



# European Consumer Consultative Group

## Re-thinking the consumer movement

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# Consumer movement: a joint effort





## The role of the ECCG

- *The unique role and specificity of the ECCG to consult the Commission on consumer issues*
- *The power to issue Opinions*
- *Historical significance and existence of the ECCG*
- *The body of knowledge from consumer organisations represented in the ECCG*





# Main findings concerning the consumer movement today

- *Diversity across Member States*
- *Wide variety of set-ups of national consumer movements*
- *Different "business models" by consumer organisations*
- *Evidence points to the need to take concrete actions from the side of the consumer organisations, national authorities and EU institutions*

***Objective: to strengthen the consumer movement across Europe***





## Efforts to identify the consumer movement landscape

- *The Commission led an exercise in the first half of the year in order to initiate a debate within the ECCG with the objective of strengthening the consumer movement in Europe*
- *The ECCG responded through a questionnaire indicating the weaknesses and strengths in their constituencies*
- *The Commission took all comments on board and suggested the setting-up of an ECCG Working Group to discuss in a transparent way the main issues signalled by consumer organisations*



## **ECCG Workshop to discuss the Consumer Movement**

*- Volunteers from the ECCG participated in a workshop on 5 September*





# How did we work



# e work

	EU	Nat/Cap/E
<b>PROGRAMS</b>		
- advice/information	X	X
- monitoring of implementation/evaluation	X	X
- coordinate representative agencies NDR/ODE	X	X
- <del>Representation</del>		
<b>PROJECTS</b>		
- Research / development	X	X
- Pilot projects		
<b>SERVICES</b>		
Trust marks		X
Trainings / expertise		
Surveys		
Comparison tools		
Testing results		
Contract terms		
Digital tools		
Magazines		
<b>OTHERS</b>		
- fines		
- taxes		
- fees		







# **Main issues identified by the ECCG Consumer Movement Working Group**

- 1. Boost consumer organisations: improve cooperation on various projects, programmes and provision of services*
- 2. Re-brand consumer organisations: improve the operation of consumer organisations; enhance the economic resources; identify new sources of sustainable income; introduce acceptable and feasible new business models*
- 3. Shift mindsets of EU and national authorities towards consumer organisations and consumer policies: make consumer policy a mainstream policy*







# Discussion

*1. Outcome from the 3 discussion groups of the ECCG WG*

*Rapporteurs:*

*Breda Kutin, Monique Goyens, Juha Beurling*





## Discussion

*2. Breakout session (1hr) with 3-4 discussion groups:*

***Topics:***

- How can we recalibrate consumer policy?***
- What measures can we take to optimise consumer organisations' business models?***
- Which avenues to explore to enhance funding opportunities for consumer organisations?***
- How can we introduce a new communication strategy for consumer organisations?***





# Discussion

- 3. Results from the discussion groups – brief presentation*
- 4. Conclusions and next steps*

