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Inventory of Contact Points (PCP, PCPC)

I - Screening Report on Member States Product Contact Points and Product Contact Points for Construction

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1 Study overview

1.1 Context

This report documents findings from a study aimed at screening the implementation of Product Contact Points[1] (PCP) and Product Contact Points for Construction[2] (PCPCs) in order to identify minimum desirable website content, as well as best practices. Such information could be especially important to motivate those EU Member States (MSs) which do not have a website for their PCPs and/or PCPCs and to offer guidance on their implementation. Previous analysis suggested that the provision of online information has developed inconsistently across MSs, with possibilities for synergies links among PCPs and PCPCs not being used to their full extent.

PCPs are set up by Article 9 to 11 of Regulation (EC) No 764/2008 laying down procedures relating to the application of certain national technical rules to products lawfully marketed in another Member State (Mutual Recognition Regulation or MRR). It aims at facilitating the free movement of goods by providing information on technical national rules and the application of the principle of mutual recognition. Administrative simplification should, according to the regulation, be made possible also through the establishment of a system of Product Contact Points. At the request of economic operators, authorities or organisations, PCPs should provide information on relevant applicable legislation, indicate the competent authorities in charge of the supervision of the implementation of technical rules, as well as clearly explain legislative national procedures for the lawful marketing of certain products. Recitals 29 to 31 provide additional considerations related to PCPs:

- Recital 29 emphasizes that the PCPs should be established implementing the principles of administrative simplification, *inter alia.*
- Recital 30 explains that the PCP aims at facilitating the free movement of goods by providing information on technical national rules and the application of the principle of mutual recognition and encourages to do so through using a website and different EU languages. Moreover, PCPs should be adequately equipped and resourced.
- Recital 31 outlines that their establishment should not interfere with the allocation of functions among competent authorities within the regulatory systems of the Member States. They should also be able to entrust the role of PCP not only to existing services within the public administration, but also to national SOLVIT centres, chambers of commerce, professional organizations and private bodies. They should also be able to entrust it to existing contact points to prevent the unnecessary proliferation of contact points and to simplify administrative procedures.

PCPCs are set up by Article 10 of the Construction Products Regulation (EU) No 305/2011 (CPR). It requires each Member State to nominate a PCPC and to "*ensure that the Product Contact Points for Construction provide information, using transparent and easily understandable terms, on the provisions within its territory aimed at fulfilling basic requirements for construction works applicable for the intended use of each construction product*". Recitals 42 to 45 of the CPR provide additional considerations related to PCPCs:

[1] Article 9(1) and article 10 of Regulation (EC) No 764/2008. See http://ec.europa.eu/growth/single-market/goods/free-movement-sectors/mutual-recognition/contacts-list/.

[2] Article 10 of Regulation (EU) No 305/2011. See http://ec.europa.eu/growth/sectors/construction/product-regulation/index_en.htm.

- Recital 42 and 43 clarify its goal which is to facilitate the free movement of construction goods by providing information on technical national rules for construction products.
- Recital 43 adds that PCPC contact points may provide economic operators with additional information and observations and that the Member States should ensure that sufficient resources are allocated to the PCPC.
- Recital 44 explains that Member States should be able to entrust the role of PCPC not only to existing services within the public administration and that they should also be able to entrust it to existing contact points established to prevent the unnecessary proliferation of contact points and to simplify administrative procedures.
- Recital 45 asks PCPC to avoid conflicts of interest.

This report also aims at contributing to the possible evolution towards a Single Digital Gateway for providing information to businesses concerning internal market issues. European Commission (EC) strategy, including the Digital Single Market Strategy for Europe[3] and the Communication Upgrading the Single Market: more opportunities for people and business[4], aims at strengthening the Single Market through the promotion of one-stop-shops and at providing different stakeholders with information on all the regulatory requirements applicable to products and services. In this context, the European Commission is currently looking into possible ways of integrating European and national portals, including Points of Single Contact (PSC), PCPs or PCPCs, which will form part of a Single Digital Gateway as announced in the Digital Single Market Strategy.

1.2 Description of activities

The study covers two main tasks, to be implemented consecutively:

Task 1: Screening

- Observation of implementation status against minimum legal requirements included in the MRR and the CPR;
- Identification of main features, services provided and linkages to other relevant information, including similarities between PCPs and PCPCs websites, strengths and weaknesses.
- Production of a report including the screening of information above.

Task 2: Elaboration of guidelines

- Consultation of PCPCs and PCPs on the screening report, on how information, services and management are perceived and what/how they could be improved;
- Identification of best practices from MS PSCs, and EC websites such as EUGO and Your Europe Business;
- Development of guidelines on the desirable structure and content-related aspects of websites and on the opportunity of creating a single PCP/PCPC website;
- Validation of guidelines by PCPs, PCPCs and TG4 stakeholders.

Together, the outcomes of the screening, best practices and stakeholder feedback will be combined in a guidance note to be used by EC and MS to create and/or improve PCPs, PCPCs, MRR and CPR websites and webpages.

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[3] Communication From The Commission To The European Parliament, The Council, The European Economic And Social Committee And The Committee Of The Regions, "A Digital Single Market Strategy for Europe", COM (2015) 192 final.

[4] Communication From The Commission To The European Parliament, The Council, The European Economic And Social Committee And The Committee Of The Regions, "Upgrading the Single Market: more opportunities for people and business", COM (2015) 550 final.

1.3 Study organisation and presentation of findings

This report provides a final analysis of 28 Member States. Every existing PCP and PCPC website has been screened in its original language. The findings from Task 1 are structured in two different sections: the first one dedicated to PCPs, the second one focusing on PCPCs. Although the two sections share some similarities, we decided to keep them separated in light of the slightly different legal requirements stemming from the MRR and the CPR.

For both PCPs and PCPCs, we have developed the following sections:

1) General information
   This section focuses on the availability of a website/webpage as well as the framework chosen by each country to present the contact details of PCPCs and PCPs.

2) Content available
   Both regulations MRR and CPR, indicate that the national contact point should made available certain information (covering the technical rules, the products and the competent authorities). This section reports on whether such information is directly provided online.

3) Integration within a network and provision of cross-links
   The final goal of both regulations and of the Single Digital Gateway is the building of a network of integrated cross-linked portals. This section looks at the available information links within each country and between MS.

4) Preliminary observations
   Although further work and analysis still need to be conducted to develop draft guidelines for enhancing coherence within and across PCPCs and PCPs, a few preliminary observations can be found at the end of the PCPC and CPC sections of this report.

2 Product Contact Points

2.1 General information

When implementing Article 10 of Regulation (EC) No 764/2008, Member States have organised information and contact details of PCPs in different ways following the recitals mentioned in chapter 1. Moreover, recital 30 of the Regulation outlines "*Product Contact Point should be (…) encouraged also to make the information available through a website and in other Community languages*."

The table below presents a first overview of the structural choices made at Member State level to organising their PCPs. It shows the availability of information on PCP and Mutual Recognition Regulation (MRR). The following columns make a distinction between webpages of a general website and websites only dedicated to PCP and the MRR.

Table 1 Summary of online presence of Product Contact Points in EU Member States

	Information on PCP	dedicated webpage	dedicated website	Host institution
Austria	✓	✓		Federal Ministry of Science, Research and Economics http://www.bmwfw.gv.at/TechnikUndVermessung/Produktinfostelle/Seiten/default.aspx
Belgium	✓	✓		Federal public service, Economy Directorate general for quality and security http://economie.fgov.be/fr/entreprises/politique_commerciale/Barrieres_techniques_non_tarifaires/reconnaissance_mutuelle/#.Vwu2Bf5f2Ul
Bulgaria	✓	✓		Ministry of Economy http://www.mi.government.bg/bg/themes/zveno-za-kontakt-otnosno-produkti-558-327.html
Croatia	✓	✓		Ministry of Economy http://www.mingo.hr/page/kategorija/kontaktna-tocka-za-proizvode
Cyprus				
Czech Republic	✓	✓		Ministry of Industry and trade http://www.mpo.cz/cz/eu-a-vnitrni-trh/pozadavky-na-vyrobky/
Denmark	✓	✓		Danish business authority https://danishbusinessauthority.dk/information-on-database
Estonia	✓	✓		Ministry of Economic, Affairs and Communications https://www.mkm.ee/et/tegevused-eesmargid/siseturg/kvaliteedi-infrastruktuur#vastavushindamine1
Finland	✓	✓		Ministry of Employment and the Economy https://www.tem.fi/kuluttajat_ja_markkinat/tavaroiden_ja_palvelujen_vapaa_liikkuvuus/tavaroiden_vapaa_liikkuvuus
France	✓	✓		Ministry of Industrial Recovery http://www.entreprises.gouv.fr/libre-circulation-marchandises/point-contact-produits-pcp
Germany 1	✓	✓		Federal Institute for Materials Research and Testing http://www.pcp.bam.de/de/index.htm
Germany 2	✓	✓		Federal Office for Agriculture and Food http://www.ble.de/DE/01_Markt/07_Produktinfostelle/produktinfostelle_node.html
Greece				
Hungary	✓		PCP/PCPC	Hungarian Trade Licensing Office and Market Surveillance and Technical Supervisory Authority http://www.termekpont.hu/Informacio

	Information on PCP	dedicated webpage	dedicated website	Host institution
Ireland	✓	✓		National Standards Authority http://www.nsai.ie/Our-Services/Standardization/Product-Contact-Point.aspx
Italy	✓	✓		Ministry of Economic Development Department of Businesses and Internationalisation http://www.sviluppoeconomico.gov.it/index.php/it/component/content/article?id=2013118:punto-di-contatto-prodotti-pcp
Latvia	✓	✓		Ministry of Economics https://www.em.gov.lv/lv/eiropas_savieniba/es_vienota_tirgus_centrs/vienotais_produktu_kontaktpunkts/
Lithuania	✓	✓	PCPC/PCP/ PSC	Versli Lietuva (Public company) http://www.verslovartai.lt/lt/apie-verslo-vartus/
Luxembourg	✓	✓		Luxembourgish business portal http://www.guichet.public.lu/entreprises/en/contact-produit/index.html
Malta	✓			Malta Competition and Consumer Affairs Authority http://mccaa.org.mt/en/regulatory-affairs-directorate
Netherlands	✓	✓		Netherlands Enterprise Agency (Ministry of Economic Affairs) http://www.ondernemersplein.nl/regel/toelating-eu-producten/
Poland	✓	✓		Ministry of Energy (soon (Ministry of Development) http://www.pcp.mg.gov.pl/Wspieranie+przedsiebiorczosci/Instrumenty+rynku+wewnetrznego/Punkt+Kontaktowy+do+spraw+Produktow
Portugal	✓	✓		Portuguese Institute for Quality (Ministry of Economy and Employment) http://www1.ipq.pt/pt/assuntoseuropeus/regulamento764/pontosdecontactoprodutosnacionais/Pages/Pontos.aspx
Romania 1	✓	✓		Ministry of Economy, Trade and Business Environment http://www.minind.ro/reg_764/reg_764.html
Romania 2	✓	✓		National Commission for the Control of Nuclear Activities http://www.cncan.ro/assets/Legislatie/Legislatie-comunitara/Punctul-de-informare-despre-produsele-pt-care-se-aplica-Regulamentul-76420081.pdf
Romania 3	✓			National Sanitary Veterinary Authority http://www.ansvsa.ro/?pag=499
Romania 4	✓	✓		Romanian Legal Metrology Office http://www.brml.ro/punct-de-informare
Slovakia	✓	✓		Department for Normalization, Meteorology and Testing http://www.unms.sk/?Narodne-kontaktne-miesto-pre-vyrobky
Slovenia	✓	✓		Slovenian Institute for standardisation http://www.sist.si/
Spain				
Sweden	✓	✓		Government website (National Board of Trade) http://www.kommers.se/kontaktpunkt/varor
United-Kingdom	✓	✓		Department for Business, Innovation & Skills (General UK Government) https://www.gov.uk/guidance/mutual-recognition-regulation-across-the-eea

Source: Ecorys

Except Cyprus, Greece and Spain, all countries provide online PCP information. 23 countries have chosen to host information about their national PCP on the website of a single national institution or authority. 2 countries developed a global approach but in different ways. Hungary assigned a webpage to its PCP in a website fully dedicated to Mutual Recognition regulation. Lithuania's approach consists of bringing together PCP with Product Contact Point for Construction and Point of Single Contact. 2 countries chose

several organisms for PCPs: Germany has 2 PCPs managed by the Federal Institute for Materials Research and Testing and the Federal Office for Agriculture and Food; and in Romania, 4 PCPs are managed by 4 different institutions: the ministry of Economy and 3 agencies, the National Commission for the Control Of Nuclear Activities, the National Sanitary Veterinary Authority and the Romanian Legal Metrology Office. With the exception Cyprus, Greece and Spain, only Malta and the Romanian National Sanitary Veterinary Authority do not have a dedicated webpage.

Hosting institutions also differ from Member States. 12 countries host PCP-related information on websites of national ministries of:

- Economy (Austria, Belgium, Bulgaria, Croatia, Estonia, Finland, Latvia, Italy, Romania);
- Industry (France and Czech Republic);
- Energy (Poland).

13 Member States host PCP-related information on websites of agencies:

- Standards authority (Ireland, Portugal, Germany, Hungary, Romania, Slovenia, Slovakia);
- Competition and consumer protection (Germany, Malta, Romania);
- Business portals (Luxembourg, Lithuania);
- Trade (Sweden, Netherlands, United-Kingdom).

The next table focuses on the PCP's means of contact and languages available. Identified ways for contacting a PCP are email, postal mail, use of an online form and by phone. The only additional non-national language available in screened websites is English.

Table 2 Means for contacting national Product Contact Points

	Email	Postal mail address	Online form	Phone number	Another language (English)
Austria	✓	✓		✓	✓
Belgium	✓	✓	✓	✓	✓
Bulgaria	✓	✓	✓	✓	
Croatia	✓		✓		✓
Cyprus	✓				
Czech Republic	✓	✓	✓	✓	✓
Denmark	✓			✓	✓
Estonia	✓			✓	✓
Finland	✓				✓
France	✓		✓		✓
Germany 1	✓	✓	✓	✓	✓
Germany 2	✓	✓	✓	✓	
Greece	✓				
Hungary	✓		✓	✓	✓
Ireland	✓		✓	✓	

	Email	Postal mail address	Online form	Phone number	Another language (English)
Italy	✓		✓		
Latvia	✓				
Lithuania	✓	✓	✓	✓	✓
Luxembourg	✓	✓		✓	✓
Malta	✓	✓	✓	✓	
Netherlands	✓		✓	✓	✓
Poland	✓	✓			✓
Portugal	✓	✓		✓	
Romania 1	✓	✓		✓	
Romania 2	✓			✓	✓
Romania 3	✓			✓	
Romania 4	✓	✓		✓	
Slovakia	✓	✓	✓	✓	✓
Slovenia	✓	✓		✓	✓
Spain	✓			✓	
Sweden	✓			✓	✓
United-Kingdom	✓				

Source: Ecorys

Overall, all countries have foreseen one or multiple means for contacting their national PCP according to the EC list of PCPs[5] including Spain, Greece and Cyprus). 3 Member States, Netherlands, Malta and Lithuania, can be contacted from their website/webpage only through an online form. In total, 6 Member States do not include email address available online (apart from the EC list). In the case of Italy the email address provided is supposed to be used for the sole purpose of sending an online form. This online form cannot be filled in online directly, but must be printed and later scanned. In total, 14 PCPs can be contacted through online form. Other Member States provided on their PCP webpage/website an email address to contact PCPs but other means of contact may be used (Belgium, Bulgaria, Czech Republic, Hungary, Ireland, Luxembourg, Malta, Poland, Slovenia and Romania - the latter featuring some slight differences across the competent authorities). 15 PCPs have a postal mail available and 23 a phone number. When it comes to available languages, 18 countries provide partial translation of information in English.

2.2 What content is made available?

In line with article 10 of the Mutual Recognition Regulation, Product Contact Points are requested to provide information on:

- The technical rules applicable in the Member States (MS);

[5] http://ec.europa.eu/growth/single-market/goods/free-movement-sectors/mutual-recognition/contacts-list/index_en.htm

- The contact details of the competent authorities responsible for the supervision of the implementation of the technical rules applicable in the country;
- The remedies available in case of dispute between an economic operator and competent authorities.

This section looks at the provision, in a MS PCP website or webpage, of content related to the legal requirements of Article 10 of Regulation (EC) No 764/2008. General information on the MRR is reported as well as lists of products and technical rules. Links to relevant EU webpages and authorities are also included. Towards the end of this section, we also identify which national PCPs provide a Q&A/Guidelines section on their websites or webpages.

The following table provides an overview of information available related to the MRR. It shows whether the principle of the regulation is explained, then it checks the availability of links or full texts of EU and relevant national laws. When relevant, qualitative information on specific national PCPs websites or webpages is provided after the table.

Table 3 Availability of information on Mutual Recognition Regulation, per category of information

	Principle of Mutual Recognition	EU Mutual Recognition Regulation	Relevant national legislation
Austria	✓	✓	✓
Belgium	✓	✓	
Bulgaria	✓	✓	✓
Croatia		✓	✓
Cyprus			
Czech Republic	✓		✓
Denmark	✓	✓	✓
Estonia	✓	✓	✓
Finland	✓	✓	✓
France	✓	✓	✓
Germany 1			✓
Germany 2		✓	✓
Greece			
Hungary	✓	✓	✓
Ireland	✓		
Italy			
Latvia	✓		
Lithuania	✓	✓	✓
Luxembourg	✓	✓	
Malta			

	Principle of Mutual Recognition	EU Mutual Recognition Regulation	Relevant national legislation
Netherlands	✓	✓	✓
Poland	✓		✓
Portugal	✓	✓	✓
Romania 1		✓	✓
Romania 2	✓		✓
Romania 3		✓	
Romania 4			
Slovakia	✓		✓
Slovenia	✓	✓	✓
Spain			
Sweden	✓	✓	
United-Kingdom	✓		✓

Source: Ecorys

22 Member States explain the Mutual Recognition Regulation (including one Romanian), usually very briefly (1 or 2 paragraphs) up to 2 pages (Hungary). 17 Member States (18 PCPs) provide links to the EU law. They point out to the legal text available in the database of European law EUR-lex or to the EC MRR webpage [6]. 18 Members States present relevant national laws, including the 2 German PCPs and 2 Romanian PCPs. Several countries, such as Luxembourg, Ireland or Belgium, only mention EU laws. The scope of relevant national legislation mentioned can be very different.

Countries may focus only on national laws on related topics including safety rules. For instance:

- The Czech Republic gives access to a set of important national laws on the distribution of goods[7];
- Romania's National Commission for the Control of Nuclear Activities provides links to law, rules, guides, Inspection and Supervision, Authorization Nuclear Facility Personnel, regulation fees and rates and Community legislation;
- Poland presents six chosen legal acts governing the safety of products as well as a link to the Internet System of Legal Acts to access the full spectrum of relevant acts[8].

Others display information/links about MRR and its implementation:

- Hungary provides legal information on the implementation of the principle of mutual recognition in Hungarian law[9];
- Bulgaria includes links to relevant legislation besides basic explanation of EU regulation 764/2008[10].

6 http://ec.europa.eu/growth/single-market/goods/free-movement-sectors/mutual-recognition/index_en.htm

7 http://www.mpo.cz/dokument66482.html

8 http://www.me.gov.pl/Wspieranie+przedsiebiorczosci/Instrumenty+rynku+wewnetrznego/Punkt+Kontaktowy+do+spraw+Produktow/Akty+prawne

9 http://www.termekpont.hu/Informacio

10 http://www.mi.government.bg/bg/themes/zveno-za-kontakt-otnosno-produkti-558-327.html

Some countries offers different kinks of information:

- Croatia includes links mostly related to the application of the law. There is also few information about national legislation before implementing the EU law (on technical coordination of Croatian and EU laws), links to the act on Commerce, Infrastructure of Quality Verification and national rules for products together with a list of non-harmonised regulation;
- Denmark includes links to the competent authority with possibility of downloading PDF files containing the law and/or specific article11.
- Lithuania introduces briefly the main function of its national legislation together with a direct link to this legislative act on the website of Lithuanian Parliament[12].

The next table presents an overview of online availability of information regarding technical rules. The first column indicates whether the Member State provides a list of products affected or not by the MRR, the second whether it includes related technical rules and the last one whether information on prior authorisation is available.

Table 4 Technical rules: lists of products, applicable rules and prior authorisation

	List of relevant products affected	Technical rules applicable to a specific type of product	Type of product subject to a requirement for prior authorisation
Austria	✓	✓	✓
Belgium			
Bulgaria			
Croatia	✓	✓	✓
Cyprus			
Czech Republic	✓	✓	✓
Denmark	✓	✓	
Estonia	✓	✓	✓
Finland	✓	✓	✓
France	✓	✓	✓
Germany 1	✓		
Germany 2	✓	✓	✓
Greece			
Hungary	✓	✓	
Ireland	✓		
Italy			
Latvia	✓		
Lithuania	✓	✓	✓
Luxembourg			

[11] https://danishbusinessauthority.dk/danish-national-rules-database

[12] http://www.verslovartai.lt/lt/gaminiai/naudinga-informacija/

	List of relevant products affected	Technical rules applicable to a specific type of product	Type of product subject to a requirement for prior authorisation
Malta	✓		
Netherlands	✓	✓	
Poland	✓	✓	
Portugal	✓		
Romania 1	✓	✓	
Romania 2	✓	✓	
Romania 3	✓		
Romania 4	✓		
Slovakia	✓	✓	
Slovenia	✓	✓	✓
Spain			
Sweden	✓		
United-Kingdom	✓	✓	✓

Source: Ecorys

7 countries provide these 3 information all in a different way. For instance, France directs to information hosted on other websites or webpages of competent authorities and to other websites with relevant information on products affected by the regulation. Including these countries, 25 PCPs (21 Member States) provide a relevant list of products. 18 of them (16 MSs) offer also information on technical rules applicable to products. In Hungary, the website doesn`t provide a list of products but makes available a database where products and regulations can be searched. Although Malta has not established a national Product Contact Point, the website of the Malta Competition and Consumer Affairs Authority provides an overview of the technical rules applicable to a small range of products.

The next table deals with contact implementing authorities and Q&A/Guidelines content. The first column shows the availability of contact details of authorities responsible for supervising the implementation of the technical rules. The second checks the links to the EU New Approach Notified and Designated Organisations (NANDO) database. The third column lists the PCPs with information on remedies available in case of a dispute between a competent authority and an economic operator. The last column focuses on the availability of a FAQ/guidelines section.

Table 5 Availability of information on remedies and Q&A/guidelines

	Implementing authorities	EC harmonised standards database (NANDO)	Dispute remedies	FAQ section
Austria	✓	✓		
Belgium		✓	✓	
Bulgaria				
Croatia	✓	✓	✓	
Cyprus				

	Implementing authorities	EC harmonised standards database (NANDO)	Dispute remedies	FAQ section
Czech Republic	✓	✓	✓	✓
Denmark				
Estonia	✓	✓	✓	
Finland	✓	✓		
France	✓	✓		✓
Germany 1	✓		✓	✓
Germany 2	✓		✓	
Greece				
Hungary	✓		✓	
Ireland				
Italy				
Latvia	✓		✓	
Lithuania	✓	✓	✓	✓
Luxembourg				✓
Malta				
Netherlands	✓	✓	✓	
Poland			✓	✓
Portugal		✓	✓	✓
Romania 1		✓		
Romania 2	✓	✓		
Romania 3			✓	
Romania 4		✓		
Slovakia	✓	✓	✓	✓
Slovenia				✓
Spain				
Sweden	✓		✓	✓
United-Kingdom	✓		✓	

Source: Ecorys

The Mutual Recognition Regulation indicates, in its Article 10, that contact details of the competent authorities within each Member State should be provided through PCPs. Although this does not create the obligation for countries to directly provide contact details online, only 15 out of 28 countries provide such information on their website/webpages (including both German PCPs). 12 Member States (14 PCPs) display link to NANDO database[13]. Although Article 10 of the Mutual Recognition Regulation indicates that

[13] http://ec.europa.eu/growth/tools-databases/nando/

remedies in the event of a dispute should also be reported, 14 countries do not publish such information online.

- Hungary provides detailed information on the 2 types of legal remedies[14] in Hungary: appeal before administrative authorities and judicial review .
- Czech Republic[15], the Romanian National Sanitary Veterinary Authority[16], both German PCPs[17] [18] point out to SOLVIT.
- Croatia displays a link to a Consumer Protection Institute[19] and to SOLVIT[20].
- Latvia mentions SOLVIT and its local centre[21] [22].
- Belgium asks to contact its PCP to get this information.
- The Netherlands website offers a short overview of how a company can lodge an objection, i.e. which authority it has to submit its objection to, the deadline the company has to abide by, where and when you can lodge an appeal and the rules governing a penalty payment in case of late response by the government[23][24]. Furthermore, a link to SOLVIT is included on the website, but only fleetingly in the 'About' section of the website, but not on the webpages dedicated to PCP[25][26].
- Poland provides a link[27] to the PSC website regarding disputes with the administration authorities.
- Slovakia gives access to a document[28] called *Free circulation of goods. The guide to applying the regulations of a contract about the free circulation of goods* in which a section on SOLVIT is available.
- Lithuania gives information on SOLVIT[29], the non-judicial way to solve disputes, as well as useful links and direct links to the websites of competent institutions.
- Sweden[30] explains that "*if an authority has taken a decision that may contravene the EU regulations for free movement of goods, your case can instead be handled by the Swedish SOLVIT centre at the National Board of Trade*".
- Denmark displays two links, the first to SOLVIT[31], the second[32] regarding to applicable rules in case of appeal.
- Estonia links up to different legislative acts[33] which provide information on remedies.

The above table also shows that only 10 countries have developed a FAQ section/guidelines on their websites/webpages.

14 http://www.termekpont.hu/Jogorvoslat
15 http://www.mpo.cz/zprava64547.html
16 http://ec.europa.eu/solvit/index_ro.htm
17 http://www.ble.de/DE/01_Markt/07_Produktinfostelle/05_Streitbeilegung/Streitbeilegung_node.html
18 http://www.pcp.bam.de/de/legal/index.htm
19 http://potrosac.mingo.hr/hr/potrosac/
20 http://ec.europa.eu/solvit/index_hr.htm
21 https://www.em.gov.lv/lv/eiropas_savieniba/es_vienota_tirgus_centrs/alternativs_strīdus_risinasanas_mehanisms___solvit/
22 https://em.gov.lv/en/latvia_in_the_eu/eu_single_market_centre/alternative_dispute_solving_mechanism___solvit/
23 http://www.answersforbusiness.nl/regulation/objecting-and-appealing-against-government-decision
24 http://www.ondernemersplein.nl/regel/bezwaar-en-beroep/
25 http://www.answersforbusiness.nl/about
26 http://www.ondernemersplein.nl/probleem-met-de-overheid/
27 https://www.biznes.gov.pl/przedsiebiorcy/biznes-w-polsce/prowadze-firme/spory-z-organami-administracji?inheritRedirect=true
28 http://www.unms.sk/swift_data/source/dokumenty/europske_zalezitosti/2011/vzajomne_uznavanie/prirucka_pre_uplatnovanie_ustanoveni_zmluvy_upravujucich_volny_pohyb_tovaru.pdf
29 http://www.verslovartai.lt/lt/gaminiai/naudinga-informacija/teisiu-gynimo-priemones/solvit/
30 http://www.kommers.se/verksamhetsomraden/EUs-inre-marknad/For-foretag/Solvit/Sa-funkar-det/
31 https://danishbusinessauthority.dk/solvit
32 https://danishbusinessauthority.dk/remedies-case-dispute
33 https://www.mkm.ee/et/tegevused-eesmargid/euroopa-liidu-siseturg

2.3 Links to Points of Contact and EU websites

Complementary, yet useful information can be provided through the use of hyperlinks to other relevant websites. Although not explicitly requested by the Mutual Recognition Regulation provisions, this section looks at the links made between the national PCP and:

- Product Contact Points for Construction (national and other countries);
- Points of Single Contact (national and other countries);
- Other PCPs.

The table below lists links between a PCP to a Product Contact Points for Construction and Points of Single Contact within a same Member State.

Table 6 Linkages between PCPs, PCPCs and PSCs of a same country

	Product Contact Points for Construction	Points of Single Contact
Austria	✓	✓
Belgium		
Bulgaria		
Croatia		✓
Cyprus		
Czech Republic	✓	✓
Denmark		
Estonia		✓
Finland		
France		
Germany 1	✓	
Germany 2	✓	
Greece		
Hungary		
Ireland		
Italy		
Latvia	✓	✓
Lithuania	✓	✓
Luxembourg		
Malta		
Netherlands		✓
Poland	✓	
Portugal		
Romania 1	✓	

	Product Contact Points for Construction	Points of Single Contact
Romania 2		✓
Romania 3		
Romania 4		
Slovakia		
Slovenia	✓	✓
Spain		
Sweden	✓	✓
United-Kingdom	✓	

Source: Ecorys

5 countries (Austria, Czech Republic, Latvia, Slovenia and Sweden) are linked to their national PCPCs and PSCs. Lithuania host its PCP, PCPC and PSC on a unique dedicated website. Apart from them, the 2 German PCP webpages, Poland, 1 Romanian PCP and the United-Kingdom, link to their PCPC. 10 Member States provide links to their PSCs.

In the case an economic operator is looking for the relevant national legislation or technical rules in different EU countries, the cross-linking of all PCPs is an efficient and effective method to facilitate access to information in different countries. The following table identify the cross-linking between a Member State PCP to other PCPs and PCPCs.

Table 7 Cross-linking among PCPs and PCPCs of other countries

	Contact details of PCPs in other countries	Contact details of PCPCs in other countries
Austria		
Belgium		
Bulgaria		
Croatia	✓	✓
Cyprus		
Czech Republic	✓	✓
Denmark	✓	
Estonia	✓	
Finland		
France	✓	
Germany 1		
Germany 2		

	Contact details of PCPs in other countries	Contact details of PCPCs in other countries
Greece		
Hungary	✓	
Ireland		
Italy	✓	
Latvia	✓	
Lithuania	✓	✓
Luxembourg	✓	
Malta		
Netherlands	✓	
Poland	✓	
Portugal	✓	
Romania 1		
Romania 2		
Romania 3		
Romania 4		
Slovakia	✓	
Slovenia		
Spain		
Sweden	✓	
United-Kingdom	✓	

Source: Ecorys

16 Member States cross-link to other PCPs most of the case through the EC webpage available online. Only 3 Member States (Croatia, Czech Republic and Lithuania) cross-link to other PCPCs. The link available on the Czech webpage is invalid. Both other point out to the EC list published on January 2015 in pdf format and updated in March 2016. In one case (Italy), the link provided refers to an outdated PCP list (published in 2009 on the Official Journal of the European Union). In the case of Portugal, the link exists but is not working.

One efficient way to provide relevant information without having to produce online content is to make available online links to relevant EU websites. We have listed in the previous table links provided by PCP websites and webpages to the EU Mutual Recognition regulation and to the NANDO website dedicated to harmonised. We also mentioned SOLVIT. PCPs also link-up with other EU level websites. They are listed in this table together with a general check of relevant hyperlink validity.

Table 8 Other EU links and validity of relevant hyperlinks

	Other European Union websites	Links valid
Austria	✓	✓
Belgium		✓
Bulgaria		✓
Croatia	✓	✓
Cyprus		
Czech Republic	✓	
Denmark		✓
Estonia	✓	
Finland	✓	
France	✓	
Germany 1		
Germany 2	✓	✓
Greece		
Hungary		
Ireland	✓	✓
Italy		
Latvia	✓	
Lithuania	✓	✓
Luxembourg		✓
Malta		
Netherlands		✓
Poland	✓	
Portugal	✓	
Romania 1		✓
Romania 2		✓
Romania 3		✓
Romania 4		✓
Slovakia		
Slovenia	✓	
Spain		
Sweden		✓
United-Kingdom	✓	

Source: Ecorys

14 countries provide links to other EU websites. When links to other European Union websites are provided, these redirect the reader towards information on the Internal Market for Goods, sections on the Prevention of technical barriers to trade and, more generally, to EU level legislation and the EU treaties. Link to TRIS database is displayed by 4 countries. 17 webpage/websites have obsolete links[34], almost exclusively to an archived EC website[35].

2.4 Preliminary observations

A few elements emerged during the carrying out of Task 1. These will constitute a basis for the upcoming analysis and notably the development of draft guidelines for PCP and PCPC websites.

- The great majority of countries has opted for hosting PCP-related information on a ministry or agency website;
- 18 countries provide information translated in English, which often is covering a limited amount of information;
- Links are very often used to avoid duplication and make efficient use of already existing material.
- PCP/PCPC are not linked enough together. A net of such contact points exists only through the EC webpages.

[34] http://www.gunb.gov.pl/pliki/aktual_1090713.html
http://www.nkh.gov.hu/Lapok/default.aspx

[35] http://ec.europa.eu/enterprise/policies/european-standards/documents/harmonised-standards-legislation/list-references/index_en.htm
http://ec.europa.eu/enterprise/policies/single-market-goods/index_en.htm
http://ec.europa.eu/enterprise/policies/single-market-goods/free-movement-non-harmonised-sectors/mutual-recognition
http://ec.europa.eu/enterprise/policies/single-market-goods/internal-market-for-products/market-surveillance/index_en.htm

3 Product Contact Points for Construction

3.1 General Information

Article 10 of the Regulation (EU) No 305/2011 requires each Member State to "*ensure that the Product Contact Points for Construction provide information, using transparent and easily understandable terms, on the provisions within its territory aimed at fulfilling basic requirements for construction works applicable for the intended use of each construction product*".

The table below presents a first overview of the structural choices made at Member State level to organising their Product Contact Points for Construction. It shows the availability of information on PCPCs and Construction Product Regulation (CPR). The following columns make a distinction between webpages of a general website and websites only dedicated to PCPC and the CPR.

Table 9 Summary of online presence of Product Contact Points for Construction in EU Member States

	Information on PCPC	Dedicated webpage	Dedicated website	Host institution
Austria	✓	✓		Austrian Institute of Construction Engineering http://www.oib.or.at/de/produktinfostelle
Belgium	✓	✓		Federal public service Economy Directorate general for quality and security http://economie.fgov.be/fr/entreprises/domaines_specifiques/Qualite_construction/produits_construction/Point_de_contact/
Bulgaria	✓		✓	Ministry of Regional Development and Public works http://cpcp.mrrb.government.bg/
Croatia	✓	✓		Ministry of Construction http://www.mgipu.hr/default.aspx?id=14396
Cyprus	✓	✓		Ministry of the Interior http://www.moi.gov.cy/moi/moi.nsf/All/35859298811D12A4C2257B8900218534?OpenDocument
Czech Republic	✓	✓		Ministry of Industry and trade http://www.mpo.cz/cz/prumysl-a-stavebnictvi/stavebnictvi/#category164
Denmark	✓	✓		Danish Transport and Construction Agency http://danishcprcontactpoint.dk/forside/0/2
Estonia				Ministry of Economic Affairs and Communications
Finland	✓	✓		Ministry of Environment http://www.ym.fi/fi-FI/Maankaytto_ja_rakentaminen/Rakentamisen_ohjaus/Rakennustuotteiden_tuotehyvaksynta/Cemerkinta
France	✓		✓	Ministry of Housing and the Ministry of Economy http://www.rpcnet.fr/
Germany	✓	✓		Federal Institute for Materials Research and Testing http://www.pcp.bam.de/de/bauprodukte/index.htm
Greece	✓			General Directorate for Industry Ministry of Development and Competitiveness http://ggb.gr/ΝομοθεσίαΔομικάΥλικα/ΚατευθυντήριεςΟδηγίεςγιατηνΕφαρμογήτηςισχύο/tabid/155/language/el-GR/Default.aspx
Hungary	✓		PCP/PCPC	Hungarian Trade Licensing Office http://www.termekpont.hu/Informacio
Ireland	✓	✓		Department of the Environment, Community and Local Government http://www.environ.ie/housing/building-standards/construction-products-regulation/product-contact-points-construction
Italy	✓	✓		Council for Public Works http://www.cslp.it/cslp/index.php?option=com_content&task=view&id=22&Itemid=36

	Information on PCPC	Dedicated webpage	Dedicated website	Host institution
Latvia	✓	✓		Ministry of Economics https://em.gov.lv/en/latvia_in_the_eu/eu_single_market_centre/product_contact_point/
Lithuania	✓	✓	PCP/PCPC/ PSC	Versli Lietuva (public company) http://www.verslovartai.lt/lt/statybos-gaminiu-kontaktinis-centras/bendra-informacija-apie-centra/
Luxembourg	✓			Luxemburgish Institute of Standardisation http://www.portail-qualite.public.lu/fr/securite-sante/surveillance-marche/fiches-produits/directive/Factsheet-UE-305-2011.pdf
Malta	✓	✓		Malta competition and consumer affairs authority Technical Regulations Division http://mccaa.org.mt/en/construction-products-maltese-pcp-construction
Netherlands	✓		✓	Government administration https://www.contactpuntbouwproducten.nl/default.aspx
Poland	✓	✓		General Office of Building Control http://www.gunb.gov.pl/punkt_kontaktowy/index_pp.php
Portugal	✓	✓		Portuguese Institute for Quality Ministry of Economy and Employment http://www1.ipq.pt/pt/assuntoseuropeus/marcacaoce/listadasdirectivas/pages/por%20diretiva/produtos_construcao.aspx
Romania	✓		✓	Ministry of Regional Development and Public Administration http://www.mdrap.ro/constructii/-4218
Slovakia	✓	✓		Ministry of Transportation, Construction and Regional Development http://www.mindop.sk/
Slovenia	✓	✓		Slovenian Institute for standardisation http://www.sist.si/index.php?option=com_content&view=article&id=311&Itemid=220&lang=en
Spain	✓	✓		Ministry of Industry, Energy and Tourism http://www.f2i2.net/legislacionseguridadindustrial/Si_Ambito.aspx?id_am=1000#RPC_PuntosContacto
Sweden	✓	✓		National Board of Housing, Building and Planning http://www.boverket.se/sv/byggande/byggprodukter/ce-markning/den-svenska-kontaktpunkten-for-cpr/
United-Kingdom	✓	✓		UK Government Department for Communities and Local Government http://www.planningportal.gov.uk/buildingregulations/buildingpolicyandlegislation/cpr

Source: Ecorys

All observed countries have established a dedicated PCPC. The structure used by 20 countries out of 28 is a PCPC on a dedicated webpage. 5 countries have a full website on PCPC (on PCP in the case of Hungary). 2 countries and 1 country includes also PSC. Greece and Luxembourg do not have a PCPC webpage. In the case of Greece, there is webpage with a list of links to related information. In the case of Luxembourg, a factsheet is available and seems to replace the PCPC webpage. Estonia's PCPC could not be found but information on CPR is available. PCPC is not mentioned.

10 PCPCs are hosted by a ministry:

- Industry and Trade (Czech Republic and Spain);
- Economy(France and Latvia);
- Interior (Cyprus);
- Construction (Croatia);
- Development and Competitiveness (Greece);
- Regional development and Public Administration (Romania);
- Government (Netherlands).

14 PCPCs are hosted by agencies related to:

- Construction (Austria, Denmark, Italy and Sweden);
- Patent licensing (Hungary, Portugal, Luxembourg and Slovenia);
- Communities and local government (United-Kingdom and Ireland).

Other agencies are dedicated to:

- Material research and testing (Germany);
- Building control (Poland);
- Competition and consumer protection (Malta).

Lithuania hosts its PCPC together with its PSC and PCP. It is managed by an institution called Public Institution Enterprise Lithuania. Hungary's PCPC is hosted on its PCP website.

The next table lists the different means of contacting PCPCs that countries have made available.

Table 10 Means for contacting national Product Contact Points for Construction

	Email	Postal mail address	Online form	Phone number	Another language (English)
Austria	✓	✓	✓	✓	✓
Belgium	✓	✓		✓	✓
Bulgaria	✓	✓	✓	✓	✓
Croatia	✓		✓	✓	✓
Cyprus	✓			✓	
Czech Republic	✓	✓		✓	✓
Denmark	✓	✓		✓	✓
Estonia	✓	✓		✓	✓
Finland	✓			✓	✓
France	✓				
Germany	✓	✓	✓	✓	✓
Greece	✓	✓		✓	
Hungary		✓	✓	✓	✓
Ireland	✓				
Italy	✓	✓		✓	
Latvia	✓				
Lithuania	✓	✓	✓	✓	✓
Luxembourg	✓			✓	
Malta	✓	✓	✓	✓	
Netherlands			✓	✓	
Poland	✓			✓	✓
Portugal	✓	✓		✓	
Romania	✓			✓	✓
Slovakia	✓	✓			✓

	Email	Postal mail address	Online form	Phone number	Another language (English)
Slovenia	✓	✓		✓	✓
Spain	✓	✓		✓	
Sweden			✓		✓
United-Kingdom	✓	✓			

Source: Ecorys

The great majority (25 out of 28) of countries has created a specific email address to contact PCPCs. In few cases, contact details can be found only on the EC list[36]. This is the case for Spain and Greece. In some other cases, contact details are not easy to find: the email is provided only in the English version of the website/webpage, or can be found only in the Frequently asked question (FAQ) section. In some countries, there are reasons to believe that the email address attached to the PCPC is not properly functioning[37]. When no email address is shown (Hungary, Netherlands and Sweden), PCPC can be contacted via an online form. 7 countries (Austria, Bulgaria, Croatia, Germany, Lithuania, Malta) offer both possibilities. 15 countries have translated their website/webpage content in English. In most cases web content is only partially available in English. Belgium provides website content in all three official languages, while Finland offers information in Swedish.

3.2 What content is made available?

The Construction Product Regulation (CPR) indicates that every Member States shall designate a PCPC who should provide clear and easily understandable information on the national provisions regarding construction products. The Regulation does not, however, specify that MSs should provide information online and, accordingly, does not provide an indication of the online information content that should, or could, be provided.

We have identified a few indicators that would be instrumental in helping to delineate the content elements provided by each MS website or webpage. Based on an own assessment of information that could be relevant for potential users and on the information made available through existing webpages/websites, the availability of the following elements has been assessed:

- Presentation of relevant national legislation;
- Explanation of legislation on CE marking and list of products affected;
- Information concerning the Declaration of Performance; Provision of information on European harmonised norms and list of Authorities responsible for supervising the implementation of the technical rules;
- Available information on the remedies available in the Member State in the event of a dispute between the competent authority and an economic operator;
- Q&A/guidelines section;

We also looked at the cross-linking with PCP and PSC of every country and other MSs and at the links with EC webpages.

[36] This list has been updated in March 2016.

[37] For instance, the Italian PCPC email address is the same as the PCP email address. However, these two are displayed in two different ministry websites and have two different web domains. There are chances to believe that one of the two emails is not correct.

The table below focuses on CE marking and Declaration of Performance and lists the general related information that is available and whether a list of products and technical rules that are subject to this marking. When relevant, qualitative information on specific national PCPCs websites or webpages is provided after the table. In the case of Estonia, we evaluated the webpage related to CPR.

Table 11 Availability of information on CE marking

	Information on CE marking	List of products subject to CE marking	EU Construction Product Regulation	EU CE marking website
Austria	✓	✓	✓	
Belgium	✓	✓	✓	✓
Bulgaria	✓	✓		
Croatia	✓	✓	✓	✓
Cyprus	✓		✓	
Czech Republic	✓	✓	✓	✓
Denmark	✓	✓	✓	
Estonia	✓	✓		✓
Finland	✓	✓	✓	✓
France	✓	✓	✓	✓
Germany	✓		✓	✓
Greece	✓	✓	✓	
Hungary				
Ireland	✓		✓	
Italy	✓			
Latvia	✓		✓	
Lithuania	✓	✓	✓	✓
Luxembourg	✓	✓		
Malta	✓	✓	✓	
Netherlands	✓	✓	✓	
Poland				
Portugal	✓		✓	✓
Romania	✓		✓	✓
Slovakia				
Slovenia	✓	✓	✓	
Spain	✓	✓	✓	
Sweden	✓		✓	✓
United-Kingdom	✓		✓	✓

Source: Ecorys

Except for Slovakia, Hungary and Poland, all PCPCs provide information or link to information on CE marking. In the case of Slovakia, information on CE marking can only be directly obtained through links to European legislation such as the decree of the European parliament and council from 9 of March 2011 about the harmonised conditions for access of construction products on the market. In fact, this information is available on the website of the institution acting as PCP, the Slovak Department for Normalization, Meteorology and Testing for which there is no link. 6 countries rely entirely on the European Commission's EC Marking material. 4 of them offer the possibility to download the CE marking step-by-step" brochure[38] in national language and the other 2 by including a link to the CPR webpage[39]. The Netherlands offers different sources of information on CE marking. While it is mentioned expressly on the homepage that the website does not deal with CE marking, there is a direct link to another website containing more detailed information[40]. Secondly, another link redirects you to a brochure containing again more detailed information[41]. Then, another link also redirects to a brochure[42]. Finally, a short EU video is also available explaining CE marking in English[43]. Sweden also makes use of video. In total, it has uploaded 4 short films and 5 leaflets, as well as an example explaining CE marking to all parties concerned. These films and leaflets (apart from one) are only accessible in Swedish. For English speakers there is the example and a concise explanation.

16 PCPCs list the products falling under CE marking. Some countries, like France and Hungary, have developed a comprehensive database presenting the list of products and their related requirements. Otherwise, a link is provided to websites of other competent authorities. The United-Kingdom website redirects to the NANDO database. In Portugal the CE marking brochure invites the reader to check the last version of the Official Journal of the European Union (without giving a link to it) to know if a product is subject to CE marking.

The table below shows the availability of information on Declaration of Performance.

Table 12 Availability of information on Declaration of Performance

	Declaration of Performance	Relevant legislation	Technical rules (list of products)
Austria	✓	✓	✓
Belgium	✓		✓
Bulgaria	✓		✓
Croatia	✓	✓	✓
Cyprus	✓		✓
Czech Republic	✓	✓	✓
Denmark	✓	✓	
Estonia	✓	✓	✓
Finland	✓	✓	✓

38 http://ec.europa.eu/growth/tools-databases/newsroom/cf/itemdetail.cfm?item_id=8419&lang=fr
39 http://ec.europa.eu/growth/sectors/construction/product-regulation/index_en.htm
40 http://www.ondernemersplein.nl/regel/ce-markering/
41 https://www.rijksoverheid.nl/onderwerpen/bouwregelgeving/documenten/brochures/2012/04/27/infoblad-ce-markering-en-erkende-kwaliteitsverklaringen-bouwbesluit-2012
42 https://www.contactpuntbouwproducten.nl/brochure_ce_markering_op_bouwproducten.pdf
43 https://www.contactpuntbouwproducten.nl/contactpuntbouwproducten_video_eu_mei2014.aspx?noie=true

	Declaration of Performance	Relevant legislation	Technical rules (list of products)
France	✓		✓
Germany		✓	✓
Greece	✓	✓	✓
Hungary		✓	✓
Ireland	✓	✓	✓
Italy	✓		
Latvia	✓	✓	✓
Lithuania	✓		✓
Luxembourg	✓		✓
Malta	✓		✓
Netherlands	✓		
Poland			
Portugal			✓
Romania	✓	✓	✓
Slovakia	✓	✓	✓
Slovenia	✓	✓	✓
Spain			✓
Sweden	✓		
United-Kingdom	✓		✓

Source: Ecorys

24 countries mention the Declaration of Performance (DoP), everyone in a different way. Some countries only mention it, providing or not relevant links, while some others explain it.

- The Czech Republic provides information on the Declaration of Performance[44] together with the CE marking. It also provides a link to the Czech standardization agency (Council for Technical Normalization, Meteorology and State Testing) to get more information where the legislation on the prevention of fire, on dangerous substances, on radioactivity, on the policies concerning constructional waste and products with integrated waste, on dangerous substances' emissions inside the constructions, on the dampness in the constructions and on surfaces in the construction, on the effects on the environment, on the noise emissions and on energy savings is made available. Moreover, the webpage includes a link to explanations of the Czech construction laws, of technical demands at construction sites, of Prague construction laws and many more. At last, there is a link to a website explaining national particularities of eurocodes;
- Croatia provides related information in a rule book dedicated to the Regulation: it focuses on the issuing, extending and recalling the authorization of conformity assessment procedure and issuing certificates of conformity, the evaluation systems of construction products, the conditions

[44] http://www.sgpstandard.cz/editor/unmz/?u=stav_vyr/1_10_ce.htm

for the certificate of conformity, the marking of construction products[45] and the system of conformity assessment of construction products[46];

- Slovenia[47], Greece[48] and Bulgaria[49] include links to EU Regulation 574/2014 and/or 157/2014.
- Slovakia provides information on what a Declaration of Performance has to contain (information on the producer, the type of product, how they want to use the product, where was the product technically assessed and the manual for the product). This information is contained in the Slovak law n°133 of 15 of May 2013 on the construction products and the extension of certain laws[50];
- In the case of several PCPCs (Ireland, Estonia[51], Belgium[52], Malta[53]) information on the Declaration of Performance is available through a webpage or a pdf dedicated to the Construction Product Regulation;
- The Netherlands do not combine all DoP information into one single topic but rather address the issue it in different Q&As. The website also contains a list of product categories needed for the DoP[54]. Finally, there is a link to a pdf file containing a list of Dutch to English translations of essential features needed for the DoP[55];
- Austria dedicates one page[56] in English and German within the CPR section. Explanation includes required documents, relations between DoP and CE marking and its publicity;
- Latvia provides relevant information and explanations[57] on the construction legislation section (both in Latvian and English) and a Word file to fill a document[58]. Relevant national laws[59] are also listed in this section;
- Finland explains DoP on the CE marking webpage[60];
- 5 countries make no mention of DoP. The German PCPC provides a link to the Construction products EC webpage which includes a link[61] to the Declaration of Performance (DoP) and CE marking webpage.

23 countries display or give access to a list of products affected by European or national legislation. Portugal and Cyprus display links to the publication of titles and references of harmonised standards under EU harmonisation legislation. Austria's list[62] of EU non-harmonised products contains the names of relevant institutions with links to national legislation. Malta and Ireland list the seven basic requirements for construction works. 3 countries (Croatia, Slovenia and Bulgaria) have uploaded a list of products with related information. Other countries propose a list of products together with information on national technical rules and standards.

45 http://narodne-novine.nn.hr/clanci/sluzbeni/341671.html

46 http://www.mgipu.hr/doc/Graditeljstvo/Odluka_o_sustavima_ocjenjivanja_sukladnosti_GP.pdf

47 http://www.mgrt.gov.si/si/delovna_podrocja/notranji_trg/sektor_za_proizvode_in_blagovne_rezerve/gradbeni_proizvodi/uredba_eu_st_305201 1/izjava_o_lastnostih_dop_in_oznacevanje_gradbenih_proizvodov_z_oznako_ce/

48 Link not valid: http://ggb.gr/LinkClick.aspx?fileticket=q-a3HlKdmEY%3D&tabid=154&language=el-GR

49 http://cpcp.mrrb.government.bg/cms/subsection-14-evropejsko_zakonodat.html

50 http://www.zbierka.sk/sk/predpisy/133-2013-z-z.p-35166.pdf

51 https://www.mkm.ee/et/tegevused-eesmargid/siseturg/kvaliteedi-infrastruktuur#vastavushindamine1

52 http://economie.fgov.be/fr/entreprises/domaines_specifiques/Qualite_construction/produits_construction/

53 http://mccaa.org.mt/en/cpryes

54 https://www.contactpuntbouwproducten.nl/Contactpuntbouwproducten_MandaatTabellen_2014_2b.aspx?noIE=true

55 https://www.contactpuntbouwproducten.nl/Lijst_vertalingen_essentiele_kenmerken.pdf

56 http://www.oib.or.at/en/declaration-performance-0

57 https://em.gov.lv/lv/nozares_politika/buvnieciba/buvizstradajumu_aprites_regulejums/

58 https://www.em.gov.lv/files/buvnieciba/BAR_2.doc

59 https://em.gov.lv/lv/nozares_politika/buvnieciba/normativie_akti/normativo_aktu_saraksts/

60 http://www.ym.fi/fi-FI/Maankaytto_ja_rakentaminen/Rakentamisen_ohjaus/Rakennustuotteiden_tuotehyvaksynta/CEmerkinta

61 http://ec.europa.eu/growth/single-market/european-standards/harmonised-standards/construction-products/index_en.htm

62 http://www.bmwfw.gv.at/TechnikUndVermessung/Produktinfostelle/Seiten/default.aspx

The following table presents the information on the Harmonised European Norms (hENs), contact details or links to authorities responsible for supervising the implementation of technical rules, EOTA, CEN and NANDO.

Table 13 Availability of information on harmonised norms and competent authorities

	European harmonised norms	Supervising Authorities	EOTA	NANDO	European Committee for Standardization
Austria	✓	✓	✓	✓	
Belgium	✓	✓		✓	
Bulgaria	✓		✓	✓	
Croatia	✓	✓	✓	✓	
Cyprus	✓	✓	✓	✓	
Czech Republic	✓	✓	✓	✓	
Denmark	✓			✓	
Estonia	✓	✓		✓	✓
Finland	✓	✓	✓	✓	
France	✓	✓	✓	✓	✓
Germany	✓	✓	✓		
Greece	✓				
Hungary		✓			
Ireland				✓	
Italy		✓		✓	
Latvia	✓	✓	✓		
Lithuania	✓	✓		✓	
Luxembourg				✓	
Malta	✓	✓		✓	
Netherlands	✓	✓	✓	✓	
Poland		✓			
Portugal	✓	✓		✓	
Romania	✓	✓		✓	
Slovakia	✓	✓	✓	✓	
Slovenia	✓	✓			
Spain	✓	✓	✓	✓	✓

	European harmonised norms	Supervising Authorities	EOTA	NANDO	European Committee for Standardization
Sweden	✓	✓	✓	✓	✓
United-Kingdom	✓	✓		✓	

Source: Ecorys

23 PCPCs mention harmonised European norms (hEN) and provide links. Explanations are usually brief, with links to EC websites. Ireland links up to EOTA and other Technical Assessment Bodies on its CPR webpage. 2 countries (Germany, Estonia) only provide links to EC CPR webpages and other relevant regulations. Croatia[63] has a link to NANDO. Information on hENs is available in the Cyprus[64] and Netherlands[65] Q&A sections. France makes available hENs through the product database[66]. Finland[67] details more in-depth EU harmonisation and provides links not only to EU pages but also to the Finnish Standards Association. Austria mentions the hENs in the CE marking[68] webpage. The CPR Latvian page mentions harmonised standards[69], conditions and technical specifications. Romania gives access to a legal document which contains a list of harmonised European norms[70]. Links to the EU regulation are provided by 3 countries (Slovakia[71], Sweden[72] and Portugal[73]).

When it comes to authorities in charge of supervising the implementation of technical rules, Member States have organised themselves differently. 11 PCPCs or CPR websites (Netherlands[74], Slovakia[75], Germany[76], Cyprus[77], Czech Republic[78], Croatia[79], Portugal[80], United-Kingdom, Spain, Finland, France) display a link to the European Organisation for Technical Assessment. France features a comprehensive list of institutions[81], while Spain links up to the CEN. Finland[82] indicates relevant authorities (including CEN and EOTA[83]) with links to their webpage or website. There is also a pdf file presenting competences of notified bodies. The Netherlands provides links to the National supervising authority[84], whereas Croatia[85] mentions the European Technical Approvals Guideline (ETAG) and links up to the Croatian Standards Institute. Poland gives a long list[86] of links to market surveillance authorities. As for Lithuania, it presents a list[87] of competent institutions and notifying authorities. While Sweden explains that depending on the specific product, provisions from other agencies (such as the national electrical safety board and

63 http://www.mgipu.hr/default.aspx?Id=14370
64 Http://www.moi.gov.cy/moi/moi.nsf/All/683A80C58E7EA6F8C2257B89002EEE9B?Opendocument
65 https://www.contactpuntbouwproducten.nl/Contactpuntbouwproducten_faqlist_noie.aspx?FAQ=Europees_geharmoniseerde_normen&FAQID=9&U_B=&noie=true
66 http://www.rpcnet.fr/produits.php
67 http://www.ym.fi/fi-FI/Maankaytto_ja_rakentaminen/Rakentamisen_ohjaus/Rakennustuotteiden_tuotehyvaksynta/CEmerkinta
68 Http://www.oib.or.at/de/kennzeichnung-und-zulassung-von-bauprodukten/ce-kennzeichnung
69 Https://em.gov.lv/lv/nozares_politika/buvnieciba/buvizstradajumu_aprites_regulejums/
70 http://www.mdrap.ro/constructii/-4218/-7454
71 http://eur-lex.europa.eu/lexuriserv/lexuriserv.do?Uri=OJ:L:2011:088:0005:0043:SK:PDF
72 Http://eur-lex.europa.eu/legal-content/SV/TXT/PDF/?Uri=OJ:JOC_2015_378_R_0003&from=SV
73 http://eur-lex.europa.eu/legal-content/PT/TXT/PDF/?Uri=OJ:JOC_2015_378_R_0003&from=PT
74 http://www.eota.eu/en-gb/content/home/2/185
75 http://www.telecom.gov.sk/index/index.php?ids=116695&idc=135296
76 http://www.eota.eu/en-GB/content/what-is-an-eta/18/
77 http://www.eota.eu/en-GB/content/home/2/185/
78 Automatic redirection from http://www.eota.eu to http://www.eota.eu/en-GB/content/home/2/185/
79 http://www.eota.eu/en-GB/content/latest-news/2/
80 http://www1.ipq.pt/pt/assuntoseuropeus/marcacaoce/listadasdirectivas/pages/por%20diretiva/produtos_construcao.aspx
81 http://www.rpcnet.fr/organismes.php
82 http://www.ym.fi/fi-fi/maankaytto_ja_rakentaminen/rakentamisen_ohjaus/rakennustuotteiden_tuotehyvaksynta/cemerkinta
83 Link not valid: http://www.eota.be/pages/home/
84 http://www.ilent.nl/onderwerpen/leefomgeving/labels_en_markeringen/cemarkering_bouwproducten/
85 http://www.mgipu.hr/default.aspx?id=14351
86 http://www.gunb.gov.pl/akty/obowiaz/obowiaz.html
87 http://www.verslovartai.lt/lt/statybos-gaminiu-kontaktinis-centras/istaigos/762/

the work environment authority) might apply[8889]. Latvia[90] presents local authorities supervising construction products and construction processes. Hungary mentions the agency hosting the PCP/PCPC website[91] (Hungarian trade licensing office) and features a link to its national standards agency[92].

24 PCPCs are connected to a national technical assessment organisation or to NANDO information system. Those countries who advise to firstly consult NANDO, often do not provide a link to the CEN. Indeed, link to the CEN has been found in 4 PCPCs only.

The next table examines the availability of a Q&A/Guidelines section and the existing remedies in the event of a dispute.

Table 14 Availability of information on remedies and Q&A/guidelines

	Q&A/ guidelines section	European Commission Q&A section	Remedies available
Austria	✓		
Belgium	✓		✓
Bulgaria	✓		
Croatia	✓	✓	
Cyprus	✓	✓	
Czech Republic	✓	✓	✓
Denmark	✓	✓	
Estonia			✓
Finland	✓		
France	✓	✓	
Germany	✓		✓
Greece	✓		
Hungary			✓
Ireland	✓	✓	
Italy			
Latvia			
Lithuania	✓		✓
Luxembourg			
Malta			
Netherlands	✓	✓	
Poland		✓	

88 http://www.boverket.se/en/start-in-english/building-regulations/national-regulations/

89 http://www.boverket.se/en/start-in-english/products/construction-products-regulation/cpr-vs-swedish-building-regulations/

90 https://em.gov.lv/lv/nozares_politika/buvnieciba/jaunais_buvniecibas_likums/

91 http://www.productpoint.hu/

92 http://www.nbn.be/

	Q&A/ guidelines section	European Commission Q&A section	Remedies available
Portugal		✓	
Romania			
Slovakia	✓		✓
Slovenia	✓		
Spain	✓	✓	
Sweden	✓		
United-Kingdom	✓	✓	

Source: Ecorys

19 online PCPCs include a Q&A/Guidelines section, which aim mostly at clarifying national and EU construction requirements. Nevertheless, national Q&A sections differ from one country to another, with the Croatian PCPC website providing, for instance, 3 different Q&A sections: on EU legislation, on Croatian provisions and on EOTA. Moreover, the amount of information available can vary considerable: 3 Q&As in the case of Bulgaria, 14 in Belgium, 44 in Czech Republic and 73 in France. An English version is made available by the Czech Republic[93]. 11 PCPCs websites/webpages redirect the reader to the Q&A of the European Commission.

4 countries display information on available remedies. Hungary and Lithuania have common PCP/PCPC websites. Therefore, they provide the same information on remedies as mentioned in the previous chapter. Croatia, Czech Republic and Belgium include information on available remedies in their PCP section. Slovakia's remedy[94] can be found in the law n.133 at the bottom of page 11, point 23. The economic operator can ask for the examination of his objections in 15 days after the delivery of the first examination of objections.

3.3 Links to Points of Contact and EU websites

During the observatory phase of Task 1, information put on the PCPCs webpages/websites was analysed in terms of providing links to other relevant information. Access to such complementary information can provide businesses and manufacturers with an easy-to-access overview of useful contact details, complementary legislation and applicable rules.

When looking into the content of PCPC websites and webpages, the existence of links redirecting users to the following information sources has been assessed:

- National Product Contact Points for construction (national and other countries);
- Points of Single Contact (national and other countries);
- Other PCPs.

The table below lists cross-links between a PCP to a Product Contact Points for Construction and Points of Single Contact within a same MS. It also presents information on whether a country features links to other EU PCPCs

[93] http://www.mpo.cz/dokument157655.html

[94] http://www.zbierka.sk/sk/vyhladavanie?filter_sent=1&_filter_predpis_aspi_id=133%2F2013&q

Table 15 Links to PCPs, PSCs and other MSs PCPCs

	Product Contact Points	Points of Single Contact	Other PCPCs
Austria	✓	✓	
Belgium			
Bulgaria	✓		✓
Croatia	✓	✓	✓
Cyprus			
Czech Republic	✓	✓	✓
Denmark		✓	✓
Estonia		✓	
Finland	✓	✓	✓
France			
Germany	✓		✓
Greece	✓		✓
Hungary	✓		
Ireland			✓
Italy	✓		
Latvia		✓	✓
Lithuania	✓	✓	✓
Luxembourg			
Malta			
Netherlands			
Poland	✓		
Portugal	✓	✓	
Romania	✓		✓
Slovakia			✓
Slovenia	✓	✓	
Spain	✓		✓
Sweden	✓		✓
United-Kingdom			

Source: Ecorys

16 PCPCs provide links to national PCPs and, to a minor extent, to PSCs (only 4). 6 of them are integrated webpages including both points of contact. Lithuania also includes PSCs. 16 PCPC websites and webpages provide links to PCPs and, to a minor extent, in 10 cases, to PSCs. When a same country

provides information about its national PCP and PSC, this often means that information has been centralised and contact details are provided on the same website. In other cases, links are published to the websites of the relevant competent authorities.

In terms of links, the connection across all PCPCs is made in a variety of ways. Some provide links to a limited number of countries only (Romania); others have inserted links which are not working (Czech Republic, Ireland) or might be outdated in terms of contact details (Spain). The UK makes such information available through the CPR website. In total 14 PCPC make available a list of other PCPC. The following table looks at the links to other EU websites. We also include the availability of any other relevant document and general check of relevant hyperlink validity.

Table 16 Provision of links to relevant EU level information, attachment and valid links

	Other European Union websites	Any relevant document	Valid links
Austria		✓	✓
Belgium	✓	✓	✓
Bulgaria			✓
Croatia	✓	✓	✓
Cyprus			✓
Czech Republic		✓	
Denmark	✓		
Estonia	✓	✓	
Finland			✓
France		✓	✓
Germany	✓		
Greece		✓	✓
Hungary		✓	
Ireland		✓	
Italy			✓
Latvia		✓	✓
Lithuania	✓	✓	✓
Luxembourg	✓		✓
Malta			✓
Netherlands		✓	✓
Poland			
Portugal		✓	✓
Romania	✓	✓	✓
Slovakia	✓	✓	

	Other European Union websites	Any relevant document	Valid links
Slovenia	✓		
Spain	✓	✓	✓
Sweden	✓	✓	✓
United-Kingdom	✓	✓	✓

Source: Ecorys

Directly or indirectly (often through the MS webpage dedicated to the CPR regulation), 20 PCPC websites and webpages provide a link to relevant EU websites (for instance, the DG GROW webpage on construction products[95]). Other links are the Eur-lex database, the DG GROW webpage dedicated to construction or the new legislative framework[96]. Lithuania features links to the SPOCS project[97]. As for Estonia, it provides an exhaustive list of links[98]. Besides links to the CE marking brochure, national laws and EC regulations are the most common links. 9 PCPCs have been found providing invalid links, with almost all of them referring to the archived EC website[99].

3.4 Preliminary observations

While the upcoming development of Task 2 will look at best practices and will attempt at developing coherent guidelines for the use of all national PCPCs, a few elements of analysis can already be pinpointed at this stage:

- Information on PCPCs is often provided in the context of information relating to the CPR;
- The Declaration of Performance and the CE marking are often not subject to comprehensive explanations. Most of Member States prefer to indicate online links to EC webpages;
- Information is not always clearly displayed and well structured. In many cases, information had to be looked for throughout the whole website. Therefore, they do not respond to the user-friendliness required by the Article 10 of the CPR.
- In some cases, introductory text is missing, including a clear explanation on the function of the national PCPC.

95 http://ec.europa.eu/growth/sectors/construction/

96 http://ec.europa.eu/growth/single-market/goods/new-legislative-framework/index_en.htm

97 www.eu-spocs.eu

98 Your Europe, Your Europe Advice, Europe Direct ECC-Net, Enterprise Europe Network, Internal Market Information System, Technical Regulations Information System TRIS, Agreement on Technical Barriers to Trade website, European Co-operation for Accreditation, European Committee of Standardization, European Committee for Electrical Standardization, European Consumer Centre of Estonia.

99 The new website's URL is http://ec.europa.eu/growth/single-market/goods/free-movement-sectors/mutual-recognition/index_en.htm

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