

CZECH TRADE INSPECTION AUTHORITY

ANNUAL REPORT 2018



In 2018, the Czech Trade Inspection Authority carried out its operations in a modified organization structure and with new inspection authorisations. The grounds of these changes were prepared in the previous year, namely in the autumn of 2017, when the amendment of the Act on the Czech Trade Inspection Authority came into force, dedicating the following three new authorisations to the inspectors: entry to locked spaces, inspections with so called hidden identity, and the possibility to identify web space lessors. As we promised, the new authorizations were used only in justified cases and in cases of reasonable suspicions. They contributed to the increase of the level of consumer protection in both the area of the offer, sale and storage of counterfeits and the area of dangerous pyrotechnics. Inspections, within which documents concealing identity were used, were first carried out by the end of 2018, after all necessary administrative and legal conditions were met. Only several inspections were carried out in this sense. It is only possible to carry out such inspections in rare and justified cases when the objective of the inspection cannot be reached in any other way.

Other amendments of the Act on the Czech Trade Inspection Authority had an impact especially in the area of technical inspections. Before the amendment became effective, these inspections were carried out namely by the Technical Inspection Department of the Středočeský and Prague Inspectorate on the whole territory of the Czech Republic. The amendment shifted the scope on all inspectorates of the Czech Trade Inspection Authority, i.e. the new territorial and material competence are fully respected within inspections. A new organizational structure of individual inspectorates was set so that new demands for technical and product inspections can be covered. I am pleased that despite these major changes, the inspectorates quickly managed to cope with the difficult situation and we saw a slight increase of the share of technically focused inspections in the overall volume of inspections carried out in 2018. In terms of long-term fulfilment of inspection objectives there is still a challenge consisting of continuous strengthening of human resources and technical equipment of the inspectorates.

Another area which saw significant changes in 2018 was the area of provision of information, advice and assistance to consumers. The new Consumer Advisory Department was established at the General Inspectorate within which two existing units were integrated, the out-of-court resolution department (so called ADR) and the European Consumer Centre, together with the new centralized

department of advisory and information services that replaced the previous advisory and information centres of individual regional inspectorates. In the consequence of the establishment of this specialized Consumer Advisory Department, a new advisory phone line was activated for consumers where not only individualized consultations with CTIA staff, but also automated elementary information on consumer rights as well as the operations of the Czech Trade Inspection Authority are provided. I believe that this step helped improve the service not only for consumers but also for traders. Simultaneously, the cooperation and information exchange among the above mentioned departments improved. They can better share and effectively use their very closely related and partly shared agenda consisting of direct assistance to consumers.

During the year, the Czech Trade Inspection Authority participated in the resolution of certain topics reflected also in the media. One of them was the area of mediation of energy supply services to which unfair commercial practices, previously known from the so called presentation sales events, moved. I am pleased that in cooperation with the Ministry of Industry and Trade, and the Energy Regulatory Office we managed to quickly warn consumers against the new risks. I believe that such cooperation with help achieve preparation and adoption of effective amendments of applicable legal regulations.

I cannot mention all topics and areas which the Czech Trade Inspection Authority dealt with in 2018. This is why the Annual Report is here for you if you wish to learn more about the results of the inspection activities.

Last but not least, I would like to thank all employees of the Czech Trade Inspection Authority for the work done, as well as to all stakeholders and other institutions and organizations for their support and cooperation which, in many cases, has lasted for many years.

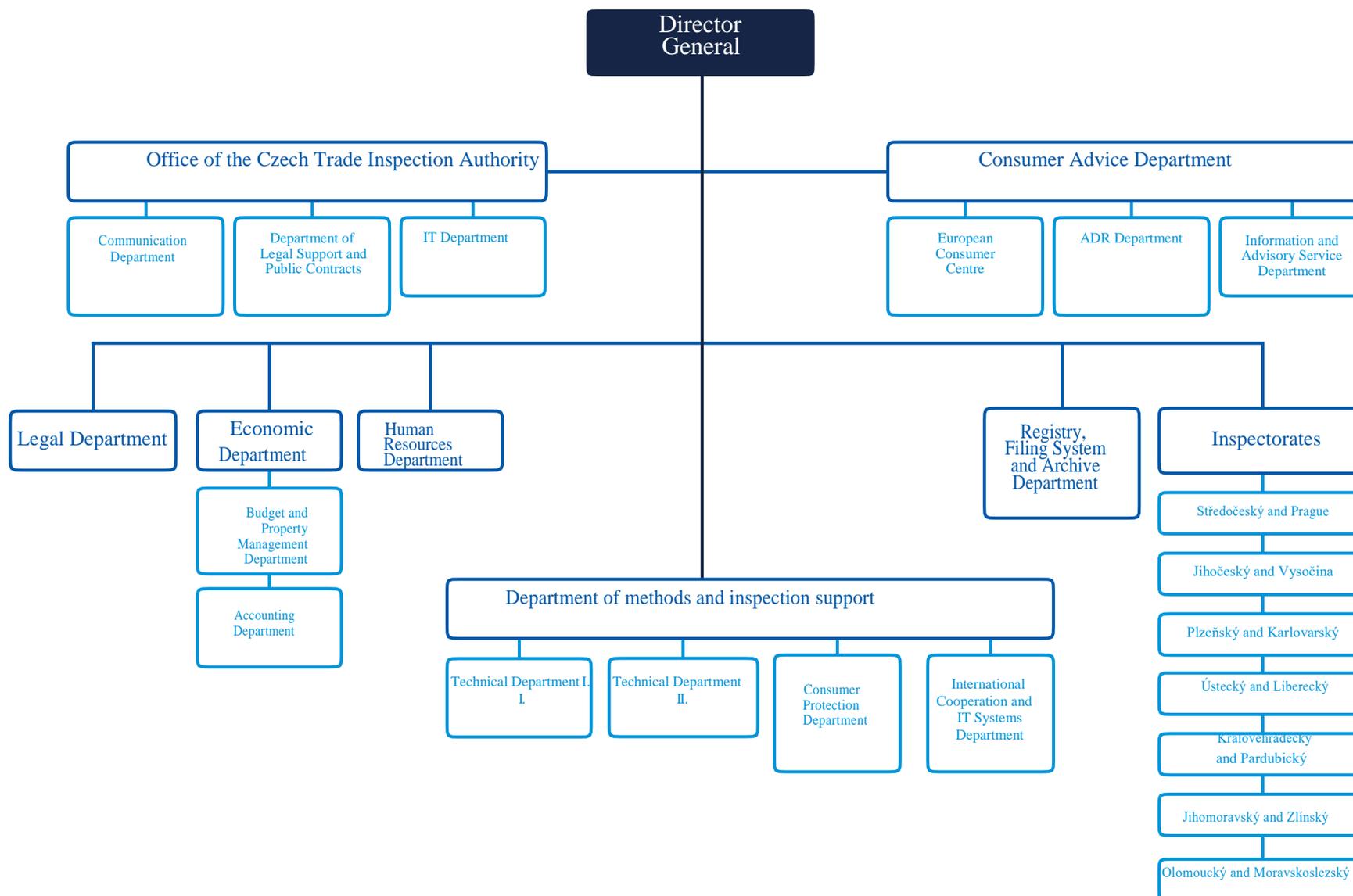
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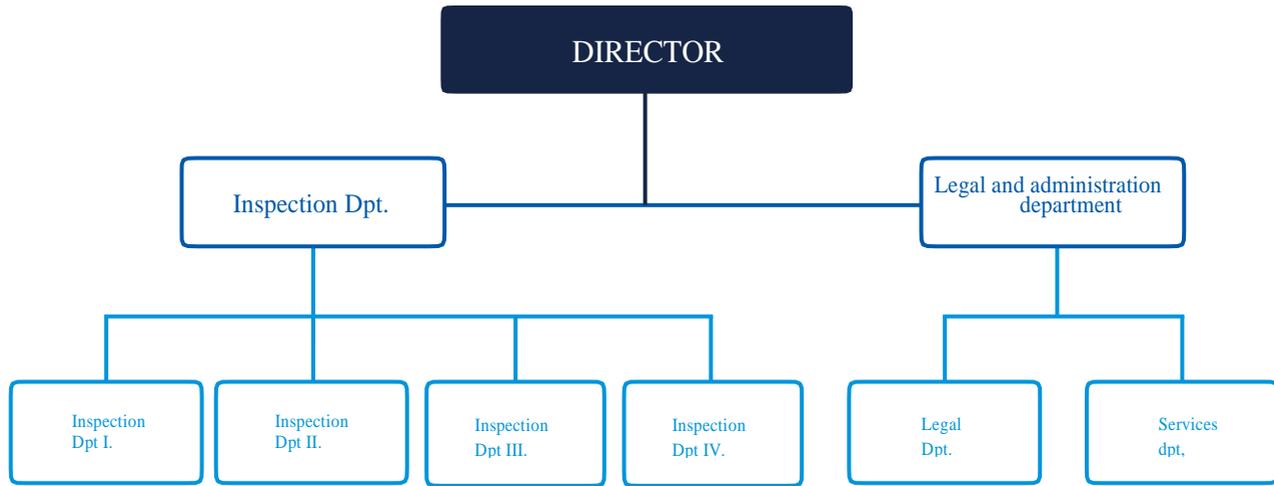
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Organizational structure of General Inspectorate

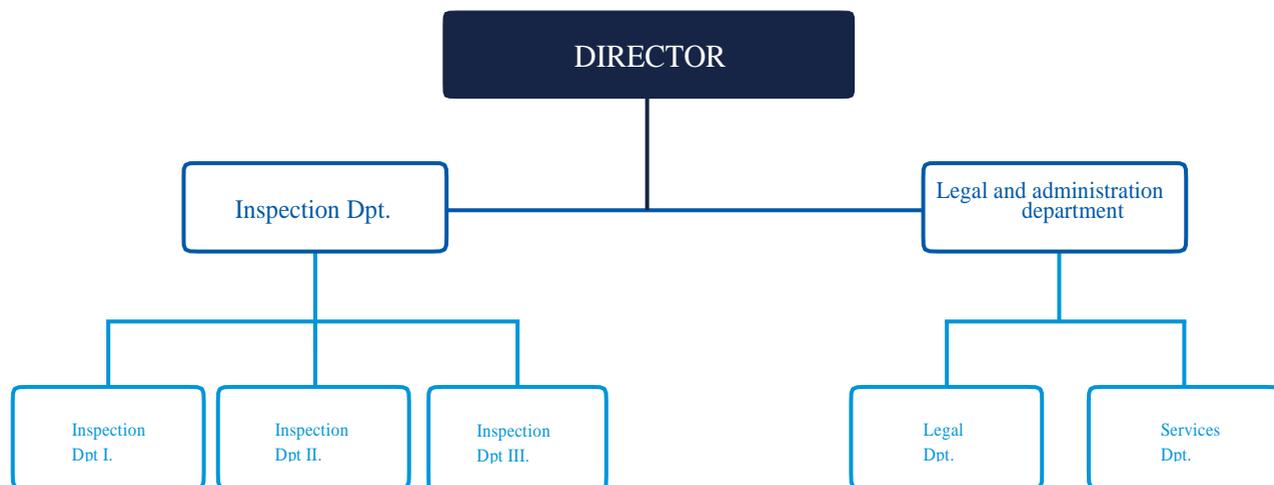


Organizational structure of inspectorate

Středočeský and Prague



Organizational structure of inspectorate



1. BASIC INFORMATION

1.1 Mission and objectives

The vision of the Czech Trade Inspection Authority is to be an open market surveillance body supporting the development of the internal EU market, consumer rights protection as well as legitimate interest of commercial entities in the market.

The mission of the Czech Trade Inspection Authority is to ensure the consumer rights protection as well as legitimate interests of the society when products are marketed and services provided. Leading a dialog with all involved parties is a way to contribute to the development and the culture of the market.

The developed strategy of the Czech Trade Inspection Authority identified the following 4 fields that significantly influence its activities:

- Protection of the rights of consumers as well as commercial entities in the market;
- Advice, assistance and help to consumers;
- Cooperation on partnership principles:
 - Other surveillance bodies and state administration authorities;
 - Commercial entities in the market and their associations;
 - Organizations founded with the aim to protect consumer rights;
- Reputation of the authority as a searched for employer and its employees

CTIA defined the following individual objectives through which it means to achieve fulfilment of its vision:

- Ensuring balanced and objective surveillance of marketing products and provision of services in the internal market of the EU;
- Active role in the area of legislation governing placing products on the market, provision of services and market surveillance execution;
- Ensuring provision of advisory service and assistance to consumers, simplifying the dialog between the consumer and the trader as well as ensuring out-of-court resolution of consumer disputes;
- Strengthening the cooperation of market surveillance authorities on both the national and EU level;
- Ensuring the cooperation with commercial entities in the market;
- Ensuring the increase of the level of consumer literacy;
- Ensuring adequate amounts of financial resources necessary for the execution of market surveillance
- Ensuring the modernization of information and communication technologies;
- Improving of outer and internal communication and promotion;
- Ensuring effective human resources management;

The Czech Trade Inspection Authority elaborated the document “Strategy of the Czech Trade Inspection Authority 2017 to 2020” in order to fulfil its mission and vision.

1.2 Extent of activities and surveillance scope

The Czech Trade Inspection Authority is a state administration body subordinated to the Ministry of Industry and Trade. It was established by the Act No. 64/1986 Coll. as the successor of the former State Trade Inspection Authority. It is composed of the General Inspectorate and subordinated inspectorates.

The Czech Trade Inspection Authority inspects both legal and physical persons selling or supplying products and goods within the internal market, providing services or conducting other similar activity pursuant to the Act on the Czech Trade Inspection Authority or another special legal regulation if the Act on the Czech Trade Inspection Authority or any other special legal regulation set so. The Czech Trade Inspection Authority cooperates with competent authorities of the EU Member States and the states of the European Economic Area, where the Regulation (EC) No. 2006/2004 of the European Parliament and of the Council of 27 October 2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws, is applicable.

The CTIA discovers flaws and their causes concerning inspected persons. It requires the removal of detected flaws and suggests measures for their removal if the Act on the Czech Trade Inspection Authority or any other regulation

governs so. It analyses samples of products or arranges their analyses in order to inspect whether they comply with the requirements of legal regulation as well as declarations displayed especially in declaration or commercial notice. Based on legal regulations, it imposes sanctions or other measures, including measures consisting of restriction of the free movement of goods in the internal market.

The Czech Trade Inspection Authority cooperates with state administration bodies and participates in the creation and comments to legal regulations on consumer protection, technical regulations and rules for products placement in the market. The Czech Trade Inspection Authority also issues binding opinions on letting products into free circulation in cases when there is a suspicion that a product isn't safe or marked in compliance with legal regulations.

As regards international cooperation, the Czech Trade Inspection Authority is involved in a number of horizontal activities and together with surveillance authorities of other EU Member States it actively cooperates on the preparation and execution of international inspection actions. It also cooperates within the EU structures that deal with consumer rights protection and placing products on the market and putting them into operation.

with consumer rights protection and representatives of both professional and business associations. The Czech Trade Inspection Authority also participates in education of consumers and raising their literacy in this area.

The Czech Trade Inspection Authority is a body of alternative dispute resolution (ADR) in the sense of the Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR).

As from January 1, 2009, the European Consumer Centre, integrated in the structure of the Czech Trade Inspection Authority, has played a significant part in resolution of cross-border consumer disputes. Its employees actively assisted in resolution of especially problematic cases of the enforcement of consumer rights concerning sellers of goods and services providers from other EU member states and in the prevention in this field.

Supervision of the compliance with legal regulations in the field of consumer protection and free movement of goods in the internal market are the major parts of the inspection activities of the Czech Trade Inspection Authority. The range of the activities and surveillance competencies of the Czech Trade Inspection Authority are defined above all by the following acts:

- Act No. 64/1986 Coll., the Czech Trade Inspection Act
- Act No. 634/1992 Coll., the Consumer Protection Act
- Act No. 311/2006 Coll., on Fuels and Filling Stations
- Act No. 22/1997 Coll., on Technical Requirements for Products
- Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market
- Act No. 102/2001 Coll., on General Safety of Products
- Act No. 477/2001 Coll., on Packaging
- Act No. 201/2012 Coll., on Clean Air Protection
- Act No. 185/2001 Coll., on Wastes
- Act No. 353/2003 Coll., on Excise Duties
- Act No. 253/2008 Coll., on selected measures against legitimisation of proceeds of crime
- Act No. 65/2017 Coll., on the Protection of Public Health from Harmful Effects of Drugs

- Act No. 247/2006 Coll., on Restrictions of Night Operations of Pawnshops and Other Establishments
- Act No. 206/2015 Coll., on Pyrotechnics
- Act No. 307/2013 Coll., on Compulsory Labelling of Spirits, as amended
- Act No. 226/2013 Coll., on placing timber and timber products on the market
- Act No. 223/2016 Coll., on Retail and Wholesale Opening Hours
- Act No. 259/2014 Coll., on the explosives precursors and amending Act No. 634/2004 Coll., on administrative fees, as amended later
- Act No. 255/2012 Coll. on Inspection (Inspection Code)
- Act No. 500/2004 Coll., Administrative Procedure Code
- Act No. 250/2016 Coll., on liability for petty offences and proceedings relating thereto
- Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC
- Regulation (EU) 2016/426 of the European Parliament and of the Council on appliances burning gaseous fuels and repealing Directive 2009/142/EC
- Regulation (EU) No. 1007/2011 of the European Parliament and of the Council on textile fibre names and related labelling and marking of the fibre composition of textile products
- Regulation (EU) No. 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products
- Regulation (EC) No. 764/2008 of the European Parliament and of the Council of 9 July 2008 laying down procedures relating to the application of certain national technical rules to products lawfully marketed in another Member State
- Regulation (EC) No. 765/2008 of the European Parliament and of the Council of 9 July 2008 setting out the requirements for accreditation and market surveillance relating to the marketing of products
- Decision No 768/2008/EC of the European Parliament and of the Council of 9 July 2008 on a common framework for the marketing of products, and repealing Council Decision 93/465/EEC



2. CZECH TRADE INSPECTION AUTHORITY IN 2018

The Czech Trade Inspection Authority carried out in total 29,345 inspections, including 13,543 cases (i.e. 46.15%), within which shortcomings were detected. Compliance with the Act No. 634/1992 Coll. on Consumer Protection were inspected in 27,235 inspections, including 11,184 (i.e. 41.06%) within which flaws were found. Compliance with the Act No. 22/1997 Coll. on Technical Requirements for Products was inspected within 5,039 inspections within which flaws were detected in 1,619 cases, i.e. 32.13%. Compliance with the Act No. 90/2016 on conformity assessment of products when made available on the market, was inspected within 1,279 inspections and flaws were detected in 299 cases, i.e. 23.38%. Abidance with the Act No. 102/2001 Coll. on General Safety of Products was inspected within 1,606 inspections and shortcomings were detected in 116 cases, i.e. 7.22%. In 2018, in total 13,830 fines amounting to the total of CZK 140,314,500 came into force.

Surveillance activities carried out by the Czech Trade Inspection Authority were – to a major extent – influenced by amendments to the Act on the Czech Trade Inspection Authority, having impact especially on the area of technical inspections. Before the amendment became effective, these inspections were carried out mainly by the Technical Inspection Department of the Středočeský and Prague Inspectorate on the whole territory of the Czech Republic. The amendment shifted the authorizations on all inspectorates of the Czech Trade Inspection Authority according to their regional scope. It was necessary to set a new organizational structure that would respect the new territorial and material competence of individual inspectorates and adopt their own organizational structure to the new condi-

ons. This was done in 2017 so that inspectorates could carry out their new authorizations pursuant to the new structure in 2018. In 2018, there was a slight increase regarding the ratio of technical inspections within the total number of all inspections. In 2017, in total 31,107 inspections were carried out, including 5,324 cases (i.e. 17.12%) relating to compliance with the Act No. 90/2016 Coll. on conformity assessment of products when made available on the market, and the Act No. 22/1997 Coll. on Technical Requirements for Products. In 2018, there were 5,342 inspections relating to this area, which represented 18.2% of all the 29,345 inspections – so there was a year-to-year increase by 1.08%.

In 2018, the Czech Trade Inspection Authority took advantage of new authorizations in connection with the legislative changes and implemented them in its practice. In particular, it was the use of the authorization to carry out inspections under changed identity, the use of cover instruments and the possibility of entry into buildings, means of transport, land and other premises with the exception of a personal dwelling, including the opening of closed spaces.

These authorizations were used to a very limited extent and only in cases where the purpose of the inspection couldn't be fulfilled in any other way. Inspection activities were carried out according to the approved project plan for 2018, which was modified during the year based on market developments and current knowledge.

Overview of inspections and detected infringements according to selected legal regulations

Act No.	Name	Number of inspections	Inspections with findings	In %
64/1986 Coll.	the Czech Trade Inspection Act	3 619	15	0.4
634/1992 Coll.	the Consumer Protection Act	27,235	11,184	41.1
22/1997 Coll.	on Technical Requirements for Products (except for RAPEX)	5,039	1,619	32.1
90/2016 Coll.	on conformity assessment of selected products when made available in the market	1,279	299	23.4
102/2001 Coll.	on General Safety of Products (except for RAPEX)	1,606	116	7.2
311/2006 Coll.	on Fuels and Filling Stations	1,507	35	2.3
257/2016 Coll. and 145/2010 Coll.	on Consumer Credit	62	2	3.2
353/2003 Coll.	on Excise Duties	3,437	28	0.8
307/2013 Coll.	on mandatory labelling of spirits	5,087	2	0.0
477/2001 Coll.	on Packaging	3,093	110	3.6
253/2008 Coll.	on selected measures against legitimisation of proceeds of crime	241	72	29.9
65/2017 Coll.	on the Protection of Public Health from Harmful Effects of Drugs	4,472	553	12.4
223/2016 Coll.	on Retail and Wholesale Opening Hours	546	8	1.5
1007/2011 EU	on textile fibre names and related labelling and marking of the fibre composition of textile products	3,699	696	18.8
RAPEX	search for products notified in the system	1,920	3	0.2

Overview of inspections in other selected areas

Inspected area	Number of inspections	Inspections with findings	In %
Sale prices and measure prices	12,235	6,108	49.9
Measuring instruments	6,126	2,983	48.7
Textile marking and labelling	3,207	1,781	55.5
Public alimentation	2,510	1,128	44.9
Footwear marking and labelling	805	469	58.3
Christmas goods	663	211	31.8
Fuel stands	338	8	2.4
Marketplaces and stands sale	319	260	81.5
All Souls' Day goods	230	113	49.1
Fun fairs, festivals and other social events	220	109	49.6
Gardening and florist shops, and feed sale	215	92	42.8
Volatile organic compounds and organic compounds	134	40	29.9
Offer and sale of used cars	83	50	60.2
Funeral services	74	63	85.1
Farmer markets	39	17	43,6
Tour operators and travel agents	32	19	59.9
Accommodation services	29	19	65.5

Inspectorates – overview of inspections and detected flaws

Inspectorate	Number of inspections	Inspections with findings	In %
Středočeský and Prague	4,052	1,848	45.6
Jihočeský and Vysočina	4,547	1,921	42.3
Plzeňský and Karlovarský	3,988	2,136	53.6
Ústecký and Liberecký	4,068	1,942	47.7
Královéhradecký and Pardubický	3,767	1,508	40.0
Jihomoravský and Zlínský	4,411	1,916	43.4
Olomoucký and Moravskoslezský	4,512	2,272	50.4
Total	29,345	13,543	46.2

Sanctions

CTIA Inspectorate	Number of fines	Fine amount
Středočeský and Prague	2,115	29,832,500
Jihočeský and Vysočina	1,875	10,206,500
Plzeňský and Karlovarský	2,281	32,636,500
Ústecký and Liberecký	1,839	9,072,500
Královéhradecký and Pardubický	1,530	16,468,000
Jihomoravský and Zlínský	1,714	28,741,500
Olomoucký and Moravskoslezský	2,476	13,357,000
Total	13,830	140,314,500

In 2018, the Czech Trade Inspection Authority collected in total 2,886 product samples. Most of them were fuel samples collected for quality assessment at filling stations. Besides fuels, other 241 samples of products were collected, out of which 126 samples failed the legislative requirements.

The Czech Trade Inspection Authority cooperated with other state administration bodies both in the area of surveillance and exchange of information and experience. Basis of this collaboration was not only the applicable legislation and mutual agreements, but in a number of cases also ad hoc requirements for joint inspections stemming from the market development or priorities of individual surveillance bodies. The most frequent partners were trade licensing offices, the Police of the Czech Republic and Customs Administration of the Czech Republic. Representatives of the Czech Trade Inspection Authority actively participated in advisory bodies and working groups composed of members of

individual surveillance authorities or representatives of individual resorts. In 2018, the cooperation with other state administration bodies was influenced by the extraordinary inspection focused on gambling and serving of alcoholic beverages to juveniles.

CTIA employees were members of a number of committees dealing with issues relating to marketing of products, such as the Committee on Technical Barriers to Trade, Committee on Conformity Assessment, Interdepartmental committee for combating illegal conduct - infringements of intellectual property rights, and so forth. This cooperation included participation of the Czech Trade Inspection Authority in the Quality Council of the Czech Republic and professional section "quality infrastructure" as well as managing committee of the programme Czech Quality whose major task is to support the sale of quality products and provision of quality services.

Cooperation with other authorities according to the number of inspections

State authority	Number of inspections
Trade licensing offices	1,067
Police of the Czech Republic	353
Municipality Police	44
Customs Administration of the Czech Republic	136
Municipality offices	14
Fire Rescue Service	81
Public Health Protection Authorities / Hygienists	97
Czech Metrology Institute	10
Czech Telecommunication Office	37
Czech Environmental Inspectorate	13
Czech Mining Authority	10
State Labour Inspection Office	6
Ministry of Culture	6
Financial Administration / offices	6

Cooperation within the resort of MIT

Surveillance body	Number of inspections	Inspections with findings	Detected breaches in %
Trade Licensing Offices	1,067	465	43.6
Czech Telecommunication Office	37	30	81.1
Czech Metrological Institute	10	5	50.0
Total	1,114	500	44.9

Trade Licensing Offices - Joint inspection

CTIA inspectorate	Number of joint inspections	Inspections with breaches of legal regulations in the surveillance scope of the CTIA
Středočeský and Prague	334	131
Jihočeský and Vysočina	104	37
Plzeňský and Karlovarský	81	33
Ústecký and Liberecký	184	100
Královéhradecký and Pardubický	33	10
Jihomoravský and Zlínský	269	109
Olomoucký and Moravskoslezský	62	45
Total	1,067	465

Overview of inspection activities of CTIA and TLO from 2009 to 2018

Monitored period	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
Number of joint inspections	3,192	3,075	2,913	2,751	2,482	1,402	1,524	1,351	1,160	1,067

Customs Administration – joint inspections

CTIA inspectorate	Number of inspections
Středočeský and Prague	9
Jihočeský and Vysočina	6
Plzeňský and Karlovarský	1
Ústecký and Liberecký	17
Královéhradecký and Pardubický	21
Jihomoravský and Zlínský	47
Olomoucký and Moravskoslezský	35
Total	136

Consumer submissions according to most significant topics

Subject of submission	Number
Claims	2,659
E-commerce	4,359
Other - unspecified	4,411
Food	423
Unfair commercial practices, aggressive and deceitful practices	2,340
Fairness of sale – billing, weight, amount	1,092
Defective products that caused damage	243
Invoicing	1,011
Services (outside of public alimentation, taxi services and travel agencies)	2,397
Public alimentation	811
Quality of fuels	54
Information obligations	354
Presentation sales events	19
Safety of products	186
Supply of gas and electricity	404
Tour operators	137
Internet auctions	40
Violation of industrial and intellectual property	123
Unauthorized trading	55
Failure to inform about price	328
Consumer credit	16
Discrimination, double pricing	88
Recovery of debts	11
Health protection from the harmful effects of drugs	93
Marking of tobacco products	19
Taxi service	54
Packaging	56
All submissions in general (even those not specified here)	19,489
Out of which: Notice, request, inquiry	12,734
Suggestions and complaints	6,533
Not specified	222
Out of which: Substantiated and partially substantiated (well-grounded)	1,249
Suggestions with a different finding – outside of the scope of the notification	1,552



In 2018, the Czech Trade Inspection Authority received in total 19,489 submissions based on which in total 3,658 inspections were carried out, which represented about 12.5% of the total number of inspections. Violations of

generally binding legal regulations were discovered within 2,334 inspections (regardless the topic of the submission), which represented 63.8% of all inspections carried out based on submissions from consumers.

3. CONSUMER PROTECTION

3.1 General inspection

The primary task of the Czech Trade Inspection Authority is the protection of the rights and interests on consumers, which is reflected within all its activities, especially in the area of the so called general inspection. The inspection activities within the general inspection are focused on marketing of products as well as fulfilment of other requirements, connected with the offer and sale of goods, e.g. the requirements for the fulfilment of information obligations within the sale of these products, fairness of sale and so on, all of this in the context of various requirements applicable for various forms of trade (sale via means of distance communication, presentation sales events and other) as well as inspection of other services, including services in the financial market and energy supplies. In 2018, the CTIA followed the document Market Surveillance Programme that governed inspection priorities of the respective year.

In 2018, the attention was paid to the following fields: e-commerce, sale of products and provision of services away from business premises (presentation sales events), offer and provision of services relating to conclusion of contracts on energy supplies, mediation and provision of consumer credit (in this respect, the surveillance of the Czech Trade Inspection Authority ended by May 31, 2018), sale of products infringing certain intellectual property rights, as well as other market areas that were evaluated as risky or suitable for market surveillance activities by the Czech Trade Inspection Authority.

With regard to the possible damage of consumers' interests, inspections aimed at compliance with the prohibition to use unfair commercial practices belonged among major areas of surveillance activities of the Czech Trade Inspection Authority. In this respect, the Czech Trade Inspection Authority had to respond to the development in the market in the area of conclusion of contracts on energy supplies. This area became one of the most significant in 2018, so an extraordinary inspection was carried out. Inspections were also focused on the offer and sale of alcoholic beverages, tobacco products and smoking aids pursuant to the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs. The Czech Trade Inspection Authority also got involved in the issue of availability of alcoholic beverages and tobacco products, smoking aids and addictive substances to persons under 18 years of age. The inspection activity was aimed at protection of the environment, i.e. fuels, batteries and accumulators, and packaging economy.

In response to potential threats and the current geopolitical situation, the Czech Trade Inspection Authority decided to carry out inspections focused on money laundering as well as the offer and sale of explo-

ves precursors. There were also inspections in the area of cultural objects and cultural monuments.

Inspections foreseen at the start of the year were supplemented by projects responding to current needs within which inspections were carried out only in a limited time period. One of them was for example the inspection "Gambling, alcohol and children 2018" within which the Czech Trade Inspection Authority together with other surveillance bodies participated in a targeted inspection of gambling, sale and consumption of alcoholic beverages and addictive substances by persons under 18 years of age, namely at workplaces targeting at the youth, i.e. discos and night clubs. Inspections based on consumers' submissions and alerts from other surveillance authorities as well as other entities operating in the market were also included in the market surveillance of 2018.

Offer, sale and storage of products infringing certain intellectual property rights

The area of intellectual property rights has been a long-term subject of interest to the Czech Trade Inspection Authority. Although the primary goal of the Czech Trade Inspection Authority is the consumer rights protection, inspection activities within this area have a positive impact on commercial entities owning the intellectual property rights and suffering from huge financial losses based on infringements of these rights. The inspection included within the inspection programme for 2018 focusing on the offer, sale and storage of products as well as services infringing certain intellectual property rights is annually included in the plan of inspection activities with regard to the significance of the protection of consumer rights and intellectual property rights. It was again proven that the ratio of infringements of legal regulations is high. The increased occurrence of the offer, sale and storage of products infringing certain intellectual property rights was most frequently detected in Western and North-Western Bohemia (Pilsen Region, Karlovy Vary Region, Liberec Region, Ústí Region) where interest of foreign consumers in cheap purchases of „branded“ goods still contributes to the undesired conduct of traders. Some sellers are thus motivated to disrespect intellectual property rights within the offer and sale of tobacco products. In 2018, there were in total 1,495 of 1,914 inspections within which violations of generally binding legal regulations were detected. Within 554 inspections, the offer, sale and storage of products infringing certain intellectual property rights were detected. The success rate of the inspection was 28.94%.

Inspections of the offer and sale of products infringing certain intellectual property rights

CTIA inspectorate	Number of inspections	Findings		Breaches of IPR*) in %
		Total	BIPR	
Středočeský and Prague	153	126	87	56.9
Jihočeský and Vysočina	184	146	48	26.1
Plzeňský and Karlovarský	829	617	194	23.4
Ústecký and Liberecký	369	282	81	21.9
Královéhradecký and Pardubický	109	99	45	41.3
Jihomoravský and Zlínský	109	99	61	55.9
Olomoucký and Moravskoslezský	161	126	38	23.6
Total	1,914	1,495	554	28.9

*) BIPR – breaches of certain intellectual property rights

In comparison with 2017, there was a relative decrease of the number of inspections focusing on certain intellectual property rights. However, the number of inspections within which products infringing certain intellectual property rights were detected increased in 2018.

The trend of past years was confirmed – the offer and sale of so called branded products, regarding which flaws in terms of infringements of intellectual property rights occur, moves from traditional places (e.g. marketplaces and markets in border regions) to the globalised electronic network (the internet) and social networks that get together certain interest groups of people across the continents where “entrepreneurs” expect lower volume of inspections by surveillance authorities and more possibilities to offer and sell counterfeits and illegal imitations. In this area, the Czech Trade Inspection Authority cooperates with other state administration authorities as well as municipalities and tries to share

knowledge from inspections of counterfeits and illegal imitations. Same as in the previous year, inspectorates used cooperation with other bodies, most frequently the Police of the Czech Republic and the Customs Administration of the Czech Republic. Based on notifications from customs bodies pursuant to section 53 of the Act No. 355/2014 Coll. on the Scope of the Customs Administration of the Czech Republic in connection with the enforcement of intellectual property rights, the Czech Trade Inspection Authority took over in total 11,354 items of products from the Customs Administration because they could be used as proofs in proceedings regarding breaches of the Act on Consumer Protection. Representatives of the Czech Trade Inspection Authority actively participated in the activity of the interdepartmental committee for combating illegal conduct - infringing of intellectual property rights – established at the Ministry of Industry and Trade.

Products or services infringing certain intellectual property rights – annual comparison

Year	Number of inspections	Inspections with detected defects	Inspections with detected counterfeits	Taken items of counterfeits	Estimated value of counterfeits in prices of originals (in CZK)
2010	1,710	1,213	256	133,833	53,502,000
2011	2,144	1,732	842	86,417	214,681,000
2012	1,642	1,260	552	48,958	122,922,000
2013	1,946	1,444	614	25,486	44,335,000
2014	1,994	1,598	733	65,475	128,993,000
2015	2,414	1,643	474	35,694	101,496,725
2016	2,076	1,452	515	46,619	207,006,430
2017	1,925	1,410	515	38,385	83,946,862
2018	1,914	1,495	554	41,379	92,372,725

Range of detected products infringing certain intellectual property rights

	Textile and clothing	Audio-video	Watches	Footwear and leather goods	Other
Number of items	17,810	3,802	758	5,941	13,068

E-commerce

Concluding contracts by the means of distance communication is one of the forms of trading which constantly increases its share within the market. The range of products and services offered and sold in e-shops isn't limited by space as in ordinary shops, but this trade operates on the internet in a virtually unlimited way all across the globe, including determined social groups communicating on social networks and well as in auction and second hand platforms. This brings numerous problems and risks to consumers, namely connected with identification of the commercial entity selling products and providing services on the internet and related to the quality and safety of sold products and uncertainty of enforcement of their consumer rights if there is a problem with the product. This is one of the reasons why e-

commerce surveillance is one of the priorities to the Czech Trade Inspection Authority. It carried out in total 992 inspections in this area and found violations of generally binding legal regulations in 851 cases (85.79%).

One of the most frequently breached generally binding legal regulation was the Act No. 634/1992 Coll. on Consumer Protection. It is common within the inspection practice of the Czech Trade inspection Authority that there are numerous findings within a single inspection. Breaches of the prohibition to use unfair commercial practices had the highest ratio of findings, having been detected in 683 cases (i.e. deceptive conduct, deceptive omission).

Inspections of e-commerce

CTIA inspectorate	Number of inspections	Inspections with findings	Ratio of detected findings
Středočeský and Prague	116	85	73.3
Jihočeský and Vysočina	147	139	94.6
Plzeňský and Karlovarský	134	112	83.6
Ústecký and Liberecký	139	115	82.7
Královéhradecký and Pardubický	157	133	84.7
Jihomoravský and Zlínský	155	128	82.6
Olomoucký and Moravskoslezský	144	139	96.5
Total	992	851	85.8

E-commerce – year-on-year comparison

Year	Number of inspections	Inspections with findings	Ratio of detected findings
2010	590	412	69.8
2011	1,021	749	73.4
2012	1,206	988	81.9
2013	1,296	1,013	78.2
2014	867	682	78.7
2015	1,194	990	82.9
2016	1,197	1,042	87.1
2017	1,085	952	87.7
2018	992	851	85.8

The second highest number of breaches related to the vendor's failure to meet the obligation to inform the consumer about the out-of-court resolution scheme for consumer disputes, respectively the ARD body – it was detected in 518 cases. Vendors also failed to properly inform consumers about the extent, conditions and way of exercising the right from defective performance (claim), including the information about where to make the claim – detected in 441 cases. Other breaches of the Act on Consumer Protection and other generally binding legal regulations were discovered in fewer cases.

It is necessary to note that the level of electronic trade in the Czech Republic cannot be evaluated as a whole based on the above mentioned results because inspections are targeted on e-shops with a reasonable suspicion of breaches of legal regulations that were identified within monitoring carried out by the Czech Trade Inspection Authority as well as based on notifications from consumers.

Discrimination

One of the areas on which the Czech Trade Inspection Authority focuses its attention is discrimination. This is defined as different, legally prohibited, less friendly treatment of persons in comparable situations, especially based on race, ethnic origin, nationality, gender, sexual orientation, age, disability, faith, religion or political opinion. The issue is still a topic in the Czech Republic although the share of detected breaches within the number of inspections carried out may indicate that it is an area to which no special attention has to be paid.

In a number of cases it is difficult to recognize discrimination and it is necessary to take into account the reasons that lead to different treatment of a person or a group of persons, and evaluate their legitimacy. This applies especially on cases of the so called indirect discrimination. With regard to the seriousness of the given topic, a nationwide inspection focused on continuous uncovering of all kinds of discrimination was included in the Market Surveillance Programme of 2018. Suspicions of certain forms of discriminative conducts were detected in 13 cases of the total of 494 inspections, which represented 2.63%. In one of the cases, citizens of a particular village benefited from more favourable prices for entering a public swimming pool than other visitors. Similar case consisted of lower ticket prices for a theatre performance for seniors who were residents to a particular village than for seniors living in a different place. In 2 cases there were suspicions of nationality-based discrimination. One case related to the number of products possibly sold to a customer and the other case concerned rental of an apartment.

Suspicion of consumer discrimination based on disability was detected in one case when a disabled person wasn't allowed to enter a workplace. Such cases can negatively influence the reputation of the Czech Republic from both inside and outside. In comparison with 2017, when suspicion of discriminative conduct was proven in 8 cases (i.e. 1.11% of inspections aiming at discrimination), there was a slight increase to 1.52%. This figure has proven the necessity to carry out regular monitoring of discriminative conduct and inspection of its prohibition. Discrimination and its impacts are monitored in a long-term perspective by the ombudsman office as well as the wide public. Therefore the Czech Trade Inspection Authority cooperates with other institutions in the field of consumer discrimination, sharing experience and methods for continuous elimination of discriminative conduct within the sale of products and provision of services to consumers.

Presentation sales events

Presentation sales events, i.e. the form of sale of products directly offered to consumers invited to organized tours, feasts etc., are on decline at present. From 2011 to 2017 an increased attention was paid to this form of sale by the Czech Trade Inspection Authority which resulted in a number of inspections and the number of detected breaches of legal regulations. In 2018, a national inspection focusing on this form of sale was included in the Market Surveillance Programme of 2018. The Czech Trade Inspection Authority carried out in total 73 inspections of presentation sales events, including 20 in which infringements of legal regulations were detected. Inspections were focused not only on fulfilment of the obligation to announce organization of such events to the CTIA, but also on compliance with the prohibition to use unfair commercial practices, including aggressive commercial practices, and other obligations stipulated in generally binding legal regulations. CTIA officers carried out inspections both directly through participation in the events and indirectly through subsequent inspection stemming especially from documents provided by consumers.

In 2018, inspections most frequently showed violations of the Act No. 634/1992 Coll. on Consumer Protection, namely of the announcement obligations related to organizing presentation sales events. Vendors failed to announce organization of such events to the Czech Trade Inspection Authority in the extent required by law. During the year, inspectors also encountered inaccurate or incomplete information (such as the programme of the event, timetable, promoted goods), or the announcement of an organized event was sent less than 10 working days in advance. Inspection results of 2018 confirmed that the total number of organized presentation sales events is on a significant decline. Within the inspection activities, CTIA officers usually saw companies that had been there long-term in the market, having no big difficulties complying with inspected obligations.

Sale of goods within special offers and seasonal discounts

During the past decades, the phenomenon of discounts has spread in the domestic market. It is an important marketing tool of business policy of a number of commercial entities. The policy is carried out by a number of sellers who significantly influence consumers' behaviour within purchase of a wide range of products from food, textiles and footwear to electronic equipment and cars. Rich experience of the Czech Trade Inspection Authority has proven that generally binding legal regulations are breached within special offers and seasonal clearance sales, including the use of unfair commercial practices. A number of discounts aren't what they seem to be at first sight. So, the area is continuously monitored and inspected with the use of submissions from consumers.

In 2018, in total 5,161 inspections in supermarkets and hypermarkets operated by chain stores, in hobby-markets, ordinary shops, boutiques, stands and other business premises, including marketplaces. Violations of generally binding legal regulations were detected in 2,464 cases (47.74%). The results have shown that the ratio of findings is still high. Most frequently, in 939 cases, there were breaches of principles of fairness of sale of products and provision of services that include the principle of sale of goods for prices concluded in compliance with pricing regulations, principle of sale goods in correct weight, measure and amount, such as the principle of using certified measuring instruments abiding with the requirements of special legal regulations. Second most frequent finding was the violation of the obligation to inform consumers about prices – this infringement was detected in 837 cases. Sellers are obliged to inform consumers about prices of sold products and provided services in compliance with pricing regulations. The information must be provided to the consumer in a clear way before negotiations about the purchase of goods if law doesn't state otherwise. In cases of seasonal clearance sales and special offers the information about prices can sometimes be unclear, incomplete or even misleading in some cases. The area of seasonal clearance sales and special offers remains problematic, so it is necessary to continue the inspections in the next period.

Sale of tobacco products

Inspections focused on the compliance with sellers' obligations stemming from generally binding legal regulations concerning the offer, sale and storage of tobacco products were included in the Market Surveillance Programme of 2018. The aim of the inspection project was to verify the compliance with respective legislation – mainly the Act No. 353/2003 Coll., on Excise Duties, and the Act 634/1992 Coll., on Consumer Protection, and the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs after it became effective. In total 3,050 inspections were carried out and violations of generally binding legal regulations were discovered in 1,622 cases (i.e. 53.18%).

Violations of the Act No. 353/2003 Coll., on Excise Duties, were discovered in 11 cases. Specifically, it concerned violations of the obligation to sell cigarettes in an intact unit packaging, products sold for a higher or lower price than the price displayed on the tobacco sticker, occurrence of non-labelled cigarettes, enabling the sale and storage on non-labelled tobacco product as well as violation of the prohibition to provide discounts from cigarette prices for the final consumer. Breaches of the Act No 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs were detected in 91 cases. Most frequently, sellers failed to place a visible text informing about the prohibition to sell these goods to persons under 18 years.



Further, there were also breaches of the prohibition to sell tobacco products, smoking accessories, herbal products intended for smoking and electronic cigarettes to persons under 18 years, as well as sale of such products to persons under 18 years of age. Flaws were also detected in case of the sale of these products through the means of distance communication when vendors didn't use any software to verify buyer's age to exclude the possibility of purchases of persons under 18 years. Failures to comply with applicable legal regulations were detected also in cases of the sale in cigarette vending machines. Inspection results proved again that the monitoring and inspection of tobacco products sale is reasonable. The use of persons under 18 years of age within inspection purchases has also proven to be very effective.

Sale of alcoholic beverages

Similarly to the monitoring and inspection of fulfilment of obligations stemming from applicable legislation (the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs, Act No. 307/2013 Coll. on Mandatory Labelling of Spirits, and the Act No. 634/1992 Coll. on Consumer Protection) in the area of tobacco products, CTIA carried out also monitoring and inspection of fulfilment of obligations in the area of sale of alcoholic beverages. In 2018, the Czech Trade Inspection Authority carried out in total 6,729 inspections and breaches of the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs, were discovered within 501 inspections (7.45%). Vendors most frequently breached the prohibition to sell or serve alcoholic beverages to persons under 18 years of age, and the failure to visibly place a text informing about the prohibition to sell alcoholic beverages to persons under 18 years. Ad hoc inspections of the offer and sale of alcoholic beverages were carried out in special joint projects with the Police of the Czech Republic and other state administration bodies (such as HAD 2018 – Hazard, Alcohol and Children; detailed information are presented in the respective part). Due to the current way of exercising the prevention of risky behaviour within the use of addictive substances and the interest in increasing the effectiveness of CTIA inspections, the inspections of the sale of alcoholic beverages are more complex and included within joint inspections that monitor also the sale of tobacco products and smoking aids, while the inspections aimed at the sale of spirits will continuously be modified into more effective form.

Thrift stores and pawnshops

Sale of used goods is a possibly risky area within the market in the Czech Republic which can be, to a certain extent, connected with more serious issues, such as money laundering and legalisation of illegal earnings.

Operations of thrift stores and pawnshops can also be a source of other undesirable phenomenon, such as disturbing the night peace in inhabited areas as well as possible increased appearance of persons committing minor property and other criminal conducts. Therefore in 2018, a nationwide inspection aimed at the fulfilment of generally binding legal regulations within sale in thrift stores and pawnshops was included in the Market Surveillance Programme 2018. The subject to inspection was especially the compliance with Act No. 253/2008 Coll., on Selected Measures against Legitimation of Proceeds of Crime and Financing of Terrorism, the Act No. 634/1992 Coll. on Consumer Protection, and the Act No. 247 Coll., on Restrictions of Night Operations of Pawnshops and Other Establishments. The Czech Trade Inspection Authority cooperated with the Police of the Czech Republic and trade licensing offices within the total of 433 inspections within which CTIA officers focused on the offer and sale of used goods and fulfilling obligations connected with this type of sale. Flaws were detected in 220 cases, i.e. 50.81%. Although the inspection results proved a declining tendency regarding violations of generally binding legal regulations in this specific area of sale and services, it is not possible to reduce the inspections. Shortcomings were found especially within the fulfilment of obligations to properly inform consumers about the extent, conditions and way of exercising the rights from defective performance together with the information about where to make a claim. Another frequently detected breach with close relation to specific features of sale of used goods, was the failure to identify the client in the sense of the Act No. 253/2008 Coll. on Selected Measures against Legitimation of Proceeds of Crime and Financing of Terrorism. Taking into account the risks connected with possible legitimisation of proceeds of crime as well as the ratio of findings, the Czech Trade Inspection Authority will keep monitoring this specific area of trade.

Explosives precursors

The current form of globalized market and highly interconnected civilisation have brought consumers and states new yet unidentified risks relating to terrorism and similar socially undesired activities. In the context of possible risks, the Czech Trade Inspection Authority included in the Market Surveillance Programme the inspection aimed at compliance with the obligations stemming to vendors from the Regulation (EU) No. 98/2013 of the European Parliament and of the Council on the marketing and use of explosives precursors, respectively the Act No. 259/2014 Coll. on Explosives Precursors. CTIA inspected compliance with obligations stemming to sellers from other generally binding legal regulations when marketing,

offering and selling the monitored products. It mapped an available market area where one could expect the occurrence of substances possibly used for production of explosives that could be used in terrorist attacks against economical and human targets. CTIA inspected the fulfilment of sellers' obligation within the regime of registration and permission in the sense of the applicable European and national legislature. Inspections were carried out together with the representatives of the regional mining offices in order to increase the effectiveness of the inspections. In total 256 inspections were carried out, including 77 cases in which breaches of generally binding legal regulations in the scope of the Czech Trade Inspection Authority were detected. Namely the Act No. 259/2014 Coll. on Explosives Precursors was breached in 34 cases (13.28%). The inspection results proved the legitimacy of the inspections. There are still some flaws in case of some inspected entities, especially as regards the records or deficiencies regarding the registration of persons from the wide public buying the monitored assortment. Inspections will be carried out in the upcoming period as well.

Consumer credit

Consumer credit have been an important area of the market as regards the protection of consumers' legitimate interests. The aim of the inspections carried out from January 1, 2018, to May 31, 2018, when the surveillance authorizations of the CTIA ended, was to minimize the negative impact of some vendor's conduct on financial interests of consumers. The Czech Trade Inspection Authority paid due attention to completeness of the information displayed in advertising on consumer credit or its mediation, correctness of the pre-contractual and contractual information provided, including the verification if the consumer is able to pay off the consumer credit. Inspectors also focused on whether creditors acted with due professional care in order not to provide consumer credit to persons who are not able to pay off the consumer credit and would be in danger of falling into a debt trap.

In 2018, from January 1 to May 31, in total 675 inspections were carried out and breaches of generally binding legal regulations were found in 29 cases (4.3%), and particularly infringements of the Act No. 257/2016 Coll. on Consumer Credit, were detected in 2 cases, which represented 2.99% of all inspections. Shortcomings were discovered in the area of verification of the consumer's ability to pay off consumer credit and failure to provide obligatory information in advertising on consumer credit. Insufficient assessment of the consumer's ability to pay off provided consumer credit belongs among socially most serious inspection findings. Inspections carried out by the Czech Trade Inspection Authority in the area of consumer credit can be evaluated as beneficial and useful, which can be well indicated by the overall decrease of inspection findings in comparison with the previous year 2017 (24.7%, while it was 2.99% from January 1 to May 31, 2018).

Inspections of consumer credit included investigations of consumer notifications. Such investigations in 2018 were still time consuming and demanding as regards the necessary procedures. It is necessary to see all documents that have to be provided, supplementary information is also provided, and a number of other actions are taken that influence the duration of the investigation.

In the context of the inspection on consumer credit it is necessary to note that the inspection activities of the Czech Trade Inspection Authority were limited to the period from January 1 to May 31, 2018. After this date, the Czech National Bank took over the full surveillance in this area.

Winter touristic season

Spare time activities are one of the most important parts of every-day life and increasingly more consumers use offered services in this area to fulfil their needs. Therefore the inspections carried out by the Czech Trade Inspection Authority focused mainly on the vacation period and holidays during the winter season, and sale of products and provision of seasonal services in touristic localities and venues, such as ski resorts, ice rinks, cable cars, ski lifts, sports equipment rentals, recreational and sports facilities, adventure activities, etc. Inspected field are also the offer and sale of refreshments in public alimentation facilities, as well as provision of services in accommodation facilities. During the winter touristic season, the CTIA carried out 365 inspections, including 131 cases in which violations of legal regulations were detected (35.89%). Most frequent findings related to violations of fairness of selling, and the failure to inform consumers about prices of offered products and services. Results of inspections repeatedly showed that it is necessary to continue these increased attention because the above mentioned conduct can negatively influence the positive impression of the Czech Republic, especially when the number of visitors is on increase.

Textile products – online sale

In 2018, the inspection focused on compliance with the obligations stemming to sellers from the directly applicable EU Regulation (Regulation No. 1007/2011 on textile fibre names and related labelling and marking of the fibre composition of textile products) and compliance with other generally binding legal regulations governing the marketing and sale of textile products in the EU market. The inspection was carried out in e-shops focusing on offer and sale of textile products in the internal market of the Czech Republic, and was among others aimed at verifying the declared fibre composition, excluding products intended for children under 3 years and selected products. Breaches of applicable legal regulations were found in 37 of the total of 51 inspections (i.e. 72.55%). In total 35 samples of textile products offered and sold online were taken and subsequently tested in terms of the requirements of the directly applicable EU Regulation.

22 of the 35 taken samples (62.86%) failed the applicable legislation. Quantitative shares of individual textile fibres didn't correspond with the manufacturer's statements or seller's declarations as displayed on the products, and declared names of fibres used in the tested products weren't provided in Czech. Some cases from 2018 will still be investigated in 2019 and it can be expected that the ratio of breaches of generally binding legal regulations will increase.

Mediation of sale and sale of objects of cultural value and cultural monuments

In 2017, with regard to possible appearance of illegal trading with objects of cultural value, an inspection was carried out aiming at compliance with the Act No. 253/2008 Coll. on selected measures against legitimisation of proceeds of crime and financing of terrorism. These products are important proofs of historical development, life style and socio-cultural environment and are of revolutionary, historical, artistic or scientific-technical value for each cultural society. The inspection focused especially on workplaces where these products could be sold, such as thrift stores, pawnshops, galleries and so forth. The inspection's aim was to show the current situation in the area of the offer and sale of such specific goods and to inspect compliance with the applicable legislature relating to this area of trade and services. The inspection met its objectives. In 32 of the total of 68 inspections, violations of the Act No. 253/2008 Coll. were detected (47.06%). Defects were found foremost in terms of the obligation to identify the client regardless the set limit in cases when the buy-out concerns objects of cultural value or a cultural monument, used goods or goods without any proof of its purchase or acceptance of such items are subject to hypothecation. The inspection proved that it is necessary to carry out the inspection also in this area of trade and also pointed at some specifics that must be taken into account within inspections.

Summer touristic season

During the summer touristic season 2018, tourist-attractive places were inspected (swimming pools, indoor and outdoor pools, camps, rope centres, sports equipment rentals, cultural monuments, castles, chateaus, museums, etc.). These inspections also included the offer and sale of refreshments in restaurants, stands, and accommodation in camps. Services related to the use of parking places near these venues and other occasional paid services were also inspected. The inspectors focused in particular on whether consumers were properly informed about the prices of products offered and services provided at the time of the offer and whether the goods or services were correctly billed.

In the summer touristic season, 1,108 inspections were carried out, including 449 in which breaches of generally binding legal regulations were discovered, which represented 40.52% of all cases. Regarding the structure of the breach of individual legal regulations, the assumption that it would primarily be infringements of the Act No. 634/1992 Coll., on Consumer Protection, was fulfilled with respect to the structure of inspected establishments and their assortment. The most frequently found violations were the non-compliance with the principles of fairness within the sale of products as well as the provision of services, and the failure to inform the consumer of the price valid at the time of the offer.

Pyrotechnics

The topic of pyrotechnic products, especially entertainment pyrotechnics, is a long-term one in the scope of the Czech Trade Inspection Authority. The CTIA also responds to the increased need for prevention of injuries caused by this type of products, especially among juveniles. The inspection focused on the offer, sale and storage of pyrotechnic products was planned for the end of the year, since the interest in the purchase of entertainment pyrotechnics every year increases in this period, especially before Christmas and the New Year's Eve. Inspectors focused mainly on the sale and offer of pyrotechnic products, their storage and registration. In total 127 inspections were carried out, including 50 cases (39.37%) in which generally binding regulations were breached, especially the Act No. 634/1992 Coll., on Consumer Protection, and Pyrotechnic Devices, and the Act No. 206/2015 Coll., on Pyrotechnic Articles and Products and Their Handling. The Czech Trade Inspection Authority used the cooperation with the members of the Police of the Czech Republic and the Customs Administration, Municipality Police and trade licensing offices. Infringements of the Act No. 206/2015 Coll., on Pyrotechnic Articles and Products and Their Handling, were found in 37 cases, namely in storage of pyrotechnic products, including storage of higher than permitted amounts, records of stored pyrotechnic articles, and last but not least making the pyrotechnic products available to persons under the required age. Detected violations of the Act on Pyrotechnics that were out of the scope of the Czech Trade Inspection Authority were reported to the competent surveillance body, i.e. the Czech Proof House for Firearms and Ammunition. Most frequent violations of the Act No. 634/1992 Coll. on Consumer Protection consisted of the failures to properly inform consumers about the prices of offered pyrotechnic products. Pyrotechnic products are still an area which is monitored with increased attention by the Czech Trade Inspection Authority because of their high danger posed to consumers. Higher consumer literacy regarding pyrotechnic articles can be perceived positively, but their use is still highly risky, especially in connection with the use of addictive drugs, so it is necessary to monitor the area also in the upcoming period.

Provision of services relating to conclusion of contracts on energy supplies

During 2018, the Czech Trade Inspection Authority noted the negative phenomena in the development of the energy market. Although this is primarily the responsibility of the Energy Regulatory Office in terms of surveillance of the compliance with the legislation on energy supply contracts, there has been a growing number of economic operators in the market that have become intermediaries concluding contracts on energy supplies. These operators offered consumers with the services on mediation of the conclusion of an energy supply contract with various 'guarantees' to conclude a 'more favourable' energy supply contract. The advantages of the new energy supply contract were then presented to consumers and guaranteed in a variety of ways of a new energy supplier. For example, in the form of an "energy auction" or direct addressing of selected suppliers followed by the "best" selection for the consumer. Such "intermediary" contracts were of various forms and were concluded for various periods of time. Terms and conditions contained also sanction provisions that were contradictory to generally binding legal regulations or they omitted obligatory provision of information as required by the applicable legislature, from the view of both private and public law. Also the way of concluding such contracts, when individual consumers were visited within door-step-selling, respectively away from business premises, contributed to the possible use of illegal practices of persons offering and concluding such contracts. Concluding contracts away from business premises brings certain hazards and allows traders to use the unexpected visit and the unpreparedness of the consumer and – with the help of manipulation – make consumers sign a contract they wouldn't conclude otherwise. Although such danger is – to a certain extent – reduced by the applicable legislature, consumers don't necessarily have to be familiar with it. This applies especially on increasingly vulnerable groups of consumers who aren't expected to recognize the dangers and cannot defend themselves effectively. These were the reasons for the CTIA to include an extraordinary nationwide inspection in the plan of inspections with the aim to monitor and inspect compliance with generally binding legal regulations governing the offer and mediation of energy supplies contracts. Breaches of generally binding legal regulations were detected in 15 of 18 inspections (83.33%).

Most frequently, the ban on the use of unfair commercial practices was breached (deceptive conduct or omission), when the "intermediary" provided consumers with untrue or incomplete information about the service,

which could lead and also lead consumers to decisions they wouldn't make otherwise. In connection with the conclusion of contracts on the "mediation" of an energy supply contract, there were also cases in which the seller committed a breach of the ban on the use of aggressive commercial practices. These findings were the reason for the Czech Trade Inspection Authority to continue its inspection activities in 2018 outside of the announced extraordinary inspection. At the same time, the issue of inspecting the "mediation" of energy supply contracts was also included in the 2019 market surveillance plan.

Gambling, alcohol and children 2018

Similarly to the previous year, an extraordinary inspection was carried out in 2018, focusing on gambling, offer and sale of alcoholic beverages and tobacco products to juveniles. The inspection was coordinated by the Police of the Czech Republic and also other surveillance authorities participated in it (Customs Administration, Fire Rescue Service, regional hygienic stations etc.). The goal was to inspect compliance with legal regulations when providing gambling services and selling alcoholic beverages and tobacco products. The CTIA carried out especially inspections focusing on compliance with the prohibition to serve and sell alcoholic beverages and tobacco products to persons under 18 years of age. The inspection was carried out in phases from August 27, 2018, to December 9, 2018 in locations and entities selected by the Police of the Czech Republic. The Czech Trade Inspection Authority carried out in total 178 inspections. Violations of generally binding legal regulations were detected in 94 cases, which represented 52.81%. In 25 cases, the CTIA took part in inspections in which persons under 18 years were used to carry out the inspection purchase of alcoholic beverages and tobacco products and, hence, significantly contributed to reaching the inspection goals. The experience so far have shown that participation of juveniles is a new important element increasing the effectiveness of inspections which contributes to more effective enforcement of the combat against alcoholism and addiction among children and youth in the Czech Republic. There was a serious finding that in 15 cases alcoholic beverages were sold or served to persons under 18 years. In 81 cases, vendors breached the obligations stemming from the Act on Consumer Protection. Cooperation and coordination of all surveillance authorities of various scopes was important and enabled the use of all their authorizations.

3. 2 Environmental sphere

Packaging

During 2018, in total 3,093 inspections of packaging were carried out. They included also inspections focused on the inspection of compliance with obligations stipulated by the Act No. 477/2001 Coll., on Packaging, the Act on Consumer Protection and related legal regulations. This was a follow-up of inspection projects carried out in previous years. The focus was on the return collection of returnable deposit packaging and the compliance with conditions for marketing of packaging as well as their marking and ensuring conditions valid for returnable deposit packaging. Violations of obligations stipulated by the Act on Packaging were detected in 110 cases (3.56%). Vendors most frequently breached the obligations relating to plastic hand bags that can be provided to consumers only after they pay at least costs on their purchase. The Act on Consumer Protection was breached in cases in which vendors didn't inform consumers about the financial amount for the buy-out of returnable deposit packaging. With regard to the inspection results, the inspection on the Act on Packaging and relating legal regulations will continue in 2019.

Solid fuels

Within the project launched by the end of 2018, the Czech Trade Inspection Authority focused on compliance with obligations within the sale of solid fuels, including brown and black coal as well as extrusions, as specified in the Act No. 201/2012 Coll. on Clean Air Protection, in the extent of qualitative indicators stipulated by the Decree No. 415/2012 Coll., on permissible level of pollution and its determination in relation to inspections of the quality of solid fuels. In total 36 inspections were carried out of commercial entities placing solid fuels in the Czech market and commercial entities in the area of services relating to the sale of solid fuels. Violations of the applicable legal regulations were detected within 13 inspections, particularly these were breaches of the Act No. 201/2012 Coll. and the Act No. 634/1992 Coll. on Consumer Protection, when vendors most frequently breached the principles of fair selling within the sale of solid fuels, failed to inform consumers about prices of sold products, and used uncertified measuring instruments. 8 brown and black coal samples were collected within the inspections in which also employees of accredited laboratory participated and 2 samples were evaluated as unsatisfactory. Two samples exceeded the maximal acceptable level of granularity indicated in manufacturers' catalogues.

Within these two samples, inspectors also detected violations of the requirements stipulated by the Decree

No. 415/2012 Coll. (in 2 cases, the maximal level of dust was exceeded, and in 1 case the level of granularity was exceeded).

Liquid fuels for water transport

Within the inspection, 18 inspections were carried out at operators of vessels that are obliged to use only fuels that meet the quality requirements as stipulated in the Decree No. 312/2012 Coll., laying down requirements for the quality of fuels used for inland and maritime vessels in terms of air protection. This obligation is set in Section 16 (8) of the Act No. 201/2012 Coll. on the Clean Air Protection. All inspected entities provided the required acquisition documents for the fuel used, including the documents demonstrating compliance with the fuel quality requirements. There was thus no breach of the obligations of vessel operators.

Batteries and accumulators

Inspections focused on compliance with the obligations within the marketing of batteries and accumulators or letting them into circulation, were carried out also in 2018. The Czech Trade Inspection Authority carried out in total 742 inspections and inspected compliance with the Act No. 185/2001 Coll. on Wastes as amended, as well as other generally binding legal regulations. The inspections focused especially on marking and labelling of batteries and accumulators according to the implementing legal regulation, and the fulfilment of the requirements for the repurchase of these products. Shortcomings were detected in one case, when the inspected person didn't inform the consumer about the possibility to repurchase batteries.

Monitoring of fuels quality

Monitoring of fuels quality on the territory of the Czech Republic was carried out by all inspectorates of the Czech Trade Inspection Authority in compliance with section 7 par. 2 letter a) of the Act No. 311/2006 Coll., on Fuels, and related regulations, including the implementing legal regulation, i.e. the Decree No. 133/2010 Coll. on requirements for fuel, on the way of monitoring of the composition and quality of fuels and on their evidence. 28 of the total number of 2,645 fuel samples collected and inspected by the Czech Trade Inspection Authority failed the quality requirements, i.e. 1.1%.

Fuels sampling

Fuel type	Collected samples		Noncompliant		Compliant	
	Number	% of type	Number	% of type	Number	% of type
Petrol	1,005	38.0	19	1.9	986	98.1
Diesel fuel	1,290	48.8	9	0.7	1,281	99.3
Diesel fuel blends	0	0.0	0	0.0	0	0.0
FAME	0	0.0	0	0.0	0	0.0
LPG	300	11.3	0	0.0	300	100.0
CNG	40	1.5	0	0.0	40	100.0
Ethanol E85	10	0.4	0	0.0	10	100.0
Total	2,645	100.0	28	1.1	2,617	98.9

Noncompliant samples in %

Month	Petrol	diesel fuel	diesel fuel blends *	FAME*	LPG	CNG*	Ethanol* E85	in total
January	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.5
February	0.0	1.9	0.0	0.0	0.0	0.0	0.0	0.9
March	3.6	1.0	0.0	0.0	0.0	0.0	0.0	1.9
April	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.5
May	3.5	0.0	0.0	0.0	0.0	0.0	0.0	1.3
June	3.6	0.0	0.0	0.0	0.0	0.0	0.0	1.4
July	7.1	0.0	0.0	0.0	0.0	0.0	0.0	2.7
August	3.5	0.9	0.0	0.0	0.0	0.0	0.0	1.8
September	0.0	1.8	0.0	0.0	0.0	0.0	0.0	0.9
October	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
November	1.1	0.8	0.0	0.0	0.0	0.0	0.0	0.8
December	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total	1.9	0.7	0.0	0.0	0.0	0.0	0.0	1.1

* Fuels are available only in limited amounts in the retail network

The overall quality of assessed fuel samples varied in 2018. The highest ratio of noncompliant fuel samples was detected in July (2.7%), while the ratio was 0.0 in October and December and no noncompliant samples

were detected. The ratio of noncompliant samples ranged from 0.5% to 1.9% in the other months of 2018.

Automotive petrol

In total 1,005 samples of automotive petrol were collected and inspected in 2018. 19 samples failed the set requirements of the technical standard for the quality of automotive petrol. The following unsatisfactory quality indicators were detected:

Quality indicator	Number of noncompliant samples	In %
Oxygen content (by calculation)	2	0.2
Distillation – end of distillation	1	0.1
Vapour pressure	9	0.9
Research octane number	6	0.6
Motor octane number	6	0.6
Oxidation stability	1	0.1

Diesel

In 2018, in total 1,290 diesel fuel samples were collected and inspected, including 9 samples that failed the quality requirements set by the applicable technical standard. Unsatisfactory samples were as follows:

Quality indicator	Number of noncompliant samples	In %
Flash point	2	0.2
Sulphur	1	0.1
Filterability	9	0.9

Diesel fuel blend and FAME

It wasn't possible to sample DFB 30 and FAME due to the development in the market. Therefore 90 extra samples of diesel were taken than required by the Decree on the requirements for fuel, on the way of monitoring of the composition and quality of fuels and on their evidence.

LPG for engine (liquid petroleum gases)

All 300 LPG samples met the quality indicators set by the applicable technical standard in 2018.

CNG (compressed natural gas)

In 2018, all 40 inspected CNG samples met all the monitored quality requirements set by the applicable technical standard.

Ethanol E85

In 2018, all 10 inspected Ethanol E85 samples met all the monitored quality requirements set by the applicable technical standard.

Organic ingredients in motor fuels

During 2018, the content of fatty acid methyl esters was inspected in 1,290 samples of diesel fuel. Laboratory tests proved no exceedance of the upper admissible limit of organic ingredients in any sample of this fuel.

The inspection of ethanol content was carried out in 1,005 samples of automotive petrol, and the exceedance of the upper admissible limit of bio ingredients was found in no sample.

Imposed measures

Pursuant to the provision of section 7, par. 1, letter a) of the Act No. 64/1986 Coll., on the Czech Trade Inspection Authority as amended, in ten cases the Czech Trade Inspection Authority imposed measures consisting of prohibition to sell fuels that failed the requirements for quality and composition as set in the implementing legal regulation, special legal regulations and Czech technical standards. The measure was imposed on:

7,019.14 litres of diesel amounting to CZK 215,104.46;

97,563.20 litres of automotive petrol amounting to CZK 3,262,763.14.

The total amount was 104,582.34 litres of fuels amounting to the total of CZK 3,477,867.60.

The comparison of the 2nd half of 2001 and 2018 clearly showed that according to the findings of the Czech Trade Inspection Authority, the fuels quality has been stable from 2015.

In 2018, compared to 2017, the quality of diesel improved from 0.9% of compliant samples to 0.7% and LPG samples from 0.3% to 0.0%. Worse quality was proved in the case of automotive petrol (from 1.2% to 1.9%). Zero values were detected in cases of CNG, LPG for engine and Ethanol E85 (0.0%).

When monitoring fuels quality, the Czech Trade Inspection Authority closely cooperated with bodies including the Customs Administration of the Czech Republic, General Financial Directorate, and the Police of the Czech Republic who were also informed on detected shortcomings concerning the quality of sold fuels.

Development of the quality of motor fuels since 2001

Year	Noncompliant samples in %							
	Petrol	diesel fuel	diesel fuel blends *	FAME*	LPG	CNG*	Ethanol* E85	in total
2nd half of 2001	5.7	15.8	42.7	-	-	-	-	13.5
2002	4.0	12.2	27.7	-	-	-	-	9.0
2003	10.4	13.4	20.8	-	12.9	-	-	12.4
2004	6.3	12.3	14.5	-	2.5	-	-	8.6
2005	4.1	7.9	10.3	-	4.3	-	-	6.1
2006	2.4	6.9	17.5	-	2.0	-	-	4.8
2007	3.3	5.4	46.7	-	2.0	-	-	4.6
2008	1.8	8.9	66.7	-	4.0	-	-	5.6
2009	2.5	7.9	40.0	-	1.5	-	-	5.0
2010	5.6	9.6	23.8	25.0	0.5	0.0	65.2	7.9
2011	2.1	6.0	17.7	17.4	0.0	0.0	21.7	4.4
2012	1.8	4.0	18.2	4.8	1.7	0.0	5.3	3.1
2013	2.5	3.1	7.0	4.8	2.3	0.0	0.0	2.9
2014	0.9	2.2	5.5	13.3	12.3	0.0	0.0	3.0
2015	0.5	1.6	3.5	9.1	0.3	0.0	11.1	1.2
2016	0.7	1.4	7.7	14.3	0.3	0.0	14.3	1.1
2017	1.2	0.9	0.0	0.0	0.3	0.0	9.1	1.0
2018	1.9	0.7	0.0	0.0	0.0	0.0	0.0	1.1

*) Higher ratio of noncompliant samples of these fuels is influenced by the low number of collected samples

3.3 Overview – results of projects concerning general inspection

Overview – results of projects concerning general inspection

Inspection title	Inspections	With findings	Ratio
Offer, sale, storage of products infringing certain intellectual property rights	1,914	554	28.9
E-commerce	992	851	85.8
Discrimination	494	13	2.6
Presentation sales events	73	20	27.4
Offer and sale of products within special offers and seasonal discounts	5,161	2,464	47.7
Sale of tobacco products	3,050	1,622	53.2
Sale of alcoholic drinks	6,729	501	7.5
Thrift shops and pawnshops	433	220	50.8
Explosives precursors	256	34	13.3
Consumer credit*	67	2	3.0
Winter touristic season*	365	131	35.9
Textile marking – e-commerce*	51	37	72.6
Mediation of sale and sale of cultural monuments and objects of cultural value*	68	32	47.1
Summer touristic season*	1,108	449	40.5
Pyrotechnics*	127	37	29.1
Offer and provision of services related to conclusion of contracts on energy supply*	18	15	83.3
Gambling, alcohol and children*	178	94	52.8
Packaging	3,093	110	3.6
Solid fuels*	36	13	36.1
Liquid fuels for water transport*	18	0	0.0
Batteries and accumulators	742	1	0,1
Fuels	1,504	27	1,8

*) Inspections were carried out within a shorter period than 1 year.

Note: For inspections closely focused according to specific legislation, this table lists only discovered violations of the given subject of inspection, not other violations discovered within the entire inspection project.

4. PRODUCT SURVEILLANCE

Within surveillance, the Czech Trade Inspection Authority dealt with the protection of the Czech internal market, responding to the current developments in the area of consumer policies of the European Union and consumer protection in terms of the enforcement of applicable legislature governing the free movement of goods and technical requirements for products. Surveillance of commercial entities was carried out in compliance with measures taken in order to unify and harmonize the system and process of state market surveillance with the inspection systems and processes exercised in the European Union according to the community legislation.

In 2018, the Czech Trade Inspection Authority inspected and evaluated the safety of products placed on the market and their compliance with requirements of special legal regulations. During the surveillance activity, it focused mainly on the elimination of risks associated with the use of the products. Within the surveillance activity, the Czech Trade Inspection Authority used cooperation with other state surveillance authorities and specialized workplaces, including international affiliations. For the verification of technical requirements for products under surveillance, the Czech

Trade Inspection Authority cooperated with authorized and accredited persons, which provided analyses of collected samples of products as well as professional information. The Czech Trade Inspection Authority's surveillance of products stemmed mainly from provisions of the Act No. 102/2001 Coll., on General Safety of Products, as well as from the Act No. 22/1997 Coll., on Technical Requirements for Products, and the Act No. 90/2016 Coll., on conformity assessment of products when made available on the market. Inspections pursuant to the Act No. 102/2001 Coll. concerned non-stipulated products, where the evaluation targeted the general safety. The respective legal regulation was applied in cases, when the requirements for safety or risk limitation weren't governed by special legal regulations. Inspections according to the Act No. 22/1997 Coll. and the Act No. 90/2016 Coll. concerned stipulated products. Particular requirements for stipulated products are stated in respective statutory orders or directly applicable EU legal regulations. Non-stipulated products were inspected by all CTIA inspectorates. In the consequence of the amendment of the Act No. 64/1986 Coll. on the Czech Trade inspection Authority, the Technical Inspection Department with national scope was cancelled at the Středočeský and Prague Inspectorate. The reinvestigation at importers, authorised representatives and manufacturers is carried out by all CTIA inspectorates.

Results of joint national inspection projects included in the plan of market surveillance in 2018

	Inspections	With findings	Breaches in v %
Toys intended for children under 14 years of age	1,514	1,081	71.4
Mobile phone chargers **)	29	10	34.5
Means of civic entertainment (except for children playgrounds)	40	26	65.0
Work gloves with leather	41	28	68.3
Riding helmets	6	4	66.7
Extension cables **)	7	1	14.3
Furniture with electrical equipment	5	1	20.0
Thermal insulation products for building industry (MW + EPS) **)	49	14	28.6
Charging stations	7	2	28.6
Car jacks**)	55	34	61.8
Precast concrete	6	4	66.7
Inspection of waterproofing membranes and foils	7	3	42.9
Baby monitors	13	5	38.5
Mobile phones	53	18	33.9
Marketing of chip wood	113	27	23.9
Total	1,945	1,258	64.7

*) all detected breaches of all inspected legal regulations within the inspection

**) inspection is still in progress with possible future investigation at other commercial entities

The plan of inspection activities for 2018 also included inspections focused on the verification of fulfilment of the requirements for the introduction of stipulated products to the market, which were realized by all CTIA inspectorates. During these inspections, inspectors of all inspectorates carried out a survey of the market of stipulated products, they inspected the accompanying documentation and the labelling of products according to special legal regulations. Furthermore, they proved violations of applicable legal regulations in the process of placing stipulated products on the internal market, they identified partial segments of the distribution chain and subsequently they specified persons responsible for the marketing of the respective product. Reinvestigations at carriers, authorized representatives and manufacturers seated in the Czech Republic was carried out mostly by Technical Inspection Department (TID). Reinvestigations at carriers, authorized representatives and manufacturers seated in other member states of the EU was handed via the Department of Methodology and Inspection Support within the General Inspectorate of CTIA to a surveillance authority of the respective member state.

All inspection projects were or will be evaluated in a final report. The respective results were or will be provided to the public through press releases. In the case of discovered formal shortcomings, CTIA inspectors imposed measures to eliminate the shortcomings. Where it was discovered that a product poses a risk to consumers, inspectors implemented a protective measure such as the prohibition to place the product on the market, put the product into operation or distribute the product. Subsequently, such products were reported to the RAPEX contact point.

Division of Methodology and Inspection Support trained and methodically guided CTIA inspectors for all nationwide inspections which were focused on inspection of products.

Besides the inspections according to planned projects, inspections also concerned inputs and complaints of consumer and entrepreneurial public regarding specific products from the harmonized as well as non-harmonized sphere. Toys are repeatedly inspected products as products intended for an endangered group of users to which increased attention is paid.

4.1 Nationwide inspections

Toys intended for children under 14 years of age

Toys continually receive an increased attention by the Czech Trade Inspection Authority. In 2018, in total 1,514 inspections were carried out and violations of effective legal regulations were discovered in 1,081 cases. In connection with requirements of Act 22/1997 Coll., on Technical Requirements for Products, or the Government Order No. 86/2011 Coll., on Technical Requirements for Toys, violations were discovered during 857 inspections.

They concerned mostly insufficient identification of persons responsible for placing toys on the market, shortcomings in their labelling or missing information or missing information in the Czech language. In total 4,776 models of toys were inspected and shortcomings of mostly administrative character were discovered in 3,020 models. In terms of percentage, some of the above mentioned faults, or their accumulation, appeared in c. 63% of inspected toys.

Inspections of toys according to individual inspectorates

CTIA inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
Středočeský and Prague	92	72	78.3
Jihočeský and Vysočina	279	144	51.6
Plzeňský and Karlovarský	524	422	80.5
Ústecký and Liberecký	141	116	82.3
Královéhradecký and Pardubický	148	98	66.2
Jihomoravský and Zlínský	116	76	65.5
Olomoucký and Moravskoslezský	214	153	71.5
Total	1,514	1,081	71.4

In total 38 various models of toys were collected in the market network to verify whether products' mechanical, physical or chemical characteristics comply with applicable legal regulations. 14 types of products didn't comply with the safety requirements of the respective government order in one or more safety indicators and other 9 products are in the phase of assessment. Based on discovered shortcomings, in total 12 models of toys were reported through the contact point for the Czech Republic into the RAPEX system for dangerous non-food products, due to a serious or high risk of a threat to the health of children. Button cells are considered extremely dangerous because they can cause really significant damage to the digestive tract after being swallowed or inhaled. Toys were also detected with used materials containing chemical elements or compounds in amounts significantly exceeding the limits set by the applicable legal regulations. Serious defects were found in both toys that are obviously intended for children under 3 years and toys suitable for elder children.

Chargers for mobile phones

The subject of the inspection were separately sold unbranded chargers for mobile phones. The inspections focused on testing the safety of these products and the fulfilment of administrative requirements when placing these products to the market. 29 inspections were carried out and 14 types of products were collected, which were subsequently tested in accredited laboratories. Four products were found satisfactory in terms of technical performance, ten products were unsatisfactory. Technical defects mainly consisted of insufficient electrical separation of the primary and secondary circuits, excessive warming or insufficient electrical strength of the product. At present, preparation of documents for assessing the risks arising from the identified deficiencies is being carried out at individual inspectorates and subsequently an investigation will be carried out at persons responsible for the product.

Means of civic entertainment besides children's playgrounds

The inspection was aimed at the safety of operations of fun rides – means of civic entertainment that are selected products pursuant to the Government Order No. 173/1997 Coll. laying down selected products for conformity assessment. 40 inspections were carried out at operators or manufacturers, 90 means of civic entertainment were, e.g. dodgem tracks, children's rides, trains, brave turntable rides, wire parks. Flaws were detected in 40

types of the inspected fun rides, consisting mostly of higher entrance platforms, insufficient and missing restraints (such as car belts), sharp edges in passenger units, uncovered trampoline springs, and also the required periodic inspection of a rope centre was missing. Ban on the operation of 47 items of products was issued in the consequence of the findings. The detected defects were removed during the inspections, excluding the case of 2 fun ride centres whose operators quit their operations. In 1 case, a manufacturer breached the of Act No. 22/1997 Coll., on Technical Requirements for Products.

Work gloves with leather

Inspection action focused on work gloves with leather and compliance with obligations stipulated in the Act No. 22/1997 Coll. on Technical Requirements for Products, and the Government Order No. 21/2003 Coll. which lays down the technical requirements for personal protective equipment, when placing these product in the market. CTIA officers inspected whether the inspected products meet the technical requirements of the above mentioned legal regulations and whether they can provide sufficient protection from safety risks in order to eliminate possible injuries of persons using the protective equipment. The nationwide inspection was carried out by regional inspectorates, namely in 41 inspections within which 59 product types, including 28 product types that failed the technical requirements of the above mentioned legal regulations. Subjects to inspections were also accompanying documentation and CE declaration of conformity as well as assessment whether products meet the requirements as set in the above mentioned legal regulations with regard to products characteristics. 14 products were collected with this particular claim and laboratory analysis was carried out to show whether they meet the technical requirements. Only 2 products complied.

Riding helmets

Inspections focused on riding helmets for horse riding. CTIA officers inspected the fulfilment of obligations stipulated by the Act No. 22/1997 Coll., and the Government Order No. 21/2003 Coll., which lays down technical requirements for personal protective equipment. Riding helmets must meet the technical requirements in order to reduce the risk of injury. CE marking of conformity as well as other obligatory marking, affixed instructions for use, warnings and safety instructions were inspected in terms of their completeness and provision of the Czech version.

Within the inspection project, the Jihomoravský and Zlínský Inspectorate carried out in total 6 inspections of 29 product types at 6 commercial entities. Shortcomings were detected in 10 product types that weren't equipped with instructions for use, warnings and safety instructions in Czech.

Extension cables

The subject of the inspection were electrical extension cables without overvoltage protection. The inspections were aimed at examining the safety of these products and fulfilment of the requirements for placing these products on the market. Seven inspections were carried out. Six types of products were collected, which were subsequently tested in an accredited laboratory. Five products complied in the technical point of view and one product was considered unsatisfactory in this respect. The noncomplying parameter was excessive warming of the product when turned on. At present, the CTIA protocols are being handed over to the CTIA inspectorates, which will then prepare their own documents for assessing the risks arising from the identified defects and they will carry out investigations at the persons responsible for the product.

Furniture with electric equipment

Within the Czech market surveillance program, product inspections were carried out on furniture with built-in electrical equipment, e.g. luminaires integrated in furniture, positioning furniture with electronically controlled equipment, etc. The Jihočeský and Vysočina Inspectorate took part in the inspection. The objective of the regional inspection was to verify whether the electrical equipment incorporated in the furniture offered in the market complies with the technical requirements laid down in the applicable government regulations. Five product types were inspected at 5 distributors. In one case, violations of legal regulations within the scope of the CTIA were detected. These were missing instructions for use that would contain clear, comprehensible and easily understandable safety information so that the electrical equipment could be used safely and for the purpose for which it was produced.

Thermal insulation products for building industry (MW + EPS)

The national inspection focused on thermal insulation products for buildings that are industrially manufactured from mineral wool (MW) or polystyrene foam (EPS). Thermal insulation products are selected products pursuant to Regulation (EU) No 305/2011 of the European Parliament and of the Council that lays down harmonised conditions for the marketing of construction products. So far, 49 inspections have been carried out as

a part of the inspection and 14 product types were collected for characteristics testing according to harmonized standards EN 13162: 2012 + A1: 2015 (for MW), and EN 13163: 2012 + A1: 2015 (for EPS). Deficiencies were identified in 4 product types in terms of the characteristics declared by the manufacturer in the characteristics declaration. Further deficiencies were identified during the inspections concerning the insufficient marking of products or information in the declaration of characteristics. Within the inspection action, there is an ongoing investigation in the whole customer-supply chain.

Charging stations

The inspection concerned stable public charging stations for batteries of electric and hybrid vehicles. Inspections aimed at safety of these products, compliance with administrative requirements when putting them into operation. 7 inspections were carried out within the project. 5 types of charging stations operated by 6 different inspected entities were inspected. In all cases, the CTIA cooperated with the locally competent building offices or departments – Prague 1, Prague 8, Uničov, Velký Týnec, and Přerov. In all cases, vendors made available at the stations the information on compatibility, price list, possibility to charge a vehicle without the necessity to conclude a contract in the sense of section 6q par. 1, 4, 5, of the Act No. 311/2006 Coll. on Fuels and Filling Stations. In 2 cases, the CE marking of conformity was missing, and in 1 case there was no production label. Final investigation is in progress at the persons responsible for the product. In 2 cases, based on cooperation with 2 building offices, it was detected that their construction wasn't even reported to the building office. This falls within the scope of the competent building offices.

Car jacks

The inspection was focused on hand mechanic and hydraulic jacks with the maximum load capacity of 3,000 kg intended for cars. Car jacks are selected products pursuant to the Government Order No. 176/2008 Coll. on Technical Requirements for Machinery. In total 55 inspections were carried out within the project and 7 product types were selected to practical strength tests according to the harmonized standard ČSN EN 1494+A1:2010 – Mobile or movable jacks and associated lifting equipment. After overall assessment, 6 product samples were evaluated as noncompliant. Other flaws were also detected regarding insufficient marking and labelling, missing instructions for use and CE declaration of conformity, or these documents didn't meet the requirements or weren't provided in Czech. Within the inspection, there is an ongoing investigation in the whole customer-supply chain.

Precast concrete

The objects to the inspection were precast concrete normal weight and lightweight concrete shuttering blocks produced with the use of ordinary or light aggregate or their combination, being selected products according to the Regulation (EU) No 305/2011 of the European Parliament and of the Council of 9 March 2011 laying down harmonised conditions for the marketing of construction products. The Královéhradecký and Pardubický Inspectorate carried out 6 inspections within the project, focusing on commercial entities distributing precast concrete products. In total 6 product types were inspected. Flaws were found in three cases. It was necessary to carry out the removal of defects at the manufacturer. The most frequent misconduct was the failure to inform about the reaction to fire and to provide information about the level or class of the characteristics in the declaration of characteristics. Further, misconducts were detected in cases of missing unique identification code of the product type, number of the declaration of characteristics, intended use, indication of proportions, failure to display announced entity, misleading information about the first marketing of the product, incorrect information about the used standard or its format.

Inspection of waterproofing membranes and foils

The objects to the inspection were waterproofing membranes and foils that are among selected products according to the Regulation (EU) No 305/2011 of the European Parliament and of the Council of 9 March 2011 laying down harmonised conditions for the marketing of construction products. The Olomoucký a Moravskoslezský Inspectorate carried out in total 7 inspections at commercial entities dealing with the distribution of waterproofing membranes and foils. In 3 cases, the entities failed the obligations of distributors in compliance with the Regulation's requirements. The detected findings concerned incorrectly displayed levels or classes of characteristics declared in the declaration of characteristics. Misconducts were also detected in the first two digits of the first marketing, in the referential number of the declaration of characteristics, the unique identification product type code, the intended use, reference to the used harmonised technical specification, the identification number of the reported subject, and incorrectly displayed characteristics of the elementary characteristics resistance instead of the correct characteristics durability.

Baby monitors

Within the Czech market surveillance program, baby monitor products were inspected and/or tested,

sometimes including also baby monitor chargers included in the product packaging. The inspection was carried out by the Ústí nad Labem and Liberec Inspectorate in cooperation with the Czech Telecommunication Office (CTO). The inspection focused on product labelling, their accompanying documentation (EU Declaration of Conformity, safety instructions, instructions for use), CE Marking, Conformity Documentation and Technical Documentation as well as Transmission Frequency Measurements, carried out in collaboration with the CTO. The aim of the regional inspection action was to verify that baby monitors offered in the market meet the technical requirements set out in the Government Regulation No. 426/2016 Coll., on the assessment of conformity of radio equipment when delivered to the market. Within 13 inspections, 14 types of products were inspected, and violations of legal regulations in the scope of the CTIA were detected in 5 cases. Breaches of the applicable government orders were detected in cases of two commercial entities and two product types. Furthermore, one entity didn't provide the surveillance authority with the necessary cooperation within the inspection, so administrative proceedings will be initiated.

Mobile phones

Within the Market Surveillance Programme, inspections of mobile phones and mobile phone chargers if included in the product package were carried out. All inspectorates participated in the project focused on marking and labelling of products, accompanying documentation (EU Declaration of Conformity, safety instructions, documents regarding conformity assessment, instructions for use), CE Marking, Conformity Documentation and Technical Documentation, as well as Transmission Frequency Measurements, performed in collaboration with the CTO. The aim of the inspection action was to verify that mobile phones offered in the market meet the technical requirements set out in the applicable government regulations. There were 53 individual inspections at 48 commercial entities and breaches of generally binding legal regulations were detected in 15 product types at 18 commercial entities. The flaws consisted of shortcomings in accompanying documentation (missing instructions for use and safety warnings; instructions for use and safety instructions weren't in Czech), and obligatory marking and labelling (failure to display on the product or its packaging the information about the manufacturer or importer and address on which they could be contacted). Deceptive commercial practice was detected in case of 1 distributor – a different notified person was displayed on the product than in the EU Declaration of Conformity.

Inspection of marketing of chipped firewood

The Czech Trade Inspection Authority carried out inspections of traders with timber and timber products within its authorizations stipulated in the Act No. 226/2013 Coll. on placing timber and timber products on the market. The inspections focus on compliance with the obligations stipulated in Article 5 of the Regulation (EU) No. 995/2010 of the European Parliament and of the Council of 20 October 2010 laying down the obligations of operators who place

timber and timber products on the market. The CTIA aimed mainly at the fulfilment of obligations to enable re-tracking of commercial entities that supplied the timber and timber products. Also in 2018, the Czech Trade Inspection Authority focused especially on the sale of chipped firewood. Within the inspection, 113 inspections were carried out without the detection of any breach of the seller's obligation to provide the market surveillance authority the acquisition document for timber or a timber product that they were selling. In 27 cases, violations of other legal regulations were detected (mostly breaches of the Act No. 634/1992 Coll. on Consumer Protection).

4.2 International inspection projects

PROSAFE

International product aimed projects PROSAFE JA2015 finished in 2018

Toys IV. – Plastic toys

17 national surveillance authorities of the European Economic Area, including the CTIA, took part in the international surveillance product aimed project on plastic toys safety. They tested dolls, inflatable toys, plastic books and bath/squeezable toys in an accredited laboratory IISG in Italy. Ca 18% of the tested toys were noncompliant due to the content of phthalic acid esters. 3 of 15 toy models collected in the Czech Republic failed, which represented 20%. In the spring 2018, members of the working group discussed the results of the surveillance project and published them in the final technical report. The working group that dealt with the verification of plastic toys safety closely cooperated with the representatives of the European Commission as well as with the members of the ADCO TOYS working groups and involved external entities.

Electrical appliances I. – Kitchen electrical appliances

9 national market surveillance authorities took part in the international surveillance project focused on kitchen electrical appliances, namely blenders, mixers and toasters. In total 135 product samples were collected, including 15 samples collected by the Czech Trade Inspection Authority, meaning 5 samples per each product category. The collected samples were tested in the laboratories SIQ Ljubljana (blenders and mixers) and SGS Fimko Helsinki (toasters). Violations of legal regulations were detected in 8 products collected by the CTIA (2 blenders, 3 mixers and 3 toasters). It wasn't only formal shortcomings, but also flaws with an impact on the safety of products. Inspections carried out by other involved surveillance authorities had similar results.

Power tools II. – Circulation saws

The subject of the international surveillance project was to carry out inspections of machinery - circular saws. The inspections were connected with the sampling of products imported mainly from third countries, and the so-called "no name" products with subsequent examination and assessment by the accredited testing laboratory SIQ Ljubljana in Slovenia. 4 of the 10 samples collected by the Czech Trade Inspection Authority in the Czech market failed to meet some of the requirements of the harmonized standards pursuant to which they were tested. Deficiencies in accompanying documentation and marking were detected in cases of 3 inspected product types. One inspected product failed not only the requirements for accompanying documentation and marking, but also for structural strength. The case was transmitted via the ICSMS information system to the Polish supervisory authority for investigation.

Elements for children playgrounds II.

In total 8 national surveillance authorities, including the CTIA, participated in this international surveillance project focused on the inspection of unsatisfactory elements for children playgrounds, which present a danger for the health and safety of children. Members of the work group agreed that inspections will take place at interior as well as exterior children playgrounds. According to this agreement, each surveillance authority was supposed to inspect at least 30 playgrounds. CTIA carried out inspections of 21 interior and 30 exterior playgrounds and inspected 172 elements for children playgrounds. In 5 cases, prohibition on the use of products was imposed to their operators (9 elements) until remedy would be made. Based on the findings, subsequent inspections were carried out at 2 manufacturers within which breaches of the Act No. 22/1997 Coll. on Technical Requirements for Products were discovered. In total 1,016 elements for children playgrounds at 357 children playgrounds were inspected. Out of this number, 790 elements for children playgrounds were unsatisfactory due to a missing or incorrect labelling. The most serious discovered shortcomings jeopardizing children's health were incident areas and insufficient routine maintenance.

Another issue was mechanical damage and rot of wooden parts of the inspected elements. In October 2017, members of the work group handed over data for a final report from this project which was concluded in the first half of 2018 and the results were presented at a joint meeting and on the internet.

International surveillance projects falling under PROSAFE JA2016 ongoing in 2018

Toys V. – Electrical toys

Members of the work group for toys, i.e. 15 member states, discussed the work progress on the project. Every of the participating surveillance authorities collected 17 toy models. 238 models were tested pursuant to the standard EN 61115, and 104 models were subjects to inspections pursuant to the Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment. At present, the results of the assessment of individual toys in the accredited IISG laboratory from Italy are already known. Therefore, the participants of the event focused on the processing of risk analysis, updating of data within the follow-up measures at distributors, suppliers or producers of non-compliant products. Laboratory results confirmed that out of the 17 models of toys collected by the CTIA, in 11 cases the amount of lead or cadmium or both was proven to be much higher in sold toys. This greatly exceeded the limits permitted by the Directive 2011/65/EU. Such products pose a serious risk of potential damages to the environment by water and soil contamination in case of inappropriate disposal. At the same time, two toy models didn't meet the requirements of the GO 86/2011 Coll., on Technical Requirements for Toys, because battery cells were freely available to the smallest children and they could be swallowed or inhaled if released from the toys. We assume that these toys will be notified to the RAPEX system upon completion of the necessary administrative tasks.

Child care articles VI. – Baby carriers and cots

The total of 10 national supervisory authorities, including the CTIA, were involved in this international childcare surveillance project, specifically aimed at soft baby carriers, frame back carriers, traditional cots and travel cots. The accredited laboratory IISG in Italy was selected to carry out the testing. After the testing ended, the project participants met in the laboratory to be informed about the tests results and discussed about specific risks posed by noncompliant products. In total 84 samples of baby carriers and 23 cots were collected. CTIA collected 6 soft carrier models, including 1 belt carrier and one without integrated holes for

legs, 2 models of framed back carriers and 2 cots models, i.e. one travel cot and 1 traditional cot. Flaws regarding accompanying documentation were detected in every single collected sample. 9 samples failed as regards mechanic requirements and 3 products posed a high or serious risk and therefore they will be notified into the RAPEX system after necessary administrative steps are completed.

Electrical appliances II. – Hair care products

12 surveillance authorities took part in the international surveillance project aimed at hair care products, namely hair dryers, curling irons and hair straighteners. As a part of this event, a total of 36 hair dryers, 36 curling irons and 37 hair straighteners were collected. All products were sent to the SIQ laboratory in Ljubljana for testing. 3 models of each product group were collected in the Czech market, both online and in ordinary shops. When selecting the products, participating states focused on products of manufacturers and importers based on their territory. As regards products collected by the CTIA, one hair dryer failed the requirements because it posed a possible risk for the consumer. The sampling related inspection of this product is still in progress. After it is finished, appropriate steps will be taken. Formal shortcomings were detected regarding three curling irons and two hair straighteners – instructions for use didn't contain safety information in compliance with the legal requirements. Manufacturers will be asked to remove the detected deficiencies.

ADCO

ADCO GAR – portable gas appliances

Subjects to inspection were Gas appliances – Heaters for outdoor use - Flueless radiant heaters for outdoor or amply ventilated area use. Inspection outputs were standardized in advance in unified checklists. By the end of 2018, results from 10 countries, including the Czech Republic, were elaborated. The overall evaluation is foreseen for the ADCO GAR group meeting in April 2019. 7 inspected entities acted as distributors and 2 as importers, including one who also acted as an authorized representative. 7 product types were inspected and flaws regarding accompanying documentation and product marking and labelling were detected, especially regarding provision of information and safety warnings that must be displayed on the product on its packaging.

..

No serious deficiencies were found in respect to the marking of conformity. One heater was detected having failed the safety requirements for the protection against accidental touch of its burner. A protective measure was issued on the national level with regard to this fact and circumstances are still under investigation.

ADCO RED – Interference of meteorological radars with WLAN appliances

In August and September 2018, within the international project ADCO RED, the CTIA carried out inspections of the WLAN 5GHz appliances that could interfere with the meteorological radars operating on the 5600 to 5650 MHz frequencies. The aim of the project was to inspect whether the WLAN 5GHz appliances marketed in the Czech Republic meet the technical requirements stipulated in the Government Order No. 416/2016 Coll. on the assessment of conformity of radio equipment. In total 5 individual inspections at 5 commercial entities were carried out during the market surveillance – the appliance in question was detected at 2 commercial entities. In one case breach of legal regulations in the scope of the CTIA was detected – missing identification and contact data of the manufacturer and importer. Prohibition to sell was imposed on the particular product.

CTIA didn't prove marketing of products that would enable users to change the frequency settings, respectively products that weren't equipped with the DFS function.

EUROPEAN COMMISSION

International project EU-USA – Christmas goods

The subject of the international inspection was the compliance with the legal regulations on the marketing and distribution of Christmas light chains. The inspections were aimed at verifying the safety of these products and at meeting the administrative requirements for their marketing. The Czech Republic carried out 3 inspections within the action. Three types of products were inspected, which were simultaneously collected and subsequently tested at a pre-selected test facility in Germany (TÜV SÜD GmbH, Garching). 2 of the inspected products were assessed as unsatisfactory, with 1 product being non-compliant in terms of labelling and technical solution, and 1 product not being marked and labelled. On the basis of the deficiencies found, the products are currently being investigated.

4.3 Sampling and assessment

Within the foreseen national and international inspection and investigations of submissions from consumers as well as other entities, product samples were collected when it was necessary to verify that they comply with the requirements laid down by legal regulations. The inspections concerned both selected products and non-harmonized products. Low-voltage electrical equipment, textile products, toys, construction

products and personal protective equipment were most frequently sampled.

Besides fuel samples, in total 241 product samples were collected in 2018. 126 products that failed the legislative requirements were assessed before the deadline of this annual report.

Non-selected products

Products	Number of samples	Compliant	Noncompliant	In progress
Textile	42	13	28	1
Coal	14	10	4	0
Children care products	11	0	9	2
Other	14	0	12	2
Total	81	23	53	5

These included 73 selected products, i.e. products noncompliant with the requirements of the Act No. 22/1997 Coll. on Technical Requirements for Products, or the Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market. 53 non-selected products failed the general safety

requirements or the requirements of the Act on Consumer Protection and possibly other legal regulations. Fulfilment of legislative requirements for products was assessed by accredited persons or within internal procedures of the Czech Trade Inspection Authority.

Selected products

Types	Product samples	Compliant	Noncompliant	In progress
Electro	68	10	25	33
Toys	37	6	24	7
Construction products	25	12	5	8
Personal protective equipment	22	1	13	8
Machinery	8	1	6	1
Total	160	30	73	57

4.4 RAPEX (Rapid Alert System)

Since the Czech Republic joined the European Union, the Czech Trade Inspection Authority has participated in RAPEX (“Rapid Alert System for non-food dangerous products”), via the national contact point for non-food products - the Ministry of Industry and Trade.

RAPEX as a European system of a fast exchange of information concerning dangerous non-food products was established by Directive 2001/95/EC of the European Parliament and of the Council, on General Safety of Products (GPSD). Participation of all member states in the system is continuously evaluated by the General Product Safety Directive Committee of the European Commission, and the experience from its operation is a foundation for the subsequent changes and amendments of European legislation.

In 2018, a higher number of dangerous products were reported into the RAPEX system by all participating countries (EU member states, Norway, Iceland, and Liechtenstein) compared to 2017. The most frequently reported products, which come under the surveillance competence of the CTIA, were toys, clothing, and electric appliances which due to their features and design present in most cases a high risk for consumers. This concerned, for examples, toys containing parts that are too small (risk of suffocation, an over-limit amount of substances dangerous for health (chemical risk) or easily accessible button cells (chemical risk as well as risk of suffocation). In children clothing, the most frequent problem were too

long drawstrings (risk of suffocation or catching). Reported electric products most frequently posed a threat of injury due to electric shock or a risk of fire.

In 2018, the European Commission issued in total 2,292 notifications, out of which 2,024 were notifications pursuant to article 12 of the GPSD - serious risk. Notifications which for various reasons (not enough information displayed on the product, other than serious risk) didn't meet all criteria for issuing according to article 12 (serious risk) were issued in the category of article 11 of GPSD (other than serious risk) or INFO (for information). Out of the total number of notifications, 1,093 notifications were addressed to the CTIA according to article 12 of GPSD. In the consequence of notifications in the RAPEX system, the CTIA carried out 1,920 targeted inspections in the national market. As a result, dangerous products were withdrawn from the market and subsequent 3 reactive notifications were submitted to the European Commission.

At the same time, the CTIA actively searched for products that could pose a potential risk for consumers. For 2018, the CTIA handed over 23 notifications on dangerous consumer products to the RAPEX contact point at Ministry of Industry and Trade of the Czech Republic.

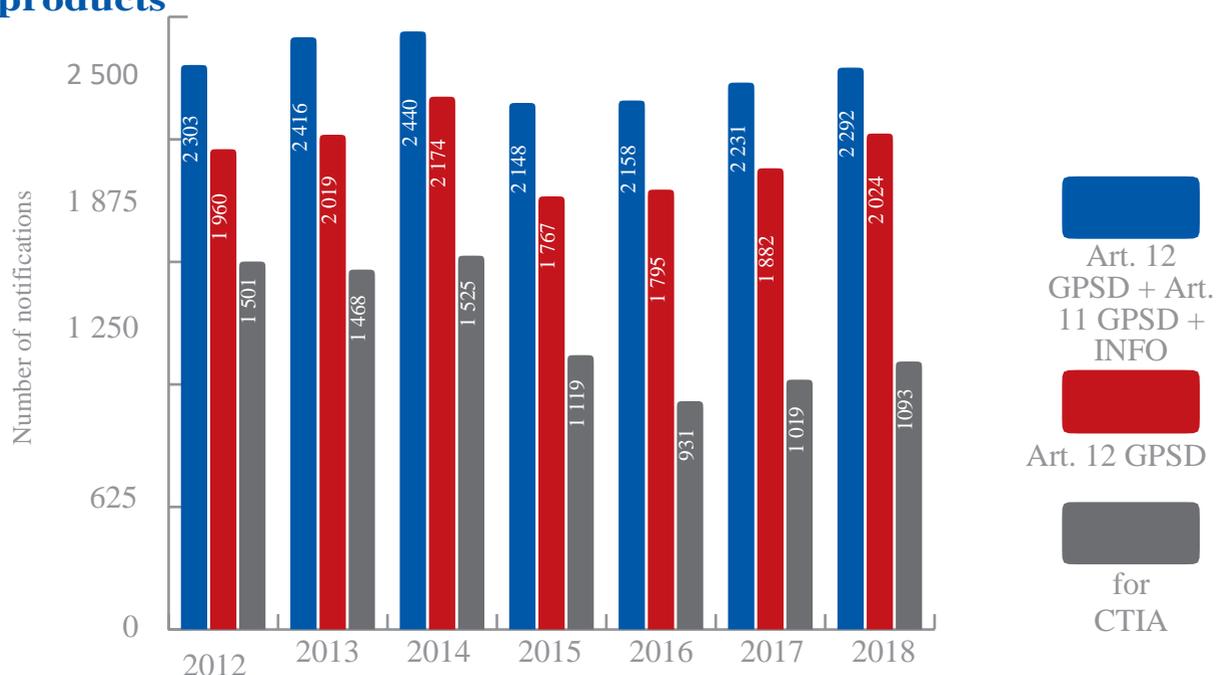
Out of that, there were 17 notifications pursuant to article 12 of GPSD (serious risk), 4 INFO notifications (serious risk, but with insufficient identification of the reported product), and 2 notifications pursuant to article 11 of GPSD (other than serious risk). The most

frequently reported products, which come under the surveillance competence of the CTIA, were toys, clothing, and electric appliances which due to their features and design present in most cases a high risk for consumers.

Summary of notifications

Year	Art. 12 GPSD + Art. 11 GPSD + INFO	Art. 12 GPSD	For CTIA
2012	2,303	1,960	1,501
2013	2,416	2,019	1,468
2014	2,440	2,174	1,525
2015	2,148	1,767	1,119
2016	2,158	1,795	931
2017	2,231	1,882	1,019
2018	2,292	2,024	1,093

Inter-annual comparison of the number of notified dangerous products



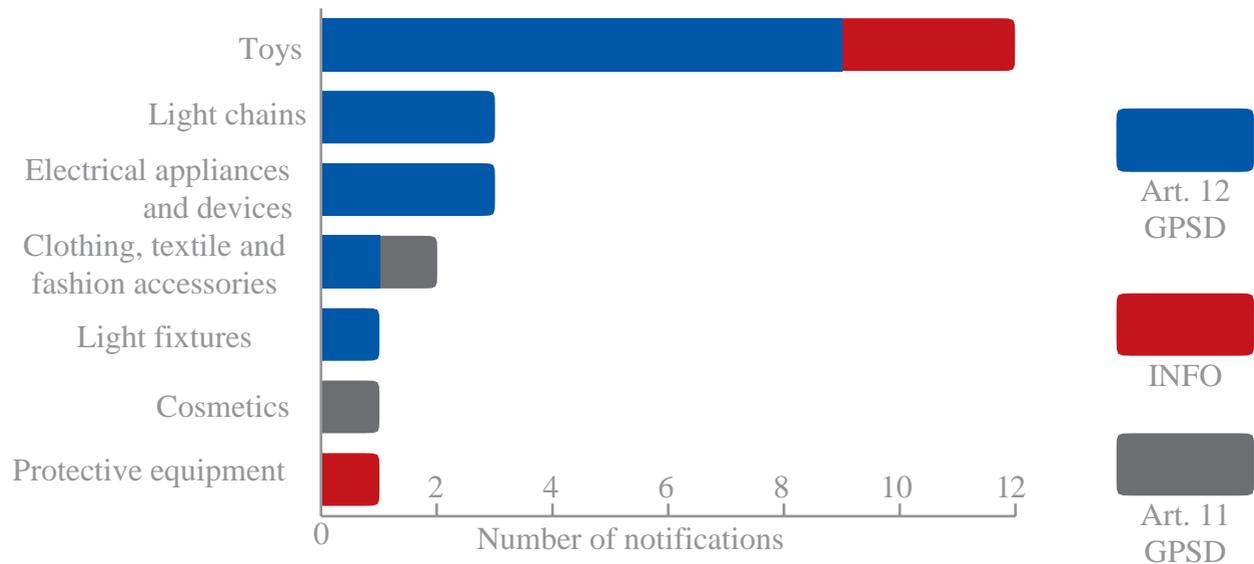
This concerned, for example, toys containing parts that are too small (risk of suffocation, an over-limit amount of substances dangerous for health (chemical risk) or easily accessible button cells (chemical risk as well as risk

of suffocation). In children clothing, the most frequent problem were too long drawstrings (risk of suffocation or catching).

CTIA notifications

Categories of products notified by the CTIA	Art. 12 GPSD	Art. 11 GPSD	Info
Toys	9	0	3
Light chains	3	0	0
Electrical appliances and devices	3	0	0
Clothing, textile and fashion accessories	1	1	0
Light fixtures	1	0	0
Cosmetics	0	1	0
Protective equipment	0	0	1

Product categories notified by the CTIA



Categories of notified products

Product category	Number of notifications
Toys	425
Clothing, textile and fashion accessories	177
Electrical appliances and devices	154
Light fixtures	55
Children care products and equipment	45
Light chains	39
Chemical products	35
Cosmetics	25
Hobby / sports equipment	18
Laser pointers	16
Protective equipment	14
Lighters	14
Machinery	13
Decorative objects	12
Furniture	11
Other	11
Communication and media devices	9
Construction products	8
Kitchen equipment	4
Pressure equipment	3
Paper goods	2
Hand tools	1
Gas fuel appliances and parts	1
Jewellery	1
Total	1,093

5. INSPECTION ACTIVITIES OF INSPECTORATES

In 2018, activities of the CTIA inspectorates were focused on general inspections originating in the centralized plan of projects 2018 (see the 4.1 chapter General Inspection). Further, inspectorates carried out

their own inspection activities and operatively responded to submissions from consumers. CTIA officers also inspected specific fields reflecting regional offer, sale of goods and provision of services.

Inspectorates – overviews of inspections and detected breaches

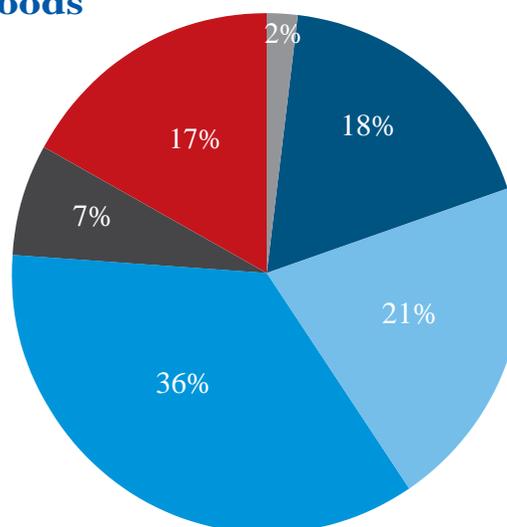
CTIA inspectorate	Number of inspections	Inspections with findings	Ratio of detected findings
Středočeský and Prague	4,052	1,848	45.6
Jihočeský and Vysočina	4,547	1,921	42.3
Plzeňský and Karlovarský	3,988	2,136	53.6
Ústecký and Liberecký	4,068	1,942	47.8
Královéhradecký and Pardubický	3,767	1,508	40.0
Jihomoravský and Zlínský	4,411	1,916	43.4
Olomoucký and Moravskoslezský	4,512	2,272	50.6
Total	29,345	13,543	46.2

5.1 Středočeský and Prague Inspectorate

Goods collected by the Customs Office or the Police of the Czech Republic and handed over to further proceedings – During 2018, the Středočeský and Prague Inspectorate continued its cooperation with the customs offices and the Police of the Czech Republic in relation to misconducts of vendors offering and selling goods infringing certain intellectual property rights. Pursuant to the Act No. 355/14 Coll. or Section 159a of the Criminal Procedure Code, the inspectorate took over the collected goods in 15 cases. These were counterfeits or illegal imitations, and the breach was dealt with by the inspectorate with the inspected persons through on-the-spot fines or orders and mainly by taking action consisting of the decision to confiscate such goods. In some cases the sanction hasn't been imposed yet with regard to recent takeover of the goods. During the respective period, the CTIA inspectorate took in total 6,037 items of products infringing intellectual property rights in the value amounting to CZK 10,272,914 when calculated in the prices of originals.

Inspections upon request of the Customs Administration (CA) – based on the agreement between the CTIA and the CA, goods entering the Czech Republic from third countries was assessed based on requests. In total 817 items of goods of various types were inspected within 29 inspections, the products were mainly toys, electrical appliances and devices, household and sport equipment, protective

Proportion of handed over goods



- Pokémon
- Lego
- Salomon
- Crocs
- retro signs
- other (e.g. Adidas, Armani, Puma, Hilfiger)

equipment. In 20 cases, the goods wasn't permitted to enter the Czech Republic, resp. the EU, and in 8 cases

products were allowed to enter the country, only after missing documents or information was provided.

Inspection	Number	Findings	Detected breaches
Delicts handed over from CA to CTIA	15	15	100.0
Inspections upon request from CA	29	28	96.5

5.2 Jihočeský and Vysočina Inspectorate

In 2018, the Inspectorate of the Czech Trade Inspection Authority of the South Bohemian and Vysočina Regions focused on general inspection, but also on the following regional events:

Mattoni ½Maraton – on June 2, 2018, the 7th Mattoni 1/2Maraton was held with increased number of visitors of the centre of the South Bohemian city. An extraordinary inspection focused on the sale of goods and provision of services, primarily at the restaurant and hotel gardens at the Přemysl Otakar II Square. In total, 7 inspections were carried out within the inspectorate's scope and breaches of the inspected legislation were detected in all 7 cases. In most cases, they related to violations of the principles of fairness of sale. Deficiencies detected were dealt with by on-the-spot fines in the form of orders totalling to CZK 20,500.

Země živelka – From 23 to 28 August 2018, the 45th International Agrosalon Země živelka took place at the České Budějovice Exhibition Center. This exhibition is traditionally focused on the presentation of agricultural machinery, plant and livestock production and, last but not least, on the sales presentation of consumer goods. Within the extraordinary inspection action, CTIA officers focused not only on inspections of the sale of consumer goods and refreshments, but also on the inspection of technical parameters of products at distributors, and in one case also on the product manufacturer. A total of 19 controls were carried out during this year's exhibition. Defects were found in 12 cases, so ratio of infringements was more than 63%. Deficiencies detected in 11 cases were dealt with by on-the-spot fines amounting to the total of CZK 12,300. In 5 cases, a ban on the sale of goods in the total value amounting to CZK 5,747 was issued. In one case, an administrative procedure was initiated with the inspected person. Most often, there were shortcomings regarding the information obligations and pricing of goods. There were no shortcomings within the product inspection.

Fairs – An extraordinary inspection was carried out on May 13 and 27, 2018, and focused on fulfilment of the obligations of sellers on pilgrimages. The project took place in Žďár nad Sázavou and Chýnov where 10 inspections were carried out. In all ten cases, breaches of the Consumer Protection Act and in one case a breach of the Act on Technical Requirements for Products were detected. The most frequent violation was the offer and sale of counterfeited goods, with the total of 375 counterfeits in the value amounting to CZK 205,657 detected within five inspections. In one case, a breach of the Act on Technical Requirements for Products was found. A ban on the distribution of two kinds of toys was issued in the total value of CZK 8,860. In other cases, violations of product information obligations were proven and prohibition to sell 26 products in the value amounting to CZK 6,145 was issued until remedy would be made. In 4 cases, the deficiencies resulted in on-the-spot fines amounting to the total of CZK 6,000. Other violations were dealt with in administrative proceedings.

„Castle 2018“ – In August and November 2018, special “Castle” inspections were carried out at the marketplaces in Vyšší Brod and Strážné aimed at storing counterfeits and offering them for sale. In a total of three inspections, the inspectors used their powers to enter locked spaces where there was a reasonable suspicion of storing counterfeits, with the participation of a locksmith. During these inspections, more than 4,500 products were collected in the value of originals exceeding CZK 15,800,000 – mostly textile products, handbags, belts, goggles and kits marked with the trademarks Nike, Adidas, Louis Vuiton, Puma, Hollister, Camp David, Gucci, Burberry, Mammut, Michael Kors, Audi, Mercedes Benz, Volkswagen, BMW, Yamaha, and Lego. Inspections were always carried out in cooperation with the Alien Police, in two cases also in cooperation with the municipal police. Selected confiscated products will be used for humanitarian purposes, the remaining goods will be liquidated.

Inspection	Number	Findings	Findings in %
Mattoni ½Maraton	7	7	100.0
Země živilka	19	12	63.0
Fairs	10	10	100.0
Castle	3	3	100.0

5.3 Plzeňský and Karlovarský Inspectorate

Inspectorate of the Czech Trade Inspection Authority of the Karlovy Vary and Pilsen Regions carried out the following inspections in 2018:

International film festival – on the edge of June and July the 53rd International Film Festival was held in Karlovy Vary. Increase of various forms of sale of goods and provision of services was detected, especially in the area of gastronomy. Deficiencies were detected in 57 of 121 inspections, which represented ca 47% of cases. Fairness of sale was the major area of detected flaws. Inspection consumption was overpriced in 23 cases. For example, a steak was more expensive by CZK 114 due to low meat weight, and by CZK 108 as a result of a failure to provide the declared amount of drinks. 2018 was the first year when cooperation was carried out with the Ústecký and Liberecký Inspectorate on the inspection of serving alcoholic beverages to juveniles, during which a figurant under 18 years of age was used. In all three cases, alcoholic beverages were served to the figurant which proved the necessity to focus on this inspection activity in the upcoming years too.

Funeral services – provision of funeral services is a very sensitive topic within the society. Deficiencies were detected in 9 of 14 inspections. Besides minor flaws of administrative manner, for which on-the-spot fines were imposed, CTIA officers detected misconducts in the billing of provided services. Wrong calculation caused the detriment to the consumer amounting to CZK 54.

Another incorrect billing caused harm to the consumer amounting to CZK 460, so the consumer was harmed by CZK 514 on the final bill. This case was resolved in administrative proceedings.

Solariums – the inspection of solariums was focused on the fulfilment of general obligations within the provision of these services and on the UV tubes used. In 7 cases out of 53 inspections, there were deficiencies concerning the UV tube. In addition, there were also minor deficiencies related to information obligations as well as valuation of provided services.

Body care services – the inspection activities focused mainly on the fulfilment of general obligations arising from the Act on Consumer Protection in hairdressers, pedicures or in the provision of massage services. Out of the 46 inspections, deficiencies were found in 32 cases, which was 70%. The most frequently found deficiency was incorrect billing. In some cases, the displayed price was not final, but only a price range was indicated, or the price of the operation was not mentioned at all. There were also cases where information was only in a foreign currency, especially in spa areas with a higher incidence of foreigners. Another frequent shortcoming was the failure to issue a document on the provided service or such document contained the required information. However, shortcomings were also found in the fairness of sale, when the consumer was charged a higher amount for the service than it should have been.

Inspection	Inspections	With finding	Ratio of findings
International film festival	121	57	47.1
Funeral services	14	9	64.3
Solariums	53	9	16.9
Body care services	46	32	69.6

5.4 Ústecký and Liberecký Inspectorate

Inspectorate of the Czech Trade Inspection Authority of the Ústí and Liberec Regions carried out the following inspections in 2018:

Furniture – the inspectorate has repeatedly carried out this own inspection, with regard to the high ratio of findings in the previous year (90.9%). Inspections were carried out in furniture stores, including major chain stores, as well as through online sales. Deficiencies were identified in particular in the incorrect or no marking of upholstered furniture, failure to provide information about the manufacturer, importer or supplier and to inform the consumer about their treatment. Infringements were found in 76% of the inspections carried out. Due to the results, the inspectorate will keep focusing on furniture also in the future.

Rental of wedding and formal dresses – the inspection aimed at provision of services by both physical and legal persons offering rental and sale of wedding and formal dresses. It was inspected whether the seller informed consumers about the price of offered products and the price of provided services, whether they issued the order sheet and whether they sufficiently informed about the prices of possible performance or non-performance of the stipulated conditions. The most frequent shortcomings were found in the failure to inform the consumer about the conditions of the rental, to issue the order sheet, to inform about the manner and extent of exercising the rights from defective performance, failure to meet information obligations, to inform about the final price of the provided services. The ratio of findings was 63% of the total number of inspections.

Gardening – inspections were carried out in horticultural shops, stands at marketplaces and at exhibitions. Inspectors focused on whether vendors sufficiently labelled and marked plants, trees, and crops

with information on how to care for them, whether they issue the bill of purchase of products, and whether they inform about the prices of offered products. The most common shortcomings were the absence of plant name designations sold in containers by their botanical name, or the botanic names were interchanged with general names such as for example annual plant, perennial plant, bush. Frequent findings consisted of failures to inform about prices and information about the necessary care. So the consumer, when buying a higher number of plants and species wasn't informed about which specie they were buying, although on the bill of purchase the botanical name of every plant was indicated. This was a repeated inspection and it can be said that the condition of the market improved in comparison with previous years. The ratio of findings was 59% of the total number of inspections.

Rental of sports equipment – the inspections were aimed at popular sport activities and related rental of sport venues, stadiums, fields, courts and gyms. CTIA also inspected the offer of rentals of sports equipment, tools and supplementary sale. Simultaneously, inspection of refreshments and other alimentation facilities was carried out. Flaws were detected in 44% cases. Failure to issue the bill of the use of a service without obligatory information was a typical breach.

Rentals of machinery and hand tools – the inspectors focused on compliance with legislation on occasional rental of machines and hand tools in rental shops. Deficiencies were found in 57% of the inspections. It was a breach of information obligations, where the consumer wasn't properly informed about the use of the rented hand tools, namely thermoplastic welders, angle grinders, including the cutting disc and vibratory plate compactors. Furthermore, the consumer wasn't informed about the dangers and risks arising from incorrect use of the rented products. Inspectors didn't receive any required instructions for use in oral or written form.

Inspection	Number	With findings	Findings in %
Furniture	21	16	76.0
Rentals of wedding and formal dresses	16	10	63.0
Gardening	44	26	59.0
Rentals of sports equipment	9	4	44.0
Rentals of machinery and hand tools	7	4	57.0

5.5 Královéhradecký and Pardubický Inspectorate

In 2018, the CTIA Inspectorate of the Hradec Králové and Pardubice Regions focused primarily on inspections with juveniles, on regional events of sellers (festivals, Christmas markets, cultural monuments), and also on the investigation of complaints and major inspection projects.

Alcohol and tobacco – sale to juveniles – all through the year 2018, the inspectorate carried out inspections aimed at the sale of alcoholic beverages and tobacco products to persons under 18 years of age. Inspection purchases of alcoholic beverages and cigarettes were carried out by youth persons (high school students). Officers of the Czech Trade Inspection Authority carried out in total 172 inspections with the use of juveniles in the Hradec Králové and Pardubice Regions. They detected 93 cases (54%) of infringements of the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects. Sale of alcoholic beverages to persons under 18 years was detected in 92 cases (breach of Section 11 par. 5 of the above mentioned Act). Sale of tobacco products was found in 1 case (breach of Section 3 par 4 of the Act). Subsequent inspections of sale to juveniles were carried out and it was detected that vendors repeatedly breach the above mentioned Act. They sold spirits, wine and beer without checking the age of the buyer. Inspections were carried out especially during the summer and winter touristic season – at swimming pools, ski resorts, Christmas markets, and also in the consequence of submissions from consumers. In 2018, in total 48 fines amounting to CZK 1,995,000 came into force as a result of the breaches of the Act No. 65/2017 Coll.

Extraordinary inspections – employees of the inspectorate carried out several extraordinary inspections, e.g. based on a request from the General Financial Directorate at “private clubs” selected in advance. There was a serious suspicion that these aren’t private indeed. CTIA officers managed to carry out inspection of consumer purchases and, hence, contribute to the success of the inspection. Inspections of music festivals were carried out in cooperation with the Regional Hygienic Station of the Hradec Králové Region, for example Hip Hop Kemp in Hradec Králové, festival Brutal Assault in Jaroměř and the event Jičín – město pohádky. Detected infringements related to the failure to inform consumers about the prices of products, counterfeits, failure to provide declared amount of drinks as well as the failure to issue a bill of purchase with all required information based on consumer’s request. In 2018, selected inspectors focused on the inspection of personal protective equipment. In total 109 inspections were carried out, including 86 cases in which breaches of the Act No. 22/1997 Coll. were detected (i.e. 79%).

Construction products – based on suggestions from Austrian, Polish and German surveillance authorities for construction products, inspections of three manufacturers from the Hradec Králové and Pardubice Regions were carried out. All three inspections resulted in sanctions imposed for formal flaws.

Cooperation with surveillance authorities – cooperation with other surveillance authorities continued also in 2018. Every month, inspections

Place/event/inspection	Number of inspections	With findings	Breaches in %
Chrudim – 25. 1. 2018	24	16	66.6
Vrchlabí – 22. 2. 2018	22	9	40.9
Ústí nad Orlicí – 28. 3. 2018	18	10	55.5
Jaroměř – 26. 4. 2018	22	13	59.1
Česká Třebová – 24. 5. 2018	18	11	61.1
Jičín – 28. 6. 2018	20	9	45.0
Lanškroun – 26. 9. 2018	20	15	75.0
Rychnov nad Kněžnou – 25. 10. 2018	26	14	53.8
Svitavy – 29. 11. 2018	24	9	37.5
Festival Brutal Assault Jaroměř – 10. 8. 2018	12	5	41.6
Sale of alcohol and tobacco to juveniles 2018	172	93	54.1

were carried out in selected locations of the Hradec Králové and Pardubice Regions. Cooperation with the media (TV, press, radio) developed as reporters joined inspections for example at Christmas markets – within the sale of fish and trees.

CTIA officers also gave lectures at high schools in order to inform students about the activities and authorizations of the CTIA and informed them about their consumer rights.

5.6 Jihomoravský and Zlínský Inspectorate

Activities of the Inspectorate stemmed from the plan of centrally managed inspections according to the project plan of 2018, inspectorate's own inspections within the region, and operative inspections within which submissions from consumers were used. The inspectorate cooperated with other surveillance authorities several times.

Inspections at the marketplace – in 2018, the inspectorate saw very good results in the area of offer, sale and storage of products infringing certain intellectual property rights. Within two major inspections carried out in cooperation with the Police of the Czech Republic at a marketplace near Znojmo, the inspectors used their authorization consisting of the ability to enter locked spaces if there is a suspicion that counterfeits could be stored there. During these inspections, CTIA officers found their way (with the help of a locksmith) to a number of personal vehicles and non-residential premises where they found a high number of counterfeits of clothing, handbags, footwear etc. Counterfeits of global trademarks weren't found only at marketplaces. By the end of the year, the inspectorate carried out two inspections focused on the offer, sale, and storage of counterfeits of Apple mobile phones and accessories. Inspections were carried out in ordinary shops in the Brno centre. Counterfeits were found in all cases and amounted to the total of almost CZK 1 million.

Used car purchases – during 2018, the inspectorate carried out several specifically aimed inspections that stemmed from both submissions from consumers and experience and knowledge of the inspectors. An inspection of a used car dealerships was an important inspection because the inspectorate's employees had a suspicion that consumers are deceived. The suspicion was proven within the inspection.

Exchange offices – by the end of the year, the inspectorate carried out an inspection focused on exchange offices at the border crossing in Lanžhot. In one case, deceptive conduct was detected within the sale of a vignette in EUR. Inspection at the Vranov dam was very positive because breach of law was discovered in only one of 7 inspections.

Filling stations – in cooperation with other inspectorates of the Czech Trade Inspection Authority, the inspectorate carried out a wide inspection relating to

filling stations and restaurants at the D1 highway. The following inspectorates took part in the joint action: Jihočeský and Vysočina, Středočeský and Prague, and Olomoucký and Moravskoslezský. 46 inspections were carried out in total and infringements of legal obligations were detected at 25 workplaces.

Product safety – the new Inspection Department III carried out product safety surveillance from January 2018. The main focus of the surveillance activities of the department was on the compliance with the Act. No. 22/1997 Coll. on Technical Requirements for Products, Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market, and relating implementing government orders as well as directly applicable EU Regulations. The inspections stemmed from the Act No. 64/1986 Coll. on the Czech Trade inspection Authority, and the Act No. 634/1992 Coll. on Consumer Protection, as well as the Act No. 255/2012 Coll. on Inspection, and from other legal regulations within the surveillance scope of the Czech Trade Inspection Authority.

Products intended for children were repeatedly found within the market surveillance. These products can contain small detachable parts that pose a danger of swallowing or inhalation, for example small plastic whistles affixed to children's umbrellas, as well as button cells freely accessible without the necessity to use any instrument or make two independent steps when opening the battery case of children's headbands, devil's horns or other illuminating toys.

Product sampling was carried out within the inspections and the goods were subjects to professional tests aimed at the compliance with the safety requirements, inspection of both mechanic and chemical characteristics. Work gloves were sampled, for example. In one case of tests carried out in a test room, it was proven that one type (Work glove SEAN 2017, 10.5 XL, CAT. II) failed due to excessive content of harmful chemical substances when hexavalent chromium exceeded the permitted limit. The product was evaluated as very risky for consumers. Protective measure consisting of prohibition of distribution was imposed on the product.

Only the Jihomoravský and Zlínský Inspectorate carried out an inspection focused on riding helmets, i.e.

Inspection	Number of inspections	With findings	Breaches in %
User cars dealerships	12	8	66.7
Christmas markets	11	6	54.5
Taxi	6	1	16.7
Vranov dam	7	1	14.3
D1	46	25	54.3
Apple counterfeits	5	5	100.0
Exchange offices	5	1	20.0
Riding helmets	6	4	66.7

selected products pursuant to the Government Order No. 21/2003 Coll. which lays down technical requirements for personal protective equipment. Surveillance was carried out at 6 inspected distributors at which 29 helmets were inspected. Within the inspection, only formal

shortcomings were detected in case of some helmets, just like the absence of safety warnings in Czech. Shortcomings directly endangering the health and life of consumers weren't detected.

5.7 Olomoucký and Moravskoslezský Inspectorate

The Olomoucký and Moravskoslezský Inspectorate of the Czech Trade Inspection Authority carried out the following inspections:

Thermal insulation products for buildings and industrial installations – Industrially produced products made from mineral wool (MW) and flexible polyethylene foams (PEF) – in total 5 commercial entities, including 1 distributor and 4 manufacturers, were inspected within the inspection. With regard to the inspection results it can be said that thermal insulation cases from mineral wool and thermal insulation tubes from flexible polyethylene foams aren't placed and supplied on the market in compliance with the requirements of the directly applicable regulation on construction products. Non-compliance with the requirements of the Regulation (EU) No. 305/2011 was detected in all 4 types of inspected products and in all 5 inspected commercial entities. Absence of the required documents and information can lead to the situation when incorrect use of construction products in a building will not fulfil the requirement for constructions as a whole being in compliance with the intended use, especially with regard to the safety and protection of the health of persons throughout the whole life circle of the buildings.

Music festival Colours of Ostrava – within the festival, inspections were aimed especially at the sale of

refreshments, promotional gadgets and other tiny goods. Most frequent flaws were detected regarding the non-compliance with the principles of fair selling – for example, bill of purchase with all required information wasn't issued based on consumer's request, while in other cases sellers failed the correct marking and labelling of products and used uncertified measuring instruments.

All Souls' Day – inspections were focused on the sale of products and provision of services directly connected with this day. In a number of cases, sellers and services providers didn't meet the information obligation regarding the products, didn't inform consumers about prices and failed to issue a proper bill of payment. In 34 establishments, a further sale of 904 pieces of goods was banned until remedy; these goods' value amounted to CZK 14,208.40. These were mainly funeral wreaths, decorations and candles which weren't properly labelled and marked with obligatory information.

NATO Days in Mošnov, connected with the Days of Czech Air Force – the event is visited by a high number of Czech and foreign visitors, exhibitors and presenters. It is also a traditional opportunity for mostly preventive inspection by the Czech Trade inspection Authority. The inspection activities aim mainly at the

good reputation of the Czech Republic as the host and organizer of the event. Especially inspections of stand sale are carried out. In 2018, detected shortcomings weren't serious.

Easter – inspections were focusing on the sale of products connected with Easter and provision of services at stands, Easter markets, flower shops and chain stores. High ratio of; findings stemmed from flaws regarding labelling and marking of products, incorrect billing, failure to issue a bill of purchase based on consumer's request with all required information, and proper marking of goods with prices.

Šenovská burza in Ostrava – there were three phases of the inspection of stand sale carried out in cooperation with the Police of the Czech Republic and customs offices, focusing on the compliance with the Act on Consumer Protection and compliance with the prohibition to sell products infringing certain intellectual property rights. Vendors didn't mostly comply with the obligation to properly mark products with prices and other information required by law.

Cannabis fair Konopex – sale to juveniles – inspections were aimed at compliance with the Act on Health Protection from the Harmful Effects of Drugs. Most frequent shortcoming was the sale of alcohol or smoking aids to minors, in this case youth persons hired by the CTIA. The use of juveniles within the inspections of the CTIA has proven very effective inspection tool contributing to the market cultivation. At the same time, this is a preventive signal that it is necessary to comply with the applicable law in such a sensitive field as the protection of health from the harmful effects of drugs.

Inspection of fairness of sale in pharmacies – inspections were focused on compliance with the Act on Consumer Protection, namely on compliance with the principles of fair selling, pricing and marking products with prices for specific amount of additional assortment. Flaws were mostly detected in relation to the failure to mark the additional assortment with prices and prices for specific amounts.

Inspection	Number	With findings	Breaches in %
Thermal insulation products for buildings and industrial installations - Industrially produced products made from mineral wool (MW) and flexible polyethylene foams (PEF)	5	5	100.0
Music festival Colours of Ostrava	22	9	40.9
All Souls' Day	110	56	50.9
NATO Days in Ostrava & Czech Air Force Days	10	4	40.0
Easter	63	29	46.0
Šenovská burza in Ostrava	33	33	100.0
Cannabis fair Konopex	6	5	83.3
Pharmacies	86	60	69.8

6. INTERNATIONAL COOPERATION

The Czech Trade Inspection Authority has on a long-term basis actively participated in international activities and projects that are co-financed by European Commission (EC) and coordinated by non-profit professional organization PROSAFE, expert groups of ADCO and the European Commission. It tends to maximally use the opportunity to join projects co-funded by the European Commission. It also takes part in projects coordinated on the international level. The CTIA has its representatives in work expert groups of the European Commission and in ADCO work groups for administrative cooperation among surveillance authorities of EU Member States and EFTA. In cooperation with other surveillance authorities in the Czech Republic, CTIA submits the annual plan of market surveillance to the European Commission according to the article 18 of Regulation (EC) No. 765/2008 of the European Parliament and of the Council which sets out the requirements for accreditation and market surveillance relating to the marketing of products.

Through questionnaires of the European Commission, organizations appointed by the European Commission or questionnaires of ADCO work groups, the CTIA shares its experience from the surveillance activity and suggestions for improvements of surveillance activity in product spheres falling under the EU regulations and directives that are within the scope of the CTIA.

The CTIA is a national administrator of the ICSMS system and also a contact point on behalf of the Czech Republic for the ICSMS team of European Commission. In the role of national administrator, it secures the activation or deactivation of access into this system for other surveillance authorities in the Czech Republic and the resolution of potential problems with ICSMS team of European Commission. The CTIA also secures the activation or deactivation of CTIA workers' access into

this system, input of information concerning the tested products, reception and sending of safety clauses into and from countries within European Economic Area.

At the same time, the CTIA is an active member of the European system of a rapid exchange of information concerning dangerous products, where through the national contact point of this system at Ministry of Industry and Trade it receives and sends notifications concerning dangerous products into the RAPEX system.

CTIA also participates in projects that go beyond the borders of the Czech Republic, namely via the international network for protection and enforcement of consumers' interests, consisting of authorities protecting consumers' rights from more than 60 countries from all over the world and it serves to promote well-trying procedures in this sphere on a global level. The CTIA is also active in the advisory group of market surveillance of the United Nations Economic Commission for Europe – MARS, which is a plenary for discussions among market surveillance bodies in Europe, North America and Asia.

All these activities of the CTIA contribute to develop, apply, and enhance a cohesive approach of EU member states towards the issue of surveillance of the internal market of the EU. These surveillance projects and similar activities also facilitate the cooperation among participants from various national surveillance authorities and European Commission and the coordination of individual surveillance activities. Thereby, a faster exchange of information and knowledge is achieved, which contributes to faster and more effective reactions concerning the discovered unsatisfactory products and fulfilment of obligations resulting from the European legislation and mutual agreements.

6.1 Cooperation within PROSAFE

The CTIA has been member of the non-profit professional organization for market surveillance PROSAFE (Product Safety Forum of Europe) for 10 years. It took part in a number of activities coordinated by this organization, both horizontal – evaluation of market surveillance authorities processes (voluntary audit carried out by employees of surveillance authorities from other member states), e-learning and risk assessment, and activities focused on product safety inspections. At present, the CTIA participates in the project JA2016 which will end in 2019. It is the last project relating to product safety coordinated by the PROSAFE organization.

Joint surveillance projects within PROSAFE

In 2018, the surveillance project PROSAFE JA2015 was successfully finished. The CTIA took part in partial product projects focused on Hand Tool II. – Circular saws; Toys IV. – Plastic Toys; Electrical Appliances I – Kitchen electrical appliances; Playground Equipment 2, and the horizontal project on risk analysis of all products included in the partial projects.

Further, in 2018 the CTIA continuously participated in the international surveillance project PROSAFE JA2016, namely within partial product projects focused on Toys V

– Electrical Toys; Child Care Articles - baby carriers, frame back carriers; Electrical Appliances II. – Hair Care Products, and it took part in horizontal project on risk analysis of all products included in the partial projects.

More information on joint product projects coordinated by the PROSAFE organization can be found in the part 4.2 – International inspection projects.

Horizontal joint projects on risk assessment

Work group dealing with risk assessment has horizontally supported all international joint surveillance projects for 12 years. CTIA is also a member of this

group which keeps creating new templates for risk assessment in noncompliant products and guidelines for elaboration of risk assessments. Created templates are published on the PROSAFE website www.prosafe.org. During two meetings, the work group dealt with creation of model templates for products included in international product surveillance projects JA2016 that include electrical toys, electrical appliances, child care products and personal protective equipment. The created risk assessment templates serve as a guide for notifications dangerous products into the alert system RAPEX. In 2018, the website www.prosafe.org were updated. The e-learning module was revised, which was something that the work group members took part in. The module should contribute to unified attitude towards the creation of risk assessment within all surveillance authorities of the member states.

6.2 Groups for administrative cooperation ADCO

In 2018, the Czech Trade Inspection Authority further developed the cooperation in ADCO work groups for administrative cooperation of surveillance authorities of EU member countries under the individual directives of New Approach, or New Legislation Framework, which include individual product sectors. Meetings of ADCO groups take place regularly once or several times a year, and they discuss matters concerning the market surveillance falling under their sphere of activity. Their job content is also an exchange of information concerning specific cases of discrepant products, explication of legislative requirements and harmonized standards, preparation of standpoints for European Commission, performance of international cross-border surveillance campaigns, etc. Out of 28 existing ADCO work groups, 18 focus on directives or provisions, which are within the scope of the CTIA:

ADCO ATEX – Devices intended for use in environment with explosion risk (Directive 2014/34/EU of the European Parliament and of the Council);

ADCO CPR – Construction products (Regulation (EU) No. 305/2011 of the European Parliament and of the Council);

ADCO EMC – Electromagnetic compatibility (Directive 2014/30/EU of the European Parliament and of the Council);

ADCO GAR – Gas appliances (Regulation (EU) 2016/426 of the European Parliament and of the Council);

ADCO LIFTS – Lifts and safety components for lifts (Directive 2014/33/EU of the European Parliament and of the Council);

ADCO LVD – Low-voltage electric equipment (Directive 2014/35/EU of the European Parliament and of the Council);

ADCO MACHINE – Machinery (Directive 2006/42/EC of the European Parliament and of the Council);

ADCO MED – Marine equipment (Directive 2014/90/EU of the European Parliament and of the Council);

ADCO NOISE – Noise (Directive 2000/14/EC of the European Parliament and of the Council);

ADCO PED/SVPD – Pressure equipment (Directive 2014/68/EU of the European Parliament and of the Council, Directive 2014/29/EU of the European Parliament and of the Council);

ADCO PPE – Personal protective equipment (Regulation (EU) 2016/425 of the European Parliament and of the Council);

ADCO RED – Radio equipment (Directive 2014/53/EU of the European Parliament and of the Council);

ADCO RCD – Recreational craft and personal watercraft (Directive 2013/53/EU of the European Parliament and of the Council);

ADCO ROHS – restriction of the use of certain hazardous substances (Directive 2011/65/EU of the European Parliament and of the Council);

ADCO TEXTILE – Marking and labelling of textile (Regulation (EU) No 1007/2011 of the European Parliament and of the Council);

DCO TOYS – Safety of toys (Directive 2009/48/EC of the European Parliament and of the Council);

ADCO TPED – Transportable pressure equipment (Directive 2010/35/EU of the European Parliament and of the Council);

ADCO WELMEC WG5 – Non-automatic weighing instruments and measuring devices (Directive 2014/31/EU of the European Parliament and of the Council, Directive 2014/32/EU of the European Parliament and of the Council).

ADCO joint surveillance projects

As regards international projects coordinated by ADCO work groups, the CTIA took part in the inspection organized by the work group for gas appliances focused on portable gas heaters, and the inspection organized by the work groups for radio equipment aimed at interference of meteorological radars with WLAN appliances. More information about the joint products projects coordinated by ADCO groups can be found in the part 4.2 International inspection projects.

6.3 Professional groups of the European Commission

In 2018, the Czech Trade Inspection Authority took part in meetings of selected professional groups by the European Commission and other international activities.

Other topic was the mapping of capacities of test laboratories in the European Union as well as the current state of implementation of corrective measures and safeguard clauses in the ICSMS database.

IMP-MSG – Market surveillance group

The group dealt with the issue of creation of the EU network for compliance with legal regulations on products (Product Compliance Network) and discussions about the practical way to strengthen the cooperation in the area of law enforcement before the new Regulation of the European Parliament and of the Council laying down rules and procedures for compliance with and enforcement of Union harmonisation legislation on products, which was introduced in December 2017. The discussed topics related detection of flaws in the area of expertise concerning imports and commercial entities supplying to the EU market products from third countries, further identifying main needs of the market surveillance and best practices regarding procedures and mechanisms in the area of customs cooperation as well as possible joint projects with customs administration, electronic commercial platforms and international partners.

IMP-ICSMS – Groups for information and communication system on market surveillance

The group dealt with the new DRPI platform which modifies the content of particular websites of the web portal ICSM to particular product directives/regulations, improving the quality of information shared among market surveillance authorities. Group members also discussed the issue of the import of current data from other similar databases into ICSM, development of a new communication module, development of a statistical module and the development of other functional accessories and other improvements. Based on requests from a number of member states, the group discussed also the possibility and procedure of interconnecting the ICSMS system with national database systems in order to exchange data among these systems with the aim to prevent double elaboration of data by market surveillance authorities.

6.4 Advisory groups of the United Nations Economic Commission for Europe

The objective of the advisory group organized by the United Nations Economic Commission for Europe (UNECE) and operating under the auspices of the Working Party on Regulatory Cooperation and Standardization WP.6, is to establish a forum for discussions among all entities within the market surveillance from all across Europe and not only European Union, increase the transparency and drag the attention to the role and responsibility of public power bodies in the area of market surveillance as well as identi-

fy the best practices and methods ensuring the fulfilment of objectives (e.g. public health protection, fair competition etc.). The main point of the meeting agenda were representations of representatives of the market surveillance authorities (including a presentation by the CTIA) on “market surveillance planning” – scope, structure, processes and plans of market surveillance. International projects in the area of consumer protection in Western Balkans and Kyrgyzstan were presented.

7. CONSUMER ADVISORY DEPARTMENT

On January 1, 2018, the Consumer Advisory Department was established consisting of three units providing information on consumer rights, advice and direct assistance to consumers in disputes against traders. The units are the Alternative Dispute Resolution body (ADR), European Consumer Centre and the Information and Advisory Service.

A significant news relating to this organizational change is the centralization of advisory and information services in one department within the General

Directorate. One of the aims was to make more effective the acceptance of submissions and ensure complex consumer advisory services. Submissions from consumers are dealt with by a specialized department within which a high expertise and professional procedures are provided. Having established the department, the CTIA intensified the cooperation and exchange of information among the above mentioned specialized units with very similar and interconnected agenda, which has led to the increase of effectiveness and has been in favour of the consumers.

7.1 Information and Advisory Services Unit

The Information and Advisory Services Unit (PIS) ensures the advisory activities of the CTIA based on the provision of section 13 pr. 2 letter b) of the Act on the Czech Trade Inspection Authority. Besides provision of advice and information to consumers, also basic information relating to CTIA authorizations is provided also to commercial entities, especially with the aim to increase their consumer rights literacy and prevent possible breaches of their obligations within the surveillance scope of the CTIA. The unit consists of 8 work positions. Employees are physically placed at individual CTIA inspectorates, similarly as in the case of the ADR unit.

In the consequence with the establishment of the specialized department, a centralized advisory phone line was opened on which it is possible to get an individualized consultation with a CTIA employee and also automated basic information about consumer rights and the CTIA activities. People who call are offered automated information on every selected topic. At the end of every selected choice there is the possibility to connect with an operator, i.e. a CTIA employee. In 2018, the phone line had more than 57,000 phone calls,

including 25,600 in which clients used the opportunity to connect with a CTIA employee.

The department dealt with 12,734 submissions in writing, i.e. queries or notifications to the CTIA. 2,000 consumers used the opportunity to get individual personal advice ensured by the PIS on the premises of individual CTIA inspectorates.

In addition to providing general consumer advice PIS informs about the possibility of out-of-court dispute resolution, and where appropriate, assist consumers in instituting ADR proceedings. Furthermore it accepts input from the public in the sense of Section 42 of the Code of Administrative Procedure, which transmits to the locally competent CTIA inspectorates or other administration authorities. PIS is often faced with a large number of submissions which are beyond any competence of the CTIA. The public is often only referred to the competent surveillance authority or to the field of private law enforcement before the general courts.

7.2 European Consumer Centre

The European Consumer Centre (ECC) Czech Republic provides free-of-charge information to Czech consumers about their rights associated with shopping in other EU countries, Norway and Iceland, and it helps them resolve cross-border disputes with sellers of goods and providers of services from the above mentioned countries. The ECC is not authorized to deal with disputes of Czech consumers with Czech traders. The Czech office originated within the Ministry of Industry and Trade in 2005 and since January 1, 2009, it has operated within the Czech Trade Inspection Authority that finances the centre's activities together with the European Commission.

In 2018, the Czech ECC was contacted in 2,849 cases within its advisory and information activities which was an increase by 155% when compared with the year 2016 and by 74% in comparison with the previous year. At the same time the number of cases in which its employees directly assisted to resolve consumers' complaints against vendors from other EU countries, Norway and Iceland

increased by 90%. The number of these cases was 1,075.

Besides the direct assistance to consumers and the information-advisory service in the area of consumer rights in the European market, the ECC cooperated with foreign partners in a number of activities aiming at increasing consumers' literacy in the area of their rights in the EU internal market. Employees of the Czech centre presented consumer rights at travel trade fairs and the information and fun festival organized by the Representation of the Commission on the Day of Europe. In order to increase consumer rights awareness of the public, the ECC disseminated its brochures "Package Travel and Accommodation, Your Rights", "Risk-free online shopping", and brochures air passenger rights as well as consumer rights when buying goods and using services elsewhere abroad. It also gave lectures for high school and university students, cooperated with the consumer organization dTest and carried out other activities, including media communication.



7.3 Alternative Dispute Resolution department

From February 1, 2016, the Czech Trade Inspection Authority is entitled to mediate out-of-court resolutions of complaints between consumers and traders. This is based on the amendment of the Act No. 634/1992 Coll. on Consumer Protection, as amended, particularly section 20 and the following. Therefore a new department of out-of-court dispute resolution was established (abbreviated as “ADR”). This department of the General Directorate of the Czech Trade Inspection Authority was newly integrated within the Consumer Advisory Department on January 1, 2018, has 16 work places and its employees are based at all inspectorates of the CTIA. The aim of the out-of-court resolution is to find an amicable agreement between a consumer and a trader regarding the resolution of a complaint through the cooperation with the Czech Trade Inspection Authority.

From January 1 to December 31, 2018, the ADR department of the Czech Trade Inspection Authority received in total 3,582 suggestions for the initiation of an out-of-court resolution procedure in a consumer dispute. This was an increase by 5% in comparison with the

previous year. As regards the field and subject of disputes, suggestions connected with claims of consumer goods were major. Another significant group was the increasing phenomenon of offers of energy supplies intermediaries and related requirements for high contractual fines within alleged breaches of the contract from consumers. Other areas were disputes relating to the recreational and cultural services and problems with contracts for work. Consumers were also interested in alternative dispute resolution related to complaints regarding financial services within the scope of the CTIA, specifically within services of non-life insurance.

As regards the outcomes of the ADR procedures, 858 complaints were refused by the ADR entity and 351 suggestions were withdrawn by the consumer. 1,109 disputes were resolved in an amicable way, 1033 disputes ended by expiring the timeframe (without any amicable solution). 231 complaints from 2018 are still ongoing. More than a half of the disputes were resolved by amicable solution, specifically the agreement was reached in 51.8% of complaints handled by the ADR Department.

Number and status of solved ADR suggestions

	Number of received submissions	Withdrawn	Refused	Agreement of parties	Ended by expiry of 90-days period	Initiated procedure and request for further documentation (ongoing procedure)	
						Ongoing procedure	Procedure by other 90 days
January	316	38	74	103	101	0	0
February	321	24	90	102	105	0	0
March	302	33	70	88	111	0	0
April	286	22	66	105	93	0	0
May	317	22	82	106	107	0	0
June	304	26	67	101	110	0	0
July	245	23	48	98	76	0	0
August	310	44	77	96	93	0	0
September	266	24	64	93	76	9	9
October	356	33	97	104	94	28	28
November	332	34	73	88	67	70	48
December	227	28	50	25	0	124	0
Total	3,582	351	858	1,109	1,033	231	85

Dispute area	Number
Defective, caused damage	843
Noncompliance with the order	372
Non-delivery / service not provided	499
Wrong invoice / bill	44
Problem with guarantee or warranty	1,027
Other questions regarding contracts	797
Total	3,582

Dispute area	Number
Consumer goods	2,270
Services for wide public	465
Financial services	112
Postal services and el. communications	42
Transport services	169
Recreational and cultural services	319
Energy and water consumption	141
Health	8
Education	1
Other	55
Total	3,582

8. LEGAL DEPARTMENT

The basis of the Legal Department's activities was the preparation of suggestions for decisions of the General Directorate on appeals from the regional inspectorates' decisions as well as representation in administrative court actions.

The department's activities also included legal advice and consultations provided to other departments of the General Inspectorate and the regional inspectorates of the CTIA, and preparations of legal opinions that would unify the interpretation of legal regulations as well as participation in the preparation of some internal regulations.

Employees of the Department also participated in a number of meetings with representatives of the public administration and the expert public concerning for example the new legislation. The Department also participated in the activities of the Committee for Public Contracts, committees for selection of new civil servants, the Loss Committee and the Work Injury Compensation Board.

Employees of the department answered numerous written information requests from consumers, entrepreneurs, public administration authorities and the media concerning legal opinions on legal regulations within the surveillance competence of the CTIA. In cases of queries in compliance with the Act on Free Access to Information.

The Legal Department also continuously monitored legislative changes on both national and European level that affected the CTIA activities. It reported the information and related opinions to other subdivisions of the Authority. It submitted comments to the proposals of legal regulations that were submitted to the CTIA and monitored the decision-making practice of courts, especially in the area of administrative justice.

The Department also ensured the agenda of cross-border cooperation in compliance with the Regulation (EC) No. 2006/2004 of the European Parliament and of the Council on cooperation between national authorities responsible for the enforcement of laws on consumers' interests, including participation in member states' joint inspection action SWEEP 2018.

Overview of the Legal Department's activities	Number of solved cases in 2018
Decisions issued by a second degree body (fines, protective measures)	295
New decisions given on the grounds of judgements	5
Review procedure, reopening of the trial, late-raised objection	47
Decision on appeal from a decision on request for instalment payments	11
Decision on pleaded bias	4
Review proceedings (solved by the Ministry of Industry and Trade)	6
Accusations (against decisions of second degree body in administrative proceedings)	31
Judgements rejecting administrative suits	17
Judgements overruling CTIA decisions	7
Appeals	6 (4 filed by the party of the case, 2 filed by the CTIA)
Judgements of Supreme Administrative Court abolishing appeals against judgements of regional court	11 (10 filed by the party of the case, 1 filed by the CTIA)
Judgements of Supreme Administrative Court rejecting judgements of regional court	4 (all filed by the CTIA)
Requests for enforcement measure received from other EU states based on Regulation No. 2006/2004	4
Requests for enforcement measure elaborated by the CTIA based on Regulation No. 2006/2004	7
Requests for information received from EU states based on Regulation No. 2006/2004	0
Requests for information elaborated by CTIA based on Regulation No. 2006/2004	1

9. PUBLIC RELATIONS

9.1 Communication department – media presentation

In 2018, the communication department released 164 press releases concerning actual results of general inspections, inspections focused on product safety and inspections carried out by individual inspectorates as well as other fields of activities of the Czech Trade Inspection Authority. The CTIA informed about risks related with online trade, the media were interested in the results of inspections of special offers and seasonal clearance sales, infringements of intellectual property rights (sale of counterfeits) and so forth.

The CTIA published also results of inspections carried out at classic seasonal events, such as summer and winter touristic season, pre-Christmas sale, sale of goods related to All Souls' Day and so forth. Results of inspections aimed at the sale of alcoholic beverages to juveniles were a frequently communicated topic, both on the national level within the interdepartmental inspection projects of the Office of the Government and the Police of the Czech Republic "Gambling, Alcohol and Children – HAD 2018", and on regional level within regional activities with the use of youth persons under 18 years hired for the inspections. Inspections of fuels belonged to permanently monitored topics. An interesting topic for the media was the issue of opening hours in large shops on certain state holidays.

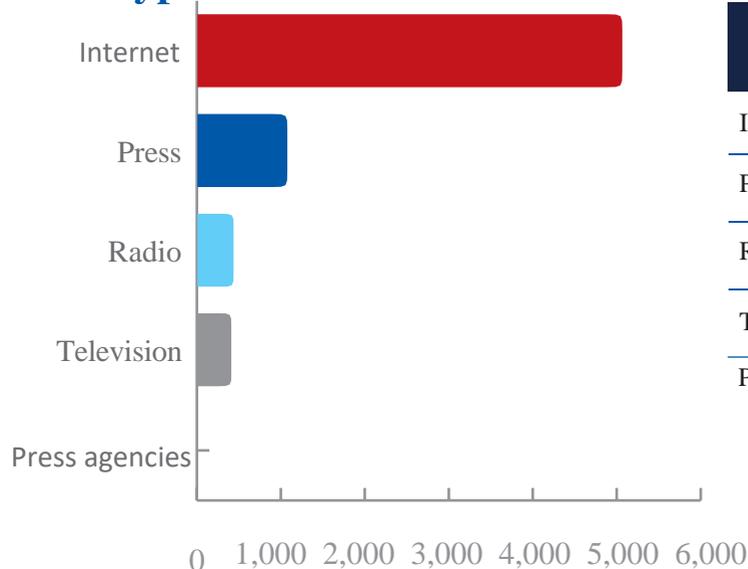
In 2018, an important communication topic was the sphere of sale of energy supplies where activities of former organizers of presentation sales events have moved together with related unfair commercial practices. A new section 'Energy Auction' was created on the CTIA's website to warn against the new practices – energy auctions, fines for withdrawal from the contract, door-step-selling and offer of the change of the energy supplier and so on. There also is an active link to the

website of the Energy Regulatory Office (ERO) which is the primary surveillance authority in this respect. In May 2018, there was a common press conference held together with the Ministry of Industry and Trade, Czech Trade Inspection Authority and the ERO.

In 2018, the media and the public were interested in information relating to consumer problems experienced within e-commerce. The public is warned against purchases on risky e-shops in a special column "Risky e-shops" on the CTIA website. In 2018, in total 365 warnings against purchases were published (in 2017 it was 131 warnings). Based on these facts, the company Seznam.cz was interested to cooperate with the CTIA in order to prevent their users in browsers and search engines operated by this company from purchases in the respective e-shops. As statistics show, most clients respect such recommendation and don't proceed to the risky e-shops. The Antivirus company ESET also drags data from the Open Data database published and available on the CTIA website. Within two-hours after the list of risky e-shops is updated on the CTIA website, the Antivirus ESET marks the respective e-shop and displays the warning against it for their clients who are about to proceed to such risky website. Both measures contributed to improved consumer protection within online shopping.

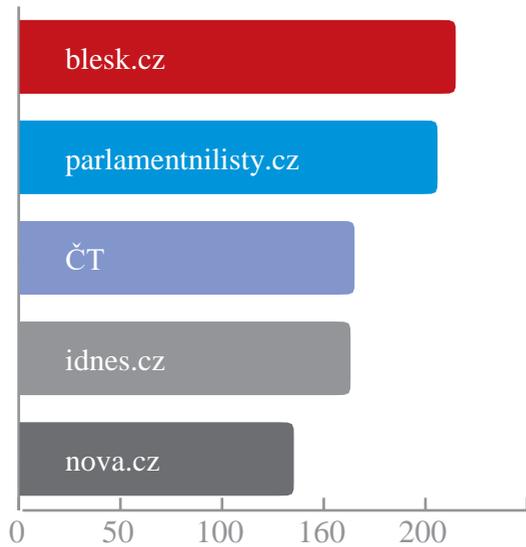
The spokesperson ensured communication with the journalists and answered to written and phone inquiries. During the whole year, he was a guest of the regular Friday show of Czech Radio 2 (Dvojka) where he presented the latest inspection results and provided information to consumers to ad hoc issues in the area of consumer protection.

Media types



Media type	Number of documents
Internet	5,069
Press	1,061
Radio	418
Television	391
Press agencies	3

Top sources



Source	Number of news
blesk.cz	215
parlamentnilisty.cz	206
ČT 1	165
idnes.cz	163
nova.cz	135

Answers to written and phone inquiries prepared by the employees of the communication department and expert units. Quotations about the CTIA occurred in the media in 5,267 cases. There were 5,069 online media clippings.

Individual inspectorates and their directors continued in active communication with regional journalists and provided them with information regarding actual regional

inspections. They also participated in regional television and radio programmes on consumer rights and problems within the market.

The Czech Trade Inspection Authority regularly published data in the form of open data about inspections, imposed fines, prohibitions, detected counterfeits, banned products and focus of the inspection. The data has been published on the website of the CTIA from 2013.

9.2 Communication with the public

Preventive educational activities

The communication department also continued in the project of the Ministry of Industry and Trade whose main aim is to increase the literacy among youth people concerning consumer rights and educate them in the area of consumer skills. In the school year 2015/2016, the first part of the project took place in 13 regions of the Czech Republic, including Prague, and almost 1,500 students from secondary schools of all kinds participated in 16 lectures. Two new topics were prepared for the school year 2017/2018 – purchase of flight tickets and online booking of accommodation abroad, possible risks and the problem of the sale of counterfeits. Lectures were supplemented with new educational films made with the professional support of employees of inspectorates and the European Consumer Centre. In 2018, thirteen lectures were given by experienced employees of the Czech Trade Inspection Authority in 12 regions of the Czech Republic.

In total 32 lectures were given from the very start of the project in which more than 3,000 high school students took part.

The Czech Trade Inspection Authority together with municipality offices participated in organizing lectures and discussions focused mostly on the protection from unfair commercial practices of sellers within online trade, sale of energies etc. Several lectures were intended also for employees of other surveillance authorities, professional associations and other representatives of the professional public.

Based on long-term agreements, employees of individual inspectorates ensured lectures also for secondary schools and university students. The chart below shows the overview of all preventive educational activities of the Czech Trade Inspection Authority.

Preventive educational activities in 2018

Inspectorate	Lectures	Audience	Topic
Jihočeský and Vysočina Inspectorate	2	university students	Consumer protection – unfair commercial practices
	4	high school students	Consumer protection – online trade
	2	Public	Czech Radio České Budějovice – discounts, e-shops, unfair commercial practices
	1	professional public	Obligations of toys manufacturers, toys fair in Kamenice nad Lipou
Jihomoravský and Zlínský Inspectorate	3	commercial public	Members of the Chamber of Commerce – CTIA authorizations, claims
	1	professional public	Czech Consumer Association – participation in a committee meeting
	1	seniors	Senior academy by the Municipal Police of Brno – unfair commercial practices, claims, CTIA authorizations
	6	public	Czech Radio Brno “Advise” – CTIA activities and their inspection activities, claims, unfair commercial practices
	2	high school students	Masaryk University, Faculty of Law – unfair commercial practices, claims, information obligations of sellers etc.
Olomoucký and Moravskoslezský Inspectorate	1	seniors	Seniors Day in Ostrava / Gerontological Days – Statutory City of Ostrava – unfair commercial practices of energy auctions organizers, claims
	1	public	Czech Radio Olomouc – show “Good Advice” – consumer protection, surveillance authorizations of the CTIA, discounts, unfair commercial practices, Christmas purchases, ADR
	1	professional public – trade licensing offices	Consumer protection, surveillance authorizations of the CTIA
	1	public	Czech Radio Ostrava – show “Consumer Advice” – unfair commercial practices, e-commerce, ADR, claims, energy auctions
Ústecký and Liberecký Inspectorate	7	high school students	Project of the MIT and CTIA – Correct consumer behaviour
	1	professional public	Czech Consumer Association – participation in a committee meeting
Středočeský and Prague Inspectorate	2	seniors	Consumer protection, energy auctions and energy supply contracts

	Lectures	Audience	Topics
Plzeňský and Karlovarský Inspectorate	6	high school students	project of the MIT and CTIA – Correct consumer behaviour
	6	seniors	Municipality offices of Pilsen – consumer rights, surveillance scope of the CTIA
	1	seniors	Senior Association Pilsen – Consumer rights; surveillance authorizations of the CTIA
	1	seniors	Faculty of Medicine of Charles University in Pilsen – University of third age – Consumer protection; authorizations of the CTIA
	1	public	Disabled People’s Association – Consumer rights; surveillance authorizations of the CTIA
Královéhradecký and Pardubický Inspectorate	2	high school students	Consumer protection; scope of the CTIA, claims, information and advisory activities, online trade, products safety, ADR, energy auctions
	1	professional public	Czech Consumer Association – participation in committee meeting
Methods and Inspection Support department	1	employees of surveillance authorities SUIP	Machinery – legislature a requirements for marketing
	1	professional public	Toys – lecture for commercial entities about marketing of products
	1	employees of surveillance authorities ČÚZZS	RAPEX, ICSMS and international cooperation
Office of the CTIA / Communication Department	2	university students	University of Economics, Prague – consumer protection, CTIA activities
	2	seniors	Project of the MLSA – Safe in senior age – CTIA activities, sales presentation events, online trade; organization Život 90 – project “Forum-elderly do sports ”– new trick of sellers

9.3 Queries pursuant to the Act on Free Access to Information

The agenda of the Communication Department also included answering queries submitted in compliance with the Act on Free Access to Information, the filing within the entire CTIA, publication of provided information on the website and their elaboration for the annual report of answering queries. In 2018, the CTIA filed and answered

134 complaints delivered in writing. The queries mainly related to requests for information on results of particular administrative proceedings concerning particular commercial entities and provision of information about inspections carried out by the CTIA, and people also requested documents relating to their submission.

CTIA inspectorate	request for information	refusal of request	Submitted against decision	Submitted pursuant to §16a
Directorate General	37	2	0	0
Středočeský and Prague	14	0	0	0
Jihočeský and Vysočina	8	3	0	0
Plzeňský and Karlovarský	4	0	0	0
Ústecký and Liberecký	6	0	0	0
Královéhradecký and Pardubický	6	0	0	0
Jihomoravský and Zlínský	46	1	0	0
Olomoucký and Moravskoslezský	1	0	0	0
Total	134	6	0	0

Note: In 2018, no copy of court decision was requested and no proceedings on sanctions were held.

9.4 Complaints against the procedure of administrative body

Overview of complaints submitted against procedure of administrative body resolved by the General Inspectorate

CTIA inspectorate	Justified complaints	Partly justified complaint	Unjustified complaint
Středočeský and Prague	2	0	4
Jihočeský and Vysočina	1	0	1
Plzeňský and Karlovarský	0	0	2
Ústecký and Liberecký	0	0	1
Královéhradecký and Pardubický	0	0	2
Jihomoravský and Zlínský	0	0	4
Olomoucký and Moravskoslezský	0	0	1
Total	3	0	15

Overview of complaints submitted against procedure of administrative body resolved by Directors of inspectorates

CTIA inspectorate	Justified complaints	Partly justified complaint	Unjustified complaint
General Directorate	0	1	18
Středočeský and Prague	2	1	19
Jihočeský and Vysočina	0	0	8
Plzeňský and Karlovarský	1	0	6
Ústecký and Liberecký	0	3	2
Královéhradecký and Pardubický	1	1	12
Jihomoravský and Zlínský	1	1	20
Olomoucký and Moravskoslezský	0	2	11
Total	5	9	96

Submissions received on anticorruption line

E-mail (fairplay@coi.cz)	30
Satisfaction box	0

10. HUMAN RESOURCES

10.1 Wage funds

Analysis of employment and use of wage funds

Budget expenses in 2018				
Use as of December 31, 2018	modified budget	total budget, incl. reserve fund (ESC)	budget use	budget use in %
Common expenses				
501 - 2 Employee salaries and other personal expenses OPE	211,769,030	215,649,890	212,880,272	98.7
Incl.: 5011 Employee salaries	8,999,262	9,686,554	9,194,154	92.9
5013 Salaries of employees under service contracts	199,393,606	201,540,448	199,570,984	98.9
5021 Other personal expenses	3,376,162	3,643,728	3,335,974	91.5
5025 Settlements	0	779,160	779,160	100.0

Limit for wage funds amounting to CZK 190,594,120 was established in a list of obligatory factors (letter of the MIT, file number 82456/17/21200 from January 3, 2018), including:

- Financial sources for wages of the established limit of 484 employees amounting to CZK 208,392,868 (average salary 35,880 CZK), including:
 - a) 23 employees under labour contract on positions under the Act No. 262/2006 Coll., Labour Code, amounting to CZK 8,999,262 (average salary CZK 32,606);
 - b) for 461 employees under service contract according to the Act No. 234/2014 Coll. on Civil Service amounting to CZK 199,393,606 (average salary CZK 36,044);
- Comprised resources for other personal expenses (payments for the work done) amounting to CZK 3,376,162;
- CZK 0 for compensation payments.

Change of the list of obligatory factors for 2018 by the budgetary action No. 1 of the Ministry of Industry and Trade (letter No. 83750/2018 from November 15, 2018, based on the Government Order from October 24, 2018, which became effective on November 11, 2018) moved wage funds amounting to CZK 1,100,000 between the columns 5011 and 2013; the column 5011 was reduced down to CZK 7,899,262, and the column 5013 was increased by CZK 200,493,606.

In 2018, wage funds, including OPE, were further increased by unused expenses from 2017 amounting to the total CZK 2,880,860.

The amount CZK 779,160 was moved from the column 5021 to the column 2025. The amount was paid for settlements to an employee. The amount CZK 1,000,000 was moved from the reserve fund to the column 5021 – OPE due to the settlements payment from OPE.

After all changes, the wage funds limit was CZK 9,686,554 for the foreseen number of 23 employees under labour contract (average monthly wage CZK 35,096) and CZK 201,540,448 for the foreseen number of 461 employees under service contract (average monthly wage CZK 36,432).

So, it was possible to use the wage funds amounting to CZK 215,649,890 in the following manner:

- Wages of CTIA employees up to CZK 211,227,002, including the following:
 - a) Wages of employees under labour contract amounting to CZK 9,686,554
 - b) Wages of employees under service contract amounting to CZK 201,540,448
- Other personal expenses amounting to CZK 3,643,728;
- Compensation fees amounting to CZK 0;
- Settlements fees amounting to CZK 779,160.

The limit of wage funds in 2018 was used in the amount of CZK 211,227,002. Given the average recalculated number of (really working) employees was 431, the actual average monthly paid wage was CZK 40,840 per 1 employee. The use of the funds was as follows:

- Funds for wages of employees under servicer and labour contract amounted to CZK 201,540,448 given that the average recalculated number of (really working) employees was 410 when the actual average monthly paid wage was CZK 40,563 per 1 employee
- Funds for wages of employees under labour contract amounted to CZK 9,686,554 given the average recalculated number of (really working) employees was 21. The actual average monthly paid wage was CZK 36,485 per 1 employee
- Funds for other personal expenses were used in the amount of CZK 3,335,974. Funds for compensation fees were paid to 0 employees; settlements amounted to CZK 779,160

Besides the above mentioned use of the wage funds, compensation of wages was paid to 5 former employees based on 7 lawful court decisions. During 2018, budgetary funds were gradually increased in the field of non-investment expenses due to lawful court decisions in labour law suits concerning illegal termination of 4 labour contracts in 2007 and 1 in 2018. In total CZK 3,597,194 was paid.

10.2 Education of employees in 2018

Education of employees was carried out in compliance with the Civil Servants Regulation of the Director General of the CTIA No. 7/2016 and the internal Decree of the Director General of the CTIA No. 12/2016, governing the methods of education within the CTIA.

Identification of educational needs is made by the manager according to the civil service evaluation of the state employee, requirements for execution of civil service by the state employee, and the impact of legislative changes on execution of employee's activities.

Education was carried out both internally and externally.

379 courses were ordered from organizing agencies, including 44 that were cancelled due to various reasons (most frequently there weren't enough participants). In total 1,634 employees took part in all courses (some employees attended more courses), including:

- 64 employees at internal events organized by the CTIA within the training on the Act on Inspection, and 250 employees within the training organized by the CTIA with paid trainers on CTIA premises;
- 45 employees took part in language education orga-

nized at 5 CTIA inspectorates to June 2018, and 69 employees took part in language courses at 7 CTIA inspectorates from September 2018.

36 employees went through basic initial education within 3 months after their start at the CTIA.

2 employees under labour contract attended advanced initial education by the means of e-learning

At the same time, trainings on safety and protection of health at work, fire protection, and trainings of drivers were continuously held. In 2018, in total 207 drivers employees were trained.

All employees took part in the e-learning course Cyber Security organized by the Institute for Public Administration Prague.

All employees participated in an e-learning course on GDPR.

In 2018, 40 civil servants passed the state civil exam.

Filing of educational events is in the human resources information system OK Base.

Language education

Based on the Civil Servants Regulation of the Director General of the CTIA No. 5/2018/SP that lays down the level of language skills and professional requirements for selected civil servants positions within the Czech Trade Inspection Authority, language education was enabled to employees with the aim to deepen and keep the level of language skills. Education of the English language was carried out:

- From January 1 to June 30, 2018 at the General Inspectorate and the following inspectorates: Středočeský and Prague, Jihočeský and Vysočina, Plzeňský and Karlovarský, Moravskoslezský and Olomoucký. In total 45 employees participated.
- From September 1 to December 31, 2018, at all CTIA inspectorates. In total 69 employees participated.

Teaching the English language was provided by specialized external agencies or language schools that were selected in small-scale tenders.

Internal educational events

- Ensured by internal trainers recruited from the CTIA employees. In total 4 events were carried out focusing on the Act on Inspection in which in total 64 state employees participated;
- Ensured by lecturers in the CTIA's own premises. In total 250 employees took part in the total of 12 lectures (Safety of machinery and the new act on conformity assessment, Protection of privacy and personal data of employees, Introduction to the GDPR for the CTIA, How to defend against aggression and manipulation, Communication skills, Mentoring – Coaching, Management instruments, Management of employees, Rules for internal communication, Practical communication skills, Professional communication – assertive conduct and negotiation, communication in crisis situations, Occupational burnout, Training for employees authorized to order payments within the CTIA, Effectively against stress and burnout).

Events of the Ministry of Industry and Trade

Trainings organized by the MIT:

- Protection of personal data in the light of the European Regulation GDPR – 4 employees of the CTIA participated.

Events of the Ministry of Interior of the Czech Republic

Employees also attended for example the following trainings on civil service organized by the Ministry of Interior:

- Conference on State service – 4 employees took part
- Work within the OSYS module – 3 employees took part
- Clerical exam – 3 employees took part
- Administrative procedure in the matters of employment relationship – 4 employees took part
- Service evaluation – training of evaluators – 4 employees took part

External educational events

External events were most frequently ordered from the Institute for Public Administration Prague (IPAP) and the following agencies: Bova Polygon, Aliaves, MÚZO Praha, Anag, Seminária, Integra, Aktuální paragrafy JUDr. Chládek, Otidea, Rentel, and TSM spol. s.r.o. Highest number of employees participated in events organised by the Institute for Public Administration Prague (514 employees) and the Bova Polygon (139 employees).

Selected employees participated in expert courses and seminars organized by education agencies and institutions, focusing especially on the new legislation in the following fields:

- Special seminars focusing on legislature (Current private law issues of IT law; Documents delivery in public and private sphere; GDPR – EU Regulation on personal data protection; Mistakes and defects in administrative proceedings; How safely conclude contracts and avoid problems with their validity; Disciplinary responsibility of state employees, disciplinary authorizations and disciplinary proceedings; Corruption risk; Legislation rules of the government; Methods and legislature on file service; remedy of damages in business, Management of the state's property; eIDAS Regulation – electronic identification; Unfair commercial practices applied by traders towards consumers, New law on offences – on year after; News in consumer protection, New Act on Liability for Offences and related proceedings – experience with its practical application; New act on public contracts – two years of experience and changes in 2018; Corrective measures in administrative

procedure, Provision of information pursuant to the Act on Free Access to Information and GDPR; Inspection procedure pursuant to the Act No. 255/2012 Coll. on Inspection Code and relating regulations; Practical application of general principles of the New Civil Code; Practical audit of the File service; Legal regulation of offences pursuant to the Act No. 250/2016 Coll., with the use of current jurisdiction and methods; Breaches of the Act on Accounting; Registry of Contracts, proceedings on offences; Contracts and other legal actions – origin, validity, effectiveness, interpretation and content; Contractual law from the viewpoint of jurisdiction according to the state by October 2018; Administrative Code; Administrative proceedings in practice; Concluding contracts according to the New Civil Code; Public contracts; Act on Inspection; Act on the Property of the Czech Republic; Act on Liability for Administrative Offences and their Procedure; Law of obligations, and so on);

- Labour-law relations (Personal data in HR and monitoring of employees after GDPR became effective; Labour-law relations in public administration; Conduct of interviews within the selection procedure pursuant with the Act on Civil Service; Civil Service Act; Changes in the Labour Code as of 2nd half of 2018 and the amendment for 2019);
- Human resources (Czech spelling: certainties and news; Effective communication skills; How to write great texts; How to shoot and publish a video; How to defend aggression and manipulation; Complex training of Facebook marketing; Communication with people in compliance with brain operations; Communication skills for clerks; Course on Czech punctuation; Mind maps for increasing the work performance; Before you start speaking – more than presentation skill; News in grammar, stylistics and the standard; On Czech legal language; Business way of thinking; Advanced training for spokespersons; Prevention of the burnout syndrome in public administration; Interview within selection procedure; Speed reading; Stylistics of current Czech; Occupational burnout; Adjustment of documents typed or processed by text editors ČSN 01 6910 Editing of official documents; Effective managing of stress and burnout; Beat stress Basics of Ethics for Clerks; Basics of Internal Communication; Principles of correct correspondence; Managing conflicts and prevention; Managing stress and stressful situations, etc.);
- Accounting in state administration (Updates on taxes in dependent activities – Annual accounting; Travel expenses in 2018; Long-term intangible and tangible assets from A to Z in accounting practices; Information stemming from financial statements; Financial audit of assets in practice step by step; Repairs and technical assessment of tangible and intangible assets from the view point of tax and accounting regulations; Budget rules - amendments

- of the act effective from January 1, 2018; Deductions from wages and executions; Training for employees authorized to order payments within the CTIA, etc.);
- Area of IT (Administration of the application of Windows desktops, Administration and maintenance of Windows 10; Implementation and administration of Windows 10, Principles of computer networks and TCP/IP; Support and removal of problems in Windows 10 in business environment; Implementation and administration of Windows Server Hyper-V; Introduction to IT managements, MUZO courses, administration of EIS JASU; training on GINIS);
- Increasing professional qualification – professional trainings were focused on safety of machinery – current requirements, including the new Government Order No. 320/2017 Coll.; Machinery – requirements for electrical equipment of machines pursuant to the new standard ČSN EN 60204-1; Legislative requirements for machinery; New ČSN and changes in ČSN in the area of electric appliances; Protection of building constructions from fire; Proving conformity pursuant to the ATEX Directive for electrical and non-electrical appliances and protective systems; Requirements for safety of OPZ operations, including interpretation of legal and technical regulations; Gas appliances – requirements for correct operation and new legislation on marketing of products; Identification of counterfeits; Seminar for manufacturers, Seminar TZUS – construction products and applicable legislation; Pressure equipment; Electrician in law; National meeting of electricians;
- Managers took part in conferences, seminars and professional courses, e.g.: Aspects of communication in companies and institutions; Corruption, ethics and whistleblowing; Conference on GDPR; NEN; obligatory computerization; Conference on civil service; Lector skills; Provision on information in public administration; Data protection officer in public sphere; Protection of privacy and personal data of employees; Training for employees authorized to order payments; Public contracts; Seminar on aligning family and personal life of state employees; Misuse of the Act No. 106 in administrative procedure with a judge of the Supreme Court; Company cars and home office in practice; Adjustment of official documents; Effective managing of stress and burnout; Practical communication skills.

Expenditures on education

In 2018, the total amount of CZK 1,843,551.52 was used for trainings and education of employees, including CZK 1,330,616.04 for increasing professional qualification and

other courses and seminars with specialized focus, and CZK 257,611.80 for language courses.

11. FINANCIAL RESOURCES MANAGEMENT

11.1 Information on income

Income for 2018 was set at CZK 53,000, same as in 2017. This amount was exceeded by CZK 64,105, so the total income was CZK 117,106, and hence, income was fulfilled by 220.95% of the total budget. Comparison with 2017 is not relevant because in 2017 the foreseen income was increased by a budgetary corrective action of the Ministry of Industry and Trade, which didn't happen in 2018.

The most significant part of the income budget was from received sanction payments for fines imposed in the form of orders given on the spot as well as orders and decisions given within administrative proceedings (handled by individual inspectorates). Received fines amounted to 111,636 thousand CZK. Compared to 2017 (65,328 thousand CZK), there was a decrease of 46,308 thousand CZK.

Another significant part of the income budget consisted of other non-tax revenues, especially income received as compensation for proceeding expenses, pursuant to the statute of section 79 par. 8 of the Administrative Procedure Code, amounting to 3,369 thousand CZK, which presents a decrease by 3,362 thousand CZK comparing to 2017 (6,731 thousand CZK).

Income from rental of properties amounted to 308 thousand CZK which was more than in 2017 (297 thousand CZK). Tax income amounted to 39 thousand CZK, which was more than in 2017 (19 thousand CZK).

Income from the sale of fiscal assets amounted to 166 thousand CZK, which was less than in 2017 (179 thousand CZK).

1,232 thousand CZK were transferred from the reserve fund as budget incomes in 2018.

Detailed information on income is stated in the table section of this chapter (see Appendix No. 1 and No. 3).

Additional income

The CTIA carries out inspection activities and imposes as well as collects sanctions in administrative procedures. Receivables accrued based on sanctions imposed by the CTIA are enforced by customs authorities. In 2018, a special state budget revenue account was credited with the total amount of CZK **111,879,835**, which consisted of fines imposed in administrative procedures (it was 65,431,129 CZK in the previous year 2017).

Out of that, orders collected at the inspection location amounted to CZK **15,062,000** (it was CZK 8,606,200 in 2017) and CZK 26,000 was collected for administrative fees (it was CZK 10,800 in the previous year 2017).

The total receivables for the monitored year amounted to **150,997,935 CZK** (in was CZK 96,490,903 in the year 2017). Out of that, receivables amounting to CZK 54,173,100 were handed over for enforcement by customs authorities (it was CZK 9,130,628 in the previous year 2017).

Further details are stated in the table „Income – special revenue account” (see Appendix No. 3)

11.2 Information on expenses

The approved expense budget for 2018 was set to the amount of 411,096 thousand CZK. Out of that, material expenses amounted to 111,308 thousand CZK and investment expenses amounted to 11,850 thousand CZK. The final budget amounted to 478,992 thousand CZK, while 376,125 thousand CZK, i.e. 78.52 % of the final budget, was used.

In 2018, the CTIA's reserve fund received 3,234 thousand CZK. Financial resources amounting to 1,230 thousand CZK were used in 2018.

Claims of unused expenses (CUE) were included in the budget in the amount of 67,895 thousand CZK. In total, 37,803 thousand CZK were used from the CUE.

Wage funds were used in the amount of 208,765 thousand CZK. The increase was caused by the raise of wage tariffs approved by the government. From that, the modified budget for employees' salaries was set to 7,899 thousand CZK, and after including CUE, the final budget amounted to 9,687 thousand CZK. The actual use for employees' salaries amounted to 9,194 thousand CZK.

The modified budget for salaries of state employees was set to 200,494 thousand CZK. During the year, 1,100 thousand CZK were moved from the budget item (BI) 5011 to BI 5013. The final budget at the BI 5013 amounted to 201,540 thousand CZK. The actual use for state employees' salaries amounted to 199,571 thousand CZK.

The modified budget for other payments for performed work amounted to 2,597 thousand CZK. This item was increased by the CUE amounting to 40 thousand CZK and sources from the reserve fund amounting to 1,000 thousand CZK. The showed use amounted to 3,336 thousand CZK.

No severance pay was paid in 2018.

Settlements amounted to 779 thousand CZK. This item was originally budgeted in the approved budget and, therefore, it was strengthened by claims of unused expenses (CUE) and by a transfer from other personal expenses (OPE).

The final budget of material expenses was set to the amount of 134,636 thousand CZK. The actual use amounted to 74,999 thousand CZK. Therefore, the use of material expenses presented 55.71% of the final budget.

7,433 thousand CZK was paid for compensations from labour-law legal disputes, including facilities from previous years, from items 5051, 5141, 5192, 5031 and 5032 (see tables). Considering that not enough financial resources were budgeted for these items, CTIA used CUE from previous years for financing compensations from legal disputes. An estimation of the total amount of compensations from legal disputes, which will still have to be paid out in the next period, amounts to 30,000 thousand CZK. Since legal disputes have taken place since 2007 and not all demands of complainants have been satisfied, the total amount has continually increased by interests. Unfortunately, the necessary financial resources were also impacted by the change of decision practice of courts during recent legal disputes, where even potential unpaid remunerations are granted to complainants. That not only increases the amount of compensation itself, but it also impacts the increase of delay charge due to the increase of the calculating basis. The budget for 2018 does not have the necessary financial resources within the respective budget items and, therefore, so CTIA will again use CUE from 2018, so that refunds of these compensations do not need to be requested from MIT.

63.04% of the modified budget was used for the **purchase of property in total and material** in total. The final budget amounted to 13,612 thousand CZK, the actual use amounted to 13,612 thousand CZK. While the real use amounted to 7,655 thousand CZK.

Out of that, 68 thousand CZK was used for the purchase of protective equipment (according to internal regulation of CTIA). This concerned e.g. overalls, working boots and gloves.

In total 163 thousand CZK was used for books, teaching aids and press.

Small long-term assets were purchased in the value of 5,423 thousand CZK. They presented belongings in the value from 300 CZK to 40,000 CZK per piece (belong-

ings monitored according to internal regulation of CTIA). Purchases included mainly furniture from the central public tender realized by MIT, other equipment for inspectorates and individual work places. Then there was equipment consisting of hardware technology within a regular renewal (desktops, monitors, printers, notebooks, etc. No new cell phones were bought. Nonetheless, tokens for all CTIA employees were purchased in compliance with the act on cyber security and the eIDAS regulation. Also 46 items of multifunctional printers and 35 items of monitors were purchased.

The **purchase of material not listed elsewhere** amounted to 1,908 thousand CZK. This concerned mainly the purchase of office supplies and material (679 thousand CZK), material for company cars (65 thousand CZK), pattern books (278 thousand), and also cleaning detergents, dishes, materials for maintenance of objects (422 thousand CZK), toners (349 thousand CZK), and IT material (73 thousand CZK).

Interests and other financial expenses in 2018 amounted to 2,172 thousand CZK and they concerned mainly interests for compensations of wages from legal disputes. Exchange rate losses amounted to 46 thousand CZK.

The **budget for the purchase of water, fuels and energy** was modified to 4,580 thousand CZK out of which 2,860 thousand CZK was used. 332 thousand CZK was spent on water, 1,240 thousand CZK was spent on heat, 444 thousand CZK was spent on gas, and 844 thousand CZK was spent on electricity. Already now we take into account the information from the MIT that the energies prices would increase rapidly in 2019.

Fuels and lubricants amounted to 1,576 thousand CZK in 2018.

Purchase of services - the modified budget for was used by 92.52%. The total amount of the modified budget was 49,911 thousand CZK, the final budget amounted to 68,679 thousand CZK and 46,178 thousand CZK was used.

Postal services amounted to 599 thousand CZK. Telecommunication and radio-communication services amounted to 2,683 thousand CZK, out of which 224 thousand CZK were spent on landlines, 69 thousand CZK on internet, 967 thousand CZK on cell phones, and 1,200 thousand CZK on data services

Services of banking institutions weren't used (while in 2017 they amounted to 1,080 thousand CZK). Insurance premium for 2018 was then paid in December 2017 based on the respective insurance contract.

In total 1,478 thousand CZK was paid for **rental**. As we indicated already, from 2017 this item was increased in connection with the moving of the regional inspectorate in Hradec Králové to new rented premises.

398 thousand CZK was paid for **consulting, advisory and legal services**. This concerned mainly consulting within the audit of final accounts, legal consulting, and consulting concerning the economic system EIS JASU.

1,846 thousand CZK was paid for **trainings and education of employees**. This concerned mainly the enhancement of professional qualification of inspectors and training of other professional employees in connection with legislative changes, foreign languages education in order to improve the workers' language skills, which are an elementary condition for a successful surveillance of the EU single market, including the cooperation with other surveillance authorities of the EU member states

In total 6,725 thousand CZK was spent for **data processing services and services** associated with information technology and communication technology. This amount includes services associated with SW (flat rate for support of operated SW - ASSET, OKBASE, EIS JASU, Mercurius, GINIS, ASPI, VARONIS, SYMANTEC, AUDITPRO, WEBSITES, CARBON BLACK), service support of telephone switchboard unit, and also programming work, updates and programme modifications, consultations concerning programmes, and also services associated with HW (e.g. support of multifunctional printers

The purchase of **services not listed elsewhere** amounted to 31,714 thousand CZK in 2018. Out of that, there was 2,334 thousand CZK for employees' alimentionation, 749 thousand CZK for cleaning, 1,249 thousand CZK for security guards, 1,379 thousand CZK for services of manufacturing and non-manufacturing character, 14 thousand CZK for destruction of counterfeit, 614 thousand CZK for data from media and electronic standards, 157 thousand CZK for health care, 315 thousand CZK for revisions of premises, 690 thousand CZK for waste removal. This budget also includes flat rates for services in the new premises of Královéhradecký and Pardubický Inspectorate. There were also 23,000 thousand CZK spent on payments for fuel samples analyses, 3,900 thousand CZK for payments for other analyses, 9 thousand CZK for fees for TV and radio, 25 thousand CZK for service of elevators, 39 thousand CZK for technical inspections of personal vehicles, 16 thousand CZK for other fees concerning CCS cards.

For **other purchases**, the final budget amounted to 18,416 thousand CZK, 11,684 thousand CZK was used

6,462 thousand CZK in total was used for **repairs and maintenance of premises**. The largest item amounting to 1,290 thousand CZK consisted of expenses for repair of the façade of the building of the regional inspectorate in Brno, as well as repairs of restrooms at the General Inspectorate premises in Prague (628 thousand CZK), repair of stairs in the building of the inspectorate based in Brno (349 thousand CZK), repairs of sewerage in the building of the regional inspectorate in Ostrava (580 CZK), exchange of floor coverings in the building of the General Inspectorate in Prague (900 thousand CZK), skylight in the building of the General Inspectorate in Praha (194 thousand CZK), painting in the building of the

inspectorate in Ústí nad Labem (132 thousand CZK), further roof repairs, electrical works, repair of lights, painting on the premises of other inspectorates, and so forth.

Total expenses for maintenance of buildings expended from operational funds decreased, because a large part of expenses on buildings has a character of investments and it was or will be in the next periods realized within investment expenses.

Repairs of machinery and devices, including IT, amounted to 80 thousand CZK. They concerned mainly small repairs of IT technology, calibration of measuring devices, exchanges of batteries, etc.

Repairs and maintenance of company cars amounted to 329 thousand CZK.

Approximately 20 thousand CZK was used for **programmes**.

183 thousand CZK was used for **expenses of external proceedings** – “expenditure funds” necessary for the performance of inspectors' activity in the field.

The modified and final budget of **expenses for travelling** within the Czech Republic as well as abroad was set to 5,961 thousand CZK (without expenditure funds). The total use in 2018 amounted to 4,386 thousand CZK (without expenditure funds). Out of that, there was 3,611 thousand CZK for travelling within the Czech Republic, and 764 thousand CZK for travelling abroad.

Expenses on **refreshment** used 97.76% of the modified budget and 385 thousand CZK in total was used in 2018. Gifts amounted to 18 thousand CZK in 2018.

Conference participation fees were used in the amount of 41 thousand CZK.

Expenses associated with non-investment purchases amounted to 693 thousand CZK in 2018 and they used 51.26 % of the modified budget. This concerns mainly payments for samples, which complied with within inspections and also payments for fuel “withdrawals”.

There were no paid sanctions.

Compensations for **legal proceedings** and witness's fees amounted to 1,027 thousand CZK. This amount covered compensations of legal proceedings concerning fines, compensations from lost legal-law legal disputes, and compensations of work injuries.

Tax and other fee payments amounted to 73 thousand CZK. This concerned mainly the purchase of domestic highway stamps.

There were **no payments of sanctions to other budgets**.

Compensations of wages for the period of sickness amounted to 1,118 thousand CZK in 2018.

More information can be found in the table “Budget of expenses in 2018” (see Appendix No. 2).

11.3 Information on assets

As of December 31, 2018, the total assets of the Czech Trade Inspection Authority included in the accounting record and expressed in purchase costs were 479,420 thousand CZK. The largest part is represented by buildings, with a total value of 326,420 thousand CZK,

followed by individual movables and sets of movables (e.g. transportation vehicles, multifunctional printers, servers, telephone switchboard units, etc.) in the total amount of 50,228 thousand CZK.

Further details are stated in the table “CTIA assets as of December 31, 2018” (see Appendix No. 4).

11.4 Tables concerning the report of financial management

Income as of December 31, 2018

Appendix No. 1

Suc	Item	Auc	Description	Modified budget	Annual fulfilment	% fulfilment
222	1361		tax revenue	0.00	39,283.00	
	1361	total		0.00	39,283.00	0.00 %
222	2111	1	Incomes for provision of information	780,000.00	2,144.00	
	2111	total		780,000.00	2,144.00	0.27 %
222	2132	0	income for provided information	550,000.00	307,977.43	
	2132	total		550,000.00	307,977.43	56.00 %
222	2141	0	income from interest	20,000.00	0	
222	2141	total	income from interest	20,000.00	0	0.00 %
	21	total	income from own activities and transfers of surplus of organizations with a direct relation	1,350,000.00	349,404.43	25.88 %
222	2212	0	accepted sanction payments – fines in administrative procedure	43,650,000.00	111,635,743.61	255.75%
222	2212	1	accepted sanction payments – fines in administrative procedure	0.00	43,767.73	0.00%
222	2212	9	sanction payments – not listed fines in administrative procedure	0.00	288,400.00	0.00%
	221	total	sanction payments received from other subjects	43,650,000.00	111,967,911.34	256.51 %
222	2310	0	income from the sale of non-investment assets	0.00	22,200.00	0.00%
	2310	total	income from the sale of short-term and long-term assets	0.00	22,200.00	0.00%
222	2322	0	received indemnities	0.00	4,100.00	0.00%
	2322	total	received indemnities	0.00	4,100.00	0.00%
222	2324	0	received non-capital contributions and compensation payments – previous years	8,000,000.00	1,785,912.73	22.32 %
222	2324	1	received non-capital contributions and compensation payments – refunds for analyses	0.00	745,697.30	0.00%
222	2324	2	received non-capital contributions and compensation payments – management expense compensations - section 79 par. 8. Act No. 500/2004 Coll.	0.00	497,000.00	0.00%
222	2324	3	received non-capital contributions and compensation payments – damaged goods. stocked goods	0.00	282,045.21	0.00%
222	2324	4	received non-capital contributions and compensation payments – damages	0.00	600.40	0.00%
222	2324	5	received non-capital contributions and compensation payments – invoicing of sample purchase	0.00	0.00	0.00%
	2324	total	received non-capital contributions and compensation payments	8,000,000.00	3,311,255.64	41.40 %
222	2328	0	non-identified income	0.00	40,048.00	0.00%
222	2328	1	non-identified income - account 3754	0.00	0.00	0.00%
	2328	total	non-identified income	0.00	40,048.00	0.00%
222	2329	0	other unclassified non-taxable income – securities	0.00	0.00	0.00%
222	2329	1	other unclassified non-taxable income – interest on late payments. court fees	0.00	0.00	0.00%
222	2329	4	other unclassified non-taxable income – not stated anywhere else	0.00	13,336.00	0.00%

	2329	total	other unclassified non-taxable income	0.00	13,336.00	0.00%
	23	total	income from the sale of non-capital assets and other non-taxable income	8,000,000.00	3,390,939.64	42.39%
222	3113	1	income from the sale of other long-term tangible assets	0.00	165,600.00	0.00%
	3113	total	income from the sale of other long-term tangible assets	0.00	165,600.00	0.00%
	31	total	capital income	0.00	165,600.00	0.00%
222	4132	0	transfers from other own funds - (cz-6015)	0.00	0.00	0.00%
	4132	total	transfers from other own funds	0.00	0.00	0.00%
222	4135	1	transfers from the state organizational sector funds	0.00	1,231,811.00	0.00%
	4135	total	transfers from the OSS reserve funds	0.00	1,231,811.00	0.00%
	41		non-investment received transfers	0.00	1,231,811.00	0.00%
Total				53,000,000.00	117,105,666.41	220.95%

Expenses of 2018

Appendix No. 2

as of December 31, 2018	approved	modified	final	overall	utilization	utilization
	budget	budget	budget	utilization	of modified	of final
				of budget	budget	budget
	in CZK	in CZK	in CZK	in CZK	in %	in %
Non-tax and capital incomes						
136 – Tax incomes	0.00	0.00	0.00	39 283.00	0.00%	0.00%
211 – Incomes from own activities	780,000.00	780,000.00	780,000.00	2,144.00	0.00%	0.27%
213 – Income from rental of property	550,000.00	550,000.00	550,000.00	307,977.43	56.00%	56.00%
214 – Income from interests	20,000.00	20,000.00	20,000.00	0.00	0.00%	0.00%
221 – Received sanction payments	43,650,000.00	43,650,000.00	43,650,000.00	111,967,911.34	256.51%	256.51%
231 – Incomes from sale of non-investment property	0.00	0.00	0.00	22,200.00	0.00%	0.00%
232 – Other non-tax incomes	8,000,000.00	8,000,000.00	8,000,000.00	3,368,739.64	42.11%	42.11%
311 – Income from sale of investment property	0.00	0.00	0.00	165,600.00	0.00%	0.00%
413 – Transfer from own funds	0.00	0.00	0.00	0.00	0.00%	0.00%
4135 – IK 2504601	0.00	0.00	0.00	1,231,811.00	0.00%	0.00%
Incomes in total	53,000,000.00	53,000,000.00	53,000,000.00	117,105,666.41	220.95%	220.95%
Common expenses						
501 - 2 Employee salaries and other payments for performed work	211,769,030.00	211,769,030.00	215,649,890.00	212,880,272.00	100.52%	98.72%
from which 5011 Employee salaries	8,999,262.00	7,899,262.00	7,899,262.00	7,406,862.00	93.77%	93.77%
5011 Salaries IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5011 Salaries IK 41 00000	0.00	0.00	1,787,292.00	1,787,292.00	0.00%	100.00%
5013 Salaries of government employees	199,393,606.00	200,493,606.00	200,493,606.00	198,524,142.00	99.02%	99.02%
5013 salaries IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5021 Other personal expenses	0.00	0.00	1,046,842.00	1,046,842.00	0.00%	100.00%
5021 Other personal expenses IK 41 00000	3,376,162.00	2,597,002.00	2,597,002.00	2,289,248.00	88.15%	88.15%
5021 Other personal expenses IK 2504601	0.00	0.00	46,726.00	46,726.00	0.00%	100.00%
5024 Compensation payments	0.00	0.00	1,000,000.00	1,000,000.00	0.00%	0.00%
5024 Compensation payments IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5025 Compensations IK 11 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5025 Compensations IK 41 00000	0.00	779,160.00	779,160.00	779,160.00	0.00%	0.00%
502 subtotal	0.00	0.00	0.00	0.00	0.00%	0.00%
5051 Refund of wages	3,376,162.00	2,597,002.00	2,597,002.00	2,289,248.00	88.15%	88.15%
5051 Refund of wages IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
503 Mandatory insurance payments paid by the employer	0.00	0.00	20,923,172.52	3,597,194.00	0.00%	17.19%
from which 5031 Social security insurance payments	72,001,471.00	72,001,471.00	76,001,471.00	72,760,298.00	101.05%	95.74%
5031 Social security insurance payments IK 2504601	52,942,259.00	52,942,259.00	52,942,259.00	52,942,259.00	100.00%	100.00%
5031 Social security insurance payments IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5032 Health insurance payments	0.00	0.00	3,000,000.00	455,214.00	0.00%	15.17%
5032 Health insurance payments IK 2504601	19,059,212.00	19,059,212.00	19,059,212.00	19,059,212.00	100.00%	100.00%
5032,Health insurance payments IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
50 total	0.00	0.00	1,000,000.00	303,613.00	0.00%	30.36%
513 – Material purchase	283,770,501.00	283,770,501.00	312,574,533.52	289,237,764.00	101.93%	92.53%
from which 5132 Protective equipment	7,942,000.00	12,144,221.24	13,611,508.24	7,655,405.04	63.04%	56.24%
5136 Books, teaching aids and press	0.00	93,055.00	93,055.00	93,055.00	100.00%	100.00%
5136 Books, teaching aids IK 2504601	70,000.00	155,088.00	155,088.00	67,900.98	43.78%	43.78%
5137 Small long-term tangible assets	653,000.00	198,791.60	198,791.60	163,116.00	82.05%	82.05%
5139 Purchase of material not listed elsewhere	0.00	0.00	0.00	0.00	0.00%	0.00%
5139 Purchase of material not listed elsewhere IK 2504601	5,000,000.00	8,642,683.22	8,642,683.22	3,991,053.13	46.18%	46.18%
514 Interest and other financial expenses						
-5142 realized exchange rate losses	0.00	0.00	1,251,688.00	1,251,688.00	0.00%	100.00%
from which 5141 – own interest	0.00	0.00	180,599.00	180,599.00	0.00%	100.00%
from which 5141 – own interest IK 41 00000	2,219,000.00	3,054,603.42	3,054,603.42	1,874,932.93	61.38%	61.38%
,5142 realized exchange rate losses	0.00	0.00	35,000.00	33,060.00	0.00%	0.00%
5142 realized exchange rate losses IK 2504601	91,000.00	50,900.00	2,176,560.00	2,172,148.93	4267.48%	99.80%
515 - Purchase of water, fuel and energy	56,000.00	0.00	0.00	0.00	0.00%	0.00%
from which 5151 Water	0.00	0.00	2,125,660.00	2,125,660.00	0.00%	100.00%
5152 Steam	35,000.00	50,900.00	50,900.00	46,488.93	91.33%	91.33%
5153 Gas	0.00	0.00	0.00	0.00	0.00%	0.00%

5154 Electricity	6,782,400.00	6,566,044.69	6,566,044.69	4,372,170.39	66.59%	66.59%
5156 Fuels and lubricants	297,000.00	382,157.00	382,157.00	332,053.86	86.89%	86.89%
5157 Hot water	1,676,000.00	2,052,735.88	2,052,735.88	1,239,637.42	60.39%	60.39%
516 – Purchase of services	629,000.00	581,804.01	581,804.01	444,162.29	76.34%	76.34%
from which 5161 Postal services	896,400.00	1,563,771.80	1,563,771.80	844,031.58	53.97%	53.97%
5162 Telecommunication services and radio communication services	3,284,000.00	1,985,576.00	1,985,576.00	1,512,285.24	76.16%	76.16%
5162 Telecommunication services and radio communication services IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5163 Services of financial institutions and insurance premium	76,134,722.00	49,910,745.31	68,679,344.03	46,178,454.01	92.52%	67.24%
5164 Rental fees	532,000.00	798,698.00	798,698.00	599,475.58	75.06%	75.06%
5166 Consulting, advisory and legal services	2,905,000.00	5,100,155.14	5,100,155.14	2,397,857.62	47.02%	47.02%
5166 Consulting, advisory and legal services IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5167 Services, training and education	0.00	0.00	285,560.00	285,560.00	0.00%	100.00%
5167 Services, training and education IK 2504601	823,000.00	733,084.00	733,084.00	0.00	0.00%	0.00%
5168 Data processing services	541,000.00	1,553,073.00	1,553,073.00	1,477,801.40	95.15%	95.15%
5168 Data processing services IK 41 00000	1,000,000.00	1,599,300.00	1,599,300.00	398,355.00	24.91%	24.91%
5169 Purchase of services not listed elsewhere (alimentation, printing)	0.00	0.00	775,610.00	733,986.00	0.00%	94.63%
5169 Purchase of services not listed elsewhere IK 2504601	800,000.00	2,588,198.00	2,588,198.00	1,845,541.52	71.31%	71.31%
5169 Purchase of services not listed elsewhere IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
517 – Other purchases	0.00	9,035,104.00	9,035,104.00	4,554,554.34	50.41%	50.41%
from which 5171 Repairs and maintenance	0.00	0.00	2,280,630.00	2,170,926.00	0.00%	95.19%
5171 Repairs and maintenance IK 41 00000	69,533,722.00	28,503,133.17	28,503,133.17	16,287,597.93	57.14%	57.14%
5172 Software equipment	0.00	0.00	16,212.00	16,211.90	0.00%	0.00%
5173 Travel expenses (domestic as well as abroad)	0.00	0.00	15,410,586.72	15,410,586.72	0.00%	100.00%
5173 Travel expenses IK 2504601	15,963,000.00	18,411,569.04	18,426,072.54	11,683,639.69	63.46%	63.41%
5173 Travel expenses IK 41 00000	6,000,000.00	10,613,358.04	10,613,358.04	6,659,697.23	62.75%	62.75%
5175 Food and refreshments	0.00	0.00	0.00	0.00	0.00%	0.00%
5175 Food and refreshments IK 41 00000	3,750,000.00	1,026,306.00	1,026,306.00	26,306.00	2.56%	2.56%
5176 Conference participation fees	5,800,000.00	6,227,510.00	6,227,510.00	4,570,508.36	73.39%	73.39%
5176 Conference participation fees IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5179 Other purchases not stated elsewhere	0.00	0.00	0.00	0.00	0.00%	0.00%
	369,000.00	380,895.00	380,895.00	372,363.00	97.76%	97.76%
518 – Paid deposits	0.00	0.00	14,503.50	12,777.00	0.00%	88.10%
from which 5181 Deposits provided to inner organizational units	24,000.00	163,500.00	163,500.00	41,988.10	25.68%	25.68%
5182 Deposits provided to own treasury	0.00	0.00	0.00	0.00	0.00%	0.00%
5189 Deposits provided for VISA card	20,000.00	0.00	0.00	0.00	0.00%	0.00%
519 - Expenses associated with non-investment purchases						
from which 5191 Paid sanction fees	100,000.00	908,000.00	908,000.00	0.00	0.00%	0.00%
5192 Provided non-investment contributions and compensations	0.00	620,000.00	620,000.00	0.00	0.00%	0.00%
5192 Provided non-investment contributions and compensations IK 41 00000	0.00	200,000.00	200,000.00	0.00	0.00%	0.00%
5194 Material gifts	100,000.00	88,000.00	88,000.00	0.00	0.00%	0.00%
5195 Payment for not employing persons with especially serious health handicaps	1,030,000.00	1,620,289.30	2,571,456.78	1,738,744.00	107.31%	67.62%
5199 Expenses associated with unclassified non-investment purchases	0.00	0.00	0.00	0.00	0.00%	0.00%
	0.00	250,000.00	250,000.00	76,383.00	30.55%	30.55%
	0.00	0.00	951,167.48	951,167.08	0.00%	100.00%
534 - Non-investment transfers deposited into own funds	30,000.00	18,105.00	18,105.00	18,105.00	0.00%	100.00%
from which 5342 Non-investment transfers FKSP	0.00	0.00	0.00	0.00	0.00%	0.00%
5342 Non-investment transfers FKSP IK 2504601	1,000,000.00	1,352,184.30	1,352,184.30	693,088.92	51.26%	51.26%
5342 Non-investment transfers FKSP IK 4100000						
5344 Non-investment transfers deposited to own reserve funds						
5345 Non-investment transfers deposited to own budget accounts	4,167,857.00	4,167,857.00	4,167,857.00	4,167,857.00	100.00%	100.00%
5346 Transfers deposited into reserve fund	4,167,857.00	4,167,857.00	4,167,857.00	4,167,857.00	100.00%	100.00%
	0.00	0.00	0.00	0.00	0.00%	0.00%
536 - Tax payments, fees, sanction payments	0.00	0.00	0.00	0.00	0.00%	0.00%
from which 5361 Purchase of revenue stamps	0.00	0.00	0.00	0.00	0.00%	0.00%
5362 Tax and other fee payments	0.00	0.00	0.00	0.00	0.00%	0.00%
5363 Sanctions and penalty payments to other budgets	0.00	0.00	0.00	0.00	0.00%	0.00%

542 - Compensations paid to the population						
from which 5424 Compensations of wages for the period of sickness	2,287,000.00	20,406,352.42	20,406,352.42	73,500.00	0.36%	0.36%
5909 - Other expenses IISSP	0.00	0.00	0.00	0.00	0.00%	0.00%
Common expenses in total 5*	87,000.00	82,500.00	82,500.00	73,500.00	89.09%	89.09%
from which material expenses	2,200,000.00	20,323,852.42	20,323,852.42	0.00	0.00%	0.00%
Capital expenses	0.00	0.00	0.00	0.00	0.00%	0.00%
6111 SW IK 11 00000 action 122V193002007	978,000.00	1,240,000.00	1,240,000.00	1,118,368.00	90.19%	90.19%
6111 SW IK 11 00000 action 122V193002011	978,000.00	1,240,000.00	1,240,000.00	1,118,368.00	90.19%	90.19%
6111 SW IK 11 00000 action 122V193002012	0.00	50,000.00	50,000.00	7,033.87	0.00%	0.00%
6111 SW IK 41 00000 action 122V193000008	399,246,480.00	399,246,480.00	451,377,729.22	368,405,084.93	92.28%	81.62%
6111 SW IK 41 00000 action 122V193000009	111,308,122.00	111,308,122.00	134,635,338.70	74,999,463.93	67.38%	55.71%
6111 SW IK 41 00000 action 122V193000010						
6111 SW IK 41 00000 action 122V193000016	0.00	981,560.00	981,560.00	0.00	0.00%	0.00%
6111 SW IK 41 00000 action 122V193000017	0.00	0.00	399,000.00	396,069.30	0.00%	99.27%
6111 SW IK 11 00000 action 122V193000031	0.00	0.00	210,000.00	208,120.00	0.00%	99.10%
6111 SW IK 11 00000 action 122V193000035	0.00	0.00	220,000.00	219,336.70	0.00%	99.70%
6111 SW IK 11 00000 action 122V193000036	0.00	0.00	88,000.00	87,691.47	0.00%	99.65%
6119 IK 11 00000 other purchase DNM 122V193002R01	0.00	0.00	303,000.00	0.00	0.00%	0.00%
6119 IK 41 00000 other purchase DNM 122V193002R01	0.00	0.00	71,000.00	0.00	0.00%	0.00%
6119 IK 11 00000 other purchase DNM 122V193002020	5,100,000.00	4,118,440.00	4,118,440.00	0.00	0.00%	0.00%
6121 IK 11 00000 Buildings, halls, construction sites 122V193002002	3,000,000.00	2,900,000.00	2,900,000.00	0.00	0.00%	0.00%
6121 IK 11 00000 Spec. operations 122V193002003	0.00	100,000.00	100,000.00	95,379.00	95.38%	95.38%
6121 IK 41 00000 buildings 122V193002002	0.00	0.00	53,700.00	0.00	0.00%	0.00%
6121 IK 41 00000 buildings 122V193002014	0.00	0.00	3,500,000.00	0.00	0.00%	0.00%
6121 IK 41 00000 buildings 122V193002018	0.00	0.00	1,952,000.00	1,837,150.00	0.00%	94.12%
6121 IK 41 00000 buildings 122V193002019	0.00	0.00	367,000.00	0.00	0.00%	0.00%
6121 IK 41 00000 buildings 122V193002022	0.00	0.00	376,500.00	376,434.35	0.00%	99.98%
6121 IK 41 00000 buildings 122V193002023	0.00	0.00	365,000.00	0.00	0.00%	0.00%
6121 IK 41 00000 buildings 122V193002024	0.00	0.00	61,000.00	59,895.00	0.00%	98.19%
6121 IK 41 00000 buildings 122V193002025	0.00	0.00	327,400.00	0.00	0.00%	0.00%
6121 IK 41 00000 buildings 122V193002026	0.00	0.00	60,000.00	59,290.00	0.00%	98.82%
6121 IK 41 00000 buildings 122V193002027	0.00	0.00	163,000.00	162,462.00	0.00%	99.67%
6121 IK 41 00000 buildings 122V193002029	0.00	0.00	81,000.00	0.00	0.00%	0.00%
6121 IK 41 00000 buildings 122V193002030	0.00	0.00	57,000.00	0.00	0.00%	0.00%
6121 IK 11 00000 buildings 122V193002014	0.00	0.00	2,360,000.00	1,594,465.40	0.00%	67.56%
6121 IK 11 00000 buildings 122V193002033	0.00	0.00	489,000.00	0.00	0.00%	0.00%
6122 IK 11 00000 Machines, devices and equipment 122V193002R01	0.00	0.00	80,000.00	78,235.00	0.00%	97.79%
6122 IK 11 00000 Machines, devices and equipment 122V193002034	3,750,000.00	3,750,000.00	3,750,000.00	0.00	0.00%	0.00%
6123 IK 11 00000 Transportation vehicles 122V193002001	0.00	0.00	1,592,166.00	0.00	0.00%	0.00%
6125 IK 11 00000 Computer technology HW 122V193002R01	0.00	0.00	2,120,000.00	2,118,710.00	0.00%	99.94%
6125 IK 11 00000 Computer technology HW 122V193002013	0.00	0.00	267,000.00	262,266.28	0.00%	98.23%
6125 IK 41 00000 Computer technology HW 122V193002R01	0.00	0.00	106,000.00	105,996.00	0.00%	100.00%
6125 IK 41 00000 Computer technology HW 122V193002015	0.00	0.00	59,000.00	58,080.00	0.00%	98.44%
6125 IK 11 00000 Computer technology HW 122V193002032	0.00	0.00	36,300.00	0.00	0.00%	0.00%
Investment expenses in total	11,850,000.00	11,850,000.00	27,614,066.00	7,719,580.50	65.14%	27.96%
total expenses	411,096,480.00	411,096,480.00	478,991,795.22	376,124,665.43	91.49%	78.52%

Income 2018 – special revenue account (in CZK) Appendix No. 3

Text	Drs	Crs	balance
Orders and decisions of administrative procedures			150,997,935
Orders collected on the spot	15,062,000		15,062,000
Administrative fees	26,000		26,000
Expenses of proceedings transferred to the account 19-		33,000	-33,000
Fines handed over to customs authorities		54,173,100	-54,173,100
TOTAL			111,879,835

CTIA assets as of December 31, 2018 Appendix No. 4

Type of asset	in thousand CZK
Software over 60 thousand CZK	30,972
Software up to 60 thousand CZK	7,993
Land	6,986
Art	131
Buildings - 6 buildings and 3 garages	326,104
Individual movable assets and sets of items	50,228
Small long-term tangible assets up to 40 thousand CZK	43,035
Other small long-term assets kept on accounts of balance sheet	12,850
Incomplete long-term tangible assets	1,121
Long-term tangible assets intended for sale	0
Total	479,420

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**All inspectorates are also available via
e-filing registry on the webpage www.coi.cz**