

Competent authority	Did authorities in your Member State take action regarding this issue?	Do you have the possibility to test products in order to check or compare the quality of products?	Have you received any complaints in this regard from associations or individuals?	Is there any issue related to the dual quality of products in your Member State?
2017-03-15 - Slovak Republic_SLO	Slovak Republic, together with Bulgaria, Croatia, Estonia and Czech Republic joined the common statement of ministers of Agriculture on the issue of dual quality of foodstuffs, and emphasized the need to deal with this problem. At the AGRIFISH Council in March 2017, Slovak Republic, together with Hungary, presented the results of the comparative studies (document ST 6716/17). Results confirmed differences not only in quality and quantity of used ingredients, but also in other sensorial parameters like, for example, taste, colour, consistency, smell, packaging or weight of ingredients. State Veterinary and Food Administration of the Slovak Republic performed comparative analysis of 22 pairs of food products and confirmed smaller differences in 3 products and bigger differences considerably affecting quality in 10 products. At the moment, Slovak republic continues with further testing and results should be available by the end of August. Please find below Final report - Comparative test of food products sold in Slovak republic and Austria Report- Comparative test of food products- Slovak republic- 2017 (EN).pdf	Comparative tests and analyses of products have been performed in certificated laboratories, in the system of accreditation criteria ISO/IEC 17 025. Work is coordinated by Ministry of Agriculture and Rural Development of the Slovak Republic in cooperation with national control authority for food controls - State Veterinary and Food Administration of the Slovak Republic.	We can confirm that the need to map this problem arose from the concerns and complaints from consumers, producer's and consumer's organizations. This issue represents a sensitive topic for consumers, especially in Central and Eastern European countries. Quality and safety of foodstuffs is a priority for all consumers in the European Union.	Slovak Republic acknowledges the need to address problem of dual quality of foodstuffs, considering this question as one of the priorities. We perceive dual quality of foodstuffs as moral and ethical problem, recalling that selling foodstuffs with different quality within internal market is unacceptable. We believe that all EU citizens have the right to be treated equally and to access the products of the same quality, no matter in which country or region they live. Even though the products are properly labelled and meet all food safety standards, results show that such differences in quality do exist. Such practices mislead consumers and may cause discrimination within internal market; therefore it is important to ensure not only proper labelling, but also the uniform quality of foodstuffs in all European countries. We fully realize the need to solve this problem, in sake of consumers and integrity of internal market.
2017-05-10 - Hungary - Answers from the Ministry of Agriculture	We regard the different quality of food or other products a serious problem. The National Food Chain Safety Agency's recent investigation and tests of March 2017 carried out a total of 96 product pairs, of which 84 were food, 7 beer, 5 dogs and cat food. In 71 cases a qualitative differences were found, while in 25 cases there was no deviation. Of the 71 products in 30 cases only their tastes were different, in 8 cases their composition and in 33 cases their taste and composition, as well. During the comparison their labelled ingredients were taken into consideration, possible qualitative differences resulting therefrom, and their taste deviations besides the same ingredients. In addition, it was also compared whether some raw materials are replaced by cheaper ones and to what extent are additives and flavourings used. On the basis of the tests of the products concerned, it can be stated that the phenomenon of different quality of foodstuffs for different markets — unfortunately exists. The results of the recently conducted investigation can be found under the link below: http://portal.nebih.gov.hu/hu/termek-osszehasonlitas-2017 Domestic consumers welcomed the investigations concluded by the Agency and they also supported that the multinational food companies were addressed in respect of the quality changes. Consumer awareness and purchasing power are gradually increasing in Hungary as well; consumers are increasingly favoring high-quality foodstuffs. The Hungarian consumers can reasonably expect that the same product sold under the same brand name in Hungary is of the same quality as in any other Member State of the European Union. Applying double standards of quality for foodstuffs should not be allowed in the Single Market as there are no first and second class citizens in the EU.	The activities of NEBIH is based on the Act of XLVI. (2008) on the Food Chain and the Authority's Supervision and the government regulation No. 22/2012. (II.29.) on the National Food Chain Security Authority. As regards the quality of foodstuffs, the laboratory and administrative capacity is adequately functioning and can be expanded rapidly if needed. The tests are carried out in the accredited laboratories of NEBIH by qualified specialists, using strict standard test methods – accepted both in Hungary and abroad - that form an integral part of the official control system.	The National Food Chain Safety Agency (NEBIH) is constantly in contact with consumers and other actors in the food chain, not only through its official activities, but also through its customer service and awareness raising campaigns. Its employees regularly participate in professional events, exhibitions, public fora where there are opportunities to discuss specific issues as well. The Agency has a Green (free of charge) Telephone Number through which tens of thousands of announcements arrive each year. Furthermore it also has a customer service, a dedicated e-mail address and facebook page where the member of the public can also make announcements. Valuable information can be obtained from reading of the comments by the public. NEBIH performs surveys on food chain security and consumer habits twice a year. The current questionnaire already contains questions about the dual quality of foodstuffs. The results are expected in the summer of 2017.	On behalf of Hungary, we plan to take action at the level of national regulation. Concerning the labelling of foods with a different composition, in April 2017 the Government accepted the amendment proposal of the Act XLVI of 2008 on food chain and official supervision of foodstuffs. The amendment stipulates an obligation for the manufacturer and the distributor, to declare that food or feed placed on the market in Hungary but also placed in a country other than Hungary but with a different composition or with different ratios of some ingredients, with the same brand name and with the same appearance must be labelled with this information". The amendment will be notified before the entry into force. We believe that the European Commission should elaborate an effective legal solution to eliminate the dual quality of foodstuffs in line with the European Parliament's resolution on European Consumer Policy of 11 June 2013, which prohibits all forms of discrimination against consumers. We are of the opinion that if the manufacturer misused his position and produced foodstuffs of different quality for different markets it should be obliged to inform the consumer. At the same time enhancing consumer awareness could also contribute to the solution of the problem at national level. It is necessary to draw the attention of consumers in the affected countries to this kind of discrimination by large companies. We plan to involve the media to raise consumer awareness. In addition, in order to ensure the effectiveness of our action, it is important to tighten up cooperation between the authorities responsible for consumer protection.

	<p>Background information: The Slovak Consumers' Association conducted an investigation in 2011 in eight Member States on the comparison of food quality. It was concluded that in the Central and Eastern European countries some multinational companies sold products of inferior quality, the raw materials of them are cheaper than the products sold in other countries of the EU. Several media reported this fact. In 2014 the National Food Chain Safety Agency (Nébih) in 2016 the Czech Republic and at the end of 2016 the Slovak authorities also carried out comparative studies of the same products (brands) available in their countries and in western countries. The results of the investigations showed that a significant part of multinational foodstuff marketed in Eastern Europe was of lower quality than that sold under the same brand name in the Western European market.</p> <p>From 14 February 2017 the problems related to dual standard of quality of foodstuffs - when the Slovak Minister of Agriculture announced their results - again received press coverage in Hungary.</p> <p>In order to get clear view of the current situation, the Ministry of Agriculture has ordered tests of one hundred products again and the results show that unfortunately the quality difference between products for the two markets exists.</p> <p>Slovakia, the Czech Republic, Slovenia, Romania, Bulgaria, Greece and Croatia also supported action against the dual quality food at the Agricultural and Fisheries Council in March 2017.</p> <p>Our joint opinion is that it is unacceptable that nearly 100 million European citizens get worse quality food products, thereby their consumers' interests are seriously damaged. We are of the opinion that the findings of the investigations should be treated as an EU level problem and we are waiting for effective action from the Commission in this regard.</p>			
2017-05-08 - BMJV (Germany)	No.	Neither the BMJV nor vzbv have the possibility to test products in order to check the quality of products. Wettbewerbszentrale is able to have products tested in laboratories, however solely with regard to false or misleading information with respect to the content, not with regard to the quality of products.	Neither the BMJV (Federal Ministry of Justice and Consumer Protection) nor the contacted consumer organisation vzbv and the Wettbewerbszentrale have received complaints.	No, the topic has so far not been an issue in Germany.
Directorate-General for Economic Inspection Belgium				
2017-04-25 - Sweden (sent by email to EC)	Therefore the authorities have not taken any actions.		The authorities have not received any complaints neither from associations nor from individuals.	Dual quality of products is not an issue in Sweden.
2017-04-19 - Malta Competition and Consumer Affairs Authority	No action has been taken by the Environmental Health Directorate (EHD) on this issue	Testing depends upon the parameters that have to be compared. If tests are not accredited locally then testing is carried out in another MS accredited lab.	No complaints were received at Environmental Health Directorate (EHD) related to dual quality of food products.	In Malta, the Environmental Health Directorate (EHD) is not aware of any issues related to dual quality of food products.
2017-04-07 - BULGARIAN FOOD SAFETY AGENCY	There were no checks related to the dual quality of products. BFSa has made a research and prepared an indicative list of foods that could show different quality of production and trading in different Member States.	BFSa has laboratories that have the ability to test the indicators related to the composition of certain groups of food of animal origin. For the tests, which BFSa's laboratories do not have	To this moment in BFSa there is no any complaints in this regards, from associations or individuals.	To this moment in BFSa there is no any issue related to the dual quality of products in your Member State.

		the necessary capacity, the experts use other laboratories in the country and the EU.		
2017-04-07 - The Czech Republic - SLO	The Czech competent authorities have a wide range of powers, which can be applicable within their competencies and in accordance with the laws. However, question of the dual quality is not relevant in most cases of the inspections. Compliance with obligations arising from the applicable laws is the most important issue. Current legislation does not contain an unambiguous provision which could tackle with the practice of the dual quality. Consequence of all this is that it is almost impossible to impose sanctions for such practices and therefore, competent authorities cannot be active in this matter.	Regarding testing of a quality of products, in the course of official control the Czech competent authorities are allowed to take samples only from products located on the territory of the Czech Republic. On the contrary, they are not entitled to take and inspect the product in another country. Comparison tests can thus be performed only by organizations that are not state authorities, i.e. it is not an official control, but only kind of research. On the other hand, it is possible to check the parameters of foodstuffs produced by the manufacturers who are situated in the Czech Republic and produce foodstuffs also for other markets (such as Coca-Cola, Danone). However, considering the fact that products mostly manufactured in the Czech Republic are intended for export to the countries of the former Eastern Bloc, inspectors of the competent authorities do not face a problem related to a dual quality of those products.	In the field of foodstuffs, consumer complaints related to their dual quality are quite frequent. The Ministry of Agriculture and other competent authorities have to deal with many telephone complaints each week. Only the Minister of Agriculture himself received directly 12 complaints in 2016, and 5 such complaints in 2017. Complaints were for example focused on irregularities in the composition of food. While the English version of the declaration of the food composition differed from the Czech text, in fact the composition corresponded to the text in Czech language. The seriousness of the problem is demonstrated in the Final Report of Product Quality Comparison in the Czech Republic and in Germany. According to its conclusion, 35 % of the Czech products were evaluated as different compared to the same German products with the same trademark (see Annex). Another study has been initiated recently and the results are expected in June 2017. We will be pleased to share results of the study with you if you are interested in them.	So far the problem with a dual quality of products has been observed particularly in a dual quality of food, laundry detergent and pet food. This conclusion is based on the practical experiences of the Czech CPC competent authorities (especially Czech Agriculture and Food Inspection Authority and State Veterinary Administration) for which their sectoral specialization in investigations is characteristic.
2017-03-23 - DGCCRF	No, since no issue was raised regarding this topic, no action was undertaken by the French authorities.	Yes, DGCCRF has official laboratories with competence to check the quality of products, both food products and industrial consumer products as well.	No, no consumers complaints received by DGCCRF regarding this issue	No, this issue is not addressed by the French DGCCRF
2017-03-22 - Ministry of Economic Development and Technology	As far as the possible study is concerned it will be transparent and public. For more information you should refer to the Ministry of Agriculture, forestry and food of the Republic Slovenia.	Slovenia is seriously considering on taking a study to check the situation.	As far as we are informed from the Ministry of Agriculture, forestry and food Slovenia has no data about inequality of products.	In Slovenia the Ministry of Agriculture, forestry and food of the Republic Slovenia is responsible for quality and safety of food products
2017-03-20 - Ministry of Economy, Entrepreneurship and Craft SLO, Republic of Croatia	Ministry of Agriculture, which is competent authority for food area in Croatia, took part in Joint Statement of the Ministers of Agriculture of the Czech Republic, Slovakia, Bulgaria, Croatia and Estonia on dual quality of foodstuffs on the EU common market, that was sent to the European Commission and the Parliament in 2015. The ministers expressed their common position to this issue and appealed to the Commission to investigate this issue and submit the information about the outcome and start all activities needed to find such legislative measures that will unambiguously prevent the practice of placing products from the same producer, under the same trademark and	Yes, in the study mentioned above, Croatian Food Agency will coordinate and choose the laboratory which will be able to carry out chemical and sensory analysis.	In recent years, this topic is very often in media and authorities receive consumer's complaints and dissatisfaction because it is perceived that the products under the same trade name are marketed in Croatia with different ingredient content and their quality.	In Croatia, it is perceived that the products under the same trade name are marketed in different Member States with different ingredient content, their quality or the size of the packaging for the same price. During the official controls of food and according to our laboratory analyses, the information on the label are usually correct, and the information on the product matches the content. Despite of this, we agree that it is discriminatory for the consumers in Eastern Europe that in this part of Europe only a different quality or quantity can be purchased under the same trade name. In a public questionnaire conducted in 2016, 70% of

	packaging but differing in its quality, ingredients or weight on the EU common market. Also, as mentioned earlier, a study on dual quality of foods on Croatian market is being conducted at the moment. When finished the results will be presented to the EU institutions and other Member States.			Croatian consumers claimed their scepticism in dual quality of products targeted for so called "Eastern Europe" market. This questionnaire is first phase of a study which is being carried out in Croatia at the moment in order to evaluate quality of food sold under the same name, labelling and package. Also, in the public questionnaire the consumers had the opportunity to choose which food products will be tested for the quality parameters and as a result 22 food products were identified for further chemical, sensory and label-checking analysis. This project is initiated by EU Parliamentarian Mrs Biljana Borzan and it is coordinated by Croatian Food Agency. The results are expected until the end of 2017.
2017-03-15 - Spanish Agency of Consumer Affairs Food Safety and Nutrition (AECOSAN)	As far as we know our authorities have not taken any action about this topic so far	We have 2 National Laboratories, the Quality Control and Research Centre in charge of conducting analyses and tests on products in the Spanish market to evaluate their compliance with the regulations and the National Food Centre whose activity is centred on the field of controlling foodstuffs and food products; In principle we think they would be able to carry out this kind of tests	According to the information given by the competent authorities no complaints has been received about this matter	We have contacted the regional consumer protection authorities and the national authority responsible for Food Safety in AECOSAN and they are not aware of any issue related to dual quality products so far
2017-03-15 - Consumer Protection Board of Estonia	We are currently not aware of any action taken regarding this issue	Our Veterinary and Food Board has the relevant testing facilities, but we have to check, whether there are all methods available.	Estonian Consumer Protection board has not received any complaints in recent years regarding dual quality of food products, but see also the previous question	There have not been any issues related to the dual quality of products detected in the Estonian market recently, but we are planning to discuss this issue hopefully next week with our Veterinary and Food Board having the main responsibility on this subject. Only our newspapers have reflected the cases found in the foreign press.
2017-03-15 - Consumer Rights Protection Centre	Authorities in Latvia (The Food and Veterinary Service) have not taken any actions regarding this issue. The tests of foodstuffs have been carried out according to the state surveillance and control programs taking account the budgetary limitations. So far testing and comparison of products with an identical name has not been foreseen as always the main focus for testing is food safety. It is important to note that there are different factors for producers to produce food products with an identical name and different content, for example, different requirements from supermarket chains on the quality of products.	There is a possibility to test food products in Latvia to check or compare the quality. Some indicators of the quality of foodstuffs have already been tested. However, the objective for testing was different from the tests carried out by the authorities in Slovakia and Hungary.	So far our competent authorities have not received any complaints from individuals or associations on this issue.	At the moment our competent authorities (The Food and Veterinary Service) do not have an objective information related to the problems of dual quality of food products sold in Latvia and in other EU Member States.
2017-03-14 - The Competition and Consumer Protection Commission (CCPC), Ireland	Not applicable.	The CCPC does not have formal arrangements with any laboratories to test the quality of food products. In Ireland, the official food laboratories of the Health Service Executive test food to verify compliance with food law. As part of official controls, foods are tested to verify that they contain the ingredients listed on the label and/or meet the nutritional content declared on the label. Currently, there is no planned sampling and analysis specific to dual quality issues.	No complaints have been received on dual quality of products. The FSAI are aware of the issue through EU working groups.	We have consulted with the Food Safety Authority of Ireland (FSAI) in relation to these questions. Neither the CCPC nor the FSAI are not aware of any issue in Ireland with respect to dual quality of products.
2017-03-14 - Netherlands Authority for Consumers and Markets	We're not aware of any action so far (no publicity), but we have to check with our colleague authority if needed.	Perhaps we could do it, but so far it's not needed to carry out our legal tasks. See also the website of our colleagues: https://english.nvwa.nl/	See answer previous question.	We are not aware of any issues, but given the short response term we were not able to check with our colleagues at the Netherlands Food and Consumers Product Safety Authority.
2017-03-14 -	No, there has been no need to take action.	The State Food and Veterinary Service has the	We have not received any complaints from associations or	No

Lithuania_SLO		possibility to test products in order to check the quality of products.	individuals.	
2017-03-13 - Austria_SLO	As we do not have any complaints, we didn't take action regarding this issue.	The Austrian Agency for Health and Food Safety has the possibility to examine the quality of products (www.ages.at)	No, we have not received any complaints, neither from associations nor from individuals.	Apart from the reporting in the media, there is no issue related to the dual quality of products in Austria.
2017-03-10 - Italian Competition Authority - AGCM	As described above, the AGCM has taken actions only in cases concerning misleading information given to consumers (claims, labels, etc.) about the content, the characteristics and the performance (e.g. health claims) of the products; examples: cases of "extra virgin" olive oil brands which in fact did not meet the legal standards required to use the "extra virgin" label. Otherwise, cases in which the different quality of the product marketed elsewhere is correctly reported (e.g. in labels), and the trader does not use any "high quality" claim, do not qualify as a UCPCD infringement.	To check the truthfulness of information and traders' claims on products, the AGCM has the power to ask opinion of experts in the field (e.g. academicians) or have tests carried out by specialised public agencies. Those tests however does not deal with comparison of quality between products, but only about the real characteristics of the products.	No complaints at all. It must be stressed that UCPCD infringement, dealt by the AGCM, can emerge only if the information given to consumers is misleading.	The Italian Competition Authority does not deal at all with product safety issues, which belong to the Ministry of Health. Apart from product safety and protection of health, there is no issue at all concerning dual quality. The Italian Competition Authority has addressed only cases in which the information on the characteristics and the quality of the products given to consumer were misleading.
2017-03-10 - CPC_SLO_Luxembourg	No, there has been no need to take action.	No. In case of need it would be possible to charge external labs with such analyses. This would be done if there was a public health issue.	We have no complaints in this regard from associations or individuals.	Preliminary note: These answers are provided after consulting with national food safety services (Direction de la Santé - Division de la sécurité alimentaire). We are not aware of any issues relating to dual quality of food products in Luxembourg.