



Come On Labels

Common appliance policy – All for one, One for all – Energy Labels

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Involvement of other national organizations

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This document was prepared within the **Come On Labels project**, supported by the Intelligent Energy Europe programme. The main aim of the project, active in 13 European countries, is to support appliance energy labelling in the field of appliance tests, proper presence of labels in shops, and consumer education.

More information about the ‘Come On Labels’ project activities and the achieved results are published on:

www.come-on-labels.eu

1. INTRODUCTION

The Come On Labels project deals with the promotion of energy labels in all stages of its usage:

- verifying and supporting the proper display of energy labels in shops,
- investigating and sharing the results of product testing made for the compliance verification,
- promoting the energy labels for final consumers,
- evaluating the availability of early and better replication schemes for more energy efficient products.

One of the activities undertaken by the project partners in 13 European countries deals specifically with the evaluation of proper presence of energy labels in shops and all types of points of sales. In brief, the project activities in this area are as follows:

- visiting at least 20 shops in each of the participating country three times during the project (over 900 shops in total)
- publishing an overview of all three visits individually, including the overview of proper presence of labels by the type of shops and type of products¹,
- organizing a retailer training programme, with a fully developed training manual, offered to retailers and shop assistants in each country².

Visit the project website to find out more about the project activities and outcomes in this area:

<http://www.come-on-labels.eu/displaying-energy-labels/appliance-labelling-in-shops>

Within this list of activities, the Come On Labels are also contacting other types of partners, to work together on the improved presence of labels at the points of sale.

These organizations include **consumers groups, media, environmental NGOs, educational organizations, retailer associations, association of manufacturers, individual manufacturers, utilities and energy agencies.**

These organizations have been invited to help with additional actions to support and motivate shops and with bringing media attention to the positive effect of labeling. They have also been invited to play an active role in supporting proper appliance labelling in shops.

Find out examples of such activities, organizations involved and details about the focus on individual collaboration topics.

¹ <http://www.come-on-labels.eu/displaying-energy-labels/status-of-appliance-labelling>

² <http://www.come-on-labels.eu/displaying-energy-labels/retailer-training-manual>

2. INVOLVEMENT OF OTHER ORGANIZATIONS

SPAIN

Contacts of ESCAN with other national organizations

From May 2011 until May 2013 Escan as the Come On Labels Spanish national partner contacted other organizations such as consumer groups, media, retailer associations, association of manufacturers, individual manufacturers and energy agencies in order to involve them in the proper label display activities.

Description of organizations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
ECOS-ACEAR	Regional Retailer Association	Appliance Retailer Association of Aragon, <i>Asociación de Comerciantes de Electrodomésticos de Aragón</i>	Distribution of leaflets, common shop selections for visits shop visits in Aragon
ANFEL	Manufacturer Association	National Association of white domestic appliances, <i>Asociación Nacional de Fabricantes de Línea Blanca</i>	Circulation of leaflet and reports of CoL Feedback on further reports, eg. product testing
BSH Group, BSH, S.A. Electrodomesticos España	Manufacturer	BSH Electrodomésticos España, S.A. belongs to Bosch, Siemens, Hausgeräte GmbH	Circulation of leaflet and reports of CoL Further information exchange
UPD-APEA	Energy Agency	Local Energy Agency. <i>Agencia Provincial de la Energía de Ávila</i>	Circulation of leaflet and reports of CoL Information exchange
AACCU	Consumers NGO	Association of Housewives, Consumers and Users, <i>Asociación de Amas de Casa, Consumidores y Usuarios</i>	Presentacion about CoL at the Association Congress
MARRÓN Y BLANCO	Media	Domestic appliances specialized magazine	Publication of articles and further information
SONITRON	Media	Domestic appliances specialized magazine	Publication of articles and further information

FECE	Retailer Federation	Spanish Federation of Retailer Chains, <i>Federación Española de Comerciantes de Electrodomésticos</i>	Circulation of leaflet and reports of CoL Information exchange
OCU	Consumers NGO	Consumers and Users Organization, Organización de Consumidores y Usuarios	New Energy Labelling Information, Circulation of leaflets and reports, Further reports and feedback
CECU	Consumers NGO	Spanish Association of Consumers and Users <i>Confederación Española de Consumidores y Usuarios</i>	New Energy Labelling Information, Circulation of leaflet and reports of CoL
FADESA-UMESA-EXPERT	Retailer Organization	Group of Retailer Chains, <i>Agrupación Detallistas Electrodomésticos Federal, FADESA</i>	Shop selection for visits
PROSELCO	Retailer Organization	Group of domestic appliances distribution, <i>PROSELCO, S.A. Grupo distribuidor de electrodomésticos</i>	Shop selection for visits
FAGOR	Manufactures	FAGOR Cooperative Society of Mondragón Group, <i>FAGOR Sociedad Cooperativa del grupo Mondragón</i>	CoL Information, circulation of leaflets and reports
Regional Government of Madrid	Authority Energy Department	DG Industry, Energy Mines	Presentation in a Conference about Domestic Appliances, Information exchange
EXPERT Madrid	Retailer Organization	Retailer group	Shops visits results information exchange
MINETUR	Ministry of Industry Energy and Tourism	Authority, DG Products Quality- Ecodesig	Circulation of leaflets and reports, Information exchange
INC	National Institute of Consume	Surveillance authority	Negotiating reports on market control and surveillance
LG	LG Electronics Spain	Manufacturer of domestic appliances and TVs	Negotiation of the result of shop visits, circulation of leaflets and training manuals
CCU	Consumers and Users Council	Council of Consumers and Users Associations	Information of the project activities, invitation for the project event, All reports and results distributed to their members
IDAE	National Energy Agency	Agency for the Energy Diversification and Saving	Third round of shop visits information negotiated, participation to national event
SAMSUNG	Manufacturer	Manufacturer of domestic appliances and TVs	Information of the project activities, invitation for the CoL event
AFEC	Manufacturer	Climatisation Equipment	Information of the project activities,

		Association	invitation for the CoL event
ENERGETICA XXI	Media	Magazine specialised on energy efficiency issues	Publishing articles and further information
PROSELCO	Retailer	Retailer group of Tien 21 and Confort	Negotiated results of third round of shop visits and the Final publishable report
INC	Surveillance Authority	National Institute of Consume	Negotiating activities related to the market surveillance, organizing common meetings and circulating project reports

Consumer organisations:

The main activities undertaken have been: Presentation about Come On Labels project at the XXXI AACCU Congress in cooperation with APEA local energy agency (September 2011); Supplying new energy labelling information, leaflets and reports to National consumer associations OCU and CECU (November and December 2011 and 2013), providing information of the new energy labelling to the Council of Consumers and Users (January 2013). They ensured distribution of project materials between their members in order to improve the knowledge about energy labelling.

Media:

Providing information about Come On Labels project and publishing several articles about legislation on new energy labelling and proper display of labels in shops. (September 2011-April 2013). Included specialised press “Marrón y Blanco” (domestic appliance specialized magazine) and “Sonitron” (appliance specialized magazine), and other magazines specialised on energy efficiency such as ESEficiencia, Energetica XXI and Clima Noticias, which published about 40 articles combined.

Retailer associations:

Included cooperation with FECE (Spanish Federation of Appliance Retailer Chains); ECOS-ACEAR (Appliance Retailer Association of Aragon Region); FADESA-UMESA-EXPERT (Organisation of Appliance Retailer Chains); PROSELCO (Distributor Group of domestic appliances and organisation of retailer chain). Several contacts have been made between May 2011 and May 2013. Two presentations of Come On Labels project including the circulation of leaflets and reports (29/09/2011 in Avila and 21/03/2012 in Madrid) were organised. These associations provided recommendations of the shop selection for the project’s visits and the retailer training also has been carried out within their members.

Manufacturers:

Included the national manufacturer association ANFEL (National Association of White Domestic Appliances); and individual major brands, such as BSH Appliances Spain, S.A. (part of Bosch-Siemens, Hausgeräte, GmbH); FAGOR Cooperative Society (of Mondragón Group), Toshiba, LG and Samsung (manufacturers of domestic appliances and TVs). Several meetings between June 2011 and March 2013 were carried out in order to know their opinions about the new energy label.

Main achievements, results and follow-up

The main result is the good cooperation of all those organisations in order to disseminate the project activities and results, establishing and maintaining information exchange, ensuring publication of articles and gaining feedback for some of the project’s reports.



With the organisations mentioned, project dissemination reached some 60 thousand readers solely in specialised magazines; and some 420 thousand hits on the websites featuring the project articles. Escan also undertook information exchange with those organisations, contacts for the individual shop visit rounds, and achieved active feedback from associations and individual suppliers. The partner organisations offered the retailer training and provided the training material to their members and partners.

CZECH REPUBLIC

Contacts of SEVEN with other national organizations

SEVEN has continuously involved all relevant national stakeholders into the activities of the Come On Labels project in the Czech Republic – from the government authorities, to individual retailers, association of manufacturers, nongovernmental organizations, energy utility, and media. They were all invited to contribute to the proper presence of energy labeling in shops.

Description of organizations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
Datart	Retailer chain	chain - 32 shops and an e-shop	info on results of shop visits and retailer training and consumer material common education material for consumers / shop visitors agreed
State energy inspectorate	Surveillance Authority	National market surveillance authority	information on CZ shop visits meeting and consultations on shop visit findings
D-test	consumer NGO	Consumer NGO	information on shop visit status overview of the situation
CECED CZ	Manufacturer association	Czech office of the European manufacturers' CECED association	cooperation on the retailer training circulation interest in common material distribution via CECED members
Prague energy utility	Energy utility	Major Czech energy utility	Producing common information materials targeted to consumers and their clients
EZU	Electrotechnical testing institute	Testing laboratory	Discussing best practice and information exchange in product testing for energy consumption verification
UNMZ	Czech office for standards, metrology and testing	National standardization authority	Discussing surveillance, verification, standardization and certification procedures on national and EU levels, as an input for project materials
CENIA	Czech information agency for environment	Czech Eco-Labeling registration and management agency	Negotiated common features and improvement implementation opportunities between the EU eco-label and the energy label
IEE projects	European IEE projects	Coordinators, partners and beneficiaries of other relevant IEE projects	(Atlete II, PremiumLight, Ecopliant, EuroTopenMAX, YAECI, CompliantTV, etc.) Sharing knowledge between partners and producing common documents.

Main achievements, results and follow-up

Within the project dissemination activities, SEVEN has agreed with a major Czech **retailer chain**, Datart, with over 32 individual shops located around the Czech Republic, to publish a brochure for its consumers, educating them about the energy labels, new and old labels, information on the label etc. An identical publication was also elaborated for Datart's consumers in Slovakia. Similarly, SEVEN has produced an energy labelling brochure for the consumers of Prague energy utility, Czech major **electricity supplier**.

SEVEN has also agreed to share the results of the shop visit activities undertaken by the Come On Labels project, with the market **surveillance authority**, to compare national results, and to plan the future activities of both organizations in order to reflect on these common findings in order to achieve even better efficiency of the action organised. The information sharing has been undertaken after each round of shop visits, resulting in the authority publishing for the first time the aggregated results of their own shop visits. The label display manual has been circulated to all of the authority inspectors.

An agreement with the **manufacturer representatives** has been also made that its individual members would use the retailer training manual during their own shop education activities.

SEVEN has been also active on **international level**, communicating with other European projects and organizations with a focus on similar issues (product testing for label compliance), where some common materials have been produced and experience shared.

Other institutions, such as **consumer protection NGO, testing laboratory and certification body**, media and Eco-label certification body have been also negotiated and involved in the production and circulation of individual project outcomes.

AUSTRIA

Contacts of the Austrian Energy Agency with other national organisations

The Austrian national partner, AEA informed other organisations such as retailer associations, association of manufacturers, nongovernmental organisations and energy utilities about the Come On Labels project and invited them to participate in the proper label display activities.

Description of organisations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
Austrian Association of Traders with Electrical/Electronic Goods, Home and Office Furnishings	Austrian Retailer Association	Austrian Retailer Association with 13.000 members (retailers, etc.)	leaflet about the "EU-Energy label" was developed, 200.000 pieces (2011 and 2013) printed, distribution to retailer shops all over Austria information exchange
FEEI	FEEI – the Association of the Austrian Electrical and Electronics Industries	Austrian manufactures	input for the "EU-Energy label" leaflet information exchange
VKW	Regional utility company	Utility company of Vorarlberg	distribution of the "EU-Energy label leaflet" on the spring fair in Vorarlberg information exchange
Regionalenergie Steiermark	Environmental NGO	Association for renewable energy sources in Styria	distribution of the "EU-Energy label leaflet" within their energy related advisory service information exchange
Austrian Federal Ministry of Economy, Family and Youth	Governmental Authority	Responsible for market surveillance	Information exchange
Austrian Association of Traders with Electrical/Electronic Goods, Home and Office Furnishings	Austrian Retailer Association	Austrian Retailer Association with 13.000 members (retailers, etc.)	presentation about the new label and experiences of the retailers information exchange

Main achievements, results and follow-up

Within the project dissemination activities, the AEA in cooperation with the Austrian Association of Traders with Electrical/Electronic Goods, Home and Office Furnishings has developed two times a leaflet (2011, 2013) about the new energy label and efficient appliances. The Austrian Retailer



Association organised the delivery to their members (retailers). Each time 100.000 (overall 200 000) pieces were printed and distributed to the consumers through retailer shops all over Austria. The Austrian Retailer Association was informed about the proper labelling in shops.

The VKW – utility company of Vorarlberg - offered information about the new label to their customers. On the spring 2012 fair in Vorarlberg they distributed the “EU-Energy-label” leaflet.

The AEA has organised information exchange with the most important stakeholder organisations. The results of the ComeOnLabels-Project have been discussed with the ministry responsible for the market surveillance and the Association of Traders with Electrical/Electronic Goods, Home and Office Furnishings

The retailer training material has been offered to the Austrian Retailer Association and individual retailers.

There has also been an intensive co-operation with klima:aktiv, the Climate Change Initiative of the Government. The ComeOnLabels project has been promoted through the newsletters of klima:aktiv.

BELGIUM

Contacts of ABEA with other national organizations

All along the project Le Centre Urbain (ABEA) as the Come On Labels Belgium national partner has been in contact with other organizations such as consumer groups, media, retailer associations, and energy associations in order to involve them in the energy label display activities. Close cooperation with the government authorities was also established to contribute to exchange on the proper presence of energy labeling in shops.

Description of organizations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
Test Achat / Test Aankoop	Consumer organisation	The main association of consumer groups in Belgium	Information exchange on test Information exchange
Komosie	Educational organisation	Network of non-profit organisations involved in recovery and energy-cutting activities in Flanders	Invitation to conferences on Labelling Information exchange
SPF économie	Government body	Directorate-General Energy Infrastructure & Controls Ir Guibert CREVECOEUR is following the policy for labellisation and controls in BELGIUM	Distribution of the brochure "L'étiquette énergétique" on the Batibouw building fair and at our information desk. Regular meetings on procedure, communication, control system, tests, etc. Collaboration on a brochure over energy labeling of appliances ("L'étiquette énergétique")
CRIOC	Consumer organisation	Public Consumer organisation	Consumer presentation on labels: see http://www.curbain.be/download/Choisirsonselectromenageretlabelsenergetique.pdf Information exchange
Sibelga	Electricity operator	Distribution network operator for electricity and natural gas in the 19 communes of the Brussels Capital Region. Has educational activities through energy awareness	Collaboration on an article in the "energy guide" of March 2012 on energy consumptions of electrical appliances. See http://www.energuide.be/fr/questions-reponses/combien-mes-appareils-electromenagers-consomment-ils-par-an/71 Information exchange
Atrium	Retailer organisation	Atrium implements commercial district agreements thanks to 17 local offices.	Retailers training presentation Information exchange

Ucm	Retailer organisation	The UCM is the organization representing independent and small businesses. It ensures their defense, their representation and advocacy at all levels of government.	Retailers training presentation Information exchange
Horizon	Retailer	Social and professional reintegration, electrical specialist, Retailer association of second hand appliances.	Retailers training presentation Information exchange
European Economic and Social Committee	EU institution	Department Logistics	Retailers training presentation One member is active on the Emas certification of EU buildings, interested in the dissemination of the project presentation to the building staff.
Vorwerk	Retailer	Household appliances – vacuum cleaners	Info on shop visits and on product test collected information
BSH	Retailer	BSH Home appliances	Info on shop visits and on product test collected information. Exchange of leaflets on labeling.
FEE	Federation	Federation of Electricity and Electronics in Belgium	Retailers training presentation Information exchange
Agoria	Federation	Federation for the technology Industry	Retailers training presentation Information exchange
Linea 2000	Retailer	Home appliances	Info on shop visits and on product test collected information
Dalkin	Manufacturer		General info. On COL project and new labeling, plus grant system for efficient appliances

Main achievements, results and follow-up

Consumer organizations:

Information about the new energy label, presentation of the project and also awareness conferences were given to ensure the visibility of the project.

National authorities:

Close cooperation – information exchanges on Come On Labels activities - publication of a brochure on new labels in cooperation with the SPF Economy.

The project has been presented at the Federal Ministry of Economy (which is the responsible body for the implementation of the energy label, Infrastructure and Controls) and input into the process of national implementation of the market surveillance legislation has been provided. Information exchange on shop visit results as well as feedback by the authorities on the Come On Labels report on national implementation of the legislation were given several times and Le Centre Urbain will be invited to the next stakeholders meeting to present the results of the project.

General Public:

Presentation of the project. Two conference presentations were made about the new labels and energy consumptions of appliances. Four brochures on Fridges, Washing machines, Television and Dishwashers have been produced in the two national languages (French and Dutch), 34 000 publications in all. They can be downloaded from our site (<http://www.curbain.be/fr/energie/brochures.php>) and from the Come On Labels project website. They were distributed on the annual Batibouw building fair and at our information desk.

Retailers:

Contacts with retailer associations have been less frequent. The first training session has taken place at our office with 27 participants, mainly members of two retailers associations (Atrium and UCM) and retailers of Horizon. Further contacts have been established during the shop visits where additional information was given on new labels.

A further meeting for a few umbrella organisations (Vorwerk, BSH, FEE, Agoria, Linea 2000) of retailers was given to share the result of come on label during the project activities. Further individual information exchange has taken place afterwards.

One member of the European Economic and Social Committee is following our activities. The person participated in our first training sessions for retailers. He is working on Emas certification of the institution's buildings and found out that a lot of old appliances for kitchen are responsible for significant energy consumption. He would like to promote the project presentation to selected staff members (activity to be followed).

CROATIA

Contacts of ELMA with other national organizations

ELMA has involved most of the relevant national stakeholders into the activities of the Come On Labels project – from the government authorities, to individual retailers, association of manufacturers, nongovernmental organizations, and media. They were all invited to contribute to the proper presence of energy labeling in shops.

Description of organizations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
State inspectorate	Surveillance Authority	National market surveillance authority	Present Come On Labels project and discussed the activities and how they control the markets meeting and consultations on shop visit findings
Ministry of the Economy, Labour and Entrepreneurship	Government body	Government body	The Come On Labels project and its planned activities, transposition into national law of the Directive 2010/30/EU, to get support for promotion activities support dissemination activities
Society for Sustainable Development Design (croatian abbreviation is DOOR)	NGO representatives	NGO representatives	Delivered the leaflets and introduce the come on label project dissemination material and sharing experience
KONČAR-KUĆANSKI APARATI Ltd.	Manufacturer	Manufacturer and supplier	The Come On Labels project and its planned activities, their experiences in appliances testing specially for electric oven dissemination material and sharing experience
Electrolux d.o.o.	Importer / Supplier	Supplier of household appliances	The Come On Labels project and its planned activities, problems in household appliance markets and compliance of new directive dissemination material and sharing experience
BSH kućanski uređaji d.o.o.	Importer / Supplier	Importer / Supplier	The Come On Labels project and its planned activities, information about new directive dissemination material and sharing experience

Gorenje Zagreb d.o.o.	Importer / Supplier	Importer / Supplier	The Come On Labels project and its planned activities, information about new directive dissemination material and sharing experience
"Potrošač" Društvo za zaštitu potrošača Hrvatske (Croatian Consumer Association)	Consumer Association	Consumer Association	Fully aware about the new energy labels dissemination material and sharing experience
Whirlpool Croatia Ltd.	Importer / Supplier	Importer / Supplier	The Come On Labels project and its planned activities, information about new directive dissemination material and sharing experience
Gradski ured (City office)	Public authority	Department of Energy, Environment and Sustainable Development	The Come On Labels project and its planned activities, information about new directive dissemination material and sharing experience
Regional Environmental Center in Croatia	NGO representatives	NGO representatives	Negotiated possibilities to cooperate in promotion activities dissemination material and sharing experience
United Nations Development Programme Croatia (Regional Implementation of SGE Project - North Dalmatia and Lika)	UNDP International organization	International organization to promote peace and social progress	Information about Come On Labels, organizing the national event with the local branch of UNDP in Zadar city
Environmental protection and energy efficiency Fund	Government body	To promote energy efficiency measures and protection of environment with financial support	Information about Come On Labels, to support us and attending in the national event to present the financial process for buying high efficient appliances
KONČAR-KUČANSKI APARATI Ltd.	Manufacturer	Manufacturer and supplier	The Come On Labels project and the outcomes of the project, their experiences in appliances testing ,discussion about the possibilities of cooperation in case of establishing national laboratory
DOOR – Society for Sustainable Development Design	NGO representatives	NGO representatives	possibilities to cooperate in promotion activities, dissemination material and sharing experience, discussion about the possibility to present COL project result in the conferences which are held by DOOR

University of Zagreb Faculty of Electrical Engineering and Computing	Educational organization	Educational organization	Information about Come On Labels, to support us and attending in the national event to present the presentation in the national event
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Main achievements, results and follow-up

The main results of the stakeholder awareness activities are to inform other relevant organization about new energy label, including the national authorities, NGOs and manufacturers, and to educate the retailers, to share the result of come on label during the project activities, information exchange, and publication of articles.

Elma has tried to make the end-users aware about inefficient household appliances with publishing a leaflet and articles in the newspaper and encourage them to purchase energy efficient appliances.

Within the **project dissemination** Elma continue to send the shop visit result to the ministry of economy, state inspectorate and suppliers to update them about come on label project and plan for further activities. Elma has undertaken seminars and provide the training materials to the relevant organizations.

Contacts with **retailer organisations** have not been successful in order to organize the seminar. The reason could be that the time was not appropriate for shop assistants. That's why we decided to present CoL project activities during the third shop visit and distributed the retailer materials in the period of shop visiting to the shops and some samples to the state inspectorate, ministry of economy (department of energy efficiency) and suppliers.

We established the contact with **Environmental protection and energy efficiency Fund (FZOEU)** to support us in the final event for retailers, shop assistants and energy efficiency organizations.

Anyhow during the project activities we have tried to contact with all stockholders which have connection with energy labeling of household appliances. A concrete cooperation was established with the national market surveillance authority, the manufacturer association/supplier companies, retailer chain, a relevant consumer NGO and municipalities across the country and will be continued even after the CoL project.

GERMANY

Contacts of Öko-Institut e.V. with other national organisations

Öko-Institut e.V. has involved until May 2013 various relevant national stakeholders into the activities of the Come On Labels project – from the government authorities, association of manufacturers, retailer organisations or individual retailers, nongovernmental organisations, energy providers, and media. They were all invited to contribute to the proper presence of energy labelling in shops.

Description of organisations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
Verbraucherzentrale Bundesverband (vzbv)	consumer NGO	National umbrella organization of all relevant consumer organizations (16 Länder consumer centres and 25 other organizations)	Regular information exchange and mutual support, distribution of 25.800 leaflets via various consumer centres
Verbraucherzentrale Sachsen	consumer NGO	Organization of consumer centres of the Land Sachsen	Information about Come On Labels, carrying out shop visits jointly, establishing joint contacts with national surveillance authorities; common press release on results of shop visits
Verbraucherzentrale Sachsen-Anhalt	consumer NGO	Organization of Consumer Centres of the Land Sachsen-Anhalt	Information about Come On Labels, carrying out shop visits jointly, establishing joint contacts with national surveillance authorities; common press release on results of shop visits
Verbraucherzentrale Rheinland-Pfalz	consumer NGO	Organisation of consumer centres in the Land Rhineland-Palatinate	Information about Come On Labels, close cooperation and information exchange on compliance and legal issues, preparing 9 different types of leaflets on the Energy label that were distributed via the Consumer Centres (21.000 via Verbraucherzentrale Rheinland-Pfalz, 25.800 via vzbv and other consumer centres)
Deutsche Umwelthilfe	Environmental NGO	professional environmental advocacy group, working mainly in the political and legal domain on conservation,	Information about Come On Labels, carrying out shop visits jointly, establishing joint contacts with national surveillance authorities; common press release on results of shop visits

		waste, energy and consumer issues	
BMW (Federal Ministry of Economics and Technology)	governmental authority	Federal governmental authority responsible for the implementation of the energy label	Information about Come On Labels, oral and written statement to the national implementation of the EnVKG/EnVKV, information exchange on shop visits
Ministry of Environment, Climate Protection and the Energy Sector, Baden-Württemberg	Market Surveillance Authority	Market Surveillance Authority of the Land Baden-Württemberg	Information exchange on market surveillance; communication of shop visit results; feedback on draft Come On Labels Report on national implementation
Bavarian State Ministry of Labour and Social Welfare, Family Affairs and Women	Market Surveillance Authority	market Surveillance Authority of the Land Bavaria	Information exchange on market surveillance; communication of shop visit results; feedback on draft Come On Labels Report on national implementation
State Government of Hessen Hessische Staatskanzlei	Market Surveillance Authority	Market Surveillance Authority of the Land Hesse	Information exchange on market surveillance; communication of shop visit results; feedback on draft Come On Labels Report on national implementation
State Office for Metrology and Calibration, Rhineland-Palatinate	Market Surveillance Authority	Market Surveillance Authority of the Land Rhineland-Palatinate	Information exchange on market surveillance; communication of shop visit results; feedback on draft Come On Labels Report on national implementation
Agentur "Kommunikation für Mensch & Umwelt"	communication agency	agency for environmental communication	Information about Come On Labels, joint organisation of the national event training in Hannover
Energycity Fonds / Proklima Hannover	association that supports climate projects (including net-working)	Fund that has been founded by local authorities and an local energy provider	Information about Come On Labels, joint organization of the national event in Hannover
ZVEI (Zentralverband Elektrotechnik- und Elektronikindustrie e.V.)	Manufacturer association	National Manufacturer association for electronic and electric appliances	Information about Come On Labels,
Küchenhändlerverband „Der Kreis“	retailer organisation	umbrella organization of kitchen studios	Information about Come On Labels,
Media Saturn	retailer	Electronic superstore chain	Information about Come On Labels,
Electronic Partner	retailer association	Association of small individual electric specialists	Organisation of a retailer training on May 7 th in Düsseldorf

ASEW (Arbeitsgemeinschaft für sparsame Energie- und Wasserverwendung im VKU)	association of local energy provider	Working group on energy and water saving within the association of local energy provider	Information about Come On Labels distribution of different information material about Come On Labels; presentation on Labelling of boilers and water heaters at workshop
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Main achievements, results and follow-up

The closest cooperation has been with consumer centres and their national umbrella organization as well as one environmental **NGO**, Deutsche Umwelthilfe. Besides regular information exchange on compliance and legal issues, Öko-Institut has worked three times with two consumer centres and Deutsche Umwelthilfe to realize the shop visits in various regions in Germany, and has elaborated common press releases with these partners. Furthermore, a set of 9 different product-related leaflets has been developed together with the Consumer Centre in Rhineland-Palatinate and distributed via this and other consumer centres (all in all 47.000 pieces)

Links have also been established with government authorities. The project has been presented at the Federal **Ministry** for Economics and Technology (which is responsible body for the implementation of the energy label) and input into the process of national implementation of the market surveillance legislation has been provided. Contacts have been established to a number of market surveillance authorities (market surveillance being organized on a Länder level in Germany), resulting in information exchange on shop visit results as well as feedback by the authorities on the Come On Labels report on national implementation of the legislation.

Contacts with retailer organisations have been less successful. Despite Öko-Institute's various initiatives, interest in retailer trainings has been low, most retailers arguing that if they were interested in the issue at all, they would organize their own formats or use the material produced by the National Energy Agency or manufacturer's organization. However, finally a retailer training for an **umbrella organization of small electric specialists** could be organized.

Finally, the contact established to the enercity proklima Fonds Hannover (a regional climate protection fund) and the agency "Kommunikation für Mensch und Umwelt" (an agency for environmental communication) allowed us to organize the final event for energy advisors, retailer, and installers jointly.

GREECE

Contacts of CRES with other national organisations

CRES, as the national partner of the Come On Labels project, has contacted a variety of organizations in Greece that could offer their support on the promotion of the new energy labels of electric household appliances and on the promotion of the project's activities and outcomes. Information exchange and the establishment of cooperation activities were attempted with a variety of organizations. A concrete cooperation was established with the national market surveillance authority, the manufacturer association that represents CECED in Greece, large manufacturer/supplier companies, a big retailer chain, a relevant consumer NGO and municipalities across the country.

National authorities (legislation, surveillance, standardization, accreditation):

The project's activities and outcomes were discussed on regular meetings with the national market surveillance authority. Discussions also took place in order to resolve issues regarding the implementation of the new energy labelling legislation. The aim was to inform the national market surveillance authority on all issues regarding best practices and procedures that should be followed during market surveillance activities.

Manufacturers and manufacturers associations:

SVEIS, the national member of CECED, offered a valuable cooperation throughout the project via distribution of materials and information to its members. SVEIS and the members gave valuable feedback and further discussions on the new energy labelling legislation took place. All produced dissemination materials (e.g. leaflets) were distributed with SVEIS. A presentation of the new energy labels took place during their annual event in the presence of manufacturers/suppliers/retailers (national dissemination event). In cooperation with SVEIS and the companies LG, Hitachi and DAIKIN (members of SVEIS) a training manual on air conditioning systems was produced within the project.

Retailers:

A very specific cooperation was established with the retailer chain Praktiker. A training session for the company's employees was organized, where the retailer training manual was distributed, the project's dissemination material was distributed and discussions on the new energy labelling legislation's scope took place.

Consumer NGOs:

The Consumer Organization for the Quality of Life (EKPIZO) assisted in the distribution of the dissemination material that was produced within the project, published an electronic article on the new energy label and gave feedback from the consumers' point of view.

Municipalities across the country:

Municipalities across the country assisted in the distribution of dissemination materials to consumers and organized events where the new energy label was presented to local citizens.

Description of organisations and proposed activities

Name of the Organisation	Type of the organisation	Brief description of the organisation	Description of cooperation
Ministry of Development, Competitiveness, Infrastructure, Transport and Networks, 4th Sectoral Industrial Policy Directorate	National market surveillance authority	responsible directorate for market surveillance activities	Regular meetings to discuss the activities and outcomes of the Come On Labels project (new energy labelling and ecodesign legislation, proper appliance labelling in shops, national and EU results of shop visits, appliance testing procedures and results, product replacement schemes) and to resolve questions on the new energy labelling legislation. Copies of the retailer training manual were distributed within the Directorate. All produced dissemination material (e.g. leaflets) was distributed within the Directorate.
Association of Industries and Businesses of Electrical Appliances (SVEIS)	Manufacturer/supplier association	national member of CECED	Communication of the activities and the outcomes of the Come On Labels project (new energy labelling and ecodesign legislation, proper appliance labelling in shops, national and EU results of shop visits, appliance testing procedures and results, product replacement schemes). Discussions on issues concerning the application of the new energy labelling legislation. Distribution of the retailer training manual to their members. Presentation of the new energy labels during their annual event in the presence of manufacturers/suppliers/retailers (national dissemination event). Cooperation for the production of a training manual on air conditioning systems. All produced dissemination material (e.g. leaflets) was distributed within SVEIS.
LG Electronics Hellas S.A.	Manufacturer/supplier	Manufacturer/supplier	Communication of the activities and the outcomes of the Come On Labels project. Discussions on issues concerning the application of the new energy labelling legislation. Cooperation for the production of a training manual on air conditioning systems. All produced dissemination material (e.g. leaflets) was distributed within the company.
Hitachi Greece	Manufacturer/supplier	Manufacturer/supplier	Communication of the activities and the outcomes of the Come On Labels project. Discussions on issues concerning the application of the new energy labelling legislation. Cooperation for the production of a training manual on air conditioning systems. All produced dissemination material (e.g. leaflets) was distributed within the company. Use of the dissemination material during internal training events.
Daikin Greece	Manufacturer/supplier	Manufacturer/supplier	Communication of the activities and the outcomes of the Come On Labels project. Discussions on issues concerning the application of the new energy labelling legislation. Cooperation for the production of

			a training manual on air conditioning systems. All produced dissemination material (e.g. leaflets) was distributed within the company.
Praktiker Hellas S.A.	Retailer	13 shops	Distribution of dissemination materials (e.g. leaflets) to customers. Distribution of the retailer training manual to employees of relevant departments – organization of a retailer training seminar for the company employees. Discussions on issues concerning the application of the new energy labelling legislation.
Consumer Organization for the Quality of Life (EKPIZO)	Consumer NGO	Consumer NGO	Distribution of dissemination materials (e.g. leaflets) to consumers. Publication of a relevant electronic article. Discussions on issues concerning the application of the new energy labelling legislation.
Municipalities across the country	Municipalities	Municipalities	Distribution of dissemination materials (e.g. leaflets) to consumers. Organization of events where the new energy label was presented to local citizens.

Main achievements, results and follow-up

CRES has achieved good communication and cooperation with the above mentioned organisations. Through the individual discussions we were able to highlight the barriers that the market is facing during the promotion and implementation of the new energy labelling scheme.

A targeted dissemination of the project’s activities and outcomes was organised, information exchange and feedback was ensured from organizations that represent key players of the electric household appliance market. All dissemination materials produced within the project (leaflets, posters, give-aways, training manuals) were distributed around the country and the new energy labels were presented in events or in relevant articles. As a result, the new energy labelling scheme was promoted on a national level.

ITALY

Contacts of ENEA with other national organisations

Since the beginning of the project until May 2013 ENEA has contacted several Italian organisations and bodies to inform them about the project targets and to involve them as much as possible in the dissemination of the new energy label concept, to raise the interest in market surveillance as well as to make use of project deliverables as appropriate.

Description of organisations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
CECED Italia	Manufacturer association (household and professional appliances)	Italian National Association affiliated to the EU main Association (CECED)	Cooperation in the project and in particular supporting the retailer Association involvement in the project for improving label presence in shops. Major interest in boosting market surveillance and energy label dissemination. CECED Italia personnel carried out the retailers training (see later)
EDITORIALE DUESSE	Media	Specialized magazine on domestic appliances	Information about the project, interested in the project outcome and market surveillance information
ALTROCONSUMO	Consumer' organisation	NGO representatives	Information about the project and the new energy label. Interested in market surveillance information as a way to make consumer more confident in the energy label declarations
ASSOASCENSORI	Manufacturer association (escalators)	National organisation of escalator manufacturers	Information about the project and the new energy label. Cooperation for the development of a voluntary application of the energy labelling to escalators
AIRES	Retailers Association	National association of retailers	Cooperation with the Association for retailer training and clarification about energy labeling. Retailer training was done in cooperation with CECED Italia (see before) during a series of meetings with retailers organized by AIRES
Ministry for Economic Development, ADCO labelling & ecodesign	Surveillance Authority	National market surveillance Authority	Information about the project and the collected information about market surveillance in EU MS; interest in the project for the part relevant with market surveillance and the outcome of the shop visits (national shop surveys) as a pilot example of a

			future national market surveillance action.
CONSIP	Central Purchasing Agency	Central Purchasing Agency for the procurement of Public Administration	Interested in the project information and labeling information as a tool for identify products for green procurement actions
SOGESCA	Environmental NGO	consulting society to public Bodies and industrial enterprises and Italian responsible for the IEE SHEEP project on high efficiency products	Cooperation between the Come On Labels and the SHEEP projects, organisation of a common national event for SMEs
IMQ	Test laboratory for safety and performance	National test laboratory	Invitation to the international trade fair EUROLUCE for Q/A meetings with lighting products manufacturers to explain labelling and ecodesign

ENEA has on purpose chosen to contact mainly **national Associations** (such as the Association of the household **appliance manufacturers**, of the elevator manufacturers, of **retailers** and of **consumers**), national market surveillance Authorities and other public bodies because they can act as multipliers not only for the dissemination of the Come On label project results but also of the concept of the energy labelling.

CONSIP, the Central Purchasing Agency for the procurement of Public Administration was contacted due to their interest in the energy labeling as one of the tools to identify eco-efficient models on the market for (green) procurement purposes.

One specialised media was contacted because EDITORIALE DUESSE issues the specialised magazine on white goods and household appliances “Trade Bianco” and is therefore interested in the project outcome about the energy labeling and the market surveillance.

Ministry and other public bodies are instead more interested in the outcome of the national surveys on the presence of label in the shops and the contact with the specialised media has also resulted in some articles being published, in addition to the general dissemination of the new energy labelling

With the active support of the national Association of manufacturers (CECED Italia) we have also involved the retailer Association (AIRES) in the project. The aim was to improve the retailers’ awareness and knowledge about the energy labelling. The Retailer training material developed within the project and adapted to the national situation, has been in fact successfully presented, by a person of CECED Italia during a series of retailer meetings organized all over Italy. The main outcome of these trainings is that there is still a lack of information about energy labeling among retailers, that especially in some Regions have not yet fully understood the marketing potential of the label. Further actions are needed, beyond the project, to improve retailers awareness, and as consequence the correct display of the labels in the shops.

Another outcome of the cooperation with market actors was the invitation we have received by a test laboratory, already cooperating with the national Authority for market surveillance purposes, for participating to a trade fair about lighting to facilitate the contact with SME and other stakeholders having questions about the new energy labeling for light sources and luminaires and more in general about the EU legislation on ecodesign and energy labeling.

Finally, ENEA has cooperated with another IEE project, SHEEP, working on the dissemination of high efficiency products in order to organize a common event for dissemination information about the new energy labeling to SMEs in the North-East regions of Italy.

Main achievements, results and follow-up

The main result of the contacts with the listed stakeholders has been the establishment of a new cooperation, or the consolidation of an already existing collaboration, aimed at a better dissemination of the new energy labelling and more in general of the concepts that products with a higher energy efficiency are on the market, tools for their identification are already existing, but a more effective involvement of national Authorities is necessary in order to gather the energy saving potential at national level.

There is a lot of interest about energy labelling at national level and consequently an actual need for correct information and qualified expertise to be offered to all actors, from consumers to manufacturers and retailers.

At country level some stakeholders have a high interest for the definition of national voluntary labelling scheme(s) for specific products.

LATVIA

During the Come On Labels project implementation period in Latvia, Ekodoma has contacted and established cooperation with several institutions and stakeholders relevant to product energy labeling implementation support.

Contacts of (partner name) with other national organizations

Description of organizations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
Ministry of Economy, Department of Inner Market	Surveillance institution, Ministry	State institution responsible for Ecodesign and related directive implementation and surveillance in Latvia	Information about Come On Labels, cooperation in surveillance activities Feedback of further reports, exchange of information. Possible cooperation.
Ministry of Culture	Ministry	State institution responsible for all libraries in the country	Dissemination of bookmarks in all libraries in Latvia Ready to disseminate bookmarks and informational materials
Latvenergo energy efficiency center	Consumers NGO	Energy efficiency center	Dissemination of information on labels among regional departments Exchange of information
Association for Latvian consumer interest protection	Consumers NGO	Association with regional representation offices in throughout Latvia	Dissemination of information on labels among regional departments Participated in Association organized workshop, dissemination of informational materials
Consumer Rights Protection Centre	Surveillance Authority	State institution responsible for prevention and follow up of consumer right violation	Information about Come On Labels Exchange of information
Zemgale Region Energy Agency	Energy Agency	Regional energy agency	Information about Come On Labels Exchange of information. Possible organization of common activities
Vidzeme Region Energy Agency	Energy Agency	Regional energy agency	Information about Come On Labels Exchange of information. Possible organization of common activities
Latvian Retailer Association	Retailer Organization	Association of Latvian retailers	Information about Come On Labels Exchange of information. Possible organization of common activities

Magazine Vides vēstis	Media	Monthly magazine on environmental issues	Article on shop visit results Information providing
Radio show “Зелёная копилка” (Zeljonaya kopilka, Green Piggibank)	Media	Weekly radio show on environment and energy efficiency	Radio interviews on project activities and label information Information providing
PTA	Retailer	Large household appliance retailer chain	Cooperation for trainings
Latvijas Elektronikas un elektrotehnikas ražotāju asociācija	Manufacturer association		Cooperation for trainings, Information about Come On Labels Feedback on project interim and final results
Consumer Rights Protection Centre	Surveillance Authority	The main authority, which supervises implementation of the normative acts on consumer rights protection.	Information about Nordic project and organization of seminar
Riga Energy Agency, Energy Efficiency Information Centre	Municipal agency	Energy agency	Exchange of information. Dissemination of bookmarks and brochures (planned)

Main achievements, results and follow-up

A good recognition level of the project has been reached among public and private institutions. Thank to the radio show, a TV-interview and participation in workshop of NGO working with final consumers, it was possible to reach a wide audience of household appliances users via providing information in a user-friendly language.

In cooperation with Consumer Rights Protection Centre exchange of information regarding Nordic project, as well as current situation in Latvia was obtained.

Bookmarks (in more than 800 libraries) together with posters (to larger libraries) were distributed thanks to National **Library** of Latvia.

Training for Roja municipality employees was given on labelling and correct selection of appliances. Presentation about energy labels were given also to “EnergyNeighbourhoods2” project’s participants in Tukums and Jelgava.

As Riga **Energy Agency**, Energy Efficiency Information Centre (EEIC) is offering consultations concerning energy efficiency, they were interested to receive bookmarks. In order to reach end-users, EEIC showed an interest to receive the brochures as well.

MALTA

Contacts of Projects in Motion, Malta with other national organisations

Between April 2011 and May 2013, the Come On Labels project has established contacts with a number of key organisations and multipliers in Malta such as the national market surveillance authority (MCCAA), the consumer department, trade unions, media, importers, local suppliers, individual retailers as well as retail chains. These contacts are the main starting point for local dissemination and publicity activities such as the Come On Labels shop visits and the retailer training on proper appliance labelling in shops.

Description of organisations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
Malta Competition and Consumer Affairs Authority, Market Surveillance and Regulatory Affairs Directorate	Surveillance Authority	surveillance authority	Joint organisation of awareness raising events / use of results from shop visits and other Col deliverables / use of CoL retailer training programme / MCCA included ComeOn Labels activities in national market surveillance programme 2012: http://www.msa.org.mt/marketsurveillance/national%20market%20surveillance%20programme/2012%20-%20NMSP.pdf
Consumer Directorate	Authority	authority	Support for shop selections / Dissemination of results / support for recruiting shops for training
General Retailers and Traders Union	Union	largest union with ca. 7.000 members in 12.000 outlets	Interested in retailer training, further information material
ECC-Net Malta	Consumer NGO	European Consumer Centre of Malta (ECC Malta) forms part of the European Consumer Centres Network (ECC-Net)	Interested in shop visit results, and test results.
Malta EU Steering and Action Committee	Governmental media and educational organisation	MEUSAC aims to disseminate information on EU policy and funding programmes	Publication of CoL results in newsletters; interested in activity on local level

Malta Chamber of Commerce, Enterprise and Industry	Chamber	Supplier/Retailer interest representation	General Project Information, regular updates
Sustainable Development Unit	Ministry for Tourism, Culture and the Environment	National Environment Policy Coordinator	General Project Information, regular updates
Institute for Sustainable Energy	University of Malta	University Institute	General Project Information, regular updates
Malta Chamber of Commerce, Enterprise and Industry	Chamber of retailers	largest union with ca. 7.000 members in 12.000 outlets	Interested in shop visit results, test results and retailer trainings
Malta Competition and Consumer Affairs Authority, Market Surveillance and Regulatory Affairs Directorate	Surveillance Authority	surveillance authority	Further collaboration for final project result promotion

Main achievements, results and follow-up

Besides having achieved consensus among a large number of stakeholders in Malta about the importance of proper energy label promotion, the main achievements can be summarised as follows:

Authorities: In collaboration with the Malta Competition and Consumer Affairs Authority (MCCAA), Projects in Motion as the national CoL partner has organised an information session on the new 'EU Energy Labels' for retailers and suppliers in Malta. The feedback from all stakeholders involved was very positive and a long-term collaboration on appliance labelling was agreed with MCCAA.

Furthermore, the authority has agreed to join forces for the 2012 and 2013 national market surveillance programme and particularly consider Come On Labels shop visit results in their follow-up activities and take note of those retailers and suppliers that have participated in the retailer training offered by Come On Labels. The authority has been also regularly informed about other Come On Labels results such as appliance testing results and successful replacement schemes from other EU countries.



Media: Malta Independent on Sunday (weekly newspaper with approximately 20.000 readers and a circulation of 31.900 per issue) published a full page article about Come On Labels activities in their environmental supplement. An online version of this article was also published which resulted in an even higher readership.

Unions: The General Retailers and Traders Union (GRTU) published an article about Come On Labels in its monthly news bulletin which is being circulated among 7,000 members coming from 12,000 different business outlets in Malta.

PiM has also prepared a comprehensive leaflet informing **suppliers**, retailers and the general public about the new EU energy labels, appliance specific information including consumer rights and retailer obligations. This leaflet has already been circulated to ca. 500 organisations via email and post and was also published during related events such as workshops and retailer training seminars.

Finally, a large number of suppliers and retailers have been made aware of the Come On Labels shop visit compliance checks. PiM is also working on publishing articles and news in specialised magazines and on websites and will record any feedback received from associations, suppliers and retailers. Finally, the Come On Labels retailer training manual was offered to a large number of retailers in Malta and a number of training have been undertaken with shop assistants and sales representatives.

POLAND

Contacts of KAPE with other national organisations

Between May 2011 until May 2013 KAPE S.A. as the Come On Labels Polish national partner contacted other organisations such as public authority, media, retailer associations, association of manufacturers, in order to involve them in the proper label display activities.

Description of organisations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
CECED PL	Manufacturer association	PL branch of EU CECED association	Information on results of shop visits and retailer training common materials Participation in national seminar
Ministry of Economy	public authority		Act project's consultancy Act on the labeling of energy-related products
Association of Polish Consumers	association	independent non-governmental consumer organisation	cooperation in dissemination of materials, common trainings indication of institution which can control labelling, common manufacturers' retailer trainings, common sharing information about correct labelling on appliances
Regional Inspectorate of Trade Inspection in Warsaw	control authority	protection of the interests and rights of consumers	cooperation on the retailer training circulation monitoring of labelling appliances in shops, sharing information
"Fundusze Europejskie	Media	quarterly magazine	article about energy labels
Office of Competition and Consumer Protection (UOKiK)	surveillance authority	organization controlling polish market, shops	General project information Information on results of shop visits. Participation in the national seminar
Office of Electronic Communication (UKE)	surveillance authority	organization controlling polish market, shops	General project information Information on results of shop visits. Participation in the national seminar
E.Leclerc	Retailer chain		General information about project, distribution of leaflets in their shops in all country

Ministry of Economy	Public authority		<ol style="list-style-type: none"> 1. The chapter (9.6) about labeling regulations and labels in manual dedicated to public sector. http://www.mg.gov.pl/files/upload/10722/Podrecznik-Sektor_publiczny_OSTATECZNY.pdf 2. participation in national seminar organized in Come on Labels project 3. Information on results of shop visits and overview situation in polish market.
Bielsko – Biała	Municipalities of Bielsko – Biała	The one of the biggest cities in the south region of Poland	Distribution of leaflets in time of III Festival of Good Energy (annual event with ca 80 000 visitors)
Info market	Media	magazine dedicated to retailers (individual and chain), ca. 30 000 readers	Interview and article about Come on Labels project and energy labels in the magazine (in this number energy efficiency labeling was the main topic) , participation in national event,
Euro RTV AGD	Retailer chain	The biggest retailer chain in Poland	Circulation of the retailers manual
Zelmer S.A.	Producer of household appliances	Producer with some company's shops.	Circulation of the retailers manual
“Biznes i Ekologia”	Magazine “Business & Ecology”	Monthly magazine for regional authorities	Information on CoL project results and the energy efficiency labels

Main achievements, results and follow-up

Authority

The body responsible for labelling regulation in Poland is the Ministry of Economy. At first stage of cooperation KAPE consulted the text of the act of obligation to provide information about energy consumption by energy-using products. The act came into force in February 2013. Additionally KAPE has prepared the manual about energy efficiency and energy saving, directed to public sector. One chapter is dedicated to energy labels. The manual is available on the ministry website. In April 2013 in the Ministry headquarter took place the national seminar “the new energy labels”. The Ministry has been also regularly informed about Come On Labels project results.

Surveillance authority

Cooperation with Polish surveillance authorities was also important part of the project activities. The Office of Competition and Consumer Protection (UOKiK) and The Office of Electrical Communication (UKE) were very interested in reports of shop visits. They also have been informed

about project results. KAPE has made for them trainings in the field of the labelling regulations and labelling situation on polish market.

Media

Contacts with media (radio, tv, press) enabled to organise a wide dissemination of the Come On Labels project activities, results and information related to the new energy labels. KAPE published articles and interview in national newspaper and magazines. The articles concerned activities made in Come on Labels project and labels as a useful tool for customers. The radio broadcasts were made on regional and local radio. The KAPE representatives explained a meaning of label's icons on household appliances.

Retailers, producers

CECED PL was regularly informed about Come On Labels activities. Some retailer chains and Polish producers were interested in manual prepared in the project and in leaflet distribution. Within the project dissemination activity, KAPE collaborated with E. Leclerc company and Bielsko – Biała local authorities (south region of Poland) in order to distribution of 50 000 leaflets printed in Come On Labels project. They annually organise the festival of energy which is very popular among citizens.

PORTUGAL

Contacts of Quercus with other national organisations

Since the beginning of the project Come On Labels Quercus has contacted and worked to involve all relevant national stakeholders into the project activities. Several contacts were made with governmental authorities, energy agencies, retailers, association of manufacturers, individual manufactures, consumer groups and media. They were all informed about the purpose of the project and what information would be available and they were also invited to contribute.

Description of organisations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of cooperation
ANEMM	Industry Association	Pt branch of CEEMET	Article, New energy labelling information, training
AGEFE	Manufacturer Association	Pt branch of EU CECEC Association	Information about COL project Update of the project activities and some reports
AREANATEjo	Environment and energy agency	Regional environmental and energy agency	Information about Come On Labels project and new energy label. Dissemination of bookmarks, paper fans & retailers' guidebooks information in its activities (internship), projects ("ZeroCO2 Climate Caravan") and events
GfK	Research Company	Market research company	Information about energy label Information exchange
Worten	Retailer	136 shops and e-shop	Information about energy label Information about their shops visits results
ENA and other municipal energy agencies	Energy Agencies	Several municipal energy agencies	The agencies to disseminate bookmarks, paper fans & retailers guidebooks information in their projects (EcoSave), activities- and events
MediaMarkt	Retailer	9 shops	Retailer sellers training in their shops Training material (retailers guidebook and training presentation)
DECO	Consumer NGO	Member of BEUC (European Consumers' Organization)	Information about Come On Labels project and new energy labels Information exchange
CIMDOURO	Energy Agency	Regional agency that covers 19 municipalities in the North of Portugal	Project dissemination materials were distributed in each Citizen Advice Bureau
DGEG	National Authority	Responsible for the coordination of energy labeling national implementation	Information about COL project Update of the project activities and some reports
ASAE	Surveillance Authority	Responsible for implementing surveillance actions	Information about COL project Update of the project activities and some reports

DECO branch	Consumer NGO	Member of BEUC (European Consumers' Organization), delegation in Évora	Information about Come On Labels project and new energy label. Participation in their awareness raising events and dissemination of the project materials
UACS	Association	Union of several associations including your entrepreneurs of commerce and services	Training material
AMES	Energy Agency	Municipal energy agency of Sintra	Information about Come On Labels project; Article about the new energy labels
LG	Manufacturer	Home appliances producer	Information about Come On Labels project and energy labelling; Retailers guidebooks, training and dissemination materials for consumers
CMO and Oeingerge	Town Hall and energy agency	Oeiras Town Hall and municipal energy agency	Information about energy label and dissemination of project materials in a joint project (Ecologic Families of Oeiras)
Daikin	Manufacturer	Air conditioning producer	Dissemination of project materials. Technical information exchange
Panasonic	Manufacturer	Air conditioning producer	Information about energy labeling. Dissemination of project materials.

Main achievements, results and follow-up

The communication of information about energy labels to the stakeholders was a priority of the project. Therefore Quercus prepared several dissemination materials intended to be used by different stakeholders. For manufacturers, retailers and technicians, Quercus has produced a pocket guidebook (two editions) and for consumers bookmarks with the new energy labels and a paper fan with the air conditioning energy labels explanation. The materials developed for the consumers, printed in 30,000 copies, were successfully distributed in collaboration with **municipal or regional energy agencies, citizens' advice bureaux, consumers' association and manufacturers**, in their events, projects and daily contact with the consumers. The pocket guidebooks, printed in 2,000 copies, were given to the **manufacturers**, technicians working closely with the consumers and **retailers**, more than 300 shops, in which a contract established with GfK has contributed for the national coverage. Some retailers also received training and the presentation prepared within the project.

The participation in events such as seminars, fairs or other events organised by Quercus or other stakeholders, mainly regional or municipal energy agencies and consumers' association, attended by nearly 5,500 participants, where the project and the new labels were introduced, along with the articles published in some stakeholders' newspapers have been a constant throughout the project and will continue in the future.

With the **national authorities** Quercus made efforts to maintain direct contact and collaboration by organising meetings, sending the projects' newsletters adapted and translated into Portuguese and reporting relevant activities and documents. The information exchange level could still be improved but Quercus was able to have the national market surveillance agency present at the project's final seminar in Brussels and further contacts are confirmed to continue to be made to reinforce this collaboration after the end of the project.

UNITED KINGDOM

Contacts of Severn Wye Energy Agency with other national organisations

SWEA contacted other organisations such as consumer groups, media, retailer associations, association of manufacturers and energy agencies in order to promote the new energy labels

Description of organisations and proposed activities

Name of the Organisation	Type of the organisation:	Brief description of the organisation:	Description of what was offered	Follow up information or activities agreed:
NMO	National surveillance authority	National measurement office	Circulation of all CoL reports	Information exchange
Defra	Government body	Department for environment, food and rural affairs	Information on CoL and leaflets	Information exchange, promotion of leaflets at events
EST	Environmental NGO	National energy efficiency charity for consumers, local authorities and professionals	Information on CoL and leaflet	Leaflet put on their website as download
Carbon Action Network	NGO	National organization supporting local government officers	Information on CoL and leaflet	Email information on CoL and leaflets to all members 23 local authorities /housing associations requested leaflets to distribute. Information on labels in next newsletter
AMDEA	Manufacturers Association	Association of manufacturers of domestic appliances	Information on CoL	Information exchange
CSE	Environmental NGO	Centre for Sustainable Energy, Bristol	Information on CoL and leaflet	Promotion of new labels at events
British Retail consortium	Trade body	British Retail consortium	Information on new labels	Information exchange
CAVO	Environmental NGO	Ceredigion Association for Voluntary Organisations	Information exchange and promotion of labels leaflet to their	Information exchange, leaflet distribution.

			clients.	
Ecodyfi	Environmental NGO	Ecodyfi provide environmental services across parts of West Wales.	Information exchange and promotion of labels leaflet to their clients.	Information exchange
Leicestershire Council	Local Government	Leicestershire Council	Information on CoL and leaflet	LC presented information to 16 businesses forming part of a resource efficiency club.
Trading Standards Wales	National surveillance authority	Surveillance authority for retailers in Wales	Information exchange, training, event coordination	Future support and advice to staff surveying retailers.

Main achievements, results and follow-up

The main achievements are: The good cooperation of organisations contacted in order to disseminate information about the new energy labelling, information exchange and publication of articles in various magazines.

With those organisations the project disseminated to more than 54,000 consumers via articles, emails and leaflets.

SWEA was also in discussion with the Citizens Advice Bureau (CAB) at national level. The CAB is the national consumer rights body and is the first point of enquiry for consumers with problems (ranging from debt and legal advice, through to retailer complaints (including fuel poverty, energy issues)). It was agreed that the CAB can distribute SWEA's consumer awareness leaflet to regional branches for increased dissemination to consumers. The CAB is also the first place that consumers go to when making a complaint about a retailer, such as non-compliance of energy labelling, before the complaint proceeds to the relevant Trading Standards office. Therefore SWEA was able to offer training to CAB staff on energy labelling compliance issues and what consumers need to be aware of.

SWEA will do further information exchange with these organisations, helping retailers with issues of compliance on request, offer the training to retailers and will provide the training material to all those organisations.

The success of the Trading Standards (TS) training event (UK final dissemination event) has led to TS Officers conducting more retailer visits than would normally occur. Officers are contacting SWEA for advice on issues encountered and SWEA is also providing retailer awareness materials for distribution by the TS Officers during shop visits.



Come on Labels project members – contacts

	Czech Republic – project coordinator	SEVEn, The Energy Efficiency Center www.svn.cz	
	Austria	Austrian Energy Agency www.energyagency.at	
	Belgium	Brussels Energy Agency www.curbain.be	
	Croatia	ELMA Kurtalj d.o.o www.elma.hr	
	Germany	Öko-Institut e.V., Institute for Applied Ecology www.oeko.de	
	Greece	Center for Renewable Energy Sources and Saving www.cres.gr	
	Italy	ENEA – Agenzia nazionale per le nuove tecnologie, l'energia e lo sviluppo economico sostenibile www.enea.it	
	Latvia	Ekodoma, Ltd www.ekodoma.lv	
	Malta	Projects in Motion www.pim.com.mt	
	Poland	KAPE, Polish National Energy Conservation Agency www.kape.gov.pl	
	Portugal	QUERCUS – Associação Nacional de Conservação da Natureza www.ecocasa.pt	
	Spain	ESCAN, s.l. www.escansa.com	
	United Kingdom	Severn Wye Energy Agency www.swea.co.uk	



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