

Facilitating cross-border service delivery in a changing Europe

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Background

- CEC Industrial Policy Communication 2010
- 2011 CEN CHESSS project
- 2012-14 High Level Group on Business Services
- 2013 – CEC M/517 to CEN
- 2016 CEC / CEN JIS
 - Joint Initiative on Services

Mandate M/517- Horizontal service standards



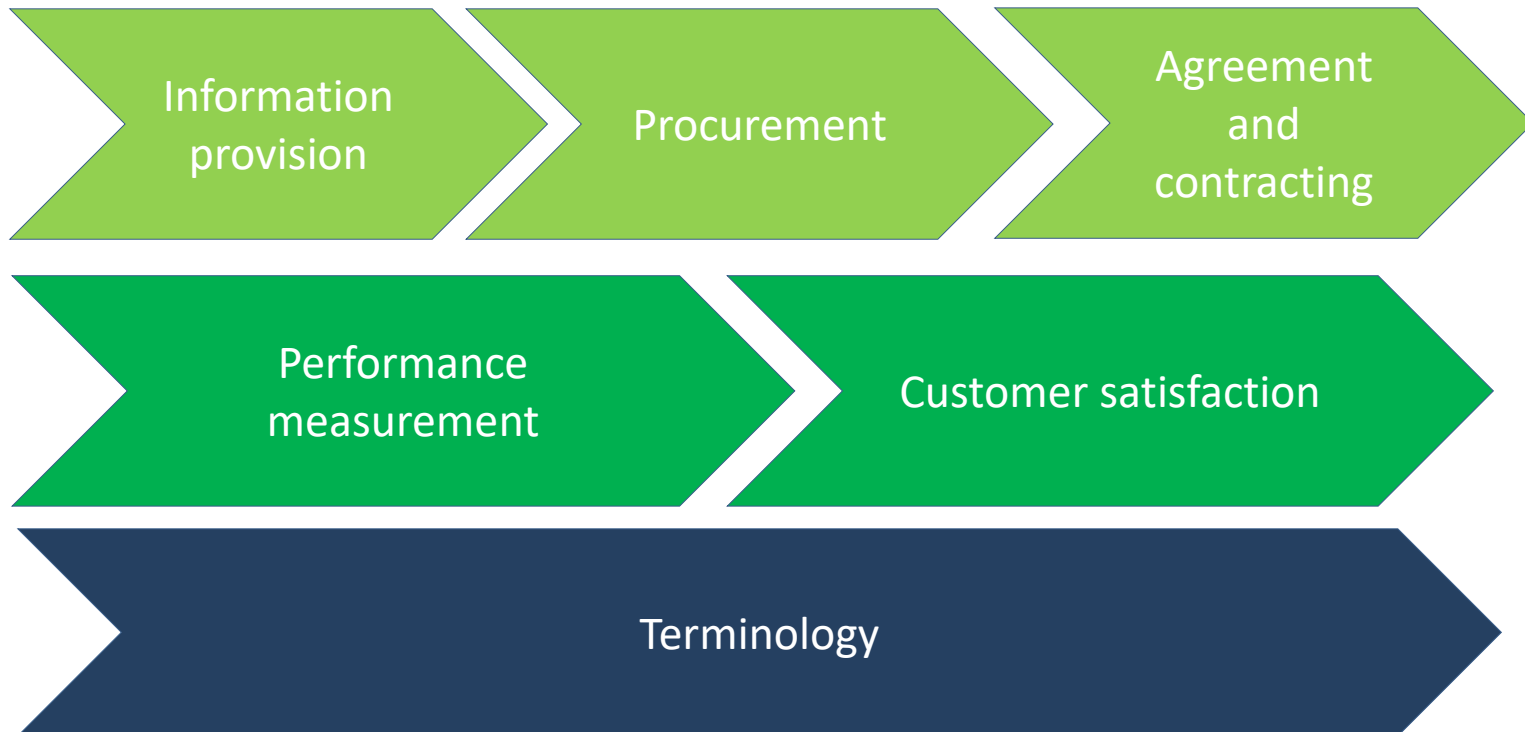
- [M/517](#) for the programming and development of Horizontal service standards accepted by CEN in 2013
- Horizontal service standard: sets requirements and/or recommendations on (an) aspect(s) of service provision that can apply across multiple sectors (e.g. contracting, complaint & redress...)
- Two phases:
 - Phase I: Establishment of programme of European horizontal service standards (duration 12 months). [Final report](#) submitted in March 2015
 - Phase II: Development of horizontal service standards. Establishment of CEN TC 447



Proposals Phase 1 M/517

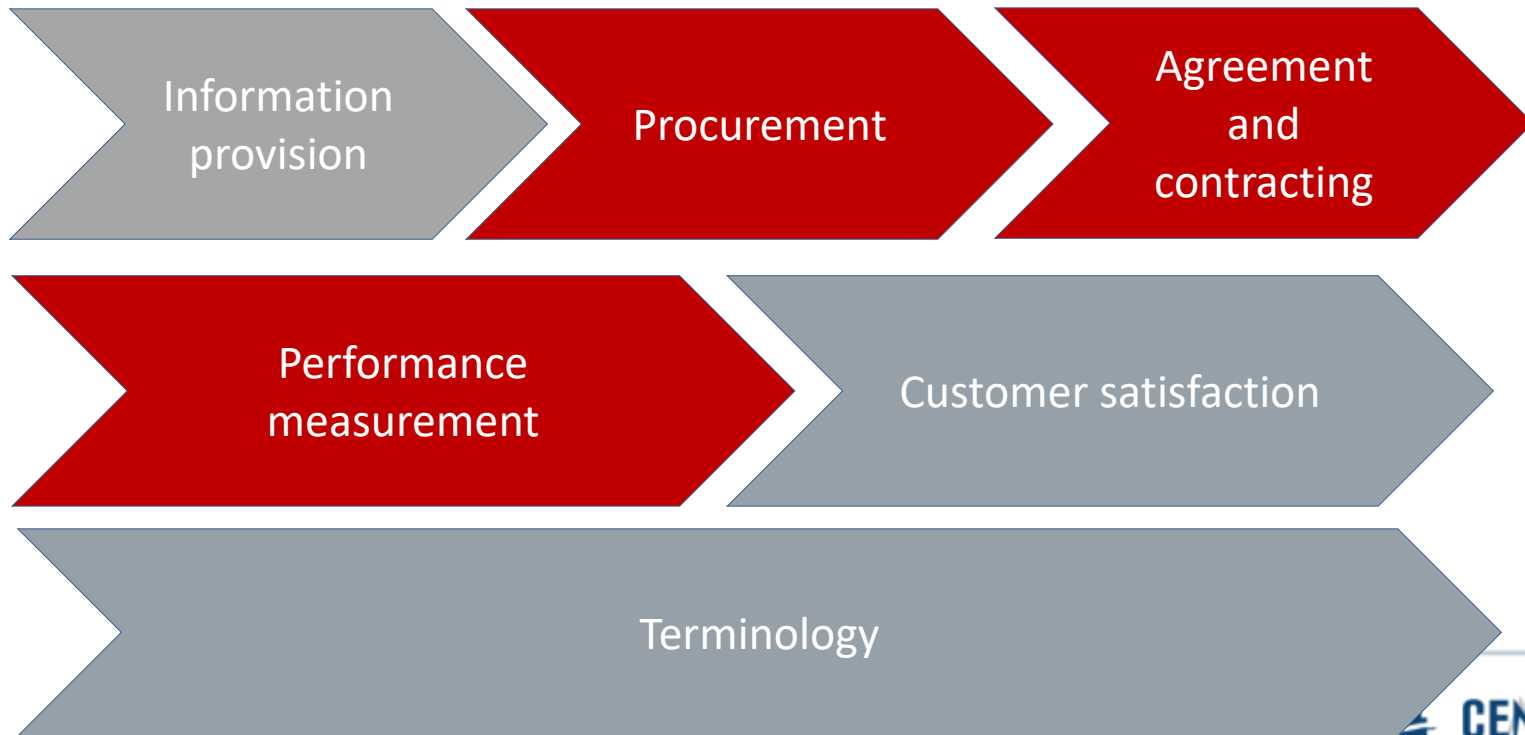


Package of standards aimed at simplifying and harmonizing the buying and selling of services across Europe

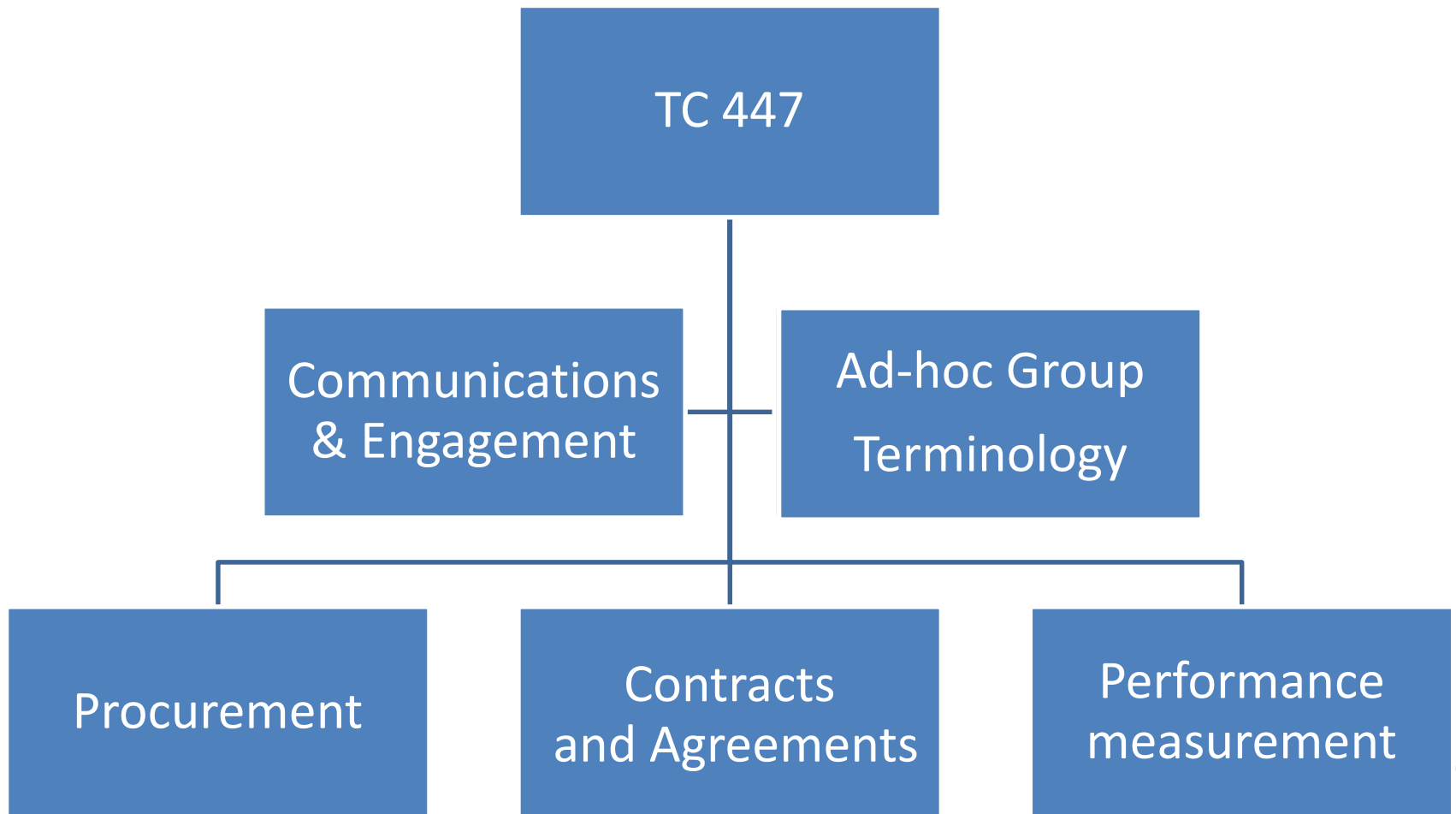


Three priorities

Three priorities agreed by TC 447 at its 2nd meeting in Paris, Dec 2016



Technical Committee Structure



Deliverables



European Standard (EN)

- Implemented as national standard in 33 countries
- Conflicting national standards are withdrawn

Technical Specification (TS)

- No immediate need/enough consensus for EN or subject under technical development
- May act as pre-standard
- No obligation to withdraw conflicting national standards

Technical Report (TR)

- Informative nature
- No obligation to withdraw conflicting national standards

WG1 Contracts



- Provide a checklist of topics to be addressed
- Provide guidance on contract structure
- Provide model clauses

WG2 Performance Management



- Quality
 - Pathway from needs to delivery
- Developing measurement metrics
- Measurement
- Analysing deviation
- Remedial actions

WG3 Communications and engagement



- Co-ordinate communications
- Engage users at global/regional/national level
- Liaise with WG/AHG on specific topics
- Website and Social media
- Support material

WG4 Procurement



- Still at draft stage
- Will cover initially private procurement then public procurement
- Reduce differences in national procurement processes
- Facilitate access to new markets
- Produce common guidelines

Next steps

- Contract and Performance Management NWIs out for ballot
- 20th October NWIs registered
- November meeting, Copenhagen, Denmark
- Deadline for circulation of first working draft (WD1) 20th February 2018

JIS

- Major CEC / CEN initiative and programme
- Involves all EU National Standards Bodies
- 12 Action areas each producing an action plan
- CEN SAGS – steering and coordinating group

Brexit

- Unexpected result of referendum
- UK casting adrift from EU
- Major issues for service providers
- Long period of uncertainty, up to 12 years

Brexit issues

- Legal – EU acquis
- Social Chapter
- Cross-border service delivery
- EU-wide contracts

Summary

- Services essential to GDP of EU27 and UK
- Market remains attractive and lucrative
- CEN hoping to bridge the gap through JIS