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Answer given by Executive Vice-President Séjourné
on behalf of the European Commission
(18.8.2025)

The Commission aims to maintain high standards of protection for consumers and the environment while making it easier for businesses to operate, innovate, and grow.

The Commission acknowledges the importance of paper-based communication for consumer protection and user safety. This is why the proposal regarding digitalisation and common specifications¹ entails that safety information will continue to be provided on paper or marked on the product for consumers, while instructions accompanying products may be provided in electronic form and, upon request, in paper as well. Digital information can be helpful for consumers, as it allows them to easily access important details without needing to search for paper manuals.

The 2022 evaluation of the New Legislative Framework² highlighted that the burden of providing hard-copy instructions to accompany the product was rated high or very high. At the same time, in 2024, 94% of EU households had access to the internet³.

The Commission's proposal highlights the need for flexibility. The initiative allows to reduce administrative burden, supports the digital transition and brings cost-savings and environmental benefits while protecting consumers.

¹ <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:52025PC0503>.

² [https://ec.europa.eu/transparency/documents-register/detail?ref=SWD\(2022\)364&lang=en](https://ec.europa.eu/transparency/documents-register/detail?ref=SWD(2022)364&lang=en).

³ Eurostat (online data code: isoc_ci_in_h): https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Digital_economy_and_society_statistics_-_households_and_individuals.