

# **UNECE 13<sup>th</sup> MARS Group Meeting**

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## **Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers**

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## Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

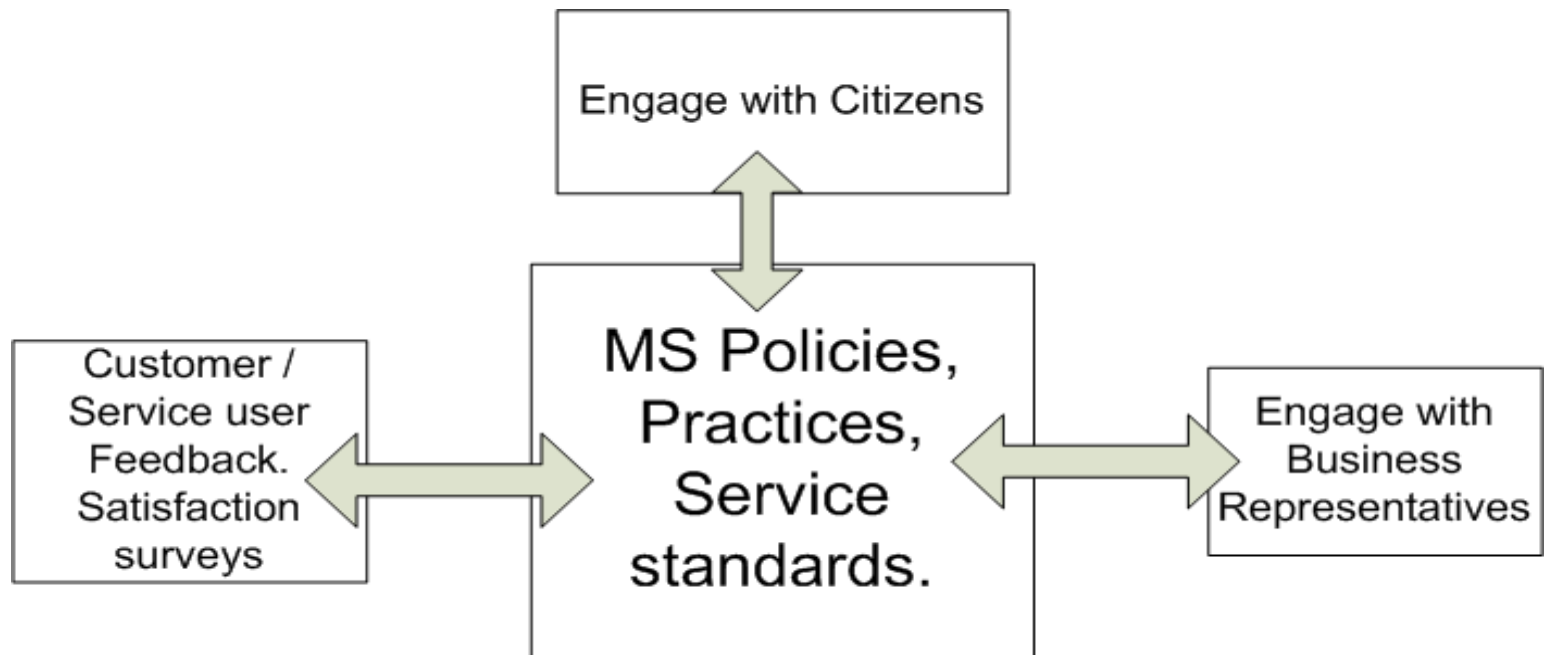
A reminder of EU MSA obligations under Reg. 765 2008  
(new EU MS regulation awaited with similar requirements)



## Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

UK Requirements:-

*'Regulators should provide simple and straightforward ways to engage with those they regulate and hear their views'.*



# Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

## Cooperation with Businesses

- Businesses- Compliance approach.
- Co operation to prevent/reduce risk
- Building confidence and trust.
- Improving regulatory understanding



## Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

### 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 between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

## 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

# Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

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

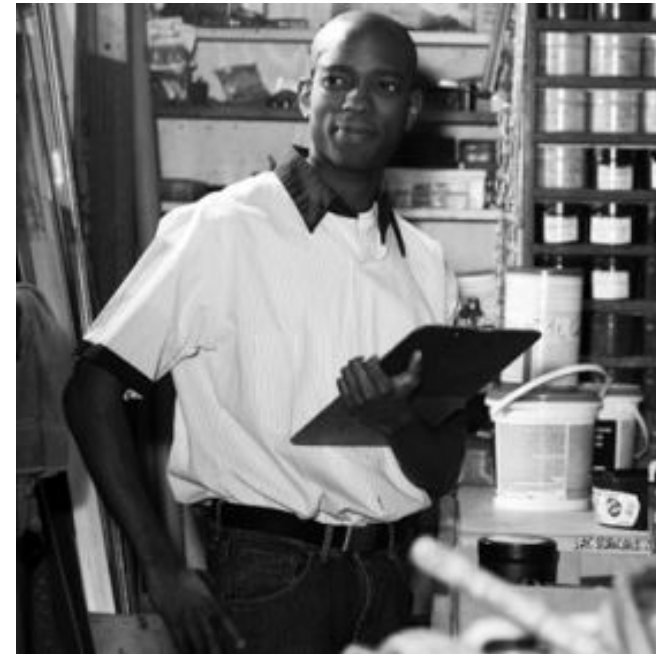
# Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

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.**





# Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

## 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



## Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

### Example 2 .

Enforcement

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

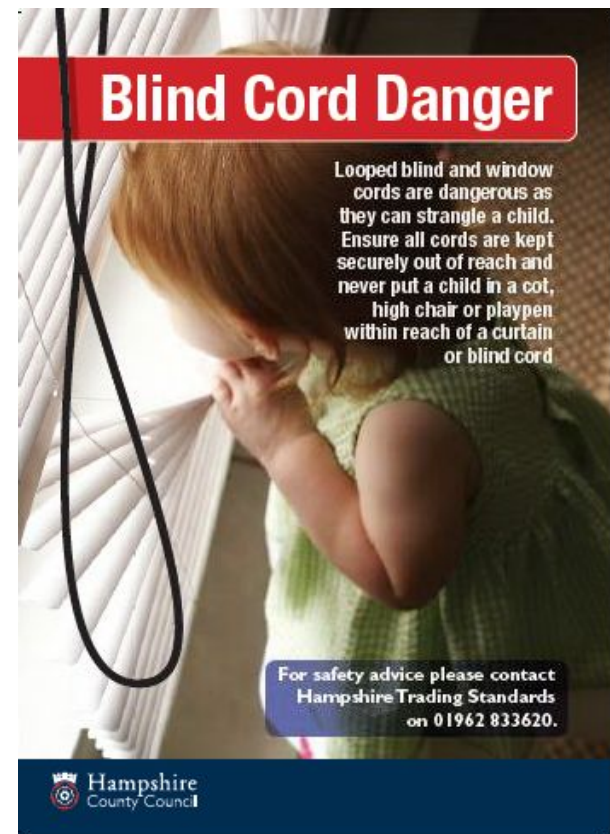


## Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers

### Safety Campaigns

In partnership with safety organisations:-

Blind Cords changes to EN standards  
(EN13120:2009+A1:2014)



## **Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers**

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.

## **Cooperation between Market Surveillance Authorities (MSA's) Economic Operators and Consumers**

### 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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