



EUROPEAN PARLIAMENT

2009 - 2014

Committee on the Internal Market and Consumer Protection

2011/0340(COD)

15.5.2012

AMENDMENTS 75 - 133

Draft report
Robert Rochefort
(PE486.107v01-00)

Consumer programme 2014-2020

Proposal for a regulation
(COM(2011)0707 – C7-0397/2011 – 2011/0340(COD))

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PE489.502v01-00

EN

United in diversity

EN

Amendment 75
Franz Obermayr

Proposal for a regulation
Recital 2

Text proposed by the Commission

(2) The Union should contribute to putting consumers at the centre of the internal market by supporting and complementing Member States' policies in seeking to ensure that citizens can fully reap the benefits of the internal market and that in *so doing*, their safety and economic interests are properly protected *by means of concrete actions*.

Amendment

(2) The Union should contribute to putting consumers at the centre of the internal market by supporting and complementing Member States' policies in seeking to ensure that citizens can fully reap the benefits of the internal market and that, in *that connection*, their safety and economic interests are properly protected.

Or. de

Amendment 76
Louis Grech

Proposal for a regulation
Recital 2 a (new)

Draft legislative resolution

Amendment

(2a) The recent economic downturn has exposed a number of serious shortcomings and inconsistencies in the single market, all of which have had adverse implications for consumers' and citizens' confidence. Whereas it is necessary to acknowledge the budgetary constraints under which the Union is currently operating, the Union should nevertheless provide adequate financial means to support a strategy for smart, sustainable and inclusive growth.

Or. en

Amendment 77
María Irigoyen Pérez, Louis Grech

Proposal for a regulation
Recital 2 b (new)

Text proposed by the Commission

Amendment

(2b) The elimination of direct and indirect obstacles to the proper functioning of the internal market and improving citizens' trust and confidence in the system, in particular when buying cross-border, is essential for the completion of the internal market. The Union should aim to create the right market conditions by empowering consumers with sufficient tools to make considered and informed decisions.

Or. en

Amendment 78
Franz Obermayr

Proposal for a regulation
Recital 3

Text proposed by the Commission

Amendment

(3) This Regulation takes into account the economic, social and technical environment and the concomitant emerging challenges. In particular, actions funded under this programme will seek to address issues linked to globalisation, digitalisation, ***the need to move towards more*** sustainable patterns of consumption, population ageing, social exclusion and the issue of vulnerable consumers. Integrating consumer interests into all Union policies, in accordance with Article 12 TFEU, should be given high priority. ***Coordination with other Union policies and programmes is a key part of ensuring that*** consumer interests are taken fully into

(3) This Regulation takes into account the economic, social and technical environment and the concomitant emerging challenges. In particular, actions funded under this programme will seek to address issues linked to globalisation, digitalisation, sustainable patterns of consumption, population ageing, social exclusion and the issue of ***particularly*** vulnerable consumers. Integrating consumer interests into all Union policies, in accordance with Article 12 TFEU, should be given high priority. ***In order to ensure that consumer interests are taken fully into account,*** coordination with other Union policies and programmes ***is***

account *in other policies*. In order to promote synergies and avoid duplication, other Union funds and programmes should provide for financial support for the integration of consumer interests in their respective fields.

essential. In order to promote synergies and avoid duplication, other Union funds and programmes should provide for financial support for the integration of consumer interests in their respective fields.

Or. de

Amendment 79
María Irigoyen Pérez

Proposal for a regulation
Recital 3 a (new)

Text proposed by the Commission

Amendment

(3a) The Consumer Programme 2014-2020 should ensure a high level of protection for all consumers, with a special focus on vulnerable consumers in order to take into account their specific needs and strengthen their capabilities, as called for in the report of the Committee on the Internal Market and Consumer Protection of 8 May 2012 on a strategy for strengthening the rights of vulnerable consumers.

Or. en

Amendment 80
María Irigoyen Pérez

Proposal for a regulation
Recital 3 b (new)

Text proposed by the Commission

Amendment

(3b) The Consumer Programme 2014-2020 should provide adequate support to consumer organisations taking into account their major role in circulating information to consumers about their

rights, supporting consumers in consumer disputes, and promoting consumer interests in the construction of the internal market.

Or. en

Amendment 81
María Irigoyen Pérez, Louis Grech

Proposal for a regulation
Recital 5

Text proposed by the Commission

(5) It is important to improve consumer protection. To achieve this general objective, specific objectives should be set as regards safety, consumer information and education, rights and redress as well as enforcement in respect of consumer rights. The value and impact of the measures taken under the Programme should regularly be monitored and evaluated. For the purposes of evaluating consumer policy indicators should be developed.

Amendment

(5) It is important to improve consumer protection. To achieve this general objective, specific objectives should be set as regards safety, consumer information and education, rights and redress as well as enforcement in respect of consumer rights. The value and impact of the measures taken under the Programme should regularly be monitored and evaluated *in order to better understand consumer behaviour and market malfunctioning, and facilitate smarter policy design. The Commission should submit an annual monitoring report to the European Parliament, which should be accompanied, where appropriate, by proposals for future adjustments of the Programme.* For the purposes of evaluating consumer policy indicators should be developed.

Or. en

Amendment 82
Marc Tarabella

Proposal for a regulation
Recital 5

Text proposed by the Commission

(5) It is important to improve consumer protection. To achieve this general objective, specific objectives should be set as regards safety, consumer information and education, rights and redress as well as enforcement in respect of consumer rights. The value and impact of the measures taken under the Programme should regularly be monitored and evaluated. For the purposes of evaluating consumer policy indicators should be developed.

Amendment

(5) It is important to improve consumer protection. To achieve this general objective, specific objectives should be set as regards safety, consumer information and education, rights and redress as well as enforcement in respect of consumer rights. The value and impact of the measures taken under the Programme should regularly be monitored and evaluated. For the purposes of evaluating consumer policy ***and particularly the precise impact of the measures taken***, indicators should be developed.

Or. fr

Amendment 83
Franz Obermayr

Proposal for a regulation
Recital 5

Text proposed by the Commission

(5) It is important to improve consumer protection. To achieve this general objective, specific objectives should be set as regards safety, consumer information and education, rights and ***redress as well as enforcement in respect of consumer rights***. The value and impact of the measures taken under the Programme should regularly be monitored and evaluated. For the purposes of evaluating consumer policy indicators should be developed.

Amendment

(5) It is important to improve consumer protection. To achieve this general objective, specific objectives should be set as regards safety, consumer information and education, ***indications of origin, misleading advertising, warranties, guarantees and other consumer rights and their enforcement, online purchases and hotlines***. The value and impact of the measures taken under the Programme should regularly be monitored and evaluated. For the purposes of evaluating consumer policy indicators should be developed ***and spot checks carried out on various undertakings. The results should be published on the internet, so that consumers can ascertain which undertakings in which sectors are particularly consumer friendly or***

unfriendly.

Or. de

Amendment 84
Robert Rochefort

Proposal for a regulation
Recital 5 a (new)

Text proposed by the Commission

Amendment

(5a) It is important to improve consumer confidence. It is important to enhance consumer confidence. In order to achieve this objective, it is necessary to strengthen the scope for action, particularly through appropriate financial support to intermediaries such as European consumer organisations and European consumer centres which provide information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution mechanisms, and which have the capacity to enhance consumer protection and confidence by taking action on the ground and tailoring aid, information and education to the individual.

Or. fr

(Former Recital 5a, as the numbering in the French version is not correct.)

Justification

European consumer organisations play a vital role in the provision of information and assistance to consumers in order to help them exercise their rights, and in representing their interests when new legislation is drafted. Brings the text into line with the new formulation proposed in Article 4(b)(5).

Amendment 85
Franz Obermayr

Proposal for a regulation
Recital 6

Text proposed by the Commission

(6) It is necessary to **provide for** the eligible actions by which those objectives are to be achieved.

Amendment

(6) It is necessary to **specify in advance** the eligible actions by which those objectives are to be achieved

Or. de

Amendment 86
Franz Obermayr

Proposal for a regulation
Recital 7

Text proposed by the Commission

(7) It is necessary to define the categories of potential **beneficiaries** eligible **for grants**.

Amendment

(7) It is necessary to define the categories of potential eligible **bodies**.

Or. de

Amendment 87
Kyriacos Triantaphyllides

Proposal for a regulation
Article 2

Text proposed by the Commission

The aim of the Programme is to support **the** policy objective of placing the empowered consumer at the centre of the internal market. The Programme will do so by contributing to protecting the health, safety and economic interests of consumers, as well as **to** promoting their right to information, education and to

Amendment

The aim of the Programme is to support **a new** policy objective of placing the empowered consumer at the centre of the internal market, **noting that liberalisation in the internal market has led to increased prices, lower quality and fewer services**. The Programme will do so by contributing to **citizens' welfare, by promoting**

organise themselves in order to safeguard their interests. The Programme will complement, *support* and *monitor* the policies of Member States.

economically, socially and environmentally sound sustainable development throughout the Union, by furthering social justice, sustainability and solidarity based on mutually supportive economic, social and environmental pillars steered by a democratic and participatory process of socio-economic governance, and by a focus on benefits to citizens and consumer protection, in particular by protecting the health, safety and economic interests of consumers, as well as promoting their right to information, education and to organise themselves in order to safeguard their interests. The Programme will complement and support the policies of Member States.

Or. en

Amendment 88
Kyriacos Triantaphyllides

Proposal for a regulation
Article 3 – paragraph 1 – introductory part

Text proposed by the Commission

1. The general *objective* referred to in Article 2 shall be pursued through the following specific objectives:

Amendment

1. The general *objectives as described* in Article 2 *form a political framework of actions. Some of those general objectives* shall be pursued through the following specific objectives:

Or. en

Amendment 89
Franz Obermayr

Proposal for a regulation
Article 3 – paragraph 1 – point b

Text proposed by the Commission

(b) Objective 2 - information **and** education: to improve consumers' education, information and awareness of their rights, to develop the evidence base for consumer policy and to provide support to consumer organisations.

Amendment

(b) Objective 2 – information, education, ***indications of origin and the prevention of misleading advertising***: to improve consumers' education, information and awareness of their rights, to develop the evidence base for consumer policy and to provide support to consumer organisations, ***checks on the accuracy of indications of origin, in particular in the food sector, in which connection the place of origin of the raw material, and not the place of processing, should be the decisive factor.***

Or. de

Amendment 90

María Irigoyen Pérez, Louis Grech

Proposal for a regulation

Article 3 – paragraph 1 – point c – introductory part

Text proposed by the Commission

(c) Objective 3 - rights and redress: to ***consolidate*** consumer rights in particular through regulatory action and improving access to redress including alternative dispute resolution.

Amendment

(c) Objective 3 - rights and redress: to ***strengthen and reinforce*** consumer rights in particular through regulatory action and improving access to ***simple, efficient, expedient and low-cost*** redress including alternative dispute resolution ***for resolving domestic and cross-border disputes.***

Or. en

Amendment 91

María Irigoyen Pérez, Louis Grech

Proposal for a regulation

Article 3 – paragraph 1 – point c – paragraph 1

Text proposed by the Commission

This objective will be measured in particular through the recourse to alternative dispute resolution to solve cross-border disputes **and** through the activity of a Union-wide on-line dispute resolution system.

Amendment

This objective will be measured in particular through the recourse to alternative dispute resolution to solve cross-border **or domestic** disputes through the activity of a Union-wide on-line dispute resolution system, **and by the percentage of consumers and traders that use alternative dispute resolution or other forms of redress in an attempt to resolve disputes.**

Or. en

Amendment 92
Franz Obermayr

Proposal for a regulation
Article 3 – paragraph 1 – point d – introductory part

Text proposed by the Commission

(d) Objective 4 - enforcement: to support enforcement of consumer rights by strengthening cooperation between national enforcement bodies and by supporting consumers with advice.

Amendment

(d) Objective 4 - enforcement: to support enforcement of consumer rights by strengthening cooperation between national enforcement bodies and by supporting consumers with advice, **in particular the more effective enforcement of warranty claims, above all in cases where complaints are made by ringing hotlines or in the context of online trading.**

Or. de

Amendment 93
Robert Rochefort

Proposal for a regulation
Article 3 – paragraph 1 – point d – paragraph 2

Text proposed by the Commission

Amendment

This objective will be measured in particular through the level of information flow and cooperation within the Consumer Protection Cooperation Network and the activity of the European Consumer Centres.

This objective will be measured in particular through the level of information flow and ***the effectiveness of*** cooperation within the Consumer Protection Cooperation Network and the activity of the European Consumer Centres, ***how well known they are to consumers and how satisfied consumers are with the assistance they received during the most recent dispute resolution procedure.***

Or. fr

Justification

In view of the age of the CPC Network, qualitative information should be added to make the criteria more precise. It is also proposed that the network's efficiency be measured, in addition to the flow of information. Furthermore, the assessment of European consumer centres has revealed how few people in Europe are aware of them (15%). It will therefore be necessary to take into account changes in how well known they are and how their public profile changes. Consistency with Annex II as amended.

Amendment 94

Kyriacos Triantaphyllides, Cornelis de Jong,

**Proposal for a regulation
Article 3 – paragraph 3**

Text proposed by the Commission

Amendment

3. The Commission shall be empowered to adopt delegated acts in accordance with Article 15 to adapt the indicators set out in Annex II.

deleted

Or. en

Amendment 95

Louis Grech

Proposal for a regulation
Article 4 – paragraph 1 – point a – point 3 a (new)

Text proposed by the Commission

Amendment

(3a) Improvement of product traceability and enhancing access to information concerning dangerous products;

Or. en

Amendment 96
Robert Rochefort

Proposal for a regulation
Article 4 – paragraph 1 – point b – point 4

Text proposed by the Commission

Amendment

(4) building the evidence base for policy-making in areas affecting consumers;

(4) Building ***and improving access to*** the evidence base for policy-making in areas affecting consumers, ***for designing smart and targeted regulations and for detecting any market malfunctioning or changes in consumers' needs;***

Or. fr

Justification

To improve this database's potential it should be made possible for all stakeholders to access it easily. For reasons of effectiveness, the database must also be intended for use in drafting new legislation and identifying any market malfunctions or new consumer needs.

Amendment 97
Marc Tarabella

Proposal for a regulation
Article 4 – paragraph 1 – point b – point 5

Text proposed by the Commission
(5) support to consumer organisations;

Amendment

(5) support to consumer organisations *at Union, national and regional level*;

Or. fr

Amendment 98
Robert Rochefort

Proposal for a regulation
Article 4 – paragraph 1 – point b – point 5 a (new)

Text proposed by the Commission

Amendment

(5a) capacity building for local, regional, national and European consumer organisations, increasing transparency and stepping up exchanges of best practice and expertise;

Or. fr

Justification

Here it is desirable to return to and update the idea of Action 7 of Decision No 1926/2006/EC establishing a programme of Community action in the field of consumer policy (2007-2013).

Amendment 99
Anna Maria Corazza Bildt, Konstantinos Poupakis, Simon Busuttil, Hans-Peter Mayer

Proposal for a regulation
Article 4 – paragraph 1 – point b – point 6

Text proposed by the Commission

Amendment

(6) enhancing the transparency of *consumer markets* and consumer information;

(6) enhancing the transparency of *the internal market* and consumer information, *including through access to reliable information allowing consumers to compare not only prices, but also quality*

and sustainability of goods and services;

Or. en

Amendment 100

Anna Maria Corazza Bildt, Konstantinos Poupakis, Simon Busuttil, Hans-Peter Mayer, Constance Le Grip

Proposal for a regulation

Article 4 – paragraph 1 – point b – point 7

Text proposed by the Commission

Amendment

(7) *enhancing* consumer *education*;

(7) *empower consumers to make free and informed choices by raising* consumer *awareness*;

Or. en

Amendment 101

María Irigoyen Pérez, Louis Grech

Proposal for a regulation

Article 4 – paragraph 1 – point b – point 7

Text proposed by the Commission

Amendment

(7) enhancing consumer education;

(7) enhancing consumer *and business* education *about consumer rights*;

Or. en

Amendment 102

Anna Maria Corazza Bildt, Konstantinos Poupakis, Simon Busuttil, Hans-Peter Mayer

Proposal for a regulation

Article 4 – paragraph 1 – point b – point 7 a (new)

Text proposed by the Commission

Amendment

(7a) *ensure that vulnerable consumers also have access to information on goods*

and services, in order to have equal opportunities to make free and informed choices;

Or. en

Amendment 103
Louis Grech

Proposal for a regulation
Article 4 – paragraph 1 – point b – point 7 a (new)

Text proposed by the Commission

Amendment

(7a) support training programmes and educational tools for journalists, public authorities and schools among others, with a particular focus on vulnerable groups;

Or. en

Amendment 104
Louis Grech

Proposal for a regulation
Article 4 – paragraph 1 – point c – point 8 a (new)

Text proposed by the Commission

Amendment

(8a) support the development of alternative dispute resolution ('ADR') entities as well as the creation of an electronic, Union-wide platform which offers consumers and traders a single point of entry for the out-of-court resolution of online disputes, supported by the availability of quality ADR entities across the Union;

Or. en

Amendment 105
María Irigoyen Pérez

Proposal for a regulation
Article 4 – paragraph 1 – point c – point 9

Text proposed by the Commission

(9) facilitating access to and monitoring of the functioning and the effectiveness of dispute resolution mechanisms for consumers, in particular of alternative dispute resolution schemes, including on-line, also through the development and maintenance of relevant IT tools;

Amendment

(9) facilitating access to and monitoring of the functioning and the effectiveness of dispute resolution mechanisms for consumers, in particular of alternative dispute resolution schemes, including on-line, also through the development and maintenance of relevant IT tools, ***and paying specific attention to ensure that vulnerable consumers' needs and rights are adequately taken into account;***

Or. en

Amendment 106
Robert Rochefort

Proposal for a regulation
Article 4 – paragraph 1 – point c – point 9

Text proposed by the Commission

(9) facilitating access to and monitoring of the functioning and the effectiveness of dispute resolution mechanisms for consumers, in particular of alternative dispute resolution schemes, including on-line, also through the development and maintenance of relevant IT tools;

Amendment

(9) facilitating access to and monitoring of the functioning and the effectiveness of ***individual and, where appropriate, collective*** dispute resolution mechanisms for consumers, in particular of alternative dispute resolution schemes, including on-line, also through the development and maintenance of relevant IT tools, ***devoting particular attention to specific measures for vulnerable persons such as older people and/or people with lower levels of educational attainment;***

Or. fr

Justification

Brings the text into line with the new formulation proposed in Article 3(1)(c) and Annex I, point 9.

Amendment 107

María Irigoyen Pérez, Louis Grech

Proposal for a regulation

Article 4 – paragraph 1 – point c – point 9 a (new)

Text proposed by the Commission

Amendment

(9a) involvement of consumer organisations in the practical organisation of and participation in the ADR schemes, especially when the consumer organisation is meant to provide representation and expertise to a board of an ADR body;

Or. en

Amendment 108

María Irigoyen Pérez, Louis Grech

Proposal for a regulation

Article 4 – paragraph 1 – point c – point 9 b (new)

Text proposed by the Commission

Amendment

(9b) organisation and coordination of existing resources and contact points, facilitating the provision of proper information to citizens;

Or. en

Amendment 109

Marc Tarabella

Proposal for a regulation
Article 5 – paragraph 1 – point b

Text proposed by the Commission

(b) they are mandated to represent the interests of consumers at Union level by organisations ***in at least half of the Member States*** that are representative, in accordance with national rules or practice, of consumers, and that are active at regional or national level.

Amendment

(b) they are mandated to represent the interests of consumers at Union level by organisations that are representative, in accordance with national rules or practice, of consumers, and that are active at regional or national level.

Or. fr

Amendment 110
Kyriacos Triantaphyllides

Proposal for a regulation
Article 13 – paragraph 2 – subparagraph 1

Text proposed by the Commission

No later than mid-2018, an evaluation report shall be established by the Commission on the achievement of the objectives of all the measures (at the level of results and impacts), the efficiency of the use of resources and its European added value, in view of a decision on the renewal, modification or suspension of the measures. The evaluation shall additionally address the scope for simplification, its internal and external coherence, the continued relevance of all objectives, as well as the contribution of the measures to the Union priorities of smart, sustainable and inclusive growth. It shall take into account evaluation results on the long-term impact of the predecessor programme;

Amendment

No later than mid-2018, an evaluation report shall be established by the Commission on the achievement of the objectives of all the measures (at the level of results and impacts), the efficiency of the use of resources and its European added value, in view of a decision on the renewal, modification or suspension of the measures. The evaluation shall additionally address the scope for simplification, its internal and external coherence, the continued relevance of all objectives, as well as the contribution of the measures to the Union priorities of smart, sustainable and inclusive growth, ***and take into consideration that the focus on "competitiveness" and "cost cutting" underlying the Lisbon Strategy also aggravated the severe economic imbalances within the eurozone (countries with large export surpluses against countries with large current account deficits) and within the Union***

more generally, undermining the Union's economic, social and territorial cohesion;
It shall take into account evaluation results on the long-term impact of the predecessor programme;

Or. en

Amendment 111

Kyriacos Triantaphyllides, Cornelis de Jong

Proposal for a regulation

Article 15

Text proposed by the Commission

Amendment

Exercise of delegation

deleted

- 1. The power to adopt delegated acts is conferred on the Commission subject to the conditions laid down in this Article.***
- 2. The delegation of power referred to in Article 3 shall be conferred on the Commission for the period of the Programme 2014-2020.***
- 3. The delegation of power referred to in Article 3 may be revoked at any time by the European Parliament or by the Council. A decision of revocation shall put an end to the delegation of the power specified in that decision. It shall take effect on the day following publication of the decision in the Official Journal of the European Union or at a later date specified therein. It shall not affect the validity of any delegated acts already in force.***
- 4. As soon as it adopts a delegated act, the Commission shall notify it simultaneously to the European Parliament and to the Council.***
- 5. A delegated act adopted pursuant to Article 3 shall enter into force only if no objection has been expressed either by the European Parliament or by the Council***

within a period of two months of notification of that act to the European Parliament and the Council or if, before the expiry of that period, the European Parliament and the Council have both informed the Commission that they will not object. That period shall be extended by two months at the initiative of the European Parliament or the Council.

Or. en

Amendment 112
Robert Rochefort

Proposal for a regulation
Annex I – point 2 – point c

Text proposed by the Commission

(c) exchanges of enforcement officials and training;

Amendment

(c) exchanges of enforcement officials and training ***focusing in particular on high-risk sectors***;

Or. fr

Justification

According to the 2010 Rapex activity report, a large number of product notifications on grounds of non-compliance with EU legislation concerned specific sectors (including textiles - 32% and toys - 25%).

Amendment 113
Robert Rochefort

Proposal for a regulation
Annex I – point 4 – introductory part

Text proposed by the Commission

4. Building the evidence base for policy-making in areas affecting consumers

Amendment

4. Building ***and improving access to*** the evidence base for policy-making in areas affecting consumers, ***for designing smart***

and targeted regulations and for detecting any market malfunctioning or changes in consumers' needs

Or. fr

Justification

To bring this heading into line with the new wording for Article 4(b)(4).

Amendment 114
Robert Rochefort

Proposal for a regulation
Annex I – point 5 – introductory part

Text proposed by the Commission

5. ***Support to*** consumer organisations

Amendment

5. ***Financial contributions to the functioning of European*** consumer organisations.

Or. fr

Justification

To bring this heading into line with the new wording for Article 4(b)(5).

Amendment 115
Robert Rochefort

Proposal for a regulation
Annex I – point 5 – point b

Text proposed by the Commission

(b) capacity building for regional, national and European consumer organisations, notably through training and exchange of best practice and expertise for staff members, in particular for consumer organisations in Member States which demonstrate a relatively low level of

Amendment

(b) capacity building for ***local***, regional, national and European consumer organisations, notably through training ***available in various languages and throughout the European Union*** and exchange of best practice and expertise for staff members, in particular for consumer

consumer confidence and awareness as evidenced by monitoring of consumer markets and the consumer environment in the Member States;

organisations in Member States *where they are not sufficiently developed or* which demonstrate a relatively low level of consumer confidence and awareness as evidenced by monitoring of consumer markets and the consumer environment in the Member States;

Or. fr

Justification

The programme should stress strengthening consumer protection in those Member States where consumer organisations have not been sufficiently well developed. In addition, evaluation of TRACE has brought to light the need for a greater spread of languages and training sites so that as many organisations as possible may benefit.

Amendment 116

María Irigoyen Pérez

Proposal for a regulation

Annex I – point 5 – point c a (new)

Text proposed by the Commission

Amendment

(ca) financing mechanisms for the support of consumer organisations.

Or. en

Amendment 117

Robert Rochefort

Proposal for a regulation

Annex I – point 5 a (new)

Text proposed by the Commission

Amendment

5a. Capacity building for local, regional, national and European consumer organisations, increasing transparency and stepping up exchanges of best practice and expertise;

Justification

To bring this heading into line with the new wording for Article 4(1)(b)(5a).

Amendment 118
Robert Rochefort

Proposal for a regulation
Annex I – point 6 – introductory part

Text proposed by the Commission

6. Enhancing the transparency of consumer markets and consumer information

Amendment

6. Enhancing the transparency of consumer markets and consumer information, ***particularly through comparison websites providing comparable, reliable and easily accessible data, including for cross-border cases***

Justification

Brings the text into line with the new wording for Article 4(b)(6).

Amendment 119
Anna Maria Corazza Bildt, Konstantinos Poupakis, Simon Busuttil, Hans-Peter Mayer

Proposal for a regulation
Annex I – point 6 – point c

Text proposed by the Commission

(c) actions increasing consumers' access to relevant information on ***products*** and ***markets***;

Amendment

(c) actions increasing consumers' access to relevant information on ***goods*** and ***services in the internal market, enabling consumers to compare not only prices but also quality, both online and offline, including cross-border***;

Amendment 120

Simon Busuttil, Róza Gräfin von Thun und Hohenstein, Konstantinos Poupakis

Proposal for a regulation

Annex I – point 6 – point g a (new)

Text proposed by the Commission

Amendment

(ga) development and monitoring of the implementation of a certification label for price comparison websites utilising a harmonised methodology for price comparisons;

Or. en

Justification

Having a common methodology implemented in the form of a certification label would ensure comparability between competing price comparison websites, and will enhance the reliability of price comparisons in the interests of consumers.

Amendment 121

Anna Maria Corazza Bildt, Konstantinos Poupakis, Simon Busuttil, Hans-Peter Mayer, Constance Le Grip

Proposal for a regulation

Annex I – point 6 – point h

Text proposed by the Commission

Amendment

(h) support for communication on consumer issues, including ***through support to*** the media to ***drive consumer empowerment*** and ***enforcement***.

(h) support for communication on consumer issues, including ***by encouraging*** the media to ***take responsibility in providing correct information, raising awareness*** and ***empowering consumers***;

Or. en

Amendment 122

Anna Maria Corazza Bildt, Konstantinos Poupakis, Simon Busuttil, Hans-Peter Mayer

Proposal for a regulation
Annex I – point 6 – point h a (new)

Text proposed by the Commission

Amendment

(ha) paying particular attention to information to minors, ensuring responsible advertising by refraining from aggressive or misleading TV and online advertising;

Or. en

Amendment 123
Anna Maria Corazza Bildt, Konstantinos Poupakis, Simon Busuttil, Hans-Peter Mayer

Proposal for a regulation
Annex I – point 6 – point h b (new)

Text proposed by the Commission

Amendment

(hb) paying particular attention to vulnerable consumers that have difficulties in accessing and comprehending consumer information, in order to ensure that they are not misled;

Or. en

Amendment 124
Robert Rochefort

Proposal for a regulation
Annex I – point 7 – introductory part

Text proposed by the Commission

Amendment

7. Enhancing consumer education

7. Enhancing consumer education ***as a life-long process***

Or. fr

Justification

To bring the text into line with the new wording for Article 4(b)(7).

Amendment 125
Robert Rochefort

Proposal for a regulation
Annex I – Objective III – title

Text proposed by the Commission

Rights and redress: to **consolidate** consumer rights in particular through regulatory action and improving access to redress including alternative dispute resolution

Amendment

Rights and redress: to **develop and strengthen** consumer rights in particular through regulatory action and improving access to **individual and, where appropriate, collective** redress including alternative dispute resolution

Or. fr

Justification

Brings the text into line with the new wording for Article 3(1)(c).

Amendment 126
Robert Rochefort

Proposal for a regulation
Annex I – point 9 – introductory part

Text proposed by the Commission

9. Facilitating access to and monitoring of the functioning and effectiveness of dispute resolution mechanisms for consumers, in particular of alternative dispute resolution schemes, including on-line, also through the development and maintenance of relevant IT tools

Amendment

9. Facilitating access to and monitoring of the functioning and the effectiveness of **individual and, where appropriate, collective** dispute resolution mechanisms for consumers, in particular of alternative dispute resolution schemes, including on-line, **devoting particular attention to specific measures for vulnerable persons such as older people and/or people with lower levels of educational attainment; monitoring of the functioning and the**

effectiveness of dispute resolution mechanisms for consumers, also through the development and maintenance of relevant IT tools *and the exchange of existing best practice and experience in the Member States*

Or. fr

Justification

Brings the text into line with the new wording for Article 4(c)(9) and (9a).

Amendment 127

María Irigoyen Pérez

Proposal for a regulation

Annex I – point 9 – point b a (new)

Text proposed by the Commission

Amendment

(ba) financial support for the participation of consumer organisations in ADR bodies;

Or. en

Amendment 128

Róza Gräfin von Thun und Hohenstein, Simon Busuttil

Proposal for a regulation

Annex I – point 11 – introductory part

Text proposed by the Commission

Amendment

11. Financial contributions for joint actions with public or non-profit bodies constituting Community networks which provide information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution, including out of court online resolution *schemes* (the *European*

11. Financial contributions for joint actions with public or non-profit bodies constituting Community networks which provide information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution, including out of court online resolution *scheme* (the *Online*

Consumer Centres Network), including

Dispute Resolution platform), including

Or. en

Justification

The European out of court online dispute resolution scheme will be provided by an electronic platform according to the proposal of the regulation on online dispute resolution for consumer disputes.

Amendment 129
Robert Rochefort

Proposal for a regulation
Annex I – point 11 – introductory part

Text proposed by the Commission

11. Financial contributions for joint actions with public or non-profit bodies constituting Community networks which provide information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution, including out of court online resolution schemes (the European Consumer Centres Network), including

Amendment

11. Financial contributions for joint actions **and the signing of partnership agreements** with public or non-profit bodies constituting Community networks which provide information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution, including out of court online resolution schemes (the European Consumer Centres Network), including

Or. fr

Justification

Brings the text into line with the new wording for Article 4(d)(11). Compatible with amendment 62 in the draft report.

Amendment 130
María Irigoyen Pérez

Proposal for a regulation
Annex I – point 11 a (new)

Text proposed by the Commission

Amendment

11a. Financial support for the co-ordination and networking of consumer organisations to undertake joint action against unfair business practices with a Union dimension.

Or. en

Amendment 131

Róza Gräfin von Thun und Hohenstein, Simon Busuttil, Konstantinos Poupakis

Proposal for a regulation

Annex II - Objective 2 – row 1 a (new)

Text proposed by the Commission

Amendment

***Number of
Unique visitors***

***Consumer Pages
on Your Europe
Online Portal
(http://europa.eu/youreurope/citizens/shopping/index_en.htm)***

n/a

***500 %
increase in 7
years***

Or. en

Justification

As a Single Online Point of contact on business and citizens rights, the Your Europe Portal needs to significantly increase its visibility among consumers.

Amendment 132

Róza Gräfin von Thun und Hohenstein, Simon Busuttil

Proposal for a regulation

Annex II - objective 3 – table - column 4

Text proposed by the Commission

Amendment

Target

Target

50 % in 7 years
38.500 (+120 %) in 7 years

75 % in 7 years
200.000 (+1140 %) in 7 years

Or. en

Amendment 133
Robert Rochefort

Proposal for a regulation
Annex II – Objective 3 – title

Text proposed by the Commission

Objective 3: Rights and redress: to **consolidate** consumer rights in particular through regulatory action and improving access to redress including alternative dispute resolution

Amendment

Objective 3: Rights and redress: to **develop and strengthen** consumer rights in particular through regulatory action and improving access to **individual and, where appropriate, collective** redress including alternative dispute resolution

Or. fr

Justification

To bring this heading into line with the new wording for Article 3(1)(c).