

2020 ANNUAL REPORT



Czech Trade Inspection
Authority 2021



We can clearly claim that 2020 was very difficult for the whole society. We all had to deal with situation relating to the outbreak of the COVID-19 disease, weather as citizens of this state, as well as consumers and traders. All groups were subjected to, to a greater or lesser extent, restrictive measures taken to combat this new and dangerous disease. This, of course, also had an impact on the activities of the Czech Trade Inspection Authority, not only on its functioning as a state authority, but above all in the area of the market surveillance.

Some planned activities had to be reduced, moved or, conversely, strengthened or supplemented. Examples include fuel quality inspections, when No. inspections were carried out in this area in April, taking into account the situation, and the inspection activity focused largely, for example, on inspections of e-commerce, which at that time saw a sharp increase. Furthermore, it was necessary to include in the inspection activities the area of personal protective equipment. Within the surveillance scope, the inspection of the compliance with certain government measures in cooperation with the Police of the Czech Republic was also included in the inspection plan.

I realise that the situation of traders and people working in the area of services has been complex and any further restrictive interference with their activities has provoked resentment. But even at this time, it was necessary for the Czech Trade Inspection Authority to ensure standard inspection activities, and I am glad that it succeeded. It was certainly important to pay attention to dangerous products, whether toys or a wide range of technical products, the use of which could pose a risk to consumers, prevent their placing on the market or further distribution in the market network.

In lower numbers, there were inspections in the area of so-called general inspections aimed at consumer protection, whether in the area of discriminatory conduct, services of energy resellers or based on newly established authorizations in the field of geoblocking and payment systems. At the time when the protective measures were not so strict, the activities of individual CTIA inspectorates also focused on inspections of the offer of alcohol and tobacco products to juveniles. This is an area of threat to the health of young people and it was necessary to carry out surveillance even during this difficult period for operators. The need for inspection activities of inspectorates in this area was subsequently confirmed by the results of the inspections.

I would also like to note that in 2020, the Czech Trade Inspection Authority successfully participated in many international control projects, some of which, due to complex technical tests carried out in external laboratories, will continue in the following year. Projects aimed at inspecting toys, be they soft-stuffed toys, slime toys or the detection of dangerous substances in toys, have been very successful. For more detailed information on other international projects, see Chapter 3. 2 of the International Control Action.

If 2019 was the year of verification of the functionality and effectiveness of the changed organizational arrangements in the area of inspections aimed at product marketing, then 2020 confirmed that this change did not bring any major problems and that individual inspectorates also carry out independent searches and collections of products and cooperate with the applicable methodological workplace of the CTIA General Directorate on other activities necessary for the final processing of inspection findings. And I personally appreciate the responsible approach of individual inspectorates in solving new and sometimes challenging tasks for them.

I believe that most of the inspections were carried out with employees of the Czech Trade Inspection Authority understanding the situation of entrepreneurs, and that the inspections were carried out to the necessary extent. However, in such a way in order to prevent the occurrence of both dangerous products and the use of possible unfair commercial practices of sellers towards consumers. The need for market surveillance, even in the situation in which we all have found ourselves in 2020, is also demonstrated by the information contained in this publication.

I am glad that the Czech Trade Inspection Authority continues its activities successfully within the so-called out-of-court dispute resolution, when in 2020 more than half of the disputes between the consumer and the entrepreneur were resolved by the agreement. Counselling activities also worked throughout the year, even without the possibility of personal visits and consumer consultations. These were fully replaced by the possibility of telephone interviews with consultancy staff and online handling of requests and queries.

I appreciate the work of all employees of the Czech Trade Inspection Authority, who in the past year carried out all the necessary activities to ensure the functioning of the authority to ensure market surveillance as well as advisory and information activities. MY thanks and wishes for optimism and desire to face the continuing difficult situation. At the same time, I would also like to thank all the cooperating institutions and organisations. In addition, I wish the consumer and commercial public a better year in 2021.

A handwritten signature in black ink, appearing to read 'M. Bezcený'.

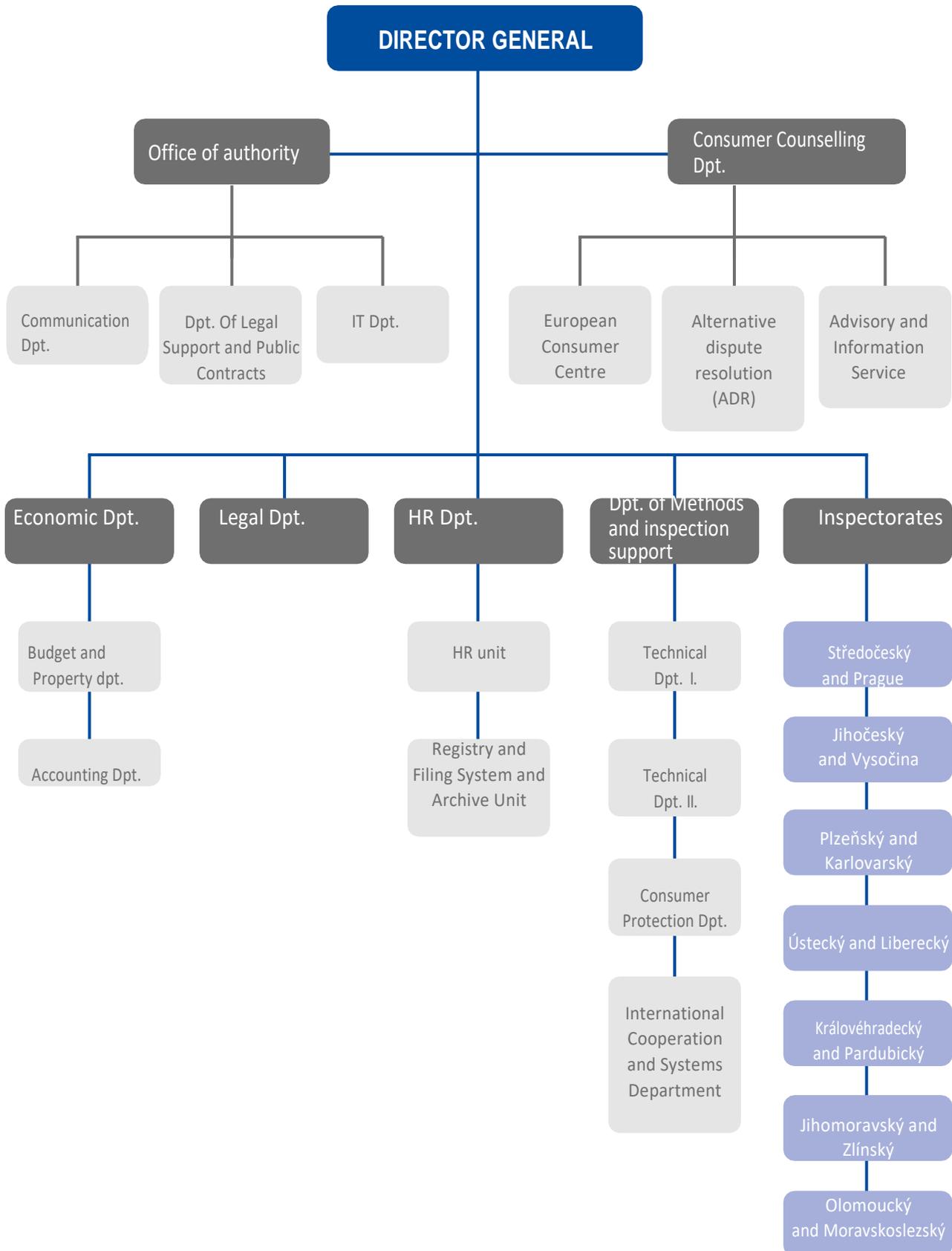
Ing. Mojmír Bezcený

*Director General of
the Czech Trade Inspection Authority*

CONTENT

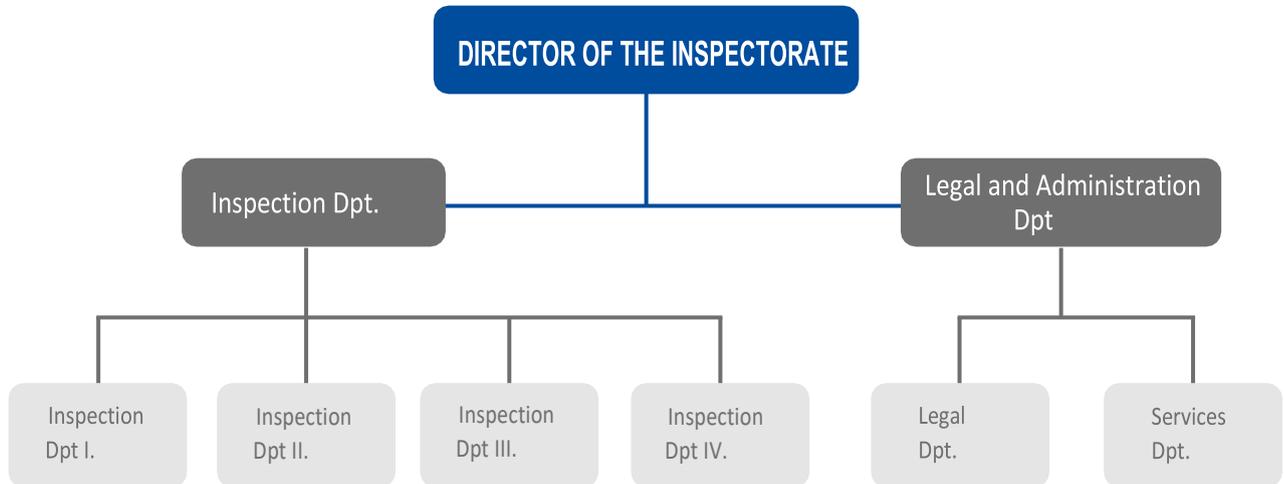
1. BASIC INFORMATION	8
2. CZECH TRADE INSPECTION AUTHORITY IN 2020	11
3. PRODUCT SURVEILLANCE	17
4. GENERAL INSPECTION	30
5. INSPECTION ACTIVITIES OF INSPECTORATES	42
6. INTERNATIONAL COOPERATION	47
7. CONSUMER COUNSELLING DEPARTMENT	51
8. LEGAL DEPARTMENT	54
9. PUBLIC RELATIONS	55
10. HUMAN RESOURCES MANAGEMENT	61
11. FINANCIAL RESOURCES MANAGEMENT	63
12. CONTACTS	77

ORGANIZATIONAL STRUCTURE OF THE CTIA GENERAL INSPECTORATE

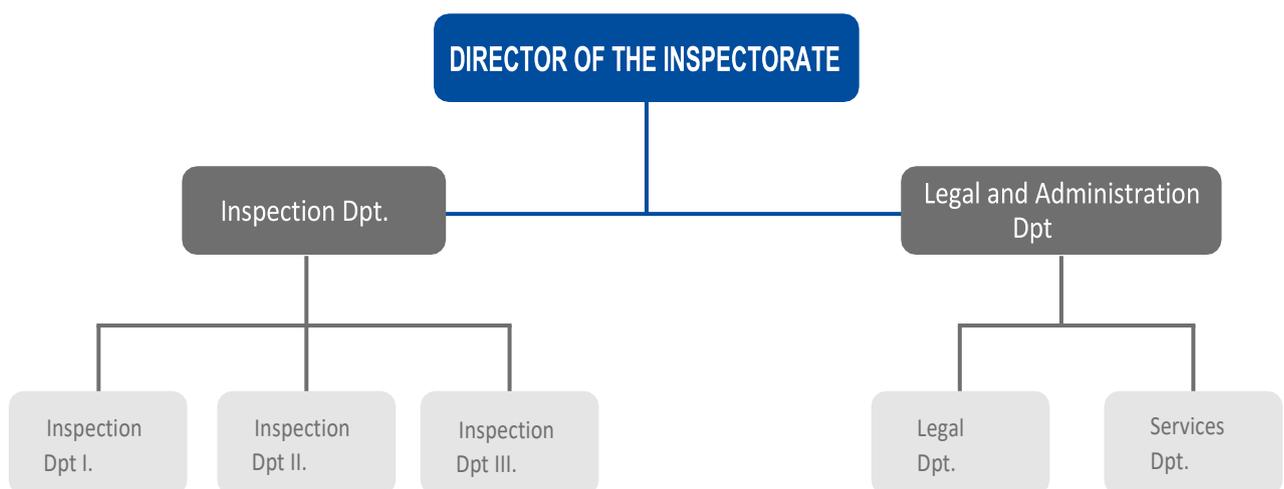


ORGANIZATIONAL STRUCTURE OF INSPECTORATE

Středočeský and Prague



ORGANIZATIONAL STRUCTURE OF INSPECTORATE



1. BASIC INFORMATION

1.1 Mission and objectives

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

The mission of the Czech Trade Inspection Authority is to ensure the consumer rights protection as well as legitimate interests of the society when products are marketed and services provided. 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 (partnership principles) with:
 - 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 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 2021 to 2025" in order to fulfil its mission and vision, which is a follow-up of the "Strategy of the Czech Trade Inspection Authority 2017 to 2021".

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 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 act:

- 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
- 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, repealing Directive 89/106/EEA
- Regulation (EU) 2017/2394 of the European Parliament and of the Council on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No. 2006/2004
- 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 (EU) 2018/644 of the European Parliament and of the Council on cross-border parcel delivery services
- Regulation (EU) 2019/515 of the European Parliament and of the Council on the mutual recognition of goods lawfully marketed in another Member State and repealing Regulation (EC) No. 764/2008
- 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, and repealing Regulation No. 339/93 (EEA) nařízení (EHS) č. 339/93

- 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 2020

In 2020, the exercise of market surveillance was significantly affected by the pandemic situation caused by the covid-19 outbreak. Measures to prevent the spread of SARS-CoV-2 coronavirus and the associated COVID-19 disease had a direct impact on the functioning of the Czech Trade Inspection Authority as a state authority and at the same time as a market surveillance authority. As a result of the situation, the Czech Trade Inspection Authority completely suspended some activities for a certain period of time, because they were assessed as risky for both CTIA officers and employees of inspected economic operators. The anti-epidemiological measures adopted also affected economic operators carrying out activities supervised by the Czech Trade Inspection Authority. This fact was manifested in the market mainly in the form of restrictions as well as prohibitions on the sale of their types of goods and the provision of services, or in the form of the closure or restriction of the operation of certain activities and operations. The secondary consequence of these anti-epidemiological measures was to limit the standard surveillance performance or partially replace it with modified surveillance and other activities aimed at supporting the measures taken and preventing the spread of COVID-19. These facts led to an overall decrease in the standard surveillance performance in all parameters monitored.

In 2020, the inspection activities of the Czech Trade Inspection Authority were adapted to the development of the epidemiological situation related to the covid-19 disease. As a result, some of the control actions planned for 2020 were not implemented or implemented to a limited extent and, conversely, some control actions were implemented in addition to the Market Surveillance Programme for 2020. Two changes caused by the emergence of the pandemic situation and the associated enormous demand for personal protective equipment can be considered as principles. The first change concerned the supervision of the placing of personal protective equipment on the EU market. In March 2020, aware of the critical situation in the area of availability of personal protective equipment in the EU market, the European Commission issued recommendations, enabling market surveillance authorities to authorise the supply of personal protective equipment ensuring an adequate level of health and safety protection in accordance with the essential requirements laid down in Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment, even if conformity assessment procedures, including the location of the CE marking, have not been fully completed in accordance with harmonised rules for a limited period and for the period necessary for conformity assessment procedures.

The Czech Trade Inspection Authority responded to this recommendation almost immediately by introducing procedures to enable the placing of personal protective equipment on the market and informing the public about them. Within this process, it verified that personal protective equipment entering the market provided an adequate level of health and safety protection in accordance with the essential requirements set out in the Regulation. This activity was accompanied by continuous surveillance of the supply of personal protective equipment on

the market. In view of the further development of the personal protective equipment market, the Czech Trade Inspection Authority abandoned the application of exemptions for the marketing of personal protective equipment in June 2020 and continued intensive surveillance. The second major change that significantly affected the performance of market surveillance was the redirection of part of the Czech Trade Inspection Authority's executive potential to monitoring the compliance with measures to prevent the spread of the COVID-19 disease. During the periods when the most extensive restrictions were taking place in the area of trade and services, the Czech Trade Inspection cooperated with the Police of the Czech Republic to monitor compliance with certain measures taken to limit the spread of the SARS-CoV-2 coronavirus. Within this activity, the Czech Trade Inspection Authority carried out approximately 18,750 actions related to the monitoring of compliance with the measures and at the same time, it dealt with this issue within approximately 1,380 inspections.

Although the market situation was largely influenced by the pandemic situation and the constraints associated with preventing the spread of COVID-19, it was necessary to maintain a reasonable level of market surveillance. This was in particular in the already mentioned area of personal protective equipment, but also in the area of products directly related to the prevention of the spread of the disease.

According to the market surveillance programme, control actions were primarily focused on product safety and compliance with the requirements of EU harmonisation legislation when placing products on the EU market. The market surveillance programme also included control actions aimed at protecting the rights and legally protected interests of consumers. These inspections targeted both current market 'problems' and the monitoring of market areas and forms of trade where rapid development or fundamental changes take place. In 2020, this was the mainly the trade carried out by the means of distance communication, particularly internet trade. The issue of fiscal and environmental interests of the society and of the state was not left out of the spotlight. The project plan also included control actions with a European or international element, mainly focused on the supervision of the marketing of products. At the level of individual regional inspectorates, regional control actions were carried out, focusing on local issues. Similarly to previous years, in 2020 part of the Czech Trade Inspection Authority's surveillance capacity was allocated to dealing with complaints from consumers and other market operators.

Providing information and advice to consumers is also an essential part of the activities of the Czech Trade Inspection Authority, and a permanent advisory service was provided also in 2020. The out-of-court settlement of consumer disputes, which the Czech Trade Inspection has provided since 2017, did not stop during the year. The implementation of the Czech Trade Inspection Authority's awareness-raising and educational activities was essentially interrupted due to the restrictions resulting from the pandemic situation. Only a few lectures and seminars aimed at students or seniors were held in early 2020 and early September. Cooperation with consumer associations also continued to a limited extent.

Another activity of the Czech Trade Inspection associated with the provision of information, opinions and other awareness-raising activities in 2020 was cooperation with professional and interest associations of market operators.

In 2020, the Czech Trade Inspection Authority carried out a total of 17,559 inspections, of which deficiencies were found in 6,800 cases, i.e. 38.7%. Based on the authorisation stem-

ming from the Act No. 634/1992 Coll., on Consumer Protection, 16,327 inspections were carried out and deficiencies were found in 5,635 of them, i.e. 34.5%. Based on the authorisation stemming from the Act No. 22/1997 Coll., on Technical Requirements for Products, the Czech Trade Inspection Authority carried out 3,307 inspections, during which deficiencies were found in 725 cases, i.e. 21.9%. Based on the authorisation stemming from the Act No. 90/2016 Coll., on the assessment of conformity of old products when they are supplied to the market, the Czech Trade Inspection Authority carried out 1,232 inspections and deficiencies were found in 401 cases, i.e. 32.5%. During 1,213 inspections, compliance with Act No. 102/2001 Coll., on General Safety of Products, was verified and deficiencies were found in 37 cases, i.e. 3.1%. In 2020, a total of 6,366 fines came into force amounting to the total value of CZK 72,292,200. Only completed inspections were included in the final figures.

Overview of inspections and detected breaches according to selected laws

Act No.	Name	Total number of inspections	Inspections with findings	in%
634/1992 Coll.	on Consumer Protection	16,327	5,635	34.5
477/2001 Coll.	on Packaging	5,608	103	1.8
65/2017 Coll.	on the Protection of Public Health from Harmful Effects of Drugs	4,877	263	5.4
307/2013 Coll.	on compulsory labelling of spirits	3,524	0	0.0
22/1997 Coll.	on Technical Requirements for Products (except for RAPEX)	3,307	725	21.9
353/2003 Coll.	on Excise Duties	2,828	6	0.2
90/2016 Coll.	on conformity assessment of selected products when made available in the market	1,232	401	32.5
311/2006 Coll.	on Fuels	1,224	15	1.2
102/2001 Coll.	on General Safety of Products (except for RAPEX)	1,213	37	3.1
185/2001 Coll.	on Wastes	1,048	0	0.0
RAPEX	search for products notified in the system	963	1	0.1
255/2012 Coll.	on Inspection	558	168	30.1
206/2015 Coll.	on Pyrotechnics	157	26	16.6
253/2008 Coll.	on selected measures against legitimisation of proceeds of crime	133	38	28.6
201/2012 Coll.	on Clean Air Protection	109	1	0.9
259/2014 Coll.	on the Explosives Precursors	101	7	6.9
223/2016 Coll.	on Retail and Wholesale Opening Hours	79	0	0.0
247/2006 Coll.	on Restrictions of Night Operations of Pawnshops and Other Establishments	36	0	0.0

Overview of inspections carried out in selected areas

Inspected area *	Total number of inspections	Inspections with findings	Detected breaches in %
Sale prices	8,586	3,446	40.1
Measuring instruments (out of public alimentation)	5,305	1,915	36.1
Information obligations – general	3,779	1,440	38.1
Discounts	3,039	1,106	36.4
Marking and labelling of footwear and textile	2,724	1,209	44.4
Public alimentation	786	282	35.9
Christmas and Easter range	325	78	24.0
Summer touristic season	371	91	24.5
Winter touristic season	131	44	33.6
Inspection of marketplaces and stand sale – generally	123	88	71.5
Services	148	95	64.2
Fairs, markets and other social events	26	10	38.5
Bazaars and pawnshops	133	69	51.9
Gardening and florists	104	37	35.6
Car shops	48	24	50.0

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

Inspectorates – overview of inspections and detected infringements

CTIA inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
Středočeský and Prague	2,507	1,110	44.3
Jihočeský and Vysočina	2,772	740	26.7
Plzeňský and Karlovarský	2,544	1,012	39.8
Ústecký and Liberecký	2,004	710	35.4
Královéhradecký and Pardubický	2,572	848	33.0
Jihomoravský and Zlínský	2,136	903	42.3
Olomoucký and Moravskoslezský	3,024	1,477	48.8
Total	17,559	6,800	38.7

Imposed sanctions in total

CTIA Inspectorate	Imposed sanctions in total	
	Number	Amount in CZK
Středočeský and Prague	914	9,184,000
Jihočeský and Vysočina	798	6,382,000
Plzeňský and Karlovarský	948	19,051,500
Ústecký and Liberecký	794	5,081,000
Královéhradecký and Pardubický	902	12,123,100
Jihomoravský and Zlínský	750	15,881,500
Olomoucký and Moravskoslezský	1,260	4,589,100
Total	6,366	72,292,200

In 2020, the Czech Trade Inspection Authority's cooperation with other state administration bodies was influenced by the pandemic situation associated with the spread of the COVID-19 disease. In the area of surveillance, this meant a decrease in the number of inspections carried out from 1,651 in 2019 to 483 in 2020. In year-on-year comparison, this is a decrease of 70.7%. In terms of the number of inspections carried out, as in 2019, cooperation with trade licensing authorities and the Police of the Czech Republic was the most frequent. As in previous years, representatives of the Czech Trade Inspection Authority served on advisory bodies and working groups composed of representatives of

individual surveillance authorities, or representatives of individual ministries. Czech Trade Inspection staff were permanent members of a number of committees dealing with the issue of marketing of products, such as the Committee for Technical Barriers to Trade, the Committee for Conformity Assessment, the Interdepartmental committee for combating illegal conduct - infringements of intellectual property rights, etc. 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 Authority	Number of inspections
Trade licensing offices	328
Police of the Czech Republic	105
Fire Rescue Service	26
Czech Telecommunication Office	8
Municipality offices	5
Czech Environmental Inspectorate	4
Customs Administration	3
Ministry of Culture	3
Orgány ochrany veřejného zdraví/hygienici	1

Cooperation within the MIT resort

Surveillance body	Number of inspections	Inspections with findings	Detected breaches in %
Trade licensing offices	328	150	45.7
Czech Telecommunication Office	8	5	62.5
Total	336	155	46.1

Trade licensing offices – joint inspections

CTIA inspectorate	Number of joint inspections	Inspections with detected breach of legal regulations within the surveillance scope of the CTIA
Středočeský and Prague	167	86
Jihočeský and Vysočina	26	17
Plzeňský and Karlovarský	32	13
Ústecký and Liberecký	43	10
Královéhradecký and Pardubický	9	1
Jihomoravský and Zlínský	40	16
Olomoucký and Moravskoslezský	11	7
Total	328	150

Overview of inspection activities of the CTIA and trade licensing offices from 2009 to 2020

Monitored period	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Number of joint inspections	3,075	2,913	2,751	2,482	1,402	1,524	1,351	1,160	1,068	997	328

Consumer submissions according to major topics

Submission topic	Number
Unfair commercial practices, aggressive and deceitful practices	1,695
Nondelivery of goods and related issues	1,351
Claims	1,235
Activities of e-shops	1,076
Invoicing	524
Contracts	513
Delivery of conpliant goods/service	437
Prices	408
Information obligations	251
Food	238
Product safety	218
Customer service	192
Withdrawal	136
Changes of prices	133
Defective products that caused damages	107
Public alimentation	104
Breaches of intellectual property rights	99
Sale of alcoholic beverages and tobacco products to juveniles	58
Other	2,784

In 2020, the Czech Trade Inspection Authority received a total of 9,916 submissions to inspection. Of this number, 1,210 complaints were assessed as justified or partially justified. A total of 2,871 inspections were carried out in direct connection with the complaints submitted, which represented approximately 16.4% of the total number of inspections.

Breaches of generally binding legal regulations (irrespective of the subject matter of the complaint) were found in 1,573 inspections, representing 54.8% of all inspections carried out on the basis of complaints.

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 2020, the planned inspection activities of the CTIA were largely influenced by the pandemic caused by the spread of the COVID-19 disease. The pandemic situation also affected the focus of inspection activities, where in many cases the performance of surveillance in areas directly related to the pandemic situation was prioritized, especially in the area of personal protective equipment - respiratory protection. As a result of this situation, inspections of some of the planned inspections will be completed in 2021 and in 4 cases inspections planned for 2020 were not carried out at all, as the situation was not optimal for surveillance. The actions were either evaluated for transfer to the Market Surveillance Programme for 2021 or abandoned. In 2020, the Czech Trade Inspection Authority inspected the safety of products placed on the market in terms of their compliance with the requirements of specific legislation, and in some cases also – through external expert bodies – inspected the product characteristics declared by the manufacturer. 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 to 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 Safety Gate/RAPEX contact point.

In 2020, two control actions were carried out to verify the required or limiting content of chemical restricted substances in the controlled products. Restricted substances and their maximum concentration by weight tolerated in homogeneous materials are laid down by law. Two VANTA hand-held fluorescence spectrometers were used for indicative measuring. The results of the indicative measurements, which indicated non-compliance with the prescribed limits, were used as a basis for immediate sampling. Subsequently, the measured values were verified in an accredited laboratory and proved to be in breach of the product requirements laid down in the legislation.

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. The submission of the Business Association for Selected Products - Low Voltage Power Cables was assessed as appropriate for a nationwide emergency inspection action including product testing. This action was carried out in 2020.

Toys are repeatedly inspected products as products intended for an endangered group of users to which increased attention is paid. Increased attention was also paid to products intended for the respiratory protection in relation to the spread of the COVID19 disease.

Results of joint national inspection activities included in the market surveillance plan 2020

Inspection actions	Number of inspections	Inspections with findings	Detected breaches in %
Toys intended for children under 14 years	909	474	52.1
Bowling pinsetters	34	1	2.9
Ski downhill goggles	40	20	50.0
USB chargers for mobile devices	39	25	64.1
AD Blue	38	2	5.3
Nails, staples, screws, pins, bolts and nuts according to EN 14592	35	23	65.7
Pressure cookers for home use **)	11	7	63.6
Baby Care Products - Pacifier Holders	18	4	22.2
Stationary LED luminaires with integrated ballast **)	16	0	0.0
Solar panel inverters **)	3	1	33.3
Electric chainsaws **)	17	1	5.9
Transportable pressure equipment	28	6	21.4
Ceramic tiling elements	18	8	44.4
Portable powder extinguishers	26	3	11.5
Protective gloves against mechanical hazards	32	16	50.0
Watercraft - recreational craft	13	0	0.0
Water slides - means of folk amusement 9**)	42	7	16.7
Kettles **)	32	8	25.0
Placing of split firewood on the market	58	16	27.6
Folding and extending attic stairs	7	3	42.9
IoT (Internet of Things) devices - radio devices	21	2	9.5
Personal protective equipment for respiratory protection	190	97	51.1
Printer cartridges containing electronic circuits - RoHS requirements *)	21	15	71.4
Electrical equipment - RoHS requirements*)	21	10	47.6
LV power cables - LVD requirements **)	8	1	12.5

*) Inspection actions started in 2019 and completed in 2020

***) inspection actions under development with possible follow-up investigations of other operators

3.1 National inspection actions

Inspection of toys safety is one of the priority areas for the Czech Trade Inspection Authority. In 2020, in total 909 inspections were carried out and breaches of applicable legal regulations were discovered in 474 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, breaches were discovered within 353 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 2,767 models of toys were inspected and shortcomings of mostly administrative character were discovered in 979 models. In terms of ratio, some of the above-mentioned faults, or their accumulation, appeared in c. 35% 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 39 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, 10 toy models failed the safety requirements of the applicable Government Orders, particularly in one or multiple indicators. Other 4 products met the requirements and 5 products are in the assessment phase.

In 2020, 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. Some toys also failed due to their construction and could cause injury to children. Other 20 toy models were taken within the above-mentioned international action CASP 2020.

Based on the detected flaws, in total 9 toy models were reported to the European alert system for dangerous non-food products /Safety Gate/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 inspection activities regularly carried out by the CTIA and when seeking toys within an international inspection aimed at the inspection of electric toys safety already in 2019.

Bowling pinsetters - within the framework of the international cooperation of the ADCO MD Administrative Group for the Machinery Directive, an inspection action was carried out to map the bowling pinsetters in operation. These products fully automatically set the bowling pins in a vertical starting position. The equipment in question is a specified product according to Act No. 22/1997 Coll., on Technical Requirements for Products, Act No. 90/2016 Coll., on conformity assessment of selected products when made available in the market, and Government Order No. 176/2008 Coll., Technical Requirements for Machinery, 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. 481/2012 Coll., on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS). The subject of the action was compliance with the conditions for placing these products on the market. A total of 34 inspections were carried out and 44 types of products were inspected. For most of the products, the accompanying documentation was no longer available and the product labelling was partially or completely missing.

Inspections of toys according to individual inspectorates

CTIA inspectorate	Number of inspections	Inspections with findings	Detected findings in %
Středočeský and Prague	101	57	56.4%
Jihočeský and Vysočina	188	67	35.6%
Plzeňský and Karlovarský	321	217	67.6%
Ústecký and Liberecký	64	34	53.1%
Královéhradecký and Pardubický	18	1	5.6%
Jihomoravský and Zlínský	161	69	42.9%
Olomoucký and Moravskoslezský	56	29	51.8%
Total	909	474	52.1%

As these were inspections of products in operation (in use), neither the product labelling nor the accompanying documentation can be assessed as they may not be complete and the product operator is not obliged to provide the accompanying documentation to the surveillance authority. It was found during the inspection that a large number of bowling pinsetters which were placed on the EU market more than 10 years ago (15, 20 years) or were delivered from EU countries as used bowling pinsetters are operated in the Czech Republic. No. manufacturer or importer was identified during the inspection action and No. breaches of the above mentioned legislation were found. In 1 case a breach of a different legal regulation was detected.

Goggles for downhill skiing - the subject of the inspections carried out was to verify the fulfilment of the obligations set out in Act No. 90/2016 Coll., on conformity assessment of selected products when made available in the market, and Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC. The inspection action focused on product labelling, CE marking, accompanying documentation (instructions for use), the attached EU declaration of conformity and verification of the basic requirements in an accredited testing laboratory. Within the action, 40 inspections were carried out, during which 35 distributors, 3 importers and 2 manufacturers were inspected. 42 types of products were inspected. 7 samples of products were taken to verify the most important characteristics according to selected articles of the standard EN 174 Eye protection - Ski goggles for downhill skiing. During the laboratory tests it was found that all samples met the tested parameters. One of the samples tested had a formal deficiency (no instructions for use were included). For the other 19 product types out of the 35 inspected, where only the marking and accompanying documentation were inspected, formal deficiencies were also found (e.g. missing instructions for use, obligatory marking and labelling, identification of the manufacturer, etc.). Based on these findings and the subsequent call for removal of the defects detected, the inspected operators withdrew the non-compliant products from distribution. In total, 20 inspections detected breaches of the applicable legislation.

USB chargers for mobile devices - the inspection action focused on compliance with the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, Act No. 90/2016 Coll., No. 117/2016 Coll., on the assessment of conformity of selected products 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 Government Order No. 481/2012 Coll., on the restriction of the use of certain hazardous substances in electrical and electronic equipment. All regional inspectorates participated in the event. The subject of the inspection was USB chargers for mobile devices (mobile phones,

tablets, etc.). The inspections were aimed at verifying the safety of these products as well as compliance with the administrative requirements for placing them on the market. Within the action, 39 inspections were carried out, during which 46 types of products were inspected. 25 inspections found breaches of the legislation under surveillance. 14 types were sampled and subsequently tested, of which 11 types were found to be technically noncompliant. 3 types were found to be technically compliant. However, the testing at the inspectorate found that 1 of these 3 types was found to be formally unsatisfactory (missing marking, information in Czech language). In total, it can therefore be stated that out of the 14 types of products tested, only 2 types were found to be fully compliant. The non-compliant types were subsequently subject to a restrictive measure - a ban on further distribution.

AdBlue - the inspection focused on the quality characteristics of the NOx reduction agent, aqueous urea solution (AUS 32), which is required for the operation of selective catalytic NOx reduction converters in diesel vehicles. Furthermore, the inspection focused on compliance with the obligations set out in Act No. 634/1992 Coll., on Consumer Protection and on the inspection of marking and labelling of these products, where the containers for the distribution of AUS 32 must be marked and labelled in accordance with the requirements of the standard ISO 22241-1 Diesel engines - NOx reduction agent - Aqueous urea solution (AUS 32) - Part 1: Quality requirements. The controlled entities were natural and legal persons selling the products in question in the Czech market. Within the control action on the sale of Aqueous Urea Solution (AUS 32), a total of 38 inspections were carried out in the market network with the above mentioned focus, during which a total of 46 products were inspected. Out of the 38 inspections, 4 inspections were carried out with sampling of AdBlue in commercially available packaging (originally packaged by the manufacturer) and 3 inspections with the participation of the staff of an accredited testing laboratory, which took 3 samples offered directly from the dispensers at filling stations. The samples of AdBlue liquid taken and tested by the accredited testing laboratory were successful in all tested parameters.

During inspections carried out by the Czech Trade Inspection Authority officers, breaches of legal regulations were found within 2 inspections, where in one case the Czech instructions for safe use were missing (only foreign language text was available) and in the other case the product did not contain information on storage temperature in the Czech language.

Nails, staples, screws, pins, bolts and nuts according to the standard ČSN EN 14592 - the aim of the inspection action was to verify whether these products, which are offered in the Czech market, meet the technical requirements set out in Regulation 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, and the harmonised standard ČSN EN 14592:2008+A1:2012 Timber structures - Dowel-type Fasteners - Requirements. Within this action, 35 inspections were carried out and 38 types of products were inspected. Of these inspected products, 27 products were found to be in breach of the prescribed regulations. Breaches of the legislation were found in 23 inspections. Formal deficiencies (e.g. missing CE marking, missing declaration of properties, missing mandatory marking and labelling, missing manufacturer's address, etc.) were the most frequently detected. In order to verify the characteristics according to selected articles of standard EN 14592:2008+A1:2012, 7 product samples were taken. During laboratory tests it was found that 2 samples failed to meet the tested parameters. The products did not comply with the values declared by the manufacturer in the declaration of performance for the property Characteristic torsion ratio, i.e. Article 6.3.4.6 of ČSN EN 14592:2008+A1:2012. In total, 12 fines in the total amount of CZK 43,000 were imposed.

Pressure cookers for domestic use - the inspection action associated with sampling was focused on pressure cookers for domestic use without integrated heating equipment, which are selected products according to Act No. 90/2016 Coll., on conformity assessment of selected products when they are supplied to the market and according to Government Order No. 219/2016 Coll., on conformity assessment of pressure equipment when they are supplied to the market. The inspection of the products focused on the mandatory labelling of the products, the accompanying documentation and the implementation of the conformity assessment in accordance with the established procedure. Seven samples of 3 items each were taken for laboratory tests to verify compliance with the requirements for the operation of the pressure regulator, pressure relief device, opening safety and pressure resistance. The inspection action has not been completed yet as the laboratory tests on the product samples are ongoing and the results have not been known. As of the date of the annual report, 11 inspections have been carried out. In 7 cases, infringements of legal provisions were detected.

Baby care products - Soother holders - these are commonly used products that appear in many different models in the market. The original purpose of these products was to keep the pacifier attached to the baby's clothing without the risk of strangulation. Nowadays, many of these products are designed and constructed in such a way that they also have a play function. In order to help surveillance authorities decide whether a product under inspection falls under Act No. 102/2001 Coll., on General Product Safety, or Government Order No. 86/2011 Coll., on Technical Requirements for Toys, a Guidance Document was developed in the context of the 2019 ADCO TOYS meeting to help surveillance authorities classify specific products and then to explain how to verify that they are safe when used by young children. Following consumer complaints previously received about this range of products, the aim of the inspection action was to see whether the products intended for childcare comply not only with the requirements of

Act No. 102/2001 Coll., on General Product Safety, which are specified in the standard ČSN EN 12586+A1 Childcare products - Soother holders - Safety requirements and test methods, but also with the requirements of Government Order No. 86/2011 Coll., where appropriate with regard to the design of the

product. The subject of the inspection was to verify whether the marking and labelling of these products with consumer information complied with the requirements of law and whether the mechanical and chemical characteristics of the soother holders offered for sale in the Czech market network complied with the requirements of the above-mentioned standard. Eighteen inspections were carried out and infringements of the legislation were found in 4 cases. Seven types (models) of soother holders were sampled during the control action. In an accredited laboratory, the samples of the holders were assessed, e.g. for integrity, length and width of the strap, impact resistance, tensile strength. Durability testing was also carried out. For those mounts that contained a metal part in the garment holder, it was inspected whether nickel was present in this part. Two product models were assessed as noncompliant with the safety requirements, the further offer and sale of which were prohibited until the inspection was completed and permanent corrective measures were taken.

Stationary LED luminaires with integrated ballast - the inspection action focused on compliance with the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, Act No. 90/2016 Coll., on conformity assessment of selected products when delivered to the market, Government Order No. 117/2016 Coll., on the assessment of conformity of selected products 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 Government Order No. 481/2012 Coll., on the restriction of the use of certain hazardous substances in electrical and electronic equipment. The event was attended by the following inspectorates: Jihočeský and Vysočina, Jihomoravský and Zlínský, Královéhradecký and Pardubický, Ústecký and Liberecký. The subject of the inspection was stationary (non-moveable) LED luminaires with integrated ballast. The inspections were aimed at verifying the safety of these products as well as compliance with the administrative requirements for placing them on the market. As part of the inspection action, an orientation measurement with a VANTA X-ray spectrometer was also carried out directly during the inspection. 16 inspections were carried out. 14 types of products were inspected. 4 types were taken for testing. Testing of the sampled products is currently underway in the testing room. Subsequently, the samples will be assessed for compliance with formal requirements, the inspected persons will be informed of the test results and appropriate restrictive measures will be imposed on non-compliant products.

Solar panel inverters - EMC requirements - the inspection action focused on compliance with the requirements of Act No. 90/2016 Coll., / Government Order No. 117/2016 Coll.,

on the assessment of conformity of selected products when delivered to the market. The following inspectorates took part in the event Olomoucký and Moravskoslezský, Plzeňský and Karlovarský, Středočeský and Prague. The subject of the inspection were inverters (voltage converters), which are connected to solar panels in order to convert the DC voltage produced by solar panels into AC voltage used in domestic electrical installations. The inspections were aimed at verifying the electromagnetic compatibility of these products in terms of both emissions and immunity, as well as compliance with the administrative requirements for their placing on the market. Three inspections were carried out within the action, during which three types of products were taken for testing. These are special

products that are not normally available on the market. Within 1 inspection, a breach of the supervised legislation was found. Subsequently, the samples will be tested in a selected testing facility and then assessed at the inspectorates for compliance with formal requirements, the inspected persons will be informed of the test results and appropriate restrictive measures will be applied to non-compliant products.

Electric chainsaws - the inspection action associated with sampling was focused on electric chainsaws powered by electricity from a battery (the so-called "battery" chainsaws), which are selected products according to Act No. 22/1997 Coll., on Technical Requirements for Products, Act No. 90/2016 Coll., on conformity assessment of selected products when delivered to the market, and Government Order No. 176/2008 Coll., on Technical Requirements for Machinery, 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. 481/2012 Coll., on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS), Government Order No. 9/2002 Coll., which sets out the Technical Requirements for Products in respect to noise emissions. The subject of the inspection was not electric chainsaws powered from the 230 V, 50 HZ mains. The product inspection focused on the mandatory labelling of the products, the accompanying documentation and the implementation of the conformity assessment in accordance with the established procedure, including the inspection of the technical documentation of the product. Seven product samples were taken for laboratory testing to verify compliance with the mechanical safety, durability and noise measurement requirements. The inspection action is not yet completed as the laboratory tests on the product samples are ongoing and the results are not yet known. As of the date of the annual report, 17 inspections were carried out and in 1 case a breach of Act No. 22/1997 Coll. was detected.

Transportable pressure equipment - distribution and filling of pressure cylinders - 28 inspections were carried out within the control action, 22 types of products were inspected. All inspected entities were in the position of distributors. A deficiency in the area of mandatory conformity marking was found in 1 case where the product was not manufactured as a

pressure equipment intended for transport of technical gases, but as a fire extinguisher, while the legislation does not allow modification of products for other purposes than those for which they were manufactured. In 5 cases, deficiencies were found in the area of further labelling of pressure equipment, in particular the lack of information on the identification of the contents of the cylinder, the hazards associated with the contents and the safety precautions to be observed when storing and using the cylinder. In one case, the prescribed information in the Czech language was missing. In 1 case, the economic operator did not submit the applicable certificate related to the economic activity of the inspected entities - filling of gas pressure vessels

issued by the Technical Inspectorate of the Czech Republic. The resolution of this issue does not fall within the scope of the CTIA and was referred to competent state administration authorities. The inspection operation proved repeated deficiencies concerning pressure equipment for gas transport, which had already been identified in a previous inspection action..

Ceramic tiles - the aim of the inspection action was to verify whether ceramic tiles offered in the Czech market meet the technical requirements set out in Regulation 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 and harmonised standard EN 14411:2012 Ceramic tiles - Definitions, classification, characteristics, evaluation of conformity and marking. During the control action, 18 inspections were carried out and 20 types of products were inspected. Of these, 13 products were found to be in breach of the applicable regulations. Breaches of the legislation were found in 8 inspections. Most often formal deficiencies were detected (e.g. missing data in the CE marking, missing information in the Czech language, etc.). In order to verify the properties according to selected articles of the standard ČSN EN 14411:2012, 7 samples of products were taken. During laboratory tests it was found that 1 sample failed the tested parameters. The product did not comply with the values declared by the manufacturer in the product report for characteristic B. 2 Fracture load of ČSN EN 14411:2012. In total, 3 fines were imposed amounting to the total of CZK 12,000.

Portable powder extinguishers - are selected products according to Government Order No. 219/2016 Coll. on conformity assessment of pressure equipment when made available on the market (Directive 2014/68/EU of the European Parliament and of the Council) and according to Act No. 90/2016 Coll., on conformity assessment of selected products when made available in the market. In the Czech Republic, they are also selected products according to Act No. 22/1997 Coll., on Technical Requirements for Products and according to Government Decree No. 173/1997 Coll., establishing selected products for conformity assessment. A total of 26 inspections were carried out within the action, where 23 products were inspected. No. deficiencies were

found in the products inspected, 5 inspections are being completed. During the inspection action, 7 portable powder extinguishers with a fire extinguishing agent content of 6 kg were sampled to verify the declared class A of fire classification. The test was carried out in accordance with Article 15.2 of EN 3-7+A1 - Fire extinguishing capability for class A fires. The extinguisher is considered to meet the applicable extinguishing performance requirements if two test objects are extinguished out of a series of three test objects. All 7 samples taken passed the test. In the course of the action, three subjects were found to be in breach of Act No. 634/1992 Coll. on Consumer Protection. The breach of the Act concerned the provision of information on the scope, conditions and method of exercising the right from defective performance and information about the out-of-court settlement of consumer disputes.

Protective gloves against mechanical hazards - based on the results of inspection actions aimed at inspecting gloves belonging to personal protective equipment in previous years, when a high ratio of deficiencies was found in this type of products, this inspection action was again included in the project

plan for 2020. The subject of the inspections carried out was to verify the fulfilment of the obligations set out in Act No. 90/2016 Coll., on conformity assessment of selected products when made available in the market, and Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC. 32 inspections were carried out within the framework of the inspection action, during which 32 types of protective gloves were inspected. Breaches of legislation were found in 16 inspections. In order to verify the characteristics declared by the manufacturer (protection classes according to EN 388), 28 samples of products were taken. During laboratory tests 23 samples were found not to correspond to the protection classes declared by the manufacturers. 13 samples failed to meet the abrasion resistance requirement, 5 samples failed to meet the blade cut resistance requirement, 16 samples failed to meet the tear resistance requirement and 4 samples failed to meet the puncture resistance requirement. A number of them also had formal deficiencies (e.g. missing instructions, CE marking, mandatory marking, manufacturer's identification, etc.). In total, these formal deficiencies were found in 17 products out of all products inspected. The operators concerned were invited to remedy the non-compliance found. Based on these findings, the economic operators withdrew the non-compliant products from the EU market. In total, 25 types of gloves were found to be in breach of the legislation. From the point of view of the deficiencies found, it is evident that 78 % of the types of gloves were found to be deficient in the audited range of products, which are in high demand on the market and are used to protect hands in both 'hobby' activities and professional activities.

Water scooters - recreational crafts - the subject of the inspection action was to verify whether water scooters

offered in the market of the Czech Republic meet the technical requirements set out in Act No. 90/2016 Coll., on conformity assessment of selected products when made available in the market, and Government Order No. 96/2016 Coll., recreational craft and personal watercraft. The inspection action focused on inspecting the mandatory marking, including the established CE marking (indicated on the product label and its location), the accompanying documentation and the declaration of conformity. A total of 13 inspections of distributors were carried out within the action, during which 5 types of products were physically inspected. All inspected watercraft complied with the prescribed requirements of the legislation.

Water slides - means of folk amusement - are selected products according to Government Decree No. 173/1997 Coll., laying down selected products for conformity assessment, and according to Act No. 22/1997 Coll., on Technical Requirements for Products. A total of 42 inspections were carried out under this action, of which 4 are still pending. In the course of the action, 61 products were inspected and deficiencies were found in 13 products. For 9 products,

deficiencies were found at operators and these were deficiencies in the labelling and marking of water slides. The products operated were not marked and labelled in accordance with the requirements of standards EN 1069-1+A1 and EN 1069-2. There were insufficient safety instructions at the entrance to the slide or they were incorrectly placed. For example, the minimum height of the user was missing, the operating rules were illegible, and the type code of the slide, the identification of the manufacturer, the year of installation, and the address of the supplier were missing. In 4 cases, remedial measures were imposed pursuant to Section 18 par. 2 letter b) of the Act and in 1 case, a prohibition on putting into operation was imposed pursuant to Section 18a par. 1 letter a) of the Act due to other identified deficiencies such as corrosion and improper electrical wiring. All of these deficiencies were corrected during the inspections. Further deficiencies were found in 2 cases of other commercial entities. In the first case, the distributor issued a Declaration of Conformity that did not meet the requirements of Section 6 of the GO and was issued in breach of Section 13 par. 2) of Act No. 22/1997 Coll. In the other case, the inspected person in the the position of manufacturer did not provide the necessary cooperation during the inspection and thus violated Section 10 par. 2) of Act No. 255/2012 Coll., on Inspection. In both cases, the breach is dealt with within the competence of the CTIA.

Electric kettles - the inspection action focused on compliance with the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, Act No. 90/2016 Coll., on conformity assessment of selected products when they are supplied 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 No. 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. All regional inspectorates participated in the event. The subject of the inspection was electric kettles. The inspections were aimed at verifying the safety of these products as well as compliance with the administrative requirements for placing them on the market. 32 inspections were carried out within the action. 35 types of products were inspected. 8 inspections revealed breaches of the legislation under surveillance. 7 types of products were sampled. Testing of the sampled products in the testing room is currently underway. Subsequently, the samples will be assessed at the inspectorates for compliance with formal requirements, the inspected persons will be informed on the test results and appropriate restrictive measures will be applied to non-compliant products.

Placing chipped firewood on the market - in 2020, the Czech Trade Inspection Authority focused on the sale of chipped firewood. In recent years, inspections of this product range have repeatedly violated law. These were mainly breaches of Act No. 634/1992 Coll., on Consumer Protection. The Czech Trade Inspection Authority carries out inspections of timber and timber products traders within the scope of its competence under Act No. 226/2013 Coll., on the marketing of timber and timber products. The inspections were focused on compliance with the obligations set out in Article 5 of 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, in particular on compliance with the obligation of traceability of operators who supplied timber and timber products to traders. The audit also focused on the control of Act No. 634/1992 Coll., on Consumer Protection. A total of 58 inspections were carried out during the inspection operation. Breaches of the legislation under surveillance were found in 16 cases at 12 operators, in particular there were breaches of Act No. 634/1992 Coll., on consumer protection, where the most frequent breach was found in the obligation of the seller to properly inform the consumer about the price of the products sold. No. breach of Article 5 of Regulation (EU) No. 995/2010 of the European Parliament and of the Council was found.

Folding and extendable attic stairs - the subject of the inspection action was to verify whether the folding and extendable attic stairs meet the technical requirements set out in Act No. 22/1997 Coll., on Technical Requirements for Products and Government Order No. 163/2002 Coll., laying down technical requirements for selected construction products. Within the action, 7 inspections were carried out and 7 types of products were inspected. Breaches of legal regulations were detected within 3 inspections. This action focused on the inspection of accompanying documentation and the Declaration of Conformity. Of the 7 products inspected, 2 products were found to be in breach of the applicable regulations. Formal deficiencies (e.g. inconsistencies in the declaration of conformity and in the instructions for use) were most frequently found.

IoT (Internet of Things) devices - radio devices - the aim of the inspection action was to verify whether IoT devices supplied to the Czech market meet the technical requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, Act No. 90/2016 Coll., on conformity assessment of selected products when they are supplied to 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 No. 481/2012 Coll. on the restriction of the use of certain hazardous substances in electrical and electronic equipment. The inspections were carried out by all regional inspectorates. 21 inspections were carried out and 22 products were inspected. In cases of 2 products, formal deficiencies were found, where the Czech conformity mark CCZ was also attached to the CE marking.

Personal protective equipment for respiratory protection - in 2020, the Czech Trade Inspection Authority paid particular attention to the surveillance of the supply of personal protective equipment (hereinafter referred to as "PPE") for respiratory protection in the market. The reason for this special attention was the development of the pandemic situation associated with the spread of the new SARS-CoV-2 coronavirus, which resulted in a sharp increase in demand for respiratory

PPE. In the course of 2020, a total of 190 inspections of the supply of respiratory PPE to the market were carried out at both manufacturers and importers of respiratory PPE and their distributors by all regional inspectorates of the CTIA as part of an inspection action. Of this number, 97 inspections found breaches of the legal regulations governing the supply of respiratory PPE to the market, representing 51% of all inspections carried out. The most frequent breaches related to importer and distributor obligations, where these economic operators failed to verify whether respiratory PPE delivered to the market complies with the requirements of Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC. These included in particular cases where distributors did not verify before delivering respiratory PPE to the market whether the products have the CE marking and whether they were accompanied by the required documents and information, e.g. EU Declaration of Conformity, instructions for use, where the required information was not provided in the Czech language. In the case of importers of respiratory PPE, the most frequent was the failure to comply with the obligation to ensure that the manufacturer has carried out the applicable conformity assessment procedure, elaborated technical documentation, marked the products with the CE marking, marked the products with a batch or serial number, marked the products with their name (business name, trademark), and that the required documents and information are provided in the

Czech language. The supervision also included sampling of the products for the purposes of their laboratory assessment.

In response to the pandemic situation, the European Commission ("the Commission") issued a Recommendation on 13 March 2020 on conformity assessment and market surveillance procedures in relation to the threat of COVID-19 coronavirus infection ("the Recommendation"). In that document, the Commission recommends that market surveillance authorities, where they find that PPE provides an adequate level of health and safety protection in accordance with the essential requirements set out in Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment (the Regulation), even if the conformity assessment procedures, including the affixing of the CE marking, have not been fully completed in accordance with the harmonised rules, may authorise the making available in the Union market of those products for a limited period of time and while the necessary procedures are being carried out. This Recommendation therefore allowed the surveillance authorities to proceed differently in the surveillance of the placing on the market of PPE than in the normal situation where surveillance authorities require that PPE complies with all the applicable requirements of the Regulation when it is placed on the Union market. Thus, during the pandemic period, the CTIA carried out surveillance which differed from standard surveillance in that it assessed in some cases whether the requirements of the Recommendation were met and whether specific respiratory PPE could be placed on the market. In the framework of the surveillance exercise modified by the Recommendation, the CTIA allowed 26 economic operators to supply 41 types/batches of respiratory PPE to the market for which the conformity assessment process had not been fully completed. In the framework of the market surveillance exercise, the CTIA further monitored whether, in cases where it allowed respiratory PPE to be supplied to the market for which the conformity assessment process had not been fully completed, this process was continued and with what results. This included publicising specific procedures for placing personal protective equipment on the market in accordance with the

Recommendation. This information was provided to suppliers of personal protective equipment and the general public via the CTIA website.

Both of these activities were accompanied by the handling of a large number of submissions to the CTIA from both operators placing personal protective equipment on the market and other market actors, including consumers. As part of this activity, the CTIA answered a number of questions concerning the general conditions for placing personal protective equipment on the market, its distribution in the market and the application of the requirements of the Recommendation to specific personal protective equipment.

Printer cartridges containing electronic circuits - RoHS requirements - the inspection action focused on compliance with the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, and Government Order No. 481/2012 Coll., on the restriction of use of certain hazardous

substances in electrical and electronic equipment. All regional inspectorates participated in the event. The subject of the inspection were printer cartridges (toner, inkjet) containing electronic circuits. The inspections were aimed at verifying the safety of these products in terms of the content of certain hazardous substances, as well as compliance with the administrative requirements when placing them on the market. 21 inspections were carried out. In 15 of the inspections, infringements of the applicable legislation were found. 28 types of products were inspected. 9 types were sampled and subsequently tested, all of which were technically compliant. It was also found that 19 types did not comply formally (lack of marking, information in Czech language), for which a restrictive measure was subsequently applied - a ban on further distribution.

Electrical equipment - RoHS requirements - the inspection action focused on compliance with the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, and Government Order No. 481/2012 Coll., on the restriction of use of certain hazardous substances in electrical and electronic equipment. The event was attended by the South Moravian and Zlín Inspectorates and the Pilsen and Karlovy Vary Inspectorates. The subject of the inspection were various products that meet the definition of electrical equipment within the meaning of Government Order No. 481/2012 Coll. (toys, lighting fixtures, small electronics). The inspections were aimed at verifying the safety of these products in terms of the content of certain hazardous substances, as well as compliance with administrative requirements when placing them on the market. 21 inspections were carried out. In 10 cases, breaches of the legislation under surveillance were found. 33 types of products were inspected. On the basis of an indicative measurement with a VANTA X-ray spectrometer directly during the inspection, 26 types of products suspected of containing excessive level of dangerous substances were taken and subsequently tested. Within tests in the testing room, all sampled products were found to be technically unsatisfactory. At present, the sampled products are being assessed by the inspectorates for compliance with the formal requirements and the results of the tests are being communicated to the inspected persons, after which appropriate restrictive measures will be applied on the non-compliant products.

LV power cables - requirements for LVD - the inspection action focused on compliance with the requirements of Act No. 90/2016 Coll., on conformity assessment of selected products when delivered to the market and 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. All regional inspectorates participated in the event. The subject of the inspection was low-voltage electric power cables commonly used in electrical installations. The inspections were aimed at verifying the safety of these products as well as compliance with administrative requirements when placing them on the market. Within the action, 8 inspections were carried out, of which a breach of legal regulations was detected in 1 case. 22 types of products were inspected, 21 types of products were sampled, and

testing of the sampled products is under way. Subsequently, the samples will be assessed at the inspectorates as regards the compliance with formal requirements, the inspected persons will

be informed on the test results and appropriate restrictive measures will be applied on non-compliant products.

3.2 International inspection action

International inspection action CASP 2019

In 2020, activities on individual internationally coordinated control actions in the CASP 2019 project were completed. The Czech Trade Inspection Authority participated in four of the six organised control actions. The conclusions of these actions were published on the Safety Gate/RAPEX website and presented via a video conference organised by the European Commission in July 2020. The Commission also produced an awareness-raising video material for the general public, which is shared on the website of the Czech Trade Inspection Authority.

Soft-filled toys - international control action started in 2019 when the participating surveillance authorities carried out sampling and the selected testing laboratory carried out testing. In 2020, representatives of the participating surveillance authorities analysed the results and took appropriate action based on the risk assessment processes carried out. A total of 189 product samples were taken and assessed for mechanical safety requirements according to EN 71-1, electrical toys according to EN 62115 and for the presence of undesirable chemicals according to Regulation (EC) No. 1907/2006 of the European Parliament and of the Council on the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH). Of the total, 65 products failed to comply with these requirements. Czech Trade Inspection Authority staff took 19 product samples, of which 4 toy models failed to comply. In all 4 products, small parts were released during testing, which pose a risk of health complications for young children if these parts are inhaled or swallowed. One of the products also contained plastic material with excessive amounts of banned phthalates. All 4 toys were reported to the Safety Gate/RAPEX rapid alert system.

Slime toys - this was an extraordinary international control action announced within the CASP 2019 project, aimed at testing whether the permitted amount of boron in slime toys is exceeded. A total of 29 surveillance authorities participated in the event and a total of 200 different types of slime toys were sampled. Tests carried out by the selected testing laboratory showed that 39 samples were above the boron limit. 7 samples of these toys were taken from the Czech market. One sample exceeded the permitted amount of boron and was reported to the Safety Gate/RAPEX alert system based on a risk assessment. Another product was banned from sale due to formal non-compliance with the requirements of the legislation in force.

Chargers - International Inspection Action was launched in 2019 and sampling and laboratory testing was carried out at a selected testing facility in the same year. In 2020, the tests were evaluated and appropriate measures were taken. The subject of the action was to verify the compliance of USB chargers, laptop and tablet chargers and universal rechargeable battery chargers with the requirements of Directive 2014/30/EU of the European Parliament and of the Council on the harmonisation of the laws of the Member States relating to electromagnetic compatibility, 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 Directive 2011/65/EU of the European Parliament and of the Council on the restriction of the use of certain hazardous substances in electrical and electronic equipment. The event was attended by 12 surveillance authorities, which recalled a total of 86 products, 56 of which were classified as non-compliant. Based on the risk assessments carried out, 7 of these were subsequently reported to the Safety Gate/RAPEX alert system. In the Czech market, 9 products were recalled, 6 were found to be non-compliant and 1 product was subsequently reported to the Safety Gate/RAPEX alert system.

Personal transporters - The international inspection action started in 2019 with the collection of samples, which were submitted to a selected testing laboratory. In 2020, the results of the tests were analysed by the participants in the event together with expert staff of the testing laboratory and, on the basis of these results, a risk assessment was carried out and appropriate measures were taken. This action involved 11 surveillance authorities and involved the removal of a total of 46 products (electric bicycles, electric scooters, scooters/hoverboards and unicycles) that fall within the scope of Directive 2006/42/EC of the European Parliament and of the Council on Machinery. A total of 46 products were sampled and tested, of which 40 failed to meet the required standards in terms of resistance to moisture ingress, battery overcharging and short-circuiting and mechanical safety. Only all unicycles passed the tests. A total of 5 products will be reported to the Safety Gate/RAPEX system. In the Czech Republic, 6 product samples were taken, of which only one was found to be compliant. One product sample (a wheeled scooter) was assessed as having a serious risk as it started to release poisonous or flammable gases after the tests and the plastic

parts caught fire. This product has already been proposed for publication in the Safety Gate/RAPEX system.

International inspection actions CASP 2020

The CASP 2020 project builds on the European Commission's project from the previous year and is again largely funded by the EU. The Czech Trade Inspection Authority is involved in three international inspections within the project.

Nitrosamines in toys - international control action involving 12 surveillance authorities. The aim of the action is to map the presence of banned nitrosamines and N-nitrosatable substances, which are associated with carcinogens and may therefore pose a serious health risk, in products intended for children. In the Czech Republic, the action focuses on toys made of elastomeric materials with a lower purchase price. For the Czech Trade Inspection Authority, this action is an opportunity to inspect and test products that have not yet been tested on the Czech market, while minimising the associated costs. The outputs obtained and the knowledge and experience shared with participants from other member countries will be further incorporated into our own surveillance activities. For this action, 20 products of three types were collected during the year: squeeze toys made of elastomeric materials, balloons and finger paints. The results of the tests will be known in the first quarter of 2021.

Small kitchen heating appliances - International inspection action focused on compliance with the requirements of Directive 2014/30/EU of the European Parliament and of the Council on the harmonisation of the laws of the Member States relating to electromagnetic compatibility, 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 Directive 2011/65/EU of the European Parliament and of the Council on the restriction of the use of certain hazardous substances in electrical and electronic equipment. The international inspection action involved 10 surveillance authorities, which sampled a total of 89 products. In the Czech Republic, all regional inspectorates participated in the action, their inspections were aimed at verifying the safety of small kitchen heating appliances - fryers, mini-fryers, contact grills/sandwich makers, toasters, as well as compliance with the administrative requirements for their placing on the market. Twenty inspections were carried out and 9 types of products (2 types of fryers, 3 types of mini ovens, 2 types of sandwich makers, 2 types of toasters) were taken for testing purposes. The sampled products are currently being tested in a selected testing facility. Subsequently, the samples will be tested at regional inspectorates as regards their compliance with the formal requirements. Appropriate restrictive measures will be applied to non-compliant products. The results of the tests will be evaluated in the context of the international event during 2021.

CASP Corona 2020 - due to the outbreak of the COVID-19 pandemic at the beginning of 2020, there was a huge increase in demand for personal protective equipment, resulting in a multifold increase in the volume of their supply to the market. Much of this supply was accounted for by products supplied from third countries. Part of the personal protective equipment was supplied to the market under Commission Recommendation (EU) 2020/403 of 13 March 2020 on conformity assessment and market surveillance procedures within the context of the COVID-19 threat. According to this Recommendation, where market surveillance authorities find that personal protective equipment provides an adequate level of health and safety protection in accordance with the essential requirements laid down in Regulation (EU) 2016/425, even if the conformity assessment procedures, including the affixing of the CE marking, have not been fully completed in accordance with the harmonised rules, they may authorise the making available on the Union market of those products for a limited period of time and while the necessary procedures are being carried out. In order to verify whether the personal protective equipment marketed under the Recommendation meets the requirements of Regulation (EU) No. 2016/425 of the European Parliament and of the Council on personal protective equipment, the European Commission has made resources available for an extraordinary internationally coordinated inspection action focusing on the equipment used to combat COVID-19, involving 32 surveillance authorities from 23 EU and EFTA countries. The Czech Trade Inspection Authority is participating in this action within the scope of its inspection authorizations by taking 3 samples of respiratory protection products. In order to ensure comparable testing coverage due to the variety of these products currently offered in the market, a single testing parameter was chosen, namely the total penetration and penetration through a filter material, according to EN 149+A1 Respiratory protective devices - Filtering half masks to protect against particles - Requirements, testing, marking. Sampling was carried out at the end of the year and the results of the tests in the selected test laboratory will be available during 2021, depending on the capacity of the test laboratory.

International inspection activity of administrative cooperation groups of the European Commission ADCO

Professional Radio Stations (ADCO RED) - an international inspection event of the Administrative Cooperation Group on Radio Equipment involved 15 EU Member States and Switzerland. The subject of the inspections were professional radios - portable PMR (analogue and digital) and PMR 446 (analogue and digital). The aim of the international inspection action was to verify whether the above equipment supplied to the EU market complied with the requirements of 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 inspections were aimed at meeting the administrative requirements for placing these products on the EU market and also at inspecting whether the essential requirements of Article 3.2 of Directive 2014/53/EU were met by testing in test facilities. Within this international action, 24 products were inspected in the Czech Republic and 14 products were found with flaws. 3 of these products were tested, 2 of which were found to be technically non-compliant, but do not pose a significant risk to the end user. In total, 85 products were recalled within the international control action. The results have not been available in the international context.

Gas grills for outdoor use (ADCO GAR) - the subject of the international inspection action of the Administrative Cooperation Group in the field of gas appliances was to verify whether products supplied to the Czech market or the EU market meet the requirements of Regulation (EU) No. 2016/426 of the European Parliament and of the Council on appliances burning gaseous fuels, and Directive 2009/142/EC of the European Parliament and of the Council for products placed on the market before 21 April 2018, in a uniform range of verified parameters according to the inspectlists developed by the ADCO Group. According to these inspectlists, 7 products offered in the Czech market were inspected, for which certificates and documents issued by notified bodies and EU

Declaration of Conformity were required. These documents were subsequently submitted to the

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, personal protective equipment, toys, construction products and solid fuels were most frequently sampled.

Besides fuel samples, in total 312 product samples were collected in 2020. 220 products, including 125 products that failed the legislative requirements, were assessed before the deadline of this annual report.

notified bodies to verify their authenticity. For none of the products inspected were the documents submitted complete. On the basis of these findings, a further control action will be proposed at national level for this commodity. The evaluation of the action in the international context will take place in the first half of 2021.

Resistance of cables used in the construction industry (ADCO CPR) - the international ADCO CPR inspection action was launched in 2019 and focuses on testing the properties of cables intended for use in buildings that fall within the scope of Regulation (EU) No. 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products. The event is attended by surveillance authorities from 7 EU member states. Within the Czech Republic, the inspection event was combined with the implementation (on the initiative of the Association of Cable Manufacturers of the Czech Republic) of the nationwide inspection event LV power cables - LVD requirements, which included testing of low-voltage power cables within the scope of the requirements of 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 placing on the market of electrical equipment intended for use within certain voltage limits. The results from this CPR event will be used within the ADCO CPR to further consult on the possibility of verifying the properties of the products - cables intended for use in buildings - by fire reaction tests.

This number included 107 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. 18 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.

Nonselected products

Products	Number of samples (models)	Compliant samples	Noncompliant samples	Still procesed
Solid fuels	15	14	1	0
Textile	18	1	7	10
Other	37	19	10	8
Total	70	34	18	18

Selected products

Products	Number of samples (models)	Compliant samples	Noncompliant samples	Still procesed
Electrical products	101	20	46	35
Toys	39	12	22	5
Personal protective equipment	62	11	31	20
Construction products	17	11	6	0

3.4 Safety Gate/RAPEX

Safety Gate (Rapid Alert System for dangerous non-food Products), previously known as RAPEX, is an information system operated by the European Commission that brings together information on dangerous products that have been found in the EU single market. It was established by Directive 2001/95/EC of the European Parliament and of the Council on general product safety and is used by all EU Member States and the EFTA countries Norway, Iceland and Liechtenstein. The Czech Trade Inspection Authority has been involved in the system since the Czech Republic joined the European Union. The system is administered by the European Commission, and a national contact point is established in each country (in the Czech Republic it is the Ministry of Industry and Trade of the Czech Republic). In parallel, information is exchanged between the RAPEX system and similar systems existing in other countries (China, RADAR Canada). The system includes the Safety Gate web portal, where basic information on detected products and the potential risk they may pose is uploaded once a week. This and other information published there is intended for the general public and is provided in the official languages of the EU Member States. The non-public part of the system, accessible to the surveillance authorities and institutions of the participating countries and the European Commission authorities, contains

complete information on the product and the protective measures taken. The surveillance authorities report the protective measures taken through the national contact point, and these are further subject to approval by the European Commission. The use of the system is continuously evaluated by the Commission and provides a basis for the further direction of the cooperation in the field of market surveillance.

In 2020, a total of 2,232 notifications were validated by the European Commission, 16 fewer than in 2019. The most frequently notified categories, both overall and in relation to the Czech market, were clearly toys, followed by electrical appliances and equipment, clothing and textiles, childcare products and others. The category of protective equipment saw a significant increase in notifications, directly caused by the COVID-19 disease pandemic. Of the total of 2,232 notifications, 1,920 were notifications under Article 12 of the GPSD - serious risk (80 fewer than in 2019) and of these, 1,024 notifications were addressed to the CTIA via the national contact point, 69 fewer than in 2019. Based on these notifications, the CTIA carried out a total of 963 targeted inspections on the national market, searching for the products in question. Based on the inspections carried out, 3 reaction notifications were sent to the European Commission during 2020. In one case, the notified product was found and appropriate action was imposed, in two cases it was found that the products were no longer available in the stock of the distributors. On the basis of its own inspection activities, the

CTIA submitted a total of 15 proposals for notification of dangerous consumer products to the RAPEX contact point at the Ministry of Industry and Trade, which is 17 fewer than in the previous year. Of this number, 12 notifications were published under Article 12 of the GPSD (serious risk), 2 notifications were published for information (serious risk but with insufficient identification of the notified product) and 1 notification under Article 11 of the GPSD (other than serious risk). The most frequent were toys presenting a risk of entrapment due to swallowing small parts released from the product. In 2020, the CTIA also received 4 notifications of voluntary action under Article 5(3) of the GPSD by the manufacturer or distributor of the product.

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
2020	2,232	1,920	1,024

Categories of notified products

Product categories	Number of products
Toys	370
Electrical appliances and devices	168
Personal protective equipment	105
Clothing, textile and fashion accessories	84
Machinery	67
Light chains	59
Child care products and equipment	52
Light fixtures	43
Chemical products	24
Hobby / sports equipment	12
Decorative products	10
Laser pointers	8
Kitchen equipment	5
Furniture	4
Gadgets	3
Measuring instruments	3
Lighters	2
Products imitating food	2
Hand tools	2
Other	1
Total	1,024

Categories of products notified by the CTIA

Categories of products notified by the CTIA	Art. 12 GPSD	Art. 11 GPSD	INFO
Toys	6	1	2
Clothing, textile and fashion accessories	3	0	0
Electrical appliances and devices	1	0	0
Hobbies / sports equipment	1	0	0
Kitchen and cooking equipment	1	0	0

4. 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).

Market Surveillance Programme 2020 was an important document defining the market areas in which the surveillance by the Czech Trade Inspection Authority will be carried out. Last year, the surveillance execution focused on the offer and sale of products infringing certain intellectual property rights, online sale of products, compliance with the prohibition to of consumer discrimination within sale of products and services, offer and sale of services relating to the conclusion of contracts on energy supply, and the sale of alcoholic beverages, tobacco products, smoking tools to consumers with special regard to the protection of persons under 18 years from the undesirable effects of drugs. Furthermore, the inspection activities focused on the area of mediation of sale and sale of objects of cultural value, cultural monuments and goods in bazaars, pawnshops, auctions and antique shops, sale of explosives precursors and pyrotechnic products, funeral services, geoblocking and means of payment, as well as other important areas of the market that the Czech Trade Inspection Authority considered important, risky or suitable for targeted supervision. In view of the potential negative impact on legitimate consumer interests, inspections focused on compliance with the prohibition of unfair commercial practices were among the important areas of the Czech Trade Inspection's surveillance activities in 2020.

The inspection activity also focused on areas related to environmental protection, such as waste management, including the waste take-back system, e.g. batteries and accumulators, supply and sale of solid fuels, liquid fuels for shipping and monitoring of fuel quality.

Similarly to the surveillance activity on the marketing of products, the surveillance activity in the area of general inspection was affected by measures related to the prevention of the spread of COVID-19. This was mainly reflected in the lower number of inspections carried out, but also in the abandonment of some planned inspection actions, such as the inspection action on packaging and packaging materials. In the case of fuel quality monitoring, the measures introduced to limit the spread of COVID-19 were reflected in the inspection activities in the form of a temporary suspension of surveillance.

The Consumer Protection Department provided methodological assistance within the Department of Methods and Inspection Support of the General Inspectorate of the Czech Trade Inspection Authority in providing professional training, in organising regular working teams in selected areas of control (internet trading, counterfeiting, discrimination) and in testing the performance of the products taken. All general inspection projects that were launched in 2020 were completed and evaluated in the final report in the same year, despite the adverse pandemic situation. In 1 case, the implementation according to the control plan was abandoned in view of the situation, due to the fact that the inspections were to be carried out on the spot with indicative measurements with the VANTA spectrometer, which was not possible at the time (packaging). All control actions were carried out on a nationwide scale by all CTIA inspectorates. Within the framework of these inspections, the regional offices demonstrated and sanctioned the persons responsible for the detected faults and shortcomings.

The Consumer Protection Department also cooperated with the CTIA's press department in order to inform the public about the results of inspections in press releases, including their publication on the regularly updated CTIA website. In addition to the planned inspections, requests from the Ministry, suggestions and complaints from the consumer and business public concerning various areas of public life, general product safety and the state of the internal market of the Czech Republic in the sale of products and services were promptly addressed.

Offer, sale, storage of products infringing certain intellectual property rights – the area of compliance with Section 8 of Act No. 634/1992 Coll., on Consumer Protection is an important part of the inspection activities of the Czech Trade Inspection Authority. It is an important element in the CTIA's ongoing efforts to combat or at least significantly restrict the offer, sale and storage of products infringing certain intellectual property rights. In the past year, inspections focused both on detecting counterfeits in shops and marketplaces and on detecting counterfeits on the Internet. Consumer submissions were often used in the inspections of e-shops. Despite the fact that this type of control action is repeatedly included in the market surveillance plan, there is still a lack of respect for the obligations set for business operators in generally binding legislation in this area. This fact is reflected in the relatively high ratio of detected breaches of obligations (68.7%). In terms of product range, infringements of intellectual property rights are most frequent in textile products and products primarily intended for children (toys). Of the total number of products seized, the predominant brands were Pokémon, Apple, Tommy Hilfiger, Volkswagen, BMW, Nike, Adidas, Hyundai, Calvin Klein, My little pony and Gucci. In 2020, a total of 811 inspections were carried out within a nationwide control action, during which breaches of generally binding

Inspections of offer, sale and storage of products infringing certain intellectual property rights

CTIA inspectorate	Number of inspections	Inspections with findings		Detected breaches of IPR* in %
		Total	IPR*	
Středočeský and Prague	44	34	25	56.8
Jihočeský and Vysočina	83	51	12	14.5
Plzeňský and Karlovarský	274	210	58	21.2
Ústecký and Liberecký	220	137	62	28.2
Královéhradecký and Pardubický	63	49	19	30.2
Jihomoravský and Zlínský	17	16	12	70.6
Olomoucký and Moravskoslezský	110	60	25	22.7
Total	811	557	213	26.3

*) IPR – breaches of intellectual property rights

Products or services infringing certain intellectual property rights – year-on-year comparison

Year	Number of inspections	Inspections with found defects	Inspections with found counterfeits	Seized counterfeits in items	Value of counterfeits in CZK calculated in original prices
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
2020	811	557	213	18,845	32,492,871

Range of seized products infringing certain intellectual property rights

	Textile and clothing	Toys, children products	Audio	Footwear, leather goods	Other
Number of items	7,509	7,139	2,820	1,120	257

legislation were detected in 557 cases. Of this number, 213 inspections recorded breaches of the prohibition 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 26.3%.

Internet sales of products - contracting by means of distance communication was the most growing form of trade in 2020. Due to the aforementioned government measures related to the spread of the COVID-19 disease and the closure of ordinary establishments for most of 2020, there has been a large expansion of e-commerce. The overall volume of this type of trade increased throughout the year, as consumers often had no other option but to purchase consumer goods using this modern way. Consumer impulses also signalled the growing importance of e-shops throughout the year. Consumer complaints were frequently used within inspections, often pointing to the failure to provide important information on withdrawal from the purchase contract and the non-compliance with declared information and product characteristics. The inspections of online shops in 2020 also reflected the findings of previous years and focused more on e-shops where shortcomings had already been noted in the past. The most frequent breach of Act No. 634/1992 Coll., on Consumer Protection, was 1,634 cases. In the surveillance practice of the Czech Trade Inspection Authority, it often happens that several breaches of one law are detected within one inspection, which was also proven in this inspection action. The largest share of breaches of the Consumer Protection Act was due to non-compliance with the prohibition on the use of unfair commercial practices, as detected in 616 cases. As a rule, these were deceptive acts and deceptive omissions. Another frequently violated obligation was the seller's duty to properly inform the consumer about the scope, conditions and method of exercising the right to claim defective performance (the so-called "claim"), together

with information on where any claim can be made. This obligation was breached in 429 cases.

In terms of the frequency of breaches, the most significant was the seller's failure to inform the consumer about the entity for out-of-court settlement of consumer disputes, which was found in 389 cases. In 2020, the Czech Trade Inspection Authority carried out a total of 1,144 inspections in the area of internet trading, during which it found breaches of generally binding legal regulations in 809 cases (i.e. 70.7%). The results of the 2020 inspections have once again confirmed that the area of internet sales is one of the forms of trade in which breaches of consumer legislation are detected to a large extent, and that the rapid development of this type of trade poses considerable risks to consumers. These include the difficulty of enforcing consumer rights for e-shops whose operators are based outside the European Union or the European Free Trade Community. These are usually countries in South-East Asia or so-called tax havens.

Discrimination - is such conduct, including an omission, where one person is treated less favourably than another person is or has been treated or would be treated in a comparable situation, because of race, ethnic origin, nationality, gender, sexual orientation, age, disability, religion, belief or world view. Discrimination is also considered to be an act or omission where, on the basis of an apparently neutral provision, criterion or practice, a person is placed at a disadvantage compared to others on any of the above grounds (so-called indirect discrimination). Control of suspected discriminatory conduct is one of the priorities of the Czech Trade Inspection Authority. In 2020, suspected breaches of some form of discrimination were found in 10 cases out of a total of 658 inspections carried out, representing (1.5%).

In 3 cases, unequal treatment of persons due to their nationality was suspected. The findings concerned two cases of different pricing of products to foreign-speaking consumers, and in one case the failure to provide a daily lunch menu to a Russian-speaking consumer. In 3 cases, age-based different treatment of persons was suspected. These included restrictions on access to services for persons under a certain age and age restrictions on the

Inspections of online trade

CTIA inspectorate	Number of inspections	Inspections with findings	Detected findings in%
Středočeský and Prague	71	57	80.3
Jihočeský and Vysočina	68	46	67.7
Plzeňský and Karlovarský	90	59	65.6
Ústecký and Liberecký	103	60	58.3
Královéhradecký and Pardubický	188	101	53.7
Jihomoravský and Zlínský	361	247	68.4
Olomoucký and Moravskoslezský	263	239	90.9
Total	1,144	809	70.7

Online trade – 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
2020	1,144	809	70.7

provision of benefits associated with membership of a loyalty scheme.

In other 3 cases, unequal treatment of persons in comparable situations was suspected, where in one case the inspected person refused to book accommodation in a wellness hotel for a consumer, in another case different pricing of water charges was found based on permanent residence, and in the third case a consumer's advertisement on an advertising server was deleted, although similar advertisements of other consumers were not deleted. In one case, discrimination based on gender or parenthood was found when a consumer was refused entry to an establishment with a pushchair without the seller having any legitimate reason for doing so.

This was a decrease of 2.6% compared to 2019, when discriminatory behaviour was detected in 4.1% of the total number of inspections carried out. However, the reduction in the number of inspections carried out due to the unfavourable pandemic situation must be taken into account here. The Czech Trade Inspection Authority will continue to carry out regular monitoring of discriminatory conducts and to monitor compliance with Section 6 of the Consumer Protection Act, contributing to the active combating of undesirable discriminatory phenomena in the offer and sale of products and services. On a positive note, No. cases or suspicions of unequal treatment of persons with disabilities were identified in 2020.

Offer and provision of services related to the conclusion of energy supply contracts - in 2020, the Czech Trade Inspection Authority also paid increased attention to inspections of compliance with legal regulations when offering and arranging the conclusion of energy supply contracts or concurrent services concentrated in product packages. A year-long inspection action focused on the offer and mediation of energy supply contracts was also included in the inspection activity plan.

A total of 39 audits were carried out under this action. Out of this number, 34 cases (87.2%) resulted in breaches of generally binding legal regulations. The most frequent cases involved the use of unfair commercial practices, where the consumer was provided with false, incomplete or ambiguous information about the products offered or, on the contrary, some essential information was omitted and the consumer was not aware of it. This is conduct which may lead the consumer to make a decision which, if the information provided to them were true, they would not have made. In several cases, the consumer was not properly informed about the scope, conditions and means of exercising the right to claim for defective performance (the so-called 'claim'), together with information on where to make a claim and also on the consumer dispute resolution body. There were also cases where sellers, when selling or providing services outside the notified premises, did not provide consumers with information concerning in particular the name or the business name and address of the seller, or information on where the consumer can still lodge a complaint after the sale or provision of services had ended. In 1 case,

aggressive commercial practices were also used against a consumer when concluding a contract on energy supply. Given the high ratio of findings (87.2%), 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 focus on it intensively in 2021.

Sale of alcoholic beverages, tobacco products, smoking paraphernalia and smoking aids - the aim of the year-long nationwide control action was to verify compliance with Act No.65/2017 Coll., on the Protection of Health from the Harmful Effects of Drugs, Act No. 353/2003 Coll., on Excise Duties, Act No. 634/1992 Coll, 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 5,382 inspections were carried out in the framework of the control action, during which breaches of generally binding legal regulations were detected in 2,329 cases (43.3%). Breaches of provisions of Act No. 65/2017 Coll. were recorded in 288 cases. Most frequently (171 cases), sellers infringed this legal regulation by serving or selling an alcoholic beverage to a person under 18 years of age, failing to display in places where alcoholic beverages are sold to consumers an obviously visible text on the prohibition of the sale of these beverages to persons under 18 years of age, or failing to display this text in the manner determined by law. Breaches of Act No. 353/2003 Coll., on Excise Duties, were found in a total of 6 cases. The most frequent was that the sellers charged the consumer a price higher than the price indicated on the tobacco label. In order to increase the effectiveness of the inspections, cooperation with persons under 18 years of age was also widely used last year, as they were invited to 237 inspections. The results of the inspections again confirmed the validity of the control action. The high level of health risk to consumers, especially for persons under 18 years of age, and the fact that deficiencies were found in almost half of the inspected establishments, leads the Czech Trade Inspection Authority to carry out such focused inspections in 2021 as well.

Mediation of the sale and sale of objects of cultural value, cultural monuments and sale of goods in bazaars, pawnshops, antique shops, auction rooms - in 2020, a time-limited (1 June to 30 November 2020) nationwide control action was carried out to ensure compliance with the obligations arising from the Act No. 253/2008 Coll., on Selected Measures against Legitimation of Proceeds of Crime and Financing of Terrorism, Act No. 634/1992 Coll, on Consumer Protection, Act No. 247/2006 Coll., on Restrictions of Night Operations of Pawnshops and Other Establishments, and other generally binding legal provisions applicable when offering, selling and buying used products and taking them as collateral and when mediating the sale and selling

objects of cultural or historical value and cultural monuments in specific establishments such as bazaars, pawnshops, antique shops, auction rooms and sales galleries.

The sale of second-hand goods and objects of cultural value and cultural monuments represents a potentially risky market area in the Czech Republic, which may, to some extent, be associated with more serious phenomena such as money laundering and the laundering of the proceeds of crime. In 2020, the total of 105 inspections were carried out, during which inspectors focused primarily on the registration obligations associated with sales in this market segment. Deficiencies were detected in 53 cases, i.e. 50.48%. The most frequent breach detected within the implemented control action, which is closely related to the specific features of the sale of used goods and the obligations associated with it, was the failure to comply with the obligation to identify the client within the meaning of Act No. 253/2008 Coll., on Selected Measures against Legitimation of Proceeds of Crime and Financing of Terrorism (29 cases). However, deficiencies were also found in the seller's failure to properly inform the consumer of the scope, conditions and method of exercising the right to claim defective performance, including the information on where the claim can be made (13 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 or undocumented goods, objects of cultural value and cultural monuments, and the risks associated with the possible legalization of proceeds of crime, as well as the relatively high ratio of findings, the Czech Trade Inspection Authority will continue to control this specific area of trade.

Explosives precursors - The sale of explosives precursors in the current market presents some challenges to consumers and government departments with as yet unidentified risks associated with terrorism and similar socially undesirable activities. The Czech Trade Inspection Authority perceives potential dangers in these areas and for this reason has again in 2020 included in the Market Surveillance Programme a time-limited inspection action (27 February to 30 September 2020) aimed at ensuring compliance by sellers with their obligations under Regulation (EU) 98/2013 of the European Parliament and of the Council on the marketing and use of explosives precursors, and Act No. 259/2014 Coll., on Explosives Precursors. During the control action, compliance with the obligations imposed on sellers by other legislation in the marketing, offer and sale of the products monitored was verified. The action monitored the available market area where substances potentially usable for the production of explosives were expected to be present. It also verified the fulfilment of the obligations of sellers of the monitored commodities related to the licensing or registration regime in terms of the applicable European and national legislation. Cooperation with partner

surveillance authorities was implemented in 1 case (trade licensing office). A total of 88 inspections were carried out during the whole inspection action. Breaches of any of the generally binding legal regulations inspected by the Czech Trade Inspection Authority were found in 17 cases (19.32%), infringements of Act No. 259/2014 Coll., on Explosives Precursors were found in 8 cases. The most frequently violated provision of the Explosives Precursors Act was Section 2(1)(b), which provides that selected explosives precursors subject to restrictions may be made available to members of the general public (i.e. natural persons seeking to purchase such goods for purposes not related to their usual commercial, business or professional activities) only on the basis of registration. The results of the control action reaffirmed its legitimacy. While the inspection action showed a positive shift in the knowledge of the obligations arising from the cited legislation in terms of compliance by business operators, it also highlighted persistent shortcomings in this area. Some inspected entities still make mistakes in record keeping, and problems persist in the registration of persons purchasing controlled explosives precursors. It is therefore clear that this market area continues to require increased surveillance and the existing inspection activities will need to be continued in 2021.

Geoblocking - in 2020, the Market Surveillance Programme also included a time-limited control action (20 July to 31 December 2020), the aim of which was to verify whether sellers use unjustified geo-blocking and other forms of discrimination conducts based on the nationality, place of residence or place of residence of customers within the EU internal market, i.e. whether the obligations arising from Regulation (EU) 2018/302 of the European Parliament and of the Council of 28 July 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, are being complied with and amending Regulations (EC) No. 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC, and other generally binding legislation. A total of 14 inspections were carried out within this control action.

Breaches of generally binding legal provisions were found in 4 cases (i.e. 28.57%) and breaches of the above-mentioned Regulation were qualified in 3 cases, where in 1 case there was a suspected breach of compliance with Article 3 of Regulation (EU) 2018/302, concerning the prohibition of blocking or restricting access to the online interface/prohibition of redirection without customer consent, in 1 case there was a suspected infringement of the compliance with Art. 4 of Regulation (EU) 2018/302, concerning the prohibition of applying different general conditions for access to goods and services, and in 1 case there was a suspected breach of compliance with Article 5 of Regulation (EU) 2018/302, where a breach of the prohibition of applying different conditions for payment transactions made by means of payment was found. This is a relatively new obligation

for sellers and it will therefore be necessary to carry out such a focused control action in 2021.

Means of payment - in 2020, a nationwide control action was carried out on a limited scale (20 July to 31 December 2020) aimed at verifying the compliance with the obligations arising for economic entities from Act No. 370/2017 Coll., on Payment Systems, or from directly applicable EU legislation, i.e. Regulation (EU) No. 2015/751 of the European Parliament and of the Council on interchange fees for card payment transactions. The aim of the action was to monitor and detect any shortcomings that might arise in commercial transactions carried out by means of payment cards or other means of payment. 91 inspections were carried out and No. breaches of the obligations imposed on sellers by the above-mentioned law or regulation were detected. In 33 cases, however, breaches of other generally binding legislation (e.g. Act No. 634/1992 Coll., on Consumer Protection) were found. This sphere of financial operations will be of interest to the Czech Trade Inspection Authority in 2021 as well.

Funeral services - a time-limited (15 July to 13 November 2020) inspection action on the sale of products and services in the field of funeral services was included in the inspection plan for 2020. The aim was to verify the compliance of sellers with the obligations arising from generally binding legal regulations in the offer and provision of funeral services, as well as in the sale of products related to this market area. In particular, obligations relating to the observance of fairness of sale, informing the consumer of the price of the products and services offered and product labelling were inspected. A total of 77 inspections were carried out throughout the audit operation. Breaches of any of the provisions of the generally binding legal regulations enforced by the Czech Trade Inspection Authority were detected in 24 inspections, representing 31.2%. In virtually all cases, breaches of Act No. 634/1992 on Consumer Protection were found. The most frequent infringement of this legal regulation was the failure to provide some of the information that the seller is obliged to provide to the consumer, starting with the failure to provide the information on the out-of-court settlement

of consumer disputes and ending with the failure to provide the information on the price of the products and services offered. The reduction in the ratio of findings by 15.8% compared to the inspection action carried out in 2017 can be considered positive.

Pyrotechnics - a time-limited control action aimed at the offer, sale and storage of pyrotechnic products (so-called fireworks) took place between 1 October and 31 December 2020, when every year, especially by the end of the year, consumer interest in buying fireworks increases in connection with the Christmas and New Year's Eve celebrations. The offer and sale of fireworks is one of the areas of long-term interest of the Czech Trade Inspection Authority. In the course of the inspection action, the Czech Trade Inspection Authority carried out 140 inspections, and breaches of legal regulations were detected in 44 cases (31.4%). In terms of deficiencies in the sense of Act No. 206/2015 Coll., on Pyrotechnic Articles and Products and Their Handling, these were proven in 23 cases. Defects were noted mainly in the failure to comply with the requirements for the storage of pyrotechnic products, in keeping records on stored pyrotechnic products, in storing more than the permitted amount of pyrotechnics in the sales room. The sale or offer of pyrotechnic products to minors or underage persons, for whom the age limit for sale is restricted by law (from 15 years, 18 years, 21 years), was also detected, despite the fact that the act on pyrotechnics explicitly stipulates what kind of pyrotechnics can be sold to whom. Breaches of the Consumer Protection Act were found in 44 cases, with the most frequent offence being the failure to inform the consumer of the price of the pyrotechnics offered in 14 cases. The highest number of infringements was recorded in the case of exceeding the permitted limit on the quantity of fireworks stored on a sales area. In two cases, cooperation with the Police of the Czech Republic was used in this control action. The market monitoring also confirmed the trend that the number of entities selling fireworks as supplementary sales is decreasing. In view of the potential for misuse of pyrotechnic products and the still relatively high level of infringements, surveillance of this market area will continue in 2021.

4.1 Environment

Batteries and accumulators - a time-limited inspection action took place between 23 December 2019 and 30 April 2020. The aim of this action was to verify the obligations relating to the placing of batteries and accumulators on the market as well as into circulation, their marking and labelling and ensuring their take-back by the manufacturer, the last seller or distributor, as well as to verify the compliance with the obligations arising from Act No. 185/2001 Coll., on Waste, and on amendments to certain other acts, as amended. The primary purpose of the control action was to investigate whether the products in question are placed on the Czech market in accordance with the Act on Waste and other related regulations, as well as to inspect whether the monitored products are properly labelled and whether the inspected persons ensure their take-back in accordance with the applicable legislation. One of the reasons for the control action was to capture and map the current situation in the area of marketing of the monitored products in the Czech Republic for subsequent evaluation and determination of adequate control tools and processes. A total of 270 inspections were carried out, and breaches of legal regulations were found in 117 cases (43.33%). The inspections showed in particular breaches of Act No. 634/1992 Coll., on Consumer Protection, which were detected in 150 cases. The most frequent offence was failure to inform the consumer of the price of the goods offered (60 times). The inspections were carried out mainly in the retail network. All the audited entities ensured the take-back of portable batteries and accumulators and the audited batteries were properly labelled according to the legislation. At all audited retailers, a take-back point was set up at the point of sale for the disposal of waste batteries and accumulators. Although the information obtained during the audit operation demonstrated compliance with the Waste Act by the audited entities, a negative finding was the frequent breaches of the Consumer Protection Act.

Liquid fuels for ship transport - a total of 18 inspections were carried out on vessel operators who, pursuant to the provisions of Section 16(8) of Act No.201/2012 Coll., on Air Protection, are obliged to use only fuels that meet the fuel quality requirements set out in Decree No. 312/2012 Coll., laying down requirements for the quality of fuels used for inland and maritime vessels in terms of air protection. The inspections revealed that marine fuels are used to propel the vessels in operation which, according to the submitted certificates on the quality of marine fuel, meet the fuel quality requirements within the meaning of that Decree. Vessel operators also use fuels (automotive petrol and diesel fuel) from commonly available service stations, where the quality of fuels is monitored all year round as part of fuel quality monitoring throughout the Czech Republic. These fuels must meet the requirements of Act No. 311/2006 Coll., on Fuels and Filling Stations, and on amendments to certain related acts and Decree No. 133/2010 Coll., on Requirements for Fuels, on the method of monitoring and monitoring the composition and

quality of fuels and on their registration (Decree on fuel quality and registration). Within the control action due to the coronavirus epidemic, the planned inspections for sampling of liquid marine fuel were not carried out at the entities placing marine fuels on the market in the Czech Republic and subsequently in the distribution chain.

Solid fuels - within the control action, the Czech Trade Inspection Authority carried out inspections aimed at verifying compliance with the obligations for the sale of solid fuels set out in Act No. 201/2012 Coll., on Air Protection within the scope of the qualitative indicators set out in the implementing legislation to the Act, which is Decree No. 415/2012 Coll., on the permissible level of pollution and its detection and on the implementation of certain other provisions of the Act on Air Protection. During the control action, 29 inspections were carried out on operators placing or offering for sale solid fuels in the Czech market. Breaches of the supervised legal regulations were detected in 7 of 10 inspections. These were breaches of Act No. 255/2012 Coll., on Inspection and Act No. 634/1992 Coll., on Consumer Protection. The most frequent breach of the Consumer Protection Act was the failure of the seller to properly inform the consumer about the characteristics of the products sold and to ensure that the products sold by the seller were visibly and clearly marked with the manufacturer's or importer's or supplier's marking, furthermore, the seller failed to properly inform the consumer about the scope, conditions and method of exercising the right from defective performance (hereinafter referred to as 'claim'), together with information on where the claim can be filed, and failed to inform the consumer in a clear, comprehensible and easily accessible manner about the entity for the out-of-court settlement of consumer disputes. Furthermore, the seller used an untested gauge when selling the weighted coal. As part of the control action, 14 samples of lignite were taken and tested in the presence of the staff of an accredited laboratory. All tested samples met the requirements set out in Decree No. 415/2012 Coll., on the permissible level of pollution and its detection and on the implementation of certain other provisions of the Air Protection Act 201/2012 Coll. Breaches of the requirements of Decree No. 415/2012 Coll., on Permitted Level of Pollution and its Ascertainment, were detected due to exceeding the limit value of the dust content, while the minimum value of the sub-sulphur content was found to be higher than the maximum value of the sub-sulphur content stated in the manufacturer's catalogue.

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.

Out of a total of 2,251 fuel samples taken and inspected by the Czech Trade Inspection Authority in 2020, a total of 12

samples did not meet the specified quality requirements, which represented 0.5%. The quality of fuel improved in 2020 when compared to 2019, when 18 samples out of a total of 2,668 fuel samples taken did not meet the quality requirements, i.e. 0.7%.

The overall quality of the fuel samples assessed was variable in 2020. The highest number of non-compliant fuel samples, 5 samples, was found in the month of February..

Motor fuels sampling

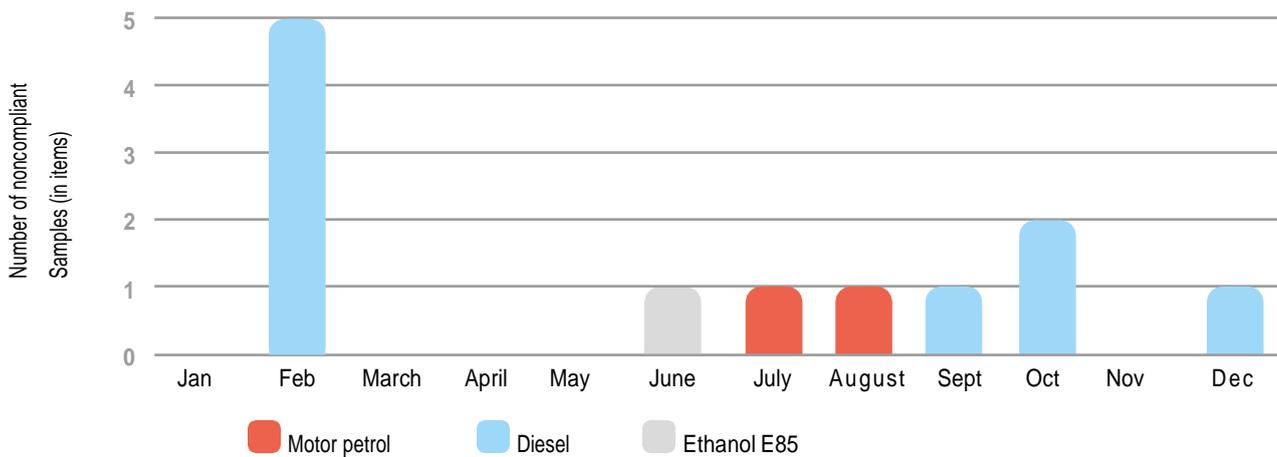
Motor fuel type	Taken samples		Noncompliant samples		Compliant samples	
	Number	% of type	Number	% of type	Number	% of type
Automotive petrol	867	38.5	2	0.2	865	99.8
Diesel	1,124	49.9	9	0.8	1,115	99.2
Diesel fuel blend	0	0.0	0	0.0	0	0.0
FAME	1	0.0	0	0.0	1	100.0
LPG	219	9.7	0	0.0	219	100.0
CNG	32	1.4	0	0.0	32	100.0
Ethanol E85	8	0.4	1	12.5	7	87.5
Total	2,251	100.0	12	0.5	2,239	99.5

Noncompliant samples in %

Year 2020	Petrol	Diesel	Diesel fuel blend *	FAME *	LPG	CNG	Ethanol E85	Total
January	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
February	0.0	4.7	0.0	0.0	0.0	0.0	0.0	2.6
March	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
April	-	-	-	-	-	-	-	-
May	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
June	0.0	0.0	0.0	0.0	0.0	0.0	100.0	0.4
July	0.9	0.0	0.0	0.0	0.0	0.0	0.0	0.4
August	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
September	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.4
October	0.0	2.2	0.0	0.0	0.0	0.0	0.0	1.1
November	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
December	0.0	1.5	0.0	0.0	0.0	0.0	0.0	0.8
Total	0.2	0.8	0.0	0.0	0.0	0.0	12.5	0.5

*) Diesel fuel blend DFB 30 samples were not taken due to the developments in the fuel market in 2020

Development of fuels quality during 2020



In October 2020, 2 non-compliant samples were found and in the months of June, July, August, September, December, 1 non-compliant sample. In the other months of 2020, No. infringements were detected. In April 2020, No. fuel samples were taken by the CTIA due to the coronavirus epidemic.

Automotive petrol - in 2020, a total of 867 samples of automotive petrol were collected and inspected. A total of 2 of the samples failed to meet the requirements of the technical standard for the quality of automotive petrol. The non-compliant quality indicators were as follows:

Quality indicator	Number of samples with noncompliant indicator	% of noncompliant samples of automotive petrol
distillation –end of distillation	1	0.1
research octane number	1	0.1
Motor octane number	1	0.1
vapour pressure	1	0.1

In connection with the deep drop in sales of automotive petrol due to the coronavirus epidemic, the Czech Trade Inspection Authority has allowed fuel retailers to restock automotive petrol at filling stations and to tolerate deviations in the parameter "vapour pressure" and to assess these samples as safe in the range of 60-90 kPa until 30 June 2020. In addition, due to the surplus of motor gasoline of a quality suitable for the transitional period as a result of the sharp drop in demand caused by the impact of the

COVID-19 pandemic measures, the insufficient production and distribution of motor petrol of summer quality caused by the two-month shutdown of the UNIPETROL Litvínov refinery and the physico-chemical phenomenon known as 'petrol overload', the Czech Trade Inspection Authority allowed fuel retailers to restock motor petrol at petrol stations and tolerate deviations in the parameter "vapour pressure" and assess these samples as safe in the range of 45-65 kPa from 1 July to 15 July 2020.

Diesel fuel - a total of 1,124 diesel fuel samples were collected and inspected in 2020. Of this number of samples taken, 9 samples did not meet the quality indicators set out in the applicable technical standard. The non-compliant quality indicators were as follows:

Quality indicator	Number of samples with noncompliant indicator	% of noncompliant samples of diesel
Flash point	7	0.6
Sulphur	2	0.2

Diesel fuel blend and FAME - in 2020, 1 sample of FAME was taken and inspected, which met the quality parameters set by the applicable technical standard. Samples of SMN 30 blended fuel could not be collected due to the development of the fuel market.

LPG for propulsion (liquefied petroleum gases) - a total of 219 LPG samples were taken and inspected in 2020. All samples collected and inspected met the quality parameters set by the applicable technical standard.

CNG (compressed natural gas) - a total of 32 samples of this motor fuel were taken and inspected in 2020. All CNG samples collected and inspected met the requirements of the applicable technical standard.

Ethanol E85 - a total of 8 samples of ethanol E85 fuel were collected and inspected in 2020. Of this number, 1 sample failed to meet the quality requirements of the applicable technical standard in the tested indicator "water" and "vapour pressure", which is 12.5% of the samples of the particular type taken.

Organic fuels in motor fuels - during 2020, the content of fatty acid methyl esters was inspected in 1,124 samples of diesel fuel. The inspection of ethanol content was carried out in 867 samples of automotive petrol. Laboratory tests proved No. exceedance of the upper admissible limit of organic ingredients.

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 6 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:

- 18,354.30 l litres of diesel amounting to CZK 557,271.76;

- 10,380.35 litres of automotive petrol amounting to CZK 331,133.17;
- 1 382.00 l ethanol E85 amounting to CZK 38,557.80;

The total amount was 30,116.65 litres of fuels amounting to the total of CZK 926,962.73.

The minimum number of fuel samples to be taken is established by Decree No. 133/2010 Coll., effective from 1 June 2010. Due to the pandemic situation and the threat of infection with the COVID-19 coronavirus, No. fuel samples were taken in a part of the second quarter of 2020. Therefore, the minimum number of fuel samples required by the Decree was not met.

Comparing the results with 2019, an improvement in quality was seen in 2020 for samples of automotive petrol (from 0.3% to 0.2%), diesel fuel (from 1.0% to 0.8%) and LPG for propulsion (from 0.3% to 0.0%). A deterioration in quality was observed for E85 ethanol samples (from 10.0% to 12.5%). Zero values were observed for the CNG, LPG and FAME samples collected.

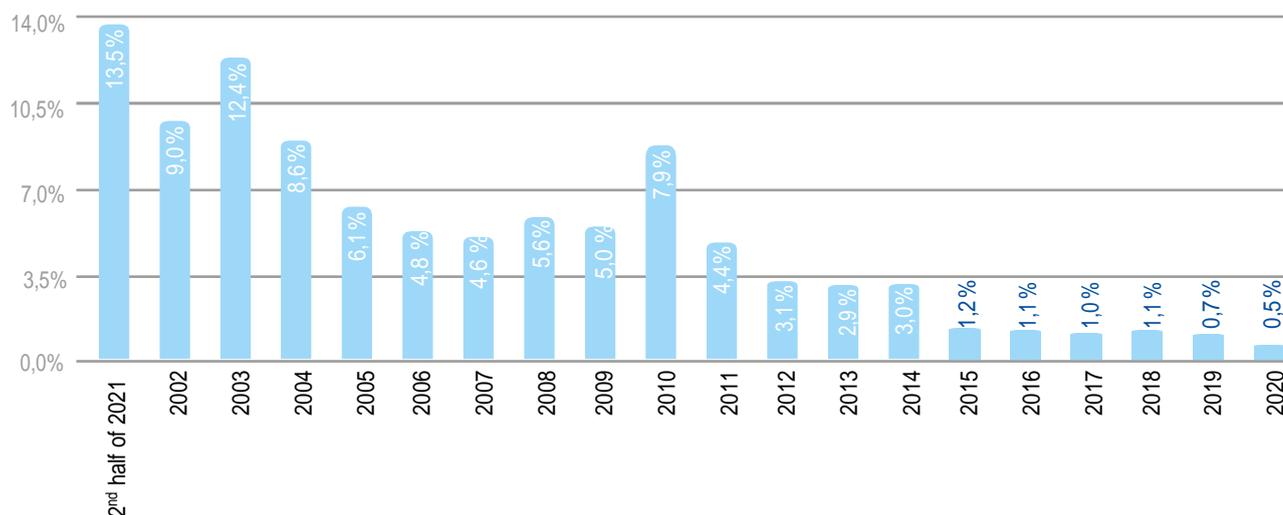
Within the continuous monitoring of fuel quality, the Czech Trade Inspection Authority cooperates closely with the Customs Administration, the General Financial Directorate and the Police of the Czech Republic. These state authorities are continuously informed about the detected deficiencies in the quality of the fuel sold.

Development of the fuels quality from 2001

Noncompliant samples in %								
Year	Petrol	Diesel	Diesel fuel blend *	FAME *	LPG	CNG *	Ethanol * E85	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
2020	0.2	0.8	0.0	0.0	0.0	0.0	12.5	0.5

*) the higher ratio of non-compliant samples for marked fuels is influenced by the low number of motor fuel samples taken and tested

Development of fuels quality in year-on-year comparison



4.2 Overview – results of general inspection

Results of nation-wide inspection activities included in the plan of market surveillance activities for 2020

Inspection action	Total number of inspections	Inspections with findings	Detected breaches in %
Offer, sale and storage of products infringing intellectual property rights	811	213	26.3
E-commerce	1,144	809	70.7
Discrimination ***)	658	10	1.5
Offer and provision of services relating to conclusion of contracts on energy supply	39	34	87.2
Sale of alcoholic beverages and tobacco products, smoking tools	5,382	2,329	43.3
Mediation of sale and sale of objects of cultural value, cultural monuments and sale of goods in bazaars, pawnshops, antique shops, auction rooms and sales galleries *)	105	53	50.5
Explosives precursors*)	88	17	19.3
Geoblocking *) ***)	14	3	21.4
Payment means *)	91	0	0.0
Funeral services*)	77	24	31.2
Pyrotechnics *) ***)	140	23	16.4
Batteries and accumulators *) ***) ***)	270	0	0.0
Liquid fuels for water transport *) ***)	18	0	0.0
Solid fuels *) ***)	29	0	0.0
Fuels ***)	1,224	11	0.9

*) control actions have been carried out over a shorter period of time than 1 year

**) the control action was partly carried out in 2019 with an overlap into 2020

***) for inspections narrowly defined by specific legislation, only breaches of the subject of the inspection are listed, not other breaches detected during the inspection action

5. INSPECTION ACTIVITIES OF INSPECTORATES

Since the beginning of March, the inspection activities of the inspectorates were fundamentally affected by anti-epidemiological measures, with a large number of establishments offering a wide range of products and services closed. In view of this, inspectors were used for the duration of these measures to monitor the compliance with certain government measures taken to limit the spread of the SARS-CoV-2 coronavirus infection, in which they were involved in cooperation with the Police of the Czech Republic. Following the relaxation of the measures, inspection activities were also closer to standard conditions until similar measures were adopted in autumn 2020. Throughout the year, all inspectorates were continuously involved in inspections of personal protective equipment, primarily for respiratory protection. Information on these inspections is provided in section 3.1 National inspection actions. In the following chapter, the specific control actions of each inspectorate carried out by the inspectorates in addition to those based on the "Market surveillance programme for 2020" are listed.

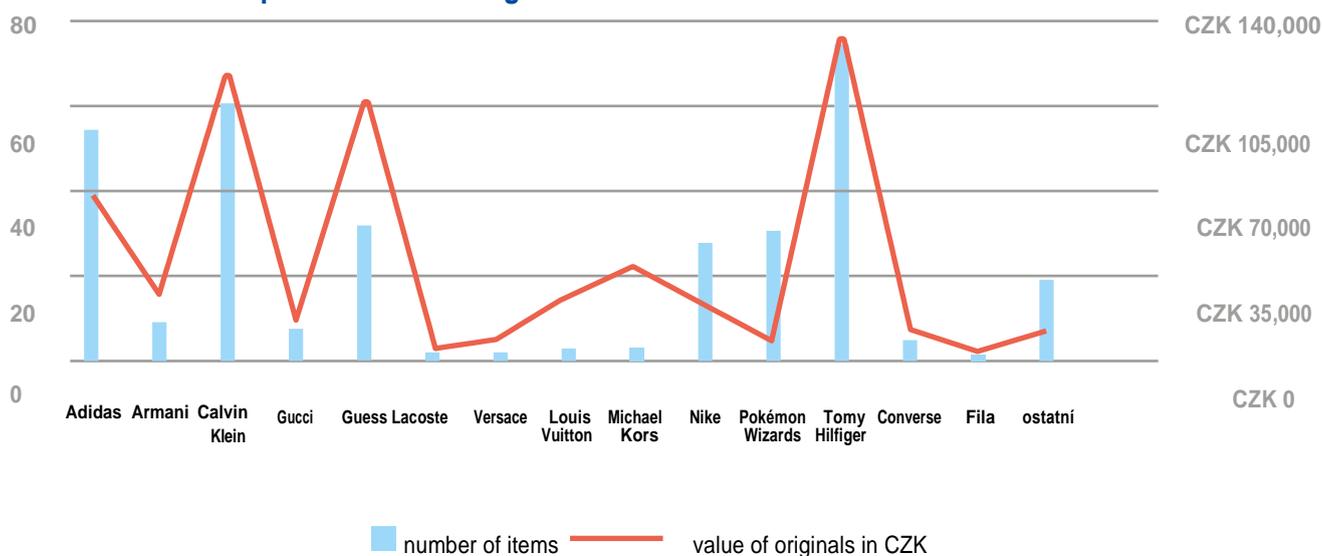
Středočeský and Prague Inspectorate

Counterfeits - Inspectors inspected the offer, sale and storage of counterfeits and illegal imitations in ordinary shops, on the internet and in occasional stand sales. During 2020, there was an increase in inspections aimed at the

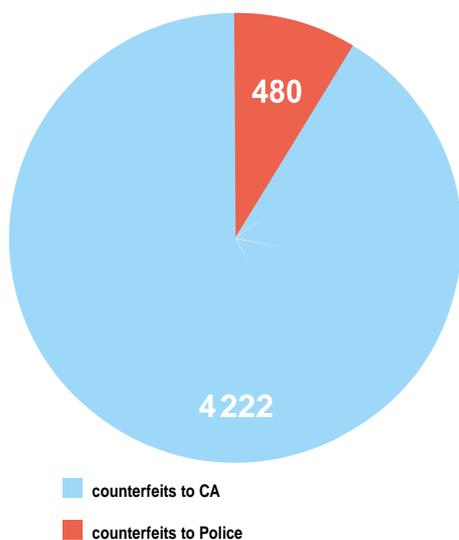
supply and sale of products infringing intellectual property rights, in particular on the websites of sellers or intermediaries. Inspectors also monitored the possible offer and sale of these products within the capital city of Prague and the Central Bohemian Region during occasional events, such as the so-called "flea markets", the organisers of which published their events on the Internet. During the control action carried out in cooperation with the Police of the Czech Republic in Mladá Boleslav, inspectors seized a total of 328 items from one seller in the range of textiles, footwear, handbags, belts and playing cards. The value of these products calculated in the prices of originals amounted to CZK 646 000 (the sales value on the spot was more than 3 times lower). The products were illegally marked and labelled with the same (or possibly interchangeable) marking as the well-known trademarks Tommy Hilfiger, Louis Vuitton, Adidas, Nike, Guess, Gucci, Calvin Klein, Armani, Michael Kors, Lacoste, Converse, Pokémon Wizards.

As in previous years, cooperation with the Police of the Czech Republic and the Customs Office continued actively, consisting in the transfer of counterfeit goods seized by them for further proceedings by the CTIA. In 2020, 4,743 items of counterfeited products from these actions were handed over to the Czech Trade Inspection Authority, with a total value of the originals amounting to CZK 2,657,627. Of these, 34 products were returned to the inspected person.

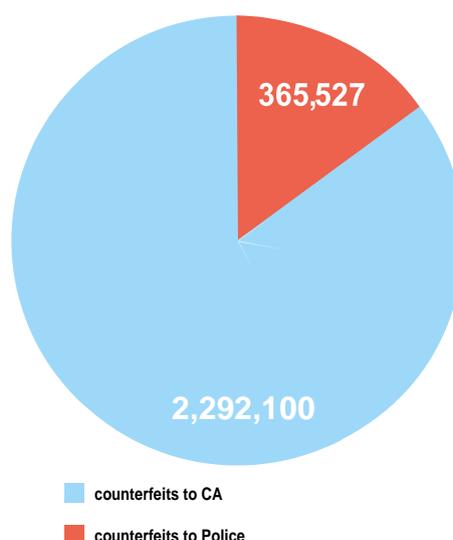
Structure of found products according to violated brands



Counterfeits handed over to Customs Authority and the Police (number of items)



Counterfeits handed over to Customs Authority and the Police (in CZK)



Inspection actions	Number of inspections	Inspections with findings	Detected breaches in %
Inspections of counterfeits	28	28	100.00
Inspections of discrimination	12	5	41.60

Jihočeský and Vysočina Inspectorate

Online dating - following a complaint from a Czech consumer, an inspection was carried out on a Dutch company that operates the dating application iDates via the internet address www.idates.com. The application offers the choice of registering via Google or Facebook. The inspector, acting as a consumer, registered via Google. The website www.idates.com contained a link to the terms and conditions and communication guidelines. Although the terms and conditions contained information on the nature of the services provided, the information concerning the terms and conditions and the communication instructions was not provided in the Czech language, even though the service offer was also aimed at Czech consumers. The Dutch company, as a service provider, acknowledged the list of errors and informed the inspectorate that it would immediately remedy the situation.

Dangerous toy - teething toy for children - based on a consumer submission, inspectors sampled a set consisting of an elephant-shaped teething toy and its teether/clip. The sampling was carried out in an online shop specialising in the sale of pacifiers for children. The operator of the online shop was also in the position of the manufacturer of the set inspected. During testing in an accredited laboratory, it was found that the teether did not meet the requirements of the applicable standard EN 71-1+A1:2019 article 5.8 - Shape and size of certain toys (a),

(b) because the elephant's trunk protruded over the edge of the test template. This proved that it could cause injury to the child in the face and mouth area. At the same time, the product did not bear the CE Marking of Conformity and other required marking and labelling. Thus, the product did not meet the requirements of Government Order No. 86/2011 Coll., laying down technical requirements for toys, which was qualified as a breach of obligations under Act No. 22/1997 Coll., on Technical Requirements for Products. The handle was found not to be in compliance with the standard EN 12686:2007+A1:2011 Article 5.2.3 Tensile strength, as a small ball was released from the product when a force of 58 N was applied, which proved that it could be inhaled by a child. Thus, the holder did not meet the requirements for a safe product according to Section 3 of Act No. 102/2001 Coll., on General Product Safety.

The inspection also identified unfair commercial practices in the form of deficiencies in the terms and conditions of the e-shop. Two pieces of counterfeit toys were also detected. Fines were imposed on the online shop operator in administrative proceedings for breaches of obligations contained in three laws. At the same time, in addition to the sales ban, the set as a whole was reported to the EU's RAPEX alert system for dangerous non-food products.

Inspection action	Number of inspections	Inspections with findings	Detected breaches in %
Control of the storage of counterfeit goods using the authorisation to negotiate access	4	4	100.00
Discounts and special offers	698	278	39.82
Christmas light chains	20	Proceedings still ongoing	
Construction products – roof battens	4	4	100.00

Plzeňský and Karlovarský Inspectorate

Counterfeits - the inspection activities of the inspectorate staff are often focused on marketplaces located in border areas. Despite the systematic inspections carried out in recent years, inspectors still register an increased incidence of products infringing certain intellectual property rights at these outlets. These are in particular counterfeit branded clothing and fashion accessories. Recently, the way in which these products are sold and, in particular, stored has changed. Sellers store goods outside their own sales premises in special warehouses or in cars parked nearby. In those cases where inspectors are able to sufficiently document that a parked vehicle, often without registration plates, is used to store counterfeit goods, they exercise their legal authority to gain access to the enclosed business premises and may inspect the vehicle. In 2020, a total of three control actions were carried out, during which 1,004 pieces of products infringing certain intellectual property rights were seized, with a total value of the originals of CZK 2,143,310. Attention was also paid to traditional establishments and selected warehouses of counterfeit products accessed with the help of a locksmith, where additional products worth CZK 390,099 were collected. Inspections were carried out not only in border market places, but also in the regular market network and in online shops. However, the total number of inspections and other indicators monitored is largely affected by the anti-epidemic measures which closed the markets during the periods suitable to inspections.

Discount promotions - the Plzeňský and Karlovarský Inspectorate also pays great attention to the sale of products in supermarket chains, which represents a relatively large part of the market. A specific feature of the sale of products in supermarket chains is various discount promotions, during which the prices of products change in relatively short intervals and often result in incorrect information about the price of the product and incorrect billing due to various systemic or accidental errors, which ultimately means financial damage to the consumer. Discount promotions are not

the prerogative of retail chains alone, but the deficiencies found in the inspections carried out are overwhelmingly related to the retailer and the practice of regular changes in promotional goods. In total, 698 inspections were carried out by the inspectorate in 2020, focusing on discount promotions. Deficiencies were detected in 278 cases, representing almost 40% of the cases. The most frequent cases were different declared and charged prices of products, but also various forms of unfair commercial practices in the form of ambiguous declarations or omissions to provide important information.

Christmas light chains - inspectors sampled 20 types of Christmas light chains whose parameters and technical design indicated possible non-compliance with the specified safety and other requirements for these products. They were subsequently subjected to an expert examination. If the suspicions are confirmed, in addition to the imposition of a sanction, a ban on their further sale and withdrawal from the market will follow.

Building products - in 2020, a pilot inspection in the area of building products was launched. Inspectors focused on the compliance of manufacturers and distributors of roofing battens. Deficiencies of various nature were found in all four inspections carried out.

Ústecký and Liberecký Inspectorate

Zahrada Čech in Litoměřice - in the autumn of 2020, the sale of horticultural plants, fruit trees and shrubs was inspected, with a focus on compliance with information obligations by sellers. In addition, inspectors also focused on the sale of so-called selected products, namely toys, protective gloves, pressure cookers for domestic use and hevers. In total, 18 subjects were inspected and deficiencies were found in 7 cases (1 inspection is still ongoing). The identified deficiencies related mainly to the failure to issue a proper proof of purchase of the product, the use of an uncertified measuring instrument, and the failure to communicate the price. For the products identified, mandatory information was not provided or mandatory documents were missing, e.g. the manufacturer's address was not indicated on the product, instructions for use in the Czech language were missing, a

declaration of conformity was not attached. On the spot, inspectors imposed a ban on distribution for the time needed to carry out the inspection of 39 toys and 1 hever and issued a ban on the use of uncertified measuring instruments until remedy was made.

Sale of alcohol to juveniles - a joint control action of the Inspectorate for the Ústí nad Labem and Liberec Regions and the Inspectorate for the Hradec Králové and Pardubice Regions focused on the control of compliance with the ban on the sale of alcoholic

beverages to persons under 18 years of age during the summer tourist season in the Krkonoše Mountains. The officers of the Inspectorates of Ústí Region and Liberec Region inspected entities offering alcoholic beverages for sale or consumption. In total, 32 inspections were carried out, and in 12 cases, breaches of Act No. 65/2017 Coll., on the Protection of Health from the Harmful Effects of Drugs, were detected. In 7 cases, an alcoholic beverage was sold or served to a person under the age of 18. In 5 cases, the text prohibiting the sale of alcoholic beverages to persons under the age of 18 was not clearly visible in the inspected establishment.

Inspection action	Number of inspections	Inspections with findings	Detected breaches in %
Zahrada Čech	18	7	38.90
Giant Mountains - joint inspection with the Královéhradecký and Pardubický Inspectorate	32	17	53.10

The above-mentioned inspections also revealed deficiencies relating to breaches of Act No. 634/1992 Coll., on Consumer Protection, in particular the failure to communicate the price or failure to issue a proper proof of purchase of the product.

Other inspections of the inspectorate - Inspectors also dealt with a few specific cases in 2020. One of them was, for example, the inspection of a product, which - according to the entrepreneur's statement - was beneficial to consumer health and also provided protection against the COVID-19 virus.

Other inspections focused on the fulfilment of the obligations laid down in Act No. 634/1992 Coll., on Consumer Protection in the offer and provision of services related to the conclusion of energy supply contracts by intermediaries whose activities cannot be considered as business in the energy sector according to Act No. 458/2000 Coll., on the business conditions and state administration in the energy sectors.

As part of the mandatory professional supervised practice of students, the employees of the Inspectorate in 2020 worked with students of the University of Pardubice, specifically students of the study programme Economic Policy and Administration with a focus on trade inspection. This internship also extends into the next year.

Královéhradecký and Pardubický Inspectorate

Inspections in Giant Mountains - two stages of the control action took place during the summer recreation season. In order to be able to carry out the action in the whole area of the Krkonoše Mountains, most of the inspections were carried out in cooperation with the inspectorates for the Ústí nad Labem and Liberec regions. In total, the CTIA carried out 150 inspections in the Krkonoše region, also in cooperation with the Police of the Czech Republic, over a period of 5 days. Specifically, these included the popular tourist towns of

Harrachov, Rokytnice nad Jizerou, Jilemnice, Špindlerův Mlýn, Pec pod Sněžkou, Velká Úpa, Černý Důl, Žacléř, Mladé Buky, Horní Maršov and Svoboda nad Úpou. Randomly selected food stores, cafeterias, fast-food outlets, restaurants, wine bars, bars and fuel stations were inspected.

The main focus was on compliance with the ban on the sale of alcohol to persons under the age of 18. Out of 110 inspections with this focus, alcoholic beverages were sold to juveniles in 55 cases, which was 50% of the total number of this type of inspections. These included beer, wine and spirits. The above findings relating to the sale of alcohol to persons under 18 years of age indicated a breach of Act No. 65/2017 Coll., on the Protection of Health against the Harmful Effects of Drugs, which will be dealt with in administrative proceedings with the inspected subjects. Furthermore, in 7 cases, non-compliance with the amounts of drinks or the weight of food was detected, in 4 cases defects in the use of measuring instruments were detected, in 1 case the sale of products infringing intellectual property rights (counterfeits) was found, and in one case the sale of products without Czech instructions was detected, in 7 cases the consumer was not informed of the price, in 4 cases defects were found in the issuance of the proof of purchase, one seller did not charge for plastic take-away bags, and in 5 cases the shop did not display a text prohibiting the sale of alcoholic beverages to persons under 18 years of age. Within the control action, 14 on-the-spot fines were imposed amounting to the total of CZK 22,500. In 59 cases, administrative proceedings within the scope of the CTIA were initiated against the persons inspected.

Unsafe product for the preparation of whipped cream - the inspection revealed a breach of Act No.102/2001 Coll., on General Safety, committed by the manufacturer who placed on the market an unsafe product for the preparation

of whipped cream (whipping machine). The product, in terms of its characteristics, composition and durability, posed a danger to consumers. A fine of CZK 300,000 was imposed in the administrative proceedings.

Inspections based on consumer submissions - an example of an inspection carried out based on consumer complaints is an example where a sanction of CZK 80,000 was imposed in a lawfully concluded administrative procedure due to a breach of the prohibition on the use of unfair commercial practices. The company automatically added an additional product (service) - package insurance - to the consumer's virtual shopping cart on its online stores, although the consumer had not expressed any interest in this service and had not actively ordered it of their own will.

The inspectorate staff also participated in providing internships for students of the University of Pardubice, Faculty of Economics and Administration, study programme Economic Policy and Public Administration, which is professionally focused on trade inspection. During the internship, the students were acquainted with the legal regulations used by the Czech Trade Inspection Authority in its surveillance activities. The students were also actively involved in the inspection activities of the Inspectorate, where they were present as invited persons during field inspections. As a result of this practice, the students should be prepared to evaluate documents related to the inspection activities of the CTIA.

Inspection action	Number of inspections	With findings	Ratio of findings
Inspection Přelouč + area 29 Jan, 2020	26	11	42.30
Inspection Náchod 27 Feb, 2020	22	7	31.80
Alcohol sale to juveniles - summer touristic season – Krkonoše Aug, 2020	110	55	50.00

Jihomoravský and Zlínský Inspectorate

Sale of furniture - the inspectorate carried out an extraordinary inspection action at the beginning of 2020 focusing on the sale of furniture. Inspectors carried out a total of 18 inspections focused on information obligations under Act No. 634/1992 Coll., on Consumer Protection. Deficiencies were found in four inspections, i.e. in 22% of inspections.

Dangerous toys - inspectors carried out an extraordinary control action on the product "Breastfeeding beads", which was based on the findings of a national control action on toys. "Breastfeeding beads are a product for the breastfeeding mother and child, so it is important that the materials used are health-safe. And because they are declared as a toy, they must also comply with the requirements for toys intended for children under 3 years of age, from which the part that fits into the cylinder of small parts must not be detached. Depending on their classification, the beads must meet the requirements of Government Order No. 86/2011 Coll. or Act No. 102/2001 Coll. on General Product Safety or even Act No. 634/1992 Coll. on Consumer Protection. The case of "breastfeeding beads" is an issue that cuts across different legislation. Due to the restrictions associated with the closure of points of sale, the control action itself was carried out only in 6 establishments selling products for mothers and small children (e.g. shops for pregnant women and mothers, internet sales of similar products). Eight types of products were inspected by the inspectorate, only two types of 'breastfeeding corals' were found to comply with the requirements of the applicable legislation in terms of the attached labelling and information. Together with the issue of supply of "breastfeeding beads", another similar type of product, 'amber beads', was found to be on offer.

Other inspections by the inspectorate - during the first wave of the epidemic, inspectors monitored, among other things, compliance with bans on retail sales and the provision of services. In the autumn, during the second wave of the epidemic, the inspection activities focused mainly on the inspection of internet shops. On-site inspections were limited to the most urgent cases (taking fuel samples, picking up samples or goods at dispensing points, etc.).

Throughout the year, the inspectorate also carried out inspections of energy supply intermediaries. At the end of the year, several complex cases concerning inspections of energy supply intermediaries were closed in misdemeanour proceedings and fines amounting to several hundred thousand were imposed.

Olomoucký and Moravskoslezský Inspectorate

Dangerous child safety barrier - inspectors purchased the product "Child safety barrier 111 to 118 cm - metal", which was subsequently taken as a sample, following an investigation of a consumer complaint and in order to verify the provision of accompanying documentation in the form of internet sales. The product inspected is a child care product and is designed for indoor use to prevent a child from accessing the outside of a defined and safe area. The online shop operator was also in the position of importer of the product in question from China. Based on the results of tests carried out by an accredited laboratory, it was found that the product did not comply with the requirements of the applicable technical standard. In view of these deficiencies and the risks assessed, it was concluded that the product poses a serious risk of entrapment for small children, because the air flow through the throat may be restricted and the air supply to the lungs may be reduced, resulting in brain damage. Furthermore, the product poses a serious health and safety risk to the user (children under 36 months) in terms of the requirement for structural integrity - effectiveness of fastening and locking devices and opening systems (Article 6.11.2 of EN 1930:2012). The inspected person was ordered to immediately recall the product or batch of products which are unsafe and which had already been placed on the market.

Construction products - floor boards - by inspecting compliance with the technical requirements it was found that the removed product was not marked with the required information on the method of installation. It was also not marked with the prescribed CE marking, which is the only marking confirming the conformity of a construction product with the requirements, and the product was not accompanied by a declaration of performance. The absence of the required information may result in the consumer selecting an unsuitable product for a particular building or installing it incorrectly within the building. The inspected person was fined in the administrative procedure.

Dangerous toy - wooden weapons for little knights - a website was found selling wooden weapons for little knights. The offer included daggers, swords, axes and crossbows, halberds, spears and other polearms and other products that are attractive to little boys. Inspectors focused on inspecting swords and crossbows, toys intended for children under 14. The operator of the website was also the manufacturer of the products in question. The inspection found that the products were not labelled with the required information and the manufacturer had not assessed the conformity of the toy, including a safety assessment in accordance with the requirements of Government Order No. 86/2011 Coll., on Technical Requirements for Toys, and the manufacturer was fined. Based on the measures imposed, the manufacturer subsequently remedied the identified deficiencies so that the product complies with the requirements for placing on the market and is, above all, safe.

Other inspections - during the year, inspectors inspected the supply and sale of products and services provided via the internet, and monitored the compliance with certain government measures.

6. INTERNATIONAL COOPERATION

The Czech Trade Inspection Authority, on a long-term basis, has actively participated in international activities, contributing to the strengthening of the safety of the EU market with products and improving the level of the protection of the final users. These include joint inspection projects initiated and co-financed by the European Commission, participation in individual control actions within the permanent groups for administrative cooperation by the European Commission, and joint activities with the participation of experts from surveillance authorities from EU/EFTA Member States and other organisations that examine specific issues of market surveillance of products in detail.

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 plan is a part of the National Market Surveillance Programme of the Czech Republic and is sent to the European Commission by the Ministry of Industry and Trade.

The Czech Trade Inspection Authority actively participates in information sharing and consultations at international market surveillance forums within the European Commission systems and international organisations, and actively cooperates in research and preparatory consultations related to the development of existing systems to support product safety and identify their weaknesses. The CTIA applies its own experience in this respect, including views and opinions on proposals for possible solutions in the product and service areas covered by EU regulations and directives within its scope.

The Czech Trade Inspection Authority is a participant and uses international information systems in its daily activities for information sharing and communication with market surveillance bodies from EU and EFTA member states. In the ICSMS system (Information and Communication System for Market Surveillance), the CTIA, within its own activities, ensures the input of applicable information on tested products and subsequent management of records in the system (receipt and dispatch of safety clauses and battons, i.e. transfer of records for further management), communicates with other market surveillance authorities via the system. The role of the national administrator of the system is performed by the Ministry of Industry and Trade of the Czech Republic. The CTIA cooperates with the national

administrator on testing and development of new functionalities of the system.

In its activities, the CTIA actively uses the European rapid alert system for dangerous non-food products Safety Gate/RAPEX. Within its inspection activities, it actively searches for notified dangerous products and, through the contact point at the Ministry of Industry and Trade of the Czech Republic, it submits new notifications ("notifications") of unsafe products found, or notifications to already published alerts ("reactions"). The CTIA is also a member of the Internal Market Information Exchange Network (IMI), which enables national, regional and local public authorities participating in this network to communicate easily and quickly with their counterparts in the countries of the European Economic Area.

The Czech Trade Inspection Authority is active in cooperation across the borders of the European Union, in organisations and groups working for the protection of consumer interests and market surveillance. Apart from the the United Nations Economic Commission for Europe – MARS, which did not hold its regular meeting in 2020 due to the measures in force against the spread of the COVID-19 disease, it is working group WG 5 of the European Organization for Cooperation in the area of Legal Metrology WELMEC that deals with issues regarding enforcement in the area of metrology. This group also works closely with the ADCO MI of the European Commission. The two groups hold joint meetings and apply their conclusions coherently in their respective spheres of competence. Furthermore, the CTIA represents the Czech Republic in the International Consumer Protection and Enforcement Network ICPEN. The organisation brings together surveillance authorities from five continents, ensures the exchange of information and experience, facilitates the search for solutions in specific situations, and initiates and mediates educational activities.

The implementation of some international cooperation projects could not take place in the expected format or scope in 2020 due to the measures in place to limit the spread of COVID-19. The emergence of technological solutions has enabled the transfer of activities to virtual space, which in the case of the activities of international organisations has had a positive effect in the form of not only wider opportunities to participate in activities organised by various professional bodies even in geographically distant locations, but also the involvement of a wider range of professionals and experts in individual events. In this area, the Czech Trade Inspection Authority made maximum use of the opportunities for training activities and exchange of experience among authorities and

institutions, with the aim of applying the knowledge gained to its own inspection activities.

The acquisition and sharing of information at the international level, in the areas that fall within the scope of the Czech Trade Inspection Authority, clearly contributes to improving the standard of its work. Conclusions from inspection projects

and horizontal activities and the increased use of information systems help to optimise inspection processes and thus to apply measures more quickly and effectively. They thus help the CTIA to fulfil its mission and the obligations of the Czech Trade Inspection Authority stemming from the applicable legislation.

6.1 Cooperation in joint projects aimed at more effective market surveillance

CASP 2019 and 2020

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, and launched a series of projects CASP - Coordinated Activities on Safety of Products, managed by the advisory consortium EY Belgium, Pracsis and BSI. The results of the control actions are presented by the Commission on the public part of the Safety Gate/RAPEX website, including educational material for the general public. The focus of each activity in the project is selected jointly with the surveillance authorities, with emphasis on current and emerging problematic areas.

In the CASP 2019 project, CTIA actively participated in four product activities focusing on softly stuffed toys, slime toys, chargers and personal transport equipment. Through its participation in the horizontal activity "Risk Assessment", CTIA built on its previous participation in similar activities. The project aimed to develop risk assessment templates for the commodities that were the subject of control actions in the project, these templates further complemented the risk assessment tool "Risk Assessment Guide" and thus improved its usability. The individual activities were initiated in 2019, with part of the activities taking place in 2020 and the project results presented to the public in mid-2020.

Within the CASP 2020 project, the CTIA was involved in

product activities focused on nitrosamines in toys, small kitchen thermal appliances and personal protective equipment - respiratory protective equipment. It was actively involved in horizontal activities focusing on the effectiveness of take-back measures for dangerous products, cooperation with customs surveillance authorities, online market surveillance, the development of information campaigns and, again, risk assessment. The working groups for each horizontal activity were dedicated to analysing the area, identifying the current situation and its weaknesses and then modelling and developing possible effective solutions. In the activity examining the issue of take-backs, participants discussed the impact of new sales trends, recommended practices for consumers and businesses, and possible tools to promote the effectiveness of these measures and to strengthen consumer awareness. Cooperation with customs authorities explores the necessary preparations to comply with the new legislation, effective from mid-2021, and its impact on the work of market surveillance authorities. The activity aimed at online market surveillance builds on the previous project and its outputs on the use of artificial intelligence for text recognition, the operation of web crawlers and the subsequent processing of information for the needs of surveillance authorities. The timeline of the CASP 2020 project foresees its completion in mid-2021, and the findings will be presented to the public afterwards.

More information on the joint product actions in the CASP 2019 and 2020 projects is provided in section 3.2 International inspection actions.

6.2 Groups of administrative cooperation ADCO

In 2020, the Czech Trade Inspection Authority continued its active participation in the ADCO Administrative Cooperation Working Groups, which operate at the European Commission for individual product sectors under the directives and regulations of the New Legislative Framework. Surveillance authorities from the EU Member States are represented in these groups. The activities include issues related to the exercise of surveillance in a particular sector, analysis of identified shortcomings in legislation and solution proposals, expert opinions provided upon the request of the Commission, etc. In specific cases, the groups organise joint inspection actions. The groups meet regularly several times a year. In 2020, their meetings were carried out by the means of distance communication without negatively affecting the work of the individual groups. In 2020, CTIA representatives were actively involved in 17 of the 28 existing ADCO working groups:

- ADCO ATEX – Devices intended for use in environment with explosion risk (Directive 2014/34/EU of the European Parliament and of the Council)
- ADCO CPR – Construction products (Regulation (EU) No. 305/2011 of the European Parliament and of the Council)
- ADCO EMC – Electromagnetic compatibility (Directive 2014/30/EU of the European Parliament and of the Council)
- ADCO GAR – Gas appliances (Regulation (EU) 2016/426 of the European Parliament and of the Council)
- ADCO LIFTS – Lifts and safety components for lifts (Directive 2014/33/EU of the European Parliament and of the Council)
- ADCO LVD Low-voltage electric equipment (Directive 2014/35/EU of the European Parliament and of the Council)
- ADCO MACHINE – Machinery (Directive 2006/42/EC of the European Parliament and of the Council);
- ADCO MED – Marine equipment (Directive 2014/90/EU of the European Parliament and of the Council)
- ADCO NOISE – Noise (Directive 2000/14/EC of the European Parliament and of the Council)
- ADCO PED/SVPD – Pressure equipment (Directive 2014/68/EU of the European Parliament and of the Council, Directive 2014/29/EU of the European Parliament and of the Council)
- ADCO 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 PPE – Personal protective equipment (Regulation (EU) 2016/425 of the European Parliament and of the Council)
- ADCO TEXTILE – Textiles labelling (Regulation (EU) 1007/2011 of the European Parliament and of the Council)
- ADCO 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 inspection projects

In 2020, the Czech Trade Inspection Authority took part in three co-ordinated product inspections. Product sampling and testing were carried out in the area of radios, gas grills, and an inspection action focused on the properties of cables used in the construction industry continued.

More information on joint product actions is provided in section 3.2 International inspection actions.

6.3 Expert groups of the European Commission

The European Commission hosts the IMP-MSG, ICSMS and RAPEX expert groups for the internal market of products. In connection with the preparation for the entry into force of Regulation (EU) 2019/1020 of the European

Parliament and of the Council on market surveillance and compliance of products, the representation of the Czech Republic in these groups was transferred to the Ministry of Industry and Trade of the Czech Republic (hereinafter

referred to as "MIT"). However, the CTIA remains a with the MIT on information exchange, provides expert opinions and participates in research and investigations in the preparation of interpretative and strategic materials. Communication in this context is conducted through the MIT, in the virtual space designated for this purpose by the European Commission within the EU Product Safety Network, or directly with the European Commission as requested.

6.4 International expert groupsInternational advisory group MARS EHK OSN

The regular group meeting wasn't held in 2020.

Working Group WELMEC WG 5

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. WELMEC, the European Organisation for Legal Metrology Cooperation, brings together 37 countries in Europe to coordinate rules and oversight across the whole field of metrology. A CTIA

deals with the area of metrological supervision and works closely with the EC's ADCO MI group for administrative cooperation in the field of measuring instruments. The two groups hold joint regular meetings, which in 2020 were held via videoconferencing. The subject of the meetings were e.g. issues of inconsistency between the wording of Directive 2014/31/EU of the European Parliament and of the Council and WELMEC Guide 2 in the interpretation of the placement of the parameter markings of scales with non-automatic operation, software risk assessment of measuring instruments and the preparation of an inspection action on household diaphragm gas meters.

6.5 Other international organizations

International Consumer Protection and Enforcement Network ICPEN

CTIA represents the Czech Republic in ICPEN, the International Consumer Protection and Enforcement Network. The organisation brings together surveillance authorities from five continents, ensures the exchange of information and experience, facilitates the search for solutions in specific situations,

and initiates and facilitates training activities. As a consequence of the COVID-19 pandemic, almost all activities moved to a virtual environment, with a number of webinars and video-conferences. It is thus beneficial for the CTIA to compare the problems identified, the practices applied and the possible solutions in non-EU countries.

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 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 compliance with the CTIA Strategy. 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 a CTIA operator.

In 2019, the phone line had more than 56,000 phone calls, including 28,753 in which clients used the opportunity to connect with a CTIA employee.

The department dealt with 16,004 submissions in writing, i.e. queries or notifications to the CTIA. 1,300 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 2020, the Czech ECC was contacted in 3,120 cases within its advisory and information activities that was 8% more than in the previous year. In more than 979 cases the centre directly helped consumers solve their consumer disputes against traders from other EU countries, the United Kingdom, Norway and Iceland.

This was by 15% more than in 2019. The success rate in terms of the resolution of consumer disputes reached 50.2%. The centres answered 925

phone calls. Many consumer queries related to requests for refund of amounts paid for flight tickets, package travels and accommodation services cancelled due to the measures



imposed by the governments in relation to the spread of the new type of coronavirus. Online shopping was a field of frequent both consumer information requests and disputes.

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 Prague. Due to the measures taken in relation with the COVID-19 pandemic, the centre didn't participate in other foreseen events, such as lectures at high schools and the annual information and fun festival organized by the Representation of the Commission on the Day of Europe. The centre cooperated with the consumer organization dTest and carried out other activities, including media and social media communication, incl. the promotion of the 15th anniversary of the ECC-Net existence.

7.3 Alternative Dispute Resolution Unit

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 in 2016 (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 3,740 suggestions for the initiation of an out-of-court resolution procedure in a consumer dispute. This was about 7% more than in the previous year. As regards the field and subject of disputes, suggestions connected with claims of consumer goods were major. Another significant group were disputes relating to the

Number and status of solved ADR suggestions

Number of received submissions	Withdrawn	Refused	Agreement of parties	Ended by expiry of 90-days period	Initiated procedure (ongoing procedure)		
					Ongoing procedures in total	Including extension by further 90 days	
January	316	27	69	90	130	0	0
February	262	26	69	89	78	0	0
March	265	35	79	79	72	0	0
April	290	56	77	84	73	0	0
May	342	50	86	109	97	0	0
June	304	48	76	95	85	0	0
Julyx	325	43	97	96	89	0	0
August	326	50	99	90	83	4	4
September	355	51	88	95	112	9	9
October	333	46	76	93	103	15	15
November	322	49	83	77	40	73	6
December	300	45	87	47	12	109	0
Total	3,740	526	986	1,044	974	210	34

spread of the pandemic and travel services and accommodation, but also to energy supplies intermediaries and related requirements for high contractual fines within alleged breaches of the contract from consumers. VA significant increase was seen in relation to the failure to deliver ordered goods that was paid in advance in e-shops.

As regards the outcomes of the ADR procedures, 986

complaints were refused by the ADR entity based on legal reasons, and consumers withdrew 526 suggestions. 1,044 disputes were resolved in an amicable way, 974 disputes ended by expiring the timeframe (without any amicable solution). 210 complaints from 2020 are still ongoing. More than a half of the disputes were resolved by amicable solution, specifically the agreement was reached in 51.7% of complaints handled by the ADR Department.

Dispute area	Number
Consumer goods	2,152
Services for wide public	635
Financial services	85
Postal services and el. communications	22
Transport services	134
Recreational and cultural services	611
Energy and water consumption	46
Health	8
Education	6
Other	41
Total	3,740

Dispute area	Number
Defective, caused damage	377
Noncompliance with the order	233
Non-delivery / Service not provided	747
Wrong invoice / Bill	46
Problem with guarantee or warranty	1,012
Other questions regarding contracts and sale	1,325
Total	3,740

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, esp. in the area of administrative justice.

The Legal Department also ensured the agenda of cross-border cooperation in compliance with the Regulation (EC) No. 2017/2394 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No. 2006/2004, including participation in Member States' joint inspection action SWEEP 2020.

Overview of the Legal Department's activities	Number of solved cases
Decisions issued by a second degree body (fines, protective measures)	121
New decisions given on the grounds of judgements	4
Review procedure, reopening of the trial, late-raised objection	33
Decision on appeal from a decision on request for instalment payments	3
Decision on pleaded bias	5
Review proceedings (solved by the Ministry of Industry and Trade)	4
Accusations (against decisions of second degree body in administrative proceedings)	41
Judgements rejecting administrative suits of second degree body in administrative proceedings	44
Judgements overruling CTIA decisions of second degree body in administrative proceedings	6
Appeals	25 (22 filed by the party of the case, 3 by CTIA)
Judgements of Supreme Administrative Court abolishing appeals	10 (8 filed by the party of the case, 2 filed by 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. 2017/2394	2
Requests for enforcement measure elaborated by the CTIA based on Regulation No. 2017/2394	3
Requests for information received from other EU states based on Regulation No. 2017/2394	5
Requests for information elaborated by the CTIA based on Regulation No. 2017/2394	0

9. PUBLIC RELATIONS

9.1 Press Department – media presentation

The situation related to the pandemic of the COVID-19 disease had a significant impact on the activities of the press department as well. It was necessary to respond to current issues, to inform both consumers and entrepreneurs through press releases or information published continuously on the CTIA website.

In 2020, the press department issued 147 press releases. At the beginning of the year, the information was mainly on consumer rights in the context of the spread of coronavirus, e.g. how to deal with trips purchased to high-risk areas, how to deal with cancellations by tour operators, how to deal with the provision of services that could not be provided during the state of emergency (e.g. cancelled theatre performances, pre-paid services in fitness centres, pre-paid tasting menus in closed restaurants, etc.). Up-to-date information on this entire area was continuously published on the CTIA website: www.coi.cz/koronavirus.

Other published information related to the Act on Retail and Wholesale Opening Hours during the state of emergency. These were for the spring (May) and autumn (October, November and December) public holidays.

Media and public interest in the COVID-19 situation also included personal protective equipment. Therefore, in addition to the press releases issued, information on personal protective equipment and their marketing during the state of emergency was also published on the CTIA website in the section for businesses, which outlined what needs to be ensured when importing or marketing these products, including answers to frequently asked questions (FAQs). A report by the Occupational Safety Research Institute, v.v.i. was also included as background information.

Regular press releases were issued about the results of fuel quality inspections, and information was also published throughout the year warning of dangerous products whose use posed a risk to consumers. These were mainly toys, but also, for example, children's swings and children's clothing. A new page was set up on the CTIA website to publish videos on product safety: www.coi.cz/informacni-kampane. Information and accompanying videos on button batteries were the first to be published. Another video relates to soft-stuffed toys, highlighting when these toys are dangerous for young children. This video is part of the material produced by the European Commission and the OECD for a global awareness-raising campaign on the safety of toys sold online. The communication was intended for both consumers and distributors. The campaign was launched

on 20 November 2020 for Children's Day and was supported in the Czech Republic by the publication of a press release "Are you buying toys online?". Surveillance authorities from most EU Member States as well as from outside the EU have joined the campaign.

The last video included here was about safe homes - "Keep your home safe. How to protect yourself if you discover an unsafe product."

Press releases issued in 2020 also covered the results of so-called technical inspections, with the Czech Trade Inspection Authority reporting on the results of inspections of, for example, food dryers, LED flashlights with replaceable sources, waste containers, safety components for elevators, hobs, submersible pumps, etc.

The CTIA informed to a greater extent than in previous years about the risks associated with online shopping, as this type of shopping has become very widespread during the COVID-19 pandemic and the issue of safe online shopping has also become a topic for the media. In 2020, the list was continuously updated on the CTIA website under the heading "Risky e-shops", with 366 additional warnings against shopping in these risky e-shops. By comparison, only 131 warnings were published in 2017 and since then the number of warnings published each year has tripled.

At the time of the easing of the measures, especially in the summer period, information on inspections of the sale of alcohol to minors was published, also on the basis of ongoing inspections in the regions. The year-long control action of the Office of the Government and the Police Presidium called HAD (Hazard, Alcohol, Children), aimed at inspecting the sale of alcohol to minors, in which the Czech Trade Inspection Authority had always been involved in previous years together with other institutions, was not implemented due to the pandemic.

Regardless of the situation related to the COVID-19 disease issue, the published information also related to the results of so-called general inspections, which include, for example, discrimination, sale of counterfeit goods, sale of alcoholic beverages and tobacco products, offer and provision of services related to energy supply contracts, inspections of sales of explosives precursors, means of payment, inspections of bazaars, pawnshops, antique shops and auction houses, etc. The results were compiled and provided to the media on a quarterly or half-yearly basis, or as required or requested by the media.

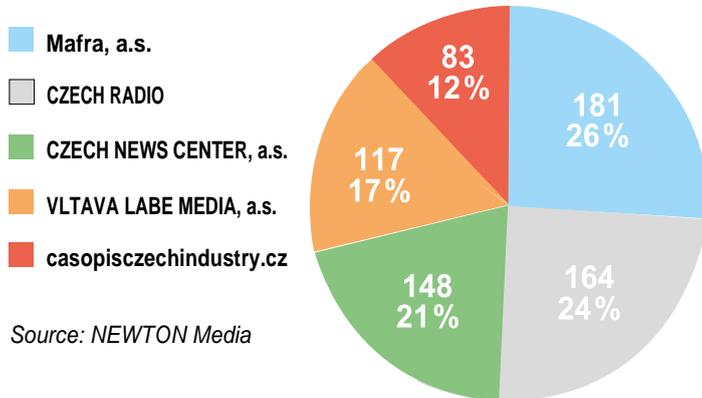
As inspections carried out in the context of classic seasonal events, such as the summer or winter tourist season, were only carried out to a minimal extent in the context of the COVID-19 disease situation in 2020, press releases concerning these inspections were not published in the numbers that were usual in previous years.

The Press Department of the CTIA published only a few reports with the results of separate inspection actions of individual regional inspectorates that were carried out in the summer period - such as inspections of the Inspectorate of the Hradec Králové and Pardubice Regions in the Krkonoše Mountains and Hradec Králové, inspections of the South Bohemian and Vysočina Inspectorate carried out on the Vltava River (boating camps and refreshment facilities) and also in Šumava during the winter season, which focused on the sale of alcohol to minors. The Inspectorate of South Moravia and Zlín Regions provided information on inspections of the so-called Italian markets, and the Inspectorate of Central Bohemia Region and the Capital of Prague provided information on the inspection and securing of dangerous pyrotechnics. The Inspectorates of South Bohemia and Vysočina Regions informed about inspections of counterfeits in Strážné, Písek and Vyšší Brod.

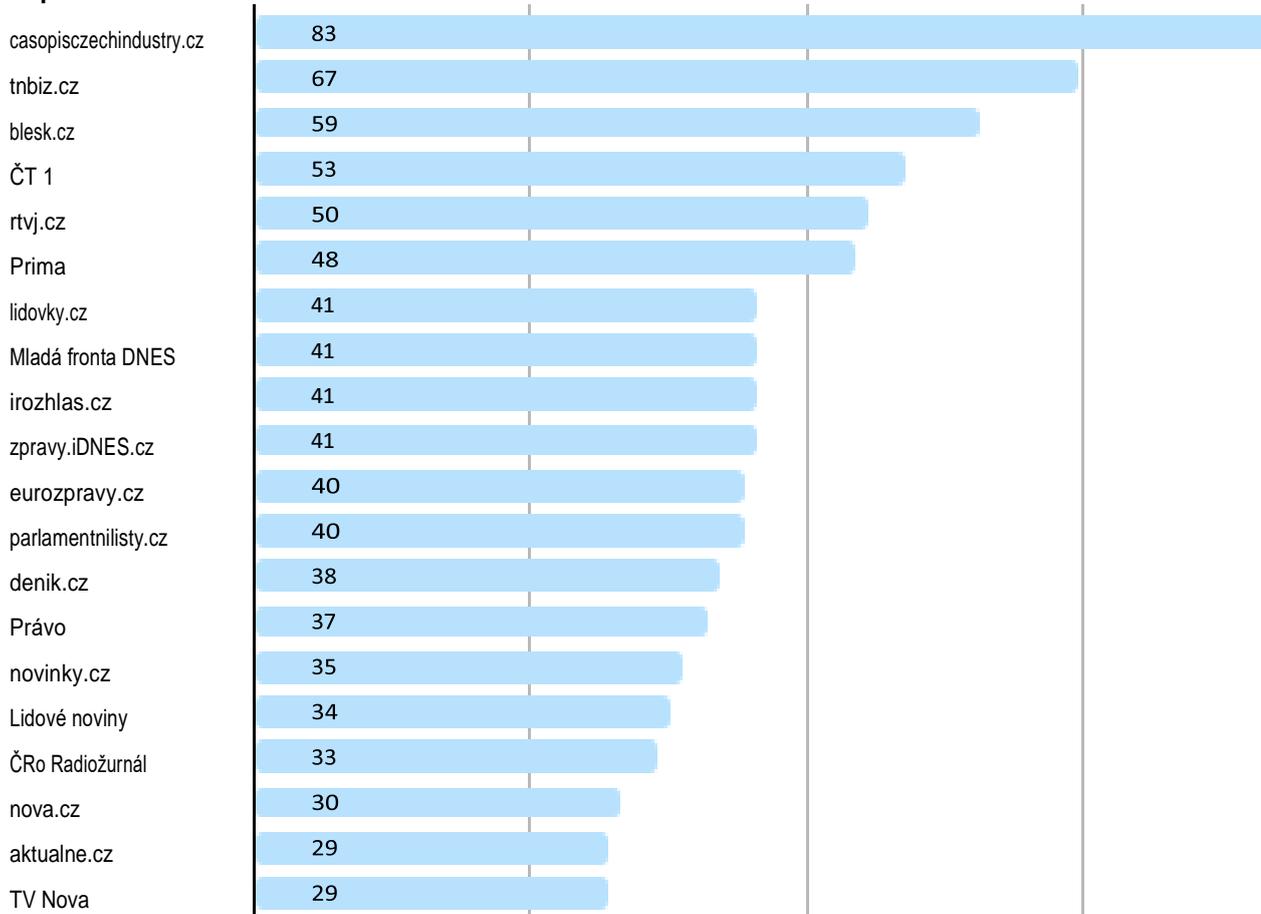
CTIA in the media

In 2020, in total 5,094 media appearances about the Czech trade inspection Authority were spotted.

Top publishers – appearances were most frequently in the media of the Mafra, a.s. company (26%; 181 appearances), Czech Radio (24%; 164 appearances) and CZECH NEWS CENTER, a.s. company (21%; 148 appearances).



Top 20 sources

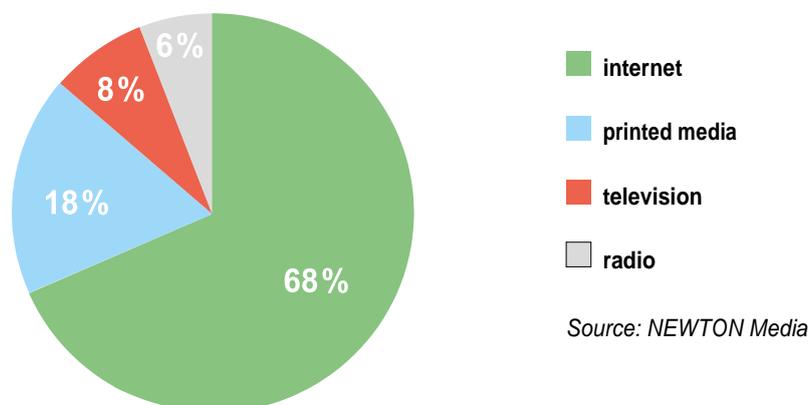


TOP 20 sources published 869 articles from the total number 4,405.

The highest number was published by casopisczechindustry.cz (83 articles), followed by tnbiz.cz (67 articles) and blesk.cz (59 articles).

Source: NEWTON Media

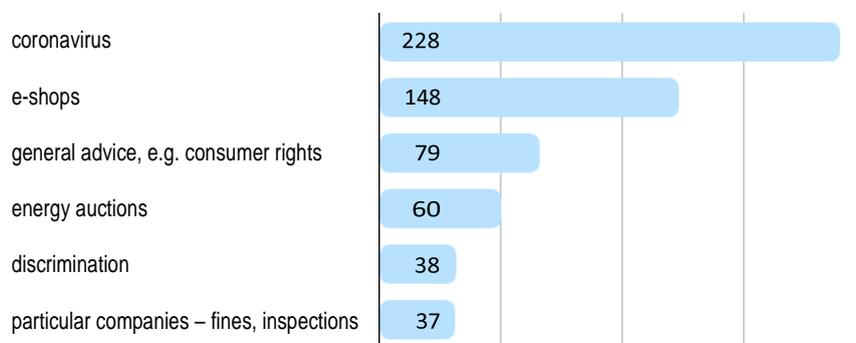
Media types – highest ratio of articles was in the following media types: internet (68% appearances), printed media (18% appearances) a television (8% appearances).



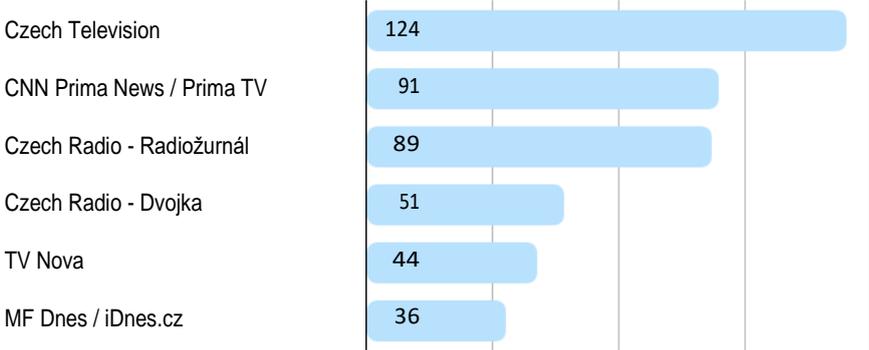
Media queries - the press department staff together with representatives of the specialist departments prepared the documents for answers to the journalists. 868 journalists' queries were answered, mainly by the press spokesperson, in the form of direct answers by e-mail or telephone, on-camera interviews or live interviews, in addition to issued press releases.

Throughout the year, the spokesperson was a guest on the regular Friday programme of the CRo 2 station, where he presented the current results of the inspection activities of the CTIA and provided information to consumers on currently solved problems in the field of consumer protection.

Topics most frequently asked by journalists



Media that turned to CTIA press department most frequently

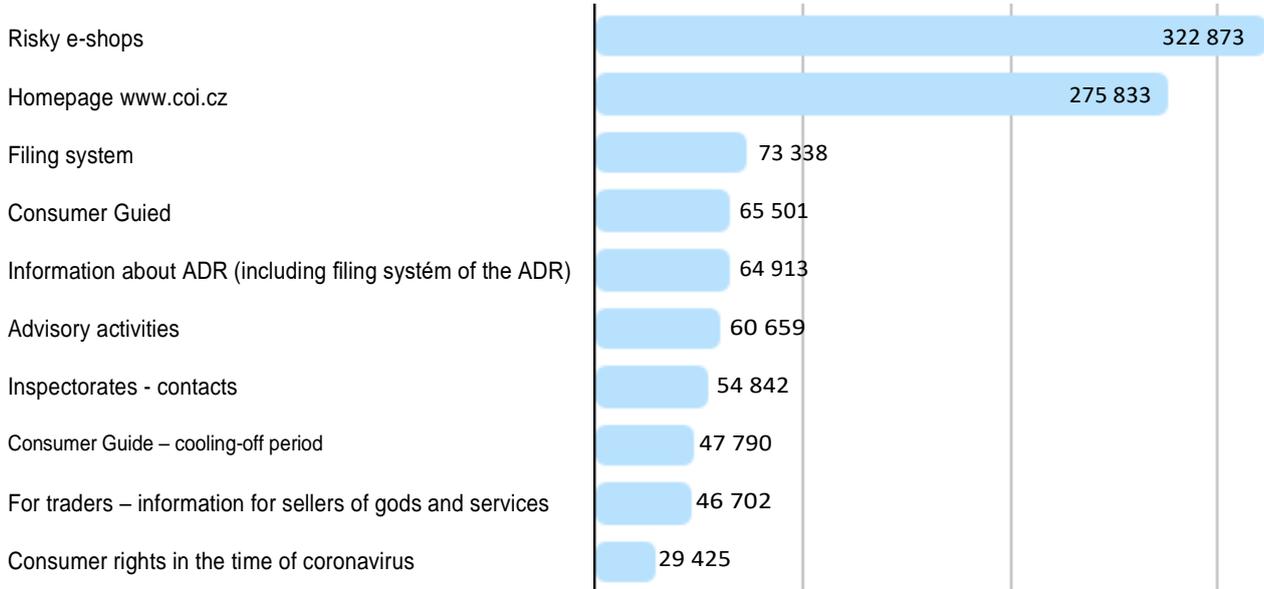


Individual inspectorates and their directors continued in communication with regional journalists and provided them with information regarding actual regional inspections. They also participated in regional television and radio programmes on consumer rights and problems within the market.

Visits to the CTIA website

The www.coi.cz website was visited by 638,000 unique visitors in 2020 (34% year-on-year increase), who made 876,000 visits - some repeatedly (30% year-on-year increase).

Most frequently visited sites



The Czech Trade Inspection Authority regularly updates data on inspections carried out, fines imposed, bans, detected counterfeits, banned products and the focus of inspections in the form of open data. This data has been published on the website since 2013.

9.2 Communication with the public

Preventive educational activities

The most affected area of communication with the public as a result of the situation surrounding the COVID-19 pandemic was the implementation of preventive education activities, which in 2020 could not be provided to the extent that was usual in previous years.

At the start of 2020, lectures were held for senior citizens, one in Prague for "Živá paměť" and the other in Jihlava for the "Nebojte se Policie" association, which organises the so-called "Police Academies for the elderly".

The topic of both lectures was unfair business practices of energy resellers, information on how to shop safely on the Internet, general principles for claims of goods and services and other topics according to the interest of the audience.

In August, the Czech Trade Inspection Authority again took part in another annual awareness-raising event of the Ministry of Labour and Social Affairs called "Senior Citizens' Days 2020". Out of the 14 events planned in all

regions, only 5 events were carried out with the participation of the CTIA. Since mid-September, due to the situation of the spread of the COVID-19 disease, the remaining planned activities were cancelled also by the Ministry of Labour and Social Affairs.

Since September, educational activities have moved to the online space and, for example, the Inspectorate of South Bohemia and Vysočina Regions joined the webinar of the Ministry of Labour and Social Affairs on the topic "Key players in the company? Employees 55+", presenting the experience with the involvement of employees belonging to this age category within the CTIA. In October, online lectures were held for students of the University of Pardubice on the topic "Practice in the CTIA", which were provided by the Inspectorate of Hradec Králové and Pardubice. For the University of Olomouc and Charles University in Prague, the CTIA spokesperson provided on-line lectures on "The work of a spokesperson in state administration" and "Presentation skills".

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 CTIA inspections, results of particular administrative proceedings, information on inspection results in the time of the state of emergency and information about the inspections of personal protective equipment.

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

CTIA Inspectorate	Number of requests for information	Decision on refusal of requests	Appeals lodged against a decision	Appeals lodged according to Section 16a
General Inspectorate	45	1		1
Středočeský and Prague	8	0	0	0
Jihočeský and Vysočina	9	2	0	0
Plzeňský and Karlovarský	5	2	1	0
Ústecký and Liberecký	3	1	0	0
Královéhradecký and Pardubický	8	1	0	0
Jihomoravský and Zlínský	16	2	0	0
Olomoucký and Moravskoslezský	7	0	0	0
Total	101	9	2	1

Note: No. copy of the court's judgment was issued in 2020, nor were there any sanctions proceedings.

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	0	5
Jihočeský and Vysočina	0	0	0
Plzeňský and Karlovarský	0	0	1
Ústecký and Liberecký	0	0	2
Královéhradecký and Pardubický	0	0	0
Jihomoravský and Zlínský	0	1	4
Olomoucký and Moravskoslezský	0	0	1
Total	1	1	13

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	1	22
Středočeský and Prague	1	2	10
Jihočeský and Vysočina	0	0	3
Plzeňský and Karlovarský	1	0	1
Ústecký and Liberecký	1	2	3
Královéhradecký and Pardubický	1	1	11
Jihomoravský and Zlínský	1	2	25
Olomoucký and Moravskoslezský	1	0	13
Total	6	8	88

Submissions received on the anticorruption line

E-mail (fairplay@coi.cz)	8
Satisfaction box	0

10. HUMAN RESOURCES

10.1 Analysis of employment and use of wage funds

Budget expenses

Use as of 31 December 2020	Government approved budget	Total budget inc. Reserve fund (ECC) and unused expenses 2019	Budget use	Use in %
Common expenses				
501 - 2 Employee salaries and other personal expenses OPE	215,763,664	221,717,917	218,491,543	98.54%
Incl.: 5011 Employee salaries	9,731,026	10,961,559	10,605,887	96.75%
5013 Salaries of employees under service contracts	202,656,476	205,368,425	205,225,572	99.93%
5021 Other personal expenses	2,176,162	3,635,993	2,065,180	56.80%
5025 Settlements	1,200,000	1,586,940	431,640	27.20%
5024 Severance pay	0	165,000	163,264	98.95%

Limit for wage funds amounting to CZK 215,763,664 was established in a list of obligatory factors (letter of the MIT, file number 95595/19/21300 from January 2, 2020):

- for wages of the established limit of 452 employees amounting to CZK 212,387,502 (average salary 39,157 CZK), including:
 - 23 employees under labour contract on positions under the Act No. 262/2006 Coll., Labour Code, amounting to CZK 9,731,026 (average salary CZK 35,257);
 - 429 employees under service contract according to the Act No. 234/2014 Coll. on Civil Service amounting to CZK 202 656 476 (average salary CZK 39,366)
- 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 for 2020 by unused expenses from 2019 as follows:

- By the amount of CZK 2,711,949 for wages of employees under service and labour contract at a civil servant work position;
- Wages of employees under labour contract by CZK 730,533 + CZK 500,000 (transfer from 5021 008), i.e. in total CZK 1,230,533 Kč;
- Other personal expenses by the amount of CZK 1,216,603 minus CZK 500,000 (transfer to 5011), i.e. in total CZK 716,603.

Further, the amount of CZK 1,243,228 was transferred to 5021 – OPE based on the activities of the European Consumer Centre. Further from OPE, the amount of CZK 165,000 was transferred to item 5024 – Compensation payments.

From the item 5021 008, unused expenses from 2019, the amount of CZK 500,000 was transferred to the item 5011 008 unused expenses of 2019.

The limit of wage funds was CZK 10,961,559 after all modifications for the foreseen number of 23 employees under labour contract (average monthly wage

CZK 39,716); limit for wage funds for the foreseen number of 429 employees under service and labour contracts on civil servant positions amounted to CZK 205,368,425 (average monthly wage was CZK 39,893).

In total it was possible to use the following wage funds and fundos for the work done amounting to CZK 221,717,917:

- for wages of CTIA employees in the amount of 216,329,984, including:
 - CZK 10,961,559 for wages of employees under labour contract at a labour work position
 - CZK 205,368,425 for wages of employees under service and labour contract at a civil servant work position
- Other personal expenses up to CZK 3,665,155
- Compensation payments up to CZK 165,000
- Settlement fees up to CZK 1,586,940.

Use was as follows:

- Funds for wages of employees under service and labour contract on civil servants positions amounted to CZK 205,225,572 given that the average recalculated number of 412 employees. The actual average monthly paid wage was CZK 41,510 per 1 employee.
- Funds for wages of employees under labour contract amounted to CZK 10,605,887 given the average recalculated number of (really working) employees was 22. The actual average monthly paid wage was CZK 40,174 per 1 employee.

Funds for other personal expenses were used in the amount of CZK 2,065,180. Funds for compensation fees amounting to CZK 163,264 were paid to 1 employee; settlements amounted to CZK 40,174.

Besides the above-mentioned use of the wage funds, compensation of wages was paid to 3 former employees based on 10 lawful court decisions. During 2020, 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 4,122,486 as wage compensations.

10.2 Education of employees

Education of employees was carried out in compliance with the Civil Servants Regulation of the Director General of the CTIA No. 2/2020, 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.

182 seminars were ordered from 245 educational agencies, including 28 courses that were abandoned due to insufficient number of applicants, and also due to the COVID-19 pandemic.

261 employees took part in all courses, some employees participated more courses.

In 2020, in total 95 employees took part in language education organized at individual inspectorates..

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

At the same time, trainings on safety and protection of health at work as well as fire protection.

In 2020, in total 97 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 2020, 42 civil servants passed the state civil exam.

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

Expenditures on education

In 2020, the total amount of CZK 887,700 was used for trainings and education of employees, including CZK 668,507 for increasing professional qualification and other courses and seminars with specialized focus, CZK 10,345 for driver training, and CZK 208,848 for language courses.

11. FINANCIAL RESOURCES MANAGEMENT

11.1 Information on income

Income for 2020 was set at 58,000 thousand CZK, 5 000 thousand CZK higher than in 2019. This amount was exceeded by CZK 3,652 thousand CZK, so the total income was CZK 61,652 thousand CZK, and hence, income was fulfilled by 106.3% of the total budget. Same as in 2019, there was No. income budget increase by any budgetary corrective measure. The income was lower by 36,327 thousand CZK than in 2019 (97,979 thousand CZK). The decrease in income was caused by government measures relating to the COVID-19 pandemic, especially general closure of workplaces that are normally under the CTIA surveillance.

Despite unfavourable circumstances beyond the control of the CTIA, it met and even slightly exceeded its revenue targets.

The most significant part of the income budget was from received sanction payments for fines imposed in the form of on-the-spot orders as well as orders and decisions issued within administrative proceedings (handled by individual inspectorates). Received fines amounted to 56,732 thousand CZK, which was by 33,547 thousand CZK less than in 2019 (90,279 thousand CZK). In 2020, in total 2,810 fines were imposed (it was 4,078 fines in 2019). A 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, income from refunds for re-invoiced costs of analyses of samples of products that did not meet the required quality and refunds for destroyed counterfeits in the amount of 2,424 thousand CZK. This represents an increase of CZK 327 thousand compared to 2019 (CZK 2,097 thousand).

Income from rental of properties amounted to 323 thousand CZK which was more than in 2019 (316 thousand CZK). Tax income amounted to 25 thousand CZK, which was more than in 2019 (22 thousand CZK).

Income from the sale of fiscal assets amounted to 165 thousand CZK, which was less than in 2019 (181 thousand CZK).

1,243 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).

Special 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 2020, a special state budget revenue account was credited with the total amount of 56,665 thousand CZK, which consisted of fines imposed in administrative procedures (it was 92,649 thousand CZK in the previous year 2019). CTIA imposed the total of 2,812 fines in 2019 (inspections and fines paid on the spot are counted as 1 fine for the entire report sent to the General Inspectorate of the CTIA. The total number of fines is therefore distorted or lower than the actual number. At the same time, the total number of fines does not include inspections or decisions that were appealed).

Out of that, on-the-spot orders amounted to 6,562 thousand CZK (in 2019 it was 14,873 thousand CZK), and 25 thousand CZK was collected for administrative fees (it was 22 thousand CZK in the previous year 2019).

The total receivables for the monitored year amounted to 65,444 thousand CZK (in was 99,552 thousand CZK in the year 2019). Receivables amounting to CZK 15,348 thousand were handed over for enforcement by customs authorities (it was CZK 21,756 thousand in the previous year 2019).

Further details are stated in the table „Income 2020 – special revenue account” (see Appendix No. 3).

11.2 Information on expenses

The expenses set in the approved budget were significantly lower than in 2019, especially in the area of material expenses. The approved expense budget for 2020 was set to the amount of 377,801 thousand CZK which was by 639,773 thousand CZK less than in 2019 (417,574 thousand CZK). Out of that, material expenses amounted to 75,061 thousand CZK (this was more by 50,619 thousand CZK less than in 2019 when they amounted to 125,680 thousand CZK) and investment expenses amounted to 9,800 thousand CZK (which was less by 900 thousand CZK than in 2019 when it was 10,700 thousand CZK). The final budget amounted to 501,057 thousand CZK (it was by 15,224 more than on 2019 when it amounted to 516,281 thousand CZK), while 388,811 thousand CZK, i.e. 76.24 % of the final budget, was used (it was less by 4,788 thousand CZK than in 2019 when 393,599 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 143 thousand CZK for the ECC activities of 2019. This amount was transferred to the state budget. By the end of 2020, CTIA received a down payment for ECC activities in 2021. Financial resources amounting to 1,243 thousand CZK were used in 2020.

Claims of unused expenses (CUE) were included in the budget in the amount of 122,681 thousand CZK (which was more by 19,816 thousand CZK than in 2019 when 102,865 thousand CZK were used). In total, 51,248 thousand CZK were used from the CUE.

Following a budget measure by the superior authority from November, the reduction in the section on salaries and wages and associated costs amounted to 669 thousand CZK (of which CZK 500 thousand related to item 5021 OON - other personnel costs - and the remainder related to wage accessories).

In spending the budget appropriations, the CTIA follows the principles of economy, efficiency and effectiveness. When spending public funds in the context of public procurement, it emphasises quality with a view to optimising the achievement of objectives.

Wage funds were used in the amount of 215,830 thousand CZK (while in 2019 it was 202,885 thousand CZK). The modified budget for employees' salaries was set to 9,731 thousand CZK (it was 9,556 thousand CZK in 2019). After including CUE, the final budget amounted to 10,961 thousand CZK (it was 10,048 thousand CZK in 2019). The actual use for employees' salaries amounted to 10,605 thousand CZK (it was 9,317 thousand CZK in 2019).

The modified budget for salaries of state employees was

set to 202,656 thousand CZK (in 2019, it was 194,309 thousand CZK). The final budget of state employees' salaries amounted 205,368 thousand CZK (it was 196,279 thousand CZK in 2019). The actual use for state employees' salaries amounted to 205,224 thousand CZK (in 2019 it amounted to 193,567 thousand CZK).

The increased use of salary funds in 2020 was not due to a higher number of staff, but to an across-the-board increase in tariff salaries decided by a higher authority. Given the difficult working conditions related to COVID-19 and the lower staffing levels associated with the government ordered staffing savings in 2020, the workload of existing staff increased. Therefore, the employer used the salary savings from previous years and applied them to the incentive component of salaries.

It should be taken into account that in view of the pandemic situation related to COVID-19 and the emergency measures in the spring and autumn 2020, which resulted in a reduction in the number of standard inspections, a lower number of contract staff was reported as was the related lower uptake on this item. At the same time, it should also be taken into account that, following a budgetary measure by the superior authority, the funds for the part relating to RP 5021 OON were reduced by a total of 669 thousand CZK in November (of which 500 thousand CZK related to the reduction in RP 5021 OON and the remainder related to salary accessories).

The modified budget for other payments for performed work amounted to 2,101 thousand CZK (in 2019, the amount was 2,101 thousand CZK). During the year, this item was increased by the CUE amounting to 1,216 thousand CZK and sources from the reserve fund amounting to 1,243 thousand CZK. The reported use amounted to 2,065 thousand CZK (in 2019, it was 2,449 thousand CZK).

Severance pay was paid in the amount of 163 thousand CZK (it was 75 thousand CZK in 2019).

Settlements amounted to 431 thousand CZK (in 2019, it was 648 thousand CZK).

The final budget of material expenses was set to the amount of 154,900 thousand CZK (in 2019, it was 195,893 thousand CZK), which was by 40,993 thousand CZK less than in 2019. The actual use amounted to 82,908 thousand CZK (in 2019, it was 89,053 thousand CZK). The use of material expenses presented 110.77% of the final budget.

7,336 thousand CZK was paid for compensations from labour-law legal disputes (in 2019, it was 6,618 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, is not possible to make

yet. 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 2021 does not have the necessary financial resources within the respective budget items and, therefore, so CTIA will again use CUE from 2020, so that refunds of these compensations do not need to be requested from MIT.

65.75% of the final budget was used for the purchase of property in total and material in total. The final budget amounted to 18,230 thousand CZK (in 2019, it was 19,422 thousand CZK), the actual use amounted to 11,986 thousand CZK. There was an increase by 4,257 when compared to the year 2019 (7,711 thousand CZK).

Out of that, 1,010 thousand CZK was used for the purchase of protective equipment (according to internal regulation of CTIA). In 2018, it was 54 thousand CZK. This concerned e.g. overalls, working boots and gloves, but especially protective equipment relating to the COVID-19 pandemic, i.e. protective face masks, respirators. Glasses, gloves, disinfectants for staff, especially for field inspectors, but also for office staff.

In total 151 thousand CZK was used for books, teaching aids and press (in 2019, it was 138 thousand CZK).

Small long-term assets were purchased in the value of 8,984 thousand CZK (it was 5,527 thousand CZK in 2019). 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. During the year, hardware equipment for inspectors, laptops, printers, firewalls, etc. was purchased. As far as non-IT assets are concerned, file cabinets were purchased for the Inspectorate of South Bohemia and Vysočina Regions and ozone generators for room disinfection. Due to the planned relocation of the CTIA to other premises, the purchase of assets was limited to the extent necessary.

The **purchase of material not listed elsewhere** amounted to 1,838 thousand CZK. In 2019, it was 1,941

thousand CZK which represents a decrease by 103 thousand CZK. This concerned mainly the purchase of office supplies and material (576 thousand CZK), material for company cars (56 thousand CZK), pattern books (215 thousand CZK), and also cleaning detergents, dishes, materials for maintenance of objects (517 thousand CZK), toners (270 thousand CZK), and IT material (204 thousand CZK). Cleaning and hygiene products were also purchased from this item to ensure a safe working environment in connection with COVID-19.

Interests and other financial expenses in 2020 amounted to 2,981 thousand CZK (it was 2,336 thousand CZK in 2019) and they concerned mainly interests for compensations of wages from legal disputes (2,679 thousand CZK). Exchange rate losses amounted to 1 thousand CZK (it was 42 thousand CZK in 2019).

The **budget for the purchase of water, fuels and energy** was modified to 7,331 thousand CZK (in 2019, it was 11,268 thousand CZK) out of which 2,790 thousand CZK was used. There were savings of 2,111 thousand CZK. 268 thousand CZK was spent on water (in 2019, it was 307 thousand CZK), 1,114 thousand CZK was spent on heat (in 2019, it was 1,188 thousand CZK), 490 thousand CZK was spent on gas (in 2019 it was 627 thousand CZK), and 918 thousand CZK was spent on electricity (in 2019, it was 1,442 thousand CZK). The significant savings were caused by the use of home office model during the COVID-19 measures.

Fuels and lubricants amounted to 1,149 thousand CZK in 2020. There were savings amounting to 189 thousand CZK when compared to 2019 (1,338 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 112.04%. The total amount of the modified budget was 49,031 thousand CZK (it was 47,590 thousand CZK in 2019), the final budget amounted to 79,182 thousand CZK (in 2019, it was 73,934 thousand CZK) and 54,932 thousand CZK was used (in 2019, it was 60,145 thousand CZK). So, there was an increase regarding the use of the services item.

Postal services amounted to 632 thousand CZK (in 2019, it was 556 thousand CZK). Telecommunication and radio-communication services amounted to 2853 thousand CZK (in 2019, it was 2,414 thousand CZK), out of which 214 thousand CZK were spent on landlines (in 2019, it was 239 thousand CZK), 1,204 thousand CZK on internet (in 2019, it was 1,133 thousand CZK), 1,065 thousand CZK on cell phones (it was 1,042 thousand CZK in 2019). In the case of internet and data services, a steady increase can be observed, caused by price increases by the providers of these services.

Services of banking institutions were used in the amount of 551 thousand CZK (for 2020 they were paid already in December 2019). The item was increased by an insurance claim received in connection with a serious traffic accident.

In total 1,5023 thousand CZK was paid for **rental** (it was 1,502 thousand CZK in 2019). From 2017 this item was increased in connection with the moving of the regional inspectorate in Hradec Králové to new rented premises (commercial rental). Since then, the item is constant.

591 thousand CZK was paid for **consulting, advisory and legal services** (it was 478 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 consists of the elaboration of the analysis of economic processes necessary to meet the criteria of the project of the Ministry of the Interior "Quality in State Administration".

In 2020, 888 thousand CZK was paid for **trainings and education of employees** (it was 2,378 thousand CZK in 2019). 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. The number of trainings conducted was reduced compared to previous years due to COVID-19. Some trainings were conducted online, most were cancelled.

In total 15,799 thousand CZK was spent for **data processing services and services associated with information technology and communication technology** (in 2019 it was 17,980 thousand CZK). This amount includes especially regularly outsourced support of SW (flat rates) and HW as well as other services and modifications of software. This also includes fees for Microsoft licenses, updates and technical support of both SW and HW (minor part of this item are regular payments for the EIS JASU information system, personal system OK BASE and the filing system GINIS). Another part are payments for the Mercurius SW, which is necessary for the execution of inspection activities, and regular payments for other SW used by the CTIA. All other IT related services, that the CTIA cannot carry out on its own, fall within this item. The budget item 5168 is the second highest expenditure within the CTIA budget (right after expenditures on fuels analysis). These services include both SW related services - 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). 641 thousand CZK were paid for the support and modifications of the GINIS system in which the e-filing system is operated. 425 thousand CZK was paid for the support and modifications of the Economic System EIS JASU. 500

thousand CZK was paid for the service and material support of printers. 261 thousand CZK was paid for the support of the operations of the HR SW OkBase. 998 thousand CZK were paid for the operation of the data centre. 2,058 thousand CZK were paid for the support of the Mercurius system used for inspection activities. 3,917 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.

Expenditures for Certification Authority amounting to 225 thousand CZK also fall within this item.

The purchase of **services not listed elsewhere** amounted to 32,885 thousand CZK (it was 34,124 thousand CZK in 2019). Out of that, there was 3,190 thousand CZK for employees' alimentation (it was 2,775 thousand CZK in 2019), 835 thousand CZK for cleaning (it was 762 thousand CZK in 2019), 1,899 thousand CZK for security guards (it was 1,710 thousand CZK in 2019), 644 thousand CZK for services of manufacturing and non-manufacturing character (it was 581 thousand CZK in 2019), 15 thousand CZK for destruction of counterfeits (it was 18 thousand CZK in 2019), 698 thousand CZK for data from media and electronic standards (it was 647 thousand CZK in 2019), 186 thousand CZK for health care (it was 223 thousand CZK

in 2019), 267 thousand CZK for revisions of premises (it was 125 thousand CZK in 2019), 771 thousand CZK for waste removal (it was 762 thousand CZK in 2019). This item also included flat rates for services on the premises of Královéhradecký and Pardubický Inspectorate. There were also 19,790 thousand CZK spent on payments for fuel samples analyses (it was 23,304 thousand CZK in 2019), 4,547 thousand CZK for payments for other analyses (it was 3,369 thousand CZK in 2019), 9 thousand CZK for fees for TV and radio, 45 thousand CZK for service of elevators (it was 64 thousand CZK in 2019), 37 thousand CZK for technical inspections of personal vehicles (it was 31 thousand CZK in 2019), 0 thousand CZK for other fees concerning CCS cards.

For **other purchases**, the final budget amounted to 11,427 thousand CZK (it was 18,042 thousand CZK in 2019), and 5,260 thousand CZK was used (it was 9,910 thousand CZK in 2019).

1,469 thousand CZK in total was used for **repairs and maintenance of premises** (it was 4,569 thousand CZK in 2019).

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. Further repairs to the building in Štěpánská 15 were not carried out either, due to the planned relocation of the CTIA to another building. Therefore, only emergency repairs were dealt with.

Repairs of machinery and devices, including IT, amounted to 23 thousand CZK (it was 37 thousand CZK in 2019).

Repairs and maintenance of company cars amounted to 760 thousand CZK (421 thousand CZK in 2019).

Approximately 56 thousand CZK was used for **programmes** (it was 189 thousand CZK in 2019). 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 4,547 thousand CZK (it was 6,033 thousand CZK in 2019). The total use in 2020 amounted to 2,543 thousand CZK (it was 4,286 thousand CZK in 2019). Out of that, there was 2,516 thousand CZK for travelling within the Czech Republic (it was 3,499 thousand CZK in 2019), and 28 thousand CZK for travelling abroad (it was 763 thousand CZK in 2019).

Expenses on **refreshment** used from 93.71% of the modified budget and 378 thousand CZK in total was used in 2020 (it was 399 thousand CZK in 2019). Gifts amounted to 27 thousand CZK in 2020 (it was 14 thousand CZK in 2019).

Conference participation fees were used in the amount of 13 thousand CZK.

Expenses associated with non-investment purchases amounted to 937 thousand CZK (it was 937 thousand CZK in 2019) and they used 44.55% of the modified budget. This concerns mainly payments for samples, which were compliant within inspections (618 thousand CZK) and also payments for fuel "withdrawals"

(220 thousand CZK). Also „vouchers“ fall within this item (57 thousand CZK).

There were No. paid sanctions.

Compensations for **legal proceedings** and witness's fees amounted to 508 thousand CZK (it was 1,376 thousand CZK in 2019). This amount covered compensations of legal proceedings concerning fines, compensations from lost legal-law legal disputes, and compensations of work injuries. This is the reimbursement of penalties paid on the basis of final court decisions, which relate not only to unrecognised fines but also to the settlement of salary compensation from pending litigation. This also includes compensation

for accidents at work. The high uptake on this item is due to the payment of compensation for a work-related injury in connection with a serious traffic accident at the CTU Inspectorate in Brno in 2019. This payment was offset by an insurance claim.

Tax and other fee payments amounted to 77 thousand CZK (it was 95 thousand CZK in 2019). 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 2,261 thousand CZK (it was 1,622 thousand CZK in 2019).

The increase is obvious from the high morbidity in relation to the COVID-19 pandemic.

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

1.3 Information on assets

As of December 31, 2020, the total assets of the Czech Trade Inspection Authority included in the accounting record and expressed in purchase costs were 498,462 thousand CZK. The largest part is represented by buildings, with a total value of 334,750 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 53,300 thousand CZK).

Further details are stated in the table "CTIA assets as of December 31, 2020" (see Appendix No. 4).

Tables concerning the report on financial management
Income as of 31 December 2020

Appendix No. 1

Suc	Item	Auc	Description	Modified budget	Annual fulfilment	Fulfilment in %
222	1361		tax revenue	0.00	25,200.00	
	1361	celkem		0.00	25,200.00	0.00%
222	2111	1	Incomes for provision of information	0.00	26,257.00	
	2111	celkem		0.00	26,257.00	0.00%
222	2132	0	income for provided information	300,000.00	323,346.93	
	2132	celkem		300,000.00	323,346.93	107.78%
222	2141	0	income from interest	0.00	0.00	
222	2141	celkem	income from interest	0.00	0.00	0.00%
	21	celkem	income from own activities and transfers of surplus of organizations with a direct relation	300,000.00	353,231.16	117.74%
222	2212	0	accepted sanction payments – fines in administrative procedure	55,000,000.00	56,154,146.95	102.10%
222	2212	1	accepted sanction payments – fines in administrative procedure	0.00	388,000.00	0.00%
222	2212	2	accepted sanction payments – other sanctions	0.00	74,248.28	0.00%
222	2212	9	sanction payments – not listed fines in administrative procedure	0.00	116,000.00	0.00%
	221	celkem	sanction payments received from other subjects	55,000,000.00	56,732,395.23	103.14%
222	2229	0	income from the sale of non-investment assets	0.00	0.00	0.00%
222	2310	0	income from the sale of short-term and long-term assets	0.00	218,110.00	0.00%
	2310	celkem	received indemnities	0.00	218,110.00	0.00%
222	2322	0	received indemnities	0.00	0.00	0.00%
	2322	celkem	sanction payments received from other subjects	0.00	0.00	0.00%
222	2324	0	received non-capital contributions and compensation payments – previous years	2,700,000.00	179,984.04	0.00%
222	2324	1	received non-capital contributions and compensation payments – refunds for analyses	0.00	1,616,723.40	0.00%
222	2324	2	received non-capital contributions and compensation payments – management expense compensations - section 79 par. 8. Act No. 500/2004 Coll.	0.00	229,500.00	0.00%
222	2324	3	received non-capital contributions and compensation payments – damaged goods. stocked goods	0.00	373,119.78	0.00%
222	2324	4	received non-capital contributions and compensation payments – damages	0.00	24,631.64	0.00%
	2324	celkem	received non-capital contributions and compensation payments	2,700,000.00	2,423,958.86	89.78%

Suc	Item	Auc	Description	Modified budget	Annual fulfilment	Fulfilment in %
222	2328	0	non-identified income	0.00	44,184.61	0.00%
222	2328	1	non-identified income - account 3754	0.00	-,44,184.61	0.00%
	2328	celkem	non-identified income	0.00	0.00	0.00%
222	2329	0	other unclassified non-taxable income – securities	0.00	0.00	0.00%
222	2329	3	other unclassified non-taxable income – interest on late payments. court fees	0.00	1,095.00	0.00%
222	2329	4	other unclassified non-taxable income – not stated anywhere else	0.00	348,865.00	0.00%
	2329	celkem	other unclassified non-taxable income	0.00	349,960.00	0.00%
	23	celkem	income from the sale of non-capital assets and other non-taxable income	2,700,000.00	2,992,028.86	110.82%
222	3113	1	income from the sale of other long-term tangible assets	0.00	166,500.00	0.00%
	3113	celkem	income from the sale of other long-term tangible assets	0.00	166,500.00	0.00%
	31	celkem	capital income	0.00	165,500.00	0.00%
222	4132	0	transfers from other own funds - (cz-60l5)	0.00	0.00	0.00%
	4132	celkem	transfers from other own funds	0.00	0.00	0.00%
222	4135	1	transfers from the state organizational sector (OSS) funds	0.00	1,386,369.08	0.00%
	4135	celkem	transfers from the OSS reserve funds	0.00	1,386,369.08	0.00%
	41		non-investment received transfers	0.00	1,386,369.08	0.00%
Total				58,000,000.00	61,652,097.10	106.30%

Use as of 31 December 2020	Approved budget in CZK	Budget as amended in CZK	Final budget in CZK	Overall utilization of budget in CZK	Utilization of modified budget in %	Utilization of final budget in %
Common expenses						
501+502						
Employee salaries and other payments for performed work	215,763,664.00	215,263,664.00	221,717,917.00	218,491,543.00	101.50%	98.54%
from which 5011 Employee salaries	9,731,026.00	9,731,026.00	9,731,026.00	9,731,026.00	100.00%	100.00%
5011 Salaries IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5011 Salaries IK 41 00000	0.00	0.00	1,230,533.00	874,861.00	0.00%	71.10%
5013						
5013 Salaries of state employees	202,656,476.00	202,656,476.00	202,656,476.00	202,513,623.00	99.93%	99.93%
5013 Salaries IK 41 00000	0.00	0.00	2,711,949.00	2,711,949.00	0.00%	100.00%
5021 Other personal expenses	2,176,162.00	1,676,162.00	1,676,162.00	610,127.00	36.40%	36.40%
5021 Other personal expenses IK 41 00000	0.00	0.00	716,603.00	211,825.00	0.00%	29.56%
5021 Other personal expenses IK 2504606	0.00	0.00	1,243,228.00	1,243,228.00	0.00%	100.00%
5024 Compensation payments	0.00	0.00	0.00	0.00	0.00%	0.00%
5024 Compensation payments IK 41 00000	0.00	0.00	165,000.00	163,264.00	0.00%	98.95%
5025 Settlement fees	1,200,000.00	1,200,000.00	1,200,000.00	44,700.00	0.00%	0.00%
5025 Settlement fees IK 41 00000	0.00	0.00	386,940.00	386,940.00	0.00%	100.00%
5051 Refund of wages	0.00	264,171.00	264,171.00	264,171.00	100.00%	100.00%
5051 Refund of wages IK 41 00000	0.00	0.00	24,924,329.00	3,858,315.00	0.00%	15.48%
503 Mandatory insurance payments paid by the employer	72,928,119.00	72,759,119.00	74,627,019.00	74,627,019.00	102.57%	100.00%
z toho 5031 Social security insurance payments	53,509,389.00	53,385,389.00	53,385,389.00	53,385,389.00	100.00%	100.00%
5031 Social security insurance payments IK 2504606	0.00	0.00	0.00	0.00	0.00%	0.00%
5031 Social security insurance payments IK 41 00000	0.00	0.00	1,302,320.00	1,302,320.00	0.00%	100.00%

Use as of 31 December 2020	Approved budget in CZK	Budget as amended in CZK	Final budget in CZK	Overall utilization of budget in CZK	Utilization of modified budget in %	Utilization of final budget in %
5032 Health insurance payments	19,418,730.00	19,373,730.00	19,373,730.00	19,373,730.00	100.00%	100.00%
5032 Health insurance payments IK 2504606	0.00	0.00	0.00	0.00	0.00%	0.00%
5032 Health insurance payments IK 41 00000	0.00	0.00	565,580.00	565,580.00	0.00%	100.00%
50 Total	288,691,783.00	288,286,954.00	321,533,436.00	297,241,048.00	103.11%	92.44%
513 - Material purchase	8,925,500.00	2,413,612.95	18,229,745.95	11,985,885.15	496.60%	65.75%
5123 TA of intangible assets and small intangible assets	0.00	3,605.80	3,605.80	3,605.80	100.00%	100.00%
Incl. 5132 Protective equipment	70,000.00	341,320.79	341,320.79	288,374.14	84.49%	84.49%
5132 Protective equipment IK 41 00000	0.00	0.00	786,618.00	722,105.93	0.00%	91.80%
5136 Books, teaching aids and printing	200,000.00	169,430.15	169,430.15	151,274.15	89.28%	89.28%
5137 Small long-term tangible assets	6,100,000.00	57,143.00	57,143.00	57,143.00	0.00%	100.00%
5137 Small long-term tangible assets IK 41 00000	0.00	0.00	14,743,610.00	8,924,267.70	0.00%	60.53%
5139 Purchase of material not listed elsewhere	2,555,500.00	1,842,113.21	1,842,113.21	1,586,309.28	86.11%	86.11%
5139 Purchase of material not listed elsewhere IK 41 00000	0.00	0.00	285,905.00	252,805.15	0.00%	88.42%
514 - Interest and other financial expenses -5142 realized exchange rate losses	103,000.00	302,520.80	2,981,784.80	2,981,434.06	985.53%	99.99%
from which 5141 own interest	56,000.00	300,461.00	300,461.00	300,461.00	100.00%	100.00%
5141 - Own interest IK 41 00000	0.00	0.00	2,679,264.00	2,679,264.00	0.00%	100.00%
5142 realized exchange rate losses	47,000.00	2,059.80	2,059.80	1,709.06	82.97%	82.97%
515 - Purchase of water, fuel and energy	6,986,179.00	9,731,520.60	9,731,520.60	3,939,047.54	40.48%	40.48%
from which 5151 Water	864,715.00	1,038,325.03	1,038,325.03	267,591.61	25.77%	25.77%
5152 Steam	1,799,280.00	3,082,909.57	3,082,909.57	1,114,165.68	36.14%	36.14%
5153 Gas	605,880.00	824,556.00	824,556.00	490,292.54	59.46%	59.46%
5154 Electricity	1,316,304.00	2,385,524.00	2,385,524.00	918,131.07	38.49%	38.49%

Use as of 31 December 2020	Approved budget in CZK	Budget as amended in CZK	Final budget in CZK	Overall utilization of budget in CZK	Utilization of modified budget in %	Utilization of final budget in %
5156 Fuels and lubricants	2,400,000.00	2,400,206.00	2,400,206.00	1,148,866.64	47.87%	47.87%
5157 Hot water	0.00	0.00	0.00	0.00	0.00%	0.00%
516 - Purchase of services	46,673,802.00	49,031,091.89	79,182,114.89	54,932,445.37	112.04%	69.37%
from which 5161 Postal services	624,000.00	749,000.00	749,000.00	631,873.00	84.36%	84.36%
5162 Telecommunication services and radio communication services	3,500,000.00	3,240,990.00	3,240,990.00	2,483,095.33	76.62%	76.62%
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	147,855.00	14.79%	14.79%
5164 Rental fees	2,537,352.00	2,031,271.00	2,031,271.00	1,503,370.72	74.01%	74.01%
5166 Consulting, advisory and legal services	1,000,000.00	420,200.00	420,200.00	213,292.25	50.76%	50.76%
5166 Consulting, advisory and legal services IK 41 00000	0.00	0.00	3,248,000.00	378,972.00	0.00%	11.67%
5167 Services, training and education	3,264,000.00	2,927,846.00	2,927,846.00	887,770.32	30.32%	30.32%
5167 Services, training and education IK2509000	0.00	0.00	0.00	0.00	0.00%	0.00%
5168 Data processing services	8,075,000.00	11,043,398.62	11,043,398.62	9,197,894.41	83.29%	83.29%
5168 Data processing services IK 41 00000	0.00	0.00	8,334,015.00	6,602,708.24	0.00%	79.23%
5169 Purchase of services not listed elsewhere (alimentation, printing)	26,303,450.00	27,618,386.27	27,618,386.27	15,272,613.04	55.30%	55.30%
5169 Purchase of services not listed elsewhere IK 41 00000	0.00	0.00	18,569,008.00	17,613,001.06	0.00%	94.85%
517 - Other purchases	9,005,602.00	6,638,134.57	11,426,758.57	5,259,793.45	79.24%	46.03%
from which 5171 Repairs and maintenance	4,932,602.00	1,583,573.57	1,583,573.57	1,004,562.28	63.44%	63.44%
5171 Repairs and maintenance IK 41 00000	0.00	0.00	4,784,382.00	1,263,509.10	0.00%	26.41%
5172 Software equipment	0.00	57,450.00	57,450.00	56,628.00	98.57%	98.57%
5173 Travel expenses (domestic as well as abroad)	3,560,000.00	4,547,111.00	4,547,111.00	2,543,141.86	55.93%	55.93%

Use as of 31 December 2020	Approved budget in CZK	Budget as amended in CZK	Final budget in CZK	Overall utilization of budget in CZK	Utilization of modified budget in %	Utilization of final budget in %
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	400,000.00	400,000.00	374,834.00	93.71%	93.71%
5175 Food and refreshments IK 41 00000	0.00	0.00	4,242.00	4,242.00	0.00%	100.00%
5176 Conference participation fees	90,000.00	50,000.00	50,000.00	12,876.21	25.75%	25.75%
5179 Other purchases not stated elsewhere	23,000.00	0.00	0.00	0.00	0.00%	0.00%
518 - Paid deposits	0.00	650,604.00	650,604.00	0.00	0.00%	0.00%
from which 5181 Deposits provided to inner organizational units	0.00	350,604.00	350,604.00	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	0.00	100,000.00	100,000.00	0.00	0.00%	0.00%
519 Expenses associated with non-investment purchases	2,080,000.00	3,704,291.54	4,268,165.54	1,471,695.88	39.73%	34.48%
from which 5191 Paid sanction fees	0.00	12,255.38	12,255.38	1.38	0.01%	0.01%
5192 Provided non- investment contributions and compensations	300,000.00	1,559,793.43	1,559,793.43	0.00	0.00%	0.00%
5192 Compensations of court procedures IK 41 00000	0.00	0.00	563,874.00	507,662.00	0.00%	90.03%
5194 Material gifts	30,000.00	30,000.00	30,000.00	27,566.00	0.00%	91.89%
5195 Payment for not employing persons with esp. serious health handicaps	0.00	0.00	0.00	0.00	0.00%	0.00%
5199 Expenses associated with unclassified non- investment purchases	1,750,000.00	2,102,242.73	2,102,242.73	936,466.50	44.55%	44.55%
534 - Non-investment trans- fers deposited in own funds	4,247,750.00	4,247,750.00	4,316,411.00	4,316,411.00	101.62%	100.00%
from which 5342 Non- investment transfers FKSP	4,247,750.00	4,247,750.00	4,247,750.00	4,247,750.00	100.00%	100.00%
from which 5342 Non-invest- ment transfers FKSP IK 2509000	0.00	0.00	0.00	0.00	0.00%	0.00%
5342 From which 5342 Non- investment transfers FKSP IK 4100000	0.00	0.00	68,661.00	68,661.00	0.00%	100.00%
5344 Non-investment transfers deposited in reserve funds	0.00	0.00	0.00	0.00	0.00%	0.00%

Use as of 31 December 2020	Approved budget in CZK	Budget as amended in CZK	Final budget in CZK	Overall utilization of budget in CZK	Utilization of modified budget in %	Utilization of final budget in %
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	87,600.00	1,075,735.65	25,929,456.37	76,500.00	7.11%	0.30%
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	87,600.00	76,500.00	76,500.00	76,500.00	100.00%	100.00%
5363 Sanctions and penalty payments to other budgets	0.00	999,235.65	999,235.65	0.00	0.00%	0.00%
5363 Sanctions and penalty payments to other budgets IK 4100000	0.00	0.00	24,853,720.72	0.00	0.00%	0.00%
542-Compensations paid to the population	1,200,000.00	1,250,000.00	2,450,000.00	2,261,456.00	180.92%	92.30%
from which 5424 Compensations of wages for the period of sickness	1,200,000.00	1,200,000.00	1,200,000.00	1,200,000.00	100.00%	100.00%
from which 5424 Compensations of wages for the period of sickness 4100000	0.00	0.00	1,200,000.00	1,061,456.00	0.00%	88.45%
5909 - Other expenses IISSP	0.00	50,000.00	50,000.00	0.00	0.00%	0.00%
Common expenses in total 5*	368,001,216.00	367,332,216.00	480,699,997.72	384,465,716.45	104.66%	79.98%
from which material expenses	75,061,683.00	74,847,512.00	154,900,150.72	82,908,257.45	110.77%	53.52%
Capital expenses						
6111 IK 11 00000 SW 122V193002059	0.00	895,828.00	895,828.00	883,349.56	98.61%	98.61%
6111 IK 41 00000 SW 122V193002060	0.00	0.00	148,951.00	148,951.00	0.00%	100.00%
6119 IK 11 00000 other purchase DNM122V193002R01	4,300,000.00	1,078,788.00	1,078,788.00	0.00	0.00%	0.00%
6119 IK 41 00000 other purchase DNM 122V193002R01	0.00	0.00	662,209.00	0.00	0.00%	0.00%
6121 IK 11 00000 Buildings, halls, construction sites 122V193002002	3,000,000.00	0.00	0.00	0.00	0.00%	0.00%

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, construction sites 122V193002003	0.00	0.00	0.00	0.00	0.00%	0.00%

Use as of 31 December 2020	Approved budget in CZK	Budget as amended in CZK	Final budget in CZK	Overall utilization of budget in CZK	Utilization of modified budget in %	Utilization of final budget in %
6121 IK 11 00000 Buildings, halls, construction sites 122V193002023	0.00	42,350.00	42,350.00	42,350.00	100.00%	100.00%
6121 IK 41 00000 Buildings, halls, construction sites 122V193002023	0.00	0.00	0.00	0.00	0.00%	0.00%
6121 IK 41 00000 Buildings, halls, construction sites 122V193002027	0.00	0.00	5,500.00	5,500.00	0.00%	100.00%
6121 IK 41 00000 Buildings, halls, construction sites 122V193002033	0.00	0.00	742,350.00	0.00	0.00%	0.00%
6121 IK 11 00000 Buildings, halls, construction sites 122V193002033	0.00	2,957,650.00	2,957,650.00	0.00	0.00%	0.00%
6121 IK 11 00000 Buildings, halls, construction sites 122V193002062	0.00	98,692.32	98,692.32	0.00	0.00%	0.00%
6121 IK 41 00000 Buildings, halls, construction sites 122V193002062	0.00	0.00	51,307.68	0.00	0.00%	0.00%
6121 IK 41 00000 Buildings, halls, construction sites 122V193002039	0.00	0.00	7,081,260.00	7,260.00	0.00%	0.10%
6121 IK 41 00000 Buildings, halls, construction sites 122V193002061	0.00	0.00	91,898.00	91,897.08	0.00%	100.00%
6122 IK 41 00000 Machines. devices and equipment 122V193002R01	0.00	0.00	0.00	0.00	0.00%	0.00%
6123 IK 11 00000 Transportation vehicles 122V193002001	2,500,000.00	2,401,307.68	2,401,307.68	0.00	0.00%	0.00%
6123 IK 41 00000 Transportation vehicles 122V193002001	0.00	0.00	1,773,856.00	841,499.34	0.00%	47.44%
6125 IK 11 00000 HW 122V193002057	0.00	724,064.00	724,064.00	724,064.00	100.00%	100.00%
6125 IK 11 00000 HW 122V19300258	0.00	1,601,320.00	1,601,320.00	1,601,314.00	100.00%	100.00%
6125 IK 41 00000 HW 122V193002R01	0.00	0.00	0.00	0.00	0.00%	0.00%
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	9,800,000.00	9,800,000.00	20,357,331.68	4,346,184.98	44.35%	21.35%
TOTAL	377,801,216.00	377,132,216.00	501,057,329.40	388,811,901.43	103.10%	77.60%

Income 2019 – special revenue account (in CZK)

Annex No.3

	Drs	Crs	Balance
Orders and decisions of administrative procedures			65,443,719.34
Orders collected on the spot	6,562,500.00		6,562,500.00
Administrative fees	25,200.00		25,200.00
Expenses of proceedings transferred to the account 19-		18,000.00	-18,000.00
Fines handed over to customs authorities		15,348,000.00	-15,348,000.00
Total			56,665,419.34

CTIA assets as of 31 December, 2020

Annex No.4

Asset type	in thousand CZK
Software over 60 thousand CZK	35,800
Software up to 60 thousand CZK	8,108
Land	6,986
Art	131
Buildings - 6 buildings and 3 garages	334,750
Individual movable assets and sets of items	53,300
Small long-term tangible assets up to 40 thousand CZK	45,740
Other small long-term assets kept on accounts of balance sheet	12,512
Incomplete long-term tangible assets	1,135
Long-term tangible assets intended for sale	0
Total	498,462

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