



CASP2022

Coordinated Activities
on the Safety of Products

Final Report

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List of abbreviations

ABBREVIATION	DESCRIPTION
CASP	Coordinated Activities on the Safety of Products
DG JUST	Directorate-General for Justice and Consumers of the European Commission
EEA	European Economic Area
EN	European Standard
EU	European Union
HA	Horizontal activities
HA1	Communication booster
HA2	Risk assessment and management
HA3	Online market surveillance
HA4	Goods and products sold at street markets
MSA	Market surveillance authority
PSA	Product-specific activities
PSA1	Toys with magnets
PSA2	Chemicals in toys
PSA3	Baby strollers
PSA4	Ozone air purifiers and sterilisers
PSA5	Travel adaptors
PSA6	Hygiene products
REACH	REACH Regulation (EC) 1907/2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals

Executive summary

Overview of CASP2022 and its activities

General description

The Coordinated Activities on the Safety of Products (CASP) project enables all market surveillance authorities from European Union / European Economic Area countries to cooperate in reinforcing the safety of products placed on the European Single Market.

The objective of the CASP project is to ensure a safe single market by equipping market surveillance authorities with the necessary tools to jointly test products placed on the market,

determine the risks they pose, and draw up common positions and procedures. Additionally, CASP aims to facilitate discussions and establish a meaningful exchange of ideas to develop common approaches, methodologies, practical tools, and guidelines. CASP also contributes to creating greater awareness about product safety among economic operators and consumers through an active communication strategy about its activities and results.

Description of the activities

The CASP projects bring the market surveillance authorities together, allowing them to collaborate according to their priorities. Every year, CASP consists of different activities, grouped as product-specific and horizontal. The tasks performed by the market surveillance authorities in these two types of activities vary considerably.

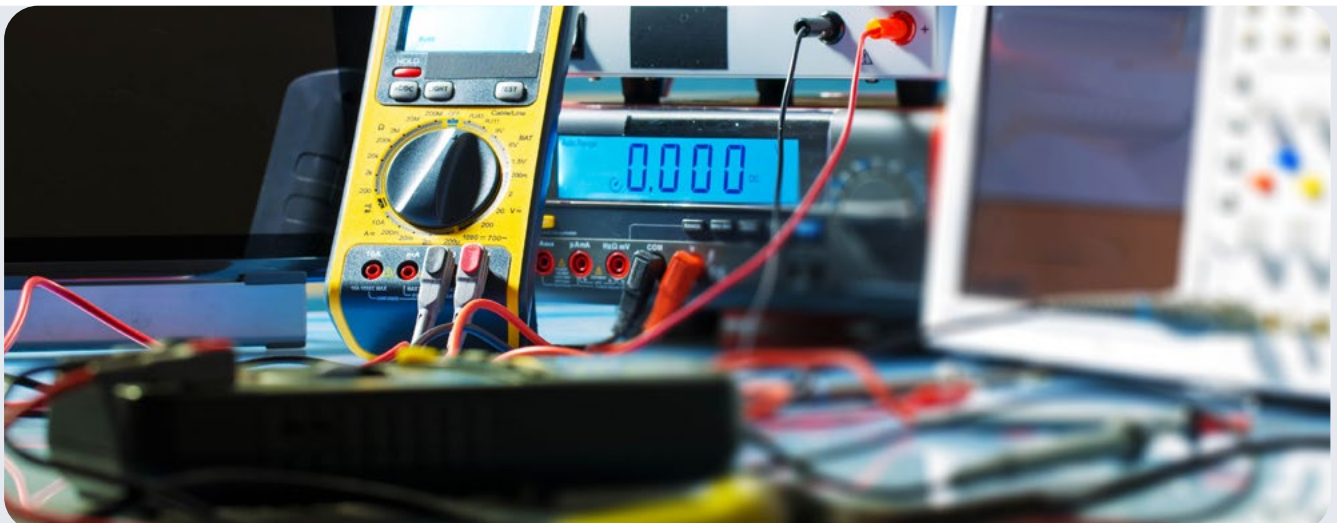
For the product-specific activities, the market surveillance authorities jointly test different types of products placed on the single market in accredited laboratories, determine the risks they may present, and draw up common positions and procedures. Under the horizontal activities, CASP aims at facilitating discussions and sharing knowledge to develop common methodologies, practical tools and guidelines to further harmonise common approaches.

PRODUCT-SPECIFIC ACTIVITIES

1. Toys with magnets
2. Chemicals in toys
3. Baby strollers
4. Ozone air purifiers and sterilisers
5. Travel adaptors
6. Hygiene products

HORIZONTAL ACTIVITIES

1. Communication booster
2. Risk assessment and management
3. Online market surveillance
4. Goods and products sold at street markets





PRODUCT-SPECIFIC ACTIVITIES

①
Validation of the common testing and sampling plan.

②
Selection of the testing laboratory.

③
Collection and transportation of the samples to the testing laboratory.

④
Testing and delivery of test reports.

⑤
Risk assessment exercise.

⑥
Taking corrective measures on tested products.

Communication campaign.



HORIZONTAL ACTIVITIES

①
Data collection and analysis. Surveys, interviews and desk research to identify needs, gaps, and challenges related to market surveillance.

②
Kick-off meetings. Discussion on the specific goals and deliverables of the activities.

③
Intermediate meetings. Presentation of and discussion on the various guidance documents.

④
Conclusions, recommendations and reporting. Discussion on the lessons learnt and final conclusions and recommendations.

⑤
External communications.

Main results and conclusions of CASP2022

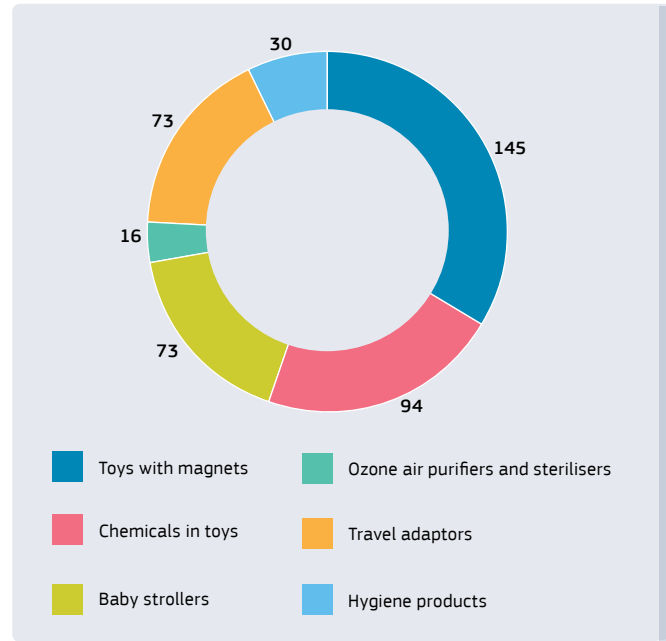
Highlights and main results of the product-specific activities

Combining the six product-specific activities, 431 samples were collected by participating market surveillance authorities following a harmonised sampling methodology defined for each product category. The sampling was carried out on the basis of a pre-selection by each of the market surveillance authorities, in line with the peculiarities of each market.

For each product-specific activity, the samples were tested in a single accredited testing laboratory using a common testing plan. In addition to the laboratory tests, the market surveillance authorities performed checks on warnings, markings, and instructions in their national language(s).

The test results of all activities under CASP2022 are based on the testing of the specific products sampled by experienced market surveillance authorities. Market surveillance authorities usually take samples following a risk-based approach. Given that not all European Union and European Economic Area authorities participate in all given activities, the final results do not provide a statistically solid picture of the European Single Market. Corrective measures taken on tested samples focus on removing products from the market that pose a risk to the health and safety of consumers.

Figure 1 - Total number of samples tested (N=431)



The graph below illustrates the overall test results for each product-specific activity.

Figure 2 - Overall test results, including warnings, markings, and instructions (N=431)

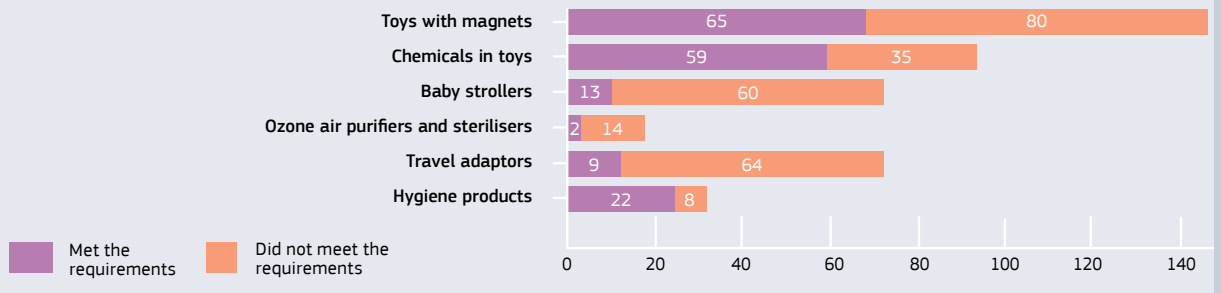
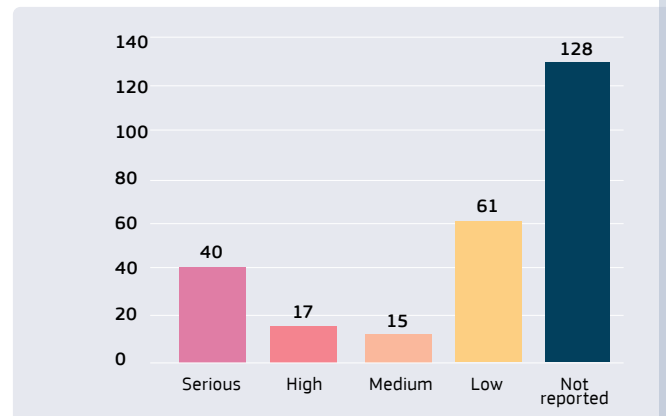


Figure 3 - Overview of risk levels for samples that did not meet the requirements (N=261)



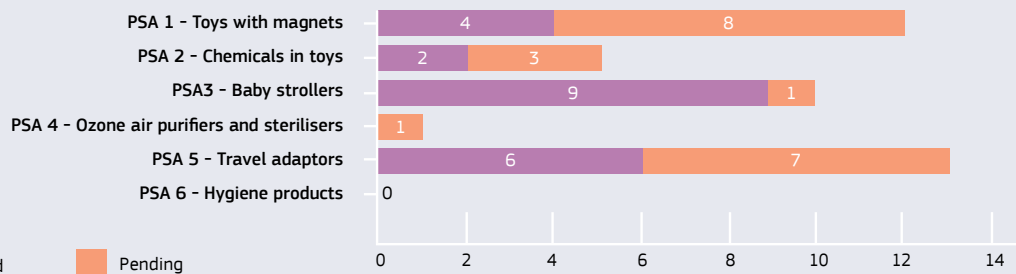
The market surveillance authorities performed risk assessments for each sample that did not meet the requirements in order to identify and quantify the risks for consumers. This joint exercise included the determination of the severity of potential injuries that the user could suffer and the probability of such injuries occurring. Joint risk assessment exercises are an essential part of activity during the meetings, enabling market surveillance authorities to elaborate common approaches and discuss challenging cases. The market surveillance authorities also had the opportunity to report and exchange views on corrective measures taken¹.

¹ Reported results are based on the information available on 14/04/2023 as provided by the MSAs.

Table 1 - Summary of corrective measures taken per product-specific activity

CORRECTIVE MEASURES TAKEN	PSA1	PSA2	PSA3	PSA4	PSA5	PSA6	TOTAL
Recall of the product from the end user	5	2	1		12		20
Withdrawal of the product from the market	6	5	15	2	2		30
Ban on the sale of the product	3						3
Stop of sales	3	1	2		5		11
Removal of the product listing by the online marketplace / web shop	4						4
Requesting the economic operator to change/improve the product	2				7		9
Requesting the economic operator to mark the product with the appropriate warnings	18	2	2		11		33
Informed responsible market surveillance authority						2	2
Informed economic operator about the test results						6	6
Other		10	7				17
Not reported	39	15	33	12	27		126
TOTAL	80	35	60	14	64	8	261

Figure 4 - Safety Gate notifications based on the CASP2022 test results (N=41)



Highlights and main results of the horizontal activities

The horizontal activities allowed the market surveillance authorities to discuss the challenges associated with various topics of common interest, exchange views and best practices, and prepare viable solutions to common challenges. The guidelines, manuals and guidance documents elaborated in these activities aim at increasing the effectiveness of the

market surveillance operations of all European Union/ European Economic Area market surveillance authorities and are also shared with all authorities for their use.

The table below summarises the main outputs of the CASP2022 horizontal activities.

Table 2 - Horizontal activities

HORIZONTAL ACTIVITIES	OUTPUTS
Communication booster	<ul style="list-style-type: none"> • Guidance document summarising 'Common approaches and best practices on CASP communications' • Video snippets resulting of the workshops and trainings
Risk assessment and management	<ul style="list-style-type: none"> • Guidance document on risks • Compilation of case studies • Guidance document on analytical tools and databases to detect emerging dangerous products and risks
Online market surveillance	<ul style="list-style-type: none"> • Collection of initial experiences, best practices and recommendations related to Regulation (European Union) 2019/1020 • Template for more efficient reporting for the Product Safety Pledge signatories • Library of available online market surveillance tools
Goods and products sold at street markets	<ul style="list-style-type: none"> • Infographics for street market sellers • Guidance document on how to conduct controls on street markets



Recommendations

Based on the discussions held among market surveillance authorities during the project and the general outcomes of the activities, a structured set of recommendations was formulated for each activity and addressed to economic operators, consumers and European and national authorities. The complete version of these recommendations can be found at the end of this report, and the specific recommendations relating to each activity are available in the dedicated activity reports.

1. CASP2022 project

1.1. Description of CASP2022 and its activities

General description

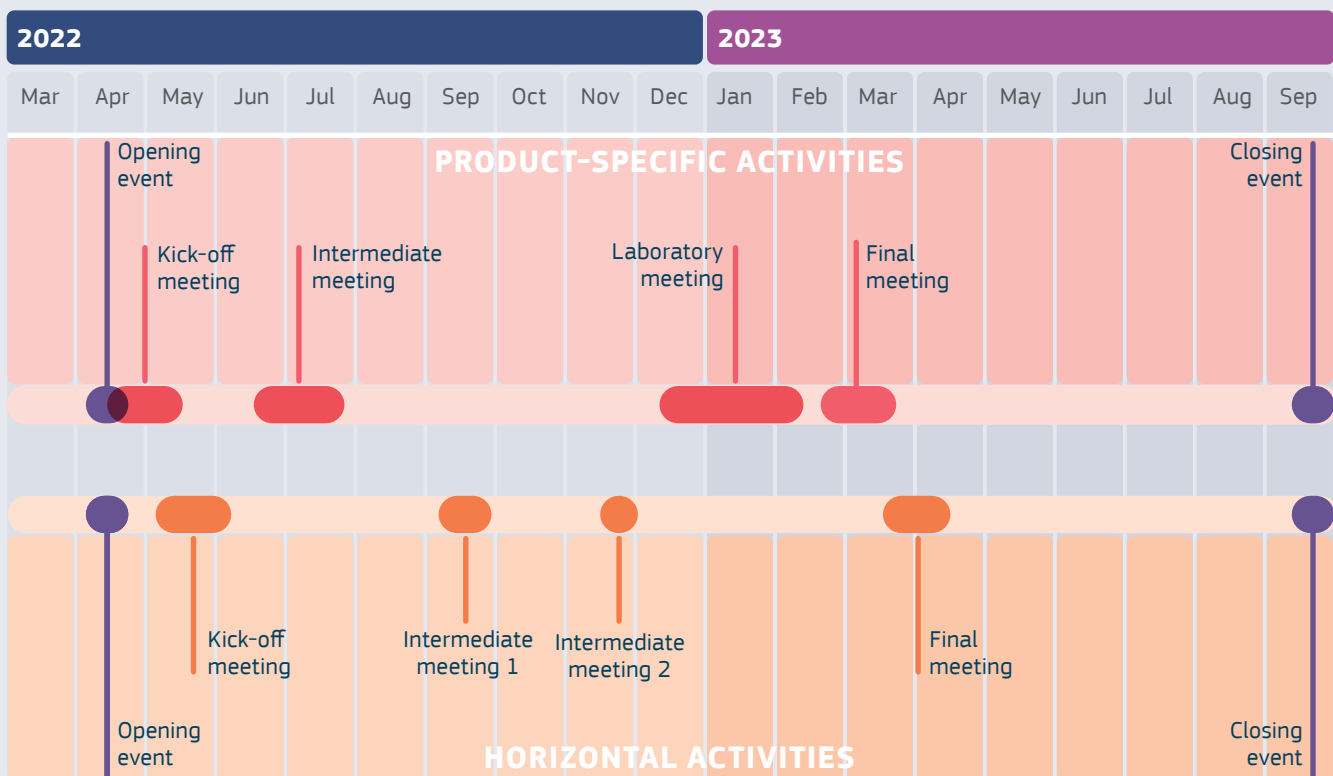
CASP2022 represents the fourth edition of the regular CASP projects. The CASP2022 project consists of two types of activities:

- testing activities that focus on testing samples from the identified product categories by adopting common testing and sampling criteria;
- knowledge-sharing and discussion to develop and improve existing methodologies and common approaches for different aspects of market surveillance.

Before the launch of the CASP2022 project, the Directorate-General for Justice and Consumers of the European Commission coordinated a priority-setting exercise to gather input from the Member States and EEA countries regarding the choice of products and areas to be included in the coordinated activities. The MSAs selected the following six product-specific and four horizontal activities for the CASP2022 project.



Figure 5 - Timeline of the activities of the CASP2022 project



1.2. Participating MSAs

A total of 37 authorities from 22 different EU Member States / EEA countries participated in the CASP2022 project.

COUNTRY	MSA / CUSTOMS AUTHORITY										
		PSA1	PSA2	PSA3	PSA4	PSA5	PSA6	HA1	HA2	HA3	HA4
Austria	Federal Ministry of Social Affairs, Health, Care and Consumer Protection (BMSGPK)	x	x	x			x	x			
Belgium	Federal Public Service Economy – Directorate General Quality and Safety	x		x					x	x	x
	Federal Public Service Health, Food Chain Safety & Environment						x			x	
	Federal Agency for Medicines and Health Products									x	
Bulgaria	Commission for Consumer Protection			x				x			
Croatia	State Inspectorate	x		x			x				
Cyprus	Consumer Protection Service, Ministry of Energy, Commerce and Industry	x				x					
	Department of Electrical and Mechanical Services, Ministry of Transport, Communications and Works					x					
	Department of Labour Inspection, Ministry of Labour, Welfare and Social Insurance							x	x		
Czechia	Czech Trade Inspection Authority	x		x	x			x		x	
	Ministry of Industry and Trade							x	x	x	x
Estonia	Consumer Protection and Technical Regulatory Authority		x						x		
Finland	Finnish Safety and Chemicals Agency (Tukes)					x			x	x	
	Finnish Environment Institute							x			
France	General Directorate for Competition Policy, Consumer Affairs and Fraud Control		x				x	x			
	Directorate-General of Customs and Indirect Taxes					x					
	Vehicle and Engine Monitoring Service – Ministry of Ecological Transition and Territorial Cohesion / Ministry of Energy Transition							x			
Germany	District Government of Cologne	x		x		x					
	Government of Upper Bavaria - Trade Inspectorate	x									
	District Government of Düsseldorf					x		x			
	District Government of Detmold							x			
	Ministry for the Environment and Consumer Protection Saarland							x			
Bavarian Trade Supervisory Authority										x	
Iceland	Housing and Construction Authority	x		x							
Ireland	Competition and Consumer Protection Commission	x	x			x		x	x	x	x
Latvia	Consumer Rights Protection Centre	x		x				x		x	
Lithuania	State Consumer Rights Protection Authority							x			
Luxembourg	Luxembourg Institute for standardisation, accreditation, safety and quality of goods and service (ILNAS) – Market surveillance department	x						x			
Malta	Malta Competition and Consumer Affairs Authority	x	x	x		x					
Norway	Norwegian Directorate for Civil Protection (DSB)	x								x	
Poland	Office of Competition and Consumer Protection		x			x		x			
Portugal	Consumer Directorate General			x							
Slovakia	Slovak Trade Inspection		x		x					x	
Slovenia	Health Inspectorate		x								
	Market Inspectorate of the Republic of Slovenia				x				x	x	
Sweden	Swedish Chemicals Agency		x							x	
	Swedish National Electrical Safety Board				x	x					
TOTAL		13	9	10	4	10	4	17	6	12	4

2. Product-specific activities

The sampling was carried out on the basis of a pre-selection by each of the MSAs, in line with the peculiarities of each market.

2.1. Toys with magnets

The activity focused on toys with magnets intended for children above and below 36 months of age. The participating MSAs collected 145 samples in total. 50 samples were collected online and 95 from physical shops.

Testing criteria

The sampled products were tested according to the harmonised European Standard (EN) 71-1:2014+A1:2018 Safety of toys – Part 1: Mechanical and physical properties. Clause 4.23 of the standard stipulates the safety requirements for toys that include magnets and magnetic components.

Test results

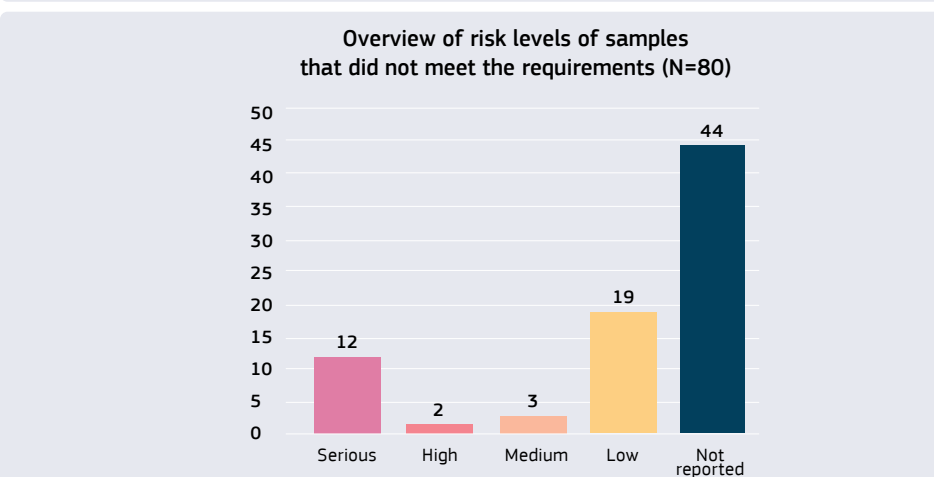
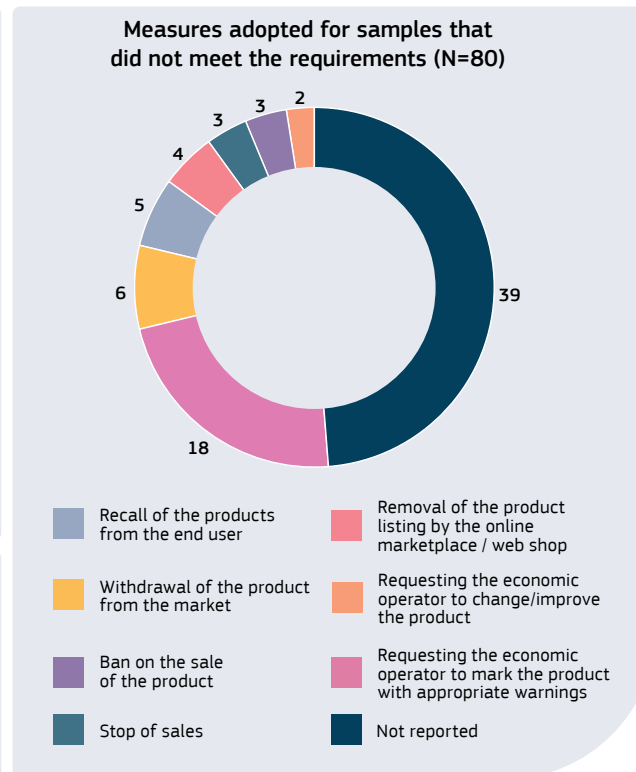
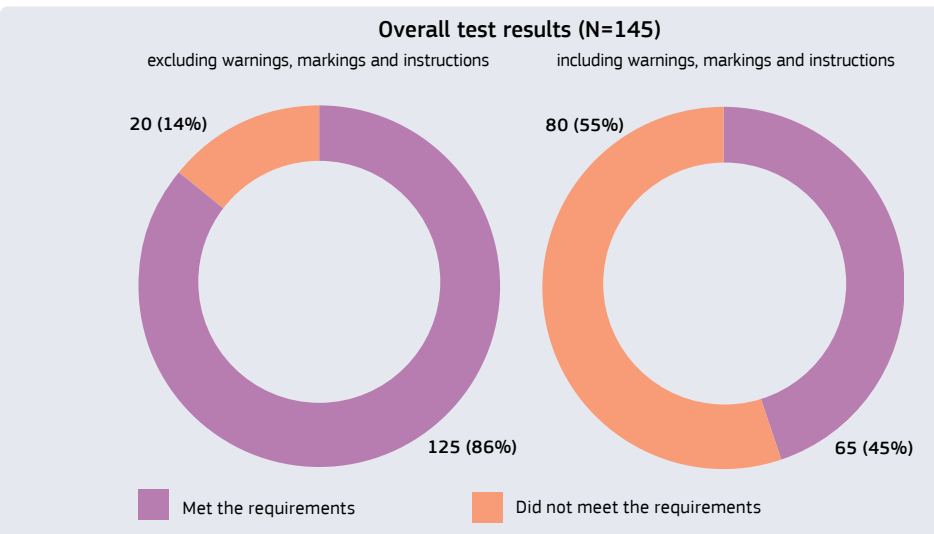
A total of 20 out of the 145 tested toys did not meet at least one of the technical requirements assessed by the laboratory and defined in the final testing plan. The remaining 125 samples met all the requirements.

The main reasons for non-compliance were found in Clause 4.22 Small balls and Clause 4.23 Magnets. Small magnets that significantly exceed the limit allowed in the magnetic flux index cause particular concern. In light of the test results, special attention should be paid to novelty toys, such as ‘neocubes.’ These toys pose a risk of injury as they are composed of small, powerful magnets that can be swallowed or breathed in by young children.

Risks levels and measures taken

Based on the test results, the MSAs performed risk assessments and decided which corrective measures to take².

Following the actions triggered by the joint testing campaign, four products were subject to Safety Gate notifications and notifications for eight products are pending.



² Reported results are based on the information available on 14/04/2023 as provided by the MSAs.

2.2. Chemicals in toys

The activity covered soft and hard plastic toys intended for children above and under 36 months of age. The participating MSAs collected 94 samples in total. 19 samples were collected online and 75 from physical shops.

Testing criteria

Testing focused on detecting the presence of unauthorised, dangerous chemicals that pose risks to human health. More specifically, the testing plan focused on the detection of:

- phthalates, polycyclic-aromatic hydrocarbons, and cadmium, according to Annex XVII of Regulation (EC) 1907/2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH);
- the migration of 17 metals restricted by the Toy Safety Directive (2009/48/EC), with the exception of chromium VI and organic tin;
- formaldehyde, bisphenol A, phenol and flame retardants, in relation to Appendix C to Annex II of the Toys Safety Directive.

Test results

A total of 86 out of the 94 samples tested by the laboratory met the health and safety requirements defined in the final testing plan. Dangerous chemicals above limit values were detected exclusively in toys entirely or partially made of soft plastic.

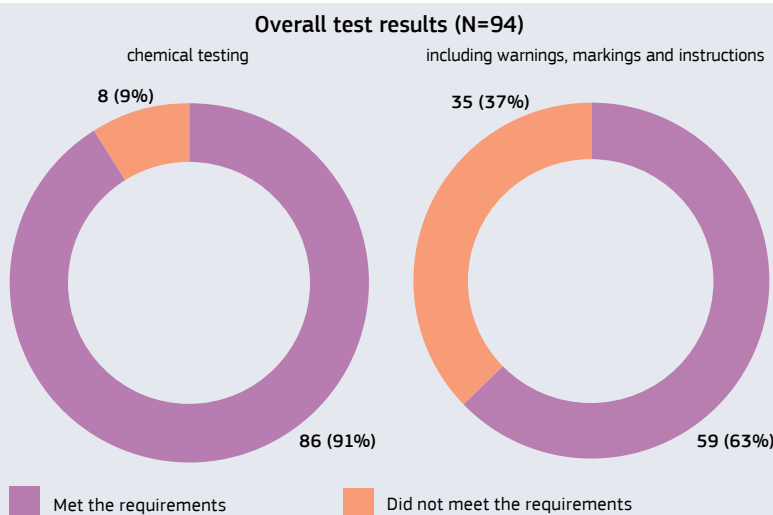
Overall, 14% of the toys intended for children above 36 months of age did not meet the requirements, against 4% of the toys intended for children under 36 months.

Risks levels and measures taken

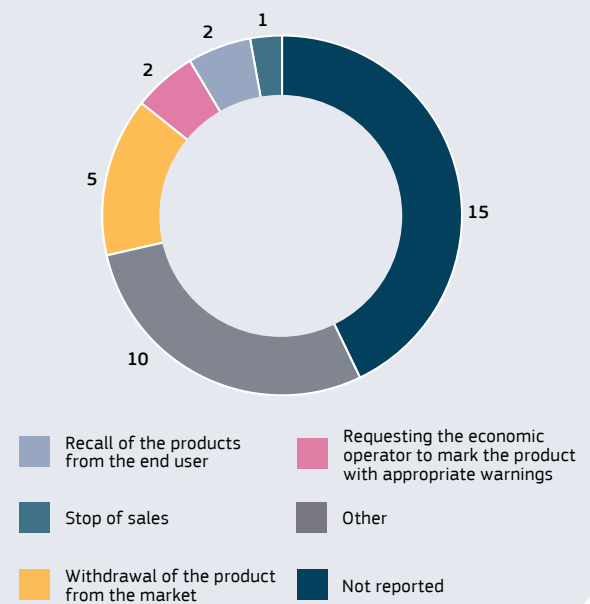
Based on the test results, the MSAs performed risk assessments and decided which corrective measures to take³.

The eight samples that did not meet the requirements of the chemical testing were assessed as posing serious or high risk.

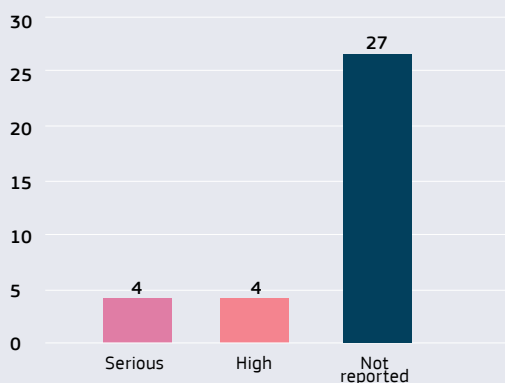
Following the actions triggered by the joint testing campaign, two products were subject to Safety Gate notifications and notifications for three products are pending.



Measures adopted for samples that did not meet the requirements (N=35)



Overview of risk levels for samples that did not meet the requirements (N=35)



³ Reported results are based on the information available on 14/04/2023 as provided by the MSAs.

2.3. Baby strollers

The activity focused on pushchairs and prams designed for children up to 15 kg, and including any integrated platform on which a child up to 20kg can stand. The participating MSAs collected 73 samples in total. 21 samples were collected online and 52 from physical shops.

Testing criteria

The testing plan included a selection of clauses from EN 1888-1:2018 focusing on mechanical hazards and the durability of markings.

Additional tests under EN 1466:2014/AC:2015 were used to assess features such as a harness system or carrying handle(s) for strollers that can be converted from seats to pram bodies.

Test results

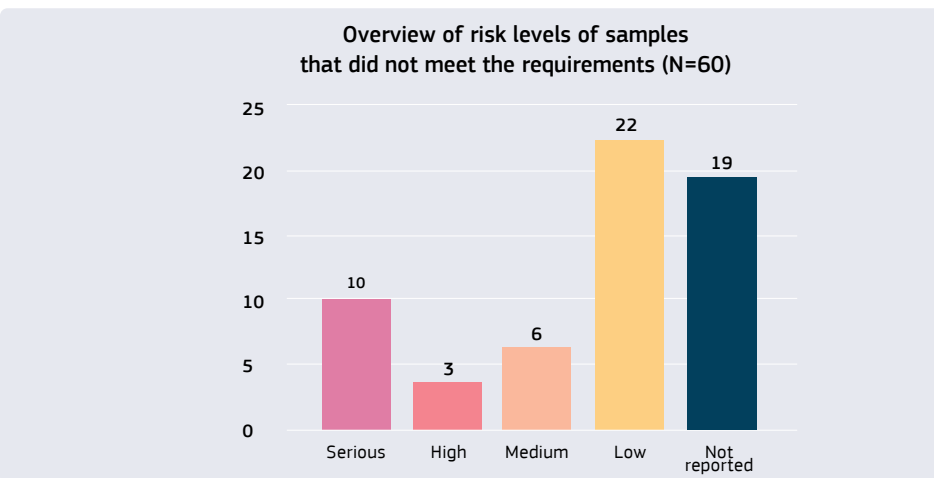
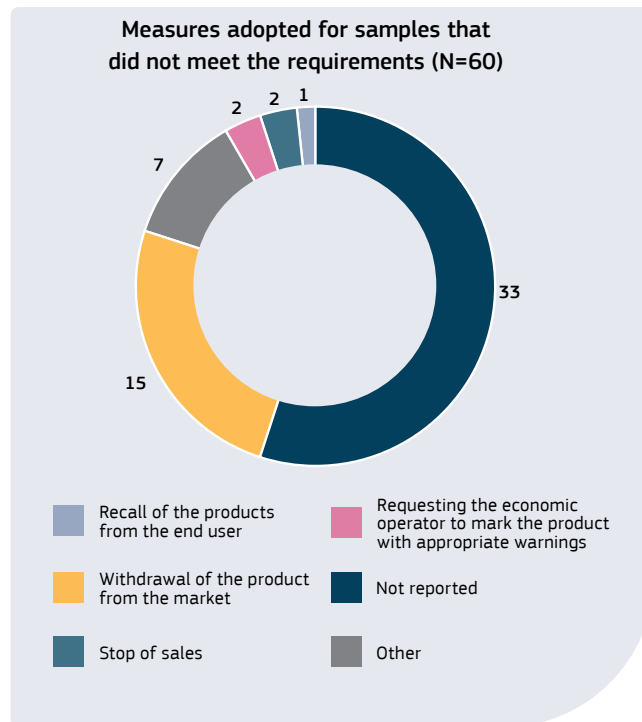
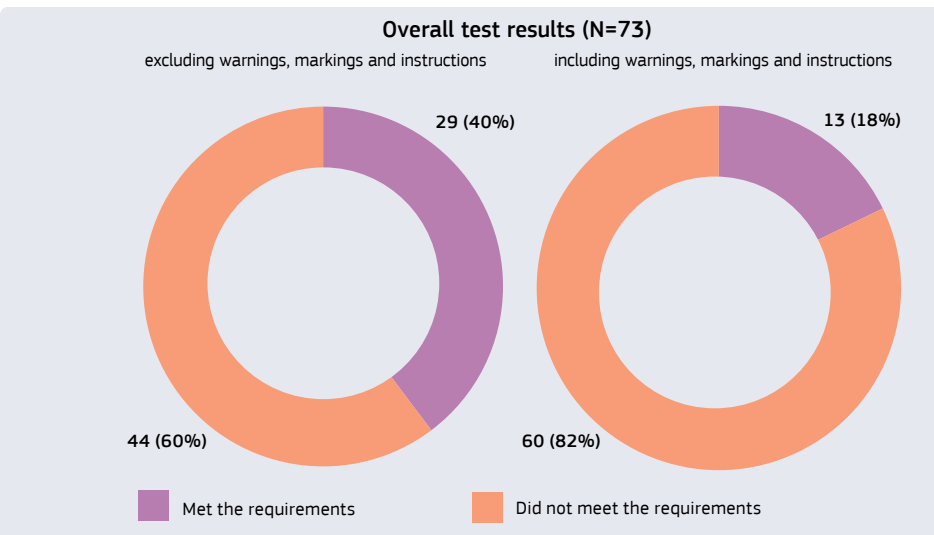
A total of 29 out of the 73 samples tested by the laboratory met the technical requirements defined in the final testing plan.

A considerable number of strollers did not meet the requirements of Clauses 8.1 Protective function (15 samples), 8.3 Hazards from moving parts (14 samples) and 8.10 Structural integrity (29 samples).

Risks levels and measures taken

Based on the test results, the MSAs performed risk assessments and decided which corrective measures to take⁴.

Following the actions triggered by the joint testing campaign, nine products were subject to Safety Gate notifications and a notification for another product is pending.



⁴ Reported results are based on the information available on 14/04/2023 as provided by the MSAs.

2.4. Ozone air purifiers and sterilisers

The activity focused on mains-operated and floor- or surface-standing ozone air purifiers and sterilisers. The participating MSAs collected 16 samples in total. 14 samples were collected online and 2 from physical shops.

Testing criteria

The testing plan included the requirements of the following standards:

- **EN 60335-1:2012 Safety of household and similar electrical appliances.** This standard provides the main requirements for all mains-operated domestic appliances, and is used in conjunction with relevant specialist standards, such as EN 60335-2-65 Particular requirements for air cleaning appliances. A selection of tests using the relevant clauses was performed in order to identify the main electrical and mechanical risks posed by the samples.
- **EN 60335 Household and similar electrical appliances – Part 2-109: Particular requirements for UV radiation water treatment appliances.** In particular, Clause 32 Radiation, toxicity and similar hazards was used to assess whether the ozone generated exceeded the limit values set out in the standard.

- **EN 62471:2008 Photobiological safety of lamps and lamp systems.** This standard was used by the laboratory as a benchmark for the safety of the UV radiation source and, although individual clauses were not addressed, an opinion was offered as to whether the lamp system in question complied.

Test results

A total of 14 out of the 16 samples tested by the laboratory did not meet the requirements defined in the testing plan.

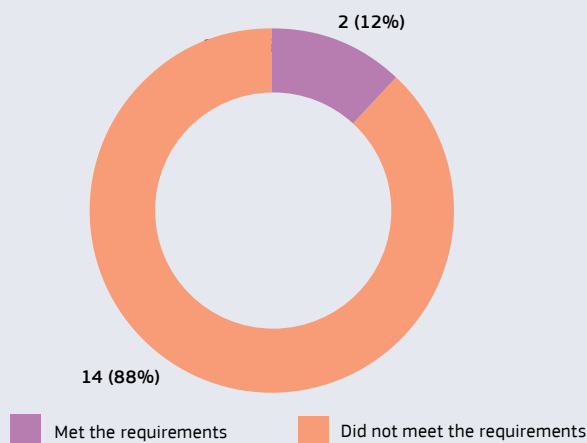
44% of the samples did not meet the requirements of EN 62471:2008 Photobiological safety of lamps and lamp systems; and 63% did not meet the requirements of Clause 32 of EN 60-335-2-109 Radiation, toxicity and similar hazards.

Risks levels and measures taken

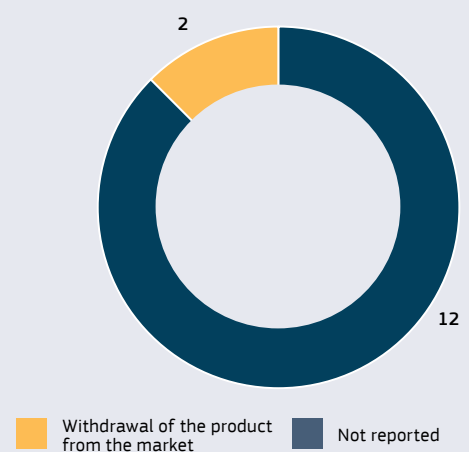
Based on the test results, the MSAs performed risk assessments and decided which corrective measures to take⁵.

Following the actions triggered by the joint testing campaign, one Safety Gate notification is pending.

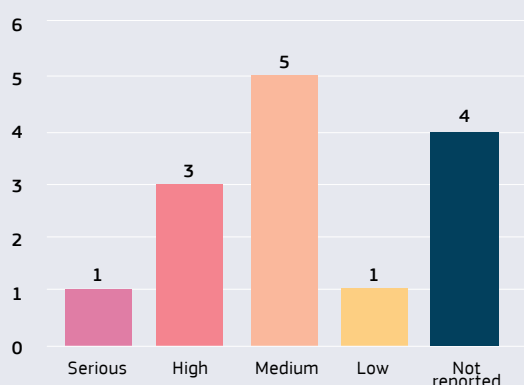
Overall test results (N=16)
including warnings, markings and instructions



Measures adopted for samples that did not meet the requirements (N=14)



Overview of risk levels of the samples that did not meet the requirements (N=14)



⁵ Reported results are based on the information available on 14/04/2023 as provided by the MSAs.

2.5. Travel adaptors

The activity focused on two product categories: universal and simple travel adaptors. The participating MSAs collected 73 samples in total. 12 samples were collected online and 61 from physical shops.

Testing criteria

The testing plan for this activity was based on a selection of clauses from the IEC standard 60884-2-5:2017 Plugs and socket outlets for household and similar purposes – Parts 2–5: Particular requirements for adaptors (which contains Annex AA Travel adaptors). The standard is used together with IEC 60884-1:2002, Amendment 1: 2006 and Amendment 2: 2013 Plugs and socket-outlets for household and similar purposes – Part 1: General requirements.

Test results

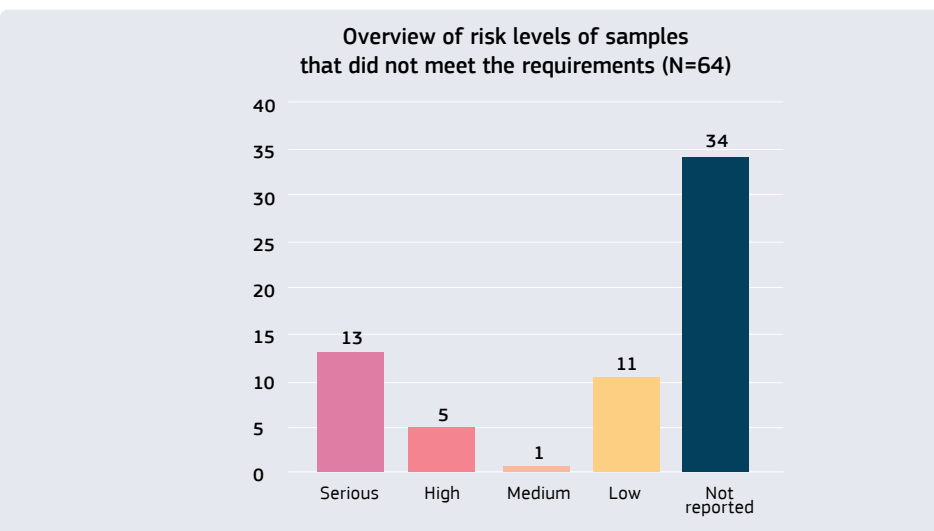
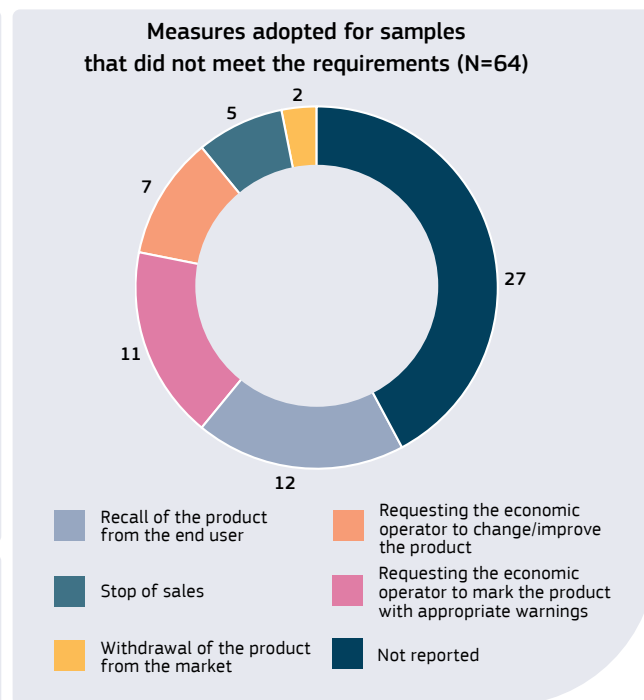
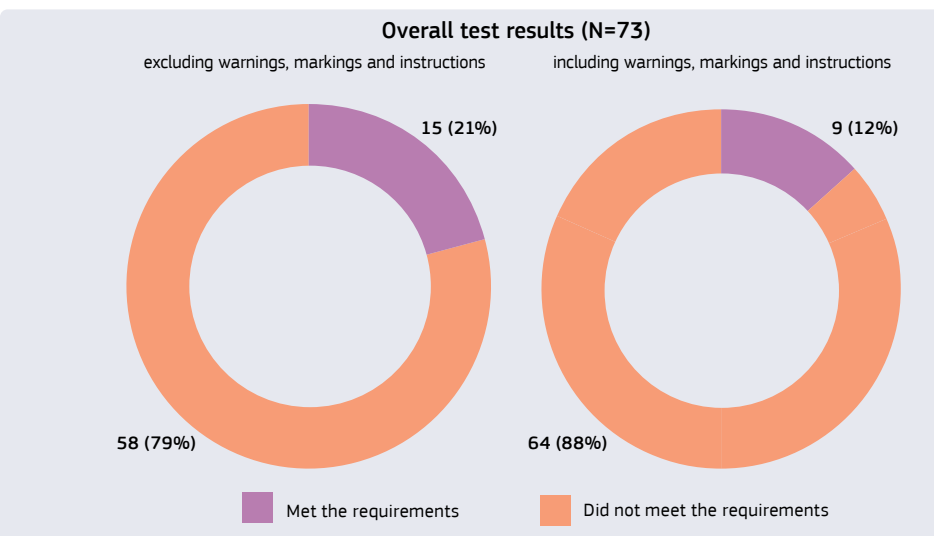
A total of 58 out of the 73 travel adaptors tested by the laboratory did not meet at least one of the technical requirements defined in the final testing plan. The remaining 15 samples met all the requirements outlined in the final testing plan.

In total, 84% of the simple travel adaptors and 75% of the universal travel adaptors did not meet the requirements of the electrical and mechanical tests. The main issues for travel adaptors were related to the way they were constructed, more specifically to the accessibility of live pins, ineffective or missing shutters, overheating inside the adaptor, and inadequate earthing arrangements.

Risks levels and measures taken

Based on the test results, the MSAs performed risk assessments and decided which corrective measures to take⁶.

Following the actions triggered by the joint testing campaign, six products were subject to Safety Gate notifications and notifications for another seven products are pending.



⁶ Reported results are based on the information available on 14/04/2023 as provided by the MSAs.

2.6. Hygiene products

The activity focused on baby diapers, non-medical incontinence pads, liners or guards, external menstrual products (sanitary pads and pantyliners) and internal menstrual products (tampons with or without an applicator). The participating MSAs collected 30 samples in total. All samples were collected from physical shops.

Testing criteria

The testing plan included the following ENs and Regulations:

- EN ISO 10993-18 – chemical characterisation of materials (AET calculation);
- EN ISO 10993-5 – testing for in vitro cytotoxicity;
- EN ISO 10993-23 – testing for irritation;
- EN ISO 11737 – bioburden testing, determination of a population of microorganisms (tampons only);
- REACH – screening for substances of very high concern (SVHC).

Test results

In total, 22 samples met all the requirements of the testing plan. Eight samples did not meet the requirements of the tests for cytotoxicity (cell growth inhibition <30%).

The results show that apart from one sanitary pad, it was predominantly baby diapers (7 out of 11 samples) that did not meet the requirements of EN ISO 10993-5:2009.

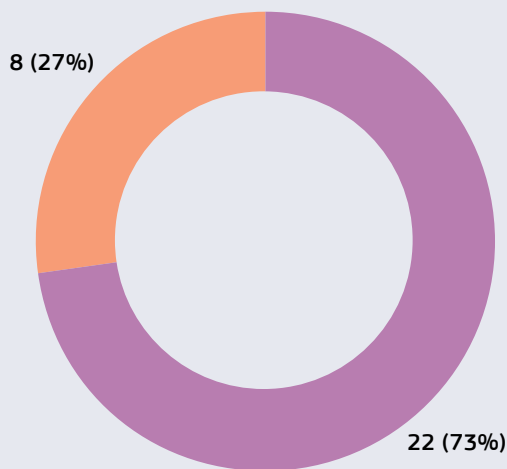
Risks levels and measures taken

Based on the test results, the MSAs performed risk assessments and decided which measures to take⁷.

All eight samples that did not meet the requirements were identified as low risk. The MSAs informed the economic operators about the results.

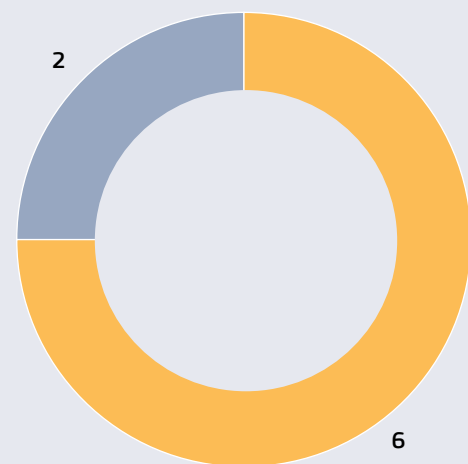
Overall test results (N=30)

including warnings, markings and instructions



Met the requirements Did not meet the requirements

Measures taken for samples that did not meet the requirements (N=8)



Informed responsible MSA Informed economic operator about the test results

⁷ Reported results are based on the information available on 14/04/2023 as provided by the MSAs.

3. Horizontal activities

The horizontal activities allow MSAs to discuss the challenges associated with various topics of common interest, to exchange views and best practices, and to prepare workable solutions on how to improve existing methodologies and tools. Through the development of guidance documents, toolboxes, and studies, each activity aims at enhancing cooperation between MSAs and harmonising market surveillance processes at the European level.

3.1. Communication booster

Context

The Communication booster was designed to improve MSAs' internal and external communication efforts related to product safety. While MSAs participating in the CASP projects generally possess a high level of technical and legal expertise, they do not always have specific experience related to communication. As communication to consumers and economic operators plays an important role in the success of the CASP project, the activity aimed at identifying the specific needs, challenges and best practices related to the use of communication tools and resources for the CASP projects. While the activity was primarily targeting communication departments from MSAs, it has been difficult to mobilise designated communication professionals, mostly due to the fact that many MSAs do not have a designated communications department.

Objectives

The activity aimed at boosting MSAs' use of communication resources and tools, as well as encouraging MSAs to take a more active role in developing and disseminating communication materials. The activity also focused on fostering exchange and cooperation among MSAs in order to build and maintain a network of communication professionals. The specific objectives of the activity included:

- provide MSAs with the tools and guidance for more effective communication at the national/local level using different types of media;
- streamline and plan a common strategy to better disseminate and use communication material produced for the CASP activities.

Process

The Communication booster was organised around the main deliverables using a bottom-up approach. While initially only 7 MSAs expressed interest in the activity, an effort was made to activate more participants, achieving a final participation of 17 MSAs from 13 countries. The activity brought together both communication professionals and officers involved in market surveillance with an interest in communication issues. Due to the diverse group and objective to better connect MSAs, the first intermediate meeting was organised as an in-person meeting, which allowed MSAs to connect and network early on in the activity. Two main outputs were defined for the activity:

- a **guidance document** that summarises **“Common approaches and best practices on CASP communication”**.
- **workshops & training on communication topics with resulting video snippets**.

The development of the guidance document and video snippets took place in close collaboration with the MSAs to ensure that the discussions on both the challenges and potential solutions were in line with their priorities and needs. Workshops and roundtable settings allowed MSAs to jointly decide on the topics and focus of the guidance document and video snippets. As MSAs also highlighted the need to better understand and exchange information on the institutional set-up and work of their colleagues in other EU/EEA countries, an MSA survey was developed to further map MSA competencies and allow MSAs to better connect and collaborate on communication topics.

OUTPUTS

Guidance document including the findings of the MSA survey

The guidance document identifies possibilities for MSAs to combine their communication efforts in order to enhance further collaboration among MSAs themselves, and between MSAs and DG JUST. It includes various ways on how MSAs at national and European level can improve the quality and effectiveness of the communication messages addressed to consumers and Economic operators in the single market. The main outcomes of the survey are highlighted in the guidance document and form the basis for the proposed forms of collaboration regarding external communication campaigns.

Video snippets

Video snippets on communication topics intended to help MSAs identify possibilities for combining communications efforts and improving the quality and effectiveness of their communication assets. Topics include: how to create small alerts/warning messages, how to share communication experience, guidelines, and ideas for co-branding, an overview of the four main social media (Facebook, Instagram, Twitter, YouTube), and a focus on Instagram.

3.2. Risk assessment and management

Context

Consistent market analysis and risk assessment are essential for market surveillance, and addressing emerging risks is of particular importance. MSAs must take a proactive approach towards identifying emerging trends and future threats and promoting consumer confidence and fair competition in the market. To optimise resources, a **strategic, risk-based approach is crucial so that market surveillance efforts can be directed towards products posing the highest concerns in terms of health and safety.**

Objectives

The activity complemented previous risk assessment and horizontal management activities by providing practical tools and solutions for tackling new challenges. Specific objectives included:

- develop a guidance document on emerging risks in the European Union and how to address them;
- develop a common methodology on how to perform effective data-led risk assessment and management;
- discuss and develop a set of case studies based on the specific expertise of the technical expert and the MSAs participating in the activity.

Process

The activity focused on strengthening the strategic capacities of the authorities and helping them to direct scarce organisational resources towards the most effective interventions. A common seven-step approach was developed to show how to identify and quantify risks (risk assessment) and prioritise and cope with them (risk management). Based on MSA needs, they decided to focus on four steps from this approach methodology:

- identification of market risks;
- development of a strategy;
- strategic review and reformulation;
- contingency planning and incident management.

OUTPUTS

Guidance document 1	A guidance document on risks and ways to identify and address those emerging in the European market.
Guidance document 2	A guidance document providing a common approach for effective data-led risk assessment and management and a set of tools and hands-on practical advice for MSAs.
Compilation of cases studies	A selection of four case studies included in the guidance document on risk-based decision-making for targeted enforcement actions on dangerous products.



3.3. Online market surveillance

Context

Adapting and integrating online market surveillance tools and techniques to fit the authorities' needs is crucial for ensuring effective market surveillance. Among the key improvements, the Market Surveillance Regulation 2019/1020⁸ provides MSAs with more effective enforcement tools to address online sales, such as mystery shopping (the ability to purchase product samples under a cover identity) and web takedown powers (the ability to restrict or block access to online interfaces).

Objectives

The activity took stock of MSAs' experiences of online market surveillance and collected both challenges and best practices to complement the guidance materials developed in previous CASP activities. Specific objectives of the activity included:

- **collecting initial experiences** and best practices related to the newly granted powers under Regulation (EU) 2019/1020;
- **developing a template for the better reporting of unsafe products** to the signatories of the Product Safety Pledge;
- **complementing existing tools** with practical implementation manuals for MSAs;
- **exploring solutions to common challenges, and emerging topics**, such as direct shipping and the use of blockchain for market surveillance purposes.

Process

The activity was organised around the development of the main deliverables. Through their cooperation in mini-project groups, MSAs collected challenges and best practices in relation to the new powers granted by Regulation (EU) 2019/1020, direct shipping and blockchain. A workshop setting was used to introduce and demonstrate the use of blockchain for market surveillance purposes, present several cases to highlight the steps to take when products are being sold through direct shipping, and allow MSAs to share experiences about the use of mystery shopping and web takedown powers. Existing resources were introduced, and new tools and techniques were presented during the meetings. Finally, the list of points to be added to the Product Safety Pledge was jointly discussed and developed into a template format.

OUTPUTS

<p>Collection of initial experiences, best practices and recommendations related to Regulation (EU) 2019/1020</p>	<p>A collection of valuable insights into MSAs' experiences of the new powers granted by the Regulation, highlighting existing resources, online tools, techniques and best practices to effectively perform mystery shopping and web takedowns.</p>
<p>Template for more efficient reporting to the Product Safety Pledge signatories</p>	<p>A template co-developed by Pledge signatories and MSAs to help MSAs report their findings to the Pledge signatories in a more organised and streamlined manner.</p>
<p>Library of available online market surveillance tools</p>	<p>A compilation of tools designed to help MSAs tackle various challenges related to product safety, including hands-on manuals.</p>



⁸ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:32019R1020>

3.4. Goods and products sold at street markets

Context

Street markets are widespread across Europe and have low entry barriers, making them a popular choice for small, home-based manufacturers. This often leads to economic operators being unaware of their responsibilities and obligations and makes it difficult for MSAs to provide them with guidance and control product safety. Over the past few years, online versions of traditional street markets have begun to appear and flourish. This activity focused on the creation of a more universal way of conducting controls and on the promotion of overall risk awareness related to products being sold at street markets.

Objectives

The activity centred on providing guidance to economic operators selling products at street markets and developing guidance for MSAs concerning the inspection of products sold at street markets. Specific objectives included:

- **developing a set of key messages to economic operators;**
- **developing a coordinated approach to conducting controls on products**, including instructions on how to act on the intelligence collected;
- **developing surveillance and enforcement guidance** to facilitate a common understanding of good market surveillance procedures and ensure a consistent approach to market surveillance;
- **fostering communication** among market surveillance authorities and other authorities (i.e. street market authorities, customs, police authorities).

Process

The activity was organised around two main deliverables in order to provide guidance to MSAs and increase the consistency of market surveillance actions. Etsy, an external stakeholder, was invited to exchange ideas with the MSAs in order to develop a common understanding of and approach to self-regulation.

The infographics aiming at awareness raising among stakeholders were developed in collaboration with communication experts, as follows:

1. identifying the target audience;
2. deciding on the format and communication channels;
3. deciding on and fine-tuning a number of messages to be conveyed;
4. designing the infographics.

The guidance document on how to conduct controls on products sold at street markets was developed following three main steps:

1. identifying challenges encountered when performing controls and choosing the main three challenges;
2. collecting relevant best practices;
3. compiling a toolbox that reflects good practices.

OUTPUTS

Infographics

A set of infographics containing key messages for manufacturers/importers and product distributors to signpost existing national and European Commission rules on product compliance.

Guidance document on how to conduct controls

A general toolkit for MSAs and street market authorities, providing a set of tools and hands-on practical advice for MSAs on how to conduct street market controls.



4. Conclusions

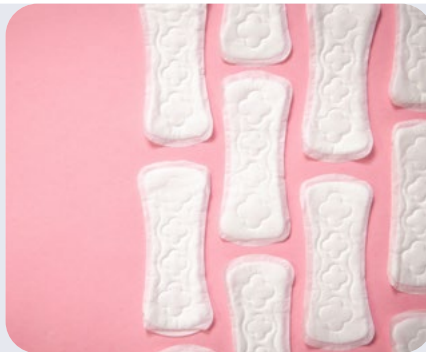
4.1. Main outcomes

A total of 37 authorities from 22 different EU Member States / EEA countries combined market surveillance efforts to reinforce the safety of products placed on the European market and:

- sampled 431 products from 6 different product categories in their respective markets and sent them for testing in jointly selected, accredited laboratories in the EU;
- analysed the outcomes of the tests, jointly assessed the risks revealed by the tests, and decided which corrective measures to take on non-compliant products that pose health and safety risks to consumers;
- submitted 21 notifications to Safety Gate⁹, with 20 more notifications pending;
- co-developed four guidance documents addressing the key horizontal topics related to market surveillance.

The insights collected through the CASP2022 activities on product testing and market surveillance-related topics are valuable not only for MSAs but they are also directly relevant to consumers and economic operators.

This report provides an overview of all the activities and the results of CASP2022. Further detailed information can be found in the separate activity reports. Furthermore, a comprehensive communication toolkit has been produced in all EU languages. All public material and reports are available on the dedicated CASP website¹⁰.



⁹ 20 notifications are pending, according to reported results based on the information available on 14/04/2023 as provided by the MSAs.

¹⁰ Safety Gate: the EU rapid alert system for dangerous non-food products (europa.eu).

4.2. General conclusions and lessons learnt

Product-specific activities

The priority-setting exercise performed before the launch of the project successfully identified product categories that demand further attention in terms of market surveillance in the European market. A total of 261 out of 431 products did not meet at least one of the requirements identified in the testing plans.

Among those, 40 products were assessed as posing serious risks; 17 were high risk; 15 medium risk; and 61 low risk.

The MSAs have taken the necessary measures based on the risk assessments performed, and a total of 21 products were subject to Safety Gate notifications so the relevant information could be shared with other MSAs, consumers and economic operators¹¹.

Horizontal activities

Market developments such as the rise in e-commerce and the cross-border nature of supply chains bring about new challenges for market surveillance. Whether it is the identification of emergent risks, the surveillance of online marketplaces, or cooperating with new types of economic operators, authorities need to take a proactive approach to tackle these challenges. Adopting and integrating new tools and techniques into their work is crucial to ensure effective market surveillance. Besides discussing common challenges and best practices and developing harmonised approaches to market surveillance, the horizontal activities also focused on raising awareness among stakeholders and fostering cooperation between the authorities. The activities consistently built on the knowledge shared during previous activities to enable the efficient use of available tools and resources and help authorities to address new challenges.

- The **Communication booster** activity allowed MSAs to define various needs and challenges related to communication, and to share best practices, templates, and guidelines on successful communication campaigns. The activity also highlighted the need to foster exchange and cooperation among MSAs in order to build and maintain a network of communication professionals.
- The **risk assessment and management** activity successfully developed a joint risk-based approach to identify emerging risks and optimise resources by directing efforts towards products posing the highest concern in terms of health and safety. The activity stressed the need for consistent market analysis and risk assessment to proactively identify, prioritise, and address emerging challenges.
- The **online market surveillance** activity has further complemented the library of available tools and resources to help MSAs identify and mitigate product safety risks online. The activity also focused on providing further guidance on the use of the new market surveillance powers granted by

Regulation (EU) 2019/1020 and has helped the MSAs to streamline the reporting process to the Product Safety Pledge signatories. The activity has shown that, while challenges remain, MSAs are confidently using the tools and resources at their disposal to respond to online market surveillance challenges.

- The activity on **goods and products sold at street markets** has highlighted the importance of finding ways to effectively monitor and control products sold by small, home-based manufacturers at street markets or on online marketplaces. The activity developed information material for relevant stakeholders and provided MSAs with guidance on how to approach market surveillance in this specific segment.

Lessons learnt

- **Joint risk assessment exercise.** The performance of the risk assessment exercises on products sampled under the product-specific activities were unique hands-on opportunities to harmonise the practices used by the different MSAs responsible for conducting market surveillance activities on products that did not meet the requirements.
- **Challenging testing plans.** When the definition of the testing plan is particularly complex (e.g. when no standards that are directly applicable to the product are available) it can be helpful to invite the interested laboratories to discuss the testing methods with the participants and the technical expert before making a selection.
- **Emerging trends and risks.** MSAs must constantly adapt to new market developments and shifting consumer behaviours. Making use of the legislative powers and tools available is crucial to respond to rising risks and ensure the safety of products. In the absence of existing procedures or expertise, MSAs need to find ways to apply new tools and make use of existing guidance to gain experience.
- **Focus on collaboration and experience sharing.** The horizontal activities highlighted the need for close collaboration between MSAs to ensure a harmonised approach to market surveillance, risk assessment and communication efforts. Sharing remaining challenges and experiences allows MSAs to make more effective use of the available tools and materials intended to assist them in their work.

¹¹ Reported results are based on the information available on 14/04/2023 as provided by the MSAs.

4.3. Recommendations

For consumers

- **Monitor Safety Gate.** The Safety Gate system should be regularly monitored as it contains relevant information on products with safety issues that have been recalled and banned. Any safety issue identified should always be reported to the competent authority.
- **Buy products from trustworthy retail channels.** Buy your products from reliable retailers that can help you deal with any problem or safety issue related to your purchase. Consumers should exercise caution when buying from online marketplaces, especially if the sellers are not located in the European Union.
- **Warnings, markings, and instructions.** Pay particular attention to the warnings and markings that accompany the product. Read the instructions carefully to ensure you use the product safely. They should be available in the national language(s) of the country of sale.
- **Check if products bear the name and physical address of a legal person established in the European Union.**

For European and national authorities

- **Keep the relevant sectors under surveillance.** Results of the testing campaigns conducted in all the activities of the CASP2022 project showed that certain sectors should be kept under surveillance by the MSAs. Regular tests and documentary checks can reduce the number of unsafe products on the market.
- **Engage in the development and improvement of standards.** The MSAs and the European Commission should engage with the relevant committees of the European Standardisation Organisations in order to contribute to the development or improvement of standards. The results of tests conducted by individual MSAs or during coordinated activities can be useful for standardisation work.

For economic operators

- **Be aware of your obligations under the applicable legislation.** Economic operators are responsible for the safety of the products they place on the European Single Market. Before placing any product on the market, be aware of all applicable legal requirements.
- **Warnings, markings, and instructions.** Pay particular attention to the warnings, markings, and instructions that accompany any product as they provide essential information on the product and its safe use. These should be clear, exhaustive and available in the national language(s) of the country of sale. Information, such as the name and address of the manufacturer or importer and the details of the relevant contact person in the European Union, ensures that the product is easily identified.
- **Know your supplier.** Carefully assess, verify and authenticate the identity of suppliers you are dealing with.
- **Recalls.** Communicate clearly with consumers on how they will receive information on possible recall actions. Make recall notices clear and accessible, and always indicate the hazards posed by the product. Regularly monitor the impact of a recall and adjust the strategy accordingly.
- **Report incidents to the competent authority.** When a product presents a safety risk, economic operators have a legal duty to immediately inform the competent national authority of the Member State in which the product has been made available. One method of notification is to use the Product Safety Business Alert Gateway.



EUROPEAN COMMISSION

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