

ANNEX

to the COMMISSION IMPLEMENTING DECISION on the adoption of the work programme for 2018 and on the financing of the Consumer Programme

Consumer Programme - Work Programme for 2018

Table of Contents

1.	Introduction	3
2.	Actions financed from the budget line 33 04 01, Safeguarding consumers' interest and improving their safety and information (€ 25 175 000) and from EFTA contribution to this budget line (€ 586 578); total budget: € 25 761 578.....	5
2.1.	Grants	5
2.1.1.	Financial contributions to the functioning of Union-level consumer organisations representing consumer interests	5
2.1.2.	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)	8
2.1.3.	Grants for joint actions with Member States to support access to alternative dispute resolution mechanisms for consumers	10
2.1.4.	Financial contributions for joint actions with bodies constituting the European Consumer Centres Network – ECC Net.....	12
2.2.	Procurement	15
2.2.1.	Coordination of market surveillance and enforcement actions on product safety; maintenance and further development of databases on cosmetics.....	15
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	18
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.....	20
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)	22
2.3.	Other actions or expenditures.....	23

- 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 23
- 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) 24
- 3. Actions financed from the budget line 33 01 04 03, support expenditure for the Consumer programme (€ 1 049 600), and from EFTA contribution to this budget line (€ 24 456); total budget: € 1 074 056..... 25
- 4. Actions financed from the Budget line 33 01 06 01, Consumers, Health, Agriculture and Food Executive Agency — contribution from the Consumer programme (€ 1 741 400) and from EFTA contribution to this budget line (€ 40 575); total budget: € 1 781 975..... 25

1. INTRODUCTION

Most of the actions outlined in this work programme (estimated at around € 18 million) will be implemented by the Consumers, Health, Agriculture and Food Executive Agency (CHAFEA).

The main part (around 75 %) of the budget will be devoted to actions aiming at effectively supporting the enforcement of consumer legislation, consumer rights and product safety and also at supporting the promotion of consumer rights through awareness raising and education as well as through capacity building for consumer organisations.

OVERVIEW OF THE 2018 ALLOCATION OF FUNDS

Budget line	Amount EU contribution	Amount EFTA contribution	% of the Programme funds
Budget line 33 04 01: Safeguarding consumers' interest and improving their safety and information	€ 25 175 000	€ 586 578	90%
Budget line 33 01 04 03: Support expenditure for the Consumer Programme	€ 1 049 600	€ 24 456	3,75%
Budget line 33 01 06 01: Consumers, Health, Agriculture and Food Executive Agency (CHAFEA) — contribution from the Consumer Programme	€ 1 741 400	€ 40 575	6,25%
TOTAL	€ 27 966 000	€ 651 609	100,00 %

On the basis of the objectives given in the Consumer Programme, this work programme contains the actions to be financed from the budget line 33 04 01, Safeguarding consumers' interest and improving their safety and information and from EFTA contribution to this budget line (total budget: € 25 761 578) and the budget breakdown for year 2018 as follows:

Budget line 33 04 01: Safeguarding consumers' interest and improving their safety and information - Grants/Procurement	Amount	% of the Programme funds
Grants (implemented under direct management ¹) (2.1)	€ 9 200 000	35,67%
Procurement (implemented under direct management ²) (2.2)	€ 15 961 578	62%
Other actions (2.3)	€ 600 000	2,33%
TOTAL (including EFTA contribution)	€ 25 761 578	100,00 %

¹ including delegation to executive agencies

² including delegation to executive agencies

The Consumer Programme was established on 26 February 2014 by the Regulation (EU) No 254/2014 of the European Parliament and of the Council³.

It is intended to complement, support and monitor the policies of the Member States and to contribute to protecting the health, safety and economic and legal interests of consumers, as well as to promote their right to information, to education and to organise themselves in order to safeguard their interests, supporting the integration of such consumer interests into other policy areas.

Its specific objectives are:

- I. Safety: to consolidate and enhance product safety
- II. Consumer information and education and support to consumer organisations
- III. Rights and redress: to develop and reinforce consumer rights
- IV. Enforcement: to support enforcement of consumer rights

The countries participating in the Programme are:

- EU Member States;
- In line with Article 7 of the Consumer Programme 2014-2020, participation in the Programme is open to the countries of the European Free Trade Association participating in the European Economic Area (EFTA/EEA countries), in accordance with the conditions established in the Agreement on the European Economic Area.

Should additional third countries conclude an agreement with the Union on their participation in the Programme as of 2018, this will be announced in the relevant call for proposals and/or on the Programme's website.

Activities implemented under this work programme shall ensure consistency, complementarity and synergies with activities supported by other relevant Union policies, instruments and actions, in particular under the 2014-2020 Multiannual 'Rights, Equality and Citizenship' Programme⁴, the third EU health Programme⁵, the Union Programme to support specific activities in the field of financial reporting and auditing for the period of 2014-2020⁶, the programme for the Competitiveness of Enterprises and Small and Medium-sized Enterprises (COSME)⁷ and the Digital Single Market Strategy.

³ Regulation (EU) No 254/2014 of the European Parliament and of the Council of 26 February 2014 on a multiannual Consumer Programme for the years 2014-20 and repealing Decision No 1926/2006/EC: <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32014R0254&from=EN>

⁴ Regulation (EU) No 1381/2013 of the European Parliament and of the Council of 17 December 2013 establishing a Rights, Equality and Citizenship Programme for the period 2014 to 2020 (OJ L 354, 28.12.2013, p. 62).

⁵ Regulation (EU) No 282/2014 of the European Parliament and of the Council of 11 March 2014 on the establishment of a third Programme for the Union's action in the field of health (2014-2020) and repealing Decision No 1350/2007/EC Text with EEA relevance (OJ L 86, 21.3.2014, p. 1-13)

⁶ Regulation (EU) No 258/2014 of the European Parliament and of the Council of 3 April 2014 establishing a Union Programme to support specific activities in the field of financial reporting and auditing for the period of 2014-20 and repealing Decision No 716/2009/EC (OJ L 105, 8.4.2014)

⁷ Regulation (EU) No 1287/2013 of the European Parliament and of the Council of 11 December 2013 establishing a Programme for the Competitiveness of Enterprises and small and medium-sized enterprises (COSME) (2014 - 2020) and repealing Decision No 1639/2006/EC Text with EEA relevance (OJ L 347, 20.12.2013, p. 33-49)

2. ACTIONS FINANCED FROM THE BUDGET LINE 33 04 01, SAFEGUARDING CONSUMERS' INTEREST AND IMPROVING THEIR SAFETY AND INFORMATION (€ 25 175 000) AND FROM EFTA CONTRIBUTION TO THIS BUDGET LINE (€ 586 578); TOTAL BUDGET: € 25 761 578

- grants (implemented under direct management) (2.1): € 9 200 000
- procurement (implemented under direct management) (2.2): € 15 961 578
- other actions (2.3): € 600 000

2.1. Grants

2.1.1. Financial contributions to the functioning of Union-level consumer organisations representing consumer interests

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

The call for proposals 2018 aims at providing financial contributions (operating grants) to the functioning of Union-level consumer organisations through the conclusion of framework partnership agreements for a duration of maximum three years – covering the operating years 2019, 2020 and 2021 - and of specific operating grants for 2019. The framework partnership agreements shall include a multi-annual work programme for the period 2019-2021. The beneficiary who has concluded a framework partnership agreement shall be invited to submit a simplified grant application, together with a detailed work programme and the corresponding budget for each operating year. A specific operating grant will be awarded to the partners for implementing a specific work programme in 2019 under the framework partnership agreements.

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, financial services, the Circular Economy, collaborative economy and also enforcement and consumer rights including 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 consumer organisations to take a more active stance on European issues, including social cohesion and convergence, with their various contacts and partners at both European and national level.

The operating grants will financially support the functioning of Europe wide consumer organisations which do the advocacy work as well as carry out the concrete education and information activities of the consumer organisations to strengthen the national consumer movements. Expected result would be to have the voice of the consumer movement heard and respected both at EU and national levels.

DESCRIPTION OF THE ACTIVITIES TO BE FUNDED UNDER THE CALL FOR PROPOSALS

The operational activities for the functioning of the consumer organisations, as described by their specific work programme and by its detailed budget, will be co-financed. They will include: involvement and participation in public consultations to review legislation and in meetings with stakeholder groups, not only concerning the priorities set by the consumer policy itself, but also regarding the integration of representatives of national consumer interests in other EU policies; co-operation on concrete issues with EU level regulators (such as on energy), with NGOs (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; networking with and supporting the national consumer organisations.

ESSENTIAL ELIGIBILITY, SELECTION AND AWARD CRITERIA

Eligibility criteria

A Framework partnership agreement will be concluded with European consumer organisations which comply with all of the following conditions: They are non-governmental, non-profit-making, independent of industry, commercial and business or other conflicting interests, and have as their primary objectives and activities the promotion and protection of the health, safety, economic and legal interests of consumers in the Union; they are mandated to represent the interests of consumers at Union level by organisations in at least half of the Member States that are representative, in accordance with national rules or practice, of consumers, and that are active at regional or national level.

Selection criteria

The applicant organisations must have stable and sufficient sources of funding, as well as relevant operational resources, skills and professional experience, to carry out their proposed programme. The organisations awarded with the framework partnership agreement 2019-2021 will be selected for having the necessary operational and financial capacity.

Award criteria for the framework partnership agreement:

- consistency of the multiannual work programme with the objectives of the European consumer policy;
- contribution towards the integration of consumer interests into other EU policies;
- contribution towards strengthening the representation of consumer organisations in the Member States;
- inclusion in the multiannual work programme of activities as regards representing consumer interests and expressing consumers' concerns to institutions, interest groups, media and the general public;
- description of organisation's activities as regards encouraging its members to take a more active stance on European issues with their various contact partners at both European and national level;
- guarantee of the general visibility of both the organisation and its activities;
- quality and clarity of the multiannual work programme, in particular as regards: clarity of the objectives, quality of their description and their suitability for achieving the desired results; description of the planned activities and relevant timetables;
- quality of the evaluation mechanisms and of the proposed result indicators that shall be used to make it possible to verify that the objectives of the multiannual work programme have been achieved.

The essential award criteria for the specific grant are defined as follows:

- (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. The proposals have to reach a minimum of 20 points to be accepted.

IMPLEMENTATION

The action will be implemented by the executive agency. A framework partnership agreement shall be signed with the selected beneficiaries. The financial contribution for 2019 operations shall be in the form of a specific grant.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT PROPOSALS AND INDICATIVE AMOUNT OF THE SPECIFIC GRANTS DIRECTLY AWARDED UNDER FRAMEWORK PARTNERSHIPS

Reference	Date	Amount
Publication of the call for proposals for the framework partnerships 2019-2021 and for specific grants for 2019	2 nd quarter 2018	€ 2 000 000

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.

2.1.2. 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 sectorial policies, such as telecommunications, digital, environment 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, the Circular Economy 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. The result of the grant award procedure will take the form of grant agreements.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT A PROPOSAL AND INDICATIVE AMOUNT OF THE GRANT(S) AWARDED WITHOUT A CALL FOR PROPOSALS

Reference	Date	Amount
Application for a grant	First and respectively second semester 2018	Maximum € 100 000 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.

2.1.3. Grants for joint actions with Member States to support access to alternative dispute resolution mechanisms for consumers⁸

LEGAL BASIS

Regulation (EU) No 254/2014: Objective III – Rights and redress: Article 4(c)(9); Article 5(9); Annex I (9)

PRIORITIES OF THE YEAR, OBJECTIVES PURSUED AND EXPECTED RESULTS

Facilitating the access of consumers to alternative dispute resolution schemes compliant with Directive 2013/11/EU⁹ including through measures for vulnerable consumers, developing the networking of national alternative dispute resolution entities, promoting monitoring activities on the functioning and the effectiveness of dispute resolution mechanisms.

DESCRIPTION OF THE ACTIVITIES TO BE FUNDED UNDER THE CALL FOR PROPOSALS

The grants can support a wide range of activities such as promotion and communication, staff training, creation of online interfaces and monitoring tools, networking tools and the organisation of specific workshops.

ESSENTIAL ELIGIBILITY, SELECTION AND AWARD CRITERIA

Eligibility criteria

The applicants must be, on the date of the submission of the proposal, an Alternative Dispute Resolution (ADR) entity notified to the European Commission pursuant to Article 20(2) of Directive 2013/11/EU on consumer ADR and registered electronically with the Online Dispute Resolution (ODR) platform pursuant to Article 5(6) of Regulation (EU) No 524/2013 on consumer ODR¹⁰.

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 € 60 000 or less or the beneficiary is a public body.

Award criteria

The proposals will be evaluated on the basis of:

- the consistency of the project description with the priorities above;
- the coherence and effectiveness of the work plan and proposed deliverables.

These two criteria will have equal weight.

⁸ This action will be implemented by a grant or as a fall-back position by procurement.

⁹ Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR), OJ L 165, 18.6.2013, p. 63–79

¹⁰ Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR), OJ L 165, 18.6.2013, p. 1–12

IMPLEMENTATION

The grants shall be implemented by the executive agency. The result of the grant award procedure will take the form of grant agreements.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT PROPOSALS AND INDICATIVE AMOUNT OF THE CALL FOR PROPOSALS

Reference	Date	Amount
Publication of the call for proposals	1 st quarter 2018	€ 1 000 000

MAXIMUM POSSIBLE RATE OF CO-FINANCING OF THE ELIGIBLE COSTS

Grants for action to national consumer complaint bodies shall not exceed 50 % of the eligible costs.

2.1.4. 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 network provides information and assistance to consumers to help them exercise their rights in cross border purchases and obtain access to appropriate dispute resolution.

The ECC-Net grant will serve to support the ECC-Net joint action with the Member States. The EU financial contribution shall cover the actions of the Centres in 2019.

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 2019 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.

ESSENTIAL ELIGIBILITY, SELECTION AND AWARD CRITERIA

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 awarded with a FPA will be selected for having the necessary operational capacity; thus the selection criteria will not be assessed again at specific grant agreement application stage. However, framework partners must confirm that they have the adequate financial resources to carry out the proposed operations in 2019.

Award criteria

a) *Regular running of a European Consumer Centre:*

- consistency of the proposed 2019 annual work programme with the implementation strategy;
- quality of the detailed description of 2019 activities
- convergence of the 2019 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 2019 annual work programme with the FPA implementation strategy;
- quality of the description of 2019 activities;
- convergence of the 2019 targets towards the FPA targets;
- clear and coherent estimated budget of the expenses in relation to the corresponding activities;
- quality of the EU dimension activity proposed.

IMPLEMENTATION

The action shall be implemented by the executive agency. The financial contribution shall be in the form of specific grants.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT A PROPOSAL 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 2019 specific grants	2 nd quarter 2018	€ 6 000 000

MAXIMUM POSSIBLE RATE OF CO-FINANCING OF THE ELIGIBLE COSTS

The maximum EU co-financing rate will be from up to 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 costs¹¹. 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

¹¹ This 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%.

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 2017), 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

The overall budgetary allocation reserved for procurement contracts in 2018 amounts to € 15 961 578.

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, impact assessments, ex-ante and ex-post evaluations or translations may be undertaken as far as they are needed to monitor the proper implementation of existing legislation, or to prepare, accompany new legislation, or to respond to policy priorities in the area covered by the Programme.

The Consumer Programme may contribute financially to corporate communication in 2018 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 actions will be implemented by DG JUST, DG DIGIT, DG DGT, DG SCIC and DG GROW as indicated in the following sections.

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)

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
IT development maintenance and translation work for the EU's Rapid Alert System for dangerous products (RAPEX) and for its related systems.	5-7 specific service contracts based on framework contract (FWC); Simple invoice payments for some IT actions	Throughout the year 2018	DG JUST; Hosting sub-delegated to DG DIGIT
Support for co-ordinated market surveillance enforcement activities by national authorities 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	4-5 specific service contracts based on a framework contract (to be concluded)	1st quarter 2018 for the FWC; 2nd and 3rd quarter 2018 for specific contracts	Executive agency

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
general product safety (GPSD) ¹²			
Studies to evaluate the implementation of Directive 2001/95/EC of the European Parliament and of the Council of 3 December 2001 on general product safety (GPSD) and to obtain economic data and evidence to support future EU product safety policy and actions	1 to 2 specific service contracts based on a FWC or direct contracts	2 nd semester 2018	DG JUST and/or Executive agency
RAPEX media event 2018: production of communication material; travel of participating officials representing national authorities and other costs	2 to 3 specific service contracts based on FWCs	1 st quarter 2018	DG JUST
Extension of the 2017 campaign on the safe use of consumer products	1 specific service contract based on FWC or direct contract	2 nd semester 2018	Executive agency
Services for co-ordinated market surveillance activities with international partners	1 specific service contract based on FWC or direct contract	1 st semester 2018	Executive agency
Possible extension of the 2017 pilot online campaign related to product safety to further Member States	1 specific service contract based on FWC or direct	1 st semester 2018	Executive agency or DG JUST
Events with stakeholders and experts in the area of product safety, including the International Product Safety Week 2018	3-4 specific service contracts based on FWCs	1, 2 and 3 quarter 2018	DG JUST

¹² Directive 2001/95/EC of the European Parliament and of the Council of 3 December 2001 on general product safety (Text with EEA relevance), OJ L 11, 15.1.2002,

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
Expert and comitology meetings: Consumer safety network (2-3), RAPEX contact points (1), GPSD committee (1), RAPEX-China working group (1)	5-6 specific service contracts based on FWC	throughout the year 2018	DG JUST
Maintenance, support, development and hosting of databases on cosmetics, including CPNP (Cosmetic Product Notification Portal) and COSING (Cosmetics Ingredients)	3-5 specific service contracts based on an IT FWC	Throughout the year 2018	DG GROW; Hosting: 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)

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
Surveys, including the Market Monitoring Survey	1-2 specific service contracts based on FWC	3 rd and 4 th quarter 2018	Executive agency
Update, development, maintenance and hosting of IT systems	2-3 specific service contracts based on an IT FWC	Throughout the year 2018	DG JUST Hosting subdelegated to DIGIT
In-depth market studies to investigate problems in consumer markets and propose remedies	Conclusion of a framework contract on market studies	2nd quarter 2018	Executive agency
Consumer education/information 3 year plan (2018-2020) comprising multiple actions such as: creation of a database of basic multilingual promotion material (messages, visuals, videos, animated clips) for free use by local NGOs and authorities; local journalist seminars; local train the trainers seminars for local bodies/NGOs supporting vulnerable and/or elderly consumers; central lawyers team to advise on content of messages throughout the plan.	Specific service contract based on a FWC (existing or to be concluded) or direct contract	2 nd Semester 2018; to be extended/pr olonged in 2019/2020	Executive agency or DG JUST

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
Consumer Education and awareness programme, including the educative tools in schools and raising the awareness of the legal practitioners and academics on the consumer policy/law	2 contracts X24 months specific service contracts, or direct contracts, with the possibility to extend 1 time	1 st quarter 2018	DG JUST or Executive agency
Projects for the capacity building of the Consumer Organisations	5-6 specific contracts based on FWC (existing or to be concluded) and/or direct contracts	1 st half of 2018	DG JUST or 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	Implementation entity
Studies in relation to the application or development of EU legislation, including for: evaluation report according to Article 26 of the new Package Travel Directive ¹³ ; ex-post evaluation of awareness-raising campaign concerning traders' obligations and consumer rights under the new Package Travel Directive; evaluation of Payment Account Directive ¹⁴ .	3-4 specific service contracts based on FWC or direct contracts	2 nd half of 2018	DG JUST and/or the Executive agency
Study on Impact Assessment on Fragrance Allergens (estimated budget: € 200 000)	Specific service contract based on FWC	1 st quarter 2018	DG GROW
European Consumer Summit	1 specific service contract based on FWC	1 st quarter 2018	DG JUST
Support for the Online Dispute Resolution Platform including for	Implementation of the	Throughout the year	Translation Centre; Hosting: DG DIGIT

¹³ Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC, OJ L 326, 11.12.2015, p. 1–33

¹⁴ Directive 2014/92/EU of the European Parliament and of the Council of 23 July 2014 on the comparability of fees related to payment accounts, payment account switching and access to payment accounts with basic features Text with EEA relevance, OJ L 257, 28.8.2014, p. 214–246

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
translation work and hosting of the platform	Agreement for translation concluded between DG JUST and the Translation Centre; specific contract based on IT FWC for hosting	2018	

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	Implementation entity
Workshops in connection with the modernisation of the functioning of the CPC Regulation ¹⁵ and logistic support to CPC joint activities and capacity building	1-3 specific service contracts based on FWCs	3 rd and 4 th quarters 2018	Executive agency
Maintenance, development, hosting and support of the CPC and ECC-Net 2 IT systems; Running of the knowledge management platforms for the CPC and ECC network	3-4 specific service contracts based on IT FWCs	Throughout the year 2018	DG JUST; Hosting: DG DIGIT
Capacity building activities in support of the European Consumer Centres	1-2 specific service contracts based on a FWC	2 nd half of 2018	Executive agency
2 nd phase of the existing contract on CPC/GPSD e-enforcement Academy	Direct service contract	3 rd or 4 th quarter 2018	Executive agency

¹⁵ Regulation (EC) No 2006/2004 of the European Parliament and of the Council of 27 October 2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws (the Regulation on consumer protection cooperation) Text with EEA relevance, OJ L 364, 9.12.2004, p. 1–11

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)

AMOUNT

€ 400 000

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

€ 200 000 (€ 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 2018 and implemented throughout the year.

3. ACTIONS FINANCED FROM THE BUDGET LINE 33 01 04 03, SUPPORT EXPENDITURE FOR THE CONSUMER PROGRAMME (€ 1 049 600), AND FROM EFTA CONTRIBUTION TO THIS BUDGET LINE (€ 24 456); TOTAL BUDGET: € 1 074 056

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 (€ 1 741 400) AND FROM EFTA CONTRIBUTION TO THIS BUDGET LINE (€ 40 575); TOTAL BUDGET: € 1 781 975

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.