

### Welcome from the Chairman of Prosafe



**Dirk Meijer**

Welcome to the first edition of a newsletter describing the activities and progress related to the project "Enhancing Market Surveillance through Best Practice." Prosafe is very proud to be undertaking this project.

During the last market surveillance conference held in March 2005, the importance of more effective and coordinated market surveillance was highlighted<sup>1</sup>. Through this project, Prosafe is trying to initiate a practical approach on how this may be further improved by focusing upon the identification of various best practices in existing consumer market surveillance competences in various states in the European economic area, as well as effectively promoting better cross-sharing of information and expertise for the benefit of surveillance authorities within Member States.

This project should serve to ensure that each participating market surveillance organization from within any of the Member States, in particular those with very limited human and financial resources, do not need to re-invent the wheel, but are able to utilize and share existing expertise and experiences so as to build lasting and effective market surveillance procedures in the area of consumer products.

1

[http://ec.europa.eu/consumers/cons\\_safe/prod\\_safe/gpsd/emsp\\_conference\\_en.htm](http://ec.europa.eu/consumers/cons_safe/prod_safe/gpsd/emsp_conference_en.htm)

The project tries to look at market surveillance from a horizontal point of view, focusing not only on the General Product Safety Directive but also on some other sectoral New Approach Directives related to consumer products such as toys, PPE and LVD.

This is a major project with a considerable number of participating surveillance authorities from various countries including 'newly joined' and 'older' Member States from the EU and EFTA-EEA countries as well as the Candidate country Romania.

Prosafe is extremely grateful for the generous support of the European Commission without whose support this project would not take place. Prosafe is also extremely grateful for the financial contributions of EFTA, Austria, Belgium, Germany and the Netherlands and the contributions in kind from participating member states.

Over the coming editions of the newsletter, which will appear quarterly, we will present to you the progress that has been made and keep you abreast of important developments and public events related to the project. If you would like to contribute to the project or make known your views on market surveillance please do not hesitate to contact us. Interim contact details pending the finalization of the arrangements for the secretariat are given at the end of the newsletter.

#### *Personal protective equipment*



#### **Contents**

<a href="#">Welcome</a>	1
<a href="#">Scope and objectives of the project</a>	2
<a href="#">General Product Safety Directive</a>	4
<a href="#">Overview of the project structure</a>	4
<a href="#">Content of the project: Work packages</a>	5
<a href="#">Work Package 1: Cross sharing of information and expertise</a>	5
	
<a href="#">Work Package 2: Advise on market surveillance issues</a>	6
<a href="#">Work Package 3: Inspection programmes and techniques</a>	6
<a href="#">Work Package 4: Risk assessment</a>	7
<a href="#">Work Package 5: Co-ordination and secretariat</a>	7
<a href="#">Work Package 6: Dissemination</a>	8
<a href="#">Core group and WP Co-ordinators</a>	9
<a href="#">Progress so far</a>	9
<a href="#">Next steps</a>	10

## Scope and objectives of the project

The project specifically relates to two of the administrative cooperation activities previously identified and outlined by the European Commission's namely

- Exchange of expertise and development and exchange of best practices related to risk assessment, product testing and market surveillance; and
- Market monitoring operations.

Market surveillance activities primarily involves two main stages:

1. Monitoring of products placed on the market; and
2. Subsequent enforcement action where necessary.

This project will primarily focus on the first stage of market surveillance activities, "Monitoring & Investigative Aspects." The enforcement activities are based on non-harmonized criminal law or administrative law. The aspects of enforcement action will be taken into account as far as best practices can reasonably be developed.

The main objective of this project is to ensure a basic level of "Best practice techniques and cross-sharing of information and expertise in market surveillance" within EEA countries.

Through this project, participants from 'newly joined' Member States, 'older' Member States, EFTA-EEA states and Candidate countries, will be able to:

- share experiences and expertise regarding market surveillance;
- together identify and document common best practice techniques;
- establish guidelines/handbooks to promote a common understanding of monitoring and investigative procedures, useful for any market surveillance organization; and
- develop lasting procedures based on best practice techniques identified through the practical market surveillance exercises and through the actual guide that is to be developed. This, in turn, will further

facilitate collaboration and a more coordinated market surveillance approach of the Single Market.

The main objective of this project is further elaborated in the following tasks:

- to establish and document what are the most common best practices in market surveillance systems, taking into consideration the already existing vast experiences and expertise found in Member States.
- to establish and test the best practice in robust, objective and quantitative methods by which market surveillance authorities can assess the risks of consumer products;
- develop guidelines that will be *extremely* useful for any market surveillance authority, whether newly formed or newly restructured;
- develop effective cross sharing of information and expertise between market surveillance organizations within various countries;
- develop a “body of knowledge” that contains and makes accessible the available information and reports useful for market surveillance purposes;
- exchange and combine best practice for GPSD products as well as different areas of consumer product safety such as LVD, TOYS and PPE products; and
- develop lasting and effective market surveillance procedures based on best practice techniques identified through practical market surveillance exercises and through the actual guide that is to be developed, thus facilitating further collaboration between market surveillance authorities within the EEA.

Our provisional website is  
<http://prosafe.bmsg.gv.at>

The most important lasting deliverables to be developed are:

- body of knowledge (in the English language) on market surveillance including proposals for further updates, maintenance and operation of this body;

- a system for rapid advice on request to Member State officers and the Commission;
- a handbook on best practice techniques including amongst others:
  - a handbook on risk assessment in market surveillance of consumer products;
- a strategy document on further enhancement of market surveillance;
- improvement of contact with other sectors of market surveillance involved in consumer product safety; and
- a website including data bases on ‘who is who,’ enforcement structures and procedures, body of knowledge and product fact sheets and guidelines and manuals.

Although the project will primarily focus upon GPSD Products, in order to ensure a more targeted and horizontal approach, it is envisaged that it will also include a small number of related consumer product sectors such as: Toys, LVD and PPE. The exact product sectors and product types will have to be re-confirmed within the first phase of this project.



Toys

Market Surveillance is an essential tool for the monitoring and enforcement of the New Approach Directives. It is hoped that the focus of attention within this project on consumer products, in particular, in the areas of LVD, TOYS and PPE will have a positive spillover effect on the market surveillance of various New Approach Directives, in particular, those related to consumer products. It is envisaged that this project will certainly ensure a wider horizontal approach that has also been recently discussed during the last market surveillance conference in March 2005.

For this reason, it is expected that an effective level of coordination is also envisaged throughout this project with the respective ADCO-LVD, ADCO-TOYS and ADCO-PPE to not only ensure a high level of coordination and cooperation, but also to ensure more acceptance and commitment from the envisaged results of this project.

### How the project will support the General Product Safety Directive

This project will primarily have an overall positive effect on the effective implementation of various provisions within Chapter IV and Chapter V of the GPSD. This especially involves the best practice techniques of the relevant parts of the articles 6, 8, 9, 11 and 12 of the GPSD by the market surveillance authorities.

In particular, it is supportive to the network as described in article 10 of the GPSD and it will help to improve “Best Practice Techniques” and “Exchange of Expertise” as highlighted in Article 10(2)(c) of the GPSD.

It is expected that the project will ultimately increase the effectiveness of market surveillance systems in various Member States, in particular, the responsibilities highlighted in Article 9(1) whereby it is stated that Member States need to ensure effective market surveillance by having procedures put in place to:

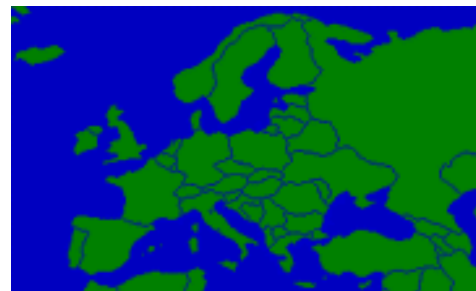
- establish, periodically update and implement sectoral surveillance programmes by categories of products or risks and the monitoring of surveillance activities;
- follow up and update scientific and technical knowledge; and
- periodically review and assess the functioning of the control activities and their effectiveness

The attention given within this project to produce best practices related to the internal rapid alert notification procedures within various Member States will certainly also improve the responsibilities of Member States as described in Chapter V of the GPSD.

Ultimately, through the envisaged positive spill-over effect of this project and more effective monitoring techniques, it will assist in the primary purpose of the GPSD as described in Article 1(1) of the GPSD – to ultimately “ensure that products placed on the market are safe and meet the applicable legislation in question.”

### Overview of project structure

The project proposal was submitted by the Dutch Food and Product safety Authority (VWA) on behalf of Prosafe, which, as a professional network has no legal capacity to contract with the European Commission. The European Commission is substantially funding the project. There are also financial contributions from EFTA, Austria, Belgium, Norway and the Netherlands. All of the participating member states are also making contributions in kind towards the overall cost of the project. The management of the project is to be overseen by a core group of participants. The core group is composed of Austria, Belgium, Germany, Malta, Norway and the Netherlands. A secretariat has been established to manage the day-to-day activities of the project.



#### Member States participating directly in the project

Newly joined MS:	Older MS:	EFTA/EEA:	Candidate country:
1. Estonia	7. Austria	14. Norway	15. Romania
2. Latvia	8. Belgium		
3. Lithuania	9. Denmark		
4. Malta	10. Finland		
5. Slovenia	11. Germany		
6. Hungary	12. Greece		
	13. The Netherlands		

Prosafe - the Product Safety Enforcement Forum of Europe- is an organization established entirely by enforcement officers throughout Europe who deal with the safety of consumer products. The first formal meeting of the group was in 1990. Since that time, most EU-Member States and EFTA (the European Free Trade Association) countries have been represented at meetings. Enforcement officers from Candidate Member States and organizations such as EUROSAFE (European Association for Injury Prevention and Safety Promotion), CPSC (US Consumer Product Safety Commission), China (AQSIQ), Health Canada and ANEC (European Association for the Co-Ordination of Consumer Representation in Standardisation) and CEN have also expressed interest.

The group was established by common recognition of the need to build links in operational understanding and trust between enforcement officials charged with the task of working together to enforce community law.

The European Commission Health & Consumer Protection Directorate General (DG), Internal Market DG, Enterprise DG and EFTA have supported Prosafe.

### **Content of project**

For practical reasons the overall project will be divided in the following six different work packages:

- Work Package 1: Cross-sharing of information and expertise
- Work Package 2: Advise on market surveillance issues
- Work Package 3: Inspection programmes and Techniques
- Work Package 4: Risk assessment
- Work Package 5: Co-ordination and secretariat
- Work Package 6: Dissemination

**Work Package 1:** Cross-sharing of information and expertise

The level of experience with market surveillance differs widely between member states. It would be very useful if member states could get access to the expertise on market

surveillance of other member states. In this way duplications of efforts can be avoided, which means that funds and personnel can be more adequately used to expand a common body of knowledge. The objective of this work package is to establish a common body of knowledge on market surveillance and to make this information and expertise available to the member states and the Commission for both strategic and tactical goals.

Information on market surveillance will be gathered from a number of possible sources:

- published reports on market surveillance;
- reports on joined exercises performed in specific product sectors;
- reports on product testing/ sampling exercises;
- best practices on using ICSMS;
- published brochures to consumers on specific product sectors;
- published annual reports by Market Surveillance Authorities;
- systems for quality control of market surveillance;
- any other related information/ reports published by Market Surveillance Authorities;
- reports from ECOSA, ANEC etc.; and
- identification of related websites of Market Surveillance Authorities, consumer and business representations.

A procedure will be established to determine what information will be stored and collated (based on the principles of peer reviews). A decision will be made on what information will be initially translated into English (based on an analysis of the needs of the Market Surveillance Authorities). The documents deemed necessary and/or useful will be translated (partially or completely) into English. Possible means of storage (including a retrieval system) will be studied, evaluated and implemented. A study will be done on the best way for future maintenance and operation of the knowledge base.

The deliverables of this work package will be:

- a body of knowledge (in the English language) on market surveillance, readily available to the member states and the commission, and organized within a

- storage system with good retrieval functions; and
- proposals for further updates, maintenance and operation of the system.

### **Work Package 2: Advice on market surveillance issues**

Market Surveillance Authorities often find themselves in a situation in which they have to decide if a certain product conforms to the general safety requirement. If no standards, recommendations or safety codes exist for this product, or if these documents do not take into consideration all safety aspects of this product, this decision will need to take into consideration the state and art of technology and/or the reasonable consumer expectations concerning safety. In these cases it will be necessary to make a judgement call based on experience and the results of a risk analysis.

To assure a correct and non-biased result, it would be very useful if the individual market surveillance officers could get a rapid and informal first assessment and feedback from fellow officers (from other member-states). This assessment and feedback given by individual market surveillance officers would be based on their personal experience and expertise. Their opinion would not necessarily reflect the opinion of their member-state and will never, in any case, be regarded as a binding opinion of a member-state.

The member state receiving the assessment is in no way obliged to take this assessment and feedback in consideration. It will however ensure that practical use is made of the experience of MS officers in the union and that similar conclusions will be reached in similar cases.

The principal aim is to support the decision making process in those cases where member-states want to apply the articles 11 and 12 of the GPSD or where the commission wants to apply article 13 of the GPSD. The objective of this work package is therefore to establish a group of experienced market surveillance officers that will be able to give rapid (but non-binding) advice on specific cases related to the safety of products.

The deliverables of this work package will be:

- rapid advice on request to MS officers and the Commission; and
- an assessment of the working of such a RA forum, including recommendations on how to improve the working of such a forum and how to sustain such a forum in the future.

### **Work Package 3: Inspection programmes and Techniques**

In order to establish a basis for developing best practice techniques there is a need for gathering knowledge, experience and concrete results from already performed market surveillance programmes in the member states and EFTA countries.

To be able to develop adequate tools for future activities there is also a need for an exchange of knowledge concerning regulations, human resources, training systems (including requirements for inspectors), test labs (Notified Bodies), annual budgets, resources available, existing procedures for Member States and national collaboration with other enforcement bodies. This knowledge and experience is vital to be able to establish a best practice market surveillance system visualized through written procedures or guidelines.

The main aim of Work Package 3 is to collect information, knowledge and experience from participating countries in order to establish common procedures and instructions for planning, performing, reporting, analysing and follow up on market surveillance activities.

Procedures and instructions shall contribute to increase the free float of safe goods and reduce the amount of dangerous products in the internal market. These procedures are vital to establish a best possible practical market surveillance system operated by Member States and EFTA countries.

The deliverables of this work package will be

- a report on Market Surveillance “best” practice in participating countries including all the items referred in the above paragraphs;
- identification of Member States and EFTA-countries market surveillance plans for the

- next years (if possible), identification of possible mutual MS-programmes, and performing, reporting and evaluating such programmes;
- a program for recruiting and training of inspectors;
  - a conference handbook on Best Practice Techniques; and
  - a handbook of best practise techniques including amongst others:
    - procedures for inspection programmes (guidelines, forms etc)
    - procedures for performing inspection and sample collections;
    - screening probes for testing on the spot;
    - testing procedures when using e.a. Notified Bodies;
    - how to react towards the manufacturer/importer;
    - methods for communication with the public; and
    - procedures for contact with mass media

#### **Work Package 4: Risk assessment**

It is essential that authorities in the EU member states assess the risks of products by well-established methods. The tools used should also enable the authorities to communicate the risk clearly to producers and the public. Although useful general guidelines have already been provided on risk assessment, their practical application is not straightforward. In a validation study on behalf of the European Commission it was shown that there is a large variation in the conclusions by different experts and therefore it is difficult to reach consensus, even if they use the guidelines. Several workshops intended to make enforcement practitioners familiar with the guidelines confirm this picture. Moreover, other published methods of risk assessment sometimes lead to quite different conclusions, which limit confidence in the EU Guidelines.

Work package 4 seeks to establish and test the best practice in robust, consistent, objective and quantitative methods by which market surveillance authorities can assess the risks of consumer products.

The deliverables of the project team will be:

- reports of risk assessments carried out in the course of the project;
- inventory of the problems encountered in these risk assessments;
- report on the improvement achieved by new approach;
- workshops; and
- a handbook on risk assessment in market surveillance of consumer products.

After the project has finished, the Project team will continue to operate as a consultative group for national authorities and the Commission. This work package will be carried out in coordination and cooperation with the Commission's Workgroup on the Eurosafe's (IRAG) and the Eurosafe's workgroup on the same issue.



*Risk Assessment*

#### **Work Package 5: Co-ordination and secretariat**

The project involves a great number of partners and collaborators and therefore it requires consistent leadership and coordination of tasks to be performed in the framework of the project plan.

All major decisions on the management and the implementation of the project will be made by the Management Team (MT), which consists of the 6 work package leaders. The project leader will chair the meetings of the MT, supported by the co-ordinating secretariat.

The supporting secretariat is responsible for all financial and technical administration related to the project and for the timely delivery of all

progress reports, interim report, final report and financial statements as required by the EC.

The objectives of the secretariat will be:

- to coordinate the implementation of all work packages in accordance to time schedule, budget, human resource utilisation and reporting duties to the Commission;
- to ensure an optimum communication between the work package leaders and their teams on all managerial aspects involved;
- to administer the project financially and technically in accordance the project plan and the contract with the Commission;
- to report on the conclusions of the project and the way ahead (strategy document);
- to have necessary day-to-day contacts with WP-coordinators, participants and secretariats of other ADCO's, support/management/representation of the Secretariat and support of the Secretary of PROSAFE

The deliverables to be produced under this work package include:

- a detailed integrated work plan agreed upon by project team;
- project management tools for WP leaders and team members;
- progress information reports for internal as well external use;
- administrative and financial reports according to the EC regulations;
- consolidated list and archive of products delivered under this project;
- electronic communication infrastructure;
- two meetings with all team members (kick off and interim);
- monthly teleconferences (one hour) with all WP leaders;
- meetings of management team (all WP leaders every 6 months);
- an evaluation and strategy document on the way forward;
- preparing reports, guides and strategy documents;
- supporting dissemination of reports, guides and strategy documents;

- day to day contacts with participants and secretariats of other ADCO's, support/management/representation of the Secretariat, and support of the Secretary of PROSAFE.

#### **Work Package 6: Dissemination**

The EC Consumer Policy Strategy (2002-2006) underlines the importance of a high and consistent level of protection in relation to consumer goods as well as reinforcement of business and consumer responsibility through transparent communication on market surveillance effort. In line with the governance initiative, business and civil society should be made aware of current market surveillance activities and their results. Such information exchanges may also trigger discussions on the challenges of alternative forms for regulating issues, such as self-regulation and consensus guidelines, and increase public information efforts on behalf of these stakeholders.

The primary objectives of Work Package 6 will be:

- to ensure proper communication between the partners and collaborators involved in the project, EC services and the remaining members of PROSAFE, on the process of implementing the respective work packages and on the outcomes of the entire project;
- to inform stakeholders in business and civil society, and consumer organisations in particular, on current regulations, enforcements structures and procedures, good practices in market surveillance and on the results of co-ordinated market surveillance in the EU, EEA-member states and candidate countries; and
- to ensure proper dissemination of the products that result from the project, such as guidelines, directories and information and training materials.

The deliverables of this work package will be:

- a communication plan for the entire project that sets also the work plan for the communication activities within the project;
- a website related to the project that is open to the public as well, through a secured entrance, to the project partners, collaborators, and EC Services;

- quarterly newsletters and mail shots to relevant publishing bodies and organisations;
- data bases on 'who is who', enforcement structures and procedures, product fact sheets and guidelines and manuals; and
- a series of publications based on the outcomes of the project, made available in hard copy in limited numbers as well as electronic format.

### **Brief introduction to Core group and WP coordinators**

The coordinators of the individual work packages are:

- WP1 – Jan Deconinck, Belgium, in cooperation with Helmuth Perz, Austria
- WP2 – Jan Deconinck, Belgium, in cooperation with Helmuth Perz, Austria
- WP3 – Gunnar Wold, Norway, in cooperation with Noel Toledo, Malta
- WP4 – Dirk van Aken, the Netherlands
- WP5 – Dirk Meijer and Jan van Leent, the Netherlands
- WP6 – Jan van Leent, in cooperation with Renate Lipman, the Netherlands

We will further introduce the coordinators of the work packages in the next issue.



*Participants Prosafe meeting, Tønsberg, Norway, May 2006*

### **Progress so far**

#### **Work Package 1: Cross-sharing of information and expertise**

The work package team have prepared an extensive questionnaire to identify appropriate documents for the knowledge base that is the principal deliverable of the work package. In a second step the team propose to request

information relating to practical experience with the use of ICSMS, the internet-supported information and communication system for the pan-European market surveillance of technical products. The completed questionnaires will be analysed and the first results should be available this autumn.

#### **Work Package 2: Advise on market surveillance issues**

The main thrust of the work of WP2 is the establishment of the Rapid Advice Forum (RAF). To this end members of the RAF have been identified. Five member states will be represented on the RAF in the first instance. Draft procedures have been developed and are currently being consulted on within the WP team. Some of the issues that have to be addressed include the identification of appropriate experts, establishing a database of the advice and ensuring the advice is given in a timely manner. The group expects to dispense both tactical advice on how to deal with immediate problems, issues that may relate for example to risk assessment, sampling plans or testing procedures. The group also expects to give advice of a more strategic nature that may address emerging issues and hopefully pre-empt unnecessary duplication of efforts amongst national authorities.

#### **Work Package 3: Inspection programmes and Techniques**

WP3 has also commenced its activities. An outline of a draft handbook on best practices in market surveillance has been drafted. The questionnaire to be sent out to solicit the information necessary for the knowledge base foreseen under WP1 will also serve to identify the best practices for WP3. Four joint projects are foreseen within the scope of WP3 to act as a test bed for the best practices to be identified and included in the handbook. The work package team are examining a number of potential subjects. It is hoped that the joint projects will address one product from each of the toy, electrical appliance, personal protective equipment and general consumer product sectors. The team foresee close co-operation with the relevant administrative committees of the European Commission (ADCOs). A good contact did start with the

LVD-ADCO. Contact with other relevant ADCO's will start soon.

#### **Work Package 4: Risk assessment**

One of the principal challenges for WP4 will be to coordinate its activities with those of the European Commission IRAG and Eurosafe's Working group on risk assessment. Essentially WP4's task will be to provide practical experience of the application of different risk assessment methods and of the new methods being developed in IRAG once they have been agreed. The team engaged on this work package have made progress on a number of different tasks. They are identifying appropriate risk assessment methods to evaluate, preparing a standard reporting form and identifying appropriate case studies. The work of WP4 will also be coordinated with the Rapid Advice Forum (RAF) being established under WP2. The RAF will need to apply risk assessment tools in some cases that are referred to and this will provide an opportunity to field test different risk assessment methods including the method being developed within IRAG. The WP4 team will also be able to assess the reproducibility of the methods deployed by examining the results of the RAF's deliberations.

#### **Work Package 5: Co-ordination and secretariat**

PROSAFE have already met the European Commission in a kick-off meeting for the project. The core group managing the project has met twice and the progress made to date with the project has been reviewed at the PROSAFE meeting in Norway in May and in the first of a series of six-monthly meetings with the European Commission. The secretariat itself has largely been recruited following an open recruitment process. Accommodation for the secretariat has been sought in Brussels and Prosafe is close to finalizing a suitable venue. In the next issue of the newsletter we will introduce you to the members of the secretariat.

#### **Work Package 6: Dissemination**

A draft comprehensive communications strategy has been produced. The strategy addresses both internal and external communication. This newsletter is one manifestation of the communications strategy.

PROSAFE will also reach out to relevant administrative co-operation committees and forums to present the work of the project. A website will also be forthcoming shortly. Full details will be provided in a future edition of this newsletter.

#### **Next steps**

Over the coming months PROSAFE will continue to make progress on all the work packages and will be finalizing the arrangements for the secretariat. The next newsletter will appear in January. Future newsletters will focus on specific work packages and present progress and other developments in the project.



Supported by the  
European Commission

#### **Dutch Food and Product Safety Authority**



##### **Brief history**

In the Netherlands the first local and regional Food Inspection Services were established more than 100 years ago. Since 1989 the Inspectorate for Health Protection is the national authority for market surveillance of consumer products (food and non food) in the Netherlands. From that date centres of expertise for mechanical product safety within the Inspectorate for Health Protection were located in The Hague and 's-Hertogenbosch. In 1998 these centres were merged and located in Rotterdam and afterwards in 2003 in the Regional Inspectorate in Zwijndrecht. In 2003 the Inspectorate for Health Protection was merged with the State Supervision on Lifestock and Meat into the Food and Consumer Product Safety Authority: the Regional Food and Consumer Product Safety Authority in Zwijndrecht has at least 15 years of experience in the area of market surveillance and enforcement of consumer product safety.

##### **Fields of expertise in Product Safety**

In the area of consumer products the competence of the Food and Consumer Product Safety Authority includes Food and Consumer Product Safety Authority amongst others General Product Safety, Cosmetics, chemical product safety and the New Approach directives toys, LVD, machinery, PPE, gas-appliances. For this purpose the Food and Consumer Product Safety Authority has approx. 100 persons staff( approx. 40 enforcement officers) and the Regional Food and Consumer Product Safety Authority in Zwijndrecht has a centre of expertise and accredited laboratories for mechanical and electrical product safety. The centre of expertise and laboratories in the area of chemical product safety are located in Groningen in the Netherlands.

#### **Interim Contact Details**

Prosafte, PO Box 3000, 3330 DC  
Zwijndrecht, the Netherlands  
Tel.:031 78 6112100  
Fax: +31 78 611 2200