



Brussels, 28.11.2016
C(2016) 7610 final

ANNEX 1

ANNEX

**COMMISSION IMPLEMENTING DECISION on the adoption of the work
programme for 2017 and on the financing of the Consumer Programme**

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1. Introduction

The projects financed from the 2017 budget are in line with the type of actions included in the Consumer Programme 2014-2020.

The results of these actions are expected to contribute to the achievement of the specific objectives set out by DG JUST under the priorities “A connected Digital Single Market” and “A deeper and fairer Internal Market with a strengthened Industrial Base”.

The enforcement of consumer rights will be further strengthened through the support of common activities of the Consumer Protection Cooperation (CPC) network and through capacity building activities especially in the field of online enforcement practices, methods and tools. The European Consumer Centres will continue to be funded as a very important network for assisting consumers on the ground with their cross-border purchases and for informing them of their EU consumer rights.

Actions aiming at improving the enforcement of legislation in the field of financial services are also envisaged.

Consumer redress will have continued support through the allocation of resources for the operation of the Online Dispute Resolution platform to help consumers and traders resolve their contractual disputes about online purchases of goods and services out-of-court at a low cost in a quick and simple way.

A high level of consumer product safety is a pillar of the Single Market for goods and will continue to be supported through actions intended to step up enforcement by Member States, with an emphasis on market surveillance concerning products sold on-line, through joint market surveillance activities and exchanges of enforcement officials aimed at capacity building and best practice sharing. The proper functioning of the Rapid Alert System for dangerous non-food products will also receive continued support.

The financial support to EU-level consumer organisations will continue to be instrumental to ensure a strong enough consumer voice at EU level. Capacity-building actions for national consumer organisations through the Consumer Champion are foreseen to continue in 2017 as a way to support the national consumer movement often lacking capacity to adequately defend consumer interests.

The approach to consumer education through the Consumer Classroom interactive community on-line platform launched in 2013 has proven to be well received and it is necessary to continue to build on these achievements during 2017.

Targeted awareness raising actions on different consumer rights, including package travel, energy and possible follow-up to the 2016 awareness-raising activities on Online Dispute Resolution, are needed to increase a consumer knowledge and confidence.

Actions will continue to be financed to acquire robust and timely consumer evidence to inform key Commission policies, in particular in relation to the Digital Single Market and Better Regulation through the Review (Fitness Check) of the EU consumer and marketing law, and also to the EU Semester.

All actions under this work programme must respect and be implemented in line with the rights and principles enshrined in the Charter of Fundamental Rights of the European Union.

On the basis of the objectives given in the Consumer Programme, this work programme contains the actions to be financed and the budget breakdown for 2017, as follows:

2. Actions financed from the Budget line 33 04 01, Safeguarding consumers' interest and improving their safety and information (EUR 24 132 000) and from EFTA contribution to this Budget line (EUR 588 821); Total Budget: EUR 24 720 821

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|---|
| <ul style="list-style-type: none">- grants (implemented under direct management) (2.1): EUR 11 000 000- procurement (implemented under direct management) (2.2): EUR 13 320 821- other actions (2.3): EUR 400 000 |
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2.1. Grants

2.1.1. Joint enforcement and cooperation actions which aim at improving the effective application of Directive 2001/95/EC of the European Parliament and of the Council of 3 December 2001 on general product safety

Legal basis

Regulation (EU) No 254/2014: Objective I – Safety, Article 4(a)(2); Annex I 2.(d)

Priorities of the year, objectives pursued and expected results

<p>The proposed joint actions aim at promotion and coordination of administrative cooperation for the application of Directive 2001/95/EC and ultimately at ensuring a consistent approach towards the effective enforcement of product safety legislation across the internal market.</p>
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<p>As a result, the co-operation between national authorities responsible for the assessment, market surveillance and enforcement of the safety of non-food consumer products shall be enhanced, including for products sold online, and ultimately lead to a safer market for consumers and a level playing field for businesses.</p>
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Description of the activities to be funded under the call for proposals

<p>The joint actions cover the following aspects of administrative cross-border cooperation activities: assessment of risks posed by non-food consumer products and product testing; market surveillance operations and co-operation with customs authorities; exchange of expertise and best practices; meetings and workshops, implementation of an effective communication strategy and collaboration</p>
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with relevant stakeholders (businesses and consumer organisations).

Essential eligibility, selection and award criteria

Eligibility criteria

Beneficiaries eligible for grants may be Member States' authorities responsible for consumer affairs and corresponding authorities of third countries notified to the Commission in accordance with Directive 2001/95/EC by a Member State or by a third country referred to in Article 7 of the Consumer Programme 2014-2020, or non-profit-making bodies expressly designated by those authorities for that purpose.

Selection criteria

The applicants must have stable and sufficient sources of funding as well as the necessary professional resources, skills and experience required in order to carry out the proposed actions. The financial viability of all beneficiaries will be assessed, except if the EU-contribution for the coordinator / other beneficiary is EUR 60 000 or less or the beneficiary is a public body.

Award criteria (weighting of 100 points; proposals have to reach a minimum of 60 points to be accepted)

The actions shall be ranked on the basis of the following award criteria: Potential benefits of the co-operation activities in terms of increased effectiveness of market surveillance and enforcement in the area covered (20 points); Potential impact on consumer safety (risk of migration, exposure and product spread across the internal market, including imported articles) (15 points); Degree to which the estimated budget is clear and well detailed for the expenses in relation to the corresponding activities carried out in the joint project (20 points); Balanced and fair distribution of tasks and activities between the participants in joint actions (15 points); Clarity and quality of the objectives, work plan including communication activities, organisation and description of the results and benefits expected (30 points). Financial contributions shall be awarded to the highest scoring actions up to the available budget.

Implementation

The grants shall be implemented by the Consumers, Health, Agriculture and Food Executive Agency (hereinafter "Executive agency"). The result of the grant award procedure will take the form of grant agreements.

Indicative timetable and indicative amount of the call for proposals

Reference	Date	Amount
Publication of the call for proposals	2 nd quarter 2017	EUR 2 500 000

Maximum possible rate of co-financing of the eligible costs

Financial contributions of up to 50% are permitted for joint actions with the participation of bodies from at least 5 Member States.

In the case of actions of exceptional utility, the contribution by the Union shall not exceed 70 % of the eligible costs.

Actions shall be considered as of exceptional utility where they involve at least 10 Member States or countries of the European Free Trade Association participating in the European Economic Area (EFTA/EEA countries) taking part in the European network of Member States' competent authorities for product safety referred to in Article 10 of the Directive 2001/95/EC or they contribute to the

implementation of market surveillance activities in the field of product safety that have been provided for in a Union legal act.

2.1.2. Financial contribution to the functioning of a Union-level consumer organisation representing consumer interests (Operating grant)

Legal basis

Regulation (EU) No 254/2014: Objective II – Consumer information and education and support to consumer organisations, Article 4 (b) (5); Article 5 (1); Annex I 5. (a)

Priorities of the year, objectives pursued and expected results

A specific operating grant will be awarded to the partner, the European Consumer Organisation BEUC (Bureau Européen des Unions de Consommateurs) for implementing a specific work programme in 2018 under the Framework Partnership Agreement No 671272, covering the period 2015-2018. The 2018 specific grant agreement shall be in compliance with the objectives and targets of the 2015-2018 work programme of BEUC. The priorities of the year concern, in particular, the following objectives: Contribution towards the integration of consumer interests into the priority actions under the Digital Single Market, the Energy Union and also enforcement and redress; Contribution towards strengthening the representation of consumer organisations in the Member States; Representing consumer interests and expressing consumers' concerns to institutions, interest groups, media and the general public; Encouraging BEUC's members to take a more active stance on European issues with their various contacts and partners at both European and national level. As a result an increased visibility of the organisation and of its members, as well as an increased recognition of their activities, are expected.

Description of the activities to be funded by the specific grant directly awarded under a framework partnership

The operational activities for the functioning of BEUC, as described by its specific work programme and by its detailed budget, will be co-financed. The co-funded activities include: BEUC's involvement and participation in public consultations, to review legislation, and in meetings with stakeholder groups, not only concerning the in line with the priorities set by President Juncker consumer policy itself, but also regarding the integration of representatives of national consumer interests in other EU policies; BEUC's co-operation on concrete issues with EU level regulators (such as on energy), with NGO's (for example on environment), and with business associations such as (AIM brand association, Euro-commerce, Digital Europe and Eurelectric); Communication and dissemination of the results of its activities; BEUC's networking and support of its member organisations, i.e. national consumer organisations.

Essential eligibility, selection and award criteria

Selection criteria

The applicant must have stable and sufficient sources of funding, as well as relevant operational resources, skills and professional experience, to carry out its proposed programme. The organisation awarded with the framework partnership agreement 2015-2018 was selected for having the necessary operational and financial capacity.

Award criteria

- (1) Quality of the annual work programme, in particular as regards the description of the general and specific objectives and the relevance of the priority sectors that shall be covered.
- (2) Quality of the communication strategy and of the full activities' list.

(3) Consistency of the objectives and targets with the multiannual work plan of the framework partnership agreement.
 (4) A clear and coherent estimated budget of the expenses in relation to the corresponding activities.
 All award criteria have the same weight. A maximum of 40 points can be attributed to the specific grant agreement proposal. Proposals have to reach a minimum of 20 points to be accepted.

Implementation

The action will be implemented by the Executive agency. The result of the grant award procedure will take the form of a specific grant agreement.

Indicative timetable and indicative amount of the specific grant directly awarded under a framework partnership

Reference	Date	Amount
Invitation addressed to partner to submit a proposal for a specific grant agreement	2 nd quarter 2017	EUR 1 400 000

Maximum possible rate of co-financing of the eligible costs

The financial support shall not exceed 50% of the expenditure involved in carrying out eligible activities.

2.1.3. Support to events concerning consumer policy of the Union which are organised by the Member State holding the Presidency of Council configurations, other than that of Foreign Affairs, on issues in line with established Union policy priorities; (Grants for actions)

Legal basis

Regulation (EU) No 254/2014: Objective II – Consumer information and education and support to consumer organisations: Article 4 (b) (6); Article 5 (5); Annex I 6. (e)

Priorities of the year, objectives pursued and expected results

Two grants are envisaged to be awarded, one to each Presidency. The co-financed events should bring added value and contribute to the Consumer policy objectives, such as: Promoting consumer safety; Enhancing knowledge of consumer rights; Strengthening the development and enforcement of consumer rules; Integrating consumer interests into the key sectoral policies, such as telecommunications, digital and energy. The expected results of the Presidency events should be directly linked to the key policy priorities of the Commission, more specifically to the Digital Single Market, the Deeper and Fairer Internal Market or the Energy Union. The form, topic and expected results of events are established by the respective Presidency in agreement with the Commission.

Description of the activities to be funded by the grant awarded without a call for proposals on the basis of article 190(1)(d) of the Delegated Regulation (EU) No 1268/2012, according to Article 5(5) of the Regulation (EU) No 254/2014

Activities for the organisation of Presidency events, such as conferences, seminars, workshops, are co-funded by the Commission through the grant covering eligible costs.

Essential eligibility, selection and award criteria

Eligibility criteria

Grants may be awarded to national authorities of the Member State holding the Presidency of Council configurations, other than that of Foreign Affairs or to bodies designated by that Member State.

Selection criteria

The applicant must have adequate financial resources and the necessary operational resources, skills and professional experience in order to carry out the proposed action. The verification of the financial capacity shall not apply to public bodies.

Award criteria

EU dimension of the event; Contribution of the event to consumer policy objectives and to a better understanding of consumer's interests in the area concerned; Clarity and accuracy of the application, in particular as regards the estimated budget.

Implementation

The actions shall be implemented directly by DG JUST.

Indicative timetable and indicative amount of the grants awarded without a call for proposals

Reference	Date	Amount
Application for a grant	First and respectively second semester 2017	Maximum EUR 50 000 for each Presidency

Maximum possible rate of co-financing of the eligible costs

The grants for the organisation of Presidency events may not exceed 50 % of the eligible costs.

2.1.4. Grants for joint actions to improve cooperation between national authorities responsible for the enforcement of consumer protection laws

Legal basis

Regulation (EU) No 254/2014: Objective IV – Enforcement: Article 4(d)(10); Article 5(6); Annex I (10)

Priorities of the year, objectives pursued and expected results

Grants for CPC authorities to strengthen cross-border enforcement capacities in the Member States (EFTA/EEA countries), prepare action for the modernisation of the functioning of the CPC regulation and notably improvements of the efficiency of the network when it comes to alert gathering and sharing of enforcement plans and prioritisation, work with representatives of various stakeholders groups such as other concerned authorities, trade and consumer associations. Moreover, to tackle effectively infringements in e-commerce, more investment in e-enforcement capacities in the Member States is needed (such as for internet investigation laboratories).

These actions will facilitate the implementation of the CPC regulation and the strengthening of enforcement of consumer rights, especially online, in line with the Digital Single Market strategy.

Description of the activities to be funded under the call for proposals

The activities to be supported by the CPC grants for joint actions are activities such as: collection and analysis of information, cooperation or training workshops for different authorities and stakeholders, studies, legal analysis and assistance, consultancy support and investment in hard- and software for internet investigations, and operational expenditure to support coordinated surveillance and enforcement actions (including test-purchases).

Essential eligibility, selection and award criteria

Eligibility criteria

Beneficiaries eligible for grants may be authorities notified to the Commission in accordance with Regulation (EC) No 2006/2004 by a Member State or by a third country referred to in Article 7 of the Consumer programme for 2014-2020, or non-profit-making bodies expressly designated by those authorities for that purpose.

Selection criteria

The applicant must have adequate financial resources in order to carry out the proposed action. To be awarded a grant, it must have the necessary operational resources, skills and professional experience. The verification of the financial capacity shall not apply to public bodies

Award criteria

- (1) Relevance in terms of the priority areas and in particular how they correspond to the activities covered by Regulation (EC) No 2006/2004 under chapter II to IV (mutual assistance and community activities);
- (2) Feasibility of the proposed activities and quality and completeness of the project methodology (including timing, project organisation
- (3) Consistency and completeness of the estimated budget.

Implementation

The action shall be implemented by the Executive Agency. The result of the grant award procedure will take the form of grant agreements.

Indicative timetable and indicative amount of the call for proposals

Reference	Date	Amount
Publication of the call for proposals	1 st quarter 2017	EUR 1 000 000

Maximum possible rate of co-financing of the eligible costs

The maximum level of financial contributions by the Union shall not exceed 50% of the eligible costs, except in the case of actions of exceptional utility (which involve at least 6 Member States (EFTA/EEA countries) or concern infringements which cause or are likely to cause harm in two or more Member States), in which case the contributions by the Union to the eligible costs shall not exceed 70%.

2.1.5. Financial contributions for joint actions with bodies constituting the European Consumer Centres Network – ECC Net

Legal basis

Regulation (EU) No 254/2014: Objective IV – Enforcement: Article 4 (d) (11); Article 5 (8); Annex I

(11)

Priorities of the year, objectives pursued and expected results

The European Consumer Centres are currently active in the Member States as well as in Norway and Iceland. The objective of co-funding the European Consumer Centres Network (ECC-Net) is to support a better enforcement of consumer rights by enabling consumers to exercise their rights in a cross border context. The EU financial contribution shall cover the actions of the Centres in 2018. The network provides information and assistance to consumers to help them exercise their rights in cross border purchases and obtain access to appropriate dispute resolution. New framework partnership agreements for a four year duration will be concluded with beneficiaries on the basis of the essential eligibility, selection and award criteria detailed below.

Description of the activities to be funded by the specific grants directly awarded under framework partnerships

The European financial contribution will cover the activities and actions of one centre per country in 2018 focusing on cross-border issues, i.e.: promotional activities; direct provision of information; assisting consumers with a complaint or with a dispute; promotion of alternative dispute resolution (ADR) and other redress mechanisms; networking and feedback; collaboration with traders and enforcement authorities; promotion of equal quality of services.

Additional coordination or capacity building activities carried out by centres that wish to do so for the benefit of the entire network will be considered as creating an EU dimension added value that justify a higher co-financing rate.

The action shall be organised as part of a framework partnership agreement covering operations for the period 2018-2021 to be agreed with a public body or a non-profit making body designated by the Member States or a third country referred to in Article 7 of the Consumer programme 2014-2020, through a transparent procedure.

Essential eligibility, selection and award criteria

Eligibility criteria

Beneficiaries eligible for grants may be a body designated by a Member State or a third country referred to in Article 7 of the Consumer programme 2014-2020 which is a non-profitmaking body designated through a transparent procedure or a public body. The designated body shall be part of a Union network which provides information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution (European Consumer Centres Network). In order to conclude framework partnership agreements in 2017, Member States or third countries referred to in Article 7 of the Consumer programme for 2014-2020 will have to designate a host structure for the period 2018-2021, through a transparent procedure, in accordance with their national legislation.

Entities awarded with a framework partnership agreement (FPA) are eligible for specific grants; the framework partnership agreements do not guarantee annual EU co-funding.

Selection criteria

Applicants must have adequate financial and operational resources in order to carry out the proposed activities. The operational capacity will be assessed on the basis of the capacity of the ECC team to perform the activities to be funded. The ECC team should be composed, at least, of a full time employed director, a lawyer and a communication officer; ideally these should be three different persons. Only in exceptional cases (due to the size of the centre) part time staff will be accepted.

Entities to be awarded with a FPA will be selected for having the necessary operational capacity; they however must have the adequate financial resources to carry out the proposed operations in 2018. The verification of the financial capacity shall not apply to public bodies or to low value grants (equal or below EUR 60 000).

Award criteria for the framework partnership agreement (weighting of 100 points)

One partnership per country concerned will be agreed with the public body or non-profit making body designated by the respective country under its responsibility, when all the following elements are positively assessed: Quality of the 4 year work programme, organisation and description of activities and targets, in particular as regards: Description of the mid-term promotional strategy (aiming, among others, at increasing the awareness of consumers on EU consumer legislation and policies and the visibility of the centre)(max 20 points); Description of the mid-term case-handling strategy (including a description on how the Centre will contribute to identify infringements to consumer rules and to report these infringements to national and EU authorities (max 20 points); Description of the mid-term strategy envisaged towards strengthening the impact of the network (max 20 points); Description of the mid-term strategy envisaged towards strengthening links with EU and national stakeholders (max 20 points); Consistency of the objectives and targets, suitability for achieving the desired results, consistency of proposed evaluation mechanism and monitoring indicators (max 20 points). Proposals obtaining 60 points or more will be accepted and will be awarded with a FPA.

Award criteria for the specific grant

a) Regular running of a European Consumer Centre: Consistency of the proposed 2018 annual work programme with the implementation strategy; quality of the detailed description of 2018 activities; convergence of the 2018 targets towards the FPA targets; clear and coherent estimated budget of the expenses in relation to the corresponding activities.

b) Regular running of a European Consumer Centre and additional EU dimension activity: Consistency of the proposed 2018 annual work programme with the FPA implementation strategy; quality of the description of 2018 activities; convergence of the 2018 targets towards the FPA targets; clear and coherent estimated budget of the expenses in relation to the corresponding activities; quality of the EU dimension of the activity proposed.

Implementation

The action shall be implemented by the Executive Agency. Framework partnership agreements shall be signed with beneficiaries. The financial contribution shall be in the form of specific grants.

Indicative timetable and indicative amount of the specific grants directly awarded under framework partnerships

Reference	Date	Amount
Invitation to the Member States and to EFTA/EEA countries (Norway and Iceland) to submit proposals for the 2018-2021 partnership and for the 2018 specific grants.	2 nd quarter 2017	EUR 6 000 000

Maximum possible rate of co-financing of the eligible costs

The maximum EU co-financing rate will be from 50% to up to 65% of the eligible cost of the action. For carrying out the activities corresponding to the regular running of a European Consumer Centre, the applicants will receive a grant covering up to 50% of the eligible costs. The applicants choosing to carry out in addition to the regular activities a EU dimension activity benefiting the whole network in order to

strengthen its impact, will receive a grant covering up to 56% of the eligible costs.¹ As EU dimension activity should be intended any activity consisting of leading joint projects, undertaking the development and management of shared tools (such as an online document repository and knowledge sharing system, FAQs, a newsletter, a quality monitoring system, a case encoding system, a legal advice centre), or mentoring schemes aimed at developing legal and assistance capacities of the network (including of potential new members and/or of centres with lower human resources). For the European Consumer Centres from countries whose GDP per capita is in the lower quartile (source Eurostat 2016), the level of EU contribution can be up to 65 %. This criterion is intended to contribute to the reduction of inequalities in access to consumer redress mechanisms and equal enforcement levels across the internal market.

2.2. Procurement

In 2017 the Commission intends to undertake several actions through contracts following public procurement (launch of calls for tenders and use of framework contracts) or administrative arrangements. Conferences, expert meetings, workshops, seminars, communication activities may be organised, surveys and studies and impact assessments may be undertaken as far as they are needed to monitor the proper implementation of existing legislation or to prepare, or accompany new legislation or to respond to policy changes in the area covered by the Programme.

The Consumer Programme may contribute financially to corporate communication in 2017 and beyond in accordance with Article 9(1) of the Regulation on a multiannual consumer programme for the years 2014-2020. This contribution would cover the corporate communication of the Union's political priorities to the extent that they are related to the general objective of the Consumer Programme.

The overall budgetary allocation reserved for procurement contracts in 2017 amounts to 13 320 821 EUR.

2.2.1. Coordination of market surveillance and enforcement actions on product safety; Maintenance and further development of databases on cosmetics

Legal basis

Regulation (EU) No 254/2014: Objective I – Safety: Article 4 (a); Annex I (2) (3)

¹This higher rate of co-financing is justified both by the additional activities and by the impact of the EU dimension activities on the development of European Consumer Centres. It is the result of taking into account the following aspects: Necessity to support the additional EU dimension activities at the rate of 70%; Simplification, reduction of administrative burden for the beneficiaries (NGO's and public bodies); Difficulties for the beneficiaries to differentiate between costs at 50% and costs at 70%. On this basis DG JUST has calculated a single co-financing rate of up to 56%.

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implemen tation entity
Development, maintenance and hosting of IT tools, such as: the EU's Rapid Alert System for non-food dangerous products and related systems; GPSD-Business Application ² ; Risk Assessment Guidelines; tools for product safety web research and analysis.	5-7 specific service contracts based on a framework contract (FWC) on IT; Simple invoice payments for some IT actions	Throughout the year 2017	DG JUST; Hosting sub-delegated to DG DIGIT
Possible follow-up study to the Joint Research Center (JRC) work on injury databases with an extended focus on international/OECD aspects.	1 service contract: direct contract or specific contract based on a FWC	2 nd or 3 rd quarter 2017	Executive agency or DG JUST
Awareness raising actions including an educational campaign to children/young people/parents on the correct and safe use of certain products such as child care products or other consumer products where misuse would entail specific risks.	2-3 service contracts: direct contract or specific contracts based on a FWC	2 nd and 3 rd quarters 2017	Executive agency or DG JUST
Events with stakeholders and experts in the area of product safety	5-6 specific service contracts based on FWCs	Throughout the year 2017	DG JUST
Maintenance, support, development and hosting of databases on cosmetics, including the Cosmetic Product Notification Portal (CPNP) and Cosmetics Ingredients (COSING).	3-5 specific service contracts based on an IT FWC	Throughout the year 2017	DG GROW; Hosting sub-delegated to DG DIGIT

2.2.2. Building and improving access to the evidence base for policy-making in areas affecting consumers; Support through capacity building for consumer organisations; Enhancing the transparency of consumer markets and consumer information; Enhancing consumer education

Legal basis

Regulation (EU) No 254/2014: Objective II - Consumer information and education and support to consumer organisations: Article 4 (b); Annex I (4)(5)(6)(7)

² "Voluntary tool for producers and distributors to notify the competent national authorities of dangerous products in accordance with Directive 2001/95/EC, <https://webgate.ec.europa.eu/gpsd-ba/index.do>"

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implementation entity
Studies, including in-depth market studies to investigate problems in consumer markets and propose remedies (topics to be decided in function of findings of Consumer Scoreboards and of policy priorities).	2-4 service contracts under the FWC or direct contracts; Procedure for a new FWC on studies to be launched	2 nd and 3 rd quarter 2017	Executive agency or DG JUST
Surveys, including: Consumer survey: attitudes towards cross-border trade and consumer protection; Retailer survey: attitudes towards cross-border trade and consumer protection	2 specific service contracts based on the FWC for surveys or on the Eurobarometer FWC; Launch of the procedure for a new FWC on consumer issues	2 nd and 3 rd quarter 2017	Executive agency
Update, development, maintenance and hosting of IT systems, including: Dissemination of Consumer Statistics; European Consumer Complaints Registration System	2-4 specific service contracts based on an IT FWC	Throughout the year 2017	DG JUST Hosting sub-delegated to DIGIT
Awareness-raising actions on consumer issues, including: campaign linked to the entry into application, in the Summer 2018, of the new Directive on Package Travels; possible extension of the awareness-raising activities on Online Dispute Resolution conducted in 2016; actions linked to local training under the Consumer Champion	2-4 specific service contracts under a FWC or direct contracts	2 nd , 3 rd and 4 th quarter 2017	Executive agency or DG JUST
Capacity building of consumer organisations (notably Consumer Champion) through online training modules, local training and best practise exchange via the community online platform.	2-3 specific service contracts under a FWC; Launch of the procedure for a new FWC	2 nd and 3 rd quarter 2017; 1st quarter 2017 for the new FWC	Executive agency
Enhancing consumer education (Consumer Classroom) including the teachers' interactive on-line platform on consumer education, the development of education measures and materials and promotional activities	1-2 specific service contracts based on a FWC; 2 nd phase of the 2016 contract for promotional activities	2 nd and 4 th quarter 2017	Executive agency

2.2.3. Preparation of consumer protection legislation and other regulatory initiatives; Facilitating access to dispute resolution mechanisms for consumers, in particular to alternative dispute resolution schemes, including through a Union-wide online system and the networking of national alternative dispute resolution entities

Legal basis

Regulation (EU) No 254/2014: Objective III – Rights and redress: Article 4 (c); Annex I (8)(9)

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implement ation entity
Studies in relation to the implementation of EU legislation, including as a follow-up to the initiatives in the field of retail financial services	2-3 specific service contracts based on a FWC or direct contracts	2 nd and 3 rd quarter 2017	DG JUST and/or the Executive agency
Events, such as seminars, conferences, workshops and meetings, including the Consumer Summit 2018	3-4 specific service contracts based on FWCs	Throughout the year 2017; 4 th quarter for the Summit	DG JUST
Behavioural studies to test policy options in terms of their impact on consumer behaviour (topics to be determined)	1-2 specific service contracts based on the FWC for behavioural studies	1 st and 4 th quarter 2017	Executive agency
Support for the Online Dispute Resolution Platform including for translation work and hosting of the platform	Implementation of the Agreement for translation concluded between DG JUST and the Translation Centre; specific service contract based on IT FWC for hosting	Throughout the year 2017	Translation Centre; Hosting - DG DIGIT

2.2.4. Coordination of surveillance and enforcement actions with regard to Regulation on Consumer Protection Cooperation (CPC); Support to the European Consumer Centres Network (ECC-Net)

Legal basis

Regulation (EU) No 254/2014: Objective IV – Enforcement: Article 4 (d); Annex I (10) (11)

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implement ation entity
Capacity building activities in support of the European Consumer Centres; increasing the visibility and quality of services of European Consumer Centres.	1-2 specific service contracts based on a FWC	1 st and 3 rd quarter 2017	Executive agency
Maintenance, development, hosting and support of the CPC and ECC IT systems, running of the Knowledge management platforms for the two networks, support to business users of these systems and platforms	3-4 specific service contracts based on IT FWCs	Throughout the year 2017	DG JUST; Hosting - DG DIGIT

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implement ation entity
Workshops in connection with the modernisation of the functioning of the CPC Regulation and logistic support to CPC joint activities and capacity building	1-3 specific service contracts based on FWCs	Throughout the year 2017	Executive agency

2.3. Other Actions or expenditures

2.3.1. Support for the tasks of the independent scientific committees established by Commission Decision C(2015)5383 of 07.08.2015 on establishing Scientific Committees in the field of public health, consumer safety and the environment

Legal basis

Regulation (EU) No 254/2014: Objective I – Safety: Article 4 (a) (1); Annex 1(1)

Indicative amount

EUR 200 000

Description and objective of the implementing measure

The advice from the Scientific Committees feeds into the work of EU standardisation bodies and into the knowledge base by providing scientific advice in support of actions to further improve consumer product safety in the EU, in particular on cosmetic products, as well as to draw attention to emerging problems.

The financial contribution for the advice from the Scientific Committees consists of expert reimbursement for accommodation, travelling and daily allowance, of payment of special allowances to the Committee members and external experts, associate members and rapporteurs throughout the year.

Moreover, the financial contribution covers also the scientific and technical assistance provided by the Secretariat. This includes organisation of scientific hearings and thematic workshops, as well as direct scientific support for the drafting of documents, such as literature searches, editing, and translation of scientific texts into publications for the general public and updating of the scientific committees' website. These services will be provided by external contractors. Support will be provided for data analysis, scientific aspects of impact assessments and risk communication.

The action may be sub-delegated or co-delegated to DG SANTE.

2.3.2. Support to the exchanges of EU Member States and EFTA/EEA enforcement officials in the areas of consumer safety (Directive 2001/95/EC) and consumer protection cooperation (CPC)

Legal basis

Regulation (EU) No 254/2014: Objective I – Safety: Article 4 (a) (2); Annex I (2) (c) ; Objective IV-Enforcement: Article 4 (d) (10); Annex I (10) (b)

Amount

EUR 200 000 (EUR 100 000 for consumer safety officials and 100 000 for CPC officials)

Description and objective of the implementing measure

The exchanges of officials contribute to a coordinated and coherent approach to the enforcement of product safety and market surveillance rules across the EU and to exchanging information and best practices between product safety stakeholders. They also support the enforcement of consumer rights by strengthening cooperation between national enforcement bodies. The exchanges may notably cover visits, coordination of enforcement or investigations, small workshops to tackle common issues among safety and enforcement authorities.

Financial contribution in the form of indemnities, which may take the form of advance payments, is paid to enforcement officials and third countries notified to the European Commission for the purposes of Regulation (EC) N° 2006/2004 and of Directive 2001/95/EC by a Member State or a third country referred to in Article 7 of the Consumer Programme 2014-2020. These indemnities shall cover the expenses of the enforcement official's participation at the exchange. The indemnities awarded to officials shall cover travelling costs and subsistence allowances (including the hotel costs and daily allowance). The rules on the reimbursement of expenses incurred will be described in the letters addressed to the CPC and the Consumer Safety Networks. The action shall be launched by the Executive agency in the first quarter of 2017 and implemented throughout the year.

3. Actions financed from the Budget line 33 01 04 03, Support expenditure for the Consumer programme (EUR 1 100 000), and from EFTA contribution to this Budget line (EUR 26 840); Total Budget: EUR 1 126 840 .

The appropriations allocated to this budget line will be used mainly for organisation of expert meetings, workshops, seminars, publications, communication activities, contribution to IT fund and any other expenditure on technical and administrative assistance.

4. Actions financed from the Budget line 33 01 06 01, Consumers, Health, Agriculture and Food Executive Agency — Contribution from the Consumer programme (EUR 1 691 000) and from EFTA contribution to this Budget line (EUR 41 260); Total Budget: EUR 1 732 260.

The appropriations under this budget line are allocated to cover the contribution for expenditure on the Agency's staff and administration incurred as a result of the Agency's role in the management of measures forming part of the Consumer Programme.