

From: [REDACTED]
Sent: lundi 29 novembre 2021 17:49
To: [REDACTED]
Cc: [REDACTED]
Subject: Flash report - High-level round table meeting with the representatives of the signatories of the product safety pledge

Dear Colleagues,

Last Thursday Commissioner Reynders met with the high-level representatives of 9 signatories of the Product Safety Pledge to discuss its implementation and future extension. Please find below the summary of these discussions, including points on the next steps during the technical level meeting foreseen for the 10th December.

In his opening speech the **Commissioner** welcomed the non-regulatory cooperation with signatories, which contributed to improving safety of products online. He also stressed that it would be important **to move the cooperation forward** and to consider discussing new commitments in other areas of consumer law under an extended Consumer Law Pledge.

After the Commissioner's keynote speech, the following main points were discussed during this meeting:

OUT OF SCOPE

- **Amazon stressed their objective of earning and retaining consumers' trust, and they found the Pledge in this context as an important initiative. They mentioned that they were cooperating with the Commission on various fronts, including private-public cooperation on product safety or on consumer scams. Their suggestion for any further Pledge would be to have all relevant stakeholders working together. They see the Pledge as a flexible initiative providing quick results. A wider group of stakeholders should be therefore involved. They underlined that the**

Pledge should not be mixed with legislative requirements. On the new blocks, they welcomed the Commission's focus on reviews but stressed that it would require involvement of a wider group of stakeholders.

OUT OF SCOPE



Commissioner Reynders thanked participants for their remarks and their readiness to continue the discussions. He stressed that voluntary initiatives would always need to go further than the legislative requirements. He appreciated the parallel evolution of the Pledge and the legislative framework. He nevertheless saw a strong potential in building already on the experiences with the Product Safety Pledge. As a first step he suggested to consider inviting new stakeholders into the cooperation, and to see how we could provide better information on product safety to consumers. He nevertheless also underlined that we could also focus on the new building blocks and gave examples that could be achieved easier: for example, on enforcement he mentioned the cooperation on COVID-related scams.

Commissioner Reynders also mentioned the afternoon brainstorming on the future of the Pledge during the Annual Digital Event. During the Consumer Summit he would like to inform the public on the results of our work, take stock on the implementation of the current Pledge (successes and challenges) and to look at its future. He understands that the **priority could be to look at the product safety related commitments first**, if it were not possible to progress on all the building blocks. He **nevertheless invited**

signatories to continue working with the Commission services on all the elements. He finally stressed that the Pledge should ensure that it enhances consumer's trust in businesses and in ecommerce in general.

Nils also invited participants to reflect on this strategy:

- **Amazon** suggested to organise very focused discussions on the concrete next steps, and have dedicated discussions on the different building blocks to be able to progress on the level of commitments. They also mentioned that different building blocks could require different signatories, such as reviews that would require cooperation in a wider scope.
- Nils agreed with this approach and suggested to focus on product safety. He also mentioned **the next technical meeting (10 December)** where we could hold focused discussions on limited areas, which we could already bring to the Consumer Summit.

OUT OF SCOPE

Nils concluded the meeting by:

- Appreciating the voluntary cooperation with signatories in the interest of the consumers.
- Appreciating that the legal framework is evolving, and it is our common interest to have the right framework that provides high level consumer protection and at the same time an even level-playing field for businesses.
- This changing legal framework also requires the Pledge to change. Therefore, we could focus first on **how to deepen the building block on product safety, and also see whether we could achieve first commitments in new building blocks.**
- He stressed the importance of continuing the discussions at technical level, and invited signatories to bring new elements on which we could focus the discussions (information to consumers, cooperation with new stakeholders, potentially also scams).
- He underlined that our aim was to bring to the Consumer Summit our successful cooperation under the Pledge with some indication on how can we could take it forward.

Kind regards,

[Redacted]

Participants:

- From the Commission's side: Commissioner Reynders, [Redacted]
[Redacted] Nils Behrndt, [Redacted] (further JUST colleagues followed the meeting online).
- From the signatories side:

LAST NAME, First Name (Mr/Ms.)	Company	Function / Notes
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[Redacted]	Amazon	[Redacted]
[Redacted]	Amazon	[Redacted]
[Redacted]		

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European Commission
 Directorate-General Justice and Consumers
 Unit E4 – Product Safety and Rapid Alert System

[Redacted]

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