



Consumers perspectives on Internet as an opportunity for sustainable growth

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In Europe, voluntary standards complement European legislation

Standardisation is a private activity, unlike legislation, and European standardisation is based on national delegations

Yes, participation of all national stakeholders is encouraged in the development of European Standards . . . but business has most to gain from influencing the content of standards and has the knowledge and resources to participate

Consumer participation...

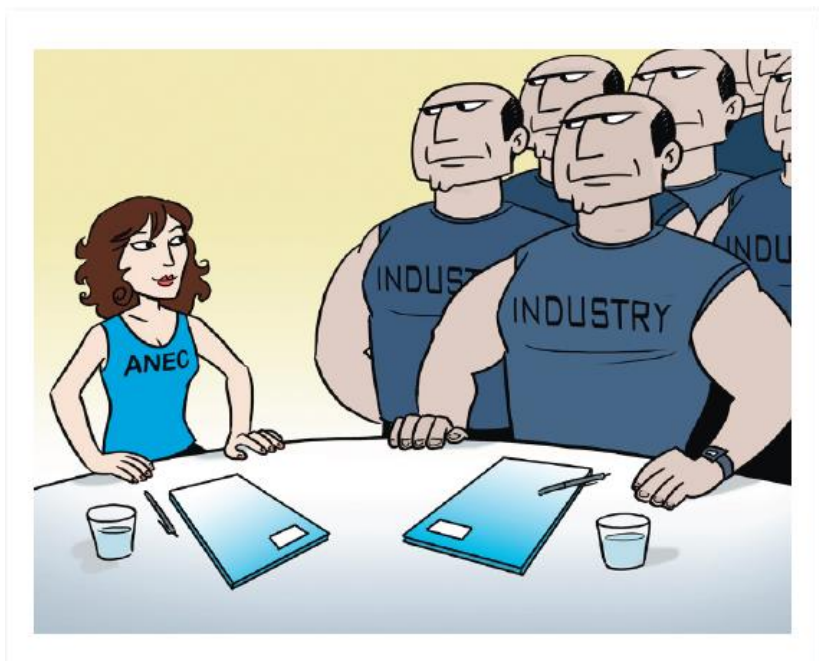


has been
centralised at the
European level
since 1995



***'The European Association for the
Co-ordination of Consumer
Representation in Standardisation'***

(or 'The European consumer voice in standardisation')



- **ANEC is an independent, private and not-for-profit association (AISBL) established under Belgian Law**
- **ANEC relies on funding from the EU (95%) and EFTA (5%) through annual grants ("Annex III Organisation" Standardisation Regulation) in order to:**
 - employ a central secretariat in Brussels**
 - reimburses some 200 *volunteer* experts from across Europe**
 - funds an ANEC R&T programme of 50.000€**
- **Eight areas of priority agreed by the ANEC/GA:**
 - **Child Safety**
 - **Design for All**
 - **Domestic Appliances**
 - **Sustainability**
 - **Information Society**
 - **Innovation (Smart Meters)**
 - **Services**
 - **Traffic**

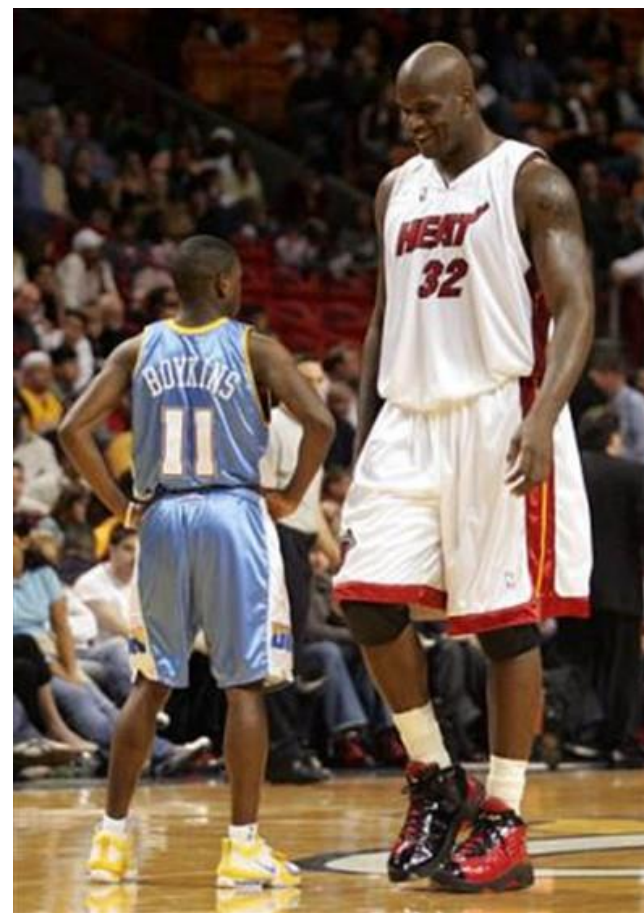
Facts and figures



60.000+
experts
from business



50 experts in
CEN committees
on behalf of consumers



Haiti 2010 earthquake: GeoEye and OpenStreetMap as example of use of (open) technologies to help in case of natural disasters



Sustainability in a holistic manner going beyond the protection of the environment.

This includes issues such as poverty alleviation, basic human rights including civil and political as well as economic, social and cultural rights, workers protection, consumer protection, fair operating practices, economic sustainability.

Consumers & intelligent transport



ANEC aims and objectives



Support intermodality of transport systems to achieve a more sustainable society

Promotion of open data for IT-solutions to improve public transport intermodality

Respect of personal data and privacy



ANEC aims and objectives



Smart cities/communities offer considerable opportunity not only for citizens to have an improved living environment in which they can benefit from effective services, but also for them to have an additional say in matters affecting their daily lives. At the same time, equal treatment for all citizens needs to be ensured, and account needs to be taken of "big data" risks to their personal information.

Role of standards:

- Indicators for city services and quality of life
- Principles and requirements for management systems of sustainable development and resilience of communities
- Management of large urban agglomerations and decaying industrial environment
- Intelligent Transport Systems

"Smart Citizens/consumers":

Problems with new technologies for individuals to understand or take advantage of them can create barriers such as the "digital divide".

Standards can help to address this; many existing standards such as smart grids or ITS however concentrate only on the technology aspects.

Smart cities standards programmes, necessarily taking an overall approach, can redress the balance and ensure that citizen needs are covered.

Net neutrality and openness are essential.

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