laboratories (OCLs) participating to their activities. This allows identifying inconsistencies in test outcomes and assessing the general performance of all participants.

The question remains, how to implement such a quality control process in the Assessment of compliance phase of a joint action. Two configurations are suggested hereafter, presenting the advantages, disadvantages and outcomes of each option.

➢ The **European Union Reference Testing Facility** (EURTF) configuration

This option assumes the presence of a "reference" testing facility, which will monitor and ensure the quality control during the action. In the upcoming Product Compliance Network, according to the relevant legislation, public testing facilities can be designated as European Union Testing Facilities for a specific product sector. The relevant article of the legislation is:

> Reg. 2019/1020: Art. 21: **Union testing facilities**
>
> 1. The objective of the Union testing facilities is to contribute to enhancing laboratory capacity, as well as to **ensuring the reliability and consistency of testing**, for the purposes of market surveillance within the Union.
>
> 2. For the purposes of paragraph 1, the Commission may designate a public testing facility of a Member State as a Union testing facility for specific categories of products or for specific risks related to a category of products.
>
> The Commission may also designate one of its own testing facilities as a Union testing facility for specific categories of products or for specific risks related to a category of products, or for products for which testing capacity is missing or is not sufficient.
>
> 3. Union testing facilities shall be **accredited** in accordance with Regulation (EC) No 765/2008.
>
> 4. […].
>
> 5. Designated Union testing facilities shall provide their services solely to market surveillance authorities, the Network, the Commission and other government or intergovernmental entities.
>
> 6. […]

The appointed EURTF shall then be accredited and use the relevant harmonised standards in its activity acting as a referee.

Let us now consider a practical example to understand better this configuration.

[13] https://www.iso.org/ISO-IEC-17025-testing-and-calibration-laboratories.html

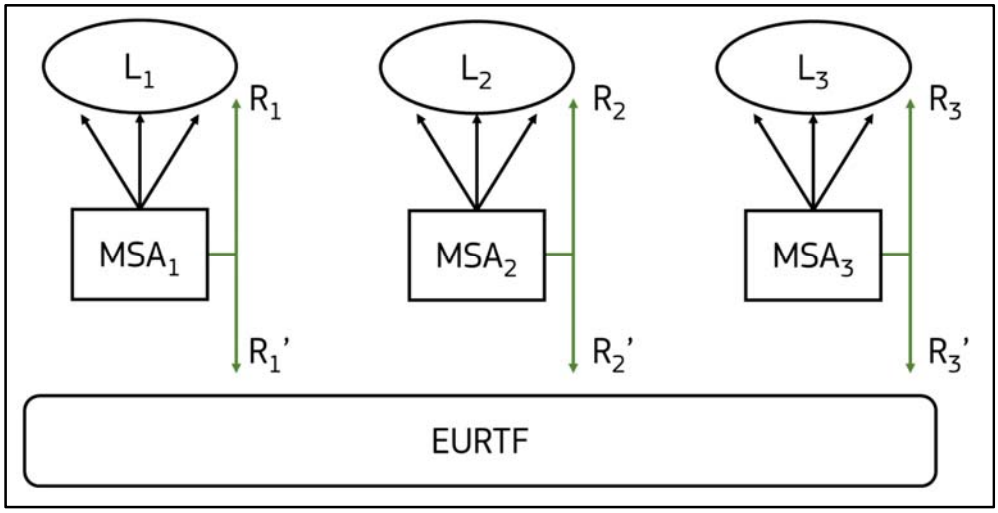


Figure 3: Example of reference testing facility configuration

Figure 3 depicts a situation where N=3 market surveillance authorities (MSA) participate in a Joint action. Assume that each authority delegates the testing activity to a laboratory (L), either "owned" by the MSAs or private, and that each authority aims at collecting 4 different product samples to be tested.

In order to check the testing performances of the laboratory, the authorities will acquire two units of a targeted 'reference' product, and send the second unit to the reference laboratory to test *the set of parameters* chosen for the action. This will allow the comparison between the resulting analysis of each laboratory (R) and the reference testing facility (R'). If the two outcomes agree *among themselves*, the reliability of the analysis has been independently double-checked, and it is strengthened. If the results instead differ, a potential issue is identified and follow-up actions should take place.

Advantages: such a configuration allows a blind assessment of the laboratory performances, because the reference product used for double checking is unknown to the laboratories. This ensures that no extra care is applied to the quality control sample, and reinforces the conclusion that the entire set of analytical data is accurate.

Disadvantages and cost: Each laboratory is evaluated one-to-one, hence it is not a proper comparative assessment of the laboratories. Moreover, the variability in the population of the reference product, due to production issues or other reasons, might result in false incompatibilities. Whenever an incompatibility emerges, it is therefore important to discuss the possible causes with the laboratory involved. Aside from the extra administrative burden, the extra cost for quality assurance in this case is given by the acquisition and testing of N more units of the reference products, where N is the number of participating Market Surveillance Authorities (in this case N=3).

The overall procedure and outcomes do not vary in case multiple MSAs delegate the analysis to the same laboratory. In that case, it might be sufficient that a subset of authorities provides quality control samples, reducing the total cost.

If no European Union Reference Testing Facilities exist for a certain sector, the ADCO could designate well-established and experienced laboratories as Reference Testing Facility for the action.

➢ The **Mutual Verification** (MV) configuration

This option does not need the existence of a reference laboratory, but rather uses a repeated system of mutual checks to spot inconsistencies and possible outliers. Assume again that N=3 authorities delegate the analysis to an equal number M=N of testing facilities (Figure 4).

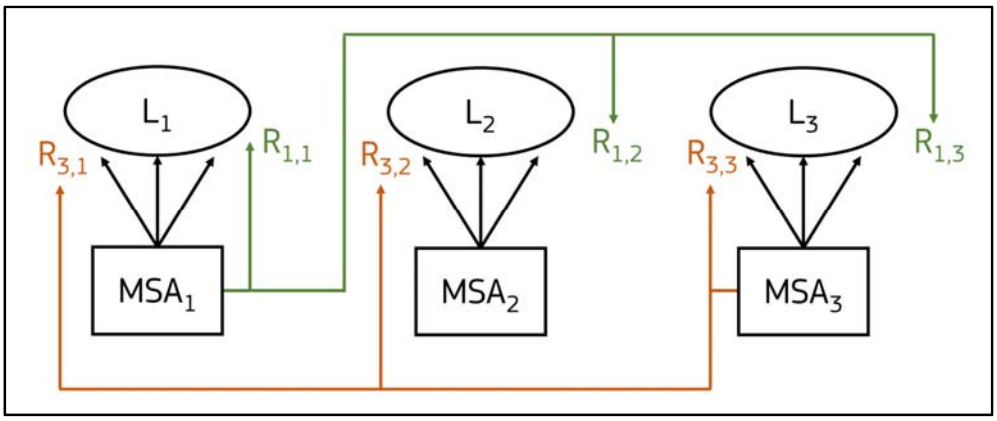


Figure 4: Example of mutual verification configuration

In the mutual verification configuration, a subgroup of MSAs (assume S=2, but generally S≤N) acquires M units of a reference product during the sample procurement, and sends one unit each to all participating testing facilities. Once again, the parameters tested should be the same of the campaign, and identical among the S reference products. The results can therefore be collected and compared, and a preliminary indication about the performance can be extracted from the data.

Advantages: This configuration does not require a "reference" laboratory, decreasing its administrative and financial burden. Moreover, the laboratory performances will be assessed through the evaluation of S independent products, greatly reducing the influence of inhomogeneity in product batches.

Disadvantages and cost: Given that the reference products are shipped separately from the appointed MSAs, the process does not ensure blindness, and the laboratories would be aware of what the key products are. The increased acquisition and testing cost might also be relevant, since an extra S×(M-1) tests are required (in this case extra 6 units), therefore this solution is recommended when the overall cost per unit is low. In a real-life example, with N=12 authorities, of which S=6 quality control responsible and M=4 laboratories, one would need 18 extra units to be acquired and tested during the campaign.

3.1.3. Risk assessment methodologies

As part of the compliance assessment stage, Market Surveillance authorities are required by EU legislation to perform risk assessment whenever a non-compliant product is identified. The **purpose of risk assessment** is to assess the gravity of the threat posed by the product on public safety, the environment, and any other public interest of the European citizens.

The Expert Group on the Internal Market for Products – Market Surveillance Group (IMP-MSG) and the ADCOs developed clear guidelines[14] on risk assessment in 2016 - based on the RAPEX guidelines[15] encompassed in the General Product Safety Directive (GPSD[16]). These ADCO reference guidelines list all steps of the risk assessment process, summarised here for completeness:

i. Definition of non-compliant product.

ii. Identification of the hazards due to non-compliance than might result in harm, which could be related to a physical property of the product or its performance.

iii. Identification of the subjects at risk of harm. The scale can vary quite a lot. A subject could be a worker using a defective hammer, or the whole European population in case of the environmental pollution by car emissions.

iv. Description of the relevant harm scenario, i.e. the process in which hazards potentially affect the subjects.

v. Determination of the possible harm consequences.

vi. Assessment of the consequent severity level of harms.

vii. Determination of the probability that the harm scenario is realised.

viii. Identification of the risk level.

ix. Follow-up measures. Depending on the level of risk, these might include withdrawals/destruction of dangerous products or concerted efforts with the Economic Operator to address the problem. The Commission and other Member States are informed through RAPEX[17] (the EU Rapid Alert System for dangerous non-food products).

The same risk assessment process is described in the "*Best Practices in Market Surveillance*" edited by PROSAFE.

Several practical examples of risk assessment are reported to understand the process above.

[14] EU general risk assessment methodology, Action 5 of Multi-Annual Action Plan for the surveillance of products in the EU (COM(2013)76).

[15] Commission Decision 2010/15/EU

[16] https://europa.eu/!qb86km

[17] https://europa.eu/!Mv36qR

3.1.4. IT Tools and exchange of information

As stressed several times, collaboration among MSAs is the most efficient way to improve control over a very large European Single Market. Hence, it is important to improve exchange of information, data and inspection results, with a high degree of readability, user-friendliness and speed. An essential piece of the puzzle is the Information and Communication System for the pan-European Market Surveillance (ICSMS) database, an internet-based repository where market surveillance officials can submit the outcomes of their inspections.

One of the main issues of large databases such as ICSMS is the inhomogeneity of the data collected by different authorities, inspectors and officials. The system allows a great deal of freedom in the possibility to input information, causing the generation of duplications and miscategorisation. The relatively difficult and lengthy insertion process causes some authorities to seek for shortcuts, such as uploading reports and spreadsheets directly to the database, and referring to them in the entry field of the form, thus diminishing the access to such information.

At a smaller level, authorities participating in Joint Actions face the same problem. when investigating large quantities of samples, both in the inspection phase and when drawing conclusions and reporting. Sharing information with other MSAs could significantly improve the efficacy of the whole campaign. In the inspection phase, knowing which products have already been found non-compliant by others could give good indications on where to look on the own market, or help to avoid targeting the same products that have already been evaluated. In the conclusion phase, accessing easily all testing outcomes, already in a comparable format, facilitates the work of the reporting officer and increases the readiness of the resulting analysis. Moreover, if the data are collected in a uniform, standardised manner, their input to ICSMS would be easier and would produce consistent data.

A good example: **Data Management App in MSTyr15**.
During the Joint Action MSTyr15, coordinated by PROSAFE in 2016 on labelling of tyres (enforcing EC Regulation 1222/2009), a Data Management "app" was developed to help MSAs categorise and share data during the inspections. Prior to the development of the app, available for smartphones/tablets and desktop computers, many MSAs were collecting data on the field with paper and pen, and only at a second stage this data was copied into the different MSA databases. This process severely limited the efficiency of data storage, resulted in virtually no information exchange between the authorities, and recordings in ICSMS were scarce. To overcome all this, the project aimed at producing an IT tool to record data about inspections in a standardised and secure way. It also allowed pre-loading of forms with information already known, storing of photo of the physical samples examined, auto updating local databases at every access, exporting MS Excel files and direct communication with ICSMS. This structured approach allowed the 14 participating MSAs to avoid duplication, dedicate more time to active inspection, and to examine overall 12000 tyre labels during the project life. The cost of development for such app, already sustained during

the action, was on the order of some ten-thousands euros, to which the maintenance cost of the database should be added. However, adapting this tool to other sectors, with the coordination of the ADCO members, seems a rational way to capitalise on the work already done.

3.1.5. Training activities

Although needs and gaps in training activities will be the main topic of another Work Package of the Administrative Arrangement (WPK4), some general concepts related to the organisation of training for Market Surveillance are summarised in the following.

Market Surveillance Authorities should regularly organise training programmes devoted to inspectors and enforcement officers, tackling the specific needs of their sector, the legal framework, the relevant harmonised standards, the risk assessment procedures and the communication and dissemination activities. In practice, actors in the field should always be updated with the latest developments across the entire operational flow of Market Surveillance. In view of maximising the cost effectiveness, such training activities have a higher value when organised jointly among authorities sharing the same goals.

Most Joint Actions already assume an initial training phase for the staff involved, usually in order to harmonise the general approach. This training, either held online or in person, usually includes a short presentation of the general principles of the action, the description of the duties of the officers, a preliminary physical revision of the products to investigate, a presentation of the inspection and reporting forms.

A good example: **Hands-on training in DOLLS V4**.

In 2018 the 4 members of the Visegrad Group Countries (Czech Republic, Hungary, Poland, Slovakia) organised a joint action on plasticised toys, Dolls V4. The target of the action were plasticised toys with potentially high levels of phthalates, which could be dangerous for children.

In the preliminary phases of the action, the Polish authorities organised a workshop for all other MSAs to provide inspectors with hands-on experience on what kind of toys to target. They showed examples of dolls with soft tissues, as they had higher chance to contain phthalates, and non-compliant dolls coming from previous campaigns.

Trainings can in general be organised nationally to increase the reception of concepts by conveying them in the national language. However, Market Surveillance Authorities can also benefit from training organised at the European level. The advantages are twofold. Targeted training sessions can be organised during Joint Actions, addressing specific needs of the participants. On the other side, “general” training campaigns can be organised either in niche areas, where there is no sufficient “critical mass” to justify them at the National level, or in fields where finding the right lecturers/trainer is difficult.

A good case study: **Training videos in MSTyr15**.
Let us refer again to the MSTyr15 joint action, which produced a two-part training video for participating market surveillance officers. The first part concerned the details of how to inspect tyre labels on-site and online, while the second part focused on how to assess the technical documentation received from suppliers. The videos were realised in the 15 languages of the participating authorities, both spoken by professional speakers and dubbed as subtitles. The overall receipt of the video was very positive, and they were seen by all participants. However, the realisation of spoken videos in so many languages resulted to be very challenging for the organisers. The main problem was to have *perfect* translation in all languages, as any error (unknown to the professional speakers) ultimately caused the necessity to record again the voiceovers, thus increasing the cost.

As the case study presented above points out, it is rather difficult to address the linguistic complexity of the European playground, nor is it generally possible to rely simply on a *lingua franca* such as English, since the field officers may not know it. In terms of cost/benefit, it seems better to realise videos in a widely spoken language as English, and only provide translation in the national languages through subtitles, that can be amended easily in case of translation errors.

General training campaigns are not connected to joint actions, and can be organised when needed among all Market Surveillance authorities willing to participate. Identifying which gaps the authorities perceive in their training and the best way to fill them will be the main task of WPK4. The traditional training sessions such as seminars and workshop could be useful to increase participation and create useful personal networks among officials, but face the same linguistic problem as described above. Online tools such as webinars, videos, questionnaires (to check the learning process) and tutorials present also the advantage of maintaining accessibility for a long time, can be repeated in case something is not clear, are less time-consuming and more cost effective. However, in specific situations where "touching" the issues and discussing solutions of a problem is important, physical hands-on trainings can be considered and budgeted.

3.2. Cross-sectoral Joint Actions

The categories listed in ANNEX I provide a subdivision of products circulating in the Single Market based on the various regulating legislations. However, many goods tend to cross the limits of a single category: if a plasticised toy also connects to the internet and can be controlled via an app, does it belong to the TOYS or the RED sector? What about fertilisers containing chemicals falling under the REACH regulation or the wide range of apparatuses present in a car? It is clear that there are many possible examples of goods that could be tackled from different perspectives. Traditionally, if MSAs of a certain sector decide to hold an inspection on one of these products, they verify its adherence to the regulation relevant to their sector. Although certainly useful, this does not address compliance in other sectors. This is of special importance in

statistical considerations about the state of the market. Addressing as many regulated properties as possible improves the overall estimation of the market safety, and allows the legislators and enforcing officers to tailor their tools at best.

Among the responsibilities of the Product Compliance Network listed in Article 31 of the Regulation[18], the Network will organise cross-sectoral joint market surveillance actions, hence inspections involving MSAs from several product sectors. Such coordinated effort has the advantage of having an enlarged perspective on the compliance of a certain product, and significantly improves the cost efficiency when compared to organising separate sectoral actions with the same products. Of course, this also presents some challenges, mostly in the overall organisation, communication and in the technical inspection and quality control phases of the action.

3.2.1. Typical issues of Cross-sectoral Joint Actions

It is easier to prompt collaboration among Market Surveillance Authorities belonging to the same sector, because they have to deal with identical problems as their colleagues. Forcing authorities to understand the technical, physical and administrative challenges involved in a sector different from their own might be a challenge, especially when the areas of expertise are more distant. Collaboration between "sister" sectors, on the other side, is easily achievable, and has already been realised in the past (see for example the EMC/LVD joint action[19] on LED floodlights).

The composition of participant MSAs defines rather drastically the possibilities and procedures of a cross-sectoral action. Ideally, for each participating Member State, at least one authority belonging to *each* relevant sector should be involved. In the worst case, in which no Member State has at least one participant per sector, the resulting joint action does not differ much from two separate sectoral campaigns. The key element of a cross-sectoral joint action is the possibility to evaluate the state of the market (in each participating Member State, and as a whole) through a specific product in a multidirectional perspective. Failing to do so omits the advantages of such effort.

For this purpose, the call for participation of MSAs to any cross-sectoral action should include explicitly that authorities bundle up in small consortia, where several (ideally all) sectors are represented nationally. Although this might limit the participation, it ultimately leads to better success chances. Authorities of the relevant sectors should be invited to participate by ADCO members (and/or IMP-MSG representatives/single liaison representatives), which should also help them to establish contacts and manage the application process. An active coordination by ADCOs is the easiest and likely most successful way to create the right conditions for the action.

On the organisational side, issues may arise in two phases of the inspection process. While the identification of target products can be decided at an early stage of the action and agreed among all sectors, the acquisition of the samples might be problematic: are inspectors of the two (or more) different sectors

[18] Regulation (EU) 2019/1020

[19] https://europa.eu/!tb99dh

meeting at the distributor in order to pick up the samples? If the products are instead acquired online, or shipped by the economic operator, which authority should receive them? This question is also important when determining the formal/administrative compliance of a product. A single authority could in principle check the mere presence of markings/technical documentation. Checking completeness and technical aspects could be more difficult, as it might require specialised knowledge and/or different testing facilities.

How technical tests are performed also determines how many samples should be acquired. In case of large products, such as lifts or industrial fans, the inspection has to be done at the installation site. Although ideally the inspectors of the different authorities could visit the site at the same time, nothing prevents them from conducting the inspection separately. With smaller products the situation could be trickier. On a budgetary side, if the costs for transport from one testing facility to another are low enough, the acquisition of a single unit to be subsequently tested by laboratories working in the two sectors could be the cheapest option. However, destructive analysis seldom makes it possible to test again the same unit. In non-destructive tests, the risk that the product might be damaged by the first testing facility or during transport, or that the documentation is lost, could also decrease the reliability of the results.

The obvious alternative, hence to acquire two units per product to be tested, also presents some disadvantages. The most obvious one is the doubling of the burden on the economic operator providing the product (or its weight on the action budget, if bought), which effectively reduces the number of products tested during the campaign. On the bright side, the separate laboratory results could also spot inhomogeneity in the product batch, and the chance to collect randomly a compliant sample in a generally non-compliant population decreases.

From a statistical point of view, one should also define new criteria to compute non-compliance rates: irregularities in a sector automatically trigger the overall non-compliance (even though the sectoral rates can be kept separate for better statistics). This combination effect will likely cause an overall increase of non-compliance rates with respect to the past (see the next paragraph).

3.2.2. What can be adapted from sectoral Joint Actions, and what's new

Most of the best practices adopted for sectoral activities have the purpose of improving their efficacy, reducing cost and ultimately improving the quality of the market. In this sense, most concepts can be applied directly to cross-sectoral Joint Actions as they are.

Collaboration among MSAs could happen in a dual way in cross-sectoral actions. MSAs belonging to the same product sector should communicate at the supranational level, similarly to what happens in canonical sectoral actions. Moreover, a special relationship should exist between authorities from the same Member State/region dealing with different sectors. Collaboration at the regional level would improve inspections, both when they are conducted together or separately. While sharing responsibilities, one MSA could be appointed as "regional" coordinator for the action.

A basic requirement for success of any project is its appropriate design and management. In cross sectoral actions, the key arrangements should be established at the very beginning, i.e. defining clearly the objectives of the action, identifying the products to be inspected based on the needs and non-compliance risks in all sectors involved, and setting the formal and technical inspection procedure so to avoid misunderstandings.

Defining which products to tackle should consider the highest *combined* probability

- for detecting non-compliant products in high-profile areas in *at least* one sector;
- for obtaining enough products sharing the characteristics to be tested according to all involved legislations;
- for having available enough testing facilities at EU level to perform the assessment.

The *combined* probability to detect non-compliance of a product, by checking characteristics belonging to different sectors, is increased with respect to only checking within one sector (see Figure 5).

C = compliant, N = non-compliant	Outcome of compliance assessment			
Sector 1	C		N	
Sector 2	C	N	C	N
Non-compliance result	C	N	N	N

Figure 5: Combining non-compliances (NC) increases the non-compliance rate.

The use of IT tools to improve data sharing and communication could certainly benefit cross-sectoral actions, where having access to the status of the inspection at any point could be crucial for organisers. Depending on the specific needs of each campaign, it might be necessary to update the App by including a mechanism for which one authority of a Member State can "pass the baton" of the product file to the one from a different sector acting subsequently in the inspection chain.

3.3. Challenges: good practices for online market, third countries relationship and customs collaboration

3.3.1. e-commerce and third countries

With e-commerce becoming more and more popular among the European consumers, the need for market surveillance authorities to address potential issues in this dynamic environment is gaining more importance. In 2014, the late DG Enterprise and Industry (now DG GROW) and DG SANCO commissioned a study on the specific issues of the online market and the development of best practices

related to online sales. The extensive study[20], performed by Panteia[21] and the Centre for Strategy & Evaluation Services (CSES[22]), covered a wide range of topics, from presenting the state of the market, to the challenges and limitations faced by Market Surveillance Authorities, to proposing tailored best practices and ways to spread them. We will briefly summarise and adapt here the main concepts contained in the report, but we refer to the full document for details. Another important document is the European Commission's note C/2017/5200[23] issued in 2017, providing guidelines specific to market surveillance activities for online sales.

The main challenges identified in the study concerned technical and legal aspects related to goods purchased outside the Union borders. Nowadays large amounts of goods are manufactured in third countries, even by European companies, but e-commerce allows individual consumers to directly buy products from foreign manufacturers, skipping the import procedures and controls to which registered importers might be subjected to. Moreover, non-compliant goods that were withdrawn from the European market are, at times, still available to consumers on the internet. Traceability of the cross-border supply chain is often very difficult, as resellers could be widely distributed. Moreover, no legal mandate is available to Market Surveillance Authorities to enforce actions against economic operators outside the EU.

A common practice of fraudulent resellers is to build several aliases on the online distribution channels. If a product is marked as non-compliant and the online platform is removing it, one of the aliases could immediately list this product again without any practical consequence.

In summarising these issues it appears that one of the crucial actions to address them is to enhance collaboration among Market Surveillance Authorities, customs, online platforms and ideally enforcement authorities from relevant third countries. The last point has been challenging, but is potentially very rewarding. Spreading best practices to third country authorities and helping them to develop an effective market control system has the dual advantage of improving the internal market of these countries, and to prevent, at the source, potentially dangerous products from entering the European market. This mutual benefit mechanism is a strong leverage that could be used to engage traditionally non-collaborative national actors for enlarging the participation in joint intercontinental actions. Through mutual understanding and personal collaboration, important progress could be achieved. In this sense, spreading European standards to other countries aligns with the new priorities[24] set by the von der Leyen Commission to "**promote our European way of life**".

[20] https://europa.eu/!wh63cx

[21] https://www.panteia.com/

[22] http://www.cses.co.uk/

[23] https://europa.eu/!Wt69uK

[24] https://europa.eu/!Kd86Gu

Cooperation with large online platforms - such as Amazon, eBay, Wish, Alibaba and others - appears also as an effective way of tackling non-compliance. The reputation of these resellers depends on the quality of services they provide, which also includes the reliability and safety of the products. A good collaboration record with European Market Surveillance Authorities might improve the consumers' opinion and would have ultimately a beneficial effect on operators as well. The Product Compliance Network could contribute to initiatives encouraging the involvement and quick implementation of MSA measures.

A good example: **EU Product Safety pledge**
Improving collaboration records of large online distribution platforms is essential in the enforcement of Market Surveillance on e-commerce. In 2018, DG Just launched the EU Product Safety Pledge[25], a voluntary commitment of large online resellers to collaborate with Market Surveillance Authorities in resolving non-compliance cases. The pledge promotes fast actions towards dangerous products detected by MSAs, which should be removed from the platforms within two days. Its goal is alto to allow consumers to flag unsafe products themselves, to collaborate with MSAs to identify the supply chains and history of dangerous products and to spread regulations and trainings related to product safety. Reports on the outcomes of the pledge have been published every six months, and show very good results in terms of fast actions towards dangerous products. Such reports, opportunely advertised, could constitute an incentive for resellers to maintain the effort and increase collaboration with the authorities. The Product Compliance Network should be the natural coordinator of such initiatives, allowing a multi-sectorial perspective on all non-food products sold online.

In order to tackle the problem of direct sales to European customers and product traceability, Regulation EU 2019/1020 states (Chapter II, article 4) that an *economic operator should always be present on the European market for certain categories of products*. In this case, an economic operator could be an EU-based manufacturer, the importer into the EU, an authorized representative of the manufacturer or a "fulfilment service provider" (an entity not having ownership of the involved product, providing at least two of the following services: storing, packaging, addressing and dispatching). The economic operator shall be responsible of ensuring the compliance of the products with the EU regulations. In the absence of this actor, selling the product on the Single Market would be illegal.

Some European countries such as France (CSCE) and Germany (G@ZIELT) have dedicated authorities only focused on performing market surveillance of online resellers. This approach allows the establishment of specialised knowledge on the mechanisms of e-commerce. Within those authorities, groups of officials control the market in sectors with a higher online relevance.

[25] https://europa.eu/!qf43vD

3.3.2. Cooperation with customs

Cooperation between Market Surveillance Authorities and Customs seems to be an obvious consequence of the pathways and amounts of goods imported from outside the borders of the European Union. Regulation (EC) No 765/2008[26] legally formalises this collaboration. Intervention by customs usually happens whenever a product is considered to carry a non-compliance risk, where documents/markings are missing or based on previous experience with the same economic operator/country. DG TAXUD released specific guidelines[27] for safety and compliance controls of imported goods.

Customs (and post offices) can play an extremely positive role in improving the quality of the market, by stopping goods at the point of entry before they even reach the European citizens. In the European Union Cooperation programme Customs 2020[28], increased cooperation with Market Surveillance Authorities of the Member States is explicitly listed among the operational objectives. In the past, several joint actions have been organised involving both Market Surveillance Authorities and customs, such as JA2010 – Five products[29], JA2013 – Children kick scooters[30], JA2015 – Consumer products[31] (all organised by PROSAFE) and the one in the following example.

A good example: **Customs – MSA collaboration in Dolls V4**
A good example of a surveillance activity in which Market Surveillance authorities and customs actively collaborated is the 2018 joint action Dolls V4. Partly financed through Customs 2020, the action actively involved both customs and market surveillance authorities of the four Visengrad countries (Czech Republic, Hungary, Poland, Slovakia). All phases of the action were coordinated between customs and MSAs, from the targeting and collection of products, to the compliance assessment and the enforcement. In Poland customs were also the authorities responsible for performing technical and laboratory tests, whereas this was done in the other countries by MSAs. MSAs assisted in defining risk profiles for the products and in issuing RAPEX alerts. The overall final judgement on the collaboration was very positive, and was deemed fundamental in overcoming technical difficulties faced during the action.

In principle, customs and Market Surveillance Authorities play a complementary role in ensuring the safety of the market: the first filter out goods at the port of entry, banning non-compliant products at the earliest stage, while the latter usually assess compliance and enforce appropriate corrective measures *ex-post*.

[26] https://europa.eu/!Hy79HU

[27] https://europa.eu/!fp33pK

[28] https://europa.eu/!NQ39kG

[29] http://prosafe.org/index.php/joint-action-2010

[30] http://www.prosafe.org/index.php/joint-action-2013/kick-scooters

[31] http://www.prosafe.org/index.php/joint-actions-2015

The detailed process of collaboration with customs, seen from the MSA perspective, is reported in the ADCO book "*Good practice for market surveillance*"[32].

Cooperation between MSAs and customs is implemented in a straightforward manner in those countries where the two organisational structures are the same. The case of France is exemplary. Contrary to other Member States, where authorities are centralised and concentrated in few nodal geographical locations, French market surveillance is shared between different institutional actors: the General Directorate for Competition Policy, Consumer Affairs and Fraud Control (DGCCRF[33]) and, for products imported from a non-EU country, the General Directorate of Customs and Excise (DGDDI[34]). Other departments have responsibility for specific sectors. The customs have been directly appointed with market surveillance roles, which allow sharing expertise in different fields.

[32] https://europa.eu/!xH44nV

[33] https://www.economie.gouv.fr/dgccrf

[34] https://www.economie.gouv.fr/dnlf/dgddi

4. RECOMMENDATIONS TO THE PRODUCT COMPLIANCE NETWORK

The Product Compliance Network will be the platform for cooperation and coordination of national market surveillance authorities and the Commission, and represents the main institutional interface of European citizens with market surveillance at the EU level. For doing so, it will need to possess a **clear general overview** on what has been realised in the past, what is ongoing at present and what is planned for the future. The PCN will have to receive this information in an efficient and structured manner, e.g. by regularly collecting work programmes from Member States and ADCOs, which are listing any market surveillance activity they are planning for the following year, and any relevant update.

The structural organisation of market surveillance in the non-food area could be matched almost one-to-one with the food safety control structure, coordinated by DG SANTE (see Figure 6): ADCOs play a comparable role to European Union Reference Laboratories (EURLs) and MSAs to National Reference Laboratories (NRLs). Over the past 15 years, food control established good working practices, with EURLs regularly providing technical support, organising Proficiency Testing rounds, conducting trainings and prompting collaboration with third countries. Some of these well-functioning organisational features could be implemented for the non-food product sectors, adapting them to the particular mandate of the PCN and of ADCOs.

4.1. Product Compliance Network mandate

Regulation 2019/1020 defines the mandate of the PCN in Article 31:

Art. 31: **Role and tasks of the Network**

1. In carrying out the tasks set out in paragraph 2, the Network shall address general, horizontal issues of market surveillance with a view to facilitating the cooperation among single liaison offices, as well as the Commission.

2. The Network shall have the following tasks:
   a) to **prepare**, adopt and monitor the implementation of **its work programme**;
   b) to facilitate the identification of common priorities for market surveillance activities and the **exchange of information across sectors** on evaluations of products, including risk assessment, test methods and results, recent scientific developments and new technologies, emerging risks and other aspects relevant to control activities and on the implementation of national market surveillance strategies and activities;
   c) to **coordinate ADCOs** and their activities;
   d) to **organise cross-sector joint market surveillance** and testing projects and define their priorities;
   e) to **exchange expertise and best practices**, in particular regarding the implementation of national market surveillance strategies;
   f) to facilitate the **organisation of training programmes** and exchanges of personnel;
   g) in collaboration with the Commission, to **organise information campaigns** and voluntary mutual visit programmes between market surveillance authorities;
   h) to discuss questions arising from cross-border mutual assistance mechanisms;
   i) to contribute to the development of guidance to ensure the effective and **uniform application of this Regulation**;

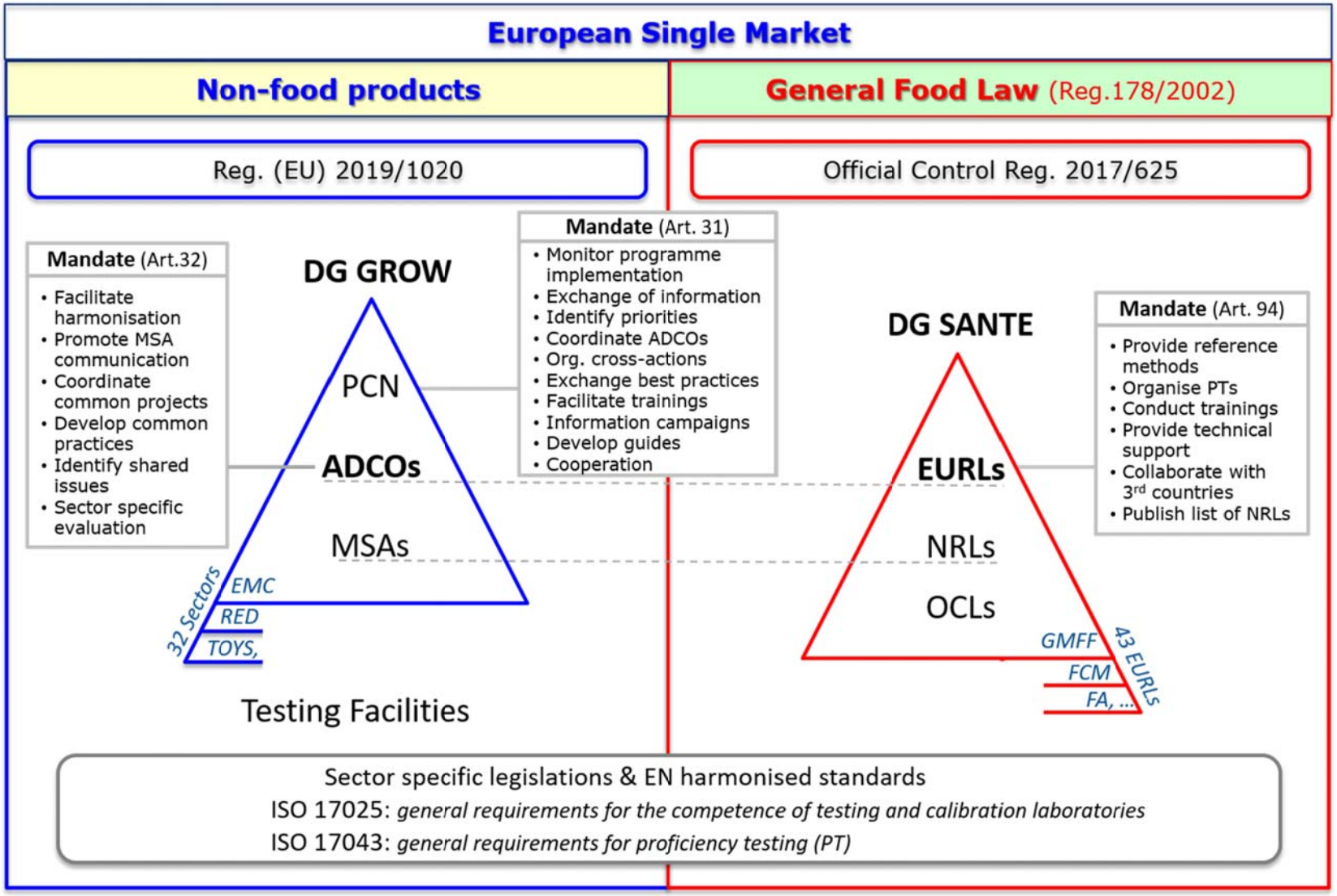
j) to propose the financing of activities referred to in Article 36;
k) to contribute to uniform administrative practices with regard to market surveillance in the Member States;
l) to provide advice and assist the Commission with issues related to the further development of RAPEX and the information and communication system referred to in Article 34;
m) to promote the **cooperation** and exchange of expertise and best practices **between market surveillance authorities and authorities in charge of controls** at the Union's external borders;
n) to promote and facilitate **collaboration with other relevant networks** and groups, with a view to explore possibilities for using new technologies for the purposes of market surveillance and traceability of products;
o) to **evaluate regularly the national market surveillance strategies**, the first such evaluation taking place by 16 July 2024;
p) to take up any other issues in activities within the remit of the Network, with the aim of contributing to the effective functioning of market surveillance within the Union.

4.2. Administrative Cooperation Groups mandate

Initially constituted as informal groups, the composition, the functioning and the role of ADCOs has been formalised in Regulation (EU) 2019/1020:

Art. 32: **Role and tasks of administrative cooperation groups**

1. [...]
2. ADCOs shall have the following tasks:
   a) **to facilitate the uniform application** of Union harmonisation legislation within their area of competence with a view to increasing the efficiency of market surveillance throughout the internal market;
   b) **to promote communication** between market surveillance authorities and the Network and develop mutual confidence between market surveillance authorities;
   c) **to establish and coordinate common projects**, such as cross-border joint market surveillance activities;
   d) **to develop common practices and methodologies** for effective market surveillance;
   e) to inform each other of national market surveillance methods and activities and **to develop and promote best practices;**
   f) **to identify issues of shared interest** relating to market surveillance and suggest common approaches to be adopted;
   g) **to facilitate sector-specific evaluations of products**, including risk assessments, test methods and results, recent scientific developments and other aspects relevant to control activities.



acronym

PCN - Product Compliance Network; ADCO – Administrative Cooperation group; MSA – Market Surveillance Authority;
EURL – European Union Reference Laboratory; NRL – National reference Laboratory; OCL – Official Control Laboratory;
GMFF – Genetically Modified Food and Feed; FCM – food Contact Materials; FA – Feed Additives;
EMC – Electromagnetic Compatibility; RED – Radio Equipment Directive

Figure 6: Comparison in structural organisation between the non-food and the food control systems.

4.3. PCN-ADCO work practices

As one of the fundamental elements of the Product Compliance Network functioning, ADCOs activities should be clearly defined. It is of paramount importance that a complete implementation of the tasks defined in the articles above for each ADCO is ensured by the PCN. This needs a systematic information collection from and by ADCOs, which should ideally work as first screeners of sectoral issues and activities performed at the national level, and then relay the aggregated information to the PCN. Main annual deliverables of each ADCO to the PCN should be:

- Development of **work programmes** for the activities planned in the next future, including joint actions, workshops and trainings.
- **Annual report** of ADCO activities, highlighting any action organised, any guidelines developed, any collaborations prompted and issues identified. Final reports of the actions should be attached.

The collection and analysis of these deliverables of each ADCO would allow the PCN to identify issues at two scales.

At the single ADCO level, specific issues could be directly addressed by the PCN through *ad hoc* interventions. Notable examples could be:

- impediment to ADCO activities,

- lack of testing facilities for specific areas, to be addressed by the creation of European Union Testing Facilities,
- lack of financial resources/expertise, partially addressable by training activities,
- necessity of sector-specific collaboration with manufacturers, importers, distributors, customs and postal services.

At the general level, the PCN will be the only actor able to consider the full picture of market surveillance throughout all product sectors. The situation of each ADCO has its own specificities. In the past years, however, some ADCOs were more active than others. Whereas certain product sectors created an impressive amount of outputs, participated or organised joint actions, and developed technical guidelines and best practices, other remained idle. To harmonise the working practices of all ADCOS, necessary tasks for the PCN would include:

- **keeping track of the ADCO records of activities**, ensuring that all of them deliver and follow their work programmes,
- identifying which **ADCOs and sectors have to be "revitalised"**,

- **promoting knowledge transfer** from active to inactive ADCOs, also by financing specific workshops/exchange of officials programmes,
- prompting general **collaboration with manufacturers**, importers, distributors, customs and post offices.
- coordinating **responses to European and global issues**.

4.4. Product Compliance Network portal

Any citizen wanting to access information on what the European Union is doing to protect its interests should be able to do so through an accessible channel. Realising this goal would mean that the PCN should possess a user-friendly web portal, containing all relevant information in a well-structured fashion. The website could either be contained within the institutional European Commission website, perhaps readapting what is now the Market Surveillance section of the DG GROW website[35], or have a dedicated address.

At the moment, most of the information concerning market surveillance activities is present but scattered in a variety of places: institutional websites, joint action websites (some of them inactive), wiki-pages and CIRCABC. Having a single place in which all information relevant to citizens is available, while not necessarily modifying the good working practices already implemented by Market Surveillance Authorities, would greatly increase accessibility and would improve the work of the PCN.

Of direct relevance for the concepts summarised in this report and with WPK3 of the DG GROW-JRC Administrative Arrangement, the information displayed on the website should include:

i. A **list of joint actions** in all sectors organised in the past, ongoing and programmed for the future. This list could be realised similarly to the interactive list[36] of Interlaboratory Comparisons on the JRC website (Figure 7).

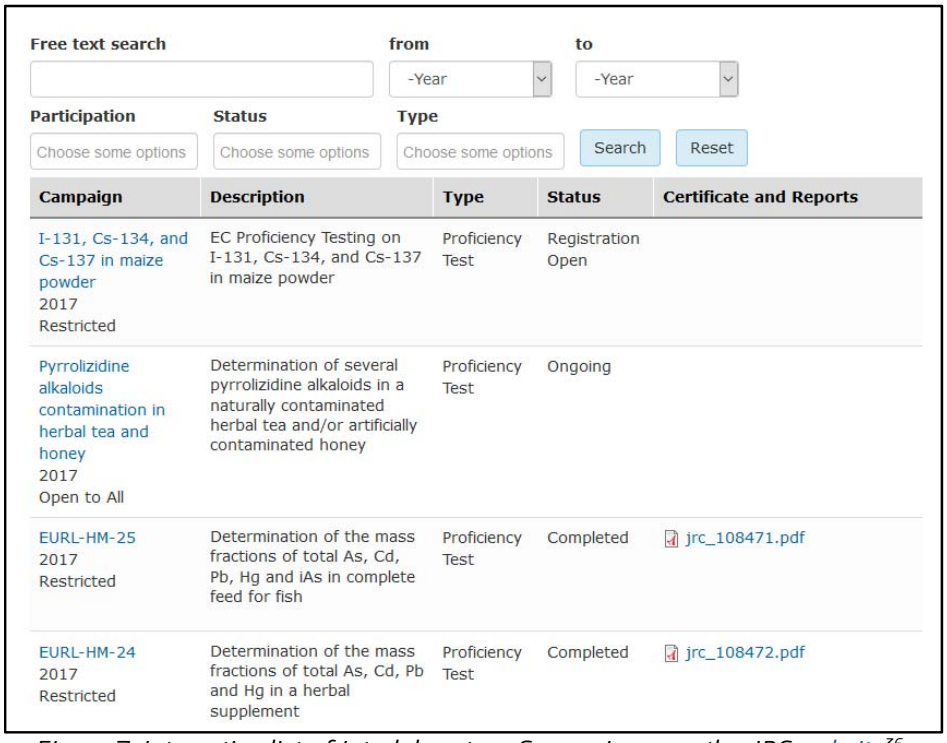


Figure 7: Interactive list of Interlaboratory Comparisons on the JRC website[36].

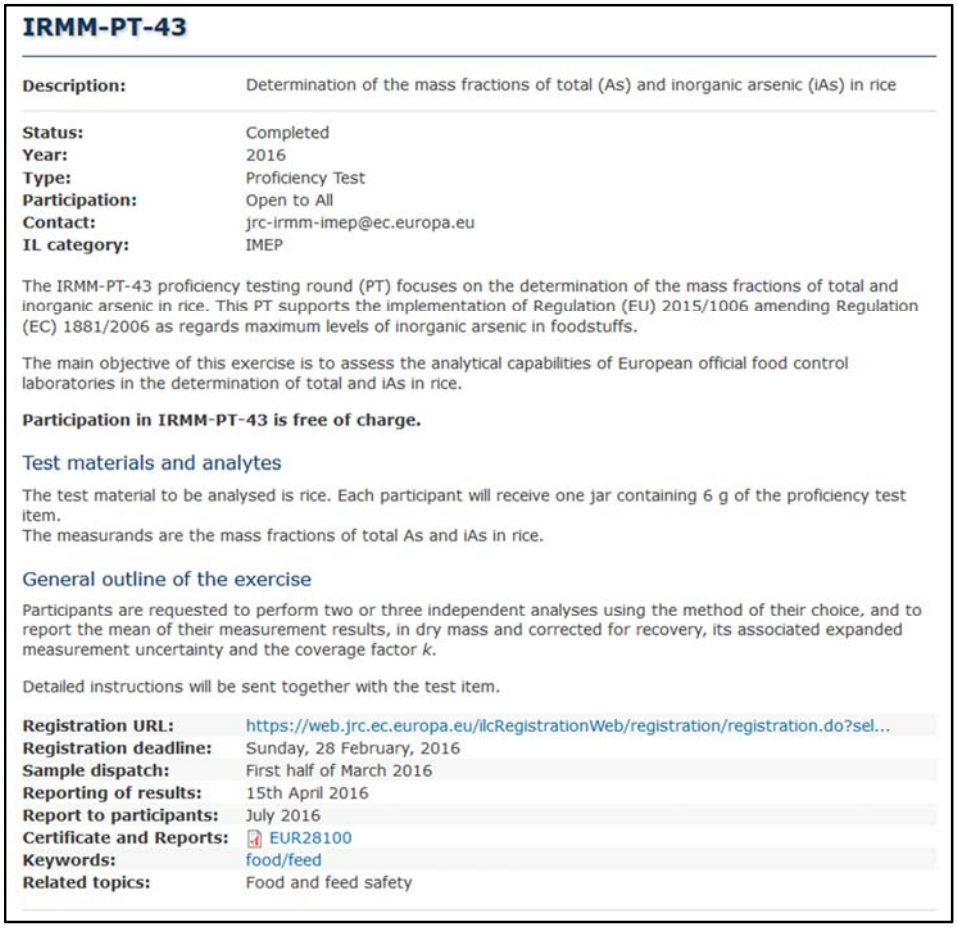
[35] https://europa.eu/!Hd99Tu

[36] https://europa.eu/!py96KW

The key information displayed in the list should be

- the name of the project,
- the years of activity,
- the sector of relevance,
- the product involved,
- and the organiser.

A link to a dedicated subpage (Figure 8) for each joint action should also be embedded, in which an executive summary of the project, the final public report, the link to the original webpage of the action (if present) and any relevant information should be added. In case of ongoing or future projects, only the available information should be included.



IRMM-PT-43

Description:	Determination of the mass fractions of total (As) and inorganic arsenic (iAs) in rice
Status:	Completed
Year:	2016
Type:	Proficiency Test
Participation:	Open to All
Contact:	jrc-irmm-imep@ec.europa.eu
IL category:	IMEP

The IRMM-PT-43 proficiency testing round (PT) focuses on the determination of the mass fractions of total and inorganic arsenic in rice. This PT supports the implementation of Regulation (EU) 2015/1006 amending Regulation (EC) 1881/2006 as regards maximum levels of inorganic arsenic in foodstuffs.

The main objective of this exercise is to assess the analytical capabilities of European official food control laboratories in the determination of total and iAs in rice.

Participation in IRMM-PT-43 is free of charge.

Test materials and analytes

The test material to be analysed is rice. Each participant will receive one jar containing 6 g of the proficiency test item.
The measurands are the mass fractions of total As and iAs in rice.

General outline of the exercise

Participants are requested to perform two or three independent analyses using the method of their choice, and to report the mean of their measurement results, in dry mass and corrected for recovery, its associated expanded measurement uncertainty and the coverage factor *k*.

Detailed instructions will be sent together with the test item.

Registration URL:	https://web.jrc.ec.europa.eu/ilcRegistrationWeb/registration/registration.do?sel...
Registration deadline:	Sunday, 28 February, 2016
Sample dispatch:	First half of March 2016
Reporting of results:	15th April 2016
Report to participants:	July 2016
Certificate and Reports:	EUR28100
Keywords:	food/feed
Related topics:	Food and feed safety

Figure 8: Example of a dedicated subpage[37] for an Interlaboratory Comparison project at the JRC.

[37] https://europa.eu/!DR33rh

ii. An **ADCO dedicated section**, showing:

a. a complete list of ADCOs with links, similarly to the list of EURLs on the food safety webpage[38] of the European Commission (Figure 9).

b. the general mandate of ADCOs, and the relevant sectors (including the harmonisation legislation), linked to each ADCO.

Particularly important would be a **dedicated subpage for each ADCO**, similar in spirit, among others, to the Food Contact Materials EURL website[39], containing:

a. the ADCO members with the appropriate links, similarly to list of NRLs in the Food Contact Material EURL webpage[40] (Figure 10a), and the updated list of MSAs per country for the sector of relevance;

b. the list of past and ongoing activities (or dynamically linked to a filtered version of the list of all actions);

c. the annual activity report, available for download;

d. the future work programme, behind reserved access for confidentiality reasons (Figure 10b);

e. the relevant legislations, any sector-specific guideline and training, and any other relevant documents that the ADCO would wish to share.

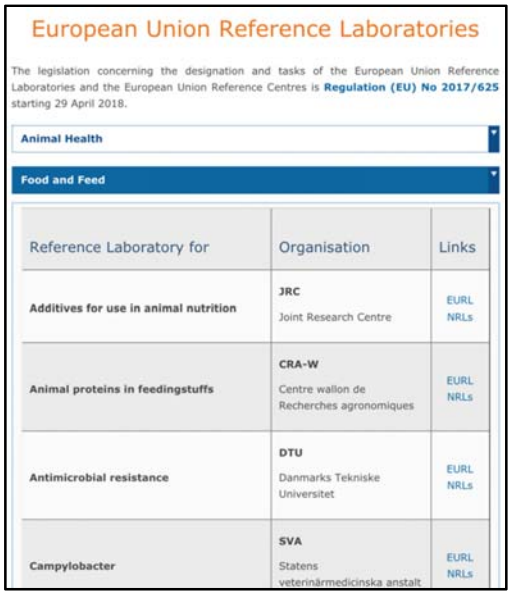


Figure 9: List of EURLs on the food safety Commission webpage[38].

[38] https://ec.europa.eu/food/ref-labs_en

[39] https://europa.eu/!YF46DN

[40] https://europa.eu/!Tf44un

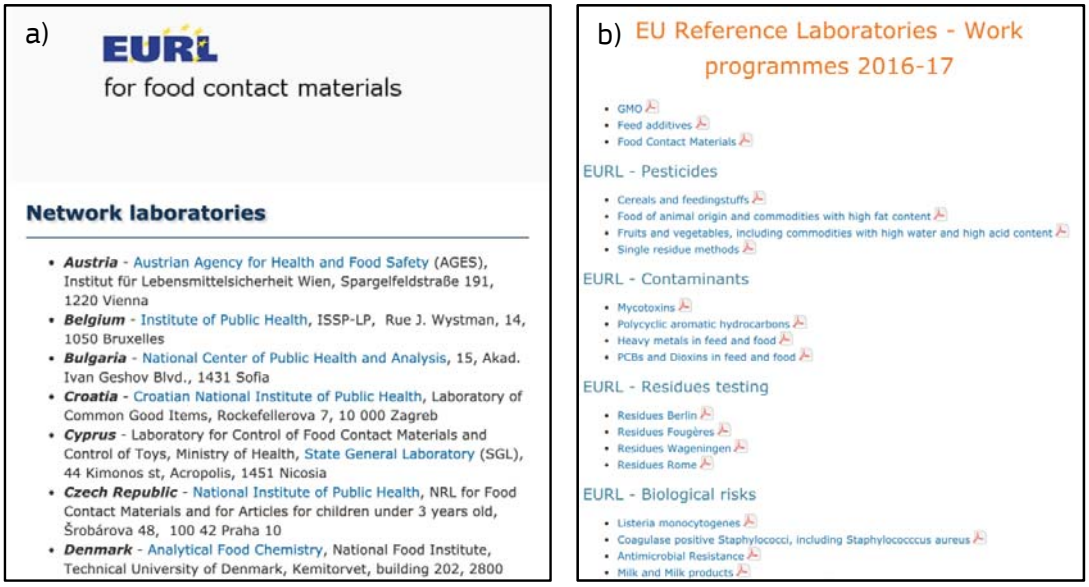


Figure 10: List of NRLs in the Food Contact Material EURL webpage[41] (left), list of (past) work programmes of the EURLs on the food safety Commission webpage[42] (right).

The PCN webpage should also include other sections connected to the work programmes included in the DG GROW-JRC Administrative Arrangement (to be discussed in the detailed reports) such as:

- a testing facility visualisation tool (WPK1 of the AA) for use of Market Surveillance Authorities and ADCOs;
- European Union Testing Facilities (EUTF), once appointed, and their activities;
- information concerning the market status, and the indicators used to evaluate it (WPK2 of the AA);
- an e-knowledge section containing all relevant trainings, videos, webinars, etc. organised per thematic area and sectors of relevance (WPK4 of the AA).

[41] https://europa.eu/!Tf44un

[42] https://europa.eu/!GB73KB

WHAT COMES NEXT?

The upcoming Product Compliance Network will have the task to improve Market Surveillance in Europe by increasing cooperation between national authorities. Doing so will be a complex and challenging effort, given the huge size of the market, its variety, and the intrinsic difficulties in coordinating institutions coming from different backgrounds.

The financial and human resources available to the Network will define its possibilities. Depending on them, the scale to which the PCN will fulfil its mandate could vary.

- Organising large cross-sectoral actions, appointing new European testing facilities in relevant sectors with insufficient own testing capacity, setting up training exercises and joint programmes with customs; all require adequate financial and administrative backing.

- Coordinating the work of ADCOs, ensuring that all of them produce and respect their work programmes and prompting intra-ADCO tutoring; all need proper staffing, in terms of numbers and expertise.

In short, the structural and resource organisation of the Network will be crucial in designing its room for action.

Once its coordination role is established, the Network will be the actor with the largest critical mass to represent non-food market surveillance at all tables where a common European voice should be heard. Its composition, where all relevant players are represented (Member States, ADCOs, European Commission), ensures that each point of view is taken into account, and allows at the same time to come up with a common position on transversal issues. Empowering the PCN with a political mandate could help to define its objectives and give full legitimacy to its actions.

ACKNOWLEDGEMENTS

In the establishment of this report, we had the chance to collaborate with several organisations and people, to which goes all our gratitude. In particular we would like to mention the whole team at PROSAFE[43], which has been of invaluable help in sharing their large expertise on the subjects and collecting ideas. We would also like to thank the ADCO Chairpersons for their inputs. Among others, we wish to acknowledge the essential contribution of the following experts and respective colleagues (sorted by Country): Bram Verkens (BE), Lucio Cocciantini and Lorenzo Ponti (CH); Stephan Winkelmann and Joachim Geiss (DE), Kertulla Tuiri (FI), Tanguy Laher and Nawal Saad (FR), Tim Stokes (IE) and Carmen Butler (SE).

[43] http://www.prosafe.org/

ANNEX I: TABLE OF RELEVANT LEGISLATIONS

The following table presents the different product sectors, the relevant legislation and the corresponding acronyms. Originally included in the book "*Good practice for market surveillance*", it has been updated to the current date. However, further updates will be required in view of the new list of the legislation in Annex I of Regulation (EU) 2019/1020.

Product sectors	**Relevant legislations**	**Acronyms**
Aerosol dispensers	Directive 75/324/EEC	AEROSOL
Equipment and Protective Systems Intended for use in Potentially Explosive Atmospheres	Directive 1994/9/EC - Directive 2014/34/EU	ATEX
Motor vehicles and tractors	Regulation (EU) 2018/858	AUTOMOTIVE
Biocides	Regulation (EU) 528/2012	BPR
Cableways	Directive 2000/9/EC - Regulation (EU) 2016/424	CABLE
Explosives for civil uses	Directive 93/15/EEC - Directive 2014/28/EU	CIVEX
Classification Labelling and Packaging	Regulation (EC) 1272/2008	CLP
Medical devices (including In vitro diagnostic medical devices and Active implantable medical devices)	Directives 93/42/EEC, 98/79/EC and 90/385/EEC	COEN
Construction products	Regulation (EU) 305/2011	CPR
Ecodesign	Directive 2009/125/EC	ECOD
Electrical equipment under EMC Directive	Directive 2004/108/EC - Directive 2014/30/EU	EMC
Energy Labelling	Regulation (EU) 2017/1369	ENERLAB
Fertilisers	Regulation (EC) 2003/2003 - Regulation (EU) 2019/1009	FERTIL
Appliances burning gaseous fuels	Directive 2009/142/EC - Regulation (EU) 2016/426	GAR
Crystal glass	Directive 69/493/EEC	GLASS
Other products under the General Product Safety Directive	Directive 2001/95/EC	GPSD
Lifts	Directive 1995/16/EC - Directive 2014/33/EU	LIFTS
Electrical appliances and equipment under LVD	Directive 2006/95/EC - Directive 2014/35/EU	LVD

Product sectors	Relevant legislations	Acronyms
Machinery	Directive 2006/42/EC	MACHINE
Marine equipment	Directive 96/98/EC - Directive 2014/90/EU	MED
Measuring instruments, Non-automatic weighing instruments, Pre-packaged products and Units of measurement	Directives 2004/22/EC and 2009/23/EC - Directives 2014/32/EU and 2014/31/EU; Directives 2007/45/EC, 75/107/EEC and 76/211/EEC; Directive 80/181/EEC	MI
Noise emissions for outdoor equipment	Directive 2000/14/EC	NOISE
Non-road mobile machinery	Regulation (EU) 2016/1628	NRMM
Simple pressure vessels and Pressure equipment	Directives 2009/105/EC and 97/23/EC. Directives 2014/29/EU and 2014/68/EU	PED/SPVD
Cosmetics	Regulation (EC) 1223/2009	PEMSAC
Personal protective equipment	Directive 89/686/EEC - Regulation (EU) 2016/425	PPE
Pyrotechnics	Directive 2007/23/EC - Directive 2013/29/EU	PYROTEC
Recreational craft	Directive 1994/25/EC - Directive 2013/53/EU	RCD
Chemical substances under REACH Regulation	Regulations (EC) 1907/2006	REACH
Radio and telecom terminal equipment under RTTE Directive - Radio equipment under RED	Directive 1999/5/EC - Directive 2014/53/EU	RED
Restriction of use of hazardous substances	Directive 2011/65/EU	ROHS
Textile and Footwear labelling	Regulation (EC) 1007/2011 and Directive 94/11/EC	TEXTILE
Toys	Directive 2009/48/EC	TOYS
Transportable pressure equipment	Directive 2010/35/EU	TPED
Tyre labelling	Regulation (EC) 1222/2009	TYRES
Waste Electrical and Electronic Equipment	Directive 2012/19/EU	WEEE

ANNEX II: PAST JOINT ACTIONS BY PROSAFE[44]

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
EMARS I	2006 - 2008	Legal bases for market surveillance; The planning & implementation stage, results & follow-up, the review, reporting &analysing stage, risk assessment cross-border activities, the role of customs	15: AT, BG, DK, FI, DE, GR, NL, EE, HU, LV, LT, MT, SI + NO, RO	DGSANCO	the severity and probability of a possible injury to a person using or coming into contact with the product	manufacturers, importers as well as distributors/ retailers	products present in the EEA market other than food, pharmaceuticals and medical devices	Creation of The Rapid Advice Forum (RAF); Creation of a Knowledge Base with documents relating to market surveillance; Publication of The Book on Best Practice Techniques in Market Surveillance as the very first theoretical framework at the European level to identify best practises on Market Surveillance; Training of inspectors; Creation of a template for Risk Assessment of products.	This project represented a turning point in the creation of a common framework in the field of Market Surveillance at the European level	LINK
Lighters I	2007 -2009	lighters	13: AT, BG, DK, EE, GR, EE, LV, MT, NL, PL, SE, SK, SI + NO	DGSANCO	high of flames, resistance with the drop test, amount of gas,	inspections at retailers, wholesalers, importers and manufacturers.	child-resistant lighters and novelty lighters (for shape, sounds, visual effects)	Feasibility Study for a CR Verification Tool for the child-resistance test of a hard-piezo pusher force lighter.	--	--
Cords and Drawstrings on Children's Clothes	August 2008 – February 2010	children's clothing with regard to cords and drawstrings	11: AT, BG, CZ, EE, GR, MT, NL, DK, IE, FR, PT	DGSANCO	Assessment of the risk in swimwear and risk of a dress with a drawstring in the front; Ascertaining the definition of braces; The correct assessment of strings on sleeves. The risk assessment of baby clothes.	retail shops and at wholesalers, importers and manufacturers	The share of non-compliant children's clothing found on the European market, imported to Europe, which is produced in Europe.	Laboratory tests run jointly among the participants and after an EU-wide call for tender. Development of a procedure for doing joint sampling and testing, and instructions for submission of garments to the laboratory. Development of an inventory of clothes (by each MS), and a checklist for assessing children's clothes with cords and drawstrings. Exchange of information through: articles, Prosafe's website, press release on the tests results. A half-day workshop to discuss the results of the joint action.	the project has brought about a significant reduction of the share of non-compliant children's clothing on the market	LINK
JA Sun Beds and solarium services I	September 2008 - December 2009	sun beds and solarium services	10: BE, CY, CZ, DK, FI, DE,HU, LV, NLPL	DGSANCO	level of radiation (UV measurement), compliance with labelling requirements and presence of 'passport	importers/producers and service providers (tanning studio's, fitness, swimming pools etc.)	type of sunbeds (single, double, vertical, coin operated), type of business inspected (tanning main activity, tanning side activity, staffed, membership association)	Training of inspectors on the legal base for market surveillance, project planning, practical inspection items; exchange of information through publications (brochures, CD ROMs, newsletters, posters etc.) and the website's content; On site measurements of UV radiations from sun beds with high tech measuring equipment	--	--
EMARS II	November 2008 to 31 December 2011	guide covering all correcting actions adopted by producers or distributors aimed at removing safety posed by a consumer product other than food, pharmaceuticals and medical devices	21: BE, EE, BG,CY, CZ, DK,DE, FR, GR,IS,IE, LV,LT, NO, DE, SK, NL, FI, MT, UK, SE	DGSANCO	the severity and probability of a possible injury to a person using or coming into contact with the product	manufacturers, importers as well as distributors/ retailers	products present in the EEA market other than food, pharmaceuticals and medical devices	Further development of "The Book"(creation of an electronic version) and practical guidance to apply the EMARS Best Practice Book to different product sectors; Development of Training programme based on EMARS Training Strategy; Development of criteria for peer review; Training of inspectors by using both workshops and e-learning platform; questionnaire on standards sent to all MSS to find out whether the awareness on the Knowledge Base has improved	--	LINK

[44] This list has been drafted by PROSAFE and it is included here with their permission.

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
Toys I	from 2008 to 2010	investigation of small parts & magnets in toys and investigation of traces of heavy metals in toys for children under 3 years of age.	13: EE, BG, CZ, DK, FR, GR, IT, LV, LT, NO, DE, SK, NL	DGSANCO	Small parts cylinder, Accessibility of a part or component, Geometric shape of certain toys (where relevant),	manufacturers, importers as well as distributors/ retailers	Foam Floor Puzzles; Wooden, Cardboard or plastic puzzles; Dolls sold alone; Baby dolls and dolls sold with associated features/accessories; Stuffed Soft Toys; Non-stuffed soft toys Bath Toys, Rattles, Soft balls, Other painted (wooden, plastic, metal) toys	Coordinated tendering of rather expensive screening apparatus; Use of screening equipment in practice; Organisation of a proficiency study (also known as the 'Round-robin test') on the use of screening apparatus and test method EN 71-3 between authorities;	--	LINK
JA2009 Helmets	1 December 2009 – 31 December 2010	leisure helmets	11: CY,CZ, DE, IS, LV, LT, NO, SE, ES, SI, NL	DGSANCO	marking, instructions, mechanical resistance, field of vision capacity , Retention system properties including chin strap and fastening devices ill-suited	retail shops and wholesalers, importers and manufacturers	leisure helmets for skiing, biking, horse riding and child protection	Exchange of information on sampled products, test methods, test results and other relevant procedures and practices; Promotion of a harmonised approach to the market surveillance and enforcement of the safety requirements for helmets; Drafting and updating of miscellaneous documents	--	LINK
JA2009 Baby Walkers	1 December 2009 – 31 December 2010	baby walkers	12: AT, CY, DE, CZ, GR, LV,LT, MT, NL, DK, SE, PT	DGSANCO	marking on BW, warnings on BW, instruction of use (national and international language, purchase info	retail stores and at wholesalers, importers, and manufacturers, including, if possible, inspections of consignments with baby walkers at borders	number, country, manufacturer origin and place of sampling	Joint testing by participants member states; e-version of the test report	--	LINK
JA2009 Child Appealing Designs	1 December 2009 – 31 December 2010	household electrical appliances with high potential to be child-appealing (vacuum cleaner, steam cleaner, milk shaker)	13: BE, CY, CZ, DK, EE, DE, LV, NL,UK, LT, MT, SE, PL	DGSANCO	Function, movement, colour, shapes of characters, faces and images, sounds, lights, geometric shape, texture, size, smell and taste	manufacturers, importers as well as distributors/ retailers, online or through alternative mediums of distance selling	household electrical appliances that maybe considered child-appealing (10-25 appliances per Member State)	Creation of the EU Market Overview of child-appealing appliances; Creation of an online questionnaire to establish a common understanding of the characteristics that may make household electrical appliances child appealing. Drafting and finalisation of catalogue (Atlas) on child-appealing appliances; An overview of child-appealing appliances on the EU market. A literature review on existing knowledge and interpretations of child-appealing characteristics	--	LINK
JA2009 Sun Beds& Solarium Services II	1 January 2010 - 1 December 2011	new sunbeds and sunbeds offered for use in services	11: BE,CY, CZ, DK,FR, PT, DE, LV, NL, HU, UK + NO	DGSANCO	level of radiation (UV measurement), compliance with labelling requirements and presence of 'passport'	importers and manufacturers of sun beds and at service providers that offer sun beds for use by consumers, like tanning studio s, hairdressers, health clubs, etc.	type of sunbeds (single, double, vertical, coin operated), type of business inspected (tanning main activity, tanning side activity, staffed, membership association)	Awareness raising via information exchange with branch organisations (ESA) and technical support to these organizations and information material aimed at the general public (development of web content); inspections at both importers/manufacturers as well as service provider	--	LINK

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
JA2009 Lighters II	1 January 2010 – 31 December 2012	Child-Resistant Lighters and Novelty Lighters	11:AT, CY, CZ, EE, GR, MT, NL, SK, SI, ES, SE+ NO, IS	DGSANCO	flame height, resistance to dropping, resistance to elevated temperature burning behaviour resistance to continuous burning instructions and warnings resistance to spitting sputtering and flaring, flame extinction volumetric displacement hard-piezo pusher force lighter.		novelty lighters (for shape, sounds, visual effects)	Developing tools for market surveillance for lighters, such as: memo on intervention limit values, a memo on risk assessment, a decision tree for assessment of potential novelty lighters, a guideline for importers of lighters from third countries, a memo on cross-border follow-up of test results, a guideline for system audit of lighter businesses and a draft guideline with best practices in market surveillance on lighters standardisation of the manufacturing, insufficient quality assurance or deficiencies in the standard.	a number of likely root causes were identified including insufficient.	LINK
JA2009 Lighters II	1 January 2010 – 31 December 2012	Child-Resistant Lighters and Novelty Lighters	11:AT, CY, CZ, EE, GR, MT, NL, SK, SI, ES, SE+ NO, IS	DGSANCO	flame height, resistance to dropping, resistance to elevated temperature burning behaviour resistance to continuous burning instructions and warnings resistance to spitting sputtering and flaring, flame extinction volumetric displacement hard-piezo pusher force lighter.		novelty lighters (for shape, sounds, visual effects)	Developing tools for market surveillance for lighters, such as: memo on intervention limit values, a memo on risk assessment, a decision tree for assessment of potential novelty lighters, a guideline for importers of lighters from third countries, a memo on cross-border follow-up of test results, a guideline for system audit of lighter businesses and a draft guideline with best practices in market surveillance on lighters standardisation of the manufacturing, insufficient quality assurance or deficiencies in the standard.	a number of likely root causes were identified including insufficient.	LINK
		laser pointers			the beam power measurement through an integrating-sphere measure device, labelling of radiation output data		mainly present at retailers, no toys with laser			
		ladders			the strength of styles, bending of styles, security of the style/rng joint, security of grip		most common types of ladders present in the market (stepladders, multi-purpose stepladders and leaning ladder			
		visibility clothing and accessories			labels for conformity to the standard and areas of the retro-reflective materials		most common types present in the market			
		children's fancy dress			chemicals in textiles and flammability of these products		toy disguise costumes for children in the largest size available in the store or warehouse			
JA2010	1st January 2011- 30th April 2013	food imitation products as cosmetics, toys, and decorative items;	21: AT,BE,BG, CY, CZ,DK,DE, EE, GR, HU, IE, LV, PL, PT, LU, MT, NL,NO, SK, SI, ES	DGSANCO	bite test according to, small part test, drop test, tension test, surface tension, viscosity, detergents, solvents	manufacturers, importers, wholesalers and retailers, internet	resemblance with food in terms of shape, weight, dimensions, smell etc. and evaluation if the product is also "child appealing" (attractive colours, it is intended for children, etc.)	The focus of market surveillance activities has changed from individual Joint Actions to large projects covering a range of products with over 20 Member States involved; the commitment by all Member States to follow up on the results of all five product activities regardless of whether they participated directly in them or not. PROSAFE facilitated this through the presentation of results to all Member States during the workshops and by providing a harmonised means to disseminate the results to all the Member States (as guidelines on how to exchange information); cooperation with customs officials(invitation to the launch event, and the laser pointers activity in particular was active with Customs authorities)	--	LINK
		laser pointers			the beam power measurement through an integrating-sphere measure device, labelling of radiation output data		mainly present at retailers, no toys with laser			
		ladders			the strength of styles, bending of styles, security of the style/rng joint, security of grip		most common types of ladders present in the market (stepladders, multi-purpose stepladders and leaning ladder			
		visibility clothing and accessories			labels for conformity to the standard and areas of the retro-reflective materials		most common types present in the market			
		children's fancy dress			chemicals in textiles and flammability of these products		toy disguise costumes for children in the largest size available in the store or warehouse			

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
JA2011	1 January 2012 – 30 April 2014	Childcare Articles	19: BE,BG, CY, CZ,DK,DE, ES, RO, IE, LT,LV, PL, PT, SE,SI, MT, NL,NO, ES	DGSANCO	hazards from moving parts, suitability of vehicle, choking and ingestion hazard, structural integrity, restraint system and fasteners, durability of marking, suffocation hazards, entrapment hazard, minimum internal height of pram body, stability, entanglement hazards	manufacturers, importers, wholesalers and retailers	variety of brands, specific products as ingle prams, pushchairs with a pram body or carry cot intended to be used from birth, strollers with seat units intended to be used from six months, umbrella strollers and light strollers or combination products (chassis with seat unit, pram body and/or car seat)	Horizontal issues such as outreach to China; international co-operation; coordination of dissemination and use of results by all Member States; development of methods that facilitate the work and cooperation between European market surveillance authorities thanks to e-learning modules on the General Product Safety Directive and one on carrying out risk assessment in accordance with the RAPEX guideline ; exercises of some simple EHAP (“European Home Authority Principle” in the product-specific activities in Joint Action; Risk assessment (improving the understanding of RAPEX and the estimation of probabilities with the DELPHI approach	--	LINK
		Battery Chargers			Electrical safety: insulation, the insulation between parts, clearances, creepage distances and solid insulation, touch current and protective conductor current, leakage current, electric strength; Construction requirements: mechanical strength, reliability of connections for live conductors to PCB, direct plug-in equipment, mass related to the drop test, appliance provided with pins; thermal requirements (glow wire to test resistance to fire;		variety of models			
		Lawn mowers			CE marking, identification of correct use of controls, instructions for use, presence of the EC Declaration of Conformity with product,		robotic mowers, electric cordless mowers, electric corded mowers and petrol mowers			
		Fireworks			Construction materials (specific and general requirements); elements in batteries and combination; Protection of initial fuse and reserve fuse (if applicable); Attachment of means of ignition; Ignition of initial fuse and reserve fuse (if applicable); Duration of initial fuse and reserve fuse (if applicable); Integrity (general and specific requirements; Stabilisation of flight; Functioning; Angle of ascent or flight; Stability during functioning; Height of explosion; Sound pressure level; Explosion and other failures; Project debris; markings and labels		5 different types (Small fountains, small potentially unstable batteries and combinations, small rockets preferably without a stick to stabilise the flight, flash bangers and roman candles			
JAChina1	January 2012-December 2013	toys	10:NL,BE, CZ, DE,HU,LT,LV, NO,PL,ES,UK	DGSANCO	nothing was tested physically - but the concept of seamless surveillance was set-up		Development a pilot of an Authorised Toy Manufacturer scheme ("ATM scheme").	Cooperation between the European MSAs ad the Chinese export authority with matching responsibility Establishing of a first draft overview of he Chinese export control scheme; production of a first draft protocol for future cooperation activities between European and Chinese authorities.	the Joint Action managed to build good relations with Chinese key official	LINK

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
ECOPLIANT	April 2012 – April 2015	Products falling under the Eco-design Directive	10: DE, DK, EI, ES, FI, HU, NL, IT, SE, UK	DG ENER	---	---	---	Development of best practices for the assessment of products falling under the Eco-Design directive	--	--
JA2012 - 5 product sectors	1 January 2013 - 20 April 2015	nanotechnology and cosmetics	AT,BE,CY,CZ, DK,EE,FR,DE, FI, GR,IS, IE,IT,LV,LT,M T,NO,PT,RO, ES,UK,SK,SI	DG Just	presence of nanomaterials, namely Titanium dioxide, Silica, Zinc oxide or Mixtures of these, labelling of the presence of nanomaterials and notification to the EC, inspection of the Product Information File (PIF)	manufacturer s, importers, distributors, containers and retailers	cosmetics that potentially contained nanomaterials (presence of the nanomaterials Titanium Dioxide, Zinc Oxide and Silicon Oxide in face creams, sun protection products and liquid foundation); cosmetics and skincare products were in the form of creams, but liquids, pastes and gels	Operation of existing systems such as the Rapid Advice Forum, the Knowledge Base and other initiatives such as the CIMS; Further development and roll out of our e-learning initiative focused on the GPSD and development of further e-learning packages focused on risk assessment. For ladders testing, the Joint Action developed additional test requirements beyond those contained within EN131.	--	LINK
		childcare articles - highchairs			shear/compression points, lack of stability, sharp edges, corners and points for cutting test, insufficient locking mechanism for foldable high chairs, insufficient or no lateral protection inefficient harnesses, openings that allows a child to fall out, presence of small parts that could cause suffocation		traditional high chairs, foldable high chairs, High Chairs with adjustable back-rest, Designer-type of High Chairs, Other type of high chairs (particularly including those having a dual function); all high chairs sampled were intended for holding the child from 6 months to 36 months of age			
		ladders			decking component (if supplied), user instructions and markings, strength of beams, correct angle indicator, pictograms, locking mechanism, pull out rung		presence on the market (most common ladders were Stepladders – multi hinged Stepladders – telescopic, Leaning ladders – multi hinged, Leaning ladders - telescopic, Platforms – telescopic, Platforms – multi hinged			
		cords & drawstrings			Hood and neck area on garments for young children (0-7 years), Hood and neck area on garments for older children and young persons (7-14 years), Waist area of garments, internal and external to the garment + Back area, length of drawstring		cords and drawstrings in clothes for small children (0-7 years), bigger children (7-14 years) and disguise costumes for children, apparently referring to the scope of standard EN 14682:2007			
		CO and smoke detectors			CO and smoke detector: correctness of marking, the type of supply, the presence and suitability of instructions, long-term stability, response and recovery, alarm sound level, battery fault warning		Models which are battery supplied, network supplied; Models which are of type A, designed to provide audible and visible alarm and an executive action in the form of an output signal that can be used to activate directly or indirectly a ventilation or another similar device; Models which are of type B, designed to provide audible and visible alarm only			
JAChina2	July 2013 - June 2016	toys	9: BE,CZ,DK,IS, LT,LV, PL,ES,UK,NL	DGJUST	design, type testing, sourcing of materials, components and subassemblies, batch control, compilation of technical file and declaration of conformity to achieve the ATM status	manufacturer s	Development a pilot of an Authorised Toy Manufacturer scheme ("ATM scheme").	An information exchange scheme where the European authorities can share information about unsafe (Chinese) products so the Chinese authorities can trace them and mend the shortcomings at the source	Report LINK	LINK

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
JA2013	1 January – 31 December 2014	Childcare articles- cots and travel cots	20:AT, BE,BG, CY, CZ, DK, DE, GR,IS,LT,LV, MT,NL,NO,P L,PT,RO,ES,S E,UK	DGJUST	Safety requirements, materials and surfaces, Flammability of textiles, coated textiles and plastics coverings , initial stability, 2 Holes, gaps and openings on the inside of the cot, Head entrapment on the outside of the cot, Shear and squeeze points, final stability, locking systems, mattress size, instruction for use, packaging, Distance between cot base and sides and ends, Distance between slats of the cot base	manufacturers, importers, distributors, retailers and online	-Cots (Often of wood or plastic construction and sometimes with a drop-side); -Cots with accessories (Accessories must be supplied with the cot and not available as an 'add on item', such as changing tables; - Folding or travel cot - with fabrics. Also with accessories that must be supplied with the cot and not available as an 'add on item', such as changing tables.	Developing a priory-setting exercise on all kind of toys for future joint actions; Experience gained in market surveillance of products sold via internet; Development of Prosafe e-learning platform for further and continuous training;; Close coordination with the CEN groups working on standards concerning smoke detectors	--	LINK
		Toys intended for children under 3 years (Toys II)			physical and mechanical requirements, migration of certain elements, phthalate content.	manufacturers, importers and distributors, internet	toys intended for children under 3 years of age(Bath toys, Soft Books/Bath Books, Dolls / Figures & Accessories, Soft Toys, Teething Rings, Toy paints/finger paints, Inflatable Toys, Soft balls, Rattles, Puzzles, Crayons, Plasticine, modelling clay, Pull along / push along toys with / without cords. Other Toys (painted) – wooden. Other Toys (painted) – metal. Mouth-Actuated Toys. Other toys.			
		children's kick scooters			markings, warnings and instructions and measurement of the diameter of the front wheel or of the handlebar ends; safety requirements relating to mechanical and physical properties set out in Part I of Annex II of the TSD (covered by Part 1 of EN 71);material cleanliness; stability; sharpness of edges; sharpness of points; dynamic and static strength; toys scooters' capacity to bear the mass of a child; brake performance for toy scooters; Strength of toy scooter steering tubes; Resistance to downward forces; Resistance to upward forces; Length of cords, chains and electrical cables	customs, importer, wholesaler, retailer, internet, other	kick scooters intended for use by children of all ages, including both kick scooters classified as toys and kick scooters classified as sports equipment.			
		smoke detectors			sound output, initial sensitivity, directional dependence, fire sensitivity, battery fault warning	manufacturers, importers, wholesalers and retailers, internet	ionisation type and photoelectric type			
		Chemicals in children clothing			presence of harmful substances including illegal substances; legally regulated substances; known harmful (but not legally regulated) chemicals, as well as parameters for health care,	manufacturers, importers and retailers,	Products used by children and which are in regular contact with the skin, viz.: Nightwear; Plastic shoes, Swimwear, Underwear; Sportswear sold by specialist sports shops; Trousers used by pregnant women; Unlined leather gloves.			

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
JA2014	1 May 2015 – 14 July 2017	power tools - Angle Grinders	27: AT, BE, BG, HR, CY, CZ, DK, EE, FI, FR, DE, GR, IS, IT, LT, LV, LU, MT, NL, NO, PL,PT, RO,SK,SI, SE,UK	DG Just	Marking and instructions, Construction, Protection against access, Starting, Components, Input and current, Supply connection and external flexible cables and cords, Heating, Terminals for external conductors, Leakage current, Provision for earthing; Moisture resistance, Screws and connections; Electric strength, Creepage, clearances distances and distances through insulation; Overload protection of transformers and associated circuit, Resistance to heat, fire and tracking, Endurance 30 Resistance to rusting Abnormal operation, Radiation, toxicity and similar hazards, Mechanical hazards	retailers, wholesalers, importers and manufacturers, online	electric hand-held grinders with two configurations: angle grinders and straight grinders	all MSAs have registered the actions undertaken on sample brands in the ICSMS (The Information and Communication System on Market Surveillance) system for cross-border cooperation; Liaison maintained with the GPSD Committee via the European Commission DG JUST representative; The JA2014 collected considerably more products than in the case of JA2011 - Firework (as a consequence, the Project Group were able to gain a more comprehensive picture of the extent of non-compliances of this product)	--	LINK
		acoustic toys (11 categories identified by the working group)			kinetic energy, A-weighted time-averaged emission sound pressure level, C-weighted emission peak sound pressure level,	manufacturers, importers, distributors and online sales	toys that are clearly designed to emit sound, and categorised by the working group into 11 product types: Close-to-the-ear toys, Table-top or floor toys, Hand-held toys, Toys using headphones or earphones, Rattles, Squeeze toy, Pull-along or push toys Percussion toys, Wind toys, Cap-firing toys, Voice toys			
		safety barriers			Barrier function (protective height, footholds), Gaps, Opening and closing system, Entrapment, Shearing and crushing hazards, Protrusion, Chocking and ingestion hazards (torque test, tensile test), Suffocation hazards, Hazardous edges and points, Structural integrity, Security of the safety barrier from impact test, Chemical and thermal hazards, Additional hazards (use of a tool, toys), General Product and purchase information, Marking, Instructions for use, Child retention function, Requirements for castors/wheels, Entrapment, Hazards from moving parts, Entanglement, Stability.	e-shop/warehouse, manufacturers, importers, online	safety barriers (Often of wood, metal or fabric construction); multi-functional barriers (without a base); playpens (with a base, Usually of wood or fabric construction)			
		LED/CFL Light Sources			General requirements (labels, marking), Interchangeability, Protection against electric shock, Insulation resistance, Electric strength, Resistance to flame and ignition, Creepage distances and clearances, Fixing of conductors,	manufacturers, importers, wholesalers and retailers, online shops	lamps with the most common lamps caps used in Europe (LED-lamp with E14 cap and LED-lamp with E27 cap)			
		Fireworks2			construction materials, construction requirements, permitted means of ignition, protection of initial use and reserve fuse, resistance of ignition of friction head by an abrasive surface, ignition time, stabilization of flight, angle of ascent or flight, extinguishing of flames, projected debris, sound pressure level, height of explosion,	mainly importers or wholesalers rather than retailers	types of fireworks (fountains, compound fireworks, rockets, bangers & double bangers, flash bangers, roman candles, batteries &combinations, jumping ground spinners, spinners			
EEPLIANT1	2015 - 2017	LED lamps, imaging equipment (printers), and space heaters and combination heaters,	12: AT,BG, SE, NL,DK,UK,PL ,DE,MT,BE,L T,SI	DG ENER	energy labelling, packaging and technical information, eco-design requirements, energy performance	manufacturers/importers/wholesalers/retailers/ e-traders	High energy consumption and new legislation covering a product; High market share and history of non-compliance for brands; Other Member State or international complaints; Ambiguities in the supplied technical documentation.	Development of Guidelines for coordinated and effective ecodesign and energy labelling market surveillance	--	LINK

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
JA2015	April 2016 – June 2018	Child Care Articles 5, Soothers and Soother Holders	27: eES, BE, BG, HR, CY, CZ, DK, EE, Fi, FR, DE, GR, IS, IT, LT, LV, LU, MT, NL, NO, PL,PT, RO,SK,SI, SE,UK	DGJUST	mechanical properties(boiling, conditioning, shield ventilation, ring, plug, Knobs, plugs and/or covers made from flexible or non-flexible materials, impact resistance, Bite endurance of elastomeric components, Tensile test at right angles to the major axis, etc.) and chemical tests (Migration of certain elements, Determination of N-Nitrosamines and N-Nitrosatable substances release, Mercaptobenzothiazole (MBT), Antioxidant and Formaldehyde release, colour fastness, etc), Consumer packaging and product information, construction properties, printing and decals	manufacturers/importers/wholesalers/retailers/e-tailers	two product categories: Soothers Subject to EN 1400:2013 + A1:2014, with a ring or knob removal device and silicone/latex teat; Soother Holders Subject to EN 12586:2007 + A1:2011 usually with a ribbon and clip type construction; Soother Holders with a play or toy element CE marked, subject to EN 12586:2007 + A1:2011 and EN 71	Use of an increasingly uniform approach to evaluate and follow up on test result; numerous risk assessments templates were developed for future use by all EU states; Development of a detailed spreadsheet to better assess the risks posed by certain phthalates; use of the 'Inspection Manual' and the 'Checklist' for sampling and testing; virtual meetings including means for exchange of information, sampling schemes developed, guidelines for best practice of market surveillance activities; development of test criteria and product checklists test products at a laboratory; physical meetings. JA2015 has identified and proposed six recommendations of best practices: - Organise national seminars for business associations before the beginning and/or after the end of a Joint Action to inform the sector about regulations, risks, the project, etc.; - Prepare a project factsheet before the beginning and/or after the end of an Activity; -Design simple e-learning tools with basic guidance to other market surveillance authorities and officials after the end of a WP; -The PROSAFE Knowledge Base should provide easy access of all documents produced in all Joint Actions coordinated by PROSAFE to all participants; -Each WP in a Joint action should draw up an action plan upon completion to explain what should be done next; - Promote the use of the Safety Gate in all Joint Actions; -More coordination may still be needed with Customs in order to involve them as much as possible in such joint market surveillance activities	Some participating authorities have been utilising these joint actions to further boost their experience and expertise in the subject being focused upon. Additionally, in particular in smaller Member State with possible lack of adequate administrative resources, these joint actions helped them to check their own market by testing a number of products from within their own Member State.	LINK
		Plastic toys				manufacturers, importers, wholesalers and retailers/e-tailers	largest sector, 4 toys categories: bath toys/squeezable; plastic dolls depicting human figures; plastic toys books, inflatable toys			
		Handheld electrical circular saws			marking, warnings and instructions, Environmental requirements, Protection against access to live parts, Internal wiring, Starting, Components, Input and current, Supply connection and external flexible cables and cords, Heating, Terminals for external conductors, Leakage current, Provision for earthing, Moisture resistance, Screws and connections, Electric strength, Creepage, clearances distances and distances through insulation, Overload protection of transformers and associated, Resistance to heat, fire and tracking, Endurance, Resistance to rusting, Abnormal operation, Radiation, toxicity and similar hazards, Mechanical hazards	manufacturer, retailer (shop and on-line), wholesaler (shop and on-line)	models that were available in the common DIY (Do It Yourself) consumer market without excluding the professional shops and online trades			
		Household Electrical Appliances			Marking and instructions; Protection against access to live parts; Power input and current; Heating; Leakage current & electric strength at operating temperature; Moisture resistance; Abnormal operation; Stability and mechanical hazards; Mechanical strength; Construction; Internal wiring; Components; Supply connection and external flexible cords; Screws and connections; Provision for earthing ; Clearances, creepage distances and solid insulation; Resistance to heat and fire	importers, wholesalers, retailers and online	3 product types: blenders, mixers and toaster (freestanding blenders, hand-held mixers and metal or plastic body toasters)			
		Playground equipment			materials used (including timber, metal, synthetics, concrete and the absence of toxic substances), structural integrity, fall protection, Entrapment of head and neck, clothing, the body, of a foot or leg, of fingers and the requirements for specific equipment, Falling space in various zones, surfacing, including the requirements for specific equipment, Markings on playground equipment,	indoor and outdoor playgrounds (mainly outdoor) and playground equipment located in schools, municipalities, cafes, restaurants, shopping malls, etc.	indoor and outdoor playgrounds (mainly outdoor) and playground equipment located in schools, municipalities, cafes, restaurants, shopping malls, etc.			
MSTyr15	April 2016 - June 2018	Tyres	15:BE, BG, HR, EE,FI,DE,IE,LV,LT,LU,RO,ES,PL,SE, TR	DG ENER	wet grip; rolling resistance, fuel efficiency	Dealer, importer, manufacturer, …	broad price range, seasonality of the products	App for data collection; Training video in 15 languages for label inspection; Testing of class C1 car passenger tyres; Taking of enforcement actions against the non-compliant tyres.	--	LINK
JAMach14	2016-2018	machinery (chainsaws and vehicle lifts)	9: BE, FR,IE, DK, LV,MT,LU,SE ,UK	DGGROW	visibility, lifting and lowering speed, structural design of the supporting structure, loads and forces, proof of stability against overturning, mechanical connection of lifting elements, safety at nip points, fluid level control, connection for pressure gauge, use in low temperatures, unintended motion of the load carrying device, safety against leakage	manufacturers/external border/importer/wholesaler/distributor/online	two categories by both professional forestry workers and by consumers for gardening : chainsaws and vehicle servicing lifts	clarification of test methods, guidance for economic operators, development of common templates for checklists	--	--

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
JA2016	September 2017 - October 2019	Child Care Articles - Baby Carriers and Cots	22: AT,BE, HR, BG, CZ,CY,DK,FI, DE, EE, GR, IE, LT, LV, LU, MT, PL,ES, SE,SK, FR, PT + IS, NO	DG JUST	Flammability of textiles, coated textiles, supports and plastic coverings, chemical properties, conditioning, shrinkage, monofilament threads, accessibility of fillings, stability, dynamic strength, packaging, marking, Durability, Choking and ingestion hazards, suffocation hazards	manufacturers/importers/wholesalers/retailers/e-tailers	Selection by using the annual Priority List exercise (Framed back carriers, Soft carriers subject , Baby slings including baby slings, ring slings, baby wraps and more, Other 'unclassified' baby carriers mostly soft carriers without integral leg openings, cots of wood or plastic construction and sometimes with a drop-side, Folding or travel cot, cots of fabric construction, Folding or travel cot with a changing table.	development of tools, templates, guidelines, and e-learning modules accessible from PROSAFE's web portal; support the harmonisation of market surveillance across the EEA within this product sector by using the European Commission's Risk Assessment Guidelines tool	LINK	LINK
		Electric toys			Test of battery toys with the polarity reversed. Electric strength at operating temperature, Heating and abnormal operation, Moisture resistance, Electric strength at room temperature, Mechanical strength, Construction, Protection of cords & wires Components, Screws & connections, Clearances and creepage distances, Resistance to heat and fire , Radiation, toxicity & similar hazards	manufacturers, importers, wholesalers, retailers and online sales	low-cost toys and on toys which lacked proper markings and warnings			LINK
		Impact drills				manufacturers/importers/wholesalers/retailers/e-traders				--
		Household Electrical Appliances - Hair straighteners								--
		Climbing Equipment			marking, instructions, Construction, diameter and mass per unit length, Sheath slippage, conditioning, peak force, dynamic elongation, Dimensions of tapes for load transmitting parts, Colour of safety stitching, strength of belt on cylinder, dynamic strength, Breaking strength of elasticated arms	retailers specialised in climbing equipment, from general sports equipment shops, from specialist online websites as well as from general online platforms	brand, purchase price, year of manufacture, EC type examination certificate number, name and address of manufacturers/importers, etc. 5 categories identified: Dynamic mountaineering ropes (single ropes); Sit harnesses (type C); Connectors (Basic connectors – class B); Mountaineering helmets; Energy absorbing systems (EAS) for via ferrata climbing.			LINK
EEPLIANT2	September 2017- February 2020	household and professional refrigerating appliances	15: AT,BG,DK, FI, FR,DE,IE,LT, LV,LU,MT,NL ,PT,SI,SE	DGENER	energy labelling in shops and online, packaging and technical information, eco-design requirements, energy performance	manufacturers/importers/wholesalers/retailers/e-traders	high or market risk basis; stakeholders operating in MSs national markets	webinar with Q&A, by EU Market Surveillance Authority professionals working with EFCEM; document inspection, screen testing and full scale testing of the product sector; development of further IT tools for exchange of information templates and guidelines for all MSAs	--	LINK

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Participant countries	Responsible DG at the EC	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/exchange of information/dissemination/follow ups	Additional remarks	Weblink
EEPLIANT3	June 2019- May 2023.	air conditioners, tumble dryers, water heaters, ventilation units, lighting and local space heaters.	20: AT, BE,BG,HR, CY,CZ,DK,FR, DE,IE,IT,LT,L V,LU,MT,NL, PT,SL,ES,SE + TR	DGENER	testing not conducted yet - ongoing project	manufacturer s/importers/w holesalers/ret ailers/e-traders	label inspection, low energy consumption,	Development of IT tools;	--	LINK
JAHARP2018	November 2019- February 2022	recreational craft and low voltage electrical appliances;	9: BG, FI,FR,LV,MT, PT,SE,HR,CY	DGGROW	testing not conducted yet - ongoing project	manufacturer s/importers/w holesalers/ret ailers/e-traders	recreational crafts (jet skis and small inflatable boats) and low voltage electrical appliances (portable room heaters)	ongoing project	--	--

ANNEX III: PAST JOINT ACTIONS BY ADCOS AND OTHER ORGANISERS

ADCOS:

Acronym/ name of project	ADCOs	Project implementation period	Product inspected	Participant countries	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/ exchange of information/ dissemination/follow ups	Important remarks	Weblink
1st Joint Cross-Border EMC campaign	EMC	2004/2005	Energy saving lamps	--	Conducted emissions, magnetic field emissions, radiated emissions, CDN testing, disturbance power test, harmonic emissions	--	Samples produced by European and extra-European manufacturers, ideally 5 samples per product.	Common electronic form for marking, labelling and user information assessments	--	LINK
2nd Joint Cross-Border EMC campaign	EMC	2007/2008	Drills and drivers, Saws Grinder and sanders, Planers, Garden tools, Soldering and gluing and other electric tools	--	CE marking, declaration of conformity, disturbance voltage, disturbance power	--	Samples produced by European and extra-European manufacturers, ideally 5 samples per product.	Common electronic form for marking, labelling and user information assessments	--	LINK
3rd Joint Cross-Border EMC campaign	EMC	2009/2010	Consumer entertainment electronics: LCD televisions, plasma televisions, Blu-ray players, DVD players	17: Austria, Belgium, Cyprus, Czech Republic, Finland, Germany, Hungary, Ireland, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Romania, Spain, Sweden and the UK	CE markings, Declaration of conformity, tests from EN 55013 and EN 55020, (mains and radiated) emission, disturbance power and immunity	--	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries)	Double sampling avoided by sampling updates on CIRCABC	--	LINK
4th Joint Cross-Border EMC campaign	EMC	2011	LED lightings	18: Belgium, Cyprus, Czech Republic, Finland, Germany, Hungary, Ireland, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Romania, Slovenia, Sweden, Switzerland and the UK	CE markings, Declaration of conformity, Emission: tests from EN 55015 and/or EN 61000-3-2; Immunity: tests from EN 61547.	--	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries)	Double sampling avoided by sampling updates on CIRCABC	--	LINK
5th Joint Cross-Border EMC campaign	EMC	2012/2013	Switching power supplies (for laptop computers and similar devices)	19: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Finland, Germany, Hungary, Ireland, Lithuania, Luxembourg, Malta, The Netherlands, Poland, Romania, Spain, Sweden, Switzerland and the UK	CE markings, Declaration of conformity, Emission: tests from EN EN 61204-3, EN 55022 and/or EN 61000-3-2; Immunity: tests from EN 55024.	--	quasi-random sampling of products over the whole price range (up-and down-market), sources and from all origins (national, EEA, and imported from third countries)	Double sampling avoided by sharing sampling information	--	LINK
6th Joint Cross-Border EMC campaign	EMC	2014	Solar panel inverters	14: Austria, Cyprus, Finland, Germany, Ireland, Lithuania, Luxembourg, Malta, The Netherlands, Romania, Slovenia, Sweden, Switzerland and the UK	CE markings, Declaration of conformity. Technical tests performed according to standards indicated by manufacturers on the DoC: EN 55011 or EN 61000-6-3.	--	quasi-random sampling of products over the whole price range (up-and down-market), sources and from all origins (national, EEA, and imported from third countries)	Double sampling avoided by sharing sampling information on ICSMS	--	LINK
7th Joint Cross-Border EMC campaign	EMC + LVD	2017	LED floodlights	17: Austria, Belgium, Bulgaria, Cyprus, Denmark, Finland, Germany, Iceland, Lithuania, Luxembourg, the Netherlands, Norway, Spain, Sweden, Switzerland and the UK	EMC: (RF, radiated, conducted, harmonic current) Emissions. LVD: tests from EN 60598-2-5 (list in report)	shops, manufacturers, importers, wholesalers, retailers and online shops	identify products with a high non-compliant probability, based on new ("private label") brands, customer complaints, inadequate or "suspicious" labelling/marking, previous MS data (national campaigns, LVD notifications, ICSMS data, RAPEX notifications), price and appearance (if deviating considerably from the "normal or standard" level)	Double sampling avoided by sharing sampling information on ICSMS	Very high non-compliance rate	LINK
8th Joint Cross-Border EMC campaign	EMC	2017	Wireless chargers	10: Cyprus, Finland, Germany, Hungary, Lithuania, Luxembourg, Netherlands, Romania, Slovenia and Switzerland.	Technical tests performed according to standards indicated by manufacturers on the DoC: EN 55011 or EN 55014-1.	Physical and online shops	quasi-random sampling of products over the whole price range (up-and down-market), sources and from all origins (national, EEA, and imported from third countries)	Double sampling avoided by sharing sampling information on ICSMS	Significant resources required	LINK

Acronym/ name of project	ADCOs	Project implementation period	Product inspected	Participant countries	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/ exchange of information/ dissemination/follow ups	Important remarks	Weblink
9th Joint Cross-Border EMC campaign	EMC	2017	e-cigarettes	10: Croatia, Estonia, Germany, Hungary, Iceland, Lithuania, Poland, Romania, The Netherlands and the United Kingdom	CE markings, Declaration of conformity. Technical tests performed on a voluntary basis: emission (EN 61000-6-3) and immunity (EN 61000-6-1)	--	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries)	Double sampling avoided by sharing sampling information on ICSMS	Most products of Chinese origin	LINK
10th Joint Cross-Border EMC campaign	EMC	2018	Power line communication apparatuses	11: Cyprus, Estonia, Finland, Germany, Hungary, Lithuania, Luxembourg, Netherlands, Portugal, Switzerland and the UK	CE markings, Declaration of conformity. Technical tests performed according to standards indicated by manufacturers on the DoC: conducted and radiated emissions (EN 50561-1, EN 55032, EN 55022), immunity to disturbances (EN 50412-2-1, EN 61000-6-1, EN 55024)	Physical and online shops	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries)	Double sampling avoided by sharing sampling information on ICSMS	Almost no issues in CE and DoC, but high level of technical non-compliance	LINK
1st coordinated GAD/GAR action	GAD/GAR	2016	LPG hot plates and hobs with two or more burners for use in caravans, motor caravans, mobile homes and recreational crafts	7: Bulgaria, Czech Republic, Luxemburg, Latvia, Netherlands, Slovenia and Switzerland	CE markings, documents, information and warnings on packaging, instructions, protection against leakage NO technical tests (only visual assessment)	--	--	Harmonised checklist for inspectors.	More than 50% non-compliance, already at the documentation level	LINK
2nd coordinated GAD/GAR action	GAD/GAR	2018	Parasol patio heaters, domestic portable heaters and mobile non-domestic forced convection direct fired air heaters	13: Austria, Belgium, Bulgaria, Czech Republic, Denmark, Finland, Hungary, Luxemburg, Latvia, Netherlands, Slovenia, Spain and Switzerland	CE markings, DoC, information and warnings on packaging, instructions, protection against leakage NO technical tests (only visual assessment)	--	--	Two harmonised checklists (one for GAD and one for GAR requirements) for inspectors.	--	LINK
Luminaires 2006	LVD	2006	Portable luminaries	15: Austria, Belgium, Cyprus, Finland, Germany, Hungary, Iceland, Luxembourg, Malta, the Netherlands, Norway, Poland, Slovenia, Spain, Sweden	CE markings, DoC, technical files, EN 60598-1 markings. electrical, fire and mechanical hazards. construction, insulation, diameter of wiring, earthing and cord anchorage	importers and manufacturers	Acquisition of samples more likely to be non-compliant (enforcement-oriented sampling)	Harmonised guides for inspectors on administrative and technical assessments	Collaboration with PROSAFE EMARS project	LINK
Non-functional Hot Surfaces Project	LVD	2011-2012	Mini oven, Raclette, Toaster, Contact grill, sandwich toaster, waffle iron	11: Belgium, Bulgaria, Denmark, Finland, Germany, Luxembourg, The Netherlands, Norway, Spain, Sweden and Switzerland	CE marking, DoC, Date of Issue for declaration of conformity, time when the product had been placed on the EU market, which editions of the standard had been used in DoC and whether they were valid at the time of placing on the market, check if instructions for safety and use are available in the national language, use of warning label: (CAUTION: Hot surface or Symbol 5041 of IEC 60417). Thermometry of the product.	--	Free selection by the Market Surveillance Authorities	detailed reporting form was drawn up as a Excel spread sheet	--	LINK
LVD-ADCO cross border market surveillance project 2013	LVD	2013-2014	LED- or compact fluorescent lamps	10: Belgium, Denmark, Finland, Germany, Luxembourg, The Netherlands, Norway, Spain, Sweden and Switzerland	CE marking, Instructions, DoC, Technical files. Creepage, weight, overload, exchangeability	--	Acquisition of samples more likely to be non-compliant (enforcement-oriented sampling)	--	--	LINK
MARKETSURV MID	MID	2014-2016	Utility meters: Active electric energy meters and heat meters	12 (11+10): Austria, Czech Republic, Denmark, Finland, Germany, Latvia, The Netherlands, Slovenia, Spain, Sweden, Switzerland, UK	Electric energy meters: Accuracy, disturbances of long duration, no-load conditions, short time over currents, meter constant. Heat meters: Performance test, Static magnetic field, Internal pressure, Pressure Loss, 24hrs interruption in supply voltage.	--	Targeting of leading manufacturers in the market.	Products to test decided in advance to strictly avoid double sampling. This was allowed by the relatively small size of the market.	--	LINK

Acronym/ name of project	ADCOs	Project implementation period	Product inspected	Participant countries	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/ exchange of information/ dissemination/follow ups	Important remarks	Weblink
First Joint Cross Border R&TTE Market Surveillance Campaign	RED	2002-2003	Several products falling under RTTE Directive 1999/5/EC	19: Hungary, Germany, Finland Portugal, Luxembourg, United Kingdom, Iceland, Switzerland, Norway, Belgium, Italy, Austria, Denmark, Greece, Netherlands, Sweden, France, Czech Republic, Malta	Only formal: CE markings, DoC, Instructions	--	The equipment was chosen randomly in a manner that was roughly representative of the product range on offer to consumers. 100 units per country.	Harmonised guidance on evaluation	--	LINK
Second Joint Cross Border R&TTE Market Surveillance Campaign	RED	2005-2006	Short-range devices (SRDs)	17: Austria, Finland, France, Germany, Greece, Hungary, Lithuania, Luxembourg, The Netherlands, Norway, Slovakia, Slovenia, Spain, Sweden, Switzerland, Portugal and the UK	CE markings, DoC, compliance of the Technical Documentation, technical compliance with the essential requirements set out in article 3.1.b (EMC) and article 3.2 (radio aspects) of the RTTE Directive	--	Free selection by the Market Surveillance Authorities	Double sampling avoided by updates on CIRCABC. Code of Practice and Guidance Document	--	LINK
Third Joint Cross Border R&TTE Market Surveillance Campaign	RED	2008-2009	private mobile radios (PMRs), 2.4 GHz products	23: Austria, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Lithuania, Luxembourg, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, the Netherlands and the United Kingdom	CE markings, DoC, compliance of the Technical Documentation, technical compliance with the essential requirements set out in article 3.1.a (safety), article 3.1.b (EMC) and article 3.2 (efficient use of spectrum) of the RTTE Directive	--	Free selection by the Market Surveillance Authorities	Double sampling avoided by updates on CIRCABC.	--	LINK
Fourth Joint Cross Border R&TTE Market Surveillance Campaign	RED	2009	low power FM transmitters	14: Austria, Belgium, Finland, Germany, Hungary, Ireland, Lithuania, Norway, Poland, Portugal, Spain, Switzerland, the Netherlands and the United Kingdom.	CE markings, DoC, compliance of the Technical Documentation, Technical compliance assessed against the requirements of the Harmonised standard EN 301357-2: radiated power, time-out after 1 minute without audio input, tuning range of the equipment	--	Free selection by the Market Surveillance Authorities	Double sampling avoided by updates on CIRCABC.	--	LINK
Fifth Joint Cross Border R&TTE Market Surveillance Campaign	RED	2013	WLAN 5 GHz	21: Austria, Belgium, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Latvia, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Switzerland, the United Kingdom	CE markings, DoC, compliance of the Technical Documentation, technical compliance with the essential requirements set out in article 3.2 (efficient use of spectrum) of the RTTE Directive	--	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries)	Double sampling avoided by updates on CIRCABC. Code of Practice and Guidance Document	--	LINK
Sixth Joint Cross Border R&TTE Market Surveillance Campaign	RED	2014	Mobile phone repeaters	14: Finland, France, Germany, Greece, Lithuania, the Netherlands, Norway, Poland, Slovakia, Slovenia, Spain, Sweden, Switzerland and the United Kingdom	CE markings, DoC, compliance of the Technical Documentation, technical compliance with the essential requirements set out in article 3.1.a (safety), article 3.1.b (EMC) and article 3.2 (efficient use of spectrum) of the RTTE Directive	Physical and Online shops	Free selection by the Market Surveillance Authorities	Double sampling avoided by updates on ICSMS. Code of Practice and Guidance Document	--	LINK
Seventh Joint Cross Border R&TTE Market Surveillance Campaign	RED	2015	Remotely piloted aircraft systems	16: Austria, Estonia, Finland, France, Germany, Greece, Lithuania, Luxembourg, the Netherlands, Norway, Poland, Slovakia, Spain, Sweden, Switzerland and the United Kingdom	CE markings, DoC, compliance of the Technical Documentation, technical compliance with the essential requirements set out in article 3.1.a (safety), article 3.1.b (EMC) and article 3.2 (efficient use of spectrum) of the RTTE Directive	Physical and Online shops	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries), of both professional and mass-market products	Double sampling avoided by updates on ICSMS.	--	LINK

Acronym/ name of project	ADCOs	Project implementation period	Product inspected	Participant countries	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/ exchange of information/ dissemination/follow ups	Important remarks	Weblink
Ninth Joint Cross Border R&TTE Market Surveillance Campaign	RED	2018	WLAN 5 GHz	13: Austria, Finland, France, Germany, Hungary, Lithuania, the Netherlands, Portugal, Slovenia, Spain, Sweden, and Switzerland	CE markings, DoC, compliance of the Technical Documentation, technical compliance with the essential requirements set out in article 3.1.a (safety), article 3.1.b (EMC) and article 3.2 (efficient use of spectrum) of the RED Directive	manufacturers	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries), of both professional and mass-market products	Double sampling avoided by updates on ICSMS.	--	LINK
Tenth Joint Cross Border R&TTE Market Surveillance Campaign	RED	2019	Internet of things (IoT) products – household appliances	18: Austria, Belgium, Czech Republic, Finland, France, Germany, Greece, Hungary, Ireland, Latvia, the Netherlands, Norway, Poland, Portugal, Romania, Spain, Sweden and Switzerland	CE markings, DoC, compliance of the Technical Documentation, technical compliance with the essential requirements set out in article 3.1.a (safety), article 3.1.b (EMC) and article 3.2 (efficient use of spectrum) of the RED Directive	Physical and Online shops	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries), of both professional and mass-market products	Double sampling avoided by updates on ICSMS.	--	LINK

OTHER ORGANISERS

Acronym/ name of project	Product sector(s)	Project implementation period	Product inspected	Participant countries	parameters tested	Location of products	Criteria for product selection/identification for testing	General best practices identified/trainings/tools/ exchange of information/ dissemination/follow ups	Important remarks	Weblink
Bilateral campaign on Tablet PCs	EMC	2012	Tablet PCs	2: Germany, The Netherlands	CE markings, DoC. A measurement of the products against the harmonised standard listed in the DoC: EN55014-1-2001 (household appliances) and EN 55022-2006 (radio disturbance)	--	quasi-random sampling of products over the whole price range (up-and down-market) and from all origins (national, EEA, and imported from third countries), of both professional and mass-market products	Common electronic form for marking, labelling and user information assessments	--	LINK
ComplianTV	ENERLAB and ECOD	2014-2015	Televisions	6: Austria, Belgium, Czech Republic, Germany, The Netherlands and the UK	CE marking, declaration of conformity, technical requirements of Regulation (EU) No 1062/2010, and Regulation (EC) No 642/2009 for televisions	Physical and Online shops	Market research based on Amazon Bestsellers, to target popular products among consumers	Products acquired in 4 batches: the results of each batch influenced the selection criteria for the following.	--	LINK
DOLLS V4	TOYS, REACH	2017	Plasticised toys	4: Czech Republic, Hungary, Poland, and Slovakia	CE marking, declaration of conformity, REACH Regulation (Regulation (EC) No 1907/2006, Annex XVII, points 51 and 52.) requirements on the content of phthalates in toys.	Customs	Samples with soft parts, being more likely to contain phtalates	Hands-on training on recognition of products at risk, Collaboration with customs	--	--

JOINT PROJECTS ON BEST PRACTICES

Acronym/ name of project	Project implementation period	Product sectors or areas covered	Purpose of the project	Participant countries	Responsible DG at the EC	Best practices identified on	Important remarks	Weblink
COME ON LABELS	2010-2013	ENERLAB	Identify best practices in energy labelling of household appliances	13: Austria, Belgium, Croatia, Czech Republic, Germany, Greece, Italy, Latvia, Malta, Poland, Portugal, Spain and the UK	DG ENER	The project partners collected examples of best practice in their countries and distributed the information across Europe. They identified the most problematical elements of label dissemination and control and aimed at improving the situation by working with local stakeholders and responsible organisations: retailers, consumers, manufacturers and the relevant Member State authorities.	--	LINK
INTAS	2016-2019	ECOD	Identify best practices, policy recommendations and laboratory capabilities in testing large industrial fans and transformer against the Ecodesign requirement.	11: Austria, Belgium, Czech Republic, Denmark, Finland, Germany, Italy, Poland, Portugal, Romania, Spain.	DG ENER	Fans: survey on laboratory availability and costs for efficiency test/compliance tests according to Regulation (EU) No. 327/2011 and ISO 5801 Transformers: survey on availability and costs of laboratories for large industrial transformers.	--	LINK
ANTICSS	2018-ongoing	ECOD and ENERLAB	Define and assess circumvention in relation to EU Ecodesign and Energy labelling legislation and their harmonised standards	8: Austria, Belgium, Czech Republic, Germany, Italy, The Netherlands, Spain, Portugal	DG ENER	Definition of circumvention, policy recommendations to prevent future circumventions and to specify possible vague legislations, support communication among stakeholders.	--	LINK

GETTING IN TOUCH WITH THE EU

In person
All over the European Union there are hundreds of Europe Direct information centres. You can find the address of the centre nearest you at: https://europa.eu/european-union/contact_en

On the phone or by email
Europe Direct is a service that answers your questions about the European Union. You can contact this service:
- by freephone: 00 800 6 7 8 9 10 11 (certain operators may charge for these calls),
- at the following standard number: +32 22999696, or
- by electronic mail via: https://europa.eu/european-union/contact_en

FINDING INFORMATION ABOUT THE EU

Online
Information about the European Union in all the official languages of the EU is available on the Europa website at: https://europa.eu/european-union/index_en

EU publications
You can download or order free and priced EU publications from EU Bookshop at: https://publications.europa.eu/en/publications. Multiple copies of free publications may be obtained by contacting Europe Direct or your local information centre (see https://europa.eu/european-union/contact_en).

The European Commission's science and knowledge service

Joint Research Centre

JRC Mission

As the science and knowledge service of the European Commission, the Joint Research Centre's mission is to support EU policies with independent evidence throughout the whole policy cycle.

EU Science Hub

ec.europa.eu/jrc

@EU_ScienceHub

EU Science Hub - Joint Research Centre

EU Science, Research and Innovation

EU Science Hub

Publications Office
of the European Union