



CTIA

2019 Annual report



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In 2019, the work of the Czech Trade Inspection Authority continued in the structure and with the responsibilities set in the previous period. This was mainly the amendment to the Czech Trade Inspection Act in late 2017, which had a major impact on the organisational structure of the Czech Trade Inspection Authority and the way in which it carried out its surveillance activities in the last two years. 2019 was therefore a year of verification of the functioning and efficiency, especially in the area of inspection of products placed on the market. I am pleased to note that a slight increase in the ratio of technical inspections in the total number of inspections continued within all inspectorates of the Czech Trade

Inspection Authority. These inspections are focused on products, their safety, compliance with the stipulated provisions, the provision of obligatory information and many other legal obligations. A number of these inspections were carried out based on international projects in cooperation with surveillance authorities of the European Union Member States, requiring not only professional but also language skills of the Czech Trade Inspection Authority staff. The overview of all national and international inspections is summed up in the chapter 'Product surveillance'.

In this context, I am also pleased that in 2019, within the product safety surveillance, we started to use new spectrometers to faster and more operationally detect the limit content of chemicals in products, because these spectrometers allow rapid sampling and verification in laboratories. This improves the protection not only of product users, but also of other legitimate interests, e.g. ecological aspects. In 2020, all inspectorates will be able to use these new instruments not only for specific inspections, but also within ordinary inspections.

The Czech Trade Inspection Authority got some new surveillance authorizations in the area of so-called general inspections, for example within selected provisions of the Act on Payments as well as the compliance with EU regulations on so-called geo-blocking, which is to ensure the same conditions for purchases to consumer throughout the European Union.

Even in 2019, the current market situation in the Czech Republic required a number of inspections aimed at energy resellers who use unfair and, in some cases, aggressive commercial practices. The Czech Trade Inspection Authority cooperated with the Energy Regulatory Office, the Ministry of Industry and Trade, and other institutions on the elaboration of the "Consumer Protection Declaration of Electricity and Gas Suppliers", the purpose of which is to set the conditions for a cleaner business environment in this area.

In 2019, the Czech Trade Inspection Authority staff paid increased attention to many other areas in which consumer safety or health is at risk, whether it is the area of inspections of the sale of alcoholic beverages to juveniles, the sale of pyrotechnics, counterfeits or inspections of discriminatory conducts towards consumers, etc.

I am glad that we continued in the very useful and successful cooperation with the Seznam.cz and Eset companies. This contributes to the protection of consumers when making purchases on risky e-shops. We share information about risky e-shops published on the website of the Czech Trade Inspection Authority with these companies that run a search engine and a computer software. And when people, who using their services, are about to visit any of the websites assessed as risky by the CTIA, they get an immediate warning in their browser that they are about to enter one of the published risky websites.

I don't intend to mention all the areas where the Czech Trade Inspection Authority protected, informed and educated consumers in 2019. Where and how it contributed to the cultivation of the internal and foreign markets, and where it helped entrepreneurs find their way through complex legislation on marketing of products and consumer protection. If you are interested, this publication is here for you to

provide you with information not only from the above-mentioned areas of work of the Czech Trade Inspection Authority.

I would like to thank all employees of the Czech Trade Inspection Authority for the work done throughout the year 2019. My big thank you goes also to all stakeholders from other institutions and organizations for their lasting and useful cooperation.

Mojmír Bezečný
Director General of the CTIA

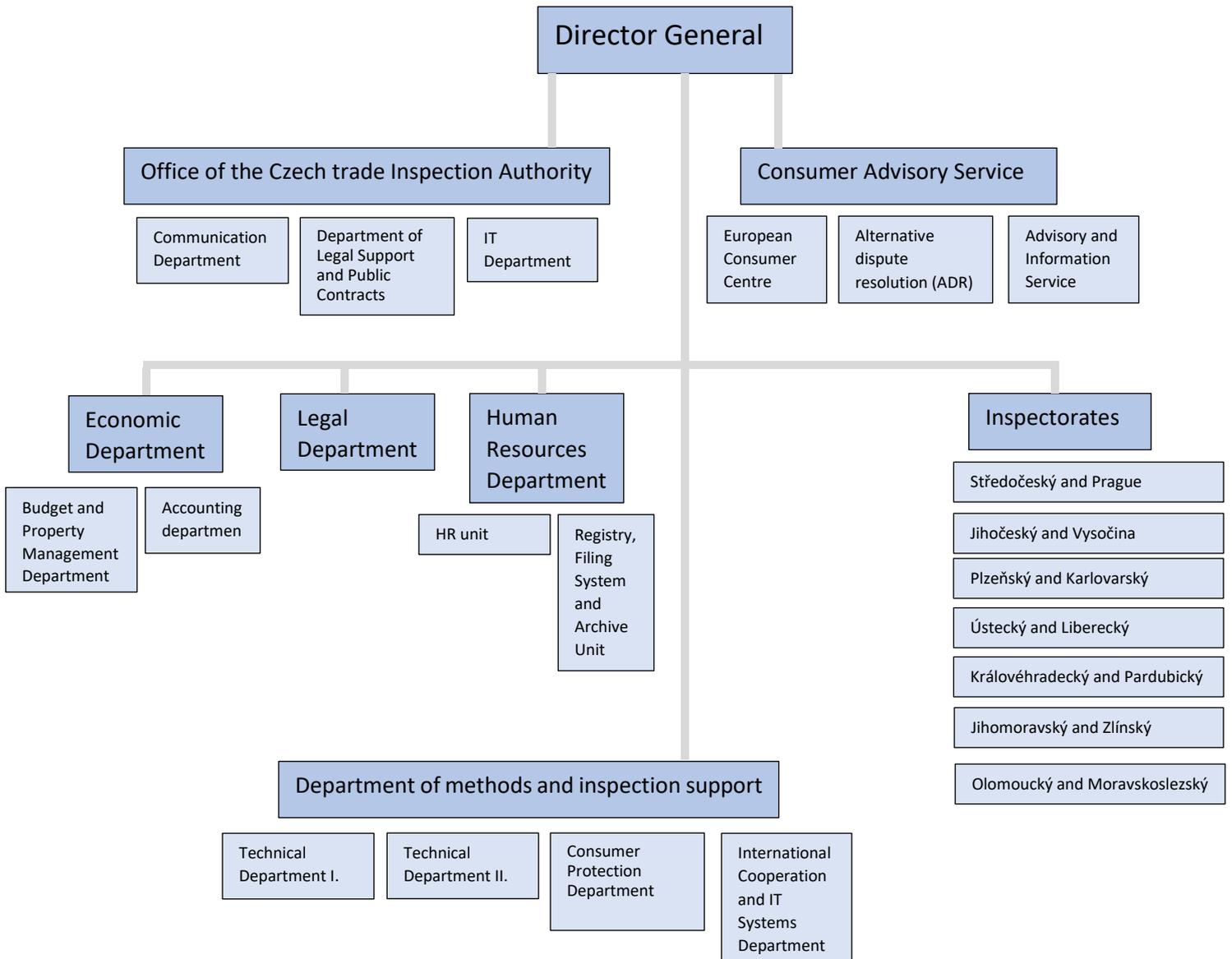
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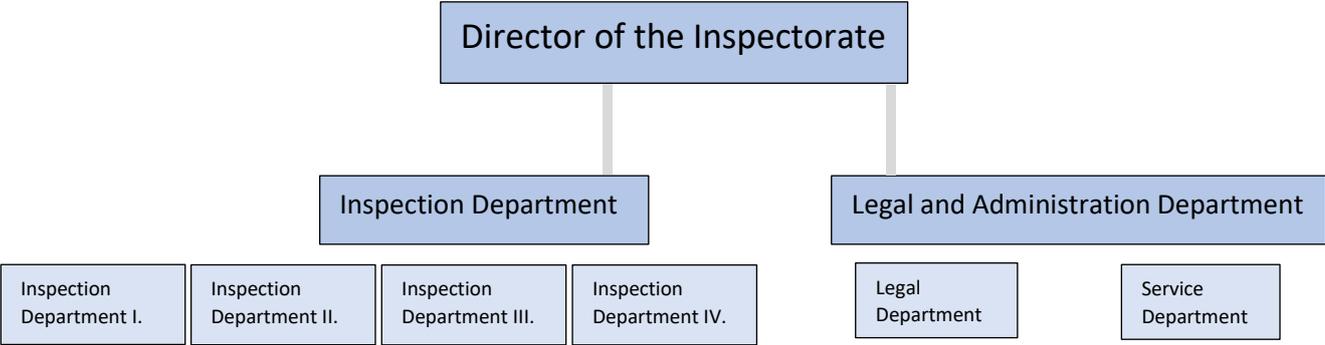
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Organizational structure of the CTIA

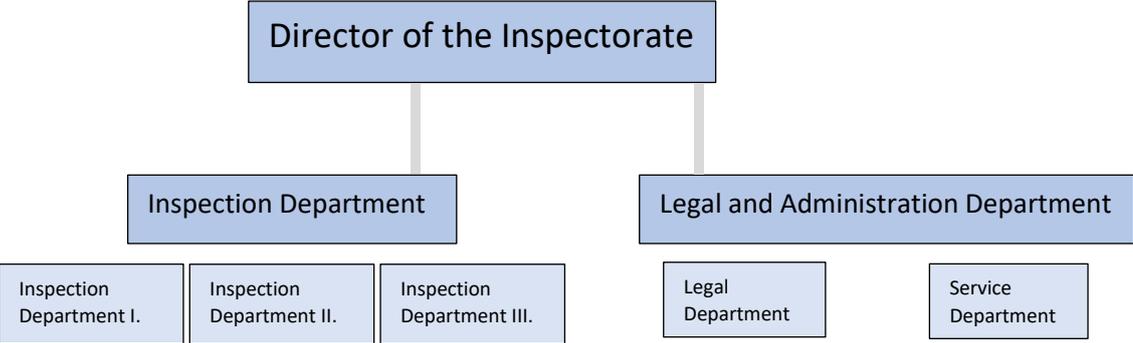
effective from January 1, 2019



Organizational structure of the Středočeský and Prague Inspectorate



Organizational structure of Regional Inspectorates



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. Participating in creating equal conditions for commercial entities placing products on the market. 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 the 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 2021” 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 as the successor of the former State Trade Inspection Authority in the Act No. 64/1986 Coll. 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 CTIA also generalizes the knowledge gained within the execution of inspections and publishes the inspection results with the aim to prevent breaches of legal regulations.

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. Together with other surveillance authorities, it participates in preparations and execution of inspections, their evaluation and publishing of inspection results. 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 is not 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.

A part of the activities of the Czech Trade Inspection Authority is also the cooperation with associations dealing 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).

The European Consumer Centre, integrated in the structure of the Czech Trade Inspection Authority, provides information to consumers about their rights when shopping in other countries of the European Union. 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.

Surveillance of the compliance with legal regulations in the field of consumer protection and free movement of goods in the internal market of the European Union 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 foremost 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. 370/2017 Coll., on Payment Systems
- Act No. 189/1999 Coll., on Emergency Oil Supplies and the Resolution of Oil Emergency
- Act No. 56/2001 Coll., on conditions for operating vehicles on roads
- 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. 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
- Regulation (EU) No. 98/2013 of the European Parliament and of the Council of 15 January 2013 on the marketing and use of explosives precursors
- 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
- Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC
- Regulation (EU) No. 2015/751 of the European Parliament and of the Council of 29 April 2015 on interchange fees for card-based payment transactions
- Regulation (EU) No. 260/2012 of the European Parliament and of the Council of 14 March 2012 establishing technical and business requirements for credit transfers and direct debits in euro and amending Regulation (EC) No 924/2009
- Regulation (EU) No. 2018/302 of the European Parliament and of the Council of 28 February 2018 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC
- 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 2019

In 2019, the Czech Trade Inspection Authority carried out in total 26,854 inspections, including 11,997 cases (i.e. 44.67%), in which shortcomings were detected. Compliance with the Act No. 634/1992 Coll. on Consumer Protection were inspected within 24,808 inspections, including 9,980 cases (i.e. 40.23%) in which flaws were found. CTIA officers inspected the compliance with the Act No. 22/1997 Coll. on Technical Requirements for Products, within 5,077 inspections and detected flaws in 1,441 cases, i.e. 28.38%. Compliance with the Act No. 90/2016 on conformity assessment of products when made available on the market was inspected within 1,464 inspections and flaws were detected in 439 cases, i.e. 29.99%. Abidance with the Act No. 102/2001 Coll. on General Safety of Products was inspected within 1,875 inspections and shortcomings were detected in 76 cases, i.e. 4.05%. In 2019, in total 11,716 fines amounting to the total of CZK 113,721,200 came into force

In 2019, surveillance activities carried out by the Czech Trade Inspection Authority were already fully in line with the requirements stemming from the amendment to the Act on the Czech Trade Inspection Authority. It became effective by the end of 2017, having a significant impact on the organizational structure of the Czech Trade Inspection Authority and the manner of market surveillance. An important task relating to these changes was to keep the same level and effectiveness of the market surveillance area, which was affected most by the changes – the area of inspection of products that are placed on the market pursuant to European harmonized legal regulations. CTIA made it in 2019 and there was a slight increase of the share of technically targeted inspections in the whole number of inspections. In 2018, in total 29,345 inspections were carried out, while in 5,342 inspections (20.5%) CTIA inspected the compliance with the provisions of the Act No. 90/2016 Coll., on conformity assessment of selected products when made available in the market, as well as the Act No. 22/1997 Coll. on Technical Requirements for Products. In 2019, it was 5,503 inspections, which represented 20.5% of the total number of all 26,854 inspections, i.e. the inter-annual increase was 2.3%.

The inspection activities of the Czech Trade Inspection Authority were carried out in 2019 according to the approved Market Surveillance Programme. Under this programme, inspection actions were carried out to meet the requirements of the European Union harmonisation legislation for placing products on the EU market. Furthermore, CTIA met the requirements of other legal regulations governing the requirements for products, in particular in terms of their safety. The market surveillance programme also included inspections aimed at protecting the rights of consumers and their interests protected by law. These inspections targeted both the current “problems” of the market and, on the other hand, the monitoring of market areas and forms of trading where rapid developments or fundamental changes are taking place. The issue of fiscal and environmental interests of the society and the state did not stay aside. The plan of projects also included inspections with a European and international element, mainly aimed at the surveillance of the marketing of products. The planned inspections and activities were supplemented during the year with additional inspections and activities as required by the current market situation or changes in legislation. Individual regional inspectorates carried out regional inspections, focusing on local issues. As in previous years, part of the surveillance capacity of the Czech Trade Inspection Authority was used to deal with complaints of consumers and other market players. In 2019, there were no major changes as regards new authorizations of the Czech Trade Inspection Authority resulting from European or national legislation.

An essential part of the Czech Trade Inspection Authority activities is the provision of information and advice to consumers, providing a permanent advisory service, conducting lectures and seminars for increasingly vulnerable groups of consumers, and also cooperating with consumer associations. A

special chapter is the out-of-court settlement of consumer disputes, carried out by the Czech Trade Inspection Authority since 2017.

Another activity of the Czech Trade Inspection Authority related to the provision of information, opinions and other educational activities was also cooperation with professional and interest associations of market operators in 2019.

Overview of inspections and detected violations according to selected laws

| Act No. | Name | Total number of inspections | Inspections with findings | In % |
|----------------|---|-----------------------------|---------------------------|------|
| 634/1992 Coll. | on Consumer Protection | 24,808 | 9,980 | 40.2 |
| 65/2017 Coll. | on the Protection of Public Health from Harmful Effects of Drugs | 7,063 | 538 | 7.6 |
| 477/2001 Coll. | on Packaging | 6,665 | 181 | 2.7 |
| 22/1997 Coll. | on Technical Requirements for Products (except for RAPEX) | 5,077 | 1,441 | 28.4 |
| 307/2013 Coll. | on compulsory labelling of spirits | 4,619 | 0 | 0.0 |
| 353/2003 Coll. | on Excise Duties | 3,651 | 13 | 0.4 |
| RAPEX | search for products notified in the system | 1,911 | 1 | 0.1 |
| 102/2001 Coll. | on General Safety of Products (except for RAPEX) | 1,875 | 76 | 4.0 |
| 311/2006 Coll. | on Fuels | 1,532 | 35 | 2.3 |
| 90/2016 Coll. | on conformity assessment of selected products when made available in the market | 1,464 | 439 | 29.9 |
| 185/2001 Coll. | on Wastes | 1,358 | 6 | 0.4 |
| 255/2012 Coll. | on Inspection | 627 | 269 | 42.9 |
| 223/2016 Coll. | on Retail and Wholesale Opening Hours | 328 | 4 | 1.2 |
| 201/2012 Coll. | on Clean Air Protection | 275 | 11 | 4.0 |
| 259/2014 Coll. | on the Explosives Precursors | 204 | 27 | 13.2 |
| 253/2008 Coll. | on selected measures against legitimisation of proceeds of | 199 | 66 | 33.2 |
| 206/2015 Coll. | on Pyrotechnics | 142 | 47 | 33.1 |

Overview of inspections carried out in selected areas

| Inspected area* | Total number of inspections | Inspections with findings | Detected breaches in % |
|---|-----------------------------|---------------------------|------------------------|
| Sale prices | 12,711 | 6,000 | 47.2 |
| Measuring instruments (out of public alimentation) | 7,122 | 2,950 | 41.4 |
| Information obligations - general | 5,375 | 2,647 | 49.3 |
| Discounts | 4,390 | 1,891 | 43.1 |
| Marking and labelling of footwear and textile | 3,913 | 2,028 | 51.8 |
| Public alimentation | 2,061 | 832 | 40.4 |
| Aerosol sprayers | 1,805 | 928 | 51.4 |
| Christmas and Easter range | 678 | 210 | 30.9 |
| Summer touristic season | 460 | 159 | 34.6 |
| Winter touristic season | 334 | 91 | 27.3 |
| Inspection of marketplaces and stand sale – generally | 284 | 172 | 60.6 |
| Services | 256 | 182 | 71.1 |
| Fairs, markets and other social events | 252 | 118 | 46.9 |
| Products interchangeable with groceries | 171 | 65 | 38.0 |
| All Souls' Day goods | 166 | 71 | 42.8 |
| Tour operators and travel agents | 36 | 21 | 58.3 |
| Funeral services | 35 | 28 | 80.0 |

* Individual inspections and their results can be involved in the results of several inspections at once

Inspectorates – overview of inspections and detected violations

| CTIA inspectorate | Number of inspections | Inspections with findings | Detected breaches in % |
|--------------------------------|-----------------------|---------------------------|------------------------|
| Středočeský and Prague | 4,165 | 1,662 | 39.9 |
| Jihočeský and Vysočina | 3,751 | 1,576 | 42.0 |
| Plzeňský and Karlovarský | 3,870 | 1,862 | 48.1 |
| Ústecký and Liberecký | 3,565 | 1,657 | 46.5 |
| Královéhradecký and Pardubický | 3,468 | 1,269 | 36.6 |
| Jihomoravský and Zlínský | 3,622 | 1,745 | 48.2 |
| Olomoucký and Moravskoslezský | 4,413 | 2,226 | 50.4 |
| Total | 26,854 | 11,997 | 44.7 |

Imposed sanctions in total

| CTIA Inspectorate | Imposed sanctions in total | |
|--------------------------------|----------------------------|--------------------|
| | Number | Amount in CZK |
| Středočeský and Prague | 1,630 | 16,645,000 |
| Jihočeský and Vysočina | 1,711 | 10,058,200 |
| Plzeňský and Karlovarský | 1,801 | 23,427,000 |
| Ústecký and Liberecký | 1,527 | 11,315,000 |
| Královéhradecký and Pardubický | 1,176 | 16,331,700 |
| Jihomoravský and Zlínský | 1,603 | 26,987,000 |
| Olomoucký and Moravskoslezský | 2,268 | 8,957,300 |
| Total | 11,716 | 113,721,200 |

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 as well as priorities of individual surveillance bodies. From the viewpoint of the number of inspections, 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. 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 the 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 bodies according to the number of inspections

| State body | Number of inspections |
|---|-----------------------|
| Trade licensing offices | 997 |
| Police of the Czech Republic | 322 |
| Customs Administration | 90 |
| Public Health Protection Authorities / Hygienists | 71 |
| Fire Rescue Service | 61 |
| Czech Telecommunication Office | 32 |
| Municipality Police | 24 |
| Municipality offices | 22 |
| State Labour Inspection Office | 10 |
| Czech Environmental Inspectorate | 9 |
| Czech Mining Authority | 5 |
| Czech Agricultural and Food Inspection Authority | 3 |
| Ministry of Culture | 3 |
| Czech Metrology Institute | 1 |
| Financial Administration / offices | 1 |

Cooperation within the MIT resort

| Surveillance body | Number of inspections | Inspections with findings | Detected breaches in % |
|--------------------------------|-----------------------|---------------------------|------------------------|
| Trade licensing offices | 997 | 401 | 40.2 |
| Czech Telecommunication Office | 32 | 24 | 75.0 |
| Czech Metrology Institute | 1 | 0 | 0.0 |
| Total | 1,030 | 425 | 41.3 |

Trade licensing offices – joint inspections

| CTIA inspectorate | Number of joint inspections | Inspections with findings within the surveillance scope of the CTIA |
|--------------------------------|-----------------------------|---|
| Středočeský and Prague | 345 | 121 |
| Jihočeský and Vysočina | 60 | 30 |
| Plzeňský and Karlovarský | 90 | 41 |
| Ústecký and Liberecký | 165 | 74 |
| Královéhradecký and Pardubický | 35 | 10 |
| Jihomoravský and Zlínský | 255 | 92 |
| Olomoucký and Moravskoslezský | 47 | 33 |
| Total | 997 | 401 |

| Overview of inspection activities of the CTIA and trade licensing offices from 2009 to 2019 | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|
| Monitored period | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
| Number of joint inspections | 3,192 | 3,075 | 2,913 | 2,751 | 2,482 | 1,402 | 1,524 | 1,351 | 1,160 | 1,068 | 997 |

Customs administration – joint inspections

| CTIA inspectorate | Number of joint inspections |
|--------------------------------|-----------------------------|
| Středočeský and Prague | 17 |
| Jihočeský and Vysočina | 21 |
| Plzeňský and Karlovarský | 13 |
| Ústecký and Liberecký | 6 |
| Královéhradecký and Pardubický | 3 |
| Jihomoravský and Zlínský | 6 |
| Olomoucký and Moravskoslezský | 24 |
| Total | 90 |

In 2019, the Czech Trade Inspection Authority received in total 24,049 submissions based on which it carried out in total 3,272 inspections, which represented about 12.2% of the total number of inspections. Breaches of generally binding legal regulations (regardless the area of complaint) were detected in 1,849 cases, which represented 56.5% from the total number of the inspections carried out based on notifications from consumers.

Consumer submissions according to major topics

| Topic of submissions | Number |
|--|--------|
| E-commerce | 5,641 |
| Claims | 4,053 |
| Service (except for public alimentation, taxi services and tour operators) | 3,193 |
| Unfair commercial practices, aggressive and deceitful practices | 2,772 |
| General queries and other | 1,453 |

| | |
|---|---------------|
| Fairness of sale – billing, weight, amount | 1,331 |
| Invoicing | 1,162 |
| Public alimentation | 1,026 |
| Gas and electricity supplies | 966 |
| Food | 511 |
| Information obligations | 432 |
| Failure to inform about price | 354 |
| Defective products that caused damage | 233 |
| Tour operators | 225 |
| Product safety | 196 |
| Violation of industrial and intellectual property | 147 |
| Discrimination, double pricing | 96 |
| Unauthorized trading | 72 |
| Act No. 379/2005 Coll. – protection of children and juveniles (toys imitating alcohol and tobacco products) | 72 |
| Fuels quality | 30 |
| Consumer credit | 27 |
| Taxi services | 19 |
| Marking of tobacco products | 12 |
| Recovery of debts | 9 |
| Packaging (Act No. 477/2001 Coll.) | 9 |
| Presentation sales events | 8 |
| All submissions in total (even those not specified here) | 24,049 |
| Including: Notice, request, inquiry | 15,908 |
| Suggestions and complaints | 7,924 |
| Not specified | 217 |
| Out of which: Substantiated and partially substantiated (well-grounded) | 1,424 |
| Suggestions with a different finding – outside of the scope of the notification subject | 425 |

3. PRODUCT SURVEILLANCE

Within the surveillance activities, 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 2019, 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; in some cases, the CTIA inspected also characteristics of products as declared by manufacturers with the assistance of external professional subjects. 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 inspected products, 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-selected products, where the evaluation targeted the general safety. The respective legal regulation was applied in cases, when the requirements for safety or risk limitation were not 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.

All inspectorates of the Czech Trade Inspection Authority carried out most inspections aimed at the surveillance programme of 2019. Within these inspections, CTIA officers inspected the fulfilment of the requirements for placing products on the market, including the inspection of technical documentation, documentation accompanying products and their marking and labelling. They inspected selected products, testing them in accredited laboratories, in order to verify product characteristics indicated by manufacturers. They identified individual parts of the distribution chain and subsequently named the persons responsible for marketing of products. In case that they detected any flaws, they were ready to prove the detected breaches of applicable legal regulations.

Further investigations to find importers, authorized representatives and manufacturers established in other EU Member States were handed over to the Department of Methodology and Inspection Support of the General Inspectorate of the CTIA, and handed over to competent surveillance authorities of the particular Member States.

The Department of Methodology and Inspection Support guaranteed methodical guidance and lecturing of inspectors of the Czech Trade Inspection Authority regarding all nationwide inspections focused on product surveillance.

All inspection projects launched in 2019 were or will be evaluated in final reports. 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. If it was discovered that a product poses a risk to consumers, inspectors imposed 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.

Two manual ED-XRF VANTA spectrometers were purchased for the inspections of products under the surveillance scope of the Czech Trade Inspection Authority, which concerns the verification of the required or limitable content of chemicals in products. It is an X-ray fluorescent (XRF) analyser, which is designed to identify and analyse the elemental chemical composition of the measured sample, both qualitative and quantitative, according to the requirement for the particular sample. Law determines restricted substances and maximum mass concentration values tolerated in homogeneous materials. In 2019, several indicative measurements were made with the VANTA spectrometer. The results of the indicative measurements indicating non-compliance with the set limits were used as a basis for immediate sampling. Subsequently, the measured values in the accredited laboratory were verified, demonstrating violations of the requirements for products laid down by the applicable legal regulation.

In 2020, these spectrometers will be provided to individual inspectorates for the use in both inspection projects and routine inspections. Their use will then be evaluated. The conclusions of the evaluation will contribute to the possible purchase of additional spectrometers or similar measuring devices in order to guarantee faster and operational results of inspections focusing on the compliance with the requirements for products. Failure to comply with these requirements may endanger either directly the user or any other legitimate interest, e.g. ecology, etc.

Besides the inspections carried out according to planned projects, inspections also concerned inputs and complaints of the 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.

Results of joint national inspection activities included in the market surveillance plan 2019:

| Inspection | Number of inspection | Inspections with findings | Detected breaches |
|--|----------------------|---------------------------|-------------------|
| | | | in % |
| Toys intended for children under 14 years | 1,419 | 916 | 64.6 |
| LED light sources*) | 23 | 10 | 43.5 |
| Wood impregnation products, protective coatings of wood, metal and masonry *) | 42 | 10 | 23.8 |
| Smoothie makers | 20 | 10 | 50.0 |
| Food driers | 16 | 2 | 12.5 |
| Pressure and thermal sensors**)) | 9 | 3 | 33.3 |
| Lifts components | 28 | 6 | 21.4 |
| Portable LED luminaires with non-replaceable source (if it is not international) | 27 | 11 | 40.7 |
| Active indoor DVB-T/T2 antennas | 41 | 28 | 68.3 |
| Protective gloves against mechanical hazards | 64 | 26 | 40.6 |

| | | | |
|---|----|----|------|
| Waterproofing membranes and sheets - Plastic and rubber vapour barriers **) | 28 | 7 | 25.0 |
| Submersible sewage pumps | 40 | 12 | 30.0 |
| Amusement devices – rope courses | 26 | 7 | 26.9 |
| Gas cartridges | 18 | 10 | 55.6 |
| Expansion vessels | 11 | 1 | 9.1 |
| Bitumen shingles with mineral and/or synthetic reinforcement insert **) | 16 | 7 | 43.8 |
| Charging stations | 27 | 14 | 51.9 |
| Playgrounds - game elements | 39 | 11 | 28.2 |
| Built-in hobs | 25 | 14 | 56.0 |
| Adhesives for ceramic tiles **) | 21 | 8 | 38.1 |
| Recycled glass containers and mobile waste bins (mobile bins) | 32 | 20 | 62.5 |
| Inspection of filling stations | 25 | 4 | 16.0 |
| Engines for recreational crafts - inspection of power – with registration v. without registration | 8 | 1 | 12.5 |
| Marine equipment which is or shall be placed on board a ship **) | 8 | 2 | 25.0 |
| Fasteners for wood construction products | 10 | 2 | 20.0 |
| Protective clothing for users of hand-held chain saws **) | 19 | 5 | 26.3 |
| Placing of chipped firewood on the market | 85 | 27 | 31.8 |

**) inspection launched in 2018 and finished in 2019*

****) This inspection project is in the phase of elaboration with possible further investigation at other commercial subjects*

3.1 Nationwide inspections

Toys intended for children under 14 years of age – inspection of toys safety is one of the priority areas for the Czech Trade Inspection Authority. In 2019, in total 1,419 inspections were carried out and violations of applicable legal regulations were discovered in 916 cases. In connection with the requirements of the Act No. 22/1997 Coll., on Technical Requirements for Products, or the Government Order No. 86/2011 Coll., on Technical Requirements for Toys, violations were discovered within 716 inspections. Most of the detected flaws related to failures to meet the administrative requirements for toys within sale. They concerned mostly insufficient identification of persons responsible for placing toys on the market, shortcomings in their marking and labelling or missing information or missing information in the Czech language. In total 5,323 models of toys were inspected and shortcomings of mostly administrative character were discovered in 2,234 models. In terms of percentage, some of the above-mentioned faults, or their accumulation, appeared in c. 42% of inspected toys.

Inspection of toys in the Czech market was carried out also based on international cooperation of surveillance authorities. The Czech Trade Inspection Authority took part in three international inspection projects. Detailed information about these projects are in the following chapter.

The CTIA took in total 59 various models of these products to verify whether these toys meet the requirements of applicable legal regulations as regards their mechanical, physical or chemical properties. Toys were taken based on findings of inspectors, requirements of international inspections as well as notifications from consumers. Of these products, 19 toy models failed the safety requirements of the applicable government regulations, particularly in one or multiple indicators. Other 11 products are in the assessment phase. In 2019, CTIA found toys containing chemical elements or compounds exceeding the limits permitted in applicable regulations and toys that are intended for smallest children under three years and that contain small parts or such small parts release from them during mechanical tests. Children can swallow or inhale these small parts. Based on the detected flaws, in total 16 toy models were reported to the European rapid alert system for non-food products RAPEX due to the serious risk posed to the health of children as well as the environment. These dangerous toys were detected both within the monitoring activities regularly carried out by the CTIA and when seeking toys within an international inspection aimed at the inspection of electric toys safety.

Inspections of toys according to individual inspectorates

| CTIA inspectorate | Number of inspections | Inspections with findings | Detected breaches in % |
|--------------------------------|-----------------------|---------------------------|------------------------|
| Středočeský and Prague | 180 | 122 | 67.8 |
| Jihočeský and Vysočina | 283 | 142 | 50.2 |
| Plzeňský and Karlovarský | 466 | 355 | 76.2 |
| Ústecký and Liberecký | 124 | 84 | 67.7 |
| Královéhradecký and Pardubický | 71 | 26 | 36.6 |
| Jihomoravský and Zlínský | 159 | 110 | 69.2 |
| Olomoucký and Moravskoslezský | 136 | 77 | 56.6 |
| Total | 1 419 | 916 | 64.6 |

LED luminaires – inspection focused on the compliance with the requirements of 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, Government Order No. 117/2016 Coll. on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, Government Order No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and the Government Order No. 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. This inspection project started in 2018 and included tests of products. It was carried out by 3 selected inspectorates: Jihočeský and Vysočina, Plzeňský and Karlovarský, Ústecký and Liberecký. The subject of the inspection was LED light sources with integrated ballast. These are products intended for use in luminaires as a replacement for

conventional bulbs or compact threaded fluorescent lamps. The inspections were aimed at verifying the safety of these products and on meeting the administrative requirements for their placing on the market. 23 inspections were carried out as part of the inspections project. 29 product types were inspected. 9 types were taken and subsequently tested. 1 type of product tested was found to be non-compliant on the technical side, while a medium risk was determined on the basis of the risk assessments processed and a restrictive measure, consisting of the prohibition of further distribution, was imposed on the product. Out of the total of 29 inspected product types, one collected type had technical and formal deficiencies. In case of other 13 types (including 3 collected types), CTIA found shortcomings of a formal manner in the marking and labelling and failure to provide information in the Czech language.

Wood impregnation products, protective coatings of wood, metal and masonry – the inspection started in 2018, focusing on compliance with the requirements of the Act No. 22/1997 Coll. on Technical Requirements for products, Government Order No. 163/2002 Coll. laying down technical requirements for selected construction products, the Act No. 201/2012 Coll. on Air Protection, and the Decree No. 415/2012 Coll. on Permitted Level of Pollution and its Ascertainment and on the implementation of some further provisions of the Act on Air Protection. Within this nationwide inspection, the total of 42 inspections were carried out by regional inspectorates that aimed at operators engaged in the distribution and production of products for impregnating wood, protective wood coatings, metals and masonry for structural products made of wood. 30 distributors and 12 manufacturers of these products were inspected. The total of 44 products were inspected, and administrative non-conformity was found in 8 cases. Due to the administrative deficiencies, measures were imposed on the respective economic operators to remedy the identified deficiencies under the Act No. 22/1997 Coll., on Technical Requirements for Products. As part of the inspection, 7 samples of products were taken to verify the compliance with the requirements of the Act No. 201/2012 Coll., on Air Protection. In 1 case, the tested product exceeded the values of volatile organic substances according to the Act No. 201/2012 Coll., on Air Protection. A ban of further sale was imposed on this product to the manufacturer.

Smoothie makers - inspection focused on the compliance with the requirements of 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, Government Order No. 117/2016 Coll. on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, Government Order No 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and the Government Order 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. Subject to the inspection were electric household appliances – smoothie makers. Inspections aimed at the verification of safety of these products as well as compliance with the administrative requirements when placing these products on the market. 4 regional inspectorates carried out the inspection activity, namely the Jihočeský and Vysočina Inspectorate, Jihomoravský and Zlínský Inspectorate, Plzeňský and Karlovarský Inspectorate, Středočeský and Prague Inspectorate. Within the inspection project, 20 inspections were carried out. 21 product types were inspected. 4 product types were taken and tested afterwards. All products met all the technical requirements. Formal deficiencies, particularly within the marking and labelling as well as provision of information in Czech, were detected in 8 product types, including 2 collected product types, of the total number of 21 inspected products.

Food dryers - inspection focused on the compliance with the requirements of 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, Government Order No. 117/2016 Coll. on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, Government Order No 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and the Government Order 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. The subject of the inspection were electrical household appliances – food dryers. The inspections aimed at the safety of these products and meeting the administrative requirements for the marketing of these products. The inspection was carried out by 3 selected regional inspectorates, namely the following ones: Moravskoslezský and Olomoucký, Ústecký and Liberecký, Královéhradecký and Pardubický. 16 inspections were carried out within the inspection. 16 product types were inspected. 3 types were collected and subsequently tested. From a technical point of view, 1 type of product was found to be non-compliant. Out of the 16 inspected product types, 1 was with technical deficiencies and 2 types showed formal shortcomings within the marking and non-disclosure of information in the Czech language.

Pressure and thermal sensors intended for use in potentially explosive atmosphere – inspection focused on the compliance with the requirements of 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, Government Order No. 116/2016 Coll. – on conformity assessment of equipment and protective systems for use in potentially explosive atmosphere, Government Order No. 117/2016 Coll. on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, and the Government Order 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. The subject of the inspection was the safety of these products and the fulfilment of the administrative requirements for their placing on the market. This is a specific group of products intended for use e.g. in the chemical, engineering and food industries where there may be places with gaseous or dust explosive atmospheres. Within the inspection project, 9 inspections were carried out, in which 7 product types were collected and subsequently tested. 3 product types were damaged during the tests, and the damages destroyed the protection from explosion. At present, the test results are being acquainted and subsequently investigation will be carried out of the bodies responsible for products that failed the requirements laid down by the applicable legal regulations.

Lifts components – subjects of the inspection were safety components for lifts that are selected products pursuant to the Government Decree No. 122/2016 Coll. on conformity assessment of lifts and their safety components, and the Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market. Some safety elements are also electric safety equipment. These components are also governed by the Government Order No. 117/2016 Coll. on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, and the Government Order 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. CTIA carried out 28 inspections and inspected 43 product types. It found deficiencies in 16 product types. In 1 case, the importer covered the original manufacturer stamp by their own stamp on a product which had already been placed on the market, and presented themselves as the manufacturer who, nonetheless, didn't fulfil the obligations stipulated in the Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market. In 1 case, the manufacturer carried out the conformity assessment

only after the product was placed on the market, and, hence, breached the Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market. In other cases, there were deficiencies in the EU Declaration of Conformity, which was not attached to the product or was not provided in the Czech language, or had administrative deficiencies, shortcomings in the marking and labelling of products, shortcomings in the instructions for use that were not in the Czech language or weren't attached at all. In 1 case, the product was not affixed with the required CE marking. During the inspection project, no product was assessed technically as hazardous.

Portable LED luminaires with non-replaceable source – inspection focused on the compliance with the requirements of 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, Government Order No. 117/2016 Coll. on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, Government Order No 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and the Government Order 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. Subject of the inspection were portable LED luminaires with non-replaceable source, particularly table, floor and wall luminaires fitted with LED light sources that are non-replaceable. The inspections were aimed at the safety of these products and on the fulfilment of the administrative requirements for their placing on the market. 27 inspections were carried out as part of the inspection project. 41 product types were inspected. Seven types were removed and subsequently tested, of which 5 tested product types didn't comply with the technical requirements. CTIA elaborated the risk assessment of these products. It saw a low risk and imposed restrictive measures on the products consisting of the prohibition of further distribution. Out of the total 41 types of inspected products, technical and formal deficiencies were detected in 5 types, and formal shortcomings in the marking and the failure to provide information in the Czech language were found in other 13 product types.

Active indoor DVB-T/T2 antennas – the aim of the inspection was to verify whether the active indoor DVB-T/T2 antennas, offered in the internal market, meet the requirements of the following legal regulations: 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, Government Order No. 426/2016 Coll., on the assessment of conformity of radio equipment when delivered to the market, Government Order No. 117/2016 Coll., on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, Government Order No 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and the Government Order 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. 41 inspections were carried out within the inspection project. 45 products were inspected and deficiencies were identified in 36 products. The detected formal deficiencies consisted of 4 flaws in the accompanying documentation (instructions for use and safety instructions were not provided in the Czech language). 19 deficiencies were found in the obligatory marking of the product (failure to indicate on the product or its packaging the identification of the manufacturer or the importer and the address, on which they can be contacted, and also the missing type or serial number). In addition, 29 deficiencies were identified in the EU declaration of conformity (it was not affixed to the product, nor in an abbreviated form, or it wasn't provided at all, or showed deficiencies in its text) and 11 inspected products were not marked with the required CE marking.

Protective gloves against mechanical hazards – Based on the results of the 2018 “Work gloves combined with leather” inspection project, when a large number of deficiencies were identified, an inspection activity on protective gloves against mechanical risks was included in the plan of projects for 2019. The subject to the inspection was the fulfilment of the obligations stipulated in the Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market, Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC, Act No. 22/1997 Coll. on Technical Requirements for Products, Government Order No. 21/2003 Coll. that lays down technical requirements for personal protective equipment. The date of placing the product on the EU market was the decisive criterion for determining the applicable legislation. The inspection consisted of 64 inspections covering 61 distributors, 1 importer and 2 producers. 73 types of protective gloves were inspected. After properties (protection class pursuant to the standard ČSN EN 388) declared by manufacturers were verified, CTIA took 28 product samples. 2 samples were taken to verify the presence of hexavalent chromium (pursuant to the standard ČSN EN 420+A1). Laboratory tests showed that 24 samples didn't correspond to the protection classes declared by manufacturers. 15 samples failed the abrasion resistance requirement, 5 samples failed to comply with the blade cut resistance requirement, 14 samples failed to comply with the requirement for further tearing resistance, and 4 samples failed to comply with the puncture resistance requirement. Furthermore, 1 of the 2 samples tested for hexavalent chromium content did not comply with the requirements of the afore-mentioned Czech technical standard. The relevant economic operators were challenged to remedy the non-compliance found. Based on these findings, economic operators withdrew from distribution the products that failed the requirements for placing products on the EU market. As for the other 14 types of the 43 inspected gloves, formal deficiencies were also identified (e.g. lack of instructions, mandatory marking, manufacturer identification) – these 43 inspections related only to the marking and labelling and accompanying documentation. Also in this case, economic operators were challenged to remedy the deficiencies. In total, infringements were detected within 26 inspections and in cases of 39 types of gloves. From the perspective of the shortcomings identified, shortcomings were detected in 53% of glove types, which is an assortment of great demand in the market network and serves to protect the hands within both "hobby" activities and activities of professionals. Due to the high ratio of deficiencies identified, inspections on protective gloves against mechanical hazards will continue in 2020.

Flexible sheets for waterproofing – Plastic and rubber vapour control layers - inspection covering the “Flexible sheets for waterproofing – Plastic and rubber vapour control layers” focused on compliance with the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, and Regulation (EU) No. 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC. The inspection was not completed in 2019. The CE marking, the declaration of performance and other markings in accordance with the harmonised standard shall be inspected within this project. It also includes testing of the products properties specified in the declaration of performance. As the inspection is in the processing phase, 28 inspections were carried out so far, aiming at labelling and marking and the provided documentation. 7 inspections were with infringements. 7 samples of vapour control layers were taken in order to verify the characteristics declared by the manufacturer of those products. Samples are currently tested for characteristic properties according to the harmonized standard EN 13984:2013 Flexible sheets for waterproofing – Plastic and rubber vapour control layers. In an accredited laboratory, vapour control layers are assessed, e.g. as regards tensile properties, water

tightness, tear resistance and water vapour permeability. Upon receipt of the results from the accredited laboratory, the whole inspection project will be evaluated and the results will be published in a press release on the website of the Czech Trade Inspection Authority.

Submersible sewage pumps – the inspection connected with product sampling focused on submersible sewage pumps intended for pumping dirty water from excavation, sump or mud ponds, for harsh conditions in the construction industry, etc., or submersible sewage pumps for household and garden, which are selected products pursuant to the Act No. 22/1997 Coll., on Technical Requirements for Products and placed on the market as machinery within the meaning of Government Regulation No. 176/2008 Coll., on Technical Requirements for Machinery. The subject of the inspection was not submersible sewage pumps, which are classified by the manufacturer only as electrical equipment under the Government Regulation No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market.

The inspection of the products was aimed at the obligatory product marking and labelling, accompanying documentation and conformity assessment carried out in accordance with the procedure laid down, including the inspection of the product technical documentation. 7 samples were taken to carry out laboratory tests and verify compliance with the requirement for the water intrusion protection during immersion, i.e. protection of consumers from possible electric shock. All samples passed this test. In total, only one sample failed the required marking. The total of 40 inspections and inspections of 27 product types (models) were carried out. Flaws were detected in 13 product types (models). Some products had multiple deficiencies at the same time. These were deficiencies in the EC Declaration of Conformity, instructions for use or product marking and labelling. Following the findings, a ban on marketing and distribution was issued in 3 cases.

Amusement devices – rope courses – inspection was aimed at the inspection of rope courses that are amusement devices pursuant to the Government Order No. 173/1997 Coll. laying down selected products for conformity assessment, and selected products pursuant to the Act No. 22/1997 Coll. on technical Requirements for Products. The inspection was carried out based on information and knowledge gained from previous activities of the Czech Trade inspection Authority and media information relating to injuries at rope courses. In total 26 inspections were carried out and 29 product types were inspected. Flaws were detected in 5 cases that related to conformity assessment before the products were placed on the market. Most inspections started at the rope centre operators from who the CTIA officers received documents necessary for inspections at manufacturers. There they inspected whether the conformity assessment was carried out in compliance with the required procedure and whether the products were placed on the market in compliance with the applicable regulations. During the inspection, operators were informed about shortcomings relating to the marking of individual elements as well as information about the maximum permitted number of persons, manner of required inspections, missing staff ensuring the safety of use etc.

Gas cartridges – the inspection was aimed at the compliance with the requirements of the following legal regulations: Act No. 22/1997 Coll. on Technical Requirements for Products, in the consequence with the requirements laid down by the Government Order No. 208/2011 Coll. on Technical Requirements for Transportable Pressure Equipment, as amended, specified in the European Agreement concerning the International Carriage of Dangerous Goods by Road – ADR, published in

item 12 under the number 21/2017 in the Collection of International Agreements, and the Regulation (EC) 1272/2008 of the European Parliament and of the Council on classification, labelling and packaging of substances and mixtures. The following 4 regional inspectorates took part in the inspection project: Olomoucký and Moravskoslezský, Královéhradecký and Pardubický, Plzeňský and Karlovarský, Středočeský and Prague. The subject of the inspection was transportable pressure equipment – gas cartridges – single-use containers containing gas, made of metal with the total volume of 50 ml to 1,000 ml for use with portable appliances. Inspections were aimed at the mandatory labelling of the products, including the specified marking and labelling, and accompanying documentation (instructions for use and operation) and other prescribed markings. Within the project, 18 inspections were carried out and 12 product types were inspected, 8 of which didn't comply with the requirements of the applicable legislation. Deficiencies were identified in the accompanying documentation relating to the conformity assessment. However, all products were labelled with the required designation π .

Expansion vessels – the inspection was aimed at the compliance with the requirements of the Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market, in the consequence of the Government Order No. 219/2016 Coll. on conformity assessment of pressure equipment when made available on the market. The following three regional inspectorates took part in the project: Ústecký and Liberecký, Jihočeský and Vysočina, and Jihomoravský and Zlínský. The subject of the inspection was pressure equipment – expansion vessels with a built-in membrane for installation in water systems. The inspections were aimed at the mandatory labelling of the products, including the CE marking and the accompanying documentation (instructions for installation and operation) and other required markings. Furthermore, the EU declaration of conformity and other evidence of conformity assessment were inspected in accordance with the procedure laid down. Within the inspection project, 11 inspections were carried out, 9 product types were inspected. During the project, deficiencies were not identified in the marking of the products with the CE marking or in the area of further mandatory marking. In 2 cases, deficiencies were identified in the accompanying documentation, namely the EU Declaration of Conformity, one of which involved administrative misconduct. Overall, there were no serious errors detected within the inspections of the expansion vessels placed on the market.

Bitumen shingles with mineral and/or synthetic reinforcement insert – in 2019, CTIA didn't finish the inspection focused on the compliance with the requirements of the Act No. 22/1997 Coll. on Technical Requirements for Products, and the Regulation (EU) 305/2011 of the European Parliament and of the Council of 9 March 2011 laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC. The subject of the inspection are bitumen shingles with mineral and/or synthetic reinforcement insert. In the framework of this project, the CE marking, the declaration of performance and other markings according to the harmonised technical specifications and the testing of the properties specified in the declaration of performance shall be inspected. As the inspection is in the process of elaboration, 16 inspections focused on the marking and documentation have been carried out so far. 7 inspections showed infringements. 7 samples of bitumen shingles were taken in order to see the characteristics declared by the manufacturer according to the harmonized standard EN 544:2011 Bitumen shingles with mineral and/or synthetic reinforcement insert. In an accredited laboratory, taken shingles samples were tested as regards e.g. tensile properties, waterproofness, absorption, and tear resistance with nail stem. After evaluation of

the results from the accredited laboratory, the whole inspection project will be completed and the results will be published.

Charging points for electric vehicles – the inspection was aimed at the compliance with the requirements of 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, Government Order No. 117/2016 Coll., on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, Government Order No 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and the Government Order 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment, Directive 2014/94/EU of the European Parliament and of the Council of 22 October 2014 on the deployment of alternative fuels infrastructure, and the Act No. 311/2006 on Fuels and Filling Stations. The subject of the inspection were stable publicly accessible charging stations used to recharge the batteries of electric and hybrid vehicles. The inspections were aimed at marking products and fulfilment of the administrative requirements when the products were put into operation. 27 inspections were carried out within the inspection. 32 product types operated by different inspected entities were inspected. CTIA also established cooperation with local building authorities and departments. In two cases, based on this cooperation, it was found that the recharging points were built without the required building permits. The solution to this situation is the responsibility of the relevant building authorities. Of the 32 product types inspected, 29 reported shortcomings of a formal nature consisting of the failure to provide mandatory information under Act No. 311/2006 Coll., on Fuel and Filling Stations (information on equipment compatibility, possibility of one-off charging without any contract, etc.).

Playgrounds – play elements – playgrounds equipment are products pursuant to the Government Order No. 173/1997 Coll. laying down selected products for conformity assessment, and the Act No. 22/1997 Coll. on Technical Requirements for Products. 39 inspections were carried out as part of the inspection project and 156 specific products operated were inspected. The play elements were initially subjected to inspection at the operator of the playground and subsequently an investigation was carried out by other entities, whether distributors or producers, based on acquisition documents. Infringements were found in cases of 2 entities, and deficiencies related to 5 product types. Deficiencies in other 36 products were identified at the operators, but they were already caused by the operation of the elements as such and mostly related to the mandatory marking and labelling of the products to ensure their identification, the failure to ensure annual main inspections and damages of some products. CTIA imposed measures on 8 operators to remedy the deficiencies and in 1 case a ban was also imposed for the period needed for the inspection. The operators removed the deficiencies and there was no more reason for a ban, except for one case where the annual main inspection was lacking. By examining playground facilities on the spot, inspectors obtained the supporting documents for inspections from manufacturers where they examined the conduct of the conformity assessment by the required procedure and the placing on the market of the inspected products. Within the inspections, operators were alerted to deficiencies relating to the marking of individual devices or were alerted to their damage, which could cause injury to the user.

Built-in hobs – the aim of the inspection was to see if products are equipped with the obligatory marking and required documentation. CTIA reflected the amendments of applicable legal regulations effective as from April 21, 2018. If the inspected gaseous appliances were marketed before this date, they are selected products pursuant to the Act No. 22/1997 Coll. on Technical Requirements for Products, and the Government Order No. 22/2003 Coll. that lays down technical requirements for appliances burning gaseous fuels. Inspected gaseous appliances placed on the market after April 21, 2018, are selected products according to the Regulation (EU) 2016/426 of the European Parliament and of the Council on appliances burning gaseous fuels and repealing Directive 2009/142/EC and repealing Directive 2009/142/EC; the Regulation is directly applicable for all Member States of the EU. These products are also governed by Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market. CTIA also inspected the compliance with the technical requirements laid down by the Government Order No. 117/2016 Coll., on the assessment of conformity of stated products from the point of view of the electromagnetic compatibility when delivered to the market, and the Government Order 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. Within the inspection project, 25 inspections were carried out, 19 product types were inspected, 13 of which did not comply with the requirements of the legislation. During the inspection, 1 deficiency in the CE marking of products and 2 deficiencies in the accompanying documentation – instructions for use – were detected. Most shortcomings – in 16 cases – were found in the area of other mandatory marking and labelling of products. Most of these were missing warnings on the inspected appliances. Other shortcomings were, for example, the indication of incorrect information about the manufacturer on the appliance, missing data on the fuel type used or overpressure of the fuel supply.

Adhesives for ceramic tiles – inspection is focused on compliance with the requirements of the Act No. 22/1997 Coll. on Technical Requirements for Products, and the Regulation (EU) 305/2011 of the European Parliament and of the Council of 9 March 2011 laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC. The inspection didn't end in 2019. Within the inspection, the CTIA inspects the CE marking, declaration of performance as well as other marking and labelling pursuant to the harmonized standard and testing of characteristics specified in the declaration of performance. With regard to the fact that the inspection is still being elaborated, 21 inspections aimed at the marking and labelling and the inspection of accompanying documentation were carried out. Violations of law were detected in 8 cases. 7 adhesives samples were taken to the testing of performance declared by manufacturers. The samples are tested as regards performance pursuant to the harmonized standard EN 12004:2007+A1:2012 Adhesives for tiles - Requirements, evaluation of conformity, classification and designation. In an accredited laboratory, samples of adhesives taken are assessed, e.g. in terms of initial tensile retention, tensile adhesion after immersion in water, tensile retention after thermal ageing, tensile holding after freezing cycles – thawing, slip and deflection. Upon receipt of the results from the accredited laboratory, the entire inspection will be evaluated and the results will be published.

Recycled glass containers and mobile waste bins – the aim of the inspection were recycled glass containers and mobile waste bins. These are selected products pursuant to the Act No. 22/1997 Coll. on Technical Requirements for Products, and the Government Order No. 9/2002 Coll., which sets out the technical requirements for products in respect to noise emissions, as amended by Government

Order No. 342/2003Coll. (86/594/EEC, 2000/14/EC). CTIA focused on the obligatory product marking, CE Declaration of conformity and inspection of the CE conformity assessment in the required manner, including the inspection of technical document on the product. In total 32 inspections were carried out and 38 product models (types) were inspected. Deficiencies were detected within 23 product models (types). In some cases, multiple products were found within several products. They related to shortcomings in the CE Declaration of Conformity, which was either missing or was issued in illegally or had deficiencies. There were also flaws in the product marking and labelling. CTIA found no dangerous products.

Inspection of filling stations – in cooperation with administrative surveillance bodies (competent building departments at municipality offices) CTIA inspected the fulfilment of obligations at filling stations pursuant to the Act No. 311/2006 Coll. on Fuels and Filling Stations. The authorities inspected whether within the sale of fuels, excluding electricity, the filling stations meets the requirements for their placing, hygienic, technical and technological requirements for designing new and construction changes of existing filling stations, and whether the filling station is used in compliance with the decision or measure required by the construction law.

Furthermore, the subject of the inspection was to see if there was a threat to the life and health of persons, their property and the environment when operating a filling station. During the project, the total of 25 inspections were carried out on service station operators. Of the 25 inspections carried out at the filling stations, 12 were carried out in cooperation with administrative surveillance bodies. Inspectors of the Czech Trade Inspection Authority saw infringements during separate 4 inspections. In 3 cases, they detected violations of the Act on Fuels. In 1 case a violation of the Building Act was detected due to unauthorised construction modifications, in another case there was no evidence of valid revisions on wiring and lightning collectors, and in the third case the marking of fuel dispensers was not provided by the name of the fuel sold or issued. In 1 case, it was a violation of compliance with the obligations laid down in the Act No. 634/1992 Coll., on Consumer Protection. Furthermore, during joint inspections with the administrative surveillance authorities, it was found that operators of certain filling stations had carried out construction works that were non-compliant with the approval decision. The competent building departments dealt with these findings.

Marine equipment which is or shall be placed on board (power inspection – with or without registration) – the subject of the inspection was to verify whether outboard engines, intended for the use in recreational crafts offered in the Czech retail network, meet the technical requirements as stipulated in the Act No. 90/2016 on conformity assessment of selected products when made available in the market, and the Government Order No. 96/2016 on recreational craft and personal watercraft. The inspection was mainly aimed at the conformity of engine performance data on the engine label and in the accompanying documentation. In 2018 offers of some distributors outboard engines were found, which directly in the product description highlighted the fact that the engine power indicated on the label is below the limit for registering a recreational vessel and for the obligation to possess a licence for small vessels, but the actual engine power was significantly higher. The State Shipping Authority shall approve, inter alia, the technical compliance of the vessels subjected to registration. The criterion for the obligation to register a vessel and to drive a vessel holding a licence shall be the limit of the engine power of more than 4 kW.

However, in some cases, the engine power value indicated on the production label does not match the value in the accompanying documentation. The total of 8 inspections were carried out within the project, including inspections of 7 distributors and 1 importer. The CTIA inspected 8 outboard propulsion engines, mandatory markings including the required CE marking, additional obligatory marking and labelling as well as declarations of conformity. When inspecting one of the engines at a distributor, a discrepancy was found between the engine type marking on the label and the declaration of conformity, which was clarified during the investigation with the importer. The other inspected engines met the requirements laid down by legal regulations.

Marine equipment (which is or shall be placed on board a ship) – subject to the inspection was the compliance with obligations laid down in the Act No. 90/2016 on conformity assessment of selected products when made available in the market, and Government Order No. 345/2016 Coll. on marine equipment. Due to the missing direct access to the sea, this is an assortment which is offered only in specialized shops in the Czech Republic. In the retail network, similar products can be found which – based on their performance – can create the impression that they can be placed on a sea ship. However, these can be products intended for different purposes. These products meet the requirements of the Act No. 102/2001 Coll. on General Safety of Products. The CTIA carried out 8 inspections within the project aimed mainly at the marking and labelling as well as the accompanying documentation. CTIA officers inspected whether the products intended for ships have the required marking proving the compliance with applicable legal regulations. This shown on the products in the form of a steering wheel. CTIA officers finished 7 inspections and they still process one inspection. They inspected 10 products and found that 4 products were noncompliant in terms of marking and labelling (identification of the manufacturer was missing, as were marking of conformity and the declaration of conformity etc.). The CTIA found breaches of legal regulations within 2 inspections.

Fasteners for wood construction products – nails, screws and other fasteners for wood construction were subject to the inspection project aimed at the compliance with the requirements of the Act No. 22/1997 Coll. on Technical Requirements for Products, and the Government Order No. 163/2002 Coll. laying down technical requirements for selected construction products. Within the nation-wide inspection project, regional inspectorates carried out in total 10 inspections at commercial entities distributing and manufacturing fasteners for wood construction products. They inspected 7 distributors and 3 manufacturers and imposed measures to remedy detected deficiencies in 2 cases. The flaws related to the Act No. 22/1997 Coll. on Technical Requirements for Products, and the inspected persons removed the identified misconducts based on the measures taken. CTIA officers inspected 11 types of fasteners, including 3 products in which they found administrative misconducts.

Protective clothing for users of hand-held chain saws – the aim of the inspection project was to verify the fulfilments of the requirements laid down in the Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market, and the Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC, respectively the Act No. 22/1997 Coll. on Technical Requirements for Products, and the Government Order No. 21/2003 Coll. that lays down technical requirements for personal protective equipment.

As with the inspection project on protective gloves, the decisive criterion for choosing the appropriate legislation is the date of placing the product on the EU market. In 2019, 19 inspections were initiated,

subjecting 19 types of protective trousers at 16 distributors, 1 importer and 2 manufacturers. The project shall address the correctness of the CE conformity marking, other mandatory marking and accompanying documentation, including the declaration of conformity. To verify the protective properties of the products, 7 samples of trousers were taken, which were sent to an accredited laboratory to be assessed in terms of the requirements of the standard ČSN EN 381-5 - Protective clothing for users of hand held chainsaws. The subject of the assessment shall be the characteristics relating to the change of dimensions after washing, inspection of the size of the protective surface, chainsaw cut resistance and inspection of the requirements for the connection of the protective insert with the material of the trousers. Upon the receipt of the results from the accredited laboratory, the entire inspection project will be evaluated and the results will be published.

Placing of chipped firewood on the market – the Czech Trade Inspection Authority focused on the sale of chipped firewood in 2019 as well. There were repeated breaches of legal regulations within the inspections of this assortment. They especially related to the Act No. 634/1992 Coll. on Consumer Protection. The Czech Trade Inspection Authority carried out the inspections within its authorizations stipulated in the Act No. 226/2013 Coll. on placing timber and timber products on the market. The inspection focused on the compliance with the obligations stipulated in Article 5 of the Regulation (EU) No. 995/2010 of the European Parliament and of the Council 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, especially aiming at the traceability of commercial entities who supplied the timber and timber products to the sellers. Within the inspection, 85 inspections were carried out, including one case in which the seller failed to provide the surveillance authority with an acquisition document on timber sold. In 27 cases, violations of other legal regulations were detected (mostly breaches of the Act No. 634/1992 Coll. on Consumer Protection).

3.2 International inspection projects

International inspection project PROSAFE JA2016

Child care articles VI. – Baby carriers and cots – from May 2018 to June 2019, the total of 10 national surveillance authorities from 8 EU Member States and Iceland, were involved in this international childcare surveillance project, specifically aimed at soft baby carriers, frame back carriers, traditional cots and travel cots. The aim of the project was to verify the safety of these products and fulfilment of other obligations of commercial entities marketing products to the EU. The project included an analysis of the market, elaboration of the criteria for the collection of product samples, testing in the accredited laboratory IISG in Italy and subsequent assessment of risks connected with the use of tested product samples, including appropriate measures in cases when failures to meet the requirements for these products were detected. In total 84 samples of baby carriers and 23 cots were collected. 74 samples of tested carriers and 20 samples of the tested cots failed the requirements of the applicable legal regulations. CTIA collected 8 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 in terms of 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.

Toys V. – Electrical toys – international inspection project started in 2017 focusing on the safety of electric toys and involving 15 EU Member States. It ended in 2019, after all participating surveillance authorities had taken 255 product samples. Of this number, 238 samples tested in terms of electric safety pursuant to the Directive 2009/48/EC of the European Parliament and of the Council of 18 June 2009 on the safety of toys, and 119 samples were tested as regards the compliance with the requirements of the Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011, on the restriction of the use of certain hazardous substances in electrical and electronic equipment. 135 samples failed the requirements for electric safety pursuant to the Directive on the safety of toys. In 25 cases, deficiencies were detected that could seriously endanger the safety of children. These were for example high temperature within use and abnormal activity of the toy, insufficient mechanical strength and noncompliant construction (e.g. accessible button batteries). Further misconducts detected in 110 toy samples related to the marking and labelling (e.g. the failure to mark the battery space with the sign indicating the polarization of the battery etc.) In case of 173 samples, manufacturers failed to meet the requirements of the Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment. 9 of 17 toy models collected in the Czech market were reported to the international alert system RAPEX. The CTIA found that these toys models seriously failed the elementary safety requirements laid down on these products by the applicable legal regulations not only with regard to the safety of children, but also to the environment. During testing, it was also detected that limits for lead and cadmium are breached in the contradiction to the requirements laid down in the Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment. The international inspection project showed, among others, that there are toys sold in the internal market that contain freely accessible batteries, mainly button batteries in toys and other consumer products. Children can put these batteries into their mouth, suck, swallow or inhale them, which is very dangerous and consequences can be fatal. Based on these findings, the participants to this project elaborated information materials pointing at the dangerous situations when children can swallow the batteries, including recommendations on how to proceed in such cases. Surveillance authorities made the materials public on their websites. CTIA published the materials on their website in the section for consumers, the column Information Campaigns.

Electrical appliances II. – Hair care products - in 2019, the international surveillance project aimed at hair care products, namely hair dryers, curling irons and hair straighteners, ended after two years. The project was aimed at the inspection of the requirements of the Directive 2014/35/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to the making available on the market of electrical equipment designed for use within certain voltage limits. 12 participating surveillance authorities collected the total of 36 hair dryers, 36 curling irons and 37 hair straighteners. All products were sent for testing to the SIQ laboratory in Ljubljana. 63 products failed the requirements of the applicable legal regulations. These were 19 noncompliant hair dryers, 21 curling irons and 23 hair straighteners. Majority of infringements consisted of the failure to meet the requirements in the marking of products and instructions for use. The CTIA took 3 models of each product group in the Czech market, both online and in ordinary shops.

When selecting the products, the 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, and the manufacturer was imposed prohibition to supply the product to the market, its withdrawal from the market and from circulation. Subsequently this product was published in the international alert system RAPEX. Formal shortcomings were detected regarding three curling irons and two hair straighteners – instructions for use didn't contain all safety information in compliance with the legal requirements. Manufacturers were challenged to remove the detected deficiencies.

International inspection projects CASP 2019

Soft-filled toys – members of the working group on inspection of soft-filled toys from 10 EU Member States actively worked within this international activity from 2019. The activity focused on the compliance with the requirements laid down by the Directive 2009/48/EC of the European Parliament and of the Council on the safety of toys, and the Regulation of the European Parliament and of the Council 1907/2006 concerning the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH). Every participant of the inspection activity sampled on average 19 toys models in the internal market. They collected in total 189 models, including 56 toys models containing plastic parts, 42 toys models with attached components, 28 toys containing batteries and 63 toys without features. Collected toys were shipped to the accredited laboratory AIJU in Spain. Of the 189 tested samples, 62 samples were found to be non-compliant with the mechanical requirements according to EN 71-1. The most critical non-compliance issues were linked to the clauses dealing with small parts and the accessibility of filling materials. Only 1 sample of the 986 tested failed the flammability tests. Of the 28 tested samples, 6 failed the tests in relation to the accessibility of the battery compartment, according to EN 62115 on accessibility of battery compartments. This was mostly due to the detected bad construction of toys or low strength of the battery covers. In total, 24 non-conformities regarding restricted phthalates were identified out of 125 samples during chemical tests. It is positive that in no case the banned amines and dangerous polycyclic aromatic hydrocarbons were found. 4 of the 19 samples collected by the Czech Trade Inspection Authority failed the safety requirements. Tests proved insufficient strength. Small parts released could cause health problems in case of swallowing or inhalation by children. In one case of the inspected products, plastic material containing excessive amount of prohibited phthalates was detected. Toys that failed the safety requirements will be notified in the alert system RAPEX.

Slime toys – 29 surveillance authorities took part in this additional international inspection activity aimed at the permitted level of boron in slime toys. A total of 200 various slime toys models were sourced and tested by the participating Member States. Tests of all collected products were performed by the laboratory RISE in Bóras, Sweden. Laboratory tests proved that 39 slime toys released amounts of boron exceeding the amounts permitted by the Directive of the European Parliament and of the Council 2009/48/EC on the safety of toys. In total 7 types of various slime toys were sourced in the Czech Republic. One sample will be notified in the international alert system RAPEX due to the detected excessive amount of boron in the used material. CTIA detected the absence of marking of conformity as well as all other obligatory information required by law, so it prohibited the sale of his toy.

Chargers – in 2019, 12 EU Member States took part in the inspection activity aimed at the electrical and non-electrical safety of chargers. The inspection covered USB chargers, chargers for laptops and tablets as well as chargers for universal batteries. These products are governed by the following legal regulations: Directive of the European Parliament and of the Council 2014/30/EU on the harmonisation of the laws of the Member States relating to electromagnetic compatibility, the Directive 2014/35/EU of the European Parliament and of the Council on the harmonisation of the laws of the Member States relating to the making available on the market of electrical equipment designed for use within certain voltage limits, and the Directive of the European Parliament and of the Council 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment. Inspections were aimed not only at the product safety, but also on the fulfilment of administrative requirements when placing these products on the EU market. In total 86 products were sampled within the international inspection activity and 56 were assessed as noncompliant. The Czech Republic took 9 products that were subsequently tested in the laboratory SIQ in Ljubljana, Slovenia. 6 products failed the above mentioned harmonized legal regulations, including 5 products that failed the laboratory tests (the defects consisted mainly of insufficient electrical separation of the primary and secondary circuit, excessive warming or insufficient electrical strength of the product). 1 product had administrative deficiencies. Risk assessment of technically noncompliant products showed that 2 products posed low risk, 2 products posed medium risk and 1 product posed serious risk. Low and medium risk lead to restrictive measures consisting in the prohibition of distribution. Serious risk resulted in a protective measure – withdrawal from the market and notification of the product into the international information system RAPEX.

Personal transporters – 11 EU Member States focused on electrical and mechanical safety of personal transporters within the international inspection activity. This inspection focused on popular mobility devices such as e-scooters, hoverboards, e-bikes and uniwheels that are governed by the Directive of the European Parliament and of the Council 2006/42/EC on machinery and amending the Directive 95/16/EC. Within the international inspection, in total 46 products were sampled, mostly e-scooters and hoverboards. Czech Republic took 6 product samples, including 1 e-bike, 2 e-scooters, 2 hoverboards and one uniwheel to test their electrical safety (battery management system, protection from moisture ingress, electrical strength test of the insulation of the transformer, safety of internal wireways, etc.) and mechanical safety (brake system, physical integrity). In 2019, the inspection activity didn't end, because product testing hasn't finished, yet.

[International inspection activity of administrative cooperation groups of the European Commission ADCO](#)

Portable gas appliances (ADCO GAR) – 12 Member States and Switzerland, members of the ADCO GAR group, started the inspection activity in June 2018 within the 2nd international coordinated activity ADCO GAR – Gas appliances. Subjects to inspection were Gas appliances – Heaters for outdoor use - Flueless radiant heaters for outdoor or amply ventilated area use. Inspection reflected the changes effective from April 21, 2018. Inspected gaseous appliances placed on the market after April 21, 2018, are selected products according to the Regulation (EU) 2016/426 of the European Parliament and of the Council on appliances burning gaseous fuels and repealing Directive 2009/142/EC and repealing Directive 2009/142/EC; the Regulation is directly applicable for all Member States of the EU.

Inspection outcomes were standardized in advance via developed unified checklists. By the end of 2018, outcomes from 10 countries, including the Czech Republic, were handed over. 3 other countries contributed till April 2019 when the final report on the project was presented. The participating authorities inspected the total of 117 product types, including 71 (60.7%) that failed the requirements of legal regulations. Especially the CE obligatory marking was inspected, as was other obligatory marking and labelling of products and their packaging, manner of conformity assessment, safety from fuel leakage or accidental contact of the burner, the correctness and completeness of instructions for installation and instructions for use, etc. The Czech Republic carried out 9 inspections within the activity, inspecting 7 product types, including 4 that failed the requirements of legal regulations. In 2 cases, deficiencies were identified in the area of accompanying documentation, 2 deficiencies in the field of product marking – these consisted mainly of wrong indication or failure to indicate the safety warnings that must be on the product and/or its packaging. In one case, an inappropriate pressure regulator was supplied to the product and in one case a product was detected which clearly did not meet the safety requirements to protect the user against an accidental touching of the burner. In this case, the inspected entity, in cooperation with the manufacturer, took corrective measures to replace the defective component of the product.

IoT products (ADCO RED) – from January 1 to May 31, 2019, 17 EU Member States and Switzerland took part in the international inspection activity of the ADCO RED group. Subjects to the inspection were “IoT products” (Internet of Things) integrated in household appliances, such as washing machines, dryers, refrigerators, microwave ovens, food processors, ovens, air-conditioning appliances etc., because they are connected to the internet (Wi-Fi, Bluetooth standard 4.1 and higher, Z-Wave, RFDI / NFC systems etc.) and can be controlled through a so-called smart device, i.e. a phone, tablet or PC. The aim of the international inspection was to verify whether the above-mentioned products supplied to the EU market meet the requirements laid down by the Directive 2014/53/EU of the European Parliament and of the Council on the harmonisation of the laws of the Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC. The participating authorities inspected 100 products, including 72 regarding which administrative deficiencies were detected (marking and labelling, content of the EU Declaration of Conformity, existence of the EU Declaration of Conformity on the products, insufficient technical documentation). With regard to the requirement for effective use of the spectrum, 22 products were collected and inspected, and they all met the requirements of the above-mentioned directive. The Czech Republic carried out in total 7 inspections within which 8 products were inspected. 2 IoT product types with deficiencies were detected. Shortcoming was found in documentation accompanying one product (attached instructions for use and safety instructions were not in Czech) were detected. There were also defects in the EU Declaration of Conformity in another case (the EU Declaration of Conformity nor its shortened version were attached to the product) and this product wasn't marked with the maximum radio frequency power emitted in the frequency band in which the radio equipment is operated.

Solar panel inverters (ADCO EMC) – international inspection was aimed at the verification of compliance with the requirements for electromagnetic compatibility of solar panels invertors and at the compliance with administrative requirements when placing these product on the EU market. The subject of the inspection were solar panel inverters, which are products used to convert the direct

electric current generated by solar photovoltaic panels into the alternating current used in the grid. These products are governed by the following legal regulations: Directive of the European Parliament and of the Council 2014/30/EU on the harmonisation of the laws of the Member States relating to electromagnetic compatibility, the Directive 2014/35/EU of the European Parliament and of the Council on the harmonisation of the laws of the Member States relating to the making available on the market of electrical equipment designed for use within certain voltage limits, and the Directive of the European Parliament and of the Council 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment. 6 inspections were carried out within this activity. Surveillance authorities inspected 6 products, including 3 products that failed some requirements stipulated in the harmonized legal regulation. These products had formal deficiencies (marking, information in Czech), and at the same time 1 failed tests in a test room. The overall results of the international inspection activity haven't been known, yet. The Czech Republic took 1 product within the international activity. The product was found to be technically noncompliant. Based on the risk assessment, low risk was detected and a restrictive measure wasn't applied because the Czech manufacturer voluntarily withdrew the product from the market on their own will.

Resistance of cables used in the construction industry (ADCO CPR) – international inspection activity ADCO CPR is aimed at cables intended for buildings. The applicable legal regulation is 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 and repealing Council Directive 89/106/EEC, and the harmonized standard EN 50575:2014. The joint inspection activity started in June 2019 at a meeting in Utrecht, the Netherlands. 7 EU Member States took part in the joint inspection activity. The aim of the project was product sampling and tests of reaction to fire and possibly dangerous substances. Due to the complexity and financial and organizational costs of the activity, it was necessary to take more time to coordinate the rules applied. The activity as such will be carried out in 2020. With regard to limited possibilities of the laboratories involved, in some countries including the Czech Republic, the inspection activity will be carried out in a limited extent by inspections of marking and documentation.

3.3 Sampling and assessment

Within the foreseen both national and international inspection and investigation 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 245 product samples were collected in 2019. 144 products, including 83 products that failed the legislative requirements, were assessed before the deadline of this annual report.

This number included 62 selected products, i.e. products noncompliant with the requirements of the Act No. 22/1997 Coll. on Technical Requirements for Products as well as the Act No. 90/2016 Coll. on

conformity assessment of selected products when made available in the market. 21 non-selected products failed the requirements for the general safety of products as well as the requirements of the Act on Consumer Protection, and the requirements of other special legal regulations. The fulfilment of legislative requirements for products was assessed by accredited/notified persons as well as within internal procedures of the Czech Trade Inspection Authority.

Non-selected products

| Products | Number of samples (models) | Compliant samples | Noncompliant samples | Still processed |
|--------------|----------------------------|-------------------|----------------------|-----------------|
| Solid fuels | 22 | 8 | 14 | 0 |
| Textile | 10 | 0 | 1 | 9 |
| Other | 10 | 3 | 6 | 1 |
| Other | 42 | 11 | 21 | 10 |

Selected products

| Products | Number of samples (models) | Compliant samples | Noncompliant samples | Still processed |
|-------------------------------|----------------------------|-------------------|----------------------|-----------------|
| Electric products | 60 | 9 | 16 | 35 |
| Toys | 59 | 29 | 19 | 11 |
| Personal protective equipment | 39 | 5 | 25 | 9 |
| Construction products | 23 | 0 | 0 | 23 |
| Machinery | 13 | 7 | 0 | 6 |
| Other | 9 | 0 | 2 | 7 |
| Total | 203 | 50 | 62 | 91 |

3.4 RAPEX (Rapid Alert System)

The rapid alert system for dangerous non-food products RAPEX is an information system operated by the European Union. It focuses on information about dangerous products placed on the EU market. All Member States of the European Union, Iceland, Liechtenstein and the UK use the system. Since the Czech Republic joined the European Union, the Czech Trade Inspection Authority has participated in RAPEX ("Rapid Alert System for dangerous non-food products"), via the national contact point for non-food products at 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). The website Safety Gate in a part of RAPEX where elementary information about detected products and possible risks are uploaded on a daily basis. It is operated in

official languages of the participating countries. The non-public part of the system contains complete information about the product and related protective measures and is intended for surveillance authorities of the participating states. Every published information (further on referred to as “notification”) is subject to validation from the European Commission who also continuously evaluates the use of the system as well as participation of Member States. The gained knowledge is a ground for further improvements of the cooperation in the area of market surveillance and legislative changes.

In 2019, the European Commission validated the publishing of the total of 2,248 notifications, including 2,000 notifications according to Article 12 of GPSD – serious risk. When compared with 2018, in total 44 products less were notified in the system. Toys, clothing, textile and fashion accessories as well as electrical appliances and devices were notified most frequently. Out of the total number of 2,248 notifications, 1,093 notifications were addressed to the CTIA, i.e. same number as in 2018. In the consequence of notifications in the RAPEX system, the CTIA carried out 1,920 targeted inspections, searching for the products. During 2019, 11 reaction notifications were submitted to the European Commission, 6 notifications related to findings of notified products and taken actions. Other 5 cases related to products that were, according to the notification, placed on the EU market in the Czech Republic, while in 2 cases it was found that the products weren’t offered in the Czech market and in 3 cases the CTIA reported non-existence of the seat of the commercial entity as indicated in the notification.

Based on their own inspection activity, the CTIA handed over 32 notifications on dangerous consumer products to the RAPEX contact point at the Ministry of Industry and Trade of the Czech Republic. This was by 9 notifications more than in 2018. 26 notifications were pursuant to Article 12 of the GPSD (serious risk), 3 notification were published for information (serious risk, but with insufficient identification of the notified product) and 3 notifications pursuant to Article 11 of the GPSD (other than serious risk). The most frequently notified products were toys posing hazard for the environment in the consequence of increased content of dangerous substances, chemical risks and the choking hazard in the consequence of swallowing small parts released from the product. In 2019, the CTIA received 6 notifications on voluntary measures from manufacturers or distributors of the products in question pursuant to Article 5. Par. 3 of the GPSD.

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 |
| 2019 | 2,248 | 2,000 | 1,093 |

Categories of notified products

| Product category | Number of products |
|---|--------------------|
| Toys | 419 |
| Electric appliances and devices | 153 |
| Clothing, textile and fashion accessories | 141 |
| Hobby / sports equipment | 61 |
| Child care products and equipment | 51 |
| Chemical products | 47 |
| Light chains | 46 |
| Light fixtures | 41 |
| Machinery | 18 |
| Decorative objects | 16 |
| Other | 16 |
| Lighters | 15 |
| Laser pointer | 13 |
| Kitchen equipment | 11 |
| Protective equipment | 7 |
| Communication and media devices | 7 |
| Furniture | 4 |
| Pressure equipment | 4 |
| Gaseous appliances and parts | 4 |
| Cosmetics | 3 |
| Paper goods | 3 |
| Measuring instruments | 3 |
| Recreational craft | 3 |
| Construction products | 2 |
| Gadgets | 2 |
| Products imitating food | 2 |
| Lifts | 1 |
| Total | 1,093 |

Product categories notified by the CTIA

| Product categories notified by the CTIA | Art. 12 GPSD | Art. 11 GPSD | INFO |
|---|--------------|--------------|------|
| Toys | 16 | 0 | 0 |
| Electrical appliances and devices | 5 | 2 | 0 |
| Clothing, textile and fashion accessories | 2 | 0 | 1 |
| Child care products and equipment | 2 | 0 | 1 |
| Kitchen equipment | 1 | 0 | 0 |
| Products imitating food | 0 | 1 | 1 |

4. GENERAL INSPECTION

The mission of the Czech Trade Inspection Authority is an effective protection of legitimate interests of 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 for products, 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, general safety of products and so on. All of this in the context of various requirements applicable for various forms of trade and payment methods (sale via means of distance communication, services relating to the mediation of energy contracts, card payments and other) as well as inspection of other services, including services in the financial market.

The CTIA followed the document Market Surveillance Programme 2019 that governed inspection priorities of the respective year. In 2019, the attention was paid to the following fields: e-commerce, sale of pyrotechnical articles, 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 as carried out by the Czech Trade Inspection Authority.

With regard to the possible damage of consumers' interests, major areas of surveillance activities of the Czech Trade Inspection Authority included inspections aimed at the compliance with the prohibition to use unfair commercial practices. Inspections were also aimed at the protection of the health and safety of consumers, protection of the fiscal interests of the state and the protection of the environment. In 2019, 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 aimed at the protection of the environment, including the system of reverse collection of waste, i.e. fuels, organic compounds, and the 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 pursuant to the Act No. 253/2008 Coll. as well as the offer and sale of explosives precursors pursuant to the applicable Act No. 259/2014 Coll. There were also inspections in the area of cultural objects and cultural monuments. Within specific inspections, the CTIA used the effective cooperation with other state administration bodies such as the Czech Mining Authority, Ministry of Culture of the Czech Republic and other.

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 2019" 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. Among these stakeholders were the Police of the Czech Republic, Customs Administration, regional hygienic stations, trade licensing offices etc. 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 – A long-term part of the surveillance activities of the Czech Trade Inspection Authority is the protection of the consumer from the offer and sale of products infringing certain intellectual property rights. In this field, not only the legitimate interests of consumers are protected, but also the rights of economic operators and, last but not least, the reputation of the Czech Republic are protected to the least extent. This inspection activity has a positive impact on economic operators who own the rights on particular trademarks, designs, utility models, etc. A number of economically developer states and international institutions also monitors this inspection activity of the CTIA, and in this sense it was positively perceived as necessary, beneficial and effective.

In view of the importance of consumer protection and certain intellectual property rights, a nationwide inspection action aimed at offering, selling and storing products infringing certain intellectual property rights was included in the Market Surveillance Programme 2019. The ratio of supply, sale and storage of products infringing certain intellectual property rights in 2019 was different in terms of territorial distribution in the regions of the Czech Republic. For several years, most findings were in the areas where the Czech Republic borders Germany and Austria, namely the regions of Pilsen, Karlovy Vary, Liberec and Ústí nad Labem. This is also supported by the constant interest of foreign consumers in cheap purchases of 'branded' goods, leading some 'sellers' to try not to respect certain intellectual property rights when offering and selling such products.

In 2019, 1,701 inspections were carried out as part of the inspection action, which found infringements of generally binding legislation in 1,257 cases, of which 444 inspections saw breaches of the prohibition imposed on offering, selling and storing products infringing certain intellectual property rights. Thus, the success rate of inspections in which products infringing certain intellectual property rights were found was 26.10%.

Inspections on the supply, sale and storage of products infringing certain intellectual property rights

| CTIA inspectorate | Number of inspections | Inspections with findings | | Detected breaches of intellectual property rights in % |
|--------------------------------|-----------------------|---------------------------|------------|--|
| | | Total | PDV*) | |
| Středočeský and Prague | 79 | 55 | 36 | 45.6 |
| Jihočeský and Vysočina | 160 | 127 | 24 | 15.0 |
| Plzeňský and Karlovarský | 602 | 433 | 133 | 22.1 |
| Ústecký and Liberecký | 476 | 322 | 94 | 19.8 |
| Královéhradecký and Pardubický | 152 | 130 | 54 | 35.5 |
| Jihomoravský and Zlínský | 68 | 61 | 52 | 76.5 |
| Olomoucký and Moravskoslezský | 164 | 129 | 51 | 31.1 |
| Total | 1,701 | 1,257 | 444 | 26.1 |

Compared to 2018, there was a relative decrease in the number of inspections in 2019 with a focus on infringements of certain intellectual property rights, but there was an increase in the number of products collected, infringing certain intellectual property rights. There was also an increase in the value of the confiscated products (in the original sale price). The issue of infringements of certain intellectual property rights is increasingly converging with the transfer of the supply and sale of counterfeit products of reputable brands from traditional sites (e.g. marketplaces and marketplaces in border regions) to a globalised electronic network (internet) and to social networks.

In addition to sanction measures, a total of 57,576 counterfeit items, valued at the prices of the originals in the amount of CZK 151,664,346.30, were collected and placed out of reach of inspected persons. The collected products were stored outside the reach of inspected persons in accordance with section 7b of Act No. 64/1986 Coll., on the Czech Trade Inspection Authority. Products non-compliant with specific legislation that will be subject to a lawful decision on confiscation will subsequently be destroyed or used for humanitarian purposes.

Products infringing certain intellectual property rights - year-on-year comparison

| Year | Number of inspections | Inspections with detected defects | Inspections with detected counterfeits | Number of items of collected counterfeits | Value of counterfeits calculated in prices of originals (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 |
| 2019 | 1,701 | 1,257 | 444 | 57,576 | 151,664,346 |

Range of collected products infringing certain intellectual property rights

| | Textile and garments | Audio | Toys and products for children | Footwear, leather haberdashery | Other |
|-----------------|----------------------|--------|--------------------------------|--------------------------------|-------|
| Number of items | 27,945 | 16,176 | 7,385 | 5,615 | 455 |

As in the previous year, inspectorates have used cooperation with other surveillance authorities to achieve maximum effectiveness of inspections. The most frequent partners in the inspections were the bodies of the Police of the Czech Republic (67 cases), trade licensing offices (61 cases) and the bodies of the Customs Administration of the Czech Republic (32 cases). Based on notifications of the customs authorities pursuant to § 53 of Act No. 355/2014 Coll., on the Scope of the Customs

Administration of the Czech Republic in connection with enforcement of intellectual property rights, the Czech Trade Inspection Authority took over a total of 4,825 pieces of products from the Customs Administration in 2019. These products could be used to serve as evidence in proceedings on the violation of the law governing consumer protection, while the value of the originals amounted to CZK 10,081,681. Representatives of the Czech Trade Inspection Authority actively participated in the work of the Interdepartmental Commission to Combating Illegal Conduct – Infringements of Intellectual property rights established by the Ministry of Industry and Trade.

E-commerce - Concluding contracts by the means of distance communication is one of the forms of trading which constantly increases its share and influence in the globalised 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 final 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 973 inspections in this area and found violations of generally binding legal regulations in 809 cases (83.14%).

One of the most frequently breached generally binding legal regulation was the Act No. 634/1992 Coll. on Consumer Protection, namely in 1,671 cases. 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 602 cases (i.e. deceptive conduct, deceptive omission).

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 415 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 407 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.

Inspections aimed at e-commerce

| CTIA inspectorate | Number of inspections | Inspections with findings | Detected breaches in % |
|--------------------------------|-----------------------|---------------------------|------------------------|
| Středočeský and Prague | 90 | 75 | 83.4 |
| Jihočeský and Vysočina | 103 | 101 | 98.1 |
| Plzeňský and Karlovarský | 130 | 102 | 78.5 |
| Ústecký and Liberecký | 141 | 111 | 78.7 |
| Královéhradecký and Pardubický | 143 | 124 | 86.7 |
| Jihomoravský and Zlínský | 178 | 128 | 71.9 |
| Olomoucký and Moravskoslezský | 188 | 168 | 89.4 |
| Total | 973 | 809 | 83.1 |

| E-commerce – year-on-year comparison | | | |
|--------------------------------------|-----------------------|---------------------------|-----------------------|
| Year | Number of inspections | Inspections with findings | Detected breaches in% |
| 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 |
| 2019 | 973 | 809 | 83.1 |

Discrimination – One of the areas on which the Czech Trade Inspection Authority focuses its attention is discrimination. This is defined as different, legally prohibited and 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 no special attention has to be paid to this area. Infringements of legal regulations on discrimination were breached in 22 cases of the total of 540 inspections (4.07%). In 13 cases, CTIA saw suspicion of nationality-based discrimination of persons. The findings related above all to different billing of services provided in restaurants – additional service fees were billed to foreign customers and access to facilities was restricted to disabled persons (e.g. apartment rentals). In 2 cases, CTIA officers proved suspicion on unequal treatment of persons with disabilities. In one case, a handicapped person wasn't allowed to enter a facility and in the other case it wasn't allowed to visit an exhibition due to the need to be accompanied by an assistant dog. In 4 cases, age-based different treatment of

persons was detected. For example, persons under certain age were not allowed to enter a public alimentation facility and a swimming pool. Some persons under a certain age limit weren't provided with services relating to a club membership. In one case, accumulation of age-based and nationality-based discrimination was seen. In other two cases, suspicion on unequal treatment of persons based on the place of their residence was detected. In one case, suspicion of different treatment of persons was seen in cases of provision of transport services when, in similar situations, different prices were billed to various persons.

There was an increase of 1.44% in comparison to 2018, when discriminative conduct was detected in 2.63% of inspections. 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. With regard to the seriousness of this topic, the nation-wide inspection aimed at continuous monitoring of discriminative conduct was included also in the inspection programme of 2020.

Sale of alcoholic beverages and tobacco products – the aim of the nationwide inspection action was to verify compliance with Act No. 65/2017 Coll., on Health Protection from the Harmful Effects of Drugs, Act No. 353/2003 Coll., on Excise Duties, Act No. 634/1992 Coll., on Consumer Protection, Act No. 307/2013 Coll., on compulsory labelling of spirits, and other generally binding legislation on the supply, serving and sale of alcoholic beverages and in the supply, storage and sale of tobacco products, smoking utensils, herbal products intended for smoking and electronic cigarettes. A total of 8,179 inspections were carried out as part of the inspection action, within which the CTIA found breaches of generally binding legal regulations in 4,059 cases (49.63%). Violations of Act No. 65/2017 Coll. were detected during 538 inspections (598 cases). Most often, sellers breached this legal regulation by serving or selling alcoholic beverages to persons under the age of 18 (347 cases), by not including a clearly visible text on the prohibition to sell such beverages to consumers under the age of 18, or it wasn't displayed obtained in a statutory version. Similar deficiencies were found in the case of the sale of tobacco products, where sellers did not inform consumers of the prohibition on their sale to persons under the age of 18. Breaches of Act No. 353/2003 Coll., on Excise Duties, were found in a total of 13 cases. Most often, sellers charged the consumer with a price higher than the price indicated on the tobacco stamp. Inspections on the supply and sale of alcoholic beverages and tobacco products were also carried out in 2019 as part of a special inspection action, which was carried out in cooperation with the Police of the Czech Republic and other state and local authorities (the joint activity HAD 2019 – Hazard, alcohol and children; more information is provided in the particular part of this report). The results of the inspections reaffirmed the rationale for monitoring and inspecting the sale of alcoholic beverages and tobacco products in the Czech Republic. Persons under the age of 18 were invited to 494 inspections, in order to increase the effectiveness of the inspections. The participation of persons under the age of 18 in the CTIA's part of the inspection within which purchases of alcoholic beverages or tobacco products are made also has a significant educational preventive effect. Due to the high level of health risk to consumers, especially those under 18 years of age, and given that deficiencies were identified in almost half of the inspected establishments, the Czech Trade Inspection Authority will continue these inspections in 2020.

Offer and provision of services related to the conclusion of energy supply contracts - in 2019, the Czech Trade Inspection Authority paid increased attention to compliance with legal regulations in cases

of entities offering and mediating the conclusion of contracts on the supply of energy as well as parallel services included in product packages. This issue was of interest not only to the public, but also to the energy market regulator, the Ministry of Industry and Trade, energy suppliers, representatives of energy supply intermediaries and the Union of Trade and Tourism of the Czech Republic. Under the auspices of these entities, several meetings were held, resulting, among other things, in the processing and issuance of the "Consumer Protection Declaration of Electricity and Gas Suppliers". The Czech Trade Inspection Authority participated in these negotiations and actively participated in the processing of the declaration. The active approach of the Czech Trade Inspection Authority included also an inspection focused on the offer and mediation of energy supply contracts. A total of 52 inspections were carried out within this activity and in 49 cases (94.23%) infringements occurred. Most often, these were deficiencies related to the use of unfair commercial practices, where false, incomplete or ambiguous information about the products offered was provided to the consumer or, on the contrary, some relevant information was omitted and the consumer was not familiar with them. Such conduct may lead the consumer to make a decision, which they wouldn't make otherwise, if true information was provided to them. In several cases, vendors didn't properly inform the consumer about the scope, conditions and method of exercising the right from defective performance (claim) together with the information about where to make the claim, as well as about the subject of out-of-court settlement of consumer disputes. There were also cases where, when selling or providing services away from declared business premises, the seller didn't provide consumers with information relating in particular to the name and address of the seller, or information where the consumer can make a claim even after the end of such sale or provision of services. In 4 cases, aggressive commercial practices were also used against the consumer within the conclusion of energy mediation contracts. Given the high ratio of findings of 94.23%, which is higher by 10.9% than in 2018, it can be concluded that the situation in the area of mediation of energy supply contracts is still unfavourable and the Czech Trade Inspection Authority will continue to deal intensively with it in 2020.

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 within the marketing, offering and selling of the monitored products. It mapped an available market area where one could expect the occurrence of substances possibly used for production of explosives. 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 183 inspections were carried out, including 47 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 31 cases. The most frequently violated provision of the Explosives Precursors Act was the provision of Section 2 par. 1 letter b). The infringement was found in a total of 13 cases. This provision of the Explosives Precursors Act provides that selected explosive precursors (e.g. hydrogen peroxide at a concentration higher than 12% but not higher than 35%, nitric acid at a concentration higher than 3% but not higher than 10%) are subject to restrictions. They may be made available to members of the general public (i.e. a natural person seeking to purchase such goods for

purposes not related to their normal commercial, business or professional activities) only based on registration. Another frequently violated provision (12 cases) was the provision of Section 8 par. 3 of the Explosives Precursors Act. According to this clause, an economic operator is obliged, in the context of a register, to process and store data of persons from the general public, to the extent and in the manner laid down in Regulation No 98/2013 of the European Parliament and of the Council (EU). The results of the inspection action reaffirmed its legitimacy. For some of the persons audited, there are still shortcomings in the keeping of the relevant records or shortcomings associated with the registration of persons from the general public purchasing the monitored assortment. Inspections in this area will therefore continue in 2020.

Bazaars, pawnshops, auction halls – in 2019, a nationwide inspection aimed at the fulfilment of generally binding legal regulations focused especially on compliance with the following legal regulations: 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, and other generally binding legal regulations. These were inspections aimed at the offer, sale and buy-out of used products and their pledge as well as the mediation of sale and sale of objects of cultural or historical value and cultural monuments in specific establishments such as bazaars, pawnshops, antique shops, auction houses and sales galleries. The sale of used goods and objects of cultural value and cultural monuments is a potentially risky area of the market in the Czech Republic, which may to some extent be associated with more serious phenomena such as money laundering and the legalisation of the proceeds of crime. A total of 179 inspections were carried out in 2019, with inspectors focusing mainly on the registration obligations associated with sales in this segment of the market. Deficiencies were found in 105 cases, i.e. 58.66%. The most common infringement found in the implementation of the inspection action, which has a close link to the specific characteristics of the sale of second-hand goods and the obligations associated with them, was the failure to fulfil the obligation to identify the client within the meaning of the Act No. 253/2008 Coll., on Selected Measures against Legitimation of Proceeds of Crime and Financing of Terrorism (43 cases). However, deficiencies were also found in the sellers' failure to properly inform the consumer of the extent, conditions and method of exercising the right from defective performance, together with the information about where the claim can be made (37 cases). Some inspections were carried out in cooperation with experts from the Ministry of Culture of the Czech Republic (3 cases) and employees of trade licensing offices (2 inspections). In view of the risks associated with the sale of second-hand goods or goods without any document, objects of cultural value and cultural monuments and the risks associated with the possible legalisation of criminal revenues, as well as a relatively high ration of findings, the Czech Trade Inspection Authority will continue to inspect this specific area of trade.

Payment means – in 2019, for the first time, a nationwide inspection action was carried out aiming at verifying the compliance with the obligations arising to economic operators under the Act No. 370/2017 Coll., on Payment Systems, and directly applicable EU legislation [Regulation No. 2015/751, on interchange fees for card-based payment transactions and Regulation No 260/2012 of the European Parliament and of the Council (EU) establishing technical and business requirements for credit transfers and direct debits in euro and amending Regulation (EC) No 924/2009]. The aim of the activity was to map and address shortcomings that could occur in commercial transactions carried out through payment cards or other means of payment. During these inspections, CTIA staff used service payment cards. In the past year, 313 inspections were carried out, with no infringement of the obligations arising to the seller under the above mentioned law or regulation. However, in 117 cases, breaches of other

generally binding legislation were found (e.g. Act No. 634/1992 Coll., on Consumer Protection). This area of financial operations will also be of interest to Czech Trade Inspection Authority in 2020.

Pyrotechnic articles – The inspection focused on the offer, sale and storage of pyrotechnic products was planned for the end of the year 2019, since the interest in the purchase of entertainment pyrotechnics every year increases in this period, especially before Christmas and the New Year's Eve. Pyrotechnic products, especially entertainment pyrotechnics, have been a long-term topic in the scope of the Czech Trade Inspection Authority. In total 174 inspections were carried out, including 59 cases (33.91%) in which generally binding legal regulations were breached. Infringements of the Act No. 206/2015 Coll., on Pyrotechnic Articles and Products and Their Handling, were found in 38 cases, namely in the 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. The sale (offer) of pyrotechnic products to juveniles was also detected; there are certain age categories to which the sale of such products is restricted (under 15, under 18 and under 21 years). Most frequent violations of the Act No. 634/1992 Coll. on Consumer Protection consisted of the failures to inform consumers properly about the prices of offered pyrotechnic products. The high share of the findings related to the sale at marketplaces. As regards shopping malls, the major problem was the excessive limit of sold number of stored pyrotechnics in the sale area. The Czech Trade Inspection Authority used the cooperation with the members of the Police of the Czech Republic and trade licensing offices. Within the inspection activity, 3 cases of sale of pyrotechnics of the F4 category were detected and immediately reported to the competent surveillance authority, i.e. the Czech Proof House for Firearms and Ammunition. These products are intended only for persons with professional competence.

Gambling, alcohol and children – Following up on the experience from previous years, a special inspection was carried out also in 2019, focusing on gambling, the offer and sale of alcoholic beverages and tobacco products, smoking utensils, herbal products intended for smoking and electronic cigarettes to persons under 18 years in relation to the operations of gambling services. The inspection was coordinated by the Police of the Czech Republic with other surveillance authorities also participating in it (Alien Police, Customs Administration, Fire Rescue Service, trade licensing offices, regional hygienic stations etc.). Collaboration of the authorities of various focus has its significant meaning. The activity was to verify the compliance with legal regulations in this area. 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 June 24, 2019, to November 10, 2019, in locations and at entities selected by the Police of the Czech Republic. The Czech Trade Inspection Authority carried out in total 219 inspections. Violations of generally binding legal regulations were detected in 123 cases, which represented 56.16% of all inspections. In 90 cases, the inspections were carried out with persons under 18 years used for inspection purchases of alcoholic beverages and tobacco products. They significantly contributed to the more effective enforcement of the struggle against alcoholism and toxic mania in children and youth in the Czech Republic and the overall literacy on the harmfulness of drugs among groups of juveniles. In 66 cases, vendors failed the obligations arising from the Act on Consumer Protection (e.g. violation of the principles of fairness of sale, failure to provide the required proof of purchase based on consumer's request, and the failure to inform the consumer about the price of offered products). In 69 cases, alcoholic beverages were served or sold to persons under the age of 18. This was 54 cases more than during the same activity carried out in 2018. CTIA considers this finding very serious.

Environment

Packaging - in 2019, CTIA carried out the total of 4,267 inspections including also the inspection of compliance with obligations stipulated in the Act No. 477/2001 Coll., on Packaging, and other generally binding legal regulations within the surveillance scope of the Czech Trade Inspection Authority. This was a follow-up of inspection projects of previous years. The focus was on the conditions for marketing of products, return collection of returnable deposit packaging and the compliance with conditions for the marketing of packaging as well as ensuring conditions valid for returnable deposit packaging. The subject to the inspections were small shops, marketplaces, stands, persons placing products on the market as well as their manufacturers. Violations of obligations stipulated in the Act on Packaging were detected in 116 cases. Vendors most frequently breached Section 3 of this act, when the seller provided a plastic handbag for free. The topic of packaging, their marketing and return collection is – from the viewpoint of the society – an important topic to which the Czech Trade Inspection Authority pays a due attention. With regard to the inspection results, the inspection on the Act on Packaging and relating legal regulations will continue in 2019.

Volatile organic substances and organic compounds - in 2019, a time-limited inspection action was implemented aimed at the sale of volatile organic substances and organic compounds. The aim was to verify compliance with the obligations under the Act No. 201/2012 Coll., on Air Protection and related implementing legislation in the supply and sale of products containing volatile organic substances and organic compounds (VOC). A total of 156 inspections were carried out in 2019. As part of the inspection action, Act No. 201/2012 Coll., on Air Protection, was violated in 6 cases. As part of the inspection action, it was inspected whether the products in question were properly labelled in accordance with the requirements of the Act No. 201/2012 Coll., on Air Protection. The obligations of the persons, inspected in relation to the proper keeping of records on the sale of volatile organic substances and organic compounds exceeding the limit values for the volatile organic content laid down in the implementing legislation, were also inspected. They are obliged to keep a record of the quantity and type of products sold and a record of the persons to whom these products were sold (name and surname, permanent address of the physical person or indication of the name, registered office and identification number of the legal person). CTIA also inspected whether the products inspected, which contained more than 3% by weight of volatile organic substances, were marked and labelled with the data on the total content of volatile organic substances in the way specified in the implementing legislation, by weight fraction or percentage by weight. It is clear from the final results of the inspections carried out in 2019 that the inspected entities are in breach of the obligations under the Act on Air Protection, although to a lesser extent compared to 2018.

Liquid fuels for water transport – Within the inspection, 24 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 Air Protection. Inspections showed that fuels meet the requirements for the fuel quality in the sense of the above-mentioned Decree, as stemming from the required acquisition documents for the fuel used. Vessels operators also use fuels (automotive petrol and diesel) from ordinary filling stations where the fuels quality is continuously monitored within the monitoring activities of the Czech Trade Inspection Authority. These fuels shall meet the requirements of the Act No. 311/2006 Coll. on Fuels and Filling Stations and amendment of other legal regulations, and the Decree No. 133/2010 Coll. on requirements for fuels, on the method of monitoring the content and quality of fuels and on records thereof (Decree on Fuel Quality and Records). Based on the information

found on fuels from demonstrated acquisition documents, some filling stations were included in the standard fuel-sampling plan. The inspected fuel used for the operation of vessels in the context of fuel monitoring complied with the requirements for limit values. There was no breach of the obligations of vessel operators.

Monitoring of gaseous fuels for heating purposes - in 2019, the Czech Trade Inspection Authority carried out market monitoring of entities engaged in the sale of gaseous fuels intended for heating purposes. These products must meet the requirements of Act No. 201/2012 Coll., on Air Protection, and Decree No. 415/2012 Coll. on Permitted Level of Pollution and its Ascertainment and on the implementation of some further provisions of the Act on Air Protection. The detected information will be used to carry out inspections with possible sampling in 2020.

Solid fuels – within the inspection activity, the Czech Trade Inspection Authority focused on compliance with obligations within the sale of solid fuels, as specified in the Act No. 201/2012 Coll. on Air Protection, in the extent of qualitative indicators stipulated by the Decree No. 415/2012 Coll., on permissible level of pollution and its determination and implementation of some other provisions of the Act on Air Protection. In total 42 inspections were carried out of commercial entities placing solid fuels on 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 20 inspections, particularly these were breaches of the Act No. 201/2012 Coll. on Air Protection, and the Act No. 634/1992 Coll. on Consumer Protection, when vendors most frequently breached the principles of the sale of solid fuels. In violation of the Act on Consumer Protection, the consumer was most often prevented from checking the weight of the fuel purchased within the sale. As part of the inspection action, 20 brown or black coal samples were taken with the participation of the accredited laboratory staff, of which 13 were assessed as non-compliant. In 7 cases, breaches of the requirements of Decree No. 415/2012 Coll., on permissible level of pollution and its determination and on the implementation of certain other provisions of the Act on Air Protection were found to exceed the permitted limit value of sulphur content. In 1 case the water permitted limit value was found to be exceeded, in 2 cases the limit value of the dust content was exceeded and 3 samples exceeded the maximal acceptable level of granularity. Furthermore, in 8 cases it was found that the maximum reported value of the sub-granularity value was exceeded and in 1 case the maximum value of the granularity value was exceeded compared to the values in the product catalogues of the producers. In addition to the inspection activity, 2 inspections were carried out on operators on the basis of consumer notifications and 2 black coal samples were taken. In 1 case, a breach of the requirements of Decree No. 415/2012 Coll., on permissible level of pollution and its determination, was found, when the permitted limit value of the dust content was exceeded.

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. This was done regarding automotive petrol, diesel, diesel fuel blend, bio fuel, LPG, CNG and Ethanol E85. CTIA officers proceeded 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. The Czech Trade Inspection Authority inspected whether sold fuels meet the requirements for quality and composition laid down by the implementing legal regulation, special legal regulations and Czech technical standards. 18 of the total number of 2,668 fuel samples collected and inspected by the Czech Trade Inspection Authority failed

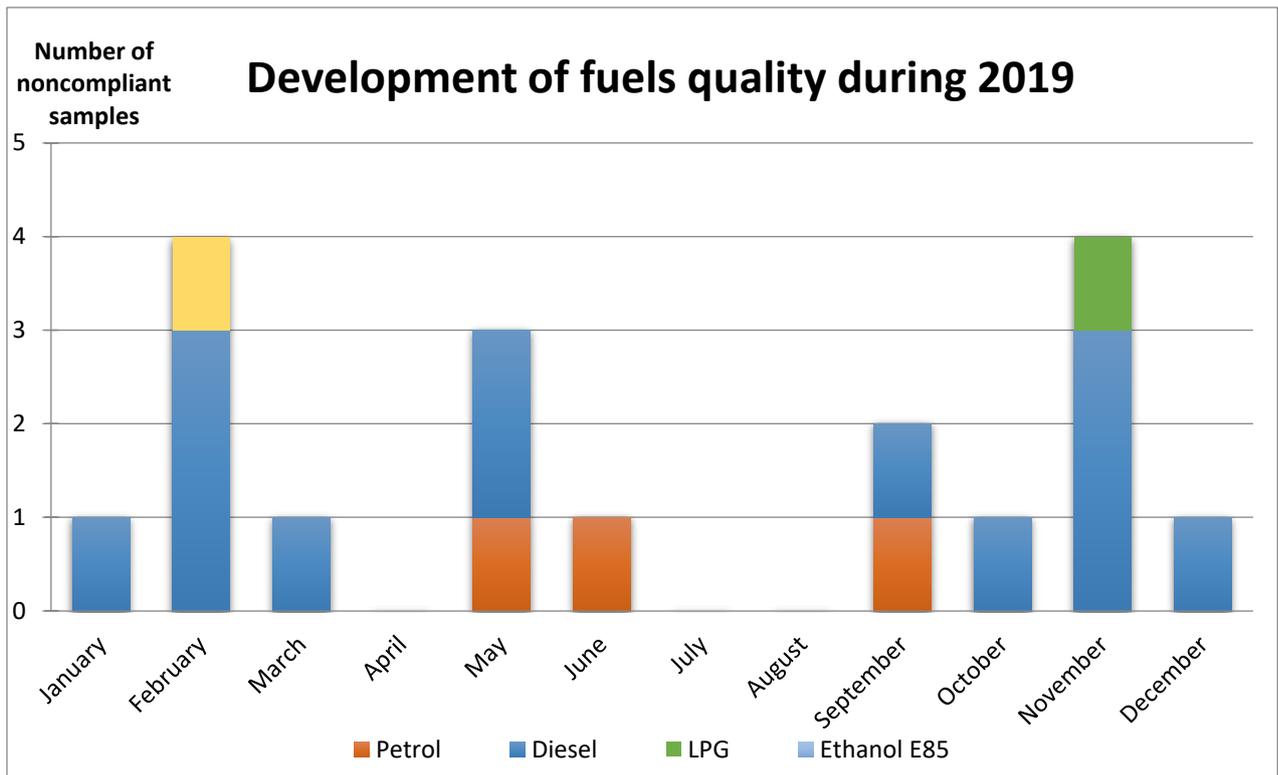
the quality requirements, which represented 0.7% of all cases. The quality of inspected fuel samples improved in comparison with 2018, when 28 of the inspected 2,645 samples failed the requirements, i.e. 1.1%.

In 2019, a finding relating to poor quality diesel with a high sulphur content was transferred to the CTIA by the Customs Administration. The Czech Trade Inspection Authority subsequently took appropriate measures.

Fuels sampling

| Fuel type | Collected samples | | Noncompliant samples | | Compliant samples | |
|-------------------|-------------------|--------------|----------------------|------------|-------------------|-------------|
| | Number | % | Number | % of type | Number | % of type |
| Automotive petrol | 1,010 | 37.9 | 3 | 0.3 | 1,007 | 99.7 |
| Diesel | 1,308 | 49.0 | 13 | 1.0 | 1,295 | 99.0 |
| Diesel fuel blend | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| FAME | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 |
| LPG | 300 | 11.2 | 1 | 0.3 | 299 | 99.7 |
| CNG | 40 | 1.5 | 0 | 0.0 | 40 | 100.0 |
| Ethanol E85 | 10 | 0.4 | 1 | 10.0 | 9 | 90.0 |
| Total | 2,668 | 100.0 | 18 | 0.7 | 2,650 | 99.3 |

The overall quality of assessed fuel samples varied in 2019. The highest number of noncompliant fuel samples was detected in February and November (4 samples), while no noncompliant samples were detected in April, July and August 2019. The number of noncompliant samples ranged from 1 to 3 in the other months of 2019.



| Noncompliant samples in % | | | | | | | | |
|---------------------------|------------|------------|-------------------|------------|------------|------------|-------------|------------|
| Year 2019 | Petrol | Diesel | Diesel Fuel Blend | FAME* | LPG | CNG | Ethanol E85 | Total |
| January | 0 | 0.9 | 0 | 0 | 0 | 0 | 0 | 0.4 |
| February | 0 | 2.8 | 0 | 0 | 0 | 0 | 10.0 | 1.9 |
| March | 0 | 0.9 | 0 | 0 | 0 | 0 | 0 | 0.5 |
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0 |
| May | 1.2 | 1.9 | 0 | 0 | 0 | 0 | 0 | 1.3 |
| June | 1.2 | 0 | 0 | 0 | 0 | 0 | 0 | 0.4 |
| July | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0 |
| August | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0 |
| September | 1.2 | 0.9 | 0 | 0 | 0 | 0 | 0 | 0.9 |
| October | 0 | 0.8 | 0 | 0 | 0 | 0 | 0 | 0.4 |
| November | 0 | 2.6 | 0 | 0 | 3.4 | 0 | 0 | 1.7 |
| December | 0 | 1.2 | 0 | 0 | 0 | 0 | 0 | 0.6 |
| Total | 0.3 | 1.0 | 0.0 | 0.0 | 0.3 | 0,0 | 10.0 | 0.7 |

* In 2019, samples of DSB 30 and FAME were not taken with regard to the developments in the fuel market

Automotive petrol – in 2019, 3 of 1,010 taken samples of automotive petrol failed the requirements of the technical standard on the quality of automotive petrol. Noncompliant quality indicators were as follows:

| Quality indicator | Number of samples with noncompliant quality indicator | Ratio of petrol samples |
|-------------------|---|-------------------------|
| Vapour pressure | 2 | 0.2 |
| Induction period | 1 | 0.1 |

Diesel – in 2019, 13 of 1,308 taken diesel samples failed the requirements of the applicable technical standard on the quality of diesel. Noncompliant quality indicators were as follows:

| Quality indicator | Number of samples with noncompliant quality indicator | Ratio of diesel samples |
|-------------------|---|-------------------------|
| Flash point | 10 | 0.8 |
| Sulphur | 1 | 0.1 |
| FAME | 1 | 0.1 |
| CFFP | 1 | 0.1 |

Diesel fuel blend and FAME - It wasn't possible to sample DFB 30 and FAME due to the development in the market. Therefore 108 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) – In 2019, 1 of 300 inspected CNG samples failed the monitored quality requirements set by the applicable technical standard, which represented 0.3% of the taken samples of this fuel type. It failed the quality parameter “sulphur”.

CNG (compressed natural gas) - In 2019, all 40 inspected CNG samples met all the monitored quality requirements set by the applicable technical standard

Ethanol E85 – in 2019, in total 10 samples of Ethanol E85 were taken and inspected. One of them failed the requirements of the applicable technical standard for the indicated „vapour pressure“. This represented 10.0% of the taken samples of the fuel type.

Organic fuels in motor fuels – during 2019, the content of fatty acid methyl esters was inspected in 1,308 samples of diesel fuel. Laboratory tests proved exceedance of the upper admissible limit of organic ingredients in 1 sample of this fuel.

The inspection of ethanol content was carried out in 1,010 samples of automotive petrol, and the exceedance of the upper admissible limit of bio ingredients wasn't found in any 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 11 cases the Czech Trade Inspection Authority imposed measures consisting of the 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:

- 2,095.27 litres of automotive petrol amounting to CZK 75,848.77;

- 81,822.63 litres of diesel amounting to CZK 2,606 903.90;
- 1,519.00 litres of LPG amounting to CZK 22,785.00;
- 597.17 litres of ethanol E85 amounting to CZK 16,063.87;

The total amount was 86,034.07 litres of fuels amounting to the total of CZK 2,721,601.54.

The comparison of the 2nd half of 2001 and 2019 has clearly shown that according to the findings of the Czech Trade Inspection Authority, the fuels quality has been stable from 2015.

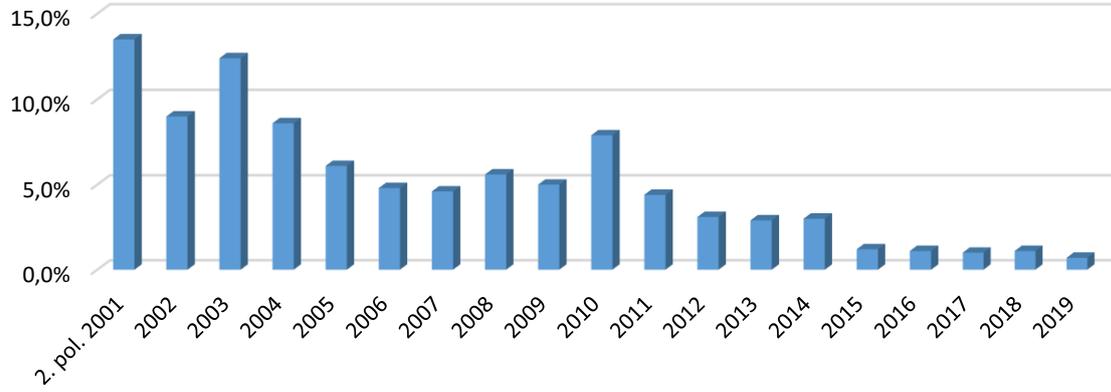
In comparison with 2018, CTIA saw a significant improvement in 2019 as regards the quality in automotive petrol samples (from 1.9 to 0.3%). The quality worsened in diesel samples (from 0.7% to 1.0%), LPG for engine (from 0.0% to 0.3%) and Ethanol E85 (from 0.0% to 10.0%). Zero values were detected in cases of CNG samples.

When monitoring fuels quality, the Czech Trade Inspection Authority closely cooperated with other 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 fuels quality from 2001

| Noncompliant samples in % | | | | | | | | |
|------------------------------|--------|-------------|----------------------|-------|------|------|--------------|----------|
| Year | Petrol | diesel fuel | diesel fuel blends * | FAME* | LPG | CNG* | Ethanol* E85 | in total |
| 2 nd 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 |
| 2019 | 0.3 | 1.0 | 0.0 | 0.0 | 0.3 | 0.0 | 10.0 | 0.7 |

Development of fuels quality in year-on-year comparison



Overview – results of general inspection

Results of nation-wide inspection activities included in the plan of market surveillance activities for 2019

| Inspection activity | Number of inspections | Inspections with findings | Detected breaches in % |
|--|-----------------------|---------------------------|------------------------|
| Offer, sale and storage of products infringing intellectual property rights | 1,701 | 444 | 26.1 |
| E-commerce | 973 | 809 | 83.1 |
| Discrimination | 540 | 22 | 4.1 |
| Sale of alcoholic beverages and tobacco products | 8,179 | 4,059 | 49.6 |
| Offer and provision of services relating to conclusion of contracts on energy supply | 52 | 49 | 94.2 |
| Explosives precursors * | 183 | 47 | 25.7 |
| Bazaars, pawnshops, auction halls * | 179 | 105 | 58.7 |
| Payment means* | 313 | 117 | 37.4 |
| Pyrotechnic articles* | 174 | 59 | 33.9 |
| Gambling, alcohol and children* | 219 | 123 | 56.2 |
| Packaging* | 4,267 | 2,071 | 48.5 |
| Volatile organic substances and organic compounds * | 156 | 40 | 25.6 |
| Solid fuels* | 42 | 20 | 47.6 |
| Liquid fuels for water transport* | 24 | 0 | 0.0 |
| Fuels | 1,483 | 19 | 1.3 |

**) 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.

5. INSPECTION ACTIVITIES OF INSPECTORATES

In 2019, activities of the CTIA inspectorates focused on general inspections and technical inspections originating in the centralized plan of projects 2019 (see the chapter General Inspection and chapter Technical 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

The following overview reflects the results of the activities of individual CTIA inspectorates in 2019.

Středočeský and Prague Inspectorate

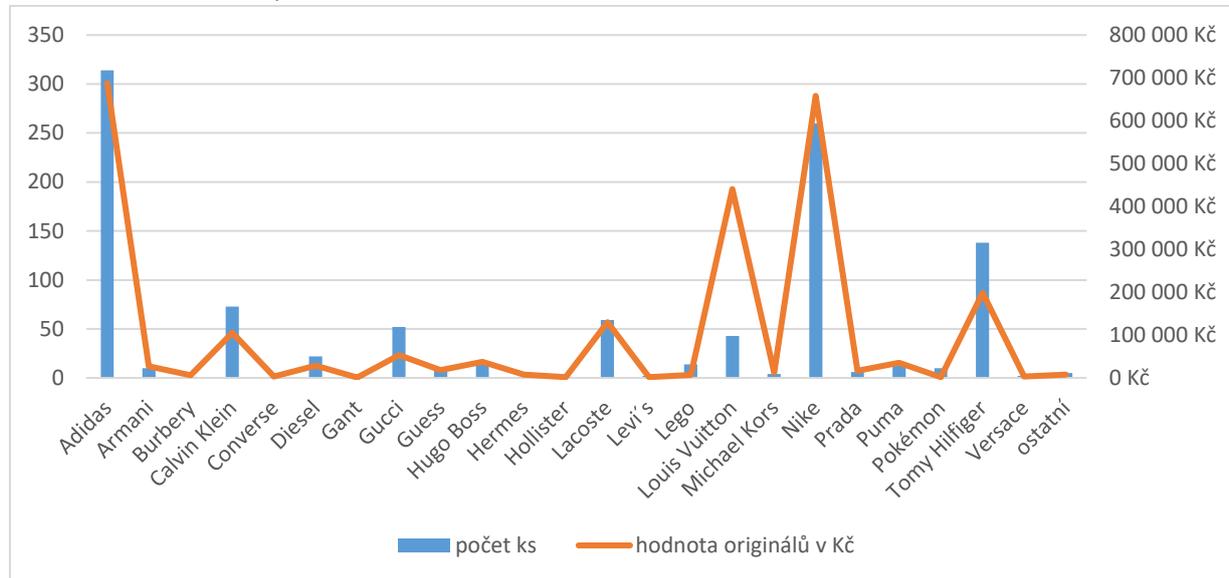
Energy supply contracts – During 2019, inspectors focused on the fulfilment of the obligations laid down in the Act No. 634/1992 Coll., on Consumer Protection in the area of supply and provision of services relating to the conclusion of energy supply contracts by intermediaries, whose activities cannot be considered an undertaking in the energy sector under the Act No. 458/2000 Coll., on business conditions and public administration in the energy sectors. 37 inspections were initiated, always based on suggestions from consumers who contacted the Czech Trade Inspection Authority directly with a request to investigate the procedures of intermediaries within the conclusion of mediation contracts. In 26 cases, infringements were detected. The main attention was focused on the content of contracts, which are mainly intermediary contracts, concluded free of charge, in an adhesive manner and away from business premises of intermediaries. All the contracts inspected included contractual arrangements for fines to be imposed for non-compliance with the contractual conditions. Fines for non-compliance with those conditions were subsequently enforced from consumers. It was therefore necessary to ensure that each contract provided by the consumer was properly reviewed in its entirety in the light of the possible use of unfair commercial practices.

Inspections with an invited person - in some cases, the inspectorate also used the legal authorisation to invite a professionally qualified (authorized) person to the inspections in order to prove discriminatory conduct, e.g. based on sex or health condition. This tool was used also in order to prove whether the inspected person complies with the prohibition to sell alcoholic beverages and tobacco products to persons under 18 years of age. For example, inspectors found that authorised persons under the age of 18 were in many cases allowed to purchase alcoholic beverages or tobacco products. This was also in establishments where the consumer was informed in writing of the prohibition imposed on the sale of alcoholic beverages or tobacco products. Breaches of law were found in 78 of the total of 97 inspections, which represented 80 % of all cases. Inspection purchases to demonstrate nationality-based discrimination are most often carried out by inspectors in English, German, Russian or Slovak.

Counterfeits at the Flea Market in Prague 9 – CTIA officers inspected the offered assortment and regularity of the occurrence of counterfeits at the Flea Market in Prague 9. As part of a successful extraordinary inspection event carried out in the summer together with colleagues from another inspectorate and the Police of the Czech Republic, approximately 1,000 items of products with the total value of approximately CZK 2.5 million were taken. These were the following products: textile goods, toys, handbags, wallets, backpacks, shoes and glasses unduly marked with the same (or interchangeable) trademarks such as: Adidas, Nike, Puma, Hugo Boss, Levi's, Lego, Pokémon, Michael

Kors, Prada, Dolce & Gabana, Converse, and more. Within this inspection, the inspectorate used its legal authority to make possible the access to selected spaces, including the opening of enclosed premises, in connection with the inspection. See the structure of the secured counterfeited products according to the trademarks in the chart below:

Structure of detected products:



Construction products - the aim of the inspections was to locate the products in question in the retail network and to verify that they are sold with the required marking and labelling, documents, instructions and information. Some inspections were then linked to the sampling of specific construction products in order to verify that those products meet the characteristics declared by the manufacturer in the Declaration of Performance. For example, the following types of construction products were inspected: industrially produced thermal insulation products made of mineral wool; fasteners for structural products of wood, adhesives for ceramic elements, bitumen shingles with mineral reinforcing insert, or with synthetic reinforcing insert, waterproofing strips and foils, plastic and rubber vapour barriers, articles for impregnation of wood, protective coatings and coatings of wood, metal and masonry, thermal insulation products. Inspected products are specified products within the meaning of Regulation (EU) No 305/2011 of the European Parliament and of the Council. The inspected entities throughout the market network were the operators supplying the construction products in question to the market in the Czech Republic in its entirety, i.e. distributors, importers, manufacturers and, where appropriate, authorised representatives. The most frequent identified deficiency was the discrepancy in the specified product marking and labelling in the supplied Declaration of Conformity to the product, pursuant to Government Regulation No. 163/2002 Coll., laying down technical requirements for selected construction products, and Declaration of Performance pursuant to Regulation (EU) No 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the placing on the market of construction products).

Jihočeský and Vysočina Inspectorate

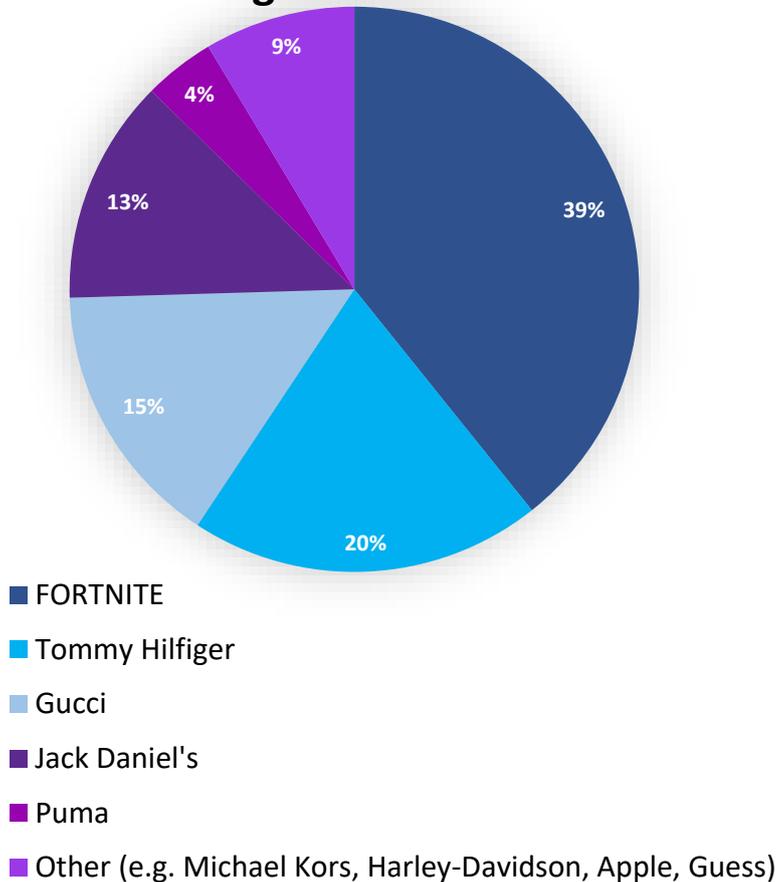
Rope centres – within the inspection focused on rope centres, CTIA inspected in a preventive manner and also based on a suggestion received due to an injury of a child. Subject to the inspections was the technical description of the device and its individual parts, reports on the assessment of trees on which individual parts were hung or fixed in any other way. Inspection of documentation was carried out as was the verification of professional competence of instructors and rescuers, inspection of used personal protective equipment and verification of procedures in case of accidents or injuries.

A complaint was submitted to the Czech Trade Inspection Authority against a rope park operated in the Vysočina Region, where a child was injured. The inspectorate carried out an –on-spot inspection of a part of the rope centre where the accident occurred – a section with suspended tyres. The investigation in the given part of the rope centre consisted of the strength test of the ropes under the load of the weight of an adult person. In addition, the strength and number of clamps used, the guide rope and the strength of the suspended tyres were tested. The individual elements of the construction complied with the used load; the securing rope with securing carabines fulfilled its function. This park complied with the basic requirements of the Government Regulation No. 173/1997 Coll. and the applicable standards.

CTIA officers saw a different situation in a rope centre operated in the Šumava. Although CTIA imposed a ban on its operation earlier, there was no remedy of the detected defects. A serious breach of the inspected legal regulations – technical documentation was not elaborated and individual elements weren't assessed. There were obstacles in the rope park in the fall area, in which there as a risk of serious injury in the event of a fall of a user or even death. Therefore, the operation of the rope centre was prohibited for the period necessary to carry out the inspection. Based on the inspection and the restrictive measure issued, all deficiencies were remedied, technical documentation was prepared, the various elements of the rope park were examined and assessed, and the remaining conditions for the safe use of the rope park were fulfilled. The inspected person was fined for breaches of legal regulations within the surveillance scope of the CTIA.

Counterfeits – in cooperation with the customs administration, the CTIA officers took over 420 items of goods misdemeanour proceedings collected in the area of offering, selling and storage of products infringing certain intellectual property rights in the consequence of the Act No. 354/2014 Coll. In 5 cases, these were counterfeits and illegal imitations. The inspectorate in the entrusted jurisdiction carried out five misdemeanour proceedings, which included a statement on forfeiture of the goods in question. The total value of the originals of the goods taken over was CZK 757,338. Most often, they were textile products, toys, wall signs, lighters, leather haberdashery and game consoles.

Proportion of goods taken over - according to trademarks



Deceptive practices – During 2019, two inspections aiming at deceptive commercial practices were carried out, focusing on untrue information about health harmless of products imported from China and sold in the Czech retail network. Within one inspection, the inspectorate found an operator of a Czech e-shop selling silicon beads used also for domestic production of bites for young children; the e-shop operator deceitfully informed the consumer, claiming that the products sold had certificates that demonstrated complete health harmless. The inspectorate directly approached a certification authority based in China in order to verify the veracity of the alleged fact. This certification authority documented its authentic certificates. The inspectorate subsequently concluded, by comparing these certificates with those submitted by the e-shop operator, that the operator declares the health harmless with counterfeited certificates. The Inspectorate thus classified the detected seller's conduct as an unfair commercial practice consisting in the provision of untrue information to the consumer. The inspectorate subsequently imposed a fine amounting to CZK 25,000 for the detected violation of the prohibition to use unfair commercial practices.

| Inspections of the Jihočeský and Vysočina Inspectorate | Number of inspections | Inspections with findings | Detected findings in % |
|--|-----------------------|---------------------------|------------------------|
| Black Friday | 22 | 12 | 54.5 |
| Země živitelka | 20 | 13 | 65.0 |
| Marketplaces | 9 | 9 | 100.0 |

Plzeňský and Karlovarský Inspectorate

Counterfeits – the Plzeňský and Karlovarský Inspectorate of the CTIA is unique with its geographic position. This area is famous for a high number of border marketplaces offering various products especially for consumers from Germany. A significant proportion of the offered goods consists of products infringing certain intellectual property rights, i.e. various counterfeits of branded textile products, footwear, leather goods, toys and electronics. Sellers try to hide away from the inspectors in various sophisticated hideouts, storages or selling premises, trying to lock down these places against the CTIA officers. Therefore, the Czech Trade Inspection Authority is authorised to enter also the locked spaces of workplaces or storages if the inspection goal isn't reachable otherwise. In practice, such premises are open by a locksmith after strictly defined procedural steps (monitoring, request and so forth). In 2019, there were 8 such cases within which inspectors managed to find 20,463 items of counterfeits and imitations of trademarks amounting to CZK 20,193,475 as calculated in the prices of originals. This represented more than 61% of all products collected during the year. With regard to the seriousness of findings, all these cases were resolved in administrative proceedings. Further use of the taken products is an important part of the inspection work of the Plzeňský and Karlovarský Inspectorate. Despite a high number of the collected goods (in comparison with other inspectorates), the inspectorate manages to find a new use for the products in humanitarian purposes. In 2019, 1,926 items of products from the total number of 33,432 counterfeited items were selected for further use. Although this number represented only 6% of the total number of collected goods, these products are of huge help to various organizations, including children homes, social establishments and other non-profit organizations defined by law. There is a condition that the particular trademarks are removed from the products. If it is not possible to remove them with regard to the product type and its structure, the products are liquidated by crushing. In total 12,860 items of counterfeits were liquidated this way.

International Film Festival in Karlovy Vary – the increased number of visitors as well as the number of occasional sellers have always brought the danger of infringements within the sale, especially in the area of fairness of sale. This was proven within the inspections within which non-compliance with the determined obligations was detected. In 47% of cases, CTIA officers saw especially infringements regarding the fairness of sale, incorrect marking and labelling with prices as well as the use of uncertified measuring tools.

Alcohol and tobacco – sale to juveniles. The inspectorate carried out 81 inspections using persons under 18 years of age, either individually or in cooperation with other bodies, such as the Police of the Czech Republic and trade licensing offices or within the nationwide project called "Hazard, alcohol a děti" (Gambling, Alcohol and Children) organized by the Office of the Government of the Czech Republic. The sale or serving of alcoholic beverages to persons under 18 years of age was detected in the total of 68 cases, which represented 84% of cases.

Supplementary services of mobile operators and sellers of electronics – the inspectorate also inspected the offer of supplementary services of mobile operators and sellers of electronics, consisting of various forms of insurance, additional insurance or commercial warranties on sold products, especially mobile phones. Above all, truthfulness of information provided about these services was inspected, i.e. whether deceptive commercial practices are used. Shortcomings were detected in 60% of cases, which has definitely been a reason to continue these inspections in this area in the future as well.

Inspections of services – in the area of personal care services, such as hair-dressers', pedicures, massages, cosmetics and so forth, a significant proportion of flaws was discovered, especially in the area of informing consumers about the prices of offered services. Deficiencies were found in 41 of 64 inspections, i.e. in 64% of cases.

| Inspections of the Plzeňský and Karlovarský Inspectorate of the CTIA | Number of inspections | Inspections with findings | Detected breaches in % |
|---|-----------------------|---------------------------|------------------------|
| Sale and storage of counterfeits and imitations with the use of the authorization to enter workplaces | 8 | 8 | 100.0 |
| International film festival | 116 | 55 | 47.4 |
| Sale of alcohol to youth | 81 | 68 | 83.9 |
| Supplementary services – electronics | 8 | 5 | 62.5 |
| Personal care services | 64 | 41 | 64.1 |

Ústecký and Liberecký Inspectorate

Zahrada Čech – the stand sale of horticultural sprouts, fruit trees, plantings, trees and flowers was inspected, with the focus on sellers' compliance with information obligations. One of the obligations is to properly inform the consumer about the characteristics of the products, the way of use and the period of use. The buyer should therefore be provided with the necessary information about the purchased plant, e.g. in the form of a factsheet, a tag or a plant pot sticker, indicating the correct botanical name of the plant, basic information on conditions for the planting during the year and in the winter time, height of the plant, etc. The inspections were also aimed at providing refreshments and the obligations of distributors within the sale of selected products. In total 24 entities were inspected and deficiencies were identified in 8 cases. The following information was missing: on the way plants are to be grown, the botanical name, the purpose of the use of plants and how they shall be treated. One of the plants was given factually incorrect information that it is a perennial, although in our conditions it requires storage for the wintertime. Furthermore, CTIA officers found a breach of the obligation to charge a plastic bag, the use of an officially uncertified measuring instrument and the failure to issue a proper proof of purchase of a product. For electric products, toys and personal protective equipment, mandatory information was missing. Inspectors imposed on-the-spot measures

to remedy the deficiencies and a ban on the sale of 1,516 pieces of products by the time of remediation.

Celebrations of 770 years of the royal town of Ústí nad Labem – during the celebrations, CTIA officers carried out the total of 10 inspections of textile marking, bijouterie, leather haberdashery and provision of refreshments. A flaw was detected only in 1 case when the seller used an uncertified measuring instrument.

Gardening – inspections were carried out in both horticultural shops and stands, focusing on the compliance with information obligations, proper information for consumers about prices of offered products and issue of the proof of purchase containing all required information. Most frequent flaw was the missing marking and labelling of offered plants with their name, purpose of use (annuals, perennials etc.) and the plant care. Fewer findings related to failures to inform about prices and issue of the bill of purchase without all required information. The inspection was carried out repeatedly and we can say that the state improved in comparison with the previous year when CTIA found misconducts in 59% of cases; it was 43.5% in 2019.

The Inspectorate of the Ústí nad Labem and Liberec Regions also organized lecture activities. In the first half of 2019, an educational project of lectures for high school students was completed by five events as a part of the MIT project focusing on correct consumer behaviour. This project was going on since 2015 and the designated inspectorate staff were giving lectures in individual regions throughout the Czech Republic. The lectures were perceived by schools as useful and, given the amount of experience transferred from practice, also of good use for teaching and ordinary life. In May, the Director of the inspectorate together with the Director of the Inspection Department participated in an introductory seminar on the accredited retraining course "Product Conformity Assessment Manager", at which they introduced the scope of the Czech Trade Inspection Authority in the field of conformity assessment of selected products. The inspectorate also paid attention to the current topic of the protection against "energy crooks". In view of the fact that the most risky group are seniors, the inspectorate representatives gave lectures to the elderly at three events in total. Seniors were acquainted with the previous practices of the so-called "energy crooks" and explain to them what to look out for in order to protect themselves from unfair commercial practices of intermediaries of energy supply contracts. These lectures were very positively evaluated by the seniors.

| Inspections of the Ústecký and Liberecký Inspectorate | Number of inspections | Inspections with findings | Detected breaches in % |
|---|-----------------------|---------------------------|------------------------|
| Zahrada Čech | 24 | 8 | 33.3 |
| 770 years of the royal town of Ústí nad Labem | 10 | 1 | 10.0 |
| Garden | 23 | 10 | 43.5 |

Královéhradecký and Pardubický Inspectorate

Alcohol and tobacco – sale to juveniles – with regard to the fact that in 2018 there was a high ratio of findings (54%) within inspections of the sale of alcohol and tobacco products to persons under 18 years of age, so in 2019 the inspectorate was aiming on the inspection area during the entire year. It carried out in total 164 inspections, using invited persons under 18 years, and it proved the sale of alcohol to juveniles in 99 cases, which represented 60% of all inspections.

Technical inspections – CTIA officers carried out inspection of a product of crushed polystyrene designed for additional thermal insulation of construction structures in the consequence of compliance with provisions of the Act on Technical Requirements for Products and the applicable Regulation. The manufacturer didn't meet the obligation to carry out the conformity assessment procedure and a sanction amounting to CZK 30,000 was imposed. In 2019, the inspection aimed at manufacturers of timber windows and balcony doors. The inspectorate imposed a fine amounting to CZK 150,000 for the failure to meet the obligation to elaborate a declaration on the characteristics of construction products before being placed on the market.

E-shops – these inspections have long-term been with a high ratio of findings regarding breaches of applicable legal regulations in the area of consumer protection. The Královéhradecký and Pardubický Inspectorate of the CTIA repeatedly dealt with the inspection of the internet portal Viagogo which intermediates the sale of tickets for various cultural and sport events. The inspection started based on the high number of submissions from consumers. The inspection showed breaches of a number of sections of the Act on Consumer Protection, for which a fine amounting to CZK 400,000 was imposed.

Inspections also focused on **music festivals, advent and farm markets, cultural monuments, sport events**. During the summer and autumn season, inspections were carried out at music festivals, e.g. Hip Hop Kemp in Hradec Králové, Brutal Assault in Jaroměř, and further at Slavnosti královny Elišky in Hradec Králové, Pardubice město sportu – Golden Helmet of the city of Pardubice and the Steeplechase Velká Pardubická. Infringements detected at these events mostly concerned noncompliance with the Act on Consumer Protection and the Act No. 65/2017 Coll., when during the summer recreational season, CTIA officers detected a breach of the prohibition to sell alcohol to persons under 18 years.

Within the preparation for the winter season, CTIA inspected the fairness of sale at sellers of solid fuels. In one case, they detected a difference in weight of coal by 324 kg, i.e. CZK 1,257, to the detriment of the consumer. The case was resolved in administrative proceedings.

In 2019, CTIA cooperation continued in their cooperation with the media, namely TV, press and radio, whose reporters took part directly in individual inspections for example at Christmas markets and within the sale of pyrotechnics.

The inspectorate employees also organized lectures at high schools, informing students about the activities and authorizations of the CTIA, informing about their rights as consumers especially in relation to online shopping. At the same time, the inspectorate took part in the nation-wide campaign of the Ministry of Social Affairs "Seniors Days" in Náchod and Chrudim, providing advice and information leaflets on how seniors should behave during visits of door-step-sellers offering goods and services relating to mediation of energy supply contracts.

In 2019, the inspectorate kept cooperation with other surveillance bodies. Joint inspections were carried out on a monthly basis in selected locations of the Hradec Králové Region and Pardubice Region. Inspection results are in the following table.

| Inspections of the Královéhradecký and Pardubický Inspectorate | Number of inspections | Inspections with findings | Detected breaches in % |
|--|-----------------------|---------------------------|------------------------|
| Winter season Pec p. Sn., Jan 29, 2019 | 16 | 6 | 37.5 |
| Winter season Špindlerův Mlýn, Feb, 2, 2019 | 20 | 6 | 30.0 |
| Vysoké Mýto, Feb 28, 2019 | 25 | 11 | 44.0 |
| Opočno, Dobruška, Mar 14, 2019 | 23 | 11 | 47.8 |

| | | | |
|---|----|----|-------|
| Litomyšl, Apr 25, 2019 | 19 | 15 | 79.0 |
| Česká Skalice, May 23, 2019 | 22 | 5 | 18.2 |
| Polička, Jun 27, 2019 | 12 | 7 | 58.3 |
| HIP HOP Kemp HK, Aug 16, 2019 | 6 | 6 | 100.0 |
| Slavnosti Královny Elišky HK, Sep 7, 2019 | 6 | 5 | 83.3 |
| Č. Kostelec, Úpice, Rtně v P., Sep 20, 2019 | 20 | 11 | 55.0 |
| Golden Helmet Pardubice + Velká pardubická Steeplechase | 9 | 5 | 56.0 |
| Hlinsko, Oct 30, 2019 | 19 | 11 | 57.9 |
| Hostinné, Nov 21, 2019 | 23 | 12 | 52.2 |
| Sale of alcohol to juveniles, Dec 19, 2019 | 12 | 8 | 66.6 |

Jihomoravský and Zlínský Inspectorate

Offer, sale and storage of products infringing certain intellectual property rights – CTIA officers took counterfeits of global trademarks not only at stands at marketplaces, but also in the so-called ordinary shops. During 2019, the inspectorate carried out three major inspections in cooperation with the Police of the Czech Republic, within which they collected goods in the value of originals amounting to almost 45 million CZK. During these inspections, the CTIA officers used their authorizations to access locked spaces without the agreement of their owner.

Alcohol and tobacco – sale to the youth – from the perspective of the social danger, one of the most serious findings were the findings detected within the inspection of the prohibition to sell alcohol to juveniles. The number of inspections in which the sale of alcohol to juveniles was detected decreased, however, in some cases there were repeated infringements committed by the same entrepreneurs. In one case of an obvious breach of law, the inspectorate imposed an extraordinary sanction and imposed not only a fine, but also a prohibition to carry out the commercial activity.

Product safety – in the area of product safety, the activity of the inspectorate stemmed from the Programme of Market Surveillance issued by the General Inspectorate of the Czech Trade Inspection Authority. Further, the inspectors responded to the situation in the retail market, searching among consumer suggestions to inspections, consulting the database of dangerous products RAPEX and followed the work of other inspectorates in an internal database to further investigate supplying commercial entities.

When inspecting toys, products that have formal marking deficiencies are repeatedly found, as well as those that can be dangerous to children. Toys e.g. contain detachable small components that pose a risk of swallowing or inhalation. In addition, folding toys were found in the market – 2 types of strollers for children in the form of "Golfky" or 1 kind of a baby clothes dryer. Both toys lacked covering of protruding parts of their structures, tubes or deficiencies in tipping mechanisms. This can cause finger injuries.

The inspectorate also took 1 item of a dangerous product – a ceramic socket E27 with the turn-off switch EF-HT27. This socket is not designed to make the lamp socket inaccessible to the touch when inserted. The thread of the bulb is connected to the living part of the socket. Although this socket seems to be safe at first glance, it can actually cause injury from electric shock. A protective measure consisting in a prohibition of distribution was issued on the product.

Within surveillance activities focused on radio equipment, inspectors cooperated with inspectors of the Czech Telecommunication Office, who have measuring devices, on the basis of which measurements can be demonstrated that some inspected devices (e.g. remote control cars, wireless bells, walkie-talkies) operate on frequencies that are not approved for these products by general authorisations issued by CTO.

The inspectorate also paid attention to the inspection of supermarkets and hypermarkets selling of food, where there were violations of law, in particular by overpricing purchases, often by several hundreds of crowns. During 2019, the Inspectorate also carried out several specific inspections based on both consumer input and new legislation.

There was also an inspection of taxi services in Mikulov and an extraordinary inspection aimed at the compliance with Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 February 2018 – so called Geo-blocking (internet users shall have the same conditions when shopping in the EU and cannot be restricted as regards their current location, residence or nationality).

In 2019, the inspectorate received and inspected a number of complaints on tour operators within the inspection activities.

| Inspections of the Jihomoravský and Zlínský Inspectorate | Number of inspections | Inspections with findings | Detected breaches in % |
|--|-----------------------|---------------------------|------------------------|
| Taxi a restaurants Mikulov | 5 | 2 | 40 |
| Geo-blocking | 5 | 3 | 60 |
| Sale of alcohol to juveniles | 30 | 23 | 76.6 |

Olomoucký and Moravskoslezský Inspectorate

Dimensional measuring instruments (Government Order No. 120/2016 Coll.) – 5 inspections on 4 product types were carried out at 5 distributors. Detected flaws resulted in on-the-spot fines in 2 cases. At the same time, CTIA got the complete picture of the number of manufacturers of measuring instruments in the Czech Republic based on the inspections focused on the marking and labelling as well as technical documentation accompanying the products.

E27 lamp sockets - the total of 17 product types were inspected - E27 lamp sockets at 9 distributors and 1 importer. The subject of the inspections were products which were equipped to hold the light source (bulb) with the E27 socket. These were separate sockets with an E27 thread, which were possibly fitted with a built-in switch, or a threaded socket, which is equipped with the Edison thread E27 for holding the light source and includes a plug for insertion into a power socket. In addition, adaptors, reductions for adaptation, e.g. E14 or GU10 for E27 threaded light source, were subject to inspection. In addition to the deficiencies in the labelling of products as defined by the CE marking, the

type marking, the technical data and the identification of the manufacturer and their address, CTIA found that the technical design of all the products inspected didn't comply with the technical requirements of the technical standard. The standard require that the E27 sockets must be designed so that the light source thread is not accessible to the contact if they become living parts during the time of insertion. The products failed and the technical measures of the products were not designed to adequately protect persons from the risk of physical injury or other harm that could be caused by direct contact. This is set out in the Annex 1 par 2 letter a) of the Government Order No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market (Directive 2014/35/EU of the European Parliament and of the Council).

Construction materials in e-shops – the inspection aimed at construction products, focusing on the fulfilment of obligations stemming from the Regulation (EU) No. 305/2011 in the consequence of the applicable harmonized technical specification. The detected flaws were mostly of administrative manner, consisting of a formal noncompliance with the provision of Article 59 of the Regulation (EU) No. 305/2011. However, in three cases, CTIA officers found deficiencies relating to the breaches of Article 14 par. 2 of the Regulation. These flaws resulted in on-the-spot fines imposed to the inspected commercial entities. In six inspected product types, mostly formal deficiencies were detected and removed by the distributors based on the inspection findings, or these traders took necessary measures to remedy them.

Textile products with incorrect marking BAMBOO – in a high ratio of cases, products weren't marked and labelled in compliance with the Regulation of the European Parliament and of the Council (EU) No. 1007/2011, on textile fibre names. This was due to the fact that they were labelled and marked with information that the used material was bamboo although the products didn't contain any bamboo fibres and the trader mislead the consumer. Out of the number of 59 cases, illegal marking and labelling "BAMBOO" was detected within 55 inspections.

Medical facilities, baths and schools - within the inspection of sales and provision of services, the identified deficiencies concerned mainly non-compliance with the declared amount of beverages, unissued sales documents upon consumer's request, proper information about the price.

Cafes and patisseries - during these inspections CTIA officers found, inter alia, 4 cases of the sale of alcohol to juveniles. These cases were dealt with within administrative procedures.

Horticulture shops - the most common deficiency was the provision of incorrect or no information about the price of the products sold or services provided. In one case, the inspectors proved the sale of alcohol to minors.

Šenovská burza in Ostrava – there were several phases of inspections of stand sale in cooperation with the members of the Customs Administration, aimed at the compliance with the Act on Consumer Protection. There was a preventive element involved consisting of the compliance with the prohibition to sell products infringing certain intellectual property rights. Sellers misconducted especially in terms of proper marking of products with prices and other required information. Flaws were detected within all inspections.

All Souls' Day – CTIA officers carried out in total 69 inspections aiming at the sale of products and provision of services relating to the All Souls' Day. Flaws were detected in cases of 41 sellers, i.e. in 59.4% of all inspections. Vendors mostly failed to inform about prices, properly mark products, and issue bill of purchase upon consumer's request. 37 on-the-spot fines amounting to CZK 43,600 were

imposed. In 4 cases, detected flaws were the reason for starting administrative proceedings. In 15 cases, the ban on 266 items of products of 34 product types in the value amounting CZK 23,769 was issued until remedy would be made. These products failed the requirements laid down in special legal regulations.

Kravařský odpust – the inspection focused on the sale of products and the provision of services in public alimentation stands and establishments during the event of Kravařský odpust in Kravaře, Silesia. The total of 12 sellers were inspected (patisseries, restaurants as well as stands with refreshments, candies, dishes, alcohol and textiles). Defects were detected in cases of 6 sellers, i.e. 50 %. For the identified deficiencies, 5 on-the-spot fines amounting to CZK 6,000 were imposed. Deficiencies identified in 1 case are subject to administrative proceedings. CTIA officers banned the use of 1 item of scales until remedy would be made.

| Inspections of the Olomoucký and Moravskoslezský Inspectorate | Number of inspections | Inspections with findings | Detected breaches in % |
|---|-----------------------|---------------------------|------------------------|
| Dimensional measuring instruments | 5 | 2 | 40 |
| E27 bulb socket | 10 | 9 | 90 |
| Construction products in e-shops | 3 | 2 | 67 |
| Textile products with incorrect marking BAMBOO | 68 | 59 | 87 |
| Goods and services in medical facilities, spa and schools | 33 | 12 | 36 |
| Gardens of cafes and patisseries | 76 | 44 | 58 |
| Horticulture shops | 63 | 38 | 60 |
| Šenovská burza | 24 | 24 | 100 |
| All Souls' Day | 69 | 41 | 59 |
| Kravařský odpust | 12 | 6 | 50 |

6. INTERNATIONAL COOPERATION

The Czech Trade Inspection Authority, on a long-term basis, has actively participated in international activities. Within joint inspections as well as participation in joint events of experts and organized working groups under the auspices of the European Commission (EC) with the aim to improve the level of consumer protection. These are individual projects co-financed and coordinated by the European Commission through an external organizer, and the permanent ADCO Group for cooperation of surveillance authorities of the EU Member States and EFTA for individual product categories.

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. The Ministry of Industry and Trade submits the Plan for the Czech Republic to the European Commission. Through questionnaires and participation in meetings of working 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.

As in previous years, in 2019 the CTIA was a national administrator of the ICSMS system and 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.

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-tried 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.

CTIA participates in regular meetings. There also is the working group of the European Organization for Cooperation in the area of Legal Metrology WELMEC that deals with issues regarding enforcement in the area of metrology. Work of this group closely relates to the activities of the group for administration cooperation ADCO MI; both groups organize joint meetings and use shared information.

In all the above-mentioned activities there is Exchange and sharing of information and expertise that strengthens the overall level of work of individual surveillance authorities, and the CTIA uses it for its own operations to the maximum extent possible. Conclusions from the coordinated projects and more intense use of information systems brings faster and more effective response to detected noncompliant products and help the Czech Trade Inspection Authority to better fulfil its mission and obligations stemming from the legislature.

6.1 Cooperation within joint projects aimed at more effective market surveillance

PROSAFE

Non-profit professional organization for market surveillance bodies PROSAFE (Product Safety Forum of Europe) organized for the European Commission a package of joint activities of market surveillance bodies in the programme JA2016 that were finished and evaluated in 2019. During the year, these projects were followed the programme CASP (Coordinated activities on the Safety of Products). Within the last JA2016 activities, the CTIA took part in coordinated inspections aimed at the Baby-care products – carriers and cots, Electric toys and Hair-care products, as well as the horizontal project focused on the analysis of risks of all products included in partial product projects. A CTIA representative participated in the meeting of the Annual General Meeting where the final summary of the project of joint activities JA2016 was made.

More information on the joint inspection activities can be found in the part 3.2 International Inspections.

CASP 2019

For 2019, the European Commission (DG Growth) decided to change the way of organizing international joint actions in the area of product safety that are financed from EC grants. As managed by EY Belgium, Pracsis and BSI, another set of coordinated activities called CASP 2019 (Coordinated Activities on Safety of Products) was launched. When compared with the JA2015 and JA2016 projects managed by PROSAFE, the period of the projects was reduced from 26 to 15 months and online communication is used more. The CTIA actively participated in four product activities focused on toys (softly stuffed toys and slime toys), chargers and personal transport means.

Within the new international project CASP 2019, financed by the grant of the European Commission, horizontal activities were launched besides coordinated inspection projects. A project aimed at risk assessment was among the horizontal ones. In 2019, there was one meeting of the newly established working group lead by the representatives of DG Justice was informed about the new implementing decision of the European Commission (EU) 2019/417 laying down guidelines for the Rapid Information System for non-food products 'RAPEX'. Further, updated tool for the creation of risk assessment operated by the European Commission. This tool already includes pre-defined templates elaborated by the working group for risk assessment of products, included in the project CASP 2019. These are soft-filled toys, chargers (USB chargers, notebook chargers and chargers for rechargeable batteries), child bicycle seats, electric personal transport devices (electric scooters and bicycles, hover boards etc.) and batteries.

More information on the joint inspection activities can be found in the part 3.2 International Inspections.

6.2 Groups for administrative cooperation ADCO

In 2019, 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, 17 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 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 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);
- 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 MI – 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](#)

In 2019, the Czech Trade Inspection Authority participated in four coordinated inspection actions on products. The sampling and testing of products in the field of portable gas heaters, household appliances using the Internet of Things, and solar panels were carried out. Furthermore, there was detailed preparation for the inspection action ‘cables used on the construction sites’.

More information on the joint inspection activities can be found in the part 3.2 International Inspections.

6.3 Expert groups of the European Commission

In 2019, the Czech Trade Inspection Authority took part in meetings of selected expert groups operating by the European Commission and dealing with issues of the internal market with products. A part of these activities will be transferred to the Ministry of Industry and Trade in the near future.

IMP-MSG – Market surveillance group

The group dealt with the issue of transfer of certain provisions of the Regulation of the Parliament and of the Council (EC) No 765/2008 to the new legal standard – Regulation of the Parliament and of the Council (EU) 2019/1020 on Market Surveillance and compliance of products with legal regulations. This concerned especially the establishment of the European Union Product Compliance Network (EUPCN) and the provision of Article 4 of the Regulation on the commercial entity liable for placing products on the market. EUPCN should strengthen the cooperation and sharing of information and best practices among market surveillance authorities, customs authorities and the European Commission, optimize the need and use of the capacities of surveillance authorities and ADCO work groups in order to support more effective market surveillance and strengthening the consumer protection. The group dealt with the issues of financing, administrative and content support. It launched activities relating to data Exchange and individual digital gateways, and it suggested interdisciplinary joint actions, e.g. inspection of products regulated by several legal regulations, inspection of electronic trade and so on. Pilot disciplinary and interdisciplinary projects will be launched in 2020 to check proposed concepts of cooperation. The group also paid attention to the growing number of purchases made electronically and possibilities for inspection in this area. Denmark, the Netherlands and Estonia work on the development of a new software using artificial intelligence which would enable to identify dangerous and noncompliant products sold online on the basis of machine learning, image recognition, text mining and bar codes.

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

Regulation of the Parliament and of the Council (EU) (2019/1020 on market surveillance and compliance of products, governs that surveillance authorities will use ICSMS for sharing information on inspection results to a broader scale from mid-2021. This requires certain modifications of the system which – besides its primary purposes of sharing information on inspected products – should be also used as a communication tool for: requests for joint help among Member States, communication and transfer of information among customs authorities and surveillance authorities, agreements on joint activities with other bodies, and, last but not least, for direct transfer of information between ICSMS and the Rapid Alert System for dangerous non-food products RAPEX. In the future, the data interface between ICSMS and systems used by customs authorities as well as individual surveillance authorities will be dealt with. One of the frequently mentioned obstacles in the language barrier. Therefore, the European Commission looks into the possibilities of a machine translation module whose integration relates to the effectiveness of the costs. This is to be assessed and evaluated.

6.4 International expert groups

International advisory group MARS UNECE

The Czech Trade Inspection Authority participates in a meeting of the Market Surveillance Advisory Group (MARS), which operates within the working group of the United Nations Economic Commission for Europe (UNECE). The Intergovernmental Working Group UNECE WP.6 for Regulatory and Standardisation Cooperation shall work to strengthen the compliance of existing regulatory standards

in specific sectors that have a major impact on sustainable development, and supports the use of standards as a tool to reduce barriers to trade, promote innovation and increase resilience to risks caused by nature and man. The aim of its Advisory Group is to create a forum for the discussion among all market surveillance bodies in different parts of the world, to promote the sharing of information on best practices and to promote the role of surveillance authorities. The main point of the July 2019 meeting was the introduction of a market surveillance system within the Eurasian Economic Union and in Turkey, both in terms of legislation and in terms of inspection, and the possibility of a system of inspection towards international trade and online trade.

WORKING GROUP WELMEC WG5

WELMEC, the European Organisation for Cooperation in Legal Metrology, brings together 37 European countries and its mission is to coordinate rules and surveillance throughout metrology. A CTIA employee represents the Czech Republic in the WG5 working group, which deals with the field of metrological surveillance and cooperates closely with the EC Group on Administrative Cooperation in the field of ADCO MI measuring instruments. At a regular meeting, the groups addressed the issue of inspection of liquid fuel dispensers, non-automatic weighing instruments for direct sale to the public and for medical purposes, the current absence of legislation for charging stations for cars, and the need for greater harmonisation of mutual recognition of authorisations and periodic verification in the weighing sector.

7. CONSUMER ADVISORY DEPARTMENT

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 the 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. This is in line with the Strategy 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 in 2018 on which it is possible to get an individualized consultation with a CTIA employee and automated basic information about consumer rights and the CTIA activities. People who call can listen to 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 2019, the phone line had more than 63,000 phone calls, including 27,300 in which clients used the opportunity to connect with a CTIA employee.

The department dealt with 15,844 submissions in writing, i.e. queries or notifications to the CTIA. 2,500 consumers used the opportunity to get individual personal advice ensured by the PIS on the premises of individual CTIA inspectorates.

Besides 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 often faces a large number of submissions that are beyond any competence of the CTIA. They often only refer the public 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 2019, the Czech ECC was contacted in 2,868 cases within its advisory and information activities that was 17 more than in the previous year. In more than 850 cases the centre directly helped consumers solve their consumer disputes against traders from other EU countries, Norway and Iceland.

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 the travel trade fair in Brno 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 on air passenger rights as well as consumer rights when buying goods and using services elsewhere abroad. It also gave lectures for high school 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, 2019, the ADR department of the Czech Trade Inspection Authority received in total 3,504 suggestions for the initiation of an out-of-court resolution procedure in a consumer dispute. This was about the same number of suggestions as in 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, so called "energy crooks", 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. We saw high increase in the number of complaints relating to non-delivery of goods ordered from e-shops, especially so-called internet galleries and similar types of unsolid undertaking.

As regards the outcomes of the ADR procedures, 908 complaints were refused by the ADR entity based on legal reasons, and consumers withdrew 351 suggestions. 1,005 disputes were resolved in an amicable way, 992 disputes ended by expiring the timeframe (without any amicable solution). 248 complaints from 2019 are still ongoing. More than a half of the disputes were resolved by amicable solution, specifically the agreement was reached in 50.3% of complaints handled by the ADR Department.

Number and status of solved ADR suggestions

| Number of received submissions * without duplicities | Withdrawn | Refused | Agreement of parties | Ended by expiry of 90-days period | Initiated procedure and request for further documentation (ongoing procedure) | | |
|--|--------------|------------|----------------------|-----------------------------------|---|--|-----------|
| | | | | | Ongoing Procedure | Including extension by further 90 days | |
| January | 345 | 37 | 75 | 105 | 128 | 0 | 0 |
| February | 296 | 23 | 84 | 85 | 104 | 0 | 0 |
| March | 302 | 26 | 80 | 104 | 92 | 0 | 0 |
| April | 284 | 30 | 74 | 86 | 94 | 0 | 0 |
| May | 330 | 42 | 74 | 105 | 109 | 0 | 0 |
| June | 267 | 24 | 77 | 95 | 71 | 0 | 0 |
| July | 249 | 21 | 67 | 82 | 79 | 0 | 0 |
| August | 255 | 25 | 66 | 74 | 83 | 7 | 7 |
| September | 283 | 31 | 72 | 83 | 84 | 13 | 13 |
| October | 310 | 32 | 88 | 83 | 77 | 30 | 30 |
| November | 322 | 24 | 99 | 58 | 71 | 70 | 22 |
| December | 261 | 36 | 52 | 45 | 0 | 128 | 0 |
| Total | 3,504 | 351 | 908 | 1,005 | 992 | 248 | 72 |

| Dispute area | Number |
|--|--------------|
| Defective, caused damage | 524 |
| Noncompliance with the order | 312 |
| Non-delivery / service not provided | 581 |
| Wrong invoice / bill | 74 |
| Problem with guarantee or warranty | 1,194 |
| Other questions regarding contracts and sale | 819 |
| Total | 3,504 |

| Dispute area | Number |
|--|---------------|
| Consumer goods | 2,179 |
| Services for wide public | 575 |
| Financial services | 94 |
| Postal services and el. communications | 41 |
| Transport services | 220 |
| Recreational and cultural services | 319 |
| Energy and water consumption | 30 |
| Health | 2 |
| Education | 1 |
| Other | 43 |
| Total | 3,504 |

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, 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 professional public concerning for example prepared legislation. The Legal Department also participated in the activities of the Disciplinary Committee, 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. They also took part in dealing with 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 and reported necessary information to other divisions 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 Legal 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 2019.

| Overview of the Legal Department's activities | Number of solved cases in 2019 |
|--|---|
| Decisions issued by a second degree body (fines, protective measures) | 241 |
| New decisions given on the grounds of judgements | 3 |
| Review procedure, reopening of the trial, late-raised objection | 45 |
| Decision on appeal from a decision on request for instalment payments | 1 |
| Decision on pleaded bias | 0 |
| Review proceedings (solved by the Ministry of Industry and Trade) | 1 |
| Accusations (against decisions of second degree body in administrative proceedings) | 38 |
| Judgements rejecting administrative suits of second degree body in administrative proceedings | 27 |
| Judgements overruling CTIA decisions of second degree body in administrative proceedings | 6 |
| Appeals | 12 (10 filed by the party of the case, 2 filed by the CTIA) |
| Judgements of Supreme Administrative Court abolishing appeals against judgements of regional court | 6 (5 filed by the party of the case, 1 filed by the CTIA) |
| Judgements of Supreme Administrative Court rejecting judgements of regional court | 1 |
| Requests for enforcement measure received from other EU states based on Regulation No. 2006/2004 | 7 |
| Requests for enforcement measure elaborated by the CTIA based on Regulation No. 2006/2004 | 12 |
| 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 | 0 |

9. PUBLIC RELATIONS

9.1 Press Department – media presentation

In 2019, the communication department released 147 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, with intermediaries of energy supply sale, warned against websites re-selling tickets to events, and paid attention to information relating to inspections of sale of alcohol to juveniles. Among regularly published results of the inspection activities were press releases on inspection results of fuels quality, dangerous products posing risks to their users, i.e. toys, shavers, mobile phone chargers, hair dryers and other products. CTIA presented also the results of so called technical inspections of riding helmets, cots and carriers for babies, furniture with electric equipment, isolation tubes and so forth.

In the area of re-sales of energies, continuous cooperation with Energy Regulatory Office (ERO), Ministry of Industry and Trade, and Czech Confederation of Commerce and Tourism was established for media presentation. Several joint actions were carried out with the aim to alert – with the help of the media – the public on this serious social problem and warn consumers, provide necessary information and seek possible solutions.

Already in the second half of 2018, a section „Energy Auctions“ was created on the CTIA’s website to warn against practices of energy resellers. It contains most important information about what energy auctions are, what fines are imposed by resellers in cases of withdrawals from contracts, what is door-step-selling and which offers of changes of energy suppliers are out there, and so on. Consumers can find a link to the website of the Energy Regulatory Office who is the primary surveillance authority in this field.

In the field of inspections on the sale of alcohol to minors, CTIA presented the results of the inspections carried out by individual CTIA inspectorates in the regions as was information from the year-long inspection action of the Government Office and the Police Presidium called HAD 2020 (Hazard, Alcohol, Children). The Czech Trade Inspection Authority was also involved in the HAD action together with other institutions.

Throughout 2019, the results of the so-called general inspections, e.g. in the area of e-commerce, discount events, discrimination, sale of counterfeits, compliance with the ban on sales selected holidays, etc. The results are processed and provided to the media every quarter or on ad hoc bases as needed or on request by the media. CTIA also published results of inspections carried out in the context of classic seasonal events, such as the summer and winter tourist season, advent markets, the sale of goods relating to All Souls’ Day, etc.

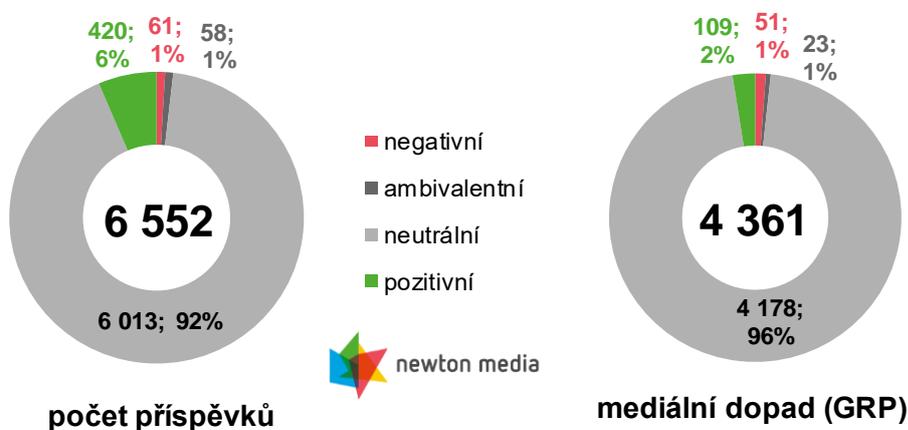
The Press Department of the CTIA also published press releases about the results of individual inspections of individual regional inspectorates, including information on inspections e.g. at cultural events, music festivals, regional exhibitions and fairs – such as Gold Helmet, Velká Pardubická, Zahrada Čech, Země živelka, Flora Olomouc etc.

CTIA regularly published information on results of inspections at marketplaces where officers foremost inspected possible sale of counterfeits as well as pyrotechnic articles. The information was mostly

published by regional media, but also national media took important part in presenting the results from the market places Hatě, sv. Kateřina in Western Bohemia, Šenovská burza in the Ostrava region, Flea Market in Prague-Vysočany, Vyšší Brod in South Bohemia and other. Handover and use of confiscated counterfeits belonged among interesting information. The media covered also joint inspection events carried out with other surveillance institutions and state administration bodies, such as inspections in Kravaře, Potůčky and Cheb, Hostinné, Strážné, the Václav Havel Airport in Prague, inspections of alcohol sale in Ústí nad Labem and Brno.

Media analysis of the CTIA

In 2019, a total of 6,552 posts about the Czech Trade Inspection Authority were recorded in the media. The vast majority of contributions (92%) about the CTIA was reflected neutrally in the media. This is also apparent from the nature of the institution's activities, which focuses on carrying out inspections and is included in articles of an informative and intelligence nature. There were 420 positive references in the total of six and a half thousand reports, which included positive perception of the CTIA by journalists or the public, or positive words from inspection officials. Some of the articles sounded positive on the basis of the topic they addressed (e.g. cooperation with other authorities in the campaign against "electro-crooks"). The opening of special studies at the University of Pardubice, which is professionally focused on trade inspection, as well as information on the credibility of the CTIA in the public after a STEM investigation was carried out and published, were also reflected in the media. Only two percent of articles were negative or ambivalent in the media.



The graphs show the shares on the total media appearance. The left graph reflects the total number of posts, the right graph the media impact.

Source: NEWTON Media

GRP - media impact is expressed in percentage and in the so-called Gross rating points, with one GRP corresponding to a group of 90,000 readers, listeners or viewers who were able to get acquainted with the published post. A reader who could read more than one post is taken into account multiple times.

In 2019, 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 2019, in total 365 warnings against purchases were published (in 2017 it was 131 warnings, in 2018 it was also 365 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.

The Czech Trade Inspection Authority regularly publishes the data on inspections carried out, imposed fines, bans, detected counterfeits, prohibited products, and inspection focus in the form of the so-called open data. The data is published on its website from 2013. 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.

In 2019, a new phenomenon of so-called „shopping galleries“ appeared in addition to fraudulent websites. This is an online resale of goods, where the consumer is not informed on the e-shop website that they are not dealing directly with an e-shop, but only with a reseller. Consumers experience problems when returning goods or making a claim.

Below find an overview of particular sub-pages of the website of the Czech Trade Inspection Authority. In 2019, 474,604 unique visitors visited the website of the CTIA and carried out 667,714 visits (some of them came repeatedly).

They saw 1,388,622 pages of the Czech Trade Inspection Authority, including the following most frequently visited sites:

- 265,932 x home page www.coi.cz
- 128,624 x risky e-shops
- 75,459 x consumer guide
- 66,884 x filing system
- 63,191 x contacts - inspectorates
- 55,593 x information on ADR (including filing system of the ADR)
- 53,309 x section for traders
- 47,607 x searched for withdrawal from the contract within 14 days (in the Consumer Guide)

The spokesperson communicated 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. He was invited to lectures for seniors and students.

Answers to written and phone inquiries prepared by the employees of the communication department together with members of expert units. Quotations about the CTIA occurred in the media in 3,013 cases.

Individual inspectorates and their directors continued in 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.

9.2 Communication with the public

Preventive educational activities

The communication department also continued in the joint educational 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 2018/20169, the first part of the project took place in all regions of the Czech Republic, including Prague, and more than 1,300 students from secondary schools of all kinds participated in 16 lectures. Lectures were supplemented with new educational films focused on purchase of flight tickets and accommodation abroad on the internet and their possible risks, sale of counterfeits, their inspections, confiscation and possible liquidation or use for humanitarian purposes. Lectures were given by experienced employees of the Czech Trade Inspection Authority. From the start of the project in 2015, in total 44 lectures for almost 4,500 students were given.

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 by sellers within online trade, sale of energies etc. Other topics included settlement of claims, returning goods and so on. 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 in the regions. The chart below shows the overview of all preventive educational activities of the Czech Trade Inspection Authority.

Preventive educational activities in 2019

| Inspectorate | Number of lectures | Participants | Topic |
|-------------------------------|--------------------|----------------------|---|
| Jihočeský and Vysočina | 5 | high school students | Consumer protection, e-shops |
| | 2 | seniors | Seniors' Day (Pelhřimov, Písek) – energy auctions, claims (project of the Ministry of Social Affairs) |
| | 2 | professional public | Surveillance scope of the CTIA |
| | | | |
| Jihomoravský and Zlínský | 2 | seniors | CTIA activities, consumer protection, energy auctions |
| | 4 | traders | CTIA activities, obligations of traders |
| Olomoucký and Moravskoslezský | 2 | seniors | Seniors' Day (Karviná, Prostějov) – energy auctions, claims + advisory services (project of the Ministry of Social Affairs) |

| | | | |
|--|---|------------------------|---|
| | 2 | traders and the public | Silesian Educational Centre Karviná; Regional Chamber of Commerce in Přerov – authorizations of the CTIA and inspection activities |
| | 1 | public | Labour Office in Ostrov – CTIA activities and advisory service within the scope of the authority |
| Ústecký and Liberecký | 5 | high school students | Correct consumer behaviour - project of the MIT and CTIA |
| | 3 | seniors | Energy auctions – protection against unfair commercial practices (Seniors' Day Turnov, Děčín - project of the Ministry of Social Affairs) |
| | 1 | professional public | Conformity Assessment of Selected Products |
| Středočeský and Prague | 2 | seniors | Seniors' Day (Poděbrady, Mnichovo Hradiště) – unfair commercial practices, advisory service (project of the Ministry of Social Affairs) |
| | | | |
| Plzeňský and Karlovarský | 7 | seniors | Senior Academy Plzeň and Karlovy Vary – unfair commercial practices, CTIA inspection activities |
| | 2 | seniors | Seniors' Day (Sokolov, Stříbro) – unfair commercial practices, advisory service (project of the Ministry of Social Affairs) |
| | 5 | high school students | Correct consumer behaviour - project of the MIT and CTIA |
| | 1 | professional public | Elektro cech – surveillance activity of the CTIA in the area of electric products |
| | 1 | professional public | Association of Hotels and Restaurants – professional questions regarding surveillance within the field of hotels and restaurants |
| | 1 | public | Municipality Office of Plzeň 3 – Armchair for our Guest – inspection activities of the CTIA |
| | | | |
| Královéhradecký and Pardubický | 1 | high school students | CTIA authorizations, surveillance competence of the CTIA. Consumer protection – e-shops |
| | 2 | seniors | Seniors' Day (project of the Ministry of Social Affairs) – unfair commercial practices, CTIA authorizations, claims, ADR |
| Methods and Inspection Support department | 2 | professional public | Construction products – lecture for commercial entities on placing products on the market |

| | | | |
|--|---|---|---|
| | 1 | Police of the Czech Republic | CTIA activities in the area of intellectual property rights protection with the focus on aspects of cooperation with the Police of the Czech Republic |
| | 1 | professional public | Placing machinery on the market |
| | 1 | professional public and employees of surveillance authorities | CTIA activities in the area of pressure equipment |
| Office of the CTIA / Communication Department | 2 | University students | Activities of the CTIA, consumer protection, risky e-shops |
| | 1 | seniors | Seniors and human rights (unfair commercial practices), conference of the Ministry of Social Affairs |
| | 2 | seniors | Seniors' Day (project of the Ministry of Social Affairs) – unfair commercial practices, CTIA authorizations, claims, advisory service |

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 2019, the CTIA filed and answered 141 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 requested documents relating to their submission.

Queries submitted in compliance with the Act on Free Access to Information

| CTIA inspectorate | Number of requests for information | Decisions on refusal of requests | Appeals lodged against a decision | Appeals lodged pursuant to Section 16a |
|--------------------------------|------------------------------------|----------------------------------|-----------------------------------|--|
| General Inspectorate | 60 | 2 | 0 | 0 |
| Středočeský and Prague | 12 | 2 | 0 | 0 |
| Jihočeský and Vysočina | 15 | 1 | 0 | 0 |
| Plzeňský and Karlovarský | 3 | 1 | 0 | 0 |
| Ústecký and Liberecký | 2 | 0 | 0 | 0 |
| Královéhradecký and Pardubický | 10 | 0 | 0 | 0 |
| Jihomoravský and Zlínský | 25 | 3 | 0 | 0 |
| Olomoucký and Moravskoslezský | 14 | 1 | 0 | 0 |
| Total | 141 | 10 | 0 | 0 |

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 complaint | Partly justified complaint | Unjustified complaint |
|--------------------------------|---------------------|----------------------------|-----------------------|
| Středočeský and Prague | 1 | 1 | 2 |
| Jihočeský and Vysočina | 0 | 0 | 0 |
| Plzeňský and Karlovarský | 0 | 1 | 3 |
| Ústecký and Liberecký | 0 | 0 | 1 |
| Královéhradecký and Pardubický | 0 | 0 | 5 |
| Jihomoravský and Zlínský | 0 | 0 | 0 |
| Olomoucký and Moravskoslezský | 0 | 1 | 5 |
| Total | 1 | 3 | 16 |

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

| CTIA inspectorate | Justified complaint | Partly justified complaint | Unjustified complaint |
|--------------------------------|---------------------|----------------------------|-----------------------|
| General Inspectorate | 0 | 2 | 12 |
| Středočeský and Prague | 3 | 8 | 2 |
| Jihočeský and Vysočina | 0 | 0 | 6 |
| Plzeňský and Karlovarský | 1 | 2 | 7 |
| Ústecký and Liberecký | 1 | 2 | 4 |
| Královéhradecký and Pardubický | 0 | 1 | 16 |
| Jihomoravský and Zlínský | 0 | 1 | 9 |
| Olomoucký and Moravskoslezský | 0 | 0 | 7 |
| Total | 5 | 16 | 63 |

Submissions received on anticorruption line

| | |
|--------------------------|----|
| | |
| e-mail (fairplay@coi.cz) | 22 |
| Satisfaction box | 0 |

10. HUMAN RESOURCES

10.1 Use of wage funds

Analysis of employment and use of wage funds

| Budget expenses in 2019 | | | | |
|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| Use as of December 31, 2018 | Use as of December 31, 2019 |
| 501 - 2 Employee salaries and other personal expenses OPE | 206,042,018, | 210,067,555 | 205,333,790 | 97.7 |
| Incl.: 5011 Employee salaries | 9,555,924 | 10,048,324 | 9,317,791 | 92.7 |
| 5013 Salaries of employees under service contracts | 194,309,932 | 196,279,396 | 193,567,447 | 98.6 |
| 5021 Other personal expenses | 2,176,162 | 3,739,835,,, | 2,448,552 | 65.5 |
| 5024 Severance pay | 0 | 74,680 | 74,680 | ,100.0 |
| 5025 Settlements | 1,200,000 | 1,200,000 | 648,060 | ,54.0 |

Limit for wage funds amounting to CZK 203,433,328 was established in a list of obligatory factors (letter of the MIT, file number 93212/18/21200 from January 3, 2019):

The change of the list of obligatory factors – budgetary measure No. 1 (letter from the MIT 67961/19/11400 from August 28, 2019) brought an increase of the wage fund for state employees by CZK 216,264; item 5013 was increased to the amount of CZK 203,649,592. The change of the list of obligatory factors for 2019 – budgetary measure No. 2 (letter from the MIT MPO 75691/19/11400 from October 2, 2019) – the wage funds from state employees was increased by CZK 216,264; item 5013 was increased to the amount CZK 203, 865, 856, including:

- Financial sources for wages of the established limit of 452 employees amounting to CZK 203,865,856 (average salary 37,586 CZK), including:
 - a) 23 employees under labour contract on positions under the Act No. 262/2006 Coll., Labour Code, amounting to CZK 9,555,964 (average salary CZK 34,623);
 - b) for 429 employees under service contract according to the Act No. 234/2014 Coll. on Civil Service amounting to CZK 194,309,932 (average salary CZK 36,044);
- Comprised resources for other personal expenses (payments for the work done) amounting to CZK 2,176,162;
- CZK 1,200,000 for compensation payments.

Wage funds, including other personal expenses (further on referred to as OPE), were further increased by unused expenses from 2018 as follows:

- By the amount of CZK 1,969,464 for wages of employees under service and labour contract at a civil servant work position;
- Wages of employees under labour contract by CZK 492,400;
- Other personal expenses by the amount of CZK 307,754.

Further, the amount of CZK 1,255,919 was transferred 5021 – OPE based on the activities of the European Consumer Centre. The amount of CZK 74,680 was transferred to item 5024 – Compensation payments.

The limit of wage funds in 2019 was CZK 10,048,324 after all modifications for the foreseen number of 23 employees under labour contract (average monthly wage CZK 36,407); limit for wage funds for the foreseen number of 429 employees under service and labour contracts on civil servant positions amounted to CZK 196,279,396 (average monthly wage was CZK 38,127).

In total it was possible to use the following wage funds amounting to CZK 211,267,555, including:

- Wages of employees of the CTIA up to the amount of CZK 206,327,720, including:
 - a) CZK 10,048,324 under labour contract at a labour work position;
 - b) CZK 196,279,396 for wages of employees under service and labour contract at a civil servant work position
- Other personal expenses amounting up to CZK 3,665,155;
- Compensation payments up to CZK 74,680;
- Settlement fees up to CZK 1,200,000.

The real use of the limit of wage funds of 2019 amounted to CZK 206,327,720 Given the average recalculated number of (really working) employees was 425, the actual average monthly paid wage was CZK 40,361 per 1 employee. The use of the funds was as follows:

- Funds for wages of employees under service and labour contract on civil servants positions amounted to CZK 193,567,447 given that the average recalculated number of really working) employees was 401. The actual average monthly paid wage was CZK 40,226 per 1 employee;;
- Funds for wages of employees under labour contract amounted to CZK 9,317,791 given the average recalculated number of (really working) employees was 21. The actual average monthly paid wage was CZK 40,226 per 1 employee;
- Funds for other personal expenses were used in the amount of CZK 2,448,552. Funds for compensation fees amounting to CZK 74,680 were paid to 1 employee; settlements amounted to CZK 648,060.

Besides the above-mentioned use of the wage funds, compensation of wages was paid to 4 former employees based on 10 lawful court decisions. During 2019, budgetary funds were gradually increased in the field of non-investment expenses due to lawful court decisions in labour lawsuits concerning illegal termination of 3 labour contracts in 2007; and 1 employee claimed removal of personal bonus from 2013. In total, the CTIA paid CZK 3,607,031 as wage compensations.

10.2 Education of employees in 2019

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.

339 courses were ordered from organizing agencies, including 19 that were cancelled by the agency - most frequently there weren't enough participants. In total 1,793 employees took part in all courses (some employees attended more courses), including:

- 55 employees at internal events organized by the CTIA within the training on the Act on Inspection, and 259 employees within the training organized by the CTIA with paid trainers on CTIA premises;
- 170 employees took part in language education organized at 5 CTIA inspectorates to June 2018, and 69 employees took part in language courses at 7 CTIA inspectorates from September 2018.

47 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 2019, in total 90 drivers employees-officers were trained. Drivers training was also carried out in the form of e-learning (150 state employees).

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 2019, 42 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 at all inspectorates, provided by external specialized agencies or language schools selected based on results of small-scale tenders. The education was attended by 82 employees from January 1 to June 30, 2019, and by 88 employees from September 1 to December 31, 2019.

Internal educational events

Internal educational events were ensured by internal trainers from CTIA employees on the CTIA's premises. 3 events were focused on the Act on Inspection with 55 state employees participating. In total, 12 events were held with 250 participating employees (Act No. 82/1998 Coll., on Liability for damage incurred within the state administration or due to the incorrect administrative procedure; Communication in crisis situations – how to prevent them, solve them and communication with the aggressor; Czech spelling – news and certainties; Emotions at work; Unfair Commercial Practices of traders towards consumers; Grammar of present Czech language; Technical consultations on the requirements for current and new machinery).

Events of the Ministry of the 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 – 2 employees took part; Work within the OSYS module – 2 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), GORDIC spol. s.r.o., Bova Polygon, Aliaves, MÚZO Praha, Anag, Seminária, Integra, Aktuální paragrafy JUDr. Chládek, OK system, Otidea, Rentel, and TSM spol. s.r.o. Highest number of employees participated in events organised by the Institute for Public Administration Prague (500 employees) and the Bova Polygon (120 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:

- 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 on Facebook Marketing, Communication with people in harmony with brain function, Communication skills of an officer; Course on Czech punctuation; Mind maps to increase the work performance; Before you start talking – more than just presentation skills, News in spelling, style and standard, Advanced training for spokespersons; Prevention of burnout in conditions of public administration; Job interview in selection procedure; Speed reading; Stylistics of present Czech language; Burnout, Editing documents elaborated by text processors ČSN 01 6910, Editing official documents, Effectively against stress and burnout, Win over stress, Basics of Ethics for Officers, Basics of Internal Communication; Principles of correct correspondence; Managing conflicts and their prevention, Managing stress and stressful situations, and so forth.);
- 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 of 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.

- Accounting in state administration (Updates on taxes in dependent activities – Annual accounting; Travel expenses in 2019; Long-term intangible and tangible assets from A to Z in accounting practices; EIS – assets, storages; 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; Wage reductions and execution of Training of payment commanders within the CTIA etc.;
- 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; 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 to the Act on Civil Service; Civil Service Act; Changes in the Labour Code as of 2nd half of 2018 and the amendment for 2019);
- Area of IT (Administration of implementation of the authority's applications, 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 gas generating facility 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 (Technical and Test Institute for Construction Prague) – construction products and applicable legislation; Pressure equipment; Electrician in law; National meeting of electricians;

Expenditures on education

In 2019, the total amount of CZK 2,378,100 was used for trainings and education of employees, including CZK 2,051,436 for increasing professional qualification and other courses and seminars with specialized focus, and CZK 326,664 for language courses.

11. FINANCIAL RESOURCES MANAGEMENT

11.1 Information on income

Income for 2019 was set at 53,000 thousand CZK, same as in 2017 and 2018. This amount was exceeded by CZK 44,979, so the total income was CZK 97,979 thousand CZK, and hence, income was fulfilled by 184.87% of the total budget. Same as in 2018, there was no income budget increase by any budgetary corrective measure. The income was lower by 19,126 thousand CZK than in 2018 (117,105 thousand CZK).

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 92,858 thousand CZK, which was by 18,778 thousand CZK less than in 2018. A significant part of the imposed fines was handed over for enforcement to the Customs Administration.

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 2,097 thousand CZK, which presents an decrease by 1,272 thousand CZK comparing to 2017 (1,369 thousand CZK).

Income from rental of properties amounted to 316 thousand CZK which was more than in 2018 (308 thousand CZK). Tax income amounted to 22 thousand CZK, which was less than in 2018 (39 thousand CZK).

Income from the sale of fiscal assets amounted to 181 thousand CZK, which was less than in 2018 (166 thousand CZK)

1,255 thousand CZK were transferred from the reserve fund as budget incomes in 2019.

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 2019, a special state budget revenue account was credited with the total amount of CZK 92,649, which consisted of fines imposed in administrative procedures (it was 111,879,835 CZK in the previous year 2017). CTIA imposed the total of 4,078 fines in 2019.

Out of that, on-the-spot orders amounted to 14,873 thousand CZK (in 2018 it was 15,062 thousand CZK), and 22 thousand CZK was collected for administrative fees (it was 26 thousand CZK in the previous year 2018).

The total receivables for the monitored year amounted to 99,552,000 CZK (in was 150,997,935 CZK in the year 2018). Receivables amounting to CZK 21,786,000 were handed over for enforcement by customs authorities (it was CZK 54,173,100 in the previous year 2018).

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 2019 was set to the amount of 417,574 thousand CZK which was by 6,478 thousand CZK more than in 2018. Out of that, material expenses amounted to 125,680 thousand CZK (this was more by 14,372 thousand CZK more than in 2018 when they amounted to 111,308 thousand CZK) and investment expenses amounted to 10,700 thousand CZK (which was less by 1,150 thousand CZK than in 2018 when it was 11,308 thousand CZK). The final budget amounted to 516,281 thousand CZK (it was by 37,289 more than on 2018 when it amounted to 478,992 thousand CZK), while 393,599 thousand CZK, i.e. 76.24 % of the final budget, was used (it was more by 17,474 thousand CZK than in 2018 when 376,125 thousand CZK was used).

In 2019, the CTIA's reserve fund received 1,243 thousand CZK. It was a down payment for the ECC activities for 2020. Further, the CTIA received an additional payment amounting to 307 thousand CZK for the ECC activities of 2018. Financial resources amounting to 1,256 thousand CZK were used in 2019. (Detailed information about the reserve fund are available in the part XIV).

Claims of unused expenses (CUE) were included in the budget in the amount of 102,865 thousand CZK (which was more by 34,970 thousand CZK than in 2018 when 67,895 thousand CZK were used). In total, 55,012 thousand CZK were used from the CUE.

Based on the accompanying letter relating to the expected amount to be used from the financial resources of 2019, the MIT decided on the reduction of the operating budget by 6,000 thousand CZK.

Wage funds were used in the amount of 202,885 thousand CZK (while in 2018 it was 208,765 thousand CZK). Although budgetary measures caused increase of wage funds twice in the budgetary item 5013, the use of the funds was lower by 5,880 thousand CZK when compared to 2018. The modified budget for employees' salaries was set to 9,556 thousand CZK (it was 7,899 thousand CZK in 2018), and after including CUE, the final budget amounted to 10,048 thousand CZK (it was 9,687 thousand CZK in 2018). The actual use for employees' salaries amounted to 9,317 thousand CZK.

The modified budget for salaries of state employees was set to 194,309 thousand CZK (in 2018, it was 200,494 thousand CZK). During the year, the budget increased twice by a budgetary measure with the indicted code of purpose, namely by 432,528 thousand CZK. The final budget of state employees' salaries amounted 196,279 thousand CZK (it was 201,540 thousand CZK in 2018). The actual use for state employees' salaries amounted to 193,567 thousand CZK (in 2018 it amounted to 199,571 thousand CZK).

The modified budget for other payments for performed work amounted to 2,101 thousand CZK (in 2018, the amount was 1,597 thousand CZK). During the year, this item was increased by the CUE amounting to 307 thousand CZK and sources from the reserve fund amounting to 1,256 thousand CZK. The reported use amounted to 2,449 thousand CZK (in 2018, it was 3,336 thousand CZK).

Severance pay was paid in the amount of 75 thousand CZK in 2019.

Settlements amounted to 648 thousand CZK (in 2018, it was 779 thousand CZK).

The final budget of material expenses was set to the amount of 195,893 thousand CZK (in 2018, it was 134,636 thousand CZK). The actual use amounted to 89,053 thousand CZK (in 2018, it was 74,999 thousand CZK). The use of material expenses presented 45.46% of the final budget.

6,618 thousand CZK was paid for compensations from labour-law legal disputes (in 2018, it was 7,433 thousand CZK), including facilities from previous years, from items 5051, 5141, 5192, 5031. Considering that not enough financial resources were budgeted for these items, CTIA used CUE from previous years for financing compensations from legal disputes. The estimate of the total amount of compensations from legal disputes, which will still have to be paid out in the next period, amounts to about 30,000 thousand CZK. Since legal disputes have taken place since 2007 and not all demands of complainants were 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 affects the increase of delay charge due to the increase of the calculating basis. The budget for 2020 does not have the necessary financial resources within the respective budget items and, therefore, so CTIA will again use CUE from 2019, so that refunds of these compensations do not need to be requested from MIT.

39.70% of the modified budget was used for the **purchase of property** in total and material in total. The final budget amounted to 19,422 thousand CZK (in 2018, it was 13,612 thousand CZK), the actual use amounted to 7,711 thousand CZK. There was an increase when compared to the year 2018 (13,612 thousand CZK).

Out of that, 54 thousand CZK was used for the purchase of protective equipment (according to internal regulation of CTIA). In 2018, it was 68 thousand CZK. This concerned e.g. overalls, working boots and gloves.

In total 138 thousand CZK was used for books, teaching aids and press (in 2018, it was 163 thousand CZK).

Small long-term assets were purchased in the value of 5,527 thousand CZK (it was 5,423 thousand CZK in 2018). They presented belongings monitored pursuant to an internal regulation of the CTIA. Purchases included mainly furniture from the central public tender realized by MIT, as well as other equipment for inspectorates and individual work places. Hardware equipment is tendered centrally by the MIT and it was ordered only in December 2019 and the delivery was in the first week of 2020. Performance (invoice payment) will be made from CUE in 2020. In 2019, mobile phones were purchased.

The **purchase of material not listed elsewhere** amounted to 1,941 thousand CZK. In 2018, it was 1,908 thousand CZK. There as an increase by 33 thousand CZK. This concerned mainly the purchase of office supplies and material (679 thousand CZK), material for company cars (39 thousand CZK), pattern books (352 thousand), and also cleaning detergents, dishes, materials for maintenance of objects (5558 thousand CZK), toners (288 thousand CZK), and IT material (71 thousand CZK).

Interests and other financial expenses in 2019 amounted to 2,336 thousand CZK (it was 2,172 thousand CZK in 2018) and they concerned mainly interests for compensations of wages from legal disputes (2,294 thousand CZK). Exchange rate losses amounted to 42 thousand CZK (it was 46 thousand CZK in 2018).

The **budget for the purchase of water, fuels and energy** was modified to 11,268 thousand CZK (in 2018, it was 4,580 thousand CZK) out of which 4,901 thousand CZK was used. 307 thousand CZK was spent on water (in 2018, it was 332 thousand CZK), 1,188 thousand CZK was spent on heat (in 2018, it was 1,240 thousand CZK), 627 thousand CZK was spent on gas (in 2018 it was 444 thousand CZK), and 1,442 thousand CZK was spent on electricity (in 2018, it was 844 thousand CZK). The increase

was caused by the increase of prices of energies. The other reason was the fact that CTIA – in compliance with law - doesn't bill deposit payments to tenants, but it performs only billing of the services. Some invoicing would take place only in the first quarter of 2020 and received overpayments will be transferred to the state budget.

Fuels and lubricants amounted to 1,338 thousand CZK in 2019. There were savings amounting to 175 thousand CZK when compared to 2018 (1,576 thousand CZK). The decrease was caused by the development in the prices of fuels and higher number of used pre-fills in relation to collected fuel samples within the inspection activities.

Purchase of services - the modified budget for was used by 126.38%. The total amount of the modified budget was 47,590 thousand CZK (it was 49,911 thousand CZK in 2018), the final budget amounted to 73,934 thousand CZK (in 2018, it was 68,679 thousand CZK) and 60,145 thousand CZK was used (in 2018, it was 46,178 thousand CZK). So, there was an increase regarding the use of the services item.

Postal services amounted to 556 thousand CZK (in 2018, it was 599 thousand CZK). Telecommunication and radio-communication services amounted to 2,414 thousand CZK (in 2018, it was 2,683 thousand CZK), out of which 239 thousand CZK were spent on landlines (in 2018, it was 224 thousand CZK), 1,133 thousand CZK on internet (in 2018, it was 967 thousand CZK), 1,042 thousand CZK on cell phones (it was 1,200 thousand CZK in 2018).

Services of banking institutions were used in the amount of 584 thousand CZK (for 2018 they were paid already in 2017).

In total 1,502 thousand CZK was paid for **rental** (it was 1,478 thousand CZK in 2018). 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 (commercial rental).

478 thousand CZK was paid for **consulting, advisory and legal services** (it was 398 thousand CZK in 2018). This concerned mainly consulting within the audit of final accounts, legal consulting, and consulting concerning the economic system EIS JASU. The highest amount of 361 thousand CZK consists of the elaboration of the proposal for the solution of shifting from the current use of metallic LAN to a wireless Wi-Fi.

In 2019, 2,378 thousand CZK was paid for **trainings and education of employees** (it was 1,846 thousand CZK in 2018). 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 17,980 thousand CZK was spent for **data processing services and services** associated with information technology and communication technology (in 2018 it was 6,725 thousand CZK). 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). 710 thousand CZK were paid for the support and modifications of the GINIS system in which the e-filing system is operated. 580 thousand CZK was paid for the support and modifications of the Economic System EIS JASU. 757 thousand CZK was paid for the service and

material support of printers. 176 thousand CZK was paid for the support of the operations of the HR SW OkBase. 1,353 thousand CZK were paid for the operation of the data centre. 7,632 thousand CZK were paid for prolongation of Microsoft licences. 6,600 thousand CZK were used for the support ordered by the IT department. This item also included expenses on the Certification Authority, for which 172 thousand CZK were paid.

The purchase of **services not listed elsewhere** amounted to 34,124 thousand CZK (it was 31,714 thousand CZK in 2018). Out of that, there was 2,775 thousand CZK for employees' alimentation (it was 2,334 thousand CZK in 2018), 762 thousand CZK for cleaning (it was 749 thousand CZK in 2018), 1,710 thousand CZK for security guards (it was 1,249 thousand CZK in 2018), 581 thousand CZK for services of manufacturing and non-manufacturing character (1,379 thousand CZK), 18 thousand CZK for destruction of counterfeits, 647 thousand CZK for data from media and electronic standards (it was 614 thousand CZK in 2018), 223 thousand CZK for health care (it was 157 thousand CZK in 2018), 125 thousand CZK for revisions of premises (it was 315 thousand CZK in 2018), 762 thousand CZK for waste removal (it was 690 thousand CZK in 2018). This item also included flat rates for services on the premises of Královéhradecký and Pardubický Inspectorate. There were also 23,304 thousand CZK spent on payments for fuel samples analyses (it was 23,000 thousand CZK in 2018), 3,369 thousand CZK for payments for other analyses (It was 3,900 thousand CZK in 2018), 9 thousand CZK for fees for TV and radio, 64 thousand CZK for service of elevators (it was 25 thousand CZK in 2018), 31 thousand CZK for technical inspections of personal vehicles (it was 39 thousand CZK in 2018), 3 thousand CZK for other fees concerning CCS cards.

For **other purchases**, the final budget amounted to 18,042 thousand CZK (it was 18,416 thousand CZK in 2018), and 9,910 thousand CZK was used (it was 11,684 thousand CZK in 2018).

4,569 thousand CZK in total was used for **repairs and maintenance of premises** (it was 5,824 thousand CZK in 2018).

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 in the next periods will be realized within investment expenses.

Repairs of machinery and devices, including IT, amounted to 37 thousand CZK (it was 80 thousand CZK in 2018).

Repairs and maintenance of company cars amounted to 421 thousand CZK (329 thousand CZK).

Approximately 189 thousand CZK was used for **programmes** (it was 20 thousand CZK in 2018). Most of programme equipment was performed as investments.

The modified and final budget of **expenses for travelling** within the Czech Republic as well as abroad was set to 6,033 thousand CZK (it was 5,961 thousand CZK in 2018). The total use in 2019 amounted to 4,286 thousand CZK (it was 4,386 thousand CZK in 2018). Out of that, there was 3,499 thousand CZK for travelling within the Czech Republic (it was 3,611 thousand CZK in 2018), and 763 thousand CZK for travelling abroad (it was 764 thousand CZK in 2018).

Expenses on **refreshment** used from 96.10% of the modified budget and 399 thousand CZK in total was used in 2019 (it was 385 thousand CZK in 2018). Gifts amounted to 14 thousand CZK in 2019.

Conference participation fees were used in the amount of 16 thousand CZK.

Expenses associated with non-investment purchases amounted to 937 thousand CZK (it was 693 thousand CZK in 2018) and they used 48.57 % of the modified budget. This concerns mainly payments for samples, which were compliant within inspections (474 thousand CZK) and also payments for fuel “withdrawals” (294 693 thousand CZK). Also „vouchers“ fall within this item (173 693 thousand CZK).

There were no paid sanctions.

Compensations for **legal proceedings** and witness’s fees amounted to 1,376 thousand CZK (it was 1,027 thousand CZK in 2018). 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 95 thousand CZK (it was 73 thousand CZK in 2018). 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 1,622 thousand CZK (it was 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, 2019, the total assets of the Czech Trade Inspection Authority included in the accounting record and expressed in purchase costs were 497,147 thousand CZK. The largest part is represented by buildings, with a total value of 334,402 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 53,055 thousand CZK.

Further details are stated in the table “CTIA assets as of December 31, 2019” (see Appendix No. 4).

Tables concerning the report on financial management

Incomes as of December 31, 2019

Appendix No. 1

| Suc | Item | Auc | Description | Modified budget | Annual fulfilment | % fulfilment |
|-----|------|-------|---|-----------------|----------------------|--------------|
| 222 | 1361 | | tax revenue | 0.00 | 22,000.00 | |
| | 1361 | total | | 0.00 | 22,000.00 | 0.00 % |
| 222 | 2111 | 1 | Incomes for provision of information | 0.00 | 15,546.00 | |
| | 2111 | total | | 0.00 | 15,546.00 | 0.00 % |
| 222 | 2132 | 0 | income for provided information | 300,000.00 | 315,685.16 | |
| | 2132 | total | | 300,000.00 | 315,685.16 | 105.23 % |
| 222 | 2141 | 0 | income from interest | 20,000.00 | 0.00 | |
| 222 | 2141 | total | income from interest | 20,000.00 | 0.00 | 0.00 % |
| | 21 | total | income from own activities and transfers of surplus of organizations with a direct relation | 320,000.00 | 353,231.16 | 110.38 % |
| 222 | 2212 | 0 | accepted sanction payments – fines in administrative procedure | 49,680,000.00 | 90,728,724.00 | 255,75% |
| 222 | 2212 | 1 | accepted sanction payments – fines in administrative procedure | 0.00 | 1,928,200.00 | 0,00% |
| 222 | 2212 | 2 | accepted sanction payments – other sanctions | 0.00 | 130,064,25 | 0,00% |
| 222 | 2212 | 9 | sanction payments – not listed fines in administrative procedure | 0.00 | 71,000,00 | 0,00% |
| | 221 | total | sanction payments received from other subjects | 49,680,000.00 | 92,857,988.25 | 186.91 % |
| 222 | 2229 | 0 | income from the sale of non-investment assets | 0.00 | 818,577.12 | 0.00 |
| 222 | 2310 | 0 | income from the sale of short-term and long-term assets | 0.00 | 1,065.00 | 0.00% |
| | 2310 | total | received indemnities | 0.00 | 1,065.00 | 0.00% |
| 222 | 2322 | 0 | received indemnities | 0.00 | 13,823.00 | 0.00% |
| | 2322 | total | received non-capital contributions and compensation payments – previous years | 0.00 | 13,823.00 | 0.00% |
| 222 | 2324 | 0 | received non-capital contributions and compensation payments – refunds for analyses | 3,000,000.00 | 239,034.73 | 7.96 % |
| 222 | 2324 | 1 | received non-capital contributions and compensation payments – management expense compensations - section 79 par. 8. Act No. 500/2004 Coll. | 0.00 | 1,011,755.91 | 0.00% |
| 222 | 2324 | 2 | received non-capital contributions and compensation payments – damaged goods. stocked goods | 0.00 | 410,000.00 | 0.00% |
| 222 | 2324 | 3 | received non-capital contributions and compensation payments – damages | 0.00 | 393,557.64 | 0.00% |
| 222 | 2324 | 4 | received non-capital contributions and compensation payments – invoicing of sample purchase | 0.00 | 42,625.22 | 0.00% |

| | | | | | | |
|--------------|------|-------|---|---------------|---------------------|----------|
| 222 | 2324 | 5 | received non-capital contributions and compensation payments | 0.00 | 0.00 | 0.00% |
| | 2324 | total | non-identified income | 3,000,000.00 | 2,096,973.50, | 69.90 % |
| 222 | 2328 | 0 | non-identified income - account 3754 | 0.00 | 0.00 | 0.00% |
| 222 | 2328 | 1 | non-identified income | 0.00 | 0.00 | 0.00% |
| | 2328 | total | other unclassified non-taxable income – securities | 0.00 | 0.00 | 0.00% |
| 222 | 2329 | 0 | other unclassified non-taxable income – interest on late payments. court fees | 0.00 | 0.00 | 0.00% |
| 222 | 2329 | 1 | other unclassified non-taxable income – not stated anywhere else | 0.00 | 0.00 | 0.00% |
| 222 | 2329 | 4 | other unclassified non-taxable income | 0.00 | 401,586.17 | 0.00% |
| | 2329 | total | income from the sale of non-capital assets and other non-taxable income | 0.00 | 401,586.17 | 0.00% |
| | 23 | total | income from the sale of other long-term tangible assets | 8,000,000.00 | 2,513,447.67 | 31.42% |
| 222 | 3113 | 1 | income from the sale of other long-term tangible assets | 0.00 | 180,600.00 | 0.00% |
| | 3113 | total | capital income | 0.00 | 180,600.00 | 0.00% |
| | 31 | total | transfers from other own funds - (cz-6015) | 0.00 | 180,600.00 | 0.00% |
| 222 | 4132 | 0 | transfers from other own funds | 0.00 | 0.00 | 0.00% |
| | 4132 | total | transfers from the state organizational sector funds | 0.00 | 0.00 | 0.00% |
| 222 | 4135 | 1 | transfers from the OSS reserve funds | 0.00 | 1,255,919.00 | 0.00% |
| | 4135 | total | non-investment received transfers | 0.00 | 1,255,919.00 | 0.00% |
| | 41 | | sanction payments received from other subjects | 0.00 | 1,255,919.00 | 0.00% |
| Total | | | | 53,000,000,00 | 97,979,763.20 | 184.87 % |

| as of December 31, 2019 | Approved budget in CZK | Modified budget in CZK | final budget in CZK | Overall utilization of budget in CZK | Utilization of modified budget in % | Utilization of final budget in % |
|--|---------------------------|---------------------------|------------------------|---|-------------------------------------|----------------------------------|
| Non-tax and capital incomes | | | | | | |
| 136 – Tax incomes | 0.00 | 0.00 | 0.00 | 22,000.00 | 0.00% | 0.00% |
| 211 – Incomes from own activities | 0.00 | 0.00 | 0.00 | 15,546.00 | 0.00% | 0.00% |
| 213 – Income from rental of property | 300,000.00 | 300,000.00 | 300,000.00 | 315,685.16 | 105.23% | 105.23% |
| 214 – Income from interests | 20,000.00 | 20,000.00 | 20,000.00 | 0.00 | 0.00% | 0.00% |
| 221 – Received sanction payments | 49,680,000.00 | 49,680,000.00 | 49,680,000.00 | 93,676,565.37 | 188.56% | 188.56% |
| 231 – Incomes from sale of non-investment property | 0.00 | 0.00 | 0.00 | 1,065.00 | 0.00% | 0.00% |
| 2322 – Other non-tax incomes (insured compensations) | 0.00 | 0.00 | 0.00 | 13,823.00 | 0.00% | 0.00% |
| 2324 – Non-capital contributions and compensations | 3,000,000.00 | 3,000,000.00 | 3,000,000.00 | 2,096,973.50 | 69.90% | 0.00% |
| 2328 – Non-identified incomes | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 2329 – Other non-tax incomes | 0.00 | 0.00 | 0.00 | 401,586.17 | 0.00% | 0.00% |
| 3113 – Income from sale of other tangible fixed assets | 0.00 | 0.00 | 0.00 | 180,600.00 | 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 | 1,255,919.00 | 0.00% | 0.00% |
| Incomes in total | 53,000,000.00 | 53,000,000.00 | 53,000,000.00 | 97,979,763.20 | 184.87% | 184.87% |
| | , | , | , | , | , | , |
| Common expenses | | | | | | |
| 501 - 2 Employee salaries and other payments for performed work | 206,809,490.00 | 207,242,018.00 | 211,267,555.00 | 206,056,530.00 | 99.43% | 97.53% |
| 501 - 2 Employee salaries and other payments for performed work | 9,555,924.00 | 9,555,924.00 | 9,555,924.00 | 8,825,391.00 | 92.36% | 92.36% |
| from which 5011 Employee salaries | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5011 Salaries IK 2504601 | 0.00 | 0.00 | 492,400.00 | 492,400.00 | 0.00% | 100.00% |
| 5013 Salaries of state employees | 193,877,404.00 | 193,877,404.00 | 193,877,404.00 | 191,165,455.00 | 98.60% | 98.60% |
| 5013 Salaries of state employees; purpose code 193980012 | 0.00 | 432,528.00 | 432,528.00 | 432,528.00 | 100.00% | 100.00% |

| | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|----------------|----------------|
| 5013 Salaries IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5013 Salaries IK 41 00000 | 0.00 | 0.00 | 1,969,464.00 | 1,969,464.00 | 0.00% | 100.00% |
| 5021 Other personal expenses | 2,176,162.00 | 2,101,482.00 | 2,101,482.00 | 884,879.00 | 42.11% | 42.11% |
| 5021 Other personal expenses IK 41 00000 | 0.00 | 0.00 | 307,754.00 | 307,754.00 | 0.00% | 100.00% |
| 5021 Other personal expenses IK 2509000 | 0.00 | 0.00 | 1,255,919.00 | 1,255,919.00 | 0.00% | 0.00% |
| 5024 Compensation payments | 0.00 | 74,680.00 | 74,680.00 | 74,680.00 | 100.00% | 100.00% |
| 5024 Compensation payments IK 41 00000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5025 Settlement fees | 1,200,000.00 | 1,200,000.00 | 1,200,000.00 | 648,060.00 | 54.01% | 54.01% |
| 5025 Settlement fees IK 41 00000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 502 subtotal | 2,176,162.00 | 2,101,482.00 | 4,939,835.00 | 3,171,292.00 | 150.91% | 64.20% |
| 5051 Refund of wages | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5051 Refund of wages IK 41 00000 | 0.00 | 0.00 | 3,622,100.00 | 3,622,100.00 | 0.00% | 100.00% |
| 5051 Refund of wages IK 41 00000 | 70,315,227.00 | 70,461,423.00 | 70,828,135.00 | 70,773,788.00 | 100.44% | 99.92% |
| 503 Mandatory insurance payments paid by the employer | 51,702,373.00 | 51,702,373.00 | 51,702,373.00 | 51,649,509.00 | 99.90% | 99.90% |
| from which 5031 Social security insurance payments | 0.00 | 107,268.00 | 107,268.00 | 107,268.00 | 100.00% | 100.00% |
| 5031 Social security insurance payments IK 2504601 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5031 Social security insurance payments IK 41 00000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5032 Health insurance payments | 18,612,854.00 | 18,612,854.00 | 18,612,854.00 | 18,611,371.00 | 99.99% | 99.99% |
| 5032 Health insurance payments IK 2504601 | 0.00 | 38,928.00 | 38,928.00 | 38,928.00 | 100.00% | 100.00% |
| 5032,Health insurance payments IK 41 00000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5051 Refund of wages IK 41 00000 | 0.00 | 0.00 | 366,712.00 | 366,712.00 | 0.00% | 100.00% |
| 50 Total | 277,124,717.00 | 277,703,441.00 | 285,717,790.00 | 280,452,418.00 | 100.99% | 98.16% |
| 513 – Material purchase | 24,652,586.00 | 17,204,953.20 | 19,421,974.09 | 7,711,286.34 | 44.82% | 39.70% |
| 5123 TA of intangible assets and small intangible assets | 0.00 | 88,469.00 | 88,469.00 | 48,741.66 | 0.00% | 0.00% |
| 5132 Protective equipment | 436,000.00 | 155,000.00 | 155,000.00 | 54,807.00 | 35.36% | 35.36% |
| 5136 Books, teaching aids and printing | 285,000.00 | 203,670.00 | 203,670.00 | 138,941.00 | 68.22% | 68.22% |
| 5136 Books, teaching aids IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5137 Small long-term tangible assets | 19,782,000.00 | 14,353,595.00 | 14,353,595.00 | 3,310,426.28 | 23.06% | 23.06% |

| | | | | | | |
|--|----------------------|----------------------|----------------------|----------------------|-----------------|---------------|
| 5137 Small long-term tangible assets IK 41 00000 | 0.00 | 0.00 | 2,217,020.89 | 2,217,020.89 | 0.00% | 100.00% |
| 5137 Small long-term tangible assets IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5139 Purchase of material not listed elsewhere | 4,149,586.00 | 2,404,219.20 | 2,404,219.20 | 1,941,349.51 | 80.75% | 80.75% |
| 5139 Purchase of material not listed elsewhere IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 514 - 514 Interest and other financial expenses -5142 realized exchange rate losses | 101,000.00 | 46,141.10 | 2,340,497.89 | 2,336,471.88 | 5063.75% | 99.83% |
| from which 5141 – own interest | 56,000.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| from which 5141 – own interest IK 41 00000 | 0.00 | 0.00 | 2,294,356.79 | 2,294,356.79 | 0.00% | 100.00% |
| 5142 realized exchange rate losses | 45,000.00 | 46,141.10 | 46,141.10 | 42,115.09 | 91.27% | 91.27% |
| 5142 realized exchange rate losses IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 515 - Purchase of water, fuel and energy | 7,421,101.00 | 11,268,320.00 | 11,268,320.00 | 4,901,274.86 | 43.50% | 43.50% |
| from which 5151 Water | 720,596.00 | 1,287,000.00 | 1,287,000.00 | 306,836.51 | 23.84% | 23.84% |
| 5152 Steam | 1,499,400.00 | 3,729,400.00 | 3,729,400.00 | 1,188,125.56 | 31.86% | 31.86% |
| 5153 Gas | 504,900.00 | 1,135,000.00 | 1,135,000.00 | 627,013.37 | 55.24% | 55.24% |
| 5154 Electricity | 1,096,920.00 | 2,616,920.00 | 2,616,920.00 | 1,441,520.36 | 55.08% | 55.08% |
| 5156 Fuels and lubricants | 3,599,285.00 | 2,500,000.00 | 2,500,000.00 | 1,337,779.06 | 53.51% | 53.51% |
| 5157 Hot water | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 516 – Purchase of services | 74,517,002.00 | 47,589,789.26 | 73,933,989.18 | 60,145,324.88 | 126.38% | 81.35% |
| from which 5161 Postal services | 608,540.00 | 677,340.00 | 677,340.00 | 556,381.92 | 82.14% | 82.14% |
| 5162 Telecommunication services and radio communication services | 6,270,000.00 | 3,364,369.00 | 3,364,369.00 | 2,414,367.48 | 71.76% | 71.76% |
| 5162 Telecommunication services and radio communication services IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5162 Telecommunication services and radio communication services IK 41 00000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5163 Services of financial institutions and insurance | 1,370,000.00 | 1,000,000.00 | 1,000,000.00 | 584,139.00 | 58.41% | 58.41% |
| 5164 Rental fees | 2,153,077.00 | 2,073,000.00 | 2,073,000.00 | 1,502,210.12 | 72.47% | 72.47% |

| | | | | | | |
|---|----------------------|----------------------|----------------------|---------------------|---------------|---------------|
| 5166 Consulting, advisory and legal services | 1,000,000.00 | 1,331,212.00 | 1,331,212.00 | 478,010.50 | 35.91% | 35.91% |
| 5166 Consulting, advisory and legal services IK 41 00000 | 0.00 | 0.00 | 127,340.00 | 127,340.00 | 0.00% | 100.00% |
| 5167 Services, training and education | 3,260,000.00 | 3,075,570.00 | 3,075,570.00 | 2,378,100.85 | 77.32% | 77.32% |
| 5167 Services, training and education IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5168 Data processing services | 12,459,000.00 | 17,834,665.66 | 17,834,665.66 | 16,755,764.73 | 93.95% | 93.95% |
| 5168 Data processing services IK 41 00000 | 0.00 | 0.00 | 1,225,071.00 | 1,225,071.00 | 0.00% | 100.00% |
| 5169 Purchase of services not listed elsewhere (alimention, printing) | 47,396,385.00 | 18,233,632.60 | 18,233,632.60 | 9,132,150.36 | 50.08% | 50.08% |
| 5169 Purchase of services not listed elsewhere IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5169 Purchase of services not listed elsewhere IK 41 00000 | 0.00 | 0.00 | 24,991,788.92 | 24,991,788.92 | 0.00% | 100.00% |
| 517 - Other purchases | 15,347,007.00 | 14,331,169.92 | 18,042,391.87 | 9,909,603.09 | 69.15% | 54.92% |
| from which 5171 Repairs and maintenance | 6,220,000.00 | 7,550,302.61 | 7,550,302.61 | 1,306,942.47 | 17.31% | 17.31% |
| 5171 Repairs and maintenance IK 41 00000 | 0.00 | 0.00 | 3,711,221.95 | 3,711,221.95 | 0.00% | 100.00% |
| 5172 Software equipment | 1,000,000.00 | 259,095.15 | 259,095.15 | 188,891.90 | 72.90% | 72.90% |
| 5173 Travel expenses (domestic as well as abroad) | 7,614,298.00 | 6,033,123.16 | 6,033,123.16 | 4,286,233.71 | 71.05% | 71.05% |
| 5173 Travel expenses IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5173 Travel expenses IK 41 00000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5175 Food and refreshments | 400,000.00 | 416,109.00 | 416,109.00 | 399,866.00 | 96.10% | 96.10% |
| 5175 Food and refreshments IK 41 00000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5176 Conference participation fees | 90,000.00 | 72,540.00 | 72,540.00 | 16,447.06 | 22.67% | 22.67% |
| 5176 Conference participation fees IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5179 Other purchases not stated elsewhere | 22,709.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| | , | , | , | , | , | , |
| 518 – Paid deposits | 300,000.00 | 625,000.00 | 625,000.00 | 0.00 | 0.00% | 0.00% |
| from which 5181 Deposits provided to inner organizational units | 0.00 | 425,000.00 | 425,000.00 | 0.00 | 0.00% | 0.00% |

| | | | | | | |
|---|---------------------|----------------------|----------------------|---------------------|---------------|---------------|
| 5182 Deposits provided to own treasury | 0.00 | 200,000.00 | 200,000.00 | 0.00 | 0.00% | 0.00% |
| 5189 Deposits provided for VISA card | 300,000.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 519 - Expenses associated with non-investment purchases | 2,030,000.00 | 2,786,664.02 | 3,488,948.02 | 2,332,379.42 | 83.70% | 66.85% |
| from which 5191 Paid sanction fees | 0.00 | 5,000.00 | 5,000.00 | 5,000.00 | 0.00% | 0.00% |
| 5192 Provided non-investment contributions and compensations | 300,000.00 | 838,493.02 | 838,493.02 | 674,059.98 | 80.39% | 80.39% |
| 5192 Provided non-investment contributions and compensations IK 41 00000 | 0.00 | 0.00 | 702,284.00 | 702,284.00 | 0.00% | 100.00% |
| 5194 Material gifts | 30,000.00 | 13,891.00 | 13,891.00 | 13,891.00 | 100.00% | 100.00% |
| 5195 Payment for not employing persons with especially serious health handicaps | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5199 Expenses associated with unclassified non-investment purchases | 1,700,000.00 | 1,929,280.00 | 1,929,280.00 | 937,144.44 | 48.57% | 48.57% |
| 534 - Non-investment transfers deposited into own funds | 4,068,667.00 | 4,077,317.00 | 4,077,317.00 | 4,058,034.00 | 99.53% | 99.53% |
| from which 5342 Non-investment transfers FKSP | 4,068,667.00 | 4,068,667.00 | 4,068,667.00 | 4,049,384.00 | 99.53% | 99.53% |
| From which 5342 Non-investment transfers FKSP; purpose code 193980012 | 0.00 | 8,650.00 | 8,650.00 | 8,650.00 | 100.00% | 100.00% |
| From which 5342 Non-investment transfers FKSP IK 2509000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| From which 5342 Non-investment transfers FKSP IK 4100000 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5344 Non-investment transfers deposited to own reserve funds | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5345 Non-investment transfers deposited to own budget accounts | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 5346 Transfers deposited into reserve fund | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| | , | , | , | , | , | , |
| 536 - Tax payments, fees, sanction payments | 112,000.00 | 24,078,658.50 | 65,021,849.14 | 95,200.00 | 0.40% | 0.15% |

| | | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|---------------|---------------|
| 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 | 112,000.00 | 97,360.00 | 97,360.00 | 95,200.00 | 97.78% | 97.78% |
| 5363 Sanctions and penalty payments to other budgets | 0.00 | 23,981,298.50 | 23,981,298.50 | 0.00 | 0.00% | 0.00% |
| 5363 Sanctions and penalty payments to other budgets IK 4100000 | 0.00 | 0.00 | 40,943,190.64 | 0.00 | 0.00% | 0.00% |
| 542 Compensations paid to the population | 1,200,000.00 | 1,700,000.00 | 1,700,000.00 | 1,621,531.00 | 95.38% | 95.38% |
| from which 5424 Compensations of wages for the period of sickness | 1,200,000.00 | 1,700,000.00 | 1,700,000.00 | 1,621,531.00 | 95.38% | 95.38% |
| 5909 - Other expenses IISSP | 0.00 | 50,000.00 | 50,000.00 | 0.00 | 0.00% | 0.00% |
| Common expenses in total 5* | 406,874,080.00 | 401,461,454.00 | 485,688,077.19 | 373,563,523.47 | 93.05% | 76.91% |
| from which material expenses | 125,680,696.00 | 119,680,696.00 | 195,892,970.19 | 89,053,071.47 | 74.41% | 45.46% |
| Capital expenses | , | , | , | , | , | , |
| 6111 IK 11 00000 SW 122V193002051 | 0.00 | 2,112,000.00 | 2,112,000.00 | 2,111,262.45 | 0.00% | 99.97% |
| 6111 IK 41 00000 SW 122V193002047 | 0.00 | 0.00 | 981,552.00 | 981,552.00 | 0.00% | 100.00% |
| 6111 IK 41 00000 SW 122V193002049 | 0.00 | 0.00 | 302,500.00 | 302,500.00 | 0.00% | 100.00% |
| 6111 IK 41 00000 SW 122V193002050 | 0.00 | 0.00 | 70,906.00 | 70,906.00 | 0.00% | 100.00% |
| 6111 IK 41 00000 SW 122V193002052 | 0.00 | 0.00 | 330,088.00 | 330,088.00 | 0.00% | 100.00% |
| 6119 IK 11 00000 Ostatní nákup DNM 122V193002R01 | 5,200,000.00 | 811,160.00 | 811,160.00 | 0.00 | 0.00% | 0.00% |
| 6119 IK 41 00000 other purchase DNM 122V193002R01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6121 IK 11 00000 Buildings, halls, construction sites 122V193002002 | 3,000,000.00 | 2,836,954.00 | 2,836,954.00 | 0.00 | 0.00% | 0.00% |
| 6121 IK 11 00000 Buildings, halls, construction sites 122V193002023 | 0.00 | 184,900.00 | 184,900.00 | 184,888.00 | 99.99% | 99.99% |
| 6121 IK 41 00000 Special operations 122V193002026 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002002 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6121 IK 41 00000 Buildings, halls, 122V193002002 | 0.00 | 0.00 | 5,135,167.68 | 0.00 | 0.00% | 0.00% |

| | | | | | | |
|--|------|-----------|--------------|--------------|-------|---------|
| construction sites 122V193002003 | | | | | | |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002023 | 0.00 | 0.00 | 5,868,000.00 | 5,867,818.00 | 0.00% | 100.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002027 | 0.00 | 0.00 | 36,000.00 | 36,000.00 | 0.00% | 100.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002014 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002029 | 0.00 | 0.00 | 365,476.40 | 365,476.40 | 0.00% | 100.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002033 | 0.00 | 0.00 | 363,000.00 | 363,000.00 | 0.00% | 100.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002037 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002039 | 0.00 | 0.00 | 245,630.00 | 245,630.00 | 0.00% | 100.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002042 | 0.00 | 0.00 | 716,880.00 | 716,880.00 | 0.00% | 100.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002046 | 0.00 | 0.00 | 80,034.24 | 80,034.24 | 0.00% | 100.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002048 | 0.00 | 0.00 | 56,169.00 | 56,169.00 | 0.00% | 100.00% |
| 6121 IK 41 00000 Buildings, halls, construction sites 122V193002R01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6122 IK 41 00000 Machines, devices and equipment 122V193002034 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6122 IK 41 00000 Machines, devices and equipment 122V193002R01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6122 IK 41 00000 Machines, devices and equipment 122V193002043 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6122 IK 11 00000 Machines, devices and | 0.00 | 80,950.00 | 80,950.00 | 80,949.00 | 0.00% | 0.00% |

| | | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|----------------|---------------|
| equipment 122V193002055 | | | | | | |
| 6123 IK 11 00000 Transportation vehicles 122V193002001 | 2,500,000.00 | 2,397,196.00 | 2,397,196.00 | 2,397,196.00 | 100.00% | 100.00% |
| 6123 IK 41 00000 Transportation vehicles 122V193002001 | 0.00 | 0.00 | 5,342,166.00 | 3,568,310.00 | 0.00% | 66.80% |
| 6125 IK 11 00000 HW 122V193002053 | 0.00 | 114,690.00 | 114,690.00 | 114,683.80 | 99.99% | 99.99% |
| 6125 IK 11 00000 HW 122V193002054 | 0.00 | 310,850.00 | 310,850.00 | 310,849.00 | 100.00% | 100.00% |
| 6125 IK 41 00000 HW 122V193002044 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6125 IK 41 00000 HW 122V193002R01 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6125 IK 11 00000 HW 122V193002056 | 0.00 | 1,851,300.00 | 1,851,300.00 | 1,851,300.00 | 100.00% | 100.00% |
| 6909 Other capital expenses not stated elsewhere | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6130 Lands | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| 6361 Transfer to reserve fund | 0.00 | 0.00 | 0.00 | 0.00 | 0.00% | 0.00% |
| Investment expenses in total | 10,700,000.00 | 10,700,000.00 | 30,593,569.32 | 20,035,491.89 | 187.25% | 65.49% |
| Total expenses | 417,574,080.00 | 412,161,454.00 | 516,281,646.51 | 393,599,015.36 | 95.50% | 76.24% |

Income 2019 – special revenue account (in CZK)

Appendix No. 3

| Text | MD | Dal | Balance |
|--|---------------|---------------|----------------|
| Orders and decisions of administrative procedures | | | 99,552,114.00 |
| Orders collected on the spot | 14,873,200.00 | | 14,873,200.00 |
| Administrative fees | 22,000.00 | | 22,000.00 |
| Expenses of proceedings transferred to the account 19- | | 33,000.00 | -43,000.00 |
| Fines handed over to customs authorities | | 21,755,644.00 | -21,755,644.00 |

CTIA assets as of December 31, 2019

Appendix No. 4

| Type of asset | in thousand CZK |
|--|-----------------|
| Software over 60 thousand CZK | 34,768 |
| Software up to 60 thousand CZK | 8,108 |
| Land | 6,986 |
| Art | 131 |
| Buildings - 6 buildings and 3 garages | 334,402 |
| Individual movable assets and sets of items | 53,055 |
| Small long-term tangible assets up to 40 thousand CZK | 46,481 |
| Other small long-term assets kept on accounts of balance sheet | 12,538 |
| Incomplete long-term tangible assets | 651 |
| Long-term tangible assets intended for sale | 27 |
| Total | 497,147 |

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Advisory line

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