

22 Actions in the New Consumer Agenda - COM(2020) 696 final				
Consumers in COVID-19 pandemic	1	By 2022, the Commission plans to analyse the extent to which the Package Travel Directive is still adequate in the light of recent crises, building on the 2021 report on its application.	European Commission, DG Justice and Consumers	The Road Map for a back-to-back evaluation and impact assessment has been published. The public consultation will be launched soon. Adoption of the legal proposal is foreseen for Q4 2022.
	2	By 2022, the Commission plans to engage in foresight to explore the longer-term impact of COVID-19 on the consumption patterns of people in the EU as a basis for future policy initiatives.	European Commission, DG Justice and Consumers	A foresight study is being carried out. The results will be presented at the Consumer Summit in February 2022.
	3	The Commission will support and facilitate cooperation between the Consumer Protection Cooperation network and other networks and stakeholders to tackle consumer scams, unfair marketing practices and fraud .	European Commission, DG Justice and Consumers	Cooperation with online platforms on COVID-19 related scams has been done and is continuing. Dialogues with other networks (advertisers, anti-fraud and domain names registries) are also ongoing.
Green Transition	4	In 2021, the Commission plans to present a legislative proposal to empower consumers for the green transition with better information on products' sustainability and better protection against certain practices, such as greenwashing and early obsolescence, and a legislative proposal on the substantiation of green claims based on the Environmental Footprint methods.	European Commission, DG Justice and Consumers European Commission, DG Environment	The proposal on empowering consumers for the green transition is almost ready, but adoption is postponed to end March 2022. The proposal on green claims shall be adopted at the same time.
	5	Starting this year , the Commission plans to work with economic operators to encourage voluntary pledges of these operators to actions in support of sustainable consumption beyond what is required by law.	European Commission, DG Justice and Consumers	In 2021, the pilot phase of the pledge has been launched with 11 companies participating. The revised framework for the final phase is under preparation and will be announced at the Consumer Summit in February 2022.
	6	From 2022, the Commission will assess, in the context of the review the Sales of Goods Directive, how to further promote repair and encourage more sustainable, "circular" products .	European Commission, DG Justice and Consumers	Preparatory work has started to adopt the legal proposal in Q3 2022.

Digital Transformation	7	By 2022 and after updating its guidance documents on the Unfair Commercial Practices Directive and the Consumer Rights Directive , the Commission plans to analyse whether additional legislation or other action are needed in the medium-term in order to ensure equal fairness online and offline.	European Commission, DG Justice and Consumers	The three guidance documents were adopted in December 2021. The analysis whether additional legislation change is needed has been launched.
	8	In 2021, as announced in the White Paper on AI, the Commission foresees to make a proposal for a horizontal legal act laying down requirements for AI .	European Commission, DG Communications Networks, Content and Technology, DG Justice and Consumers	The Commission proposal for a Regulation laying down harmonised rules on Artificial Intelligence was adopted in April 2021.
	9	In 2021, the Commission plans to prepare a proposal for a revision of the General Product Safety Directive to address new challenges to the safety of products brought by new technologies and online selling. Complementarily, in 2021 the Commission aims to also prepare a proposal for the revision of the Machinery Directive .	European Commission, DG Justice and Consumers DG Internal Market, Industry, Entrepreneurship and SMEs	The Commission proposal for the revision of the Machinery Directive was adopted in April 2021, and on the GPSD in June 2021.
	10	In 2021, the Commission plans to prepare proposals for the revision of the Consumer Credit Directive and the Distance Marketing of Financial Services Directive to reinforce consumer protection in the context of the digitalisation of retail financial services.	European Commission, DG Justice and Consumers	The proposal for a new Directive on Consumer Credits was adopted in June 2021. Preparations for the revision of the Distance Marketing of Financial Services Directive are proceeding well; adoption of the proposal is scheduled for Q2 2022.
Effective enforcement and redress	11	The Commission will assist Member States in the timely and efficient transposition, implementation and enforcement of the Directive on Better Enforcement and Modernisation of Consumer Law which will enter into application in May 2022 and for the future Directive on Representative Actions, once formally adopted and entered into force.	European Commission, DG Justice and Consumers	Several workshops on both Directives were held with Member States' experts as well as with major online platforms and with all interested stakeholders. There is also continuous exchange of information with the Member States through a dedicated collaborative online forum.

	12	In 2022 and every 2 years thereafter, the Commission together with national authorities will present common enforcement priorities of the CPC network to address compliance issues identified in various sectors	European Commission, DG Justice and Consumers	Preparations for an overview on common enforcement priorities for the years 2022 and 2023 have started. Publication is foreseen for Q1 2022.
	13	By 2022, the Commission will deploy a toolbox of innovative e-tools to strengthen national authorities' capacity to tackle illegal online commercial practices and identify unsafe products following the principles of the European Interoperability Framework	European Commission, DG Justice and Consumers	Pilot versions of an e-Lab (to support enforcement of consumer rights horizontally) and for an e-surveillance webcrawler (focussing on product safety) are being tested with Member States. The full versions of both IT tools could go live in Q1 2022.
	14	By 2023, the Commission will evaluate the application of the CPC Regulation , in particular to assess the effectiveness of enforcement in addressing EU-wide practices that contravene consumer law	European Commission, DG Justice and Consumers	A data collection study has been launched in December 2021. Preliminary results are expected mid 2022 in time for a policy decision on how to proceed with the CPC Regulation.
Addressing specific consumer needs	15	From 2021, the Commission plans to increase funding for actions enhancing the availability and quality of debt advice services in Member States.	European Commission, DG Justice and Consumers	In 2021, various actions were taken to support the exchange of best practices. Start-up funding for debt advice services in Member States that so far did not have such services, will be provided through EU grants as of Q1 2022.
	16	The Commission aims to support, as of 2021, initiatives providing local advice to consumers , who for structural or personal reasons do not have access to support and information provided online or at central information offices	European Commission, DG Justice and Consumers	A scoping study was launched in October 2021 that is mapping and analysing local initiatives put in place in the Member States to address consumers' needs for information, particularly those of the most vulnerable ones.
	17	In 2021, the Commission foresees to prepare a Commission Decision on safety requirements to be met by standards on childcare products in addition to strengthening the product safety framework through a proposal for the revision of the General Product Safety Directive.	European Commission, DG Justice and Consumers	The draft Commission Decision on the safety requirements to be met by European standards for certain children's products and related products that are not toys is currently being prepared. The proposal for the revision of the GPSD was published in June 2021.
	18	By 2023, the Commission will develop a strategic	European Commission, DG	Work has started and a call for a mapping study

		approach to improving consumer awareness and education , addressing also the needs of different groups, on the basis <i>inter alia</i> of equality and non-discrimination approaches.	Justice and Consumers	has been launched. Cooperation with CNECT Better Internet for Kids Centres has started to contribute to the year of the youth with awareness raising activities (EUR 1.5 million).
Consumer protection in the global context	19	In 2021, the Commission aims at developing an action plan with China for strengthened product safety cooperation for products sold online	European Commission, DG Justice and Consumers	The Action Plan is being agreed with the Chinese counterparts. It should be ready for adoption early 2022.
	20	As of 2021, the Commission will seek to develop regulatory support, technical assistance and capacity building for EU partner countries, including in Africa .	European Commission, DG Justice and Consumers	Discussions with UNCTAD, EU Delegations and African counterparts have started.
Governance	21	The Commission aims at setting up a Consumer Policy Advisory Group bringing together representatives from the consumer organisations, civil society and the industry in support of the consumer agenda.	European Commission, DG Justice and Consumers	The CPAG has been set up in 2021 and is fully operational.
	22	The Commission plans to revamp the Consumer Conditions Scoreboard in 2021 to improve its monitoring and benchmarking function as well as its relevance for strengthening enforcement cooperation in the EU.	European Commission, DG Justice and Consumers	A questionnaire to collect new indicators on enforcement capacities of national authorities and consumer associations has been prepared and will be consulted with our networks early 2022.