

# **European Consumer Consultative Group**

### Re-thinking the consumer movement

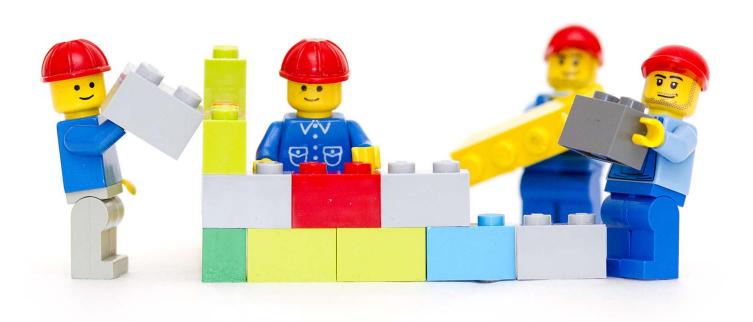
**13 October 2017** 

Renatas Mazeika Head of Consumer Policy Unit DG Justice and Consumers European Commission





### **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**

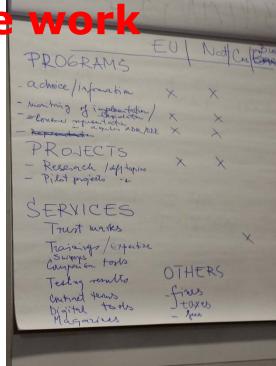
- Volunteers from the ECCG participated in a workshop on 5 September





How did we work









## 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