

Webinar

STANDARDIZATION OF **SERVICES** **TO THE CITIZEN** IN SUSTAINABLE CITIES AND COMMUNITIES



September 16, 2026 from 09.30 to 11.30

UNI Headquarter, Via Sannio 2, I-20137 Milan, Italy

Room: Leonardo Da Vinci

This event is open to all free of charge.

It will be held at UNI and on-line. Prior registration is required before Wednesday 9 September, at [citizen services standardization](#).



With the patronage of



Città
metropolitana
di Milano



STANDARDIZATION OF **SERVICES** TO THE **CITIZEN** IN SUSTAINABLE CITIES AND COMMUNITIES

September 16, 2026

OBJECTIVE

The European Committee for Standardization, CEN, has recently published a Technical Report (**CEN/TR 18260** "Sustainable Cities and Communities: a framework for standardization of services to the citizen").

CEN's Technical Report recommends a voluntary European Standard be developed. The webinar will explain what we have published and consider future actions towards development of the future standard.

The webinar is organised by CEN Technical Committee TC 465 "Sustainable and Smart Cities and Communities", in conjunction with ANEC, the European Consumer Voice in Standardisation and UNI, the Italian National Standards Organisation and with the patronage of the Metropolitan City of Milan.

The digital age has revolutionised the way services are delivered to and received by ordinary citizens. Technical progress can deliver enormous benefits to service-providers in terms of cost and efficiency. But we need a framework to ensure that citizens receive at least the same level of service they have been used to.

We need to ensure minimum levels of service:

- for ordinary transactions, opening accounts, managing them, payment processes;
- for those not able easily to use normal electronic interfaces;
- for problem-solving and complaints processes;
- for a user-orientated interface in comprehensive language.

This event will be of interest to those involved with standards for services, both on-line and off-line, representatives of consumers, associations representing towns and municipalities and local communities generally.

AGENDA

09.30 **Welcome and Introduction**

Giacomo Riccio, Technical Project Manager, Innovation and Standardization Department, UNI

09.40 **Consumers in the digital age – how they need standards**

Chiara Giovannini, Deputy Director-General, ANEC

09.55 **Cities and digital services**

Ester Anzalone, Director, Digital Transition Department, Metropolitan City of Milan

10.10 **The New European Bauhaus Initiative**

Sarunas Zableckis, Policy Officer, Joint Research Centre, European Commission

10.25 **CEN/TC 465 "Sustainable Cities and Communities" and its Working Group 2 "Services to the Citizen"**

Jacqui Taylor, Vice-Chair

10.35 **What are the issues for standards for citizen services? Explanation of CEN/TR 18260**

John Ketchell, Convenor, CEN/TC 465/WG 2

10.50 **Questions/answers/discussion**

Moderated by Chiara Giovannini, Deputy Director-General, ANEC

11.25 **Closing remarks**

Jacqui Taylor, CEN/TC 465 Vice-Chair

September 16, 2026 from 9.30 to 11.30

This event is open to all free of charge. It will be held at UNI, via Sannio 2, I-20137 Milano, and on-line. Prior registration is required before Wednesday 9 September, at [citizen services standardization](#).

Further information is available from Email: yuanitaintan.paramitasari@bsigroup.com - Mobile/whatsapp: +44 7557 191639
[Privacy Policy](#)