

## CPC-BEUC workshop “Stronger Together”, 17 October 2022

### Operational conclusions

CPC authorities and consumer organisations strive for an optimal cooperation with the intent to improving compliance with consumer protection legislations and to detect market infringements. This cooperation is without prejudice to the different objectives or different views that CPC authorities and consumer organisations may have on certain matters.

1. **Mutual information.** BEUC will inform the European Commission and the CPC-Network before submitting an external alert for widespread infringements with a Union dimension. Equally, the European Commission and the CPC-Network will inform BEUC in advance about any communication the CPC-Network intends to release on an alert submitted by BEUC and its member organisations.
2. **Exchange.** Once an alert has been submitted, the European Commission and the CPC-Network may invite in due time the external alerter to present to the CPC-Network the content and reason of the alert as well as the evidence on which it is grounded. Where relevant, the European Commission and the CPC Authorities may discuss with the external alerter whether complementary evidence should be brought to further substantiate the alleged unlawful practices.
3. **Follow-up.** The European Commission, with the agreement of the CPC-Network will inform BEUC, under strict confidentiality rules, whether an alert submitted by BEUC is leading to a follow up action by the CPC-Network and what the planned steps may be. If the CPC-Network decides not to follow up on the alert submitted by BEUC, it will keep BEUC informed in due time.
4. **Confidentiality.** Confidentiality is pivotal for the functioning of CPC coordinated actions. If BEUC or its member organisations participating in the alert obtain confidential information from the European Commission or the CPC authorities, they must keep this information confidential, unless they are required to disclose it by law. Equally, when informed about an upcoming external alert submitted by BEUC and its member organisations, the European Commission and the CPC-Network must keep this information confidential. Certain information cannot be shared with BEUC and its members for legal reasons.
5. **Feedback.** Where relevant and because of their direct contact with consumers, consumer organisations may be in a good position to give feedback to the CPC-Network when handling an alert. In particular, the CPC authorities and the European Commission will consider seeking the views of the external alerter at different stages such as when defining the scope of the coordinated action, when drafting a common position (in accordance with Article 19(5) of the CPC Regulation), or when assessing the effectiveness of the commitments proposed by the trader (in accordance with 20(2) of the CPC Regulation), or when

assessing traders' compliance with the commitments (in accordance with Article 20(4) of the CPC Regulation).

6. **Joint activities.** Consumer organisations and CPC Authorities can contribute to each other's enforcement priorities. They may for instance organize joint activities, joint projects or jointly develop information materials.
7. **Structured dialogue.** BEUC, its member organisations, the European Commission and the CPC authorities should meet at least once a year to discuss their annual priorities and to identify areas of common interests. CPC Authorities and BEUC members are also invited to establish such a dialogue at national level.
8. **Thematic workshops.** BEUC, its member organisations, the European Commission and the CPC authorities may invite each other to participate at least once a year to a workshop on a topic identified as being of common interest from the discussion on priorities.