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Cooperation between Market Surveillance Authorities (MSA’s) Economic Operators and Consumers
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A reminder of EU MSA obligations under Reg. 765 2008
(new EU MS regulation awaited with similar requirements)
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UK Requirements:-
‘Regulators should provide simple and straightforward ways to engage with those they regulate and hear their views’.
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Cooperation with Businesses

- Businesses- Compliance approach.
- Co operation to prevent/reduce risk
- Building confidence and trust.
- Improving regulatory understanding
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Cooperation with Businesses:
Feedback from businesses – regulation an issue.
In particular the way they experience regulation through advice inspection and enforcement :-
• Causes frustration
• Increases cost
• Impacts on their ability to invest and grow.
Cooperation with Businesses:
This feedback requires MSA’s to address the following:-
• Fair and proportionate regulatory activity
• Practical and unambiguous guidance
• Consistent Enforcement
• Sharing of guidance between partners

Currently there is not a systematic mechanism in place to offer businesses the opportunity to seek advice on an EU wide basis and have this recognised by individual MSA’s
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Addressing these business concerns:-

Introducing Primary Authority Partnerships- basic steps to take

**Step 1.** Recognise and determine which MSA is working with which business to create a single point of contact.

**Step 2.** Once a single point of contact has been determined, the MSA can build up a trusted relationship so that assured advice can be given.

**Step 3.** Other MSA’s should acknowledge and respect the advice issued by the MSA as a result of the relationship.

**Step 4.** There needs to be a mechanism to resolve disputes between MSA’s
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Primary Authority Partnerships:-

Relationship Management

• Joined up system, collaborative approach.
• Single point of contact- saving time and effort
• Issues resolved quickly and efficiently

Last but not least:- funding, income.
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Codes of Practice

- Clear pre-contractual information
- Deposit and pre-payment protection
- Additional consumer protection for Business conducted in the consumer's home
- Clear complaints procedure
- Alternative Dispute Resolution (ADR)
Cooperation with citizens and all stakeholders continuous dialogue- a continuous process.

(including trade associations, SME’s, safety organisations, politicians etc).

• Enforcement Programmes, Enforcement Actions
• Safety Campaigns
• Partnerships
• Publicity and Media Campaigns
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Example 1
In one survey conducted by MSA:-
• Half of electric blankets found to be unsafe -
• Funding from trade association Electrical Safety Council
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Example 2 .

Enforcement

Electrical company boss fined almost £7,000 after selling 'dangerous phone chargers that could cause fires'
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Safety Campaigns

In partnership with safety organisations:-

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Future Proposals (new EU MS regulation awaited)

A New European Market Surveillance Forum-
Provide a means for all stakeholders concerned to get involved-including professional organisations and consumer organisations.

Information from Forum to form basis for implementing and updating market surveillance programmes.
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Conclusions:-

• Cooperation is an essential component of effective market surveillance
• Many methods available, process is continuous and never ending.
• Good for raising profile.
• Encourages trade associations.
• Encourages business compliance and consumer knowledge
Děkuji vam.

Any questions.

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