



CASP 2024

Starter Kit for Newcomers

Final activity report

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List of abbreviations

CASP	Coordinated Activities on the Safety of Products
DG JUST	Directorate-General for Justice and Consumers
EFTA	European Free Trade Association
EPREL	European Product Registry for Energy Labelling
EU	European Union
EUDAMED	European Database of Medical Devices
GPSR	General Product Safety Regulation
HA	Horizontal activity
ICSMS	Information and Communication System on Market Surveillance
IM	Intermediate meeting
KoM	Kick-off meeting
MSA	Market surveillance authority
VARK	Visual, auditory, reading/writing, kinaesthetic

Executive summary

Objectives

The Coordinated Activities on the Safety of Products (CASP) 2024 projects are designed to facilitate collaboration between all market surveillance authorities (MSAs) from the European Union (EU)/European Free Trade Agreement (EFTA) to enhance the safety of products in the European single market. The CASP 2024 Starter Kit for Newcomers horizontal activity (HA) aims to identify and consolidate the most critical information necessary for a new colleague joining an MSA, regardless of the Member State they are based in or the competences they have. The objectives of the activity are as follows:

- ▶ understand and identify the most essential information necessary for a new colleague joining an MSA;
- ▶ update and reorganise the existing SharePoint platform created by the European Commission's Directorate-General for Justice and Consumers (DG JUST), which hosts general information about market surveillance activities as well as relevant documents from previous CASP projects;
- ▶ create user-friendly and comprehensive supporting training materials for MSA newcomers.

Outcomes

- ▶ **The most essential information made available for a colleague joining an MSA**, with a focus on cross-cutting and common issues that affect all MSAs, identified and defined.
- ▶ **A reorganised and updated DG JUST SharePoint platform**, with a more accessible and user-friendly interface.
- ▶ **A comprehensive compilation of resources and training materials developed** to guide MSA newcomers.

The training materials include:

- **Two videos** – one video explaining why market surveillance plays a crucial role in consumer protection and product safety, including an overview of the legislative framework and key market surveillance powers. The second video provides practical instructions on how to create a notification in the Safety Gate platform.
- **12 infographics;**
- **15 graphs.**

Conclusions and recommendations

Newcomers joining an MSA for the first time can face challenges in familiarising themselves with the EU-level information and tools used in market surveillance activities. For a new colleague joining an MSA, the high volume of information can be overwhelming to navigate, and these challenges are often cross-cutting regardless of the respective Member State or authority concerned.

To facilitate onboarding for new colleagues in a coherent and comprehensive manner, it was necessary to take stock of all available information and documents to provide background information and guidelines for MSAs — including but not limited to content produced in previous CASP projects — and to present this information in a structured way. Throughout the activity, essential information was gathered within the existing SharePoint created by DG JUST; the content was then revised and restructured to improve the user-friendliness of the platform.

To further support this, the most relevant information for newcomers was selected as the focus of 12 different infographics; the most important EU market-surveillance related facts and figures were then interpreted into 15 graphs, to display the relevant information in a comprehensive manner. Lastly, two videos were created to provide further context to market surveillance activities in the EU and to provide instructions on how to navigate the Safety Gate platform to submit a notification when a risk has been identified within a product.

To ensure a successful follow-up of the activity, MSAs are advised to actively disseminate the deliverables within their authorities; to regularly share documents and relevant information with MSA colleagues available on the SharePoint and to conduct presentations and practical discussions of the SharePoint with their colleagues. The long-lasting success of this activity will be measured by the number of MSAs using these materials in their onboarding and everyday activities.



Part I

Activity overview

Introduction and main objectives

Onboarding processes for newcomers joining an MSA vary across and within Member States and the inclusion of information about EU-level market surveillance activities is not equally addressed.

The Starter Kit for Newcomers activity aimed to address the common challenges faced by MSAs in market surveillance activities. Regardless of their Member State or specific competences, new colleagues joining an MSA often encounter similar cross-cutting challenges in their onboarding experience. These issues have been discussed extensively in previous CASP HAs, leading to the development of various deliverables including guidance documents, toolboxes and case studies. The primary goal of these past deliverables has been to enhance cooperation between MSAs and develop a harmonised approach to market surveillance at the EU level.

However, newcomers to an MSA face the challenge of identifying what information is most essential to familiarise themselves with ongoing activities and smoothly integrate into their projects. The large volume of available information can make it difficult to gain a thorough understanding of the fundamental aspects of MSA activities and of the CASP project. Therefore, it is beneficial to define and select the most essential information that should be provided to new colleagues.

One of the first objectives of the activity was to gather input from participating MSAs to determine what information they considered most essential for newcomers. The participants of the activity varied in experience with market surveillance; some participants had over 10 years of experience while others had only joined their MSA in recent years. Thorough discussions among the participants enabled them to select the most important topics, which served as the foundation for the revision of the SharePoint platform. The revised platform is intended to support MSAs as much as possible to address the existing challenges and improve their knowledge about the CASP projects and market surveillance activities in the EU and EFTA as a whole.

The training materials developed under the activity were designed to support the information and documentation included in the SharePoint. These materials were co-developed by MSAs through interactive feedback sessions during meetings and via the Wiki platform. The training materials include infographics, graphs and videos that cover various topics, such as EU projects and platforms, General Product Safety Regulation (GPSR) and sector-specific legislation, as well as Safety Gate and the Information and Communication System on Market Surveillance (ICSMS).

Participating MSAs

Participating MSAs and their related countries

		Country	Name of the authority
1		Belgium	Federal Public Service Health — inspection consumption product unit
2		Cyprus	Department of Labour Inspection
3		Germany	Bavarian Trade Supervisory Authority of the Government of Middle Francony
4		Italy	The Chamber of Commerce of Milan Monza Brianza Lodi
5		Lithuania	State Consumer Rights Protection Authority
6		Sweden	Swedish National Electrical Safety Board

Main activities and outcomes

Scoping of the activity

The scope of the Starter Kit for Newcomers activity was to identify and define the most essential information related to onboarding a new colleague. The importance of having a clearly defined framework was highlighted in the early stages of the activity, given the large quantity of information that is related to the CASP project and market surveillance activities more generally.

The list of most essential information ultimately served as the starting point for the further development of the training materials. Via interactive feedback sessions during the meetings and on the wiki, the training materials were co-produced and validated by MSAs. These training materials were subsequently uploaded to the DG JUST SharePoint, complementing the existing resources already available.

Methodology

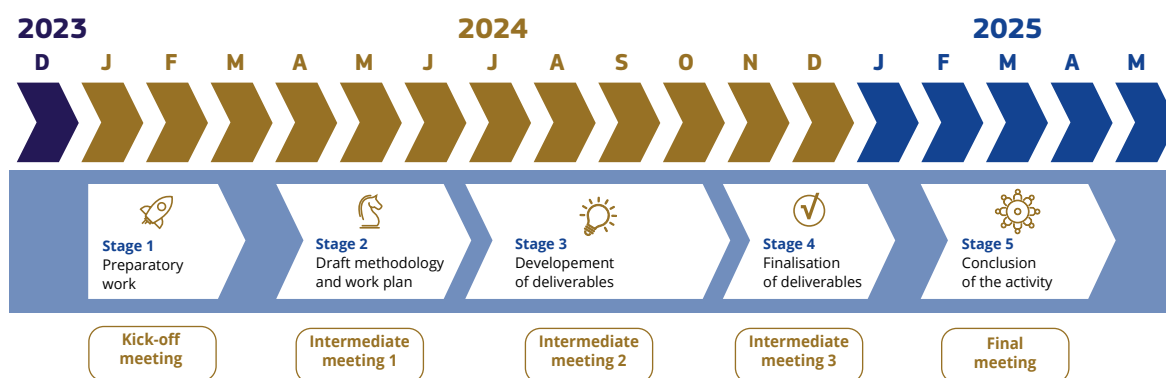
The activity was approached using the implementation of the Design Thinking Methodology.

In order to cater to different learning styles, the visual, auditory, reading/writing and kinaesthetic (VARK) learning model was considered and applied throughout the development of the training materials to ensure a more effective assimilation of the information. The VARK model presents a unique method of categorising learning styles, which are based on four sensory modalities.

The visual style involves learning through images such as maps, charts, or diagrams; the auditory style focuses on learning through listening; the reading/writing preference emphasises learning through text, while kinaesthetic learning is characterised by engaging in physical activities and hands-on experiences.

The work approach for this activity followed a five-stage process, as outlined in Figure 1.

Figure 1. Timeline of the Starter Kit for Newcomers activity



Stage 1 of the activity consisted of conducting preparatory work to understand the needs and expectations of the participating MSAs and working with them to understand their own experience with onboarding and their familiarity with the CASP project and existing training materials. During the KoM, the main challenges brought to light were the strain on human resources and the administrative burdens which pose obstacles to onboarding a new colleague. In terms of the materials and resources available to MSAs, there was a high demand for general instructions, guidance documents, interactive training models and onboarding checklists.

The objective of Stage 2, leading up to and including the first intermediate meeting (IM 1), was to draft the methodology and work plan of the activity. Following the feedback gathered during the KoM, a revised version of the list of training materials and their suggested formats was uploaded onto Wiki. Prior to the meeting, the MSAs had been invited to engage in Wiki consultations related to the list of training materials as well as the SharePoint structure. The objectives of the meeting itself were to continue this dialogue and gather feedback on the initial versions of the training materials as well as the updated SharePoint structure.

Stage 3 of the activity focused on the development of

the deliverables. During this stage, the feedback gathered during IM 1 was taken into consideration and the SharePoint structure was further adapted according to the MSAs' input. Regarding the training materials, the participants in IM 2 provided their insights on the content and layout of each graph and infographic presented. This was done in an interactive manner, in which participants raised either a green or red card when they agreed or disagreed with a certain aspect of the materials.

Following IM 2, Stage 4 focused on finalising the deliverables. Leading up to IM 3, the content of the training materials was further developed and the graphs and infographics were arranged into a layout according to the feedback received during IM 2. At IM 3, the materials were presented to the participants and there was once again an interactive online feedback session to continue finetuning the graphs, infographics and the revised SharePoint content. Following the meeting, the deliverables were updated with the participants' suggestions.

The fifth and final stage of the activity consisted of completing the deliverables and gathering MSAs' feedback and approval. At the final meeting, any additional feedback and comments were discussed to finalise the development of the deliverables.

Development of the deliverables

List of most essential information

Based on the feedback and suggestions provided by MSAs during the meetings, several topics were identified and selected as the most relevant information for a newcomer joining an authority for the first time. The topics selected by participants included, but were not limited to:

- ▶ an overview of market surveillance as a process;
- ▶ a comprehensive overview of investigation skills;
- ▶ a summary of the key legal acts an inspector should initially be familiar with;
- ▶ an overview of the different initiatives/projects related to product safety in the EU;
- ▶ more guidance on Safety Gate/ICSMS;

- ▶ a description of a standardised risk assessment process;
- ▶ an overview of how to use the European translation tool;
- ▶ risk assessment;
- ▶ an overview of the administrative procedures and evidence;
- ▶ the Product Safety Pledge;
- ▶ an overview of the economic operators with the most alerts;
- ▶ a summary of past CASP activities.

This list ultimately served as a starting point for the development of the training materials.

Training materials

The training materials include 12 infographics, 15 graphs and two videos.

Table 2. Infographics

Nr	Title
1	EU projects and platforms/networks
2	GPSR and sector-specific legislation
3	Safety Gate and ICSMS
4	Major accident reporting system (eMars)
5	EudraVigilance and EUDAMED
6	EPREL
7	e-Translation tool
8	Key concepts
9	Market surveillance activities
10	Consistent market surveillance actions
11	Consumer protection pledge
12	Union safeguard clause procedure

Table 3. Graphs

Nr	Title
1	Main countries of origin of the products notified in Safety Gate between 2020 and 2024 (worldwide)
2	Main countries of origin of the products notified in Safety Gate between 2020 and 2024 (EU/EFTA)
3	Top 10 risk types reported in Safety Gate between 2020 and 2024
4	Top 15 categories reported in Safety Gate from 2020 to 2024
5	Evolution of the numbers of Safety Gate notifications from 2020 to 2024
6	Total number of products tested under the CASP in the EU/EFTA countries
7	Total number of alerts submitted per country in Safety Gate between 2020 to 2024 (Top 15)
8	Number of toys tested under the CASP between 2019 and 2024
9	Number of electrical products tested under the CASP between 2019 and 2024
10	Number of childcare products tested under CASP between 2019 and 2024
11	Number of other product categories tested under CASP between 2019 and 2024
12	Top 10 product types in the “Toys” product category reported on Safety Gate
13	Top 10 product types in the “Cosmetics” product category reported on Safety Gate
14	Top 5 product types in the “Motor vehicles” product category reported on Safety Gate
15	Top 5 product types in the “Textiles” product category reported on Safety Gate

Table 4. Videos

Nr	Title
1	Market surveillance
2	Safety Gate tutorial

Revision of the SharePoint

By reflecting on the current SharePoint platform, MSAs identified the necessary improvements to make the experience more effortless. With the MSA user experience at the forefront and the set of training materials developed, the SharePoint structure was updated.

The new implemented structure is detailed below.

- ▶ Welcome to CASP portal
 - Home page
- ▶ Market surveillance in the European Union
- ▶ Product Specific Activities
- ▶ Horizontal Activities
 - Online Market Surveillance
 - Cooperation with Customs
 - Injury and accident data collection system
 - Risk Assessment
 - Recall effectiveness
 - Communication
 - Goods and products sold at street markets
 - Crisis preparedness and management
 - Child appealing (including food imitating) products
- ▶ Training materials and useful links
 - Safety Gate
 - Key reporting platforms
 - Market Surveillance concepts
 - Tips and tools
 - EU projects & networks
 - CASP over the years
- ▶ Frequently Asked Questions

As part of the Starter Kit for Newcomers activity, the newly structured SharePoint site has been established as a foundational step in housing the already available and new training materials. The aim is to create a user-friendly experience, particularly for newcomers. The first page **'Welcome to the CASP portal'** of the SharePoint provides essential information about the platform itself, including its purpose, the role of CASP and the resources available. This section clarifies who the SharePoint is intended for and what users can expect to find. In addition

to this introductory content, the **'Market Surveillance in Europe'** page equips MSAs with a deeper understanding of market surveillance; this includes key pieces of legislation and critical aspects within the field, supported by a video on market surveillance developed as part of the training materials for this activity.

Furthermore, a dedicated page outlines **'Product Specific Activities'** alongside the HAs. To prevent duplication of publicly available information, an overview of various product-specific activities is provided, complete with links to the relevant public CASP webpages where MSAs can access more detailed information, including final reports.

For **'Horizontal Activities'**, most deliverables produced under each initiative are not publicly accessible. Therefore, a separate sub-page for each horizontal topic has been created. Each sub-page includes a description of the activity, a link to the corresponding public CASP webpage that contains the final activity report, as well as an overview of all produced deliverables categorised by type (e.g. guidance documents, tips and tools, training materials, etc).

To enhance usability, each cluster features a table listing the different deliverables, including their titles and brief descriptions. This allows MSAs to quickly identify whether a specific deliverable contains the information they are seeking. Each horizontal page also includes additional resources and links to further support MSAs in their activities.

An extra page has been dedicated to the **'training materials'** developed under this activity. Instead of creating separate sub-pages based on the type of training material, efforts were made to house the training materials per topic on the pages where they are most relevant. Given the extensive training materials developed on Safety Gate, a dedicated sub-page was created that includes supporting videos, graphs and infographics. Similarly, due to the numerous graphs developed around the CASP project, a sub-page was established to house all the related graphs.

Finally, a dedicated page has been created for **'Frequently Asked Questions' (FAQs)**, providing users with quick access to common enquiries and clarifications.

Conclusions and recommendations

General conclusions

Integrating new colleagues into an MSA can be a complex process, particularly given the volume of information they must quickly become familiar with. Without a clear onboarding framework, there is a risk that essential knowledge is not effectively transferred, potentially affecting the efficiency and coherence of market surveillance activities. The revision of the SharePoint and development of the training materials were successful in setting up this coherent framework to be referenced by future newcomers. By identifying the most essential elements for onboarding new colleagues and translating these into practical training

materials, this activity laid the foundations for a more harmonised and accessible approach to training newcomers in MSAs across the EU.

This activity highlights the importance of structured and continuous support for new colleagues, and the need for tailored tools that can evolve alongside the market surveillance landscape. Providing newcomers with a solid starting point is essential to safeguarding the quality of enforcement and the protection of consumers against dangerous products across the single market.

Recommendations

For MSAs

The recommended next steps for MSAs following the participation in this activity include actively disseminating these resources within their respective authorities, as well as during national meetings. This dissemination is relevant for newcomers to an MSA but is also helpful for more experienced colleagues joining CASP or similar projects for the first time. It is also recommended that MSAs regularly make use of the SharePoint to promote collaboration by sharing documents and materials — including deliverables from CASP projects — with other colleagues across the EU, as well as those engaged in parallel activities of the same CASP project. Furthermore, participants in the activity agreed that it will be beneficial to conduct practical discussions and presentations on effective SharePoint usage with their colleagues. This approach will improve the onboarding process and provide ongoing support for all MSAs across the EU.

For the European Commission

Following the finalisation of the activity and its deliverables, it is recommended that the European Commission, in particular DG JUST, maintains the SharePoint platform to ensure that it is up to date and relevant for MSAs to refer to whenever they seek out more information. This includes regularly updating the documents and reports on the SharePoint when future CASP projects are completed.



Part II

What is CASP?

The Coordinated Activities on the Safety of Products (CASP) project enables close cooperation between market surveillance authorities from European Union /

European Free Trade Agreement countries to ensure the safety of products on the Single Market.

CASP 2024 includes seven product-specific testing activities and two horizontal activities

Participants in the product-specific activities test the jointly selected products sampled on their respective national markets. The products are tested in accredited laboratories in the EU/EFTA according to the commonly agreed testing criteria.

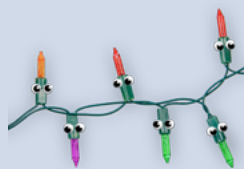
CASP 2024 also includes one re-testing activity. Based on the same testing plan as in the previous testing campaign of the given product category, the re-testing initiative involves repeating large-scale market surveillance activities for those product categories to verify the compliance level after a certain period of time.



PSA 1
Baby soothers



PSA 2
High chairs



PSA 3
Lighting chains



PSA 4
Mini electric heaters



PSA 5
Disposable electronic cigarettes



PSA 6
Bicycles for children



PSA 7
Slime toys (re-testing)

Horizontal activities provide a knowledge-exchange forum for market surveillance authorities. With the guidance of technical experts in the relevant fields, the participants develop common approaches, procedures, and practical tools for market surveillance.

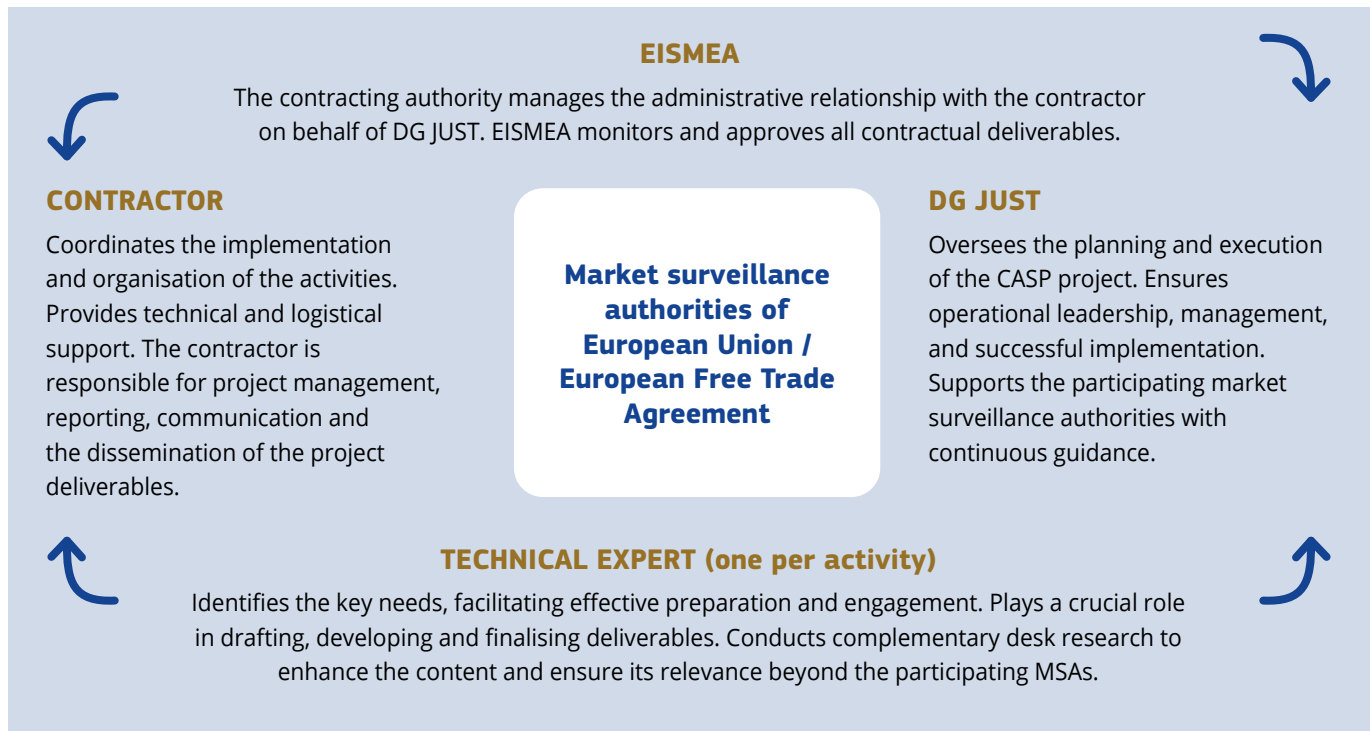


HA 1
Standardisation – use of standards by analogy

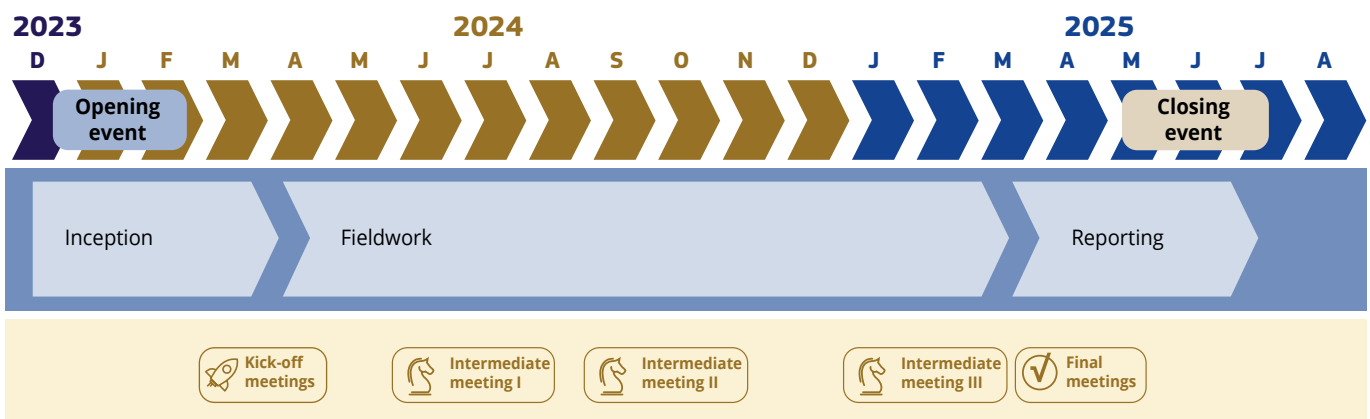


HA 2
Starter kit for newcomers

Roles and responsibilities



Horizontal activities work plan



Inception	Fieldwork	Reporting
<ul style="list-style-type: none"> ▶ Desk research; ▶ Scoping interviews; ▶ Developing the draft methodology; ▶ Kick-off meetings. 	<ul style="list-style-type: none"> ▶ Final validation of activities' approaches; ▶ Conducting intermediate meetings, integrating inputs; ▶ Production and finalisation of activity specific deliverables. 	<ul style="list-style-type: none"> ▶ Presentation of the final outcomes in the final meeting; ▶ Validation and discussion of lessons learned; ▶ Drafting of final reports.

Horizontal activities' processes and tools

0 Pre-CASP process

DG JUST conducts a priority-setting exercise with market surveillance authorities to select topics of common interest prior to the launch of each CASP project.

The CASP 2024 horizontal activities reflect the interest of market surveillance authorities in training and onboarding materials for new officers and addressing risk assessment challenges for products not covered by any standards.

1 Fine-tuning of activity objectives

The fine-tuning of activity objectives involves a comprehensive process to ensure alignment with the needs and expectations of market surveillance authorities. This process begins with conducting surveys, desk research and a thorough needs assessment to gather insights from market surveillance authorities about their specific needs, challenges and priorities, and identifying key areas of focus for each activity.

Kick-off meetings provide a platform for open dialogue and a refinement of objectives. Throughout this process, close collaboration with market surveillance authorities through wiki consultations ensures that the refined objectives are realistic, achievable and aligned with their operational goals.

2 Development of methodology

The development of the methodology begins with an initial draft, which is built upon and refined through a series of three intermediate meetings and ongoing wiki consultations with market surveillance authorities.

The draft is continuously refined and adjusted based on feedback from participants, ensuring that it is practical and tailored to their specific needs. This iterative process ensures that the final outcome is comprehensive and well-aligned with the objectives and needs of the market surveillance authorities.

3 Development of deliverables

While the deliverables are already outlined in the project's terms of reference, they are co-developed by the market surveillance authorities to ensure relevance. Incorporating input from market surveillance authorities, the deliverables — such as a handbook, case studies, infographics, videos and graphs — are based on the agreed methodology and developed with the guidance of the technical expert.

This collaborative approach ensures that the deliverables are tailored to the specific needs and challenges identified by the market surveillance authorities, enhancing their effectiveness and impact.

4 Finalisation of the outcome, lessons learned and recommendations

The final step involves validating the outcome for each activity, discussing lessons learned and formulating recommendations. This process ensures that the project delivers valuable insights and actionable guidance for future activities. Presenting the outcome in the final meeting ensures they meet the objectives and expectations set during the project.

Finally, drafting final reports that include recommendations and lessons learned provides a roadmap for future improvements and initiatives.

EUROPEAN COMMISSION

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