



EUROPEAN PARLIAMENT

2009 - 2014

Committee on the Internal Market and Consumer Protection

2012/2133(INI)

25.1.2013

AMENDMENTS

1 - 213

Draft report
Vicente Miguel Garcés Ramón
(PE500.621v01-00)

A new agenda for European Consumer Policy
(COM(2012)0225 – 2012/2133(INI))

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United in diversity

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Amendment 1
María Irigoyen Pérez

Motion for a resolution
Citation 1

Motion for a resolution

having regard to the Charter of Fundamental Rights of the European Union, as incorporated into the Treaties by Article 6 of the Treaty on European Union (TEU),

Amendment

having regard to the Charter of Fundamental Rights of the European Union, as incorporated into the Treaties by Article 6 of the Treaty on European Union (TEU), **and in particular Article 38 of the Charter which lays down that Union policies shall ensure a high level of consumer protection,**

Or. es

Amendment 2
Jean-Pierre Audy

Motion for a resolution
Citation 1

Motion for a resolution

– having regard to the Charter of Fundamental Rights of the European Union, as incorporated into the Treaties by Article 6 of the Treaty on European Union (TEU),

Amendment

– having regard to the Charter of Fundamental Rights of the European Union, as incorporated into the Treaties by Article 6 of the Treaty on European Union (TEU), **subject to the provisions concerning its application to Poland and the United Kingdom laid down in Protocol 30 supplementing the Treaties,**

Or. fr

Amendment 3
María Irigoyen Pérez

Motion for a resolution
Citation 7

Motion for a resolution

having regard to *Article* 14 of the TFEU and Protocol 26 thereto on services of general (economic) interest,

Amendment

having regard to *Articles* 14, *114(3) and 169* of the TFEU and Protocol 26 thereto on services of general (economic) interest,

Or. es

Amendment 4

António Fernando Correia de Campos

Motion for a resolution

Citation 7 a (new)

Motion for a resolution

Amendment

- having regard to Article 169(1) of the TFEU, stipulating that 'in order to promote the interests of consumers and to ensure a high level of consumer protection, the Union shall contribute to protecting the health, safety and economic interests of consumers, as well as to promoting their right to information, education and to organise themselves in order to safeguard their interests',

Or. pt

Amendment 5

Robert Rochefort

Motion for a resolution

Citation 11

Motion for a resolution

– having regard to its resolution of 12 December 2006 on the Council common position for adopting a decision of the European Parliament and of the Council establishing a programme of Community action in the field of consumer policy

Amendment

deleted

(2007-2013),

Or. fr

Amendment 6
Robert Rochefort

Motion for a resolution
Citation 14

Motion for a resolution

Amendment

– having regard to the Communication from the Commission to the Council, the European Parliament and the European Economic and Social Committee entitled ‘EU Consumer Policy Strategy 2007-2013 – Empowering consumers, enhancing their welfare, effectively protecting them’ and the European Parliament resolution of 20 May 2008 on EU consumer policy strategy 2007-2013,

deleted

Or. fr

Amendment 7
Christel Schaldemose

Motion for a resolution
Citation 15 a (new)

Motion for a resolution

Amendment

- having regard to Regulation (EU) No 1025/2012 of the European Parliament and of the Council of 25 October 2012 on European Standardisation, amending Council Directives 89/686/EEC and 93/15/EEC and Directives 94/9/EC, 94/25/EC, 95/16/EC, 97/23/EC, 98/34/EC, 2004/22/EC, 2007/23/EC, 2009/23/EC and 2009/105/EC of the European Parliament and of the Council and repealing Council Decision 87/95/EEC and Decision No

**Amendment 8
Committee on Transport and Tourism (TRAN)**

**Motion for a resolution
Citation 15 a (new)**

Motion for a resolution

Amendment

**- having regard to its resolution of
23 October 2012 on passenger rights in all
transport modes¹**

¹ *Text adopted, P7_TA(2012)0371*

**Amendment 9
Committee on Transport and Tourism (TRAN)**

**Motion for a resolution
Citation 15 b (new)**

Motion for a resolution

Amendment

**- having regard to the communication
from the Commission of 19 December
2011 to the European Parliament and the
Council entitled 'A European vision for
Passengers: Communication on
Passenger Rights in all transport mode'
(COM (2011)0898),**

**Amendment 10
Committee on Transport and Tourism (TRAN)**

Motion for a resolution
Citation 19 a (new)

Motion for a resolution

Amendment

- having regard to its resolution of 25 October 2011 on the functioning and application of established rights of people travelling by air¹

¹ *Text adopted, P7_TA(2012)0099*

Or. en

Amendment 11
Róza Gräfin von Thun und Hohenstein

Motion for a resolution
Citation 24 a (new)

Motion for a resolution

Amendment

- having regard to the 'Krakow declaration' of the first Single Market Forum held in Kraków (Poland) on 3-4 October 2011;

Or. en

Amendment 12
María Irigoyen Pérez

Motion for a resolution
Citation 27

Motion for a resolution

Amendment

having regard to the ***Communication from the*** Commission of 22 October 2010 entitled 'Making markets work for consumers', the Fourth edition of the Consumer Markets Scoreboard

having regard to the Commission ***Staff Working Document*** of 22 October 2010 entitled 'Making markets work for consumers', the Fourth edition of the Consumer Markets Scoreboard

(SEC(2010)1257),

(SEC(2010)1257),

Or. es

Amendment 13

María Irigoyen Pérez

Motion for a resolution

Citation 29

Motion for a resolution

having regard to the *Communication from the* Commission of 11 March 2011 entitled ‘Consumers at home in the single market’, the Fifth edition of the Consumer Markets Scoreboard (SEC(2011)0299),

Amendment

having regard to the Commission *Staff Working Document* of 11 March 2011 entitled ‘Consumers at home in the single market’, the Fifth edition of the Consumer Markets Scoreboard (SEC(2011)0299),

Or. es

Amendment 14

María Irigoyen Pérez

Motion for a resolution

Citation 33

Motion for a resolution

having regard to the *Communication from the* Commission of October 2011 entitled ‘Making markets work for consumers’, the Sixth edition of the Consumer Markets Scoreboard (SEC(2011)1271),

Amendment

having regard to the Commission *Staff Working Paper* of October 2011 entitled ‘Making markets work for consumers’, the Sixth edition of the Consumer Markets Scoreboard (SEC(2011)1271),

Or. es

Amendment 15

Sylvana Rapti

Motion for a resolution

Citation 40 a (new)

Motion for a resolution

Amendment

- having regard to its resolution of 2 February 2012 'Towards a coherent European Approach to Collective Redress'¹

¹ *Texts adopted, P7_TA(2012)0021.*

Or. el

Amendment 16
Robert Rochefort

Motion for a resolution
Citation 41

Motion for a resolution

Amendment

– having regard to the Communication from the Commission of 20 April 2012 entitled 'A strategy for e-procurement' (COM(2012)0179),

deleted

Or. fr

Amendment 17
María Irigoyen Pérez

Motion for a resolution
Citation 47

Motion for a resolution

Amendment

having regard to the **Communication from the Commission** of 29 May 2012 entitled 'Consumer Conditions Scoreboard – Consumers at home in the single market', the Seventh edition of the Consumer Markets Scoreboard (SWD(2012)0165),

having regard to the Commission **Staff Working Document** of 29 May 2012 entitled 'Consumer Conditions Scoreboard – Consumers at home in the single market', the Seventh edition of the Consumer Markets Scoreboard (SWD(2012)0165),

Or. es

Amendment 18
María Irigoyen Pérez

Motion for a resolution
Citation 47 a (new)

Motion for a resolution

Amendment

- having regard to the Commission staff working document of 7 December 2012 entitled 'making markets work for consumers', the Eighth edition of the Consumer Markets Scoreboard (SWD(2012)432),

Or. en

Amendment 19
Josef Weidenholzer

Motion for a resolution
Citation 51 a (new)

Motion for a resolution

Amendment

- having regard to its resolution of 11 December 2012 on completing the digital single market (2012/2030(INI)),

Or. de

Amendment 20
María Irigoyen Pérez

Motion for a resolution
Citation 53 a (new)

Motion for a resolution

Amendment

- having regard to the draft European Parliament legislative resolution on the proposal for a Directive of the European

***Parliament and of the Council on
alternative dispute resolution for
consumer disputes and amending
Regulation (EC) No 2006/2004 and
Directive 2009/22/EC¹***

¹ (COM(2011)0793 – C70454/2011–
2011/0373(COD)) A7-0280/2012

Or. en

Amendment 21
María Irigoyen Pérez

Motion for a resolution
Citation 53 b (new)

Motion for a resolution

Amendment

***- having regard to the draft European
Parliament legislative resolution on the
proposal for a Regulation of the
European Parliament and of the Council
on online dispute resolution for consumer
disputes¹***

¹ (COM(2011)0794 – C7-0453/2011–
2011/0374(COD)) A7-0236/2012

Or. en

Amendment 22
María Irigoyen Pérez

Motion for a resolution
Citation 53 c (new)

Motion for a resolution

Amendment

***- having regard to its resolution of
11 December 2012 on completing the
digital single market¹,***

Or. en

Amendment 23
Christel Schaldemose

Motion for a resolution
Recital A

Motion for a resolution

A. whereas the promotion and protection of *consumer* rights are core EU values ;

Amendment

A. whereas the promotion and protection of *consumers and their* rights are core Union values;

Or. en

Amendment 24
Malcolm Harbour, Sandra Kalniete

Motion for a resolution
Recital B

Motion for a resolution

B. whereas consumers play a key role *as agents of* growth;

Amendment

B. whereas consumers play a key role *in generating* growth;

Or. en

Amendment 25
Constance Le Grip

Motion for a resolution
Recital B

Motion for a resolution

B. whereas consumers play a key role *as*

Amendment

B. whereas consumers play a key role *in the economy since consumption is one of*

agents of growth;

the main driver of growth *in the Union*;

Or. en

Amendment 26
Robert Rochefort

Motion for a resolution
Recital B

Motion for a resolution

Amendment

B. whereas consumers play a key role *as agents of* growth;

B. whereas consumers play a key role *in supporting European economic activity and boosting* growth;

Or. fr

Amendment 27
Evelyne Gebhardt

Motion for a resolution
Recital B a (new)

Motion for a resolution

Amendment

Ba. whereas EU citizens have a crucial role to play as consumers in achieving the Europe 2020 goals of smart, inclusive and sustainable growth and the role of the consumer should, accordingly, be recognised as part of the EU's economic policy;

Or. de

Amendment 28
Antonyia Parvanova

Motion for a resolution
Recital C

Motion for a resolution

C. whereas the objective is to achieve a high level of consumer empowerment and protection;

Amendment

C. whereas the **Union** objective is to achieve a high level of consumer empowerment and protection; ***notably by protecting their health, safety and economic interests, as well as by promoting their right to information, education and to organise themselves.***

Or. en

Amendment 29
Constance Le Grip

Motion for a resolution
Recital C

Motion for a resolution

C. whereas the objective is to achieve a high level of consumer empowerment and protection;

Amendment

C. whereas the objective is to achieve ***the right balance between competitiveness of Union businesses and economies and*** a high level of consumer empowerment and protection;

Or. en

Amendment 30
Robert Rochefort

Motion for a resolution
Recital C

Motion for a resolution

C. whereas the objective is to achieve a high level of consumer empowerment and protection;

Amendment

C. whereas the objective is to achieve a high level of consumer ***awareness,*** empowerment and protection;

Or. fr

Amendment 31
María Irigoyen Pérez

Motion for a resolution
Recital C a (new)

Motion for a resolution

Amendment

Ca. whereas consumers do not form one single homogeneous group, and the resultant variables need to be addressed in the Consumer Policy Agenda;

Or. es

Amendment 32
Konstantinos Poupakis

Motion for a resolution
Recital C a (new)

Motion for a resolution

Amendment

Ca. whereas the European consumer agenda sets out EU consumer policy mainstreaming measures designed to achieve the ‘Europe 2020’ strategy objectives;

Or. el

Amendment 33
María Irigoyen Pérez

Motion for a resolution
Recital D

Motion for a resolution

Amendment

D. whereas it is necessary to boost consumer confidence, their trust in the market and knowledge of their rights, with

D. whereas it is necessary to boost consumer confidence, their trust in the market and knowledge of their rights, with a special focus on consumers ***who are***

a special focus on *vulnerable* consumers;

vulnerable on account of a physical or psychological illness or their age, or who become vulnerable through their social and financial status;

Or. es

Amendment 34
Vicente Miguel Garcés Ramón

Motion for a resolution
Recital D

Motion for a resolution

D. whereas it is necessary to boost consumer confidence, their trust in the market and knowledge of their rights, with a special focus on vulnerable consumers;

Amendment

D. whereas it is necessary to boost consumer confidence, their trust in the market and knowledge of their rights, with a special focus on vulnerable consumers, *and the disabled in particular;*

Or. es

Amendment 35
Sandra Kalniete

Motion for a resolution
Recital D

Motion for a resolution

D. whereas it is necessary to boost consumer confidence, their trust in the market and knowledge of their rights, *with a special focus on vulnerable consumers;*

Amendment

D. whereas it is necessary to boost consumer confidence, their trust in the market and knowledge of their rights, *also taking into account vulnerable consumers;*

Or. en

Amendment 36
Robert Rochefort

Motion for a resolution
Recital D

Motion for a resolution

D. whereas it is necessary to **boost consumer confidence, their trust in the market and knowledge** of their rights, **with a special focus on vulnerable consumers**;

Amendment

D. whereas it is necessary to **increase confidence among European consumers – including the most vulnerable among them – and whereas in that respect it is essential to offer them better protection against the risks they face from products which represent a danger to their health or safety, and to ensure that they have a better understanding** of their rights;

Or. fr

Amendment 37
Constance Le Grip

Motion for a resolution
Recital D a (new)

Motion for a resolution

D a. whereas pertinent and adequate information means that it is easily accessible, transparent, not misleading and comparable;

Amendment

Or. en

Amendment 38
Evelyne Gebhardt

Motion for a resolution
Recital D a (new)

Motion for a resolution

Da. whereas consumers do not form one single homogenous group, as there are considerable differences among consumers in terms of consumer skills,

Amendment

awareness of legislation, assertiveness and willingness to seek redress; whereas non-discrimination and accessibility need to be taken into consideration when implementing the European Consumer Agenda;

Or. de

Amendment 39
María Irigoyen Pérez

Motion for a resolution
Recital D a (new)

Motion for a resolution

Amendment

Da. whereas achieving a properly functioning internal market is consistent with the Lisbon Strategy's goals of increasing growth and jobs in order to serve the EU's 500 million consumers;

Or. es

Amendment 40
Sirpa Pietikäinen

Motion for a resolution
Recital E

Motion for a resolution

Amendment

E. whereas e-commerce is very useful for consumers with disabilities and those living in rural and remote areas;

E. whereas e-commerce is very useful for consumers with disabilities **and reduced mobility** and those living in rural and remote areas;

Or. en

Amendment 41
Claude Moraes, Catherine Stihler

Motion for a resolution
Recital E

Motion for a resolution

E. whereas e-commerce is very useful for consumers with disabilities and **those** living in rural and remote areas;

Amendment

E. whereas e-commerce is very useful for consumers with disabilities and **reduced mobility and** living in rural and remote areas;

Or. en

Amendment 42
Christel Schaldemose

Motion for a resolution
Recital E

Motion for a resolution

E. whereas e-commerce is very useful for consumers with disabilities and those living in rural and remote areas;

Amendment

E. whereas e-commerce is very useful for consumers, **among others for consumers** with disabilities and those living in rural and remote areas;

Or. en

Amendment 43
Vicente Miguel Garcés Ramón

Motion for a resolution
Recital E

Motion for a resolution

E. whereas e-commerce is very useful for consumers with disabilities and those living in rural and remote areas;

Amendment

E. whereas e-commerce is very useful for consumers with disabilities and those living in rural and remote areas; **whereas measures should be adopted to prevent the digital divide and establish the information society at all levels of society;**

Or. es

Amendment 44
António Fernando Correia de Campos

Motion for a resolution
Recital E

Motion for a resolution

E. whereas e-commerce is very useful for consumers with disabilities and those living in rural and remote areas;

Amendment

E. whereas e-commerce, ***as a means of inclusion***, is very useful for consumers with disabilities and those living in rural and remote areas;

Or. pt

Amendment 45
Constance Le Grip

Motion for a resolution
Recital E

Motion for a resolution

E. whereas e-commerce is very useful for consumers with disabilities and those living in rural and remote areas;

Amendment

E. whereas, ***aside its incredible cross-border potential***, e-commerce is ***also*** very useful for consumers with disabilities and those living in rural and remote areas;

Or. en

Amendment 46
Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution
Recital E

Motion for a resolution

E. whereas e-commerce is very useful for consumers with disabilities and those living in rural and remote areas;

Amendment

E. whereas e-commerce is very useful for ***all*** consumers, ***including those*** with disabilities, and those living in rural and

remote areas;

Or. en

Amendment 47
Robert Rochefort

Motion for a resolution
Recital E

Motion for a resolution

E. whereas e-commerce is *very useful for* consumers with disabilities *and* those living in rural *and remote* areas;

Amendment

E. whereas e-commerce *allows all consumers to have easy access to numerous goods and services and thereby reap the fullest benefit from the single market, and whereas it is particularly beneficial to* consumers with disabilities *or* those living in rural areas *or areas with geographic or natural handicaps*;

Or. fr

Amendment 48
Evelyne Gebhardt

Motion for a resolution
Recital E a (new)

Motion for a resolution

Ea. whereas companies engaged in e-commerce often refuse to supply consumers in other Member States;

Or. de

Amendment 49
Sirpa Pietikäinen

Motion for a resolution
Recital E a (new)

Motion for a resolution

Amendment

E a. whereas the development of e-commerce is slowed down by the still existing digital divide among Union citizens, particularly among older people; whereas most public and private websites are still inaccessible for persons with disabilities or lower digital literacy;

Or. en

Amendment 50
Claude Moraes, Catherine Stihler

Motion for a resolution
Recital E a (new)

Motion for a resolution

Amendment

E a. whereas the development of e-commerce is slowed down by the still existing digital divide among Union citizens;

Or. en

Amendment 51
María Irigoyen Pérez

Motion for a resolution
Recital E a (new)

Motion for a resolution

Amendment

Ea. whereas uncertainty over consumers' rights in regard to cross-border purchases is undermining the benefits of market integration;

Or. es

Amendment 52
Róza Gräfin von Thun und Hohenstein

Motion for a resolution
Recital F

Motion for a resolution

F. whereas fragmentation of the digital single market jeopardizes the rights of consumers, given the absence of common rules; whereas most *web sites* are not suitable for cross-border shoppers and *consumers and a legislative initiative is required to establish a comprehensive plan for redress, including mechanisms such as Alternative Dispute Resolution (ADR), a system of online dispute resolution (ODR) and collective redress;*

Amendment

F. whereas fragmentation of the digital single market jeopardizes the rights of consumers, given the absence of common rules; whereas most *websites* are not suitable for cross-border shoppers and *a proper and swift implementation of legislative initiatives, such as the draft European Parliament legislative resolution on the proposal for a Directive of the European Parliament and of the Council on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC¹ and the draft European Parliament legislative resolution on the proposal for a Regulation of the European Parliament and of the Council on online dispute resolution for consumer disputes² is required to establish a comprehensive plan for redress;*

¹ (COM(2011)0793 – C70454/2011–2011/0373(COD)) A7-0280/2012

² (COM(2011)0794 – C7-0453/2011–2011/0374(COD)) A7-0236/2012

Or. en

Amendment 53
Vicente Miguel Garcés Ramón

Motion for a resolution
Recital F

Motion for a resolution

F. whereas fragmentation of the digital single market jeopardizes the rights of consumers, given the absence of common rules; whereas **most** web sites are not suitable for cross-border **shoppers and consumers** and **a legislative initiative is required to establish a comprehensive plan for redress, including** mechanisms such as Alternative Dispute Resolution (ADR), **a** system of online dispute resolution (ODR) and collective redress;

Amendment

F. whereas fragmentation of the digital single market jeopardizes the rights of consumers, given the absence of common rules; whereas **some** web sites are not suitable for cross-border consumers and mechanisms **already provided for**, such as Alternative Dispute Resolution (ADR), **the** system of online dispute resolution (ODR) and collective redress, **need to facilitate access to the right to an effective remedy as recognised in the Charter of Fundamental Rights; whereas appropriate mechanisms for bringing effective collective actions need to be established, based on a European approach, and measures considered that are grounded in Europe's legal culture and traditions, facilitating access to justice for entities qualified by law and for victims' groups;**

Or. es

Amendment 54

Sandra Kalniete, Andreas Schwab, Anna Maria Corazza Bildt

Motion for a resolution

Recital F

Motion for a resolution

F. whereas fragmentation of the digital single market jeopardizes the rights of consumers, given the absence of common rules; whereas **most web sites are not suitable for cross-border shoppers and consumers** and **a legislative initiative is required to establish a comprehensive plan for redress, including mechanisms such as Alternative Dispute Resolution (ADR), a system of online dispute resolution (ODR) and collective redress;**

Amendment

F. whereas fragmentation of the digital single market jeopardizes the rights of consumers, given the absence of common rules; whereas **the revised Directive on Alternative Dispute Resolution (ADR) and the Regulation on Online dispute resolution (ODR) will soon enter into force and provide useful tools for consumers, in particular for cross-border transactions;**

Amendment 55
Robert Rochefort

Motion for a resolution
Recital F

Motion for a resolution

F. whereas fragmentation of the digital single market jeopardizes the rights of consumers, ***given the absence of common rules***; whereas ***most web sites are not suitable for cross-border shoppers and consumers*** and a legislative initiative is required to establish a comprehensive plan for redress, including mechanisms such as Alternative Dispute Resolution (ADR), a system of online dispute resolution (ODR) and collective redress;

Amendment

F. whereas fragmentation of the digital single market jeopardizes the rights of consumers, ***and*** whereas a legislative initiative is required to establish a comprehensive plan for redress, including mechanisms such as Alternative Dispute Resolution (ADR), a system of online dispute resolution (ODR) and collective redress;

Amendment 56
Sandra Kalniete, Robert Rochefort, Anna Maria Corazza Bildt

Motion for a resolution
Recital G

Motion for a resolution

G. whereas consumers are dissatisfied with financial services due to the bad advice they receive and ignorance of their rights; whereas there is a need for arbiters who are independent of companies and, in the case of financial institutions, for (national / European) Central Bank inspectors that act as arbiters;

Amendment

deleted

Amendment 57
Catherine Stihler

Motion for a resolution
Recital G

Motion for a resolution

G. whereas *consumers are dissatisfied with financial services due to the bad advice they receive and ignorance of their rights*; whereas there is a need for arbiters who are independent of companies and, in the case of financial institutions, for (national / European) Central Bank inspectors that act as arbiters;

Amendment

G. whereas *the recent financial crisis has underlined the importance of improved consumer information, advice and protection*; whereas there is a need for arbiters who are independent of companies and, in the case of financial institutions, for (national / European) Central Bank inspectors that act as arbiters;

Or. en

Amendment 58
Vicente Miguel Garcés Ramón

Motion for a resolution
Recital G

Motion for a resolution

G. whereas consumers are dissatisfied with financial services due to the bad advice they receive and ignorance of their rights; whereas there is a need for arbiters who are independent of companies and, in the case of financial institutions, for (national / European) Central Bank inspectors that act as arbiters;

Amendment

G. whereas consumers are dissatisfied with financial services due to the bad advice they receive and ignorance of their rights; whereas there is a need for arbiters who are independent of companies and, in the case of financial institutions, for (national / European) Central Bank inspectors that act as arbiters, *and who may be challenged by consumers in the event of lack of objectivity or impartiality*;

Or. es

Amendment 59
Constance Le Grip

Motion for a resolution
Recital G

Motion for a resolution

G. *whereas consumers are dissatisfied with financial services due to the bad advice they receive and ignorance of their rights*; whereas there is a need for *arbiters who are independent of companies and, in the case of financial institutions, for (national / European) Central Bank inspectors that act as arbiters*;

Amendment

G. whereas there is a **strong** need for **consumers to be protected and informed** in the *area* of financial **and banking services, since such products could have a direct impact on their global welfare**;

Or. en

Amendment 60
Constance Le Grip

Motion for a resolution
Recital H

Motion for a resolution

H. whereas the current economic crisis is seriously affecting consumers, the internal market is weakened by the reduction in people's wages and working conditions and these rights should **prevail over** market liberalisation;

Amendment

H. whereas the current economic crisis is seriously affecting consumers, the internal market is weakened by the reduction in people's wages and working conditions and these rights should **be balanced with** market liberalisation;

Or. en

Amendment 61
Sandra Kalniete, Robert Rochefort

Motion for a resolution
Recital H

Motion for a resolution

H. whereas the current economic crisis **is seriously affecting consumers, the internal market is weakened by the**

Amendment

H. whereas the current economic crisis **also affects the purchasing power of consumers in the single** market;

reduction in people's wages and working conditions and these rights should prevail over market liberalisation;

Or. en

Amendment 62
Constance Le Grip

Motion for a resolution
Recital I

Motion for a resolution

I. whereas the internal market has to offer a range of high quality products and services at **competitive prices**, encouraging sustainable consumption for sustainable development;

Amendment

I. whereas the internal market has to offer a range of high quality products and services at **prices set up in the framework of a free and open competition**, encouraging sustainable consumption for sustainable development;

Or. en

Amendment 63
Mitro Repo

Motion for a resolution
Recital I

Motion for a resolution

I. whereas the internal market has to offer a range of high quality products and services at competitive prices, encouraging sustainable consumption for sustainable development;

Amendment

I. whereas the internal market has to offer a range of high quality products and services at competitive prices, encouraging sustainable consumption for **responsible and** sustainable development;

Or. fi

Amendment 64
Christel Schaldemose

Motion for a resolution

Recital I

Motion for a resolution

I. whereas the internal market has to offer a range of high quality products and services at competitive prices, encouraging sustainable consumption for sustainable development;

Amendment

I. whereas the internal market has to offer a range of high quality ***and high safety*** products and services at competitive prices, encouraging sustainable consumption for sustainable development, ***and protecting the consumers against dangerous products and services***;

Or. en

Amendment 65

Vicente Miguel Garcés Ramón

Motion for a resolution

Recital I

Motion for a resolution

I. whereas the internal market has to offer a range of high quality products and services at competitive prices, encouraging sustainable consumption for sustainable development;

Amendment

I. whereas ***as*** the internal market has to offer a range of high quality products and services at competitive prices, encouraging sustainable consumption for sustainable development, ***the Commission should address and study new forms of consumption, which may affect the market's operation, such as collaborative consumption***;

Or. es

Amendment 66

Malcolm Harbour, Sandra Kalniete

Motion for a resolution

Recital I

Motion for a resolution

I. whereas the ***internal market has to offer***

Amendment

I. whereas the ***Single Market provides***

a range of high quality products and services at competitive prices, encouraging sustainable consumption for sustainable development;

access for Union consumers to a broad range of high quality products and services at competitive prices, encouraging sustainable consumption for sustainable development;

Or. en

Amendment 67
Robert Rochefort

Motion for a resolution
Recital I

Motion for a resolution

I. whereas the *internal market has to offer a range of high quality* products and services at competitive prices, *encouraging* sustainable consumption for sustainable development;

Amendment

I. whereas the *production of environmentally-friendly, high-quality* products and services *sold* at competitive prices *to encourage* sustainable consumption for sustainable development, *employment and economic growth should be encouraged*;

Or. fr

Amendment 68
María Irigoyen Pérez

Motion for a resolution
Recital I a (new)

Motion for a resolution

Ia. whereas necessary adjustments will have to be introduced as technical and scientific knowledge advances, in regard to both food safety and safety of other basic consumer products ;

Or. es

Amendment 69
Sandra Kalniete, Robert Rochefort

Motion for a resolution
Recital J

Motion for a resolution

Amendment

J. whereas flexible measures need to be taken to protect consumers in the outermost regions, sparsely populated regions, and island and mountain regions;

deleted

Or. en

Amendment 70
Vicente Miguel Garcés Ramón

Motion for a resolution
Recital J

Motion for a resolution

Amendment

J. whereas flexible measures need to be taken to protect consumers in the outermost regions, sparsely populated regions, and island and mountain regions;

J. whereas flexible measures need to be taken to protect consumers in the outermost regions, sparsely populated regions, and island and mountain regions, ***reinforcing social and territorial cohesion;***

Or. es

Amendment 71
Robert Rochefort

Motion for a resolution
Recital J

Motion for a resolution

Amendment

J. whereas flexible measures need to be taken to protect consumers in the outermost regions, sparsely populated

deleted

regions, and island and mountain regions;

Or. fr

Amendment 72
Vicente Miguel Garcés Ramón

Motion for a resolution
Recital K

Motion for a resolution

K. whereas there is a need to strengthen the role of consumer associations in all areas by adopting the necessary legal and economic measures;

Amendment

K. whereas there is a need to strengthen the role of consumer associations in all areas by adopting the necessary legal and economic measures; ***whereas consumer associations play an irreplaceable role in guaranteeing confidence and the development of the single European market and should, for this reason, receive the support of all official authorities to ensure they participate in services of general interest in particular;***

Or. es

Amendment 73
Constance Le Grip

Motion for a resolution
Recital K

Motion for a resolution

K. whereas there is a need to strengthen the role of consumer associations in all areas ***by adopting the necessary legal and economic measures;***

Amendment

K. whereas there is a need to strengthen the role of consumer associations in all areas, ***by providing them with capacity building;***

Or. en

Amendment 74
Sandra Kalniete

Motion for a resolution
Recital K

Motion for a resolution

K. whereas there is a need to strengthen the role of consumer associations in all areas by adopting the necessary *legal and economic* measures;

Amendment

K. whereas there is a need to strengthen the role of consumer associations in all areas by adopting the necessary measures;

Or. en

Amendment 75
Robert Rochefort

Motion for a resolution
Recital K

Motion for a resolution

K. whereas there is a need to strengthen the role of consumer associations in all areas by adopting the necessary legal and economic measures;

Amendment

K. whereas there is a need to strengthen the role of consumer associations in all areas;

Or. fr

Amendment 76
María Irigoyen Pérez

Motion for a resolution
Recital K a (new)

Motion for a resolution

Ka. whereas the European Parliament and the national parliaments should contribute to the swift and effective transposition of consumer protection legislation;

Amendment

Amendment 77
Vicente Miguel Garcés Ramón

Motion for a resolution
Recital K a (new)

Motion for a resolution

Amendment

Ka. whereas the four main objectives set out in the Commission's Communication on a new agenda for European consumer policy are: 1) reinforcing consumer safety, 2) enhancing knowledge, 3) stepping up enforcement and securing redress and 4) aligning rights and key policies to changes in society and in the economy;

Amendment 78
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Recital K a (new)

Motion for a resolution

Amendment

K a. whereas existing EU legislation offers basic protection of passengers in all transport modes, for some of these passenger rights application, monitoring and enforcement are not properly ensured in all modes and in all parts of the EU, a fact which impedes free movement within the internal market, since it affects the confidence of citizens when travelling and undermines fair competition among carriers;

Amendment 79
María Irigoyen Pérez

Motion for a resolution
Recital K b (new)

Motion for a resolution

Amendment

Kb. whereas the EU has set targets for reducing CO2 emissions with the aim of achieving the 2020 objectives and ensuring that the bulk of energy supply is obtained from renewable energies by 2050;

Or. es

Amendment 80
Vicente Miguel Garcés Ramón

Motion for a resolution
Recital K b (new)

Motion for a resolution

Amendment

Kb. whereas the proposals to be drawn up need to be consistent with the four major objectives set;

Or. es

Amendment 81
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Recital K b (new)

Motion for a resolution

Amendment

K b. whereas passengers are not sufficiently informed about their rights and the quality of service they are entitled to expect and their legal claims are often difficult to lodge and enforce; even

national enforcement bodies fail to follow up complaints adequately;

Or. en

Amendment 82
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Recital K c (new)

Motion for a resolution

Amendment

K c. whereas the Commission plans to clarify and strengthen passenger rights in all modes, in particular by updating Regulation (EU) No 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91¹ and by publishing Guidelines aiming at facilitating and improving the application of the different passenger rights Regulations across all transport modes;

¹ OJ L 046, 17.02.2004, p. 1

Or. en

Amendment 83
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Recital K d (new)

Motion for a resolution

Amendment

K d. whereas in its upcoming revision of the Package Travel Directive the Commission needs to fully examine the

*impact of e-commerce and digital markets
on consumer behaviour within the
European tourism industry;*

Or. en

Amendment 84
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Recital K e (new)

Motion for a resolution

Amendment

K e. whereas passengers need to be able to clearly differentiate between non-optional operational costs included in fares and bookable optional items in the context of computerised reservation systems governed by Regulation (EC) No 1008/2008 on common rules for the operation of air services in the Community (Recast) in order to increase price transparency for consumers booking tickets on the internet;

¹ *OJ L 293, 31.10.2008, p.3*

Or. en

Amendment 85
Mitro Repo

Motion for a resolution
Paragraph 1

Motion for a resolution

Amendment

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, financial and digital services, pharmaceuticals and medical devices;

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, **housing, water supply, transport and travel**, financial and digital services,

pharmaceuticals and medical devices;

Or. fi

Amendment 86
Sirpa Pietikäinen

Motion for a resolution
Paragraph 1

Motion for a resolution

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, financial and digital services, pharmaceuticals and medical devices;

Amendment

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, **transport**, financial and digital services, pharmaceuticals and medical devices;

Or. en

Amendment 87
Claude Moraes, Catherine Stihler

Motion for a resolution
Paragraph 1

Motion for a resolution

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, financial and digital services, pharmaceuticals and medical devices;

Amendment

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, **transport**, energy, financial and digital services, pharmaceuticals and medical devices;

Or. en

Amendment 88
António Fernando Correia de Campos

Motion for a resolution
Paragraph 1

Motion for a resolution

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, financial and digital services, pharmaceuticals and medical devices;

Amendment

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, **transport**, financial and digital services, pharmaceuticals and medical devices;

Or. pt

Amendment 89
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 1 – introductory part

Motion for a resolution

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, financial and digital services, pharmaceuticals and medical devices;

Amendment

1. Calls for consumers to be able to exercise their rights simply and effectively in basic areas relating to food, health, energy, **transport**, financial and digital services, pharmaceuticals and medical devices;

Or. es

Amendment 90
Sandra Kalniete, Robert Rochefort, Anna Maria Corazza Bildt

Motion for a resolution
Paragraph 1 – introductory part

Motion for a resolution

1. Calls for consumers to be able to exercise their rights **simply** and effectively in basic areas **relating to** food, health, energy, financial and digital services, **pharmaceuticals and medical devices**;

Amendment

1. Calls for consumers to be able to exercise their rights **easily** and effectively in basic areas, **including** food, health, energy, financial and digital services, **access to broadband, data protection**,

transport, and telecommunication;

Or. en

Amendment 91
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 1 – point 1 (new)

Motion for a resolution

Amendment

(1) Welcomes the Commission communication, in particular its holistic approach and ultimate aim of boosting European consumer safety and rights, by strengthening consumer associations;

Or. es

Amendment 92
Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution
Paragraph 1 – point 1 (new)

Motion for a resolution

Amendment

Enhancing knowledge
(1) Welcomes the Commission's willingness to cooperate with traders and intermediaries to promote corporate social responsibility initiatives, which promote consumer safety; notes that the Commission should be in a constant dialogue with the private sector so that initiatives are accepted and applied in reality;

Or. en

Amendment 93
Sandra Kalniete

Motion for a resolution
Paragraph 1 – point 2 (new)

Motion for a resolution

Amendment

(2) Calls on the Commission to closely cooperate with national governments when introducing the EU-wide campaign to increase knowledge about consumer rights and interests; emphasizes that it is important for the success of the campaign that not only the public sector and consumer protection organizations are included in the process, but also the private sector;

Or. en

Amendment 94
Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution
Paragraph 1 – point 3 (new)

Motion for a resolution

Amendment

(3) Parliament believes that it is necessary to promote e-platforms such as the European Enterprise Support Network and the website Your Europe, which contribute to the development of the European Single Market and provide important information for consumers and SMEs;

Or. en

Amendment 95
Sandra Kalniete

Motion for a resolution
Paragraph 1 – point 4 (new)

Motion for a resolution

Amendment

(4) Calls on the Commission to present a proposal on how to improve citizens' knowledge of the financial sector, so that people have the necessary information before deciding to get a loan; special attention should be paid to the younger generation and on educating society on short-term credit loans;

Or. en

Amendment 96
Evelyne Gebhardt

Motion for a resolution
Paragraph 1 a (new)

Motion for a resolution

Amendment

1a. Welcomes the holistic approach of the European Consumer Agenda, and in particular the fact that the Agenda covers almost all important policy areas for consumers and thus sends a strong signal on boosting the role and importance of consumers in the single market; stresses, however, that this must also be reflected in legislative and other proposals made by the Commission;

Or. de

Amendment 97
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 2

Motion for a resolution

2. Calls for consumers to be able to benefit safely from advances in science and technology and to have access to information, impartial advice and the tools required for fair and effective redress;

Amendment

2. Calls for consumers to be able to benefit safely from advances in science and technology and to have access to information, impartial advice and the tools required for fair and effective redress, ***in particular through harmonised European regulation of collective actions as a way of accessing effective legal protection;***

Or. es

Amendment 98

Malcolm Harbour, Sandra Kalniete

Motion for a resolution

Paragraph 2

Motion for a resolution

2. Calls ***for consumers to be able to benefit safely from*** advances ***in science and technology and to have access to information, impartial advice and the tools required for fair and effective redress;***

Amendment

2. Calls ***on Member States and the Commission to promote initiatives which aim to translate the results of scientific advances, technological developments and other innovations into benefits for consumers, with due regard to consumer product safety legislation;***

Or. en

Amendment 99

Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution

Paragraph 2 – point 1 (new)

Motion for a resolution

Improving implementation, stepping up enforcement and securing redress

(1) Insists that the Commission should continue to attentively monitor how

legislation that supports the development of the single market is applied; calls on the Commission to take the necessary legal action against those Member States who infringe and do not implement or enforce single market legislation, in line with the Treaty of the Functioning of the European Union;

Or. en

Amendment 100
Sandra Kalniete

Motion for a resolution
Paragraph 2 – point 2 (new)

Motion for a resolution

Amendment

(2) Welcomes further legislative initiatives aimed at creating a fully integrated Single Market in order to increase competition and efficiency and provide greater choice for Union consumers;

Or. en

Amendment 101
Sandra Kalniete

Motion for a resolution
Paragraph 2 – point 3 (new)

Motion for a resolution

Amendment

(3) Calls on the Commission to more actively assess whether citizens in Member States have access to bank accounts; invites the Commission to report on how this problem is being addressed present a report to Parliament about this by the end of the first quarter of 2014;

Amendment 102
Sandra Kalniete

Motion for a resolution
Paragraph 2 – point 4 (new)

Motion for a resolution

Amendment

(4) Emphasises the importance of a supervision of the use of Alternative Dispute Resolutions (ADR) and Online Dispute Resolution (ODR) mechanisms by the Commission;

Or. en

Amendment 103
Malcolm Harbour, Sandra Kalniete

Motion for a resolution
Paragraph 2 a (new)

Motion for a resolution

Amendment

2 a. Calls in particular on the Commission and Member States to ensure the timely and consistent implementation of the Union consumer acquis, in particular the Consumer Rights Directive¹, the Directive on Unfair Commercial Practices², and the Directive on Misleading and comparative Advertising³; calls furthermore on the Commission and Member States to carry out monitoring on the effectiveness of the consumer acquis; stresses the evidence suggesting that citizens are still not aware of their rights in the Single Market and accordingly calls on the Commission and Member States to furthermore promote the availability of clear and comprehensive information for

consumers as part of the implementation process, as well as information on the available consumer redress tools;

¹ *OJ L 304, 22.11.2011, p. 64-88*

² *OJ L 149, 11.6.2005, p. 22-39*

³ *OJ L 376, 27.12.2006, p. 21-27*

Or. en

Amendment 104
Malcolm Harbour, Sandra Kalniete

Motion for a resolution
Paragraph 2 b (new)

Motion for a resolution

Amendment

2 b. Recommends that better use is made of available information on consumer behaviour, and considers in particular that there is scope for using the results of the Consumer Scoreboard more effectively; accordingly suggests that the Joint Research Centre carry out analysis and monitoring work, in the form of a funded research project in view of determining what are the priority areas for citizens when it comes to improving their consumer rights in the Single Market, and accordingly adapting the contents, the format, and the work of the organisations disseminating information to consumers;

Or. en

Amendment 105
António Fernando Correia de Campos

Motion for a resolution
Paragraph 3

Motion for a resolution

3. Points out that EU policies need to promote cooperation between consumer associations and public institutions in all fields, providing easy access to the financial resources required; notes that a register of European associations should be set up to assist the formation of European associations;

Amendment

3. Points out that EU policies need to promote cooperation between consumer associations and public institutions in all fields, providing easy access to the financial resources required, ***and to foster the exchange of good practices and knowledge between those associations***; notes that a register of European associations should be set up to assist the formation of European associations;

Or. pt

Amendment 106
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 3

Motion for a resolution

3. Points out that EU policies need to promote cooperation between consumer associations and public institutions in all fields, providing easy access to the financial resources required; notes that a register of European associations should be set up to assist the formation of European associations;

Amendment

3. Points out that EU policies need to promote cooperation between consumer associations and public institutions in all fields, providing easy access to the financial resources required; notes that a register of European associations should be set up to assist the formation of European associations, ***similar to that which already exists in Directive 2009/22/EC of the European Parliament and of the Council of 23 April 2009 on injunctions for the protection of consumers' interests (Codified version)***¹; ***points out that the minimum common rights of consumer organisations should first be harmonised, with particular emphasis being placed on the right to be consulted and heard through a representative***;

¹ OJ L 110, 1.5.2009, p. 30/36

Amendment 107
Sandra Kalniete

Motion for a resolution
Paragraph 3 – introductory part

Motion for a resolution

3. Points out that EU policies need to promote cooperation between consumer associations and public institutions in all fields, providing *easy* access to *the* financial resources required; *notes that a register of European associations should be set up to assist the formation of European associations;*

Amendment

3. Points out that EU policies need to promote cooperation between consumer associations and public institutions in all fields, providing access to *sufficient* financial resources required;

Or. en

Amendment 108
Robert Rochefort

Motion for a resolution
Paragraph 3

Motion for a resolution

3. Points out that *EU policies need to promote* cooperation between consumer associations and public institutions in all *fields, providing easy access to the financial resources required;* notes that *a register of European associations should be set up to assist the formation of European associations;*

Amendment

3. Points out that *increased* cooperation between consumer associations and public institutions *is needed in the elaboration of all public policies and EU legislation;* notes that *this implies that these associations can access the resources they need to carry out their activities;*

Or. fr

Amendment 109
Sandra Kalniete

Motion for a resolution
Paragraph 3 – point 1 (new)

Motion for a resolution

Amendment

Aligning rights and key policies to economic and societal change

(1) Notes that Commission should focus not only on the purchase of digital content in the digital environment, but also on how to promote the sale of goods and services in the digital environment and promote consumer confidence, so that consumers know how they are able to defend their rights and resolve disputes if they purchased a low quality product or service;

Or. en

Amendment 110
Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution
Paragraph 3 – point 2 (new)

Motion for a resolution

Amendment

(2) Calls on the Commission to focus special attention on consumer protection on the issue of short-term loans, as it is the most vulnerable people in times of crisis who use these financial products without fully realizing their obligations and risks as a credit taker;

Or. en

Amendment 111
Sandra Kalniete

Motion for a resolution
Paragraph 3 – point 3 (new)

Motion for a resolution

Amendment

(3) Calls on the Commission to cooperate with the Parliament and national authorities to improve the information available to consumers on how to better manage household energy consumption;

Or. en

Amendment 112

Sandra Kalniete

Motion for a resolution

Paragraph 3 – point 4 (new)

Motion for a resolution

Amendment

(4) Notes that it is necessary to realize cross-border energy projects that are included in the Connecting Europe Facility (CEF) program as it will promote competition between the suppliers of electricity and gas and increase the independence of energy sector in Member States;

Or. en

Amendment 113

Malcolm Harbour, Sandra Kalniete

Motion for a resolution

Paragraph 3 a (new)

Motion for a resolution

Amendment

3 a. Calls on Union competition policy to be strengthened and for the promotion of consumer rights to be centre stage in this process; considers this realignment of particular importance to the development of a robust digital single market;

underlines in this regard the important role of price comparison websites, and stresses the need to ensure their independence;

Or. en

Amendment 114
Constance Le Grip

Motion for a resolution
Paragraph 3 a (new)

Motion for a resolution

Amendment

3 a. Recalls that adequate and pertinent information to consumers must go along with empowerment measures in order to allow them to fully benefit from the opportunities existing in the internal market;

Or. en

Amendment 115
Mitro Repo

Motion for a resolution
Paragraph 4

Motion for a resolution

Amendment

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, *from school onwards*;

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing *and lifelong, beginning at school at the latest*;

Or. fi

Amendment 116
Catherine Stihler

Motion for a resolution
Paragraph 4

Motion for a resolution

4. Stresses that **educating** consumers reduces their risks vis-à-vis **dangerous products, speculative** financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, from school onwards;

Amendment

4. Stresses that **financial education amongst** consumers reduces their risks vis-à-vis **the mis-selling of** financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, from school onwards;

Or. en

Amendment 117
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 4

Motion for a resolution

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising, **and that such** education and empowerment of consumers needs to be ongoing, from school onwards;

Amendment

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising; **takes the view that financial** education and empowerment of consumers needs to be ongoing, from school onwards, **and must involve the various stakeholders (consumer and worker representatives, etc.);**

Or. es

Amendment 118
António Fernando Correia de Campos

Motion for a resolution
Paragraph 4

Motion for a resolution

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, from school onwards;

Amendment

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, from school onwards; ***considers it important for syllabuses in the Member States to include specific training in this field;***

Or. pt

Amendment 119
Andreas Schwab

Motion for a resolution
Paragraph 4

Motion for a resolution

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, from school onwards;

Amendment

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous ***or counterfeit*** products, speculative financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, from school onwards;

Or. de

Amendment 120
Ildikó Gáll-Pelcz

Motion for a resolution
Paragraph 4

Motion for a resolution

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products

Amendment

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products

and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, from school onwards;

and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, from school onwards; ***calls on the Member States to pay more attention in consumer information and education campaigns that target the right messages at the right consumer segment;***

Or. en

Amendment 121

Sandra Kalniete, Robert Rochefort, Anna Maria Corazza Bildt

Motion for a resolution

Paragraph 4

Motion for a resolution

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising, and that such education and empowerment of consumers needs to be ongoing, ***from school onwards;***

Amendment

4. Stresses that educating consumers reduces their risks vis-à-vis dangerous products, speculative financial products and misleading advertising; ***whereas there is the need to avoid information overload and instead reduce knowledge deficits and improve consumer awareness through reliable, clear, comparable and targeted information,*** and that such education and empowerment of consumers needs to be ongoing;

Or. en

Amendment 122

Constance Le Grip

Motion for a resolution

Paragraph 4 a (new)

Motion for a resolution

Amendment

4 a. Insists on the need for a clear legal framework making both consumers and businesses aware of their respective rights and duties in order to have the most

*efficient enforcement possible of policies
for consumers in the Union;*

Or. en

Amendment 123
Robert Rochefort

Motion for a resolution
Paragraph 4 a (new)

Motion for a resolution

Amendment

4a. Stresses that in order for consumers to fully enjoy their rights, it is essential for enterprises to have a good knowledge of those rights; calls on the Commission and the Member States to take the necessary measures to that end, focusing on small and medium-sized enterprises;

Or. fr

Amendment 124
Malcolm Harbour, Sandra Kalniete

Motion for a resolution
Paragraph 5

Motion for a resolution

Amendment

5. Calls on the Commission and Member States to adopt the ***legal and material*** means required for the effective implementation of the Agenda and to conduct systematic impact assessments;

5. Calls on the Commission and Member States to adopt the means required for the effective implementation of the Agenda, ***with regard furthermore to the Multiannual Financial Framework for 2014-2020***, and to conduct systematic impact assessments;

Or. en

Amendment 125
Olga Sehnalová, Evelyne Gebhardt

Motion for a resolution
Paragraph 5 a (new)

Motion for a resolution

Amendment

5 a. Emphasises that, due to the findings of various surveys, consumers are concerned on a long-term basis about possible differences in the quality of products with the same brand and the same packaging which are distributed in the Single Market;

Or. en

Amendment 126
Olga Sehnalová, Evelyne Gebhardt

Motion for a resolution
Paragraph 5 b (new)

Motion for a resolution

Amendment

5 b. Considers that consumers in different Member States do not enjoy access to the same level of quality when buying products with the same brand and packaging in the Single Market; stresses the fact that any form of discrimination of consumers is not acceptable;

Or. en

Amendment 127
Olga Sehnalová, Evelyne Gebhardt

Motion for a resolution
Paragraph 5 c (new)

Motion for a resolution

Amendment

5 c. Draws attention to the fact that issue may not relate only to food but also to other consumer goods;

Or. en

Amendment 128
Olga Sehnalová, Evelyne Gebhardt

Motion for a resolution
Paragraph 5 d (new)

Motion for a resolution

Amendment

5 d. Calls on the Commission to carry out a meaningful investigation into this issue that would enable to evaluate whether there is a need for adjustment of existing Union legislation; calls on the Commission to inform the European Parliament and consumers about outcomes of the investigation;

Or. en

Amendment 129
Robert Rochefort

Motion for a resolution
Paragraph 6

Motion for a resolution

Amendment

6. Calls on the Commission to establish updated and standard rules that facilitate product safety, establishing control at source for products from third countries;

deleted

Or. fr

Amendment 130
Mitro Repo

Motion for a resolution
Paragraph 6

Motion for a resolution

6. Calls on the Commission to establish updated and standard rules that facilitate product safety, establishing control at source for products from third countries;

Amendment

6. Calls on the Commission to establish updated and standard rules that facilitate product safety ***and traceability***, establishing control at source for products from third countries;

Or. fi

Amendment 131
Christel Schaldemose

Motion for a resolution
Paragraph 6

Motion for a resolution

6. Calls on the Commission to establish updated and standard rules that facilitate product safety, establishing control at source for products from third countries;

Amendment

6. Calls on the Commission to establish updated and standard rules that facilitate product safety ***in compliance with the Regulation on European Standardisation and national, European and international standards, in its forthcoming revision of the General Product Safety Directive and a future regulation on European market surveillance to introduce safety by design as a common rule for products, to improve the enforcement on non-compliance with Union legislation on product safety and market surveillance, to establish a Common European Accident Database covering accidents and hazardous situations coupled with the product category in question***, establishing control at source for products from third countries;

Or. en

Amendment 132
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 6

Motion for a resolution

6. Calls on the Commission to establish updated and standard rules that facilitate product safety, **establishing** control at source for products from third countries;

Amendment

6. Calls on the Commission to establish updated and standard rules that facilitate product safety, **promoting** control at source for products from third countries; **hopes, at all events, that the proposal amending Directive 2001/95/EC on general product safety will guarantee a high level of safety of consumer products;**

Or. es

Amendment 133
Andreas Schwab

Motion for a resolution
Paragraph 6

Motion for a resolution

6. Calls on the Commission to establish updated and standard rules that **facilitate product** safety, **establishing control at source for** products **from third countries;**

Amendment

6. Calls on the Commission to establish updated and standard rules that **guarantee the safety and authenticity of** products;

Or. de

Amendment 134
Evelyne Gebhardt

Motion for a resolution
Paragraph 6 a (new)

Motion for a resolution

Amendment

6a. Welcomes the Commission's proposal to introduce a legal framework for product safety; stresses in this context the importance of effective market surveillance as there are still unsafe products, including CE-labelled products, on the European single market;

Or. de

**Amendment 135
Konstantinos Poupakis**

**Motion for a resolution
Paragraph 6 a (new)**

Motion for a resolution

Amendment

6a. Stresses that the increasingly rapid development of e-commerce is of major importance as far as consumers are concerned, offering a wider choice, especially to those living in less accessible, remote or outlying areas, as well as those with reduced mobility, who would otherwise not have access to a wide choice of goods;

Or. el

**Amendment 136
Evelyne Gebhardt**

**Motion for a resolution
Paragraph 6 b (new)**

Motion for a resolution

Amendment

6b. Emphasises the need for independent product certification for products such as

children's toys where the safety aspect is particularly relevant;

Or. de

Amendment 137
Róza Gräfin von Thun und Hohenstein

Motion for a resolution
Paragraph 7

Motion for a resolution

7. Stresses that consumer confidence is essential for both **national** and cross-border e-commerce; emphasises that **Internet** commerce needs to ensure the quality of products, avoid criminal or unfair practices and comply with the protection of personal data;

Amendment

7. Stresses that consumer confidence is essential for both **domestic** and cross-border e-commerce; emphasises that **electronic** commerce needs to ensure the quality of products, avoid criminal or unfair practices and comply with the protection of personal data;

Or. en

Amendment 138
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 7

Motion for a resolution

7. Stresses that consumer confidence is essential for both national and cross-border e-commerce; emphasises that Internet commerce needs to ensure the quality of products, avoid criminal or unfair practices and comply with the protection of personal data;

Amendment

7. Stresses that consumer confidence is essential for both national and cross-border e-commerce; emphasises that Internet commerce needs to ensure the quality of products, avoid criminal or unfair practices and comply with the protection of personal data, **guaranteeing that, where appropriate, the granting of consent is unequivocal and explicit;**

Or. es

Amendment 139
Andreas Schwab

Motion for a resolution
Paragraph 7

Motion for a resolution

7. Stresses that consumer confidence is essential for both national and cross-border e-commerce; emphasises that Internet commerce needs to ensure the quality of products, avoid criminal or unfair practices and comply with the protection of personal data;

Amendment

7. Stresses that consumer confidence is essential for both national and cross-border e-commerce; emphasises that Internet commerce needs to ensure the quality, ***safety and authenticity*** of products, avoid criminal or unfair practices and comply with the protection of personal data;

Or. de

Amendment 140
Robert Rochefort

Motion for a resolution
Paragraph 7

Motion for a resolution

7. Stresses that consumer confidence is essential for both national and cross-border e-commerce; emphasises ***that Internet commerce needs*** to ensure the quality of products, avoid criminal or unfair practices and comply with the protection of personal data;

Amendment

7. Stresses that consumer confidence is essential for both national and cross-border e-commerce; emphasises ***the need*** to ensure the quality of products, avoid criminal or unfair practices and comply with the protection of personal data;

Or. fr

Amendment 141
Róza Gräfin von Thun und Hohenstein

Motion for a resolution
Paragraph 7 a (new)

Motion for a resolution

Amendment

7 a. Stresses that consumers expect fast, reliable and competitive delivery services for e-commerce; those well functioning delivery services are necessary in order to ensure consumers' trust

Or. en

Amendment 142
Mitro Repo

Motion for a resolution
Paragraph 7 a (new)

Motion for a resolution

Amendment

7a. Stresses that not all consumers have the opportunity or ability to use the Internet, and that therefore consumers should be offered services through multiple channels;

Or. fi

Amendment 143
Josef Weidenholzer

Motion for a resolution
Paragraph 7 a (new)

Motion for a resolution

Amendment

7a. Stresses that the protection of personal data is an essential prerequisite for the protection of consumers and for the functioning and growth of the digital single market;

Or. de

Amendment 144
Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution
Paragraph 8

Motion for a resolution

Amendment

8. Stresses that market information must be reliable, clear and comparable, and that binding commercial guarantees need to be adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation such as occurred in the Libor and/or Euribor markets; highlights the need to protect consumers ‘trapped’ by a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;

deleted

Or. en

Amendment 145
Sirpa Pietikäinen

Motion for a resolution
Paragraph 8

Motion for a resolution

Amendment

8. Stresses that market information must be reliable, clear and comparable, and that binding commercial guarantees need to be adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation such as occurred in the Libor and/or Euribor markets; highlights the need to protect consumers ‘trapped’ by a

8. Stresses that market information must be **accessible**, reliable, clear and comparable, and that binding commercial guarantees need to be adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation such as occurred in the Libor and/or Euribor markets; highlights the need to protect

financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;

consumers ‘trapped’ by a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;

Or. en

Amendment 146
Claude Moraes, Catherine Stihler

Motion for a resolution
Paragraph 8

Motion for a resolution

8. Stresses that market information must be reliable, clear and comparable, and that binding commercial guarantees need to be adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation such as occurred in the Libor and/or Euribor markets; highlights the need to protect consumers ‘trapped’ by a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;

Amendment

8. Stresses that market information must be **accessible**, reliable, clear and comparable, and that binding commercial guarantees need to be adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation such as occurred in the Libor and/or Euribor markets; highlights the need to protect consumers ‘trapped’ by a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;

Or. en

Amendment 147
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 8

Motion for a resolution

8. Stresses that market information must be reliable, clear and comparable, **and that binding commercial guarantees need to be**

Amendment

8. Stresses that market information must be reliable, clear and comparable; highlights the need to protect consumers ‘trapped’ by

adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation such as occurred in the Libor and/or Euribor markets; highlights the need to protect consumers ‘trapped’ by a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;

a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes; ***draws the Commission's attention to the need to harmonise the rules on excessive household debt at European level, in order to mitigate situations that may lead to social exclusion;***

Or. es

Amendment 148
António Fernando Correia de Campos

Motion for a resolution
Paragraph 8

Motion for a resolution

8. Stresses that market information must be reliable, clear and comparable, and that binding commercial guarantees need to be adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation such as occurred in the Libor and/or Euribor markets; highlights the need to protect consumers ‘trapped’ by a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;

Amendment

8. Stresses that market information must be reliable, clear and comparable, and that ***it must be accessible not just electronically, but in other forms as well; believes that*** binding commercial guarantees need to be adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation such as occurred in the Libor and/or Euribor markets; highlights the need to protect consumers ‘trapped’ by a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;

Or. pt

Amendment 149
Robert Rochefort

Motion for a resolution
Paragraph 8

Motion for a resolution

8. Stresses ***that market information must be reliable, clear and comparable, and that binding commercial guarantees need to be adopted that ensure the administration of justice in cases where intermediaries become insolvent; emphasises*** the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation ***such as occurred in the Libor and/or Euribor markets; highlights the need to protect consumers ‘trapped’ by a financial product, and those with mortgages who, for reasons not attributable to the consumer, are at risk of being evicted from their homes;***

Amendment

8. Stresses the need to prosecute unfair commercial practices and unfair contract terms or mass market manipulation;

Or. fr

Amendment 150
Evelyne Gebhardt

Motion for a resolution
Paragraph 8 a (new)

Motion for a resolution

8a. Calls on the Commission to take measures to combat the unequal treatment of consumers in the single market through current distance selling restrictions applied by companies involved in cross-border distance selling;

Amendment

Or. de

Amendment 151
María Irigoyen Pérez

Motion for a resolution
Paragraph 8 a (new)

Motion for a resolution

Amendment

8a. Asks that, in the case of mortgage contracts involving the principal home, any evictions or foreclosures arising from defaults in payments due to causes not attributable to the consumer, such as unemployment, should be suspended, applying a moratorium on monthly payments or replacing the mortgage payments with a lease-purchase option on that home, or setting a monthly rent;

Or. es

Amendment 152
Evelyne Gebhardt

Motion for a resolution
Paragraph 8 b (new)

Motion for a resolution

Amendment

8b. Stresses that the measures envisaged by the Commission in the area of financial services are to be welcomed, but are insufficient; underlines the need for a comprehensive legal framework that guarantees independent advice to consumers if they make use of financial services, particularly as regards financial services with long-term consequences;

Or. de

Amendment 153
Christel Schaldemose

Motion for a resolution
Paragraph 9

Motion for a resolution

9. Calls for the application of the precautionary principle in the markets for consumer goods produced using nanotechnology or genetically modified organisms;

Amendment

9. Calls for the application of the precautionary principle in the markets for consumer goods produced, **for example when** using nanotechnology or genetically modified organisms, **in order to protect consumers against cocktails effects stemming from dangerous substances in products**;

Or. en

Amendment 154
Zbigniew Ziobro

Motion for a resolution
Paragraph 9

Motion for a resolution

9. Calls for the application of the precautionary principle in the markets for consumer goods produced using nanotechnology **or genetically modified organisms**;

Amendment

9. Calls for the application of the precautionary principle in the markets for consumer goods produced using nanotechnology;

Or. pl

Amendment 155
Sandra Kalniete, Robert Rochefort, Anna Maria Corazza Bildt

Motion for a resolution
Paragraph 9

Motion for a resolution

9. Calls for **the application of the precautionary principle** in the markets for consumer goods produced using nanotechnology or genetically modified

Amendment

9. Calls for **adequate consumer protection and product safety** in the markets for consumer goods produced using nanotechnology or genetically modified

organisms;

organisms;

Or. en

Amendment 156
Zbigniew Ziobro

Motion for a resolution
Paragraph 9 – indent 1 (new)

Motion for a resolution

Amendment

***Calls for the introduction of an EU ban
on the cultivation of genetically modified
organisms;***

Or. pl

Amendment 157
Antonyia Parvanova

Motion for a resolution
Paragraph 9 a (new)

Motion for a resolution

Amendment

***9 a. Stresses on the need to guarantee the
independence and transparency of
scientific expertise and regulatory
opinion, in particular in the field of
health, environment and food policies, in
order to ensure the highest level of
consumers' health protection and
confidence.***

Or. en

Amendment 158
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 9 a (new)

Motion for a resolution

Amendment

9a. Points out that the social, environmental and ethical dimensions need to be incorporated, in a transparent manner, at all stages of product development and implementation, paying particular attention to protecting the privacy of people affected by the implementation of new technologies;

Or. es

Amendment 159
Mitro Repo

Motion for a resolution
Paragraph 10

Motion for a resolution

Amendment

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and the elderly, particularly with regard to transport;

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and the elderly, particularly with regard to transport **and travel**;

Or. fi

Amendment 160
Sirpa Pietikäinen

Motion for a resolution
Paragraph 10

Motion for a resolution

Amendment

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and **the elderly**, particularly with regard to transport;

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and **older people**, particularly with regard to transport, **financial services, energy as well as ICT**;

Amendment 161
Tiziano Motti

Motion for a resolution
Paragraph 10

Motion for a resolution

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and the elderly, particularly with regard to transport;

Amendment

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and the elderly, particularly with regard to transport *and the use of IT tools*;

Or. it

Amendment 162
Claude Moraes, Catherine Stihler

Motion for a resolution
Paragraph 10

Motion for a resolution

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and *the elderly*, particularly with regard to transport;

Amendment

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and *older people*, particularly with regard to transport, *financial services, energy, as well as ICT*;

Or. en

Amendment 163
António Fernando Correia de Campos

Motion for a resolution
Paragraph 10

Motion for a resolution

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and the elderly, ***particularly with regard to transport;***

Amendment

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and the elderly;

Or. pt

Amendment 164
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 10

Motion for a resolution

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children ***and*** the elderly, particularly with regard to transport;

Amendment

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children, the elderly ***and people with disabilities,*** particularly with regard to transport; ***to this end, expects an improvement in protection for air passengers and hopes that the review of Regulation 261/2004 on air passenger rights will also make provision for protecting consumers against airline insolvency, as well as codifying all the case-law of the Court of Justice;***

Or. es

Amendment 165
Ildikó Gáll-Pelcz

Motion for a resolution
Paragraph 10

Motion for a resolution

10. Highlights the need to provide better protection of the rights of vulnerable

Amendment

10. Highlights the need to provide better protection of the rights of vulnerable

consumer groups such as children and the elderly, particularly with regard to transport;

consumer groups such as children and the elderly, particularly with regard to transport; ***stresses that Member States must take appropriate measures to provide adequate guarantees for the protection of vulnerable consumers;***

Or. en

Amendment 166

Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution

Paragraph 10

Motion for a resolution

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and the elderly, ***particularly with regard to transport;***

Amendment

10. Highlights the need to provide better protection of the rights of vulnerable consumer groups such as children and the elderly;

Or. en

Amendment 167

Robert Rochefort

Motion for a resolution

Paragraph 10

Motion for a resolution

10. Highlights the need ***to provide*** better protection of ***the rights of*** vulnerable consumer groups such as ***children and the elderly, particularly with regard to transport;***

Amendment

10. Highlights the need ***for*** better protection of vulnerable consumer groups ***and for*** such ***groups to be better informed of their rights;***

Or. fr

Amendment 168
Konstantinos Poupakis

Motion for a resolution
Paragraph 10 a (new)

Motion for a resolution

Amendment

10a. Underlines the need for action targeted mainly at vulnerable consumers, at both EU and Member State level, in line with the results of the most recent Eurobarometer showing that under 50% of consumers feel informed and protected, while vulnerable groups in particular are having difficulty in understanding the choices available to them, are not aware of their rights, are facing more problems and are displaying reluctance to act when problems arise;

Or. el

Amendment 169
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Paragraph 10 a (new)

Motion for a resolution

Amendment

10 a. Expects the Commission to come up swiftly with its proposal for the revision of Regulation (EU) No 261/2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91 which had been already announced for 2012;

Or. en

Amendment 170
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Paragraph 10 b (new)

Motion for a resolution

Amendment

10 b. Recalls for the list of passenger rights common to all transport modes to be circulated widely, in a concise form and in all official EU language;

Or. en

Amendment 171
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Paragraph 10 c (new)

Motion for a resolution

Amendment

10 c. Reiterates that the right to a minimum quality service standard on the part of carriers shall be included in the Commission's list of passenger rights and that a clear definition of such as standard needs to be set out; recalls also the need to put an end to the incoherent and loose definition of 'force majeure';

Or. en

Amendment 172
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Paragraph 10 d (new)

Motion for a resolution

Amendment

10 d. Reiterates its call on the Commission to address the proliferation of unfair terms in air contracts, to ensure closer monitoring of websites and to notify the national enforcement bodies where there are misapplications of the existing regulations, with a view to their reinforcement;

Or. en

Amendment 173

Sandra Kalniete, Anna Maria Corazza Bildt, Robert Rochefort

Motion for a resolution

Paragraph 11

Motion for a resolution

Amendment

11. Stresses that the current financial and economic crisis is weakening the position of consumers in the markets, making them more and more vulnerable, and that increasing job insecurity, unemployment rates and the loss of purchasing power are widening inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products that are complex and risky for the average consumer;

deleted

Or. en

Amendment 174

Anna Hedh

Motion for a resolution

Paragraph 11

Motion for a resolution

11. Stresses that the current financial and economic crisis is weakening the position of consumers in the markets, making them more and more vulnerable, and that increasing job insecurity, unemployment rates and the loss of purchasing power are widening inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products ***that are complex and risky for the average consumer***;

Amendment

11. Stresses that the current financial and economic crisis is weakening the position of consumers in the markets, making them more and more vulnerable, and that increasing job insecurity, unemployment rates and the loss of purchasing power are widening inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban ***complex*** financial products.

Or. sv

Amendment 175

António Fernando Correia de Campos

Motion for a resolution

Paragraph 11

Motion for a resolution

11. Stresses that the current financial and economic crisis is weakening the position of consumers in the markets, making them more and more vulnerable, and that increasing job insecurity, unemployment rates and the loss of purchasing power are widening inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products that are complex and risky for the average consumer;

Amendment

11. Stresses that the current financial and economic crisis is weakening the position of consumers in the markets, making them more and more vulnerable and ***likely to focus chiefly on the price of goods and services rather than their safety and quality; points out*** that increasing job insecurity, unemployment rates and the loss of purchasing power are widening inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products that are complex and risky for the average consumer;

Or. pt

Amendment 176
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 11

Motion for a resolution

11. Stresses that the current financial and economic crisis is weakening the position of consumers in the markets, making them more and more vulnerable, and that increasing job insecurity, unemployment rates and the loss of purchasing power are widening inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products that are complex and risky for the average consumer;

Amendment

11. Stresses that the current financial and economic crisis is weakening the position of consumers in the markets, making them more and more vulnerable, and that increasing job insecurity, unemployment rates and the loss of purchasing power are widening inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products that are complex and risky for the average consumer; ***takes the view that, given the scant degree of implementation of the Recommendation of 18 July 2011 on access to a basic payment account, the Commission should submit a proposal for a directive under which access to a basic payment account is considered a service of general interest, in order to avoid financial exclusion;***

Or. es

Amendment 177
Constance Le Grip

Motion for a resolution
Paragraph 11

Motion for a resolution

11. Stresses that the current financial and economic crisis is weakening the position of ***consumers in the markets***, making them more ***and more*** vulnerable, ***and that***

Amendment

11. Stresses that the current financial and economic crisis is weakening the position of ***a high number of consumers***, making them more vulnerable; ***emphasises the***

increasing job insecurity, unemployment rates and the loss of purchasing power are widening inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products that are complex and risky for the average consumer;

need to take them into account in drafting policies for consumers; insists on the need to facilitate the right of access to a basic payment account for all consumers;

Or. en

Amendment 178
Josef Weidenholzer

Motion for a resolution
Paragraph 11

Motion for a resolution

11. Stresses that the current financial and economic crisis is weakening the position of consumers in the markets, **making them more and more vulnerable, and** that increasing job insecurity, unemployment rates and the loss of purchasing power are **widening** inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products that are complex and risky for the average consumer;

Amendment

11. Stresses that the current financial and economic crisis - **caused by the unequal distribution of wealth and market dominance** - is weakening the position of consumers in the markets; **emphasises** that increasing job insecurity, unemployment rates and the loss of purchasing power - **fostered by neoliberal austerity policies** - are **leading to ever wider** inequalities within each country and between countries with negative effects on consumer profiles; emphasises the need to facilitate the right of access to a basic payment account and to ban financial products that are complex and risky for the average consumer; **stresses that strict rules are required to regulate the financial markets;**

Or. de

Amendment 179
Konstantinos Poupakis

Motion for a resolution
Paragraph 11 a (new)

Motion for a resolution

Amendment

11a. Calls on the Commission to take account of the new developments arising from the onset of the economic crisis, given the sharp contraction in household spending in certain Member States, which is further increasing poverty and material deprivation; urges it to make effective use of the European consumer agenda so as to create as far as possible better conditions for improving levels of prosperity and reducing social inequalities;

Or. el

Amendment 180
Sylvana Rapti

Motion for a resolution
Paragraph 11 a (new)

Motion for a resolution

Amendment

11a. Calls on the Commission, therefore, to submit measures, including possibly a legislative proposal establishing an EU-wide coherent collective redress mechanism in the field of consumer protection, applicable to cross-border cases, on the basis of a set of common principles and safeguards inspired by the EU legal tradition and the legal systems of the 27 Member States, and in accordance with the principles of subsidiarity and proportionality;

Or. el

Amendment 181
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 12

Motion for a resolution

12. Highlights the need for close cooperation between European, national and local authorities and consumer associations to establish consultation mechanisms between the parties and to implement the measures planned in the Agenda;

Amendment

12. Highlights the need for close cooperation between European, national and local authorities and consumer associations to establish consultation mechanisms, *participation* between the parties and *material aid for consumer organisations in order* to implement the measures planned in the Agenda;

Or. es

Amendment 182
Malcolm Harbour, Sandra Kalniete

Motion for a resolution
Paragraph 12

Motion for a resolution

12. Highlights the need for close cooperation between European, national and local authorities and consumer associations to establish consultation mechanisms *between the parties* and to implement the measures planned in the Agenda;

Amendment

12. Highlights the need for close cooperation between European, national and local authorities and consumer associations to establish consultation mechanisms and to implement the measures planned in the Agenda;

Or. en

Amendment 183
Constance Le Grip

Motion for a resolution
Paragraph 13

Motion for a resolution

Amendment

13. Stresses that the quickening process of business concentration affects both the production and marketing of goods and services, and suggests that consumers should hold at least 20% of democratically elected posts on the management boards of large companies, including those in the financial sector; *deleted*

Or. en

Amendment 184

Sandra Kalniete, Anna Maria Corazza Bildt, Andreas Schwab, Robert Rochefort

Motion for a resolution

Paragraph 13

Motion for a resolution

Amendment

13. Stresses that the quickening process of business concentration affects both the production and marketing of goods and services, and suggests that consumers should hold at least 20% of democratically elected posts on the management boards of large companies, including those in the financial sector; *deleted*

Or. en

Amendment 185

Christel Schaldemose

Motion for a resolution

Paragraph 13

Motion for a resolution

Amendment

13. Stresses that the quickening process of business concentration affects both the production and marketing of goods and

13. Stresses that the quickening process of business concentration affects both the production and marketing of goods and

services, and suggests that consumers should ***hold at least 20% of democratically elected posts on*** the management boards of large companies, including those in the financial sector;

services, and suggests that consumers should ***be better involved in*** the management ***of*** boards of large companies, including those in the financial sector;

Or. en

Amendment 186
António Fernando Correia de Campos

Motion for a resolution
Paragraph 13

Motion for a resolution

13. Stresses that the quickening process of business concentration affects both the production and marketing of goods and services, ***and suggests that consumers should hold at least 20% of democratically elected posts*** on the management boards of large companies, including those in the financial sector;

Amendment

13. Stresses that the quickening process of business concentration affects both the production and marketing of goods and services; ***advocates relevant representation for*** consumers on the management boards of large companies, including those in the financial sector;

Or. pt

Amendment 187
Ildikó Gáll-Pelcz, Ashley Fox

Motion for a resolution
Paragraph 13

Motion for a resolution

13. Stresses that the quickening process of business concentration affects both the production and marketing of goods and services, ***and suggests that consumers should hold at least 20% of democratically elected posts on the management boards of large companies, including those in the financial sector;***

Amendment

13. Stresses that the quickening process of business concentration affects both the production and marketing of goods and services, ***stresses that a well-governed company should be transparent and accountable to its stakeholders; reaffirms that directors of corporate entities should take into account long-term interests and sustainability when taking decisions;***

Amendment 188
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 14

Motion for a resolution

14. Asks the Commission to make the RAPEX (Rapid Alert System for Non-Food Products) reporting system more transparent and effective; emphasises the need to develop the European Consumer Centres (ECC) and Consumer Protection Cooperation (CPC) networks;

Amendment

14. Asks the Commission to make the RAPEX (Rapid Alert System for Non-Food Products) reporting system more transparent and effective; emphasises the need to develop the European Consumer Centres (ECC) and Consumer Protection Cooperation (CPC) networks; ***takes the view that the Commission should consider setting up a RAPEX-type system for services;***

Amendment 189
Robert Rochefort

Motion for a resolution
Paragraph 15

Motion for a resolution

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid for court proceedings;

Amendment

deleted

Amendment 190
Róza Gräfin von Thun und Hohenstein

Motion for a resolution
Paragraph 15

Motion for a resolution

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to **free income-based** legal aid for court proceedings;

Amendment

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution (ODR), must be fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to legal aid for court proceedings;

Or. en

Amendment 191
Sirpa Pietikäinen

Motion for a resolution
Paragraph 15

Motion for a resolution

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid for court proceedings;

Amendment

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution (ODR), must be **available**, fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid for court proceedings;

Or. en

Amendment 192
Tiziano Motti

Motion for a resolution
Paragraph 15

Motion for a resolution

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income;

Amendment

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be fast, accessible, **convenient** and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income;

Or. it

Amendment 193
Claude Moraes, Catherine Stihler

Motion for a resolution
Paragraph 15

Motion for a resolution

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid for court proceedings;

Amendment

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be **available**, fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid for court proceedings;

Or. en

Amendment 194
António Fernando Correia de Campos

Motion for a resolution
Paragraph 15

Motion for a resolution

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid *for court proceedings*;

Amendment

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution or online dispute resolution, must be fast, accessible and effective; stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid;

Or. pt

Amendment 195
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 15

Motion for a resolution

15. Emphasises that *redress* mechanisms, such as alternative dispute resolution (ADR), collective dispute resolution *or online dispute resolution*, must be fast, accessible and effective; stresses that *ADR procedures should be resolved within a maximum of 90 days, and that* unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid for court proceedings;

Amendment

15. Emphasises that *existing* mechanisms, such as alternative dispute resolution (ADR), *online dispute resolution and* collective dispute resolution *instruments*, must be fast, accessible and effective; stresses that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid for court proceedings; *considers that the Commission should submit a proposal for the revision of Council Directive 2002/8/EC to improve access to justice in cross-border disputes by establishing minimum common rules relating to legal aid for such disputes, making provision for granting the right to free legal aid to*

consumer associations;

Or. es

Amendment 196

Sandra Kalniete, Andreas Schwab, Anna Maria Corazza Bildt

Motion for a resolution

Paragraph 15

Motion for a resolution

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), *collective dispute resolution* or online dispute resolution, must be fast, accessible and effective; *stresses that ADR procedures should be resolved within a maximum of 90 days, and that unemployed consumers should, either individually or through a consumer association, have access to free income-based legal aid for court proceedings;*

Amendment

15. Emphasises that redress mechanisms, such as alternative dispute resolution (ADR), or online dispute resolution, must be fast, accessible and effective; *highlights that an effective access to justice in cross-border disputes should not be hampered by the difficulties arising from the cross-border nature of a dispute or the lack of resources and therefore calls for further improvements in the application of Council Directive 2003/8/EC of 27 January 2003;*

Or. en

Amendment 197

Sirpa Pietikäinen

Motion for a resolution

Paragraph 15 a (new)

Motion for a resolution

15 a. Emphasises the need to ensure the accessibility of goods and services in the Union, covering areas such as built environment, transport and ICT; urges the Commission to release an ambitious Union Accessibility Act;

Amendment

Or. en

Amendment 198
Claude Moraes, Catherine Stihler

Motion for a resolution
Paragraph 15 a (new)

Motion for a resolution

Amendment

15 a. Emphasises the need to ensure the accessibility of goods and services in the Union, covering areas such as built environment, transport and ICT; urges the Commission to release an ambitious Union Accessibility Act;

Or. en

Amendment 199
Evelyne Gebhardt

Motion for a resolution
Paragraph 15 a (new)

Motion for a resolution

Amendment

15a. Deeply regrets that the Commission has still not presented any proposals for a European collective redress mechanism; is concerned that uncoordinated initiatives within the EU in the field of collective redress will result in a fragmentation of national procedural and damages laws, and emphasises the importance of such redress from the perspective of consumers;

Or. de

Amendment 200
Committee on Transport and Tourism (TRAN)

Motion for a resolution
Paragraph 15 a (new)

Motion for a resolution

Amendment

15 a. Recalls on the Commission to promote guidelines for the prompt settlement of complaints using simplified procedures;

Or. en

Amendment 201
Evelyne Gebhardt

Motion for a resolution
Paragraph 15 b (new)

Motion for a resolution

Amendment

15b. Stresses that alternative dispute resolution and online dispute resolution instruments may indeed help avoid litigation between consumers and businesses, but merely remain an alternative to judicial protection and can be no substitute for a collective redress mechanism;

Or. de

Amendment 202
Anna Hedh

Motion for a resolution
Paragraph 16

Motion for a resolution

Amendment

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy, and to make markets fully accessible to consumers from the perspective of a social Europe based on

16. Emphasises the need ***for the Commission and Member States*** to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy ***and with the support of the strategy for corporate social***

solidarity;

responsibility¹ and ISO 26000, and to make markets fully accessible to consumers from the perspective of a social Europe based on solidarity.

¹ *COM(2011) 681*

Or. sv

Amendment 203
Constance Le Grip

Motion for a resolution
Paragraph 16

Motion for a resolution

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy, and to make markets fully accessible to consumers from the perspective of a social *Europe based on solidarity*;

Amendment

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy, and to make markets fully accessible to consumers from the perspective of *the completion of a social market economy in the Union*;

Or. en

Amendment 204
Konstantinos Poupakis

Motion for a resolution
Paragraph 16

Motion for a resolution

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy, and to make markets fully accessible to consumers from the perspective of a social Europe based on solidarity;

Amendment

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy, *strengthening the position of consumers, helping and encouraging them to make healthy and sustainable choices and enabling them to achieve cost savings for themselves and society as a whole*, and to make markets fully

accessible to consumers from the perspective of a social Europe based on solidarity;

Or. el

Amendment 205
Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution
Paragraph 16

Motion for a resolution

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy, and to make markets fully accessible to consumers from the perspective of a social Europe based on solidarity;

Amendment

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy, and to make markets fully accessible to consumers from the perspective of a **highly competitive social market economy** Union based on solidarity;

Or. en

Amendment 206
Robert Rochefort

Motion for a resolution
Paragraph 16

Motion for a resolution

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy, **and to make markets fully accessible to consumers from the perspective of a social Europe based on solidarity;**

Amendment

16. Emphasises the need to promote responsible and sustainable consumption, in line with the objectives of the EU 2020 strategy; **considers it necessary to tackle food waste, make consumer goods more durable, promote recycling and the consumption of second-hand goods and to further improve the energy efficiency of products available in the internal market;**

Or. fr

Amendment 207
Sirpa Pietikäinen

Motion for a resolution
Paragraph 16 a (new)

Motion for a resolution

Amendment

16 a. Calls for prolonged liability periods for products to ensure higher level of consumer protection and longer lifespan for products, in line with the Europe 2020 strategy for smart, sustainable and inclusive growth.

Or. en

Amendment 208
Sandra Kalniete, Anna Maria Corazza Bildt

Motion for a resolution
Paragraph 17

Motion for a resolution

Amendment

17. Draws attention to the fact the next Multiannual Financial Framework for 2014 -2020 will have to incorporate the Consumer Agenda and provide it with proper funding;

deleted

Or. en

Amendment 209
Catherine Stihler

Motion for a resolution
Paragraph 17

Motion for a resolution

Amendment

17. Draws attention to the fact the next

17. Draws attention to the fact the next

Multiannual Financial Framework for 2014-2020 will have to incorporate the Consumer Agenda *and provide it with proper funding*;

Multiannual Financial Framework for 2014-2020 will have to incorporate the Consumer Agenda;

Or. en

Amendment 210
Vicente Miguel Garcés Ramón

Motion for a resolution
Paragraph 17

Motion for a resolution

17. Draws attention to the fact the next Multiannual Financial Framework for 2014-2020 will have to *incorporate* the Consumer Agenda and provide it with proper funding;

Amendment

17. Draws attention to the fact the next Multiannual Financial Framework for 2014-2020 will have to *support the objectives of* the Consumer Agenda and provide it with proper funding, *chiefly through the 2014-2020 Consumer Programme*;

Or. es

Amendment 211
Robert Rochefort

Motion for a resolution
Paragraph 17

Motion for a resolution

17. Draws attention to the fact the next Multiannual Financial Framework for 2014-2020 will have to *incorporate* the Consumer Agenda *and provide it with proper funding*;

Amendment

17. Draws attention to the fact *that* the next Multiannual Financial Framework for 2014-2020 will have to *allow* the Consumer Agenda *to benefit from sufficiently ambitious* funding;

Or. fr

Amendment 212
Mitro Repo

Motion for a resolution
Paragraph 17 a (new)

Motion for a resolution

Amendment

17a. Stresses that, in order to improve consumer protection and the position of consumers, targeted research funding is also needed, because project funding often does not cover the costs of scientific research;

Or. fi

Amendment 213
Mitro Repo

Motion for a resolution
Paragraph 17 b (new)

Motion for a resolution

Amendment

17b. Stresses that it is important to pay attention to the views of consumers and households regarding the EU's policies and research programmes, in order to be able to enhance the credibility of the European Union in the eyes of the public;

Or. fi