

**CPC-BEUC workshop “Setting the right enforcement priorities”  
18 October 2023**

**Operational conclusions**

The European Commission and the CPC-Network on one side, and BEUC and its members on the other side have agreed to strengthen their cooperation by further improving the implementation of the [operational conclusions](#) adopted in 2022. In particular, they intend to:

1. **Strengthen cooperation at national level.** At the EU level, the increased cooperation between the European Commission and BEUC has proven to be mutually beneficial for all involved. The European Commission and BEUC therefore encourage CPC authorities and BEUC members to exchange at national level and on a regular basis on consumer concerns.
2. **Designate points of contact.** In case of an external alert submitted by BEUC, the European Commission and BEUC will inform each other of a contact point to facilitate exchange regarding the alert or topic in question.
3. **Exchange on external alerts.** In case of an external alert submitted by BEUC, the European Commission and the CPC authorities should consider the opportunity to invite BEUC and participating BEUC members to present the content and reason of the alert as well as the evidence on which it is grounded during hearing-like meetings (which may take place online where relevant).
4. **Share feedback from CPC authorities.** In case of an external alert submitted by BEUC, the European Commission with the agreement of the respective CPC authorities has the possibility to share under strict confidentiality rules with BEUC comments made by authorities in the IMI system regarding this external alert.
5. **Seek feedback from BEUC on commitments and their implementation.** In case of an external alert submitted by BEUC, the European Commission will encourage CPC authorities to seek the views of BEUC when assessing commitments proposed by traders (Article 20(2) CPC Regulation) and when assessing traders’ compliance with the agreed commitments (Article 20(4) CPC Regulation).
6. **Exchange with third-country stakeholders.** The European Commission and BEUC may invite third-country stakeholders as experts when organising exchanges on topics of common interest.
7. **Announce press activities.** BEUC and the European Commission will inform each other of upcoming press releases related to external alerts.