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## COMMISSION IMPLEMENTING DECISION

of XXX

**on a standardisation request to the European Committee for Standardisation as regards postal services and the improvement of quality of service in support of Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997**

(Text with EEA relevance)

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# COMMISSION IMPLEMENTING DECISION

of **XXX**

**on a standardisation request to the European Committee for Standardisation as regards postal services and the improvement of quality of service in support of Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997**

**Draft 16.12.21**

(Text with EEA relevance)

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Regulation (EU) No 1025/2012 of the European Parliament and of the Council of 25 October 2012 on European standardisation, amending Council Directives 89/686/EEC and 93/15/EEC and Directives 94/9/EC, 94/25/EC, 95/16/EC, 97/23/EC, 98/34/EC, 2004/22/EC, 2007/23/EC, 2009/23/EC and 2009/105/EC of the European Parliament and of the Council and repealing Council Decision 87/95/EEC and Decision No 1673/2006/EC of the European Parliament and of the Council,<sup>1</sup> and in particular Article 10(1) thereof,

Whereas:

- (1) Directive 97/67/EC<sup>2</sup> as amended by Directives 2002/39/EC and 2008/6/EC lays down common rules for the development of the internal market of Community postal services and the improvement of quality of service, and states that harmonisation of technical standards shall be continued, taking into account in particular the interests of users. Technical standardisation is indispensable for the promotion of interoperability between national networks and for the existence of an efficient universal service.
- (2) In accordance with Article 20 of Directive 97/67/EC as amended by Directives 2002/39/EC and 2008/6/EC, the European Committee for Standardisation (CEN) shall be entrusted with drawing up technical standards applicable in the postal sector on the basis of standardisation requests adopted by the Commission. Such work should take into account the harmonisation measures adopted at international level and in particular those decided upon within the *Universal Postal Union*.
- (3) The Regulation (EU) 2018/644 on cross-border parcel delivery services states in recital (6) that due to the international nature of the postal and parcel sector, the further development of European and international technical standards is important in order to benefit users and the environment, and to broaden market

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<sup>1</sup> OJ L 316, 14.11.2012, p. 12.

<sup>2</sup> Directive 97/67/EC on common rules for the development of the internal market of Community postal services and the improvement of quality of service (OJ L 015, 21.1.1998, p. 14).

opportunities for businesses. Furthermore, users often report quality of service issues when sending, receiving or returning cross-border parcels. There is, therefore, an equal need for further improvements in the quality of service standards and in the interoperability of cross-border parcel delivery services. Both should be prioritised further in accordance with Directive 97/67/EC<sup>3</sup> of the European Parliament and of the Council, through CEN and otherwise.

- (4) The Report on the application of the Postal Services Directive<sup>4</sup> concludes that technical standards are not sufficiently used which may negatively impact interoperability. The interconnection of postal networks is becoming increasingly relevant to promote quality of service, innovative services and European interoperability of letter and parcel delivery operations.
- (5) The annual Union Work Programme for European Standardisation for 2022 defined postal services as one of the strategic priorities. It particularly emphasised in *point x.x*<sup>5</sup> (*to be added*) the need to improve the quality of service and to promote interoperability between national networks and the existence of an efficient universal service within the internal market.
- (6) Several European standards and European standardisation deliverables have been drafted in support of Directive 97/67/EC as amended by Directives 2002/39/EC and 2008/6/EC. On 1 August 2016, the Commission submitted the latest standardisation request C(2016)4876<sup>6</sup> to CEN with the aim of establishing a work programme and providing a final report in August 2020<sup>7</sup>. That work programme took into account the interests of users and environmental considerations, as well as efficiency, contributing to promoting the creation of a Digital Single Market for the Union. It is appropriate to revise some standards and standardisation deliverables under the previous standardisation mandate M/548 of 1 August 2016 and to adapt them to the latest regulatory developments of the Regulation (EU) No 910/2014 (eIDAS Regulation)<sup>8</sup>. Those standards and standardisation deliverables should be adopted by CEN by the deadlines as set out in Table 2 in Annex 1 to this Decision.
- (7) The intention to request drafting of European standards and European standardisation deliverables in support of Directive 97/67/EC as amended by Directives 2002/39/EC and 2008/6/EC, as well as in support of the implementation of the Regulation (EU) 2018/644 on cross-border parcel delivery services, is stated in *point xx* (*to be added*) of the table entitled 'New actions' set out in the annual Union work programme for European standardisation for 2022<sup>9</sup>.

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<sup>3</sup> Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997 on common rules for the development of the internal market of Community postal services and the improvement of quality of service (OJ L 015, 21.1.1998, p. 14).

<sup>4</sup> COM(2021) 674 final, Brussels 8.11.2021, p. 10-11.

<sup>5</sup> Add reference (not yet adopted)

<sup>6</sup> Commission Implementing Decision C(2016)4876 of 1.8.2016 on a standardisation request to the European Committee for Standardisation (CEN) as regards postal services and the improvement of quality of service in support of Directive 97/67/EC of the European Parliament and of the Council of 15 December 1997.

<sup>7</sup> [Standardisation \(europa.eu\)](https://eur-lex.europa.eu/eli/dec/2016/4876/1)

<sup>8</sup> Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market.

<sup>9</sup> COM(201x) xxx final of xx [month] 201x.

- (8) CEN has indicated that the work covered by the request falls entirely within its area of competence.
- (9) It is therefore appropriate to request CEN to draft new European standards and European standardisation deliverables and to revise the relevant European standards and standardisation deliverables in support of the Postal Services Directive, as well as in support of the Regulation on cross-border parcel delivery services. Those standards and standardisation deliverables should be adopted by CEN by the deadlines set out in Annex 1 to this Decision.
- (10) Recalling that all relevant interested parties, including the Member States and the European stakeholder organisations receiving Union financing in accordance with Regulation (EU) No 1025/2012, may identify needs to develop additional standards. It may therefore be necessary to adjust the scope of this request, by adding new items to the list of European standards and European standardisation deliverables, as set out in Annex I to this Decision.
- (11) The European standardisation organisations (ESO) have agreed to follow the Guidelines for the execution of standardisation requests<sup>10</sup>.
- (12) In order to ensure transparency and facilitate the execution of the requested standardisation activities set out in Annex 1 to this Decision, CEN should prepare a work programme and submit it to the Commission.
- (13) In order to enable the Commission to better monitor the requested standardisation work, CEN should provide the Commission with access to an overall project plan containing detailed information on the execution of the standardisation request. CEN should promptly inform the Commission if they consider that additional standards would need to be developed or if they consider that more time is necessary for the execution of this request.
- (14) In accordance with Article 10(3) of Regulation (EU) No 1025/2012 each standardisation request is subject to acceptance by the relevant European standardisation organisation. It is therefore necessary to provide for the rules on validity of this request, if it is not accepted by CEN.
- (15) In order to ensure legal certainty as to the validity of the request after its execution, it is appropriate to provide for a date of expiry of this Decision. Given that the execution of the request may require more time than initially foreseen, it may be necessary to extend the date of expiry taking into account the progress made in the implementation of the work programme prepared by CEN for the execution of the request.
- (16) The European standardisation organisations, the European stakeholders' organisations receiving Union financing and the Committee established by Article 21 of the Postal Services Directive have been consulted.
- (17) The measures provided for in this Decision are in accordance with the opinion of the Committee established by Article 22 of Regulation (EU) No 1025/2012.

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<sup>10</sup> SWD(2015) 205 final of 27 October 2015.

HAS ADOPTED THIS DECISION:

*Article 1*  
*Requested standardisation activities*

The European Committee for Standardisation (CEN) is requested to draft European standards and European standardisation deliverables listed in Table 1 of Annex I to this Decision, and to revise existing European standards and standardisation deliverables listed in Table 2 of Annex I to this Decision. These European standards and European standardisation deliverables are in support of the implementation of Article 20 of Directive 97/67/EC, as amended by Directives 2002/39/EC and 2008/6/EC, as well as in support of the implementation of the Regulation (EU) 2018/644 on cross-border parcel delivery services.

The requested European standards and European standardisation deliverables are set out in Table 1 and Table 2 in Annex 1 and they shall meet the requirements set out in Annex II to this Decision.

*Article 2*  
*Work programme*

CEN shall prepare a work programme indicating all the European standards and European standardisation deliverables referred to in Article 1, the responsible technical bodies and a timetable for the execution of the requested standardisation activities in line with the deadlines set out in Annex I.

The draft work programme shall take into account the priorities set out in point 2 in Part A of Annex II for the execution of the request referred to in Article 1.

CEN shall submit the draft work programme to the Commission by [day].[month]. 20xx [xx] months after the notification of this Decision by the Commission<sup>11</sup> and provide it with access to an overall project plan.

CEN shall inform the Commission of any amendments to the work programme.

*Article 3*  
*Reporting*

1. CEN shall report annually to the Commission on the execution of the request referred to in Article 1 indicating the progress made in the implementation of the work programme referred to in Article 2.
2. CEN shall submit the first annual report to the Commission by [day].[month].20xx [xx] months after notification of this Decision by the Commission<sup>12</sup>. Subsequent annual reports shall be submitted by [day].[month]. each year.
3. CEN shall provide the Commission with the final report by [day], [month]. 202x<sup>13</sup>.

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<sup>11</sup> Note: A date counted from the notification date should be used **only** in the preparation phase; in the final Decision, an exact date shall be given.

<sup>12</sup> Note: A date counted from the notification date should be used **only** in the preparation phase; in the final Decision, an exact date should be given.

<sup>13</sup> Note: This should be the same date as in Article [4]/[5] for validity.

4. Without prejudice to the reporting obligations set out in paragraphs 1 to 3 in Article 3, CEN shall promptly report to the Commission any major concerns relating to the scope of the request referred to in Article 1 and the deadlines set out in Annex I to this Decision.

*Article 4*  
*Other provisions*

CEN shall include in each revised or amended European standard and European standardisation deliverable information on significant changes that were introduced in that standard or standardisation deliverable.

CEN shall provide the Commission with the titles of the requested European standards in all the official languages of the Union.

*Article 5*  
*Validity of the standardisation request*

If CEN does not accept the request referred to in Article 1 within a month of receiving it, the request may not constitute a basis for the standardisation activities referred to in that Article.

This Decision shall expire on [date]<sup>14</sup>.

*Article 6*  
*Repeal of existing standardisation requests*

Implementing Decision C(2016)4876 of 1.8.2016 is repealed.

*Article 7*  
*Addressee*

This Decision is addressed to the European Committee for Standardisation.

Done at Brussels,

*For the Commission*  
[...]

*(PE/PO/PH)*  
*The President (choose the correct position)*  
*Vice-President (choose the correct position)*  
*Member of the Commission (choose the correct position)*

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<sup>14</sup> Note: This date should be proportional to the latest deadline set for the adoption of requested standards in Annex I and must be the last day of a relevant month.

## ANNEX I

**DRAFT 16.12.21**

**List of new European standards and European standardisation deliverables to be drafted and list of existing European standards to be revised as referred to in Article 1**

**Table 1: List of new European standards and European standardisation deliverables to be drafted and deadlines for their adoption**

Reference information		Deadline for the adoption <sup>1</sup> by the ESOs
1	Identify and review existing standards related to postal addresses and align them with legal and regulatory development resulting from digitalisation of the end-to-end postal delivery chain.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]
2	Harmonisation of Track & Trace events.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]
3	Use of technology for the tracking of postal items.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]
4	Digitalisation of postal transport documents.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]
5	Digital identification of postal operators.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]
6	Identify and review existing standards that deal with digitization of postal information on item level resulting from digitalisation of the end-to-end postal delivery chain.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]
7	Innovative solutions to achieve effective and environmentally sound delivery.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]
8	Definition of a methodology to calculate and report the environmental impact (Green House Gas emissions and air pollutant emissions) of end-to-end parcel transportation and handling from the original collection point to the point of final delivery, in alignment with the principles of recognized environmental accounting frameworks, standards and guidance.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]

<sup>1</sup> 'Adoption' refers to the relevant European standardisation organisation making an adopted standard available to its members or the public.

9	Safe, secured and contactless delivery of postal items.	[DD.MM.YYYY]/[XX 48 months after notification of this Decision to the CEN]
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**Table 2: List of existing European standardisation deliverables to be revised and deadlines for their adoption**

Reference information		Deadline for the adoption by the ESOs
1	CEN/TS 15121-1, Postal services. Hybrid mail – Secured electronic postal services (SePS) interface specification. Concepts, schemas and operations.	[DD.MM.YYYY]/48 months after notification of this Decision to the CEN ]
2	CEN/TS 15121-2, Postal services. Hybrid mail – Secured electronic postal services (SePS) interface specification. ECPM service.	[DD.MM.YYYY]/48 months after notification of this Decision to the CEN ]
3	CEN/TS 16326, Postal Services. Hybrid Mail. Functional Specification for postal registered electronic mail.	[DD.MM.YYYY]/48 months after notification of this Decision to the CEN ]



## **ANNEX II**

### **Requirements for the European standards and European standardisation deliverables referred to in Article 1**

#### **Part A. General requirements for European standards and standardisation deliverables listed in Annex I**

1. CEN is requested, as specified in Table 1 in Annex I, to develop new European standards and European standardisation deliverables, and as specified in Table 2 in Annex I, to revise existing European standards and standardisation deliverables in support of the implementation of Article 20 of Directive 97/67/EC, as amended by Directives 2002/39/EC and 2008/6/EC, and in support of the Regulation (EU) 2018/644 on cross-border parcel delivery services. Standardisation of postal services and the improvement of quality of service in support of Directive 97/67/EC is a strategic priority of the Union, which should be further pursued. Technical standardisation is indispensable for the promotion of interoperability between national networks and for the existence of an efficient universal service.
2. The CEN work programme should, in particular, take into account the interests of users, and current Union policy priorities supporting the ‘twin transition’ (digital and green) and the digital and single markets, as well as the recovery post-COVID-19 in Europe.

#### **Part B. Specific requirements for drafting new European standards and standardisation deliverables or revising existing standards listed in Annex I**

CEN shall perform standardisation work covering the following topics:

##### **I/ Quality of services**

- a) Identify and review existing standards related to postal addresses and align them with legal and regulatory development resulting from digitalisation of the end-to-end postal delivery chain listed in point 1 of table 1 of Annex 1

##### **II/ Interoperability**

- a) Harmonisation of Track & Trace events listed in point 2 of table 1 of Annex 1
- b) Use of technology for the tracking of postal items listed in point 3 of table 1 of Annex 1

##### **III/ Digital Postal Services**

- a) Review of existing standardisation deliverables in the field of secure electronic postal services to adapt them, if possible, to the latest regulatory developments of the eIDAS Regulation listed in points 1-3 of table 2 of Annex 1

##### **IV/ Digitalization in Postal Services**

- a) Digitalisation of postal transport documents listed in point 4 of table 1 of Annex 1
- b) Digital identification of postal operators listed in point 5 of table 1 of Annex 1

- c) Identify and review existing standards that deal with digitization of postal information on item level resulting from digitalisation of the end-to-end postal delivery chain listed in point 6 of table 1 of Annex 1

V/ Environmental aspects of postal delivery (in support of the EU Green Deal)

- a) Innovative solutions to achieve effective and environmental sound delivery listed in point 7 of table 1 of Annex 1
- b) Definition of a methodology to calculate and report the environmental impact (Green House Gas emissions and air pollutant emissions) of end-to-end parcel transportation and handling from the original collection point to the point of final delivery, in alignment with the principles of recognized environmental accounting frameworks, standards and guidance, listed in point 8 of table 1 of Annex 1

VI/ COVID-19 & Pandemic

- a) Safe, secured and contactless delivery of postal items listed in point 9 of table 1 of Annex 1