



Annual
Report
2018

CHAMPIONING THE RIGHTS OF CONSUMERS EVERYWHERE



CONSUMERS
INTERNATIONAL

Audited Draft
Consumers International
Annual Report of the Trustees
and Financial Statements
31 December 2018



Charity Registration No. 1122155
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Consumers International
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From our Outgoing President, Bart Combée

Bart Combée became President at Consumers International's General Assembly in Brasilia on 21 November 2015 and served a four-year term. Mr Combée is also the former Chief Executive of Consumentenbond in the Netherlands.

Our global community

Over the last year I have met with members from all over the world and attended regional meetings on all continents. Our community is a very diverse one but is united by common goals and ideals. Discussions and exchanges make our members stronger and better connected, as well as bringing greater impact to our work. That is exactly what we have invested in during 2018. I've been delighted to see Consumers International's continued activity to support member connection and project activity in specific countries and regions while delivering on global priorities that ultimately benefit all consumers, including:

- continued work in South and South East Asia to give poorer consumers greater voice.
- activity with members from Africa, Latin America, Asia Pacific and Europe to provide insights into food systems.
- our Middle East hub which continues to provide support to, and connect, members in the region.
- giving the opportunity to lower-income consumer organisations to apply for grants administered by Consumers International in support of their work.
- our support for the Transatlantic Consumer Dialogue which builds consumer protection relations between the EU and the US on the issue of trade.
- launching in Argentina, a new online and interactive Digital Index, which includes more than 200 policies from all regions of the world that support consumers in the digital economy and society.

In 2018, the Board has continued to support Consumers International to put itself in the best position to build impact and ensure a sustainable financial future. Having agreed Consumers International's strategy at the end of 2017 with advice from our Council, I am pleased to see the strategy come to life and the early signs of increased impact.

As I come to the end of my term as President of Consumers International, I believe the organisation is in an excellent position to drive impact for members and consumers on a global scale. I am continually impressed by the truly global nature of Consumers International's work, our diverse and impactful members and our ability, as we work together, to drive positive outcomes for consumers everywhere. I'd like to thank members for their continued support for Consumers International and its work on behalf of members and consumers around the world. It has been a privilege to work with you.

From our incoming President, Dr. Marimuthu Nadason

Dr. Marimuthu Nadason became President at Consumers International's General Assembly in May 2019 and is serving a four-year term. Dr. Nadason is also the President of the Federation of Malaysian Consumers Associations (FOMCA).

It is a great honour to be elected as President of Consumers International. In this current era of the digital economy, I look forward to working with members and partners to support consumers all over the world.

We must be even more relevant and impactful than today by working with relevant stakeholders through advocacy, campaigning and action, addressing how technology impacts consumers in terms of benefits and detriment.

So, I ask you to join me in our efforts to optimise our resources and work collectively as well as collaboratively towards achieving consumer benefit.

Dr. Marimuthu Nadason

Date: September 2019

From our Director General, Helena Leurent

Helena Leurent became Director General of Consumers International in April 2019.

Our Impact

As I take on the role of Director General, I've been impressed by the organisation's achievements in 2018, raising consumer issues for global attention. These include:

- reaching record levels of member participation on World Consumer Rights Day 2018, beating what were already record levels in 2017.
- putting digital consumer issues on the global agenda by co-hosting the G20 Consumer Summit with the Argentinian Directorate for Consumer Protection. In particular, our proposal to improve the security of children's connected products and better protect vulnerable groups online was incorporated into the G20 Digital Ministers' statement.
- supporting consumer interests in future international e-commerce deals through a new consumer checklist that sets out the key issues that should be considered in e-commerce trade negotiations. Consumer representatives will be able to use the checklist as a tool with trade negotiators to make sure any future trade deal works for consumers.
- making a strong and successful case in international policy-making forums for improvements to the safety of AI and IoT, an issue that will be taken up in the development of new guidelines by the Organisation for Economic Co-operation and Development (OECD).
- shaping international approaches to sustainable food systems with new insight into the critical role of consumer organisations, built in collaboration with the Food and Agriculture Organization (FAO).
- publishing unique new research on the state of product safety regulations and institutions around the world. Our insights and recommendations were promoted in international and regional policy forums throughout the year.
- ensuring the consumer perspective was incorporated in new International Organization for Standardization (ISO) standards on privacy, vulnerable consumers and the sharing economy.
- building bridges for the consumer movement with civil society, business, and government to understand, catalyse and develop improved consumer outcomes on digital issues.

Our Membership

In 2018, Consumers International is proud to support over 200 organisations around the world as members. Each member is a trusted, leading national voice for consumers and their rights, responsible for dramatic improvements to people's lives every day. Each year we increase the depth and quality of member engagement in our network. We continued to optimise connection, sharing and the amplification of members' activities through our dedicated member e-networks, staff facilitation, communication channels and, where possible, regional meetings.

This year, we developed a new strategy for Consumers International, building on our values and heritage, and positioning us to support members effectively for impact and resilience. The need for a powerful, connected consumer movement to meet our collective challenges and shape our future has never been greater.

We will continue to push for consumers to be treated safely, fairly and honestly. To do this we will go to the root of the issues that affect consumers throughout the world with a particular focus on how technology is

impacting consumer needs, creating new opportunities and challenges. We will develop insight, partnerships and solutions that will create real change. In an increasingly connected world, one organisation cannot meet this challenge alone. So we will work with our members, and build a global network of relevant experts and leaders from civil society, government, business and academia.

I look forward to building on the important heritage of Consumers International, the trusted relationships established over decades, and working closely together with our members and partners to create a safer, fairer and more sustainable future for consumers everywhere.

Helena Leurent

Date: September 2019

Trustees

The Board of Trustees, is pleased to present this report and the financial statements for the year ending 31 December 2018.

The financial statements have been prepared in accordance with applicable United Kingdom Accounting Standards, the Charities Statement of Recommended Practice (FRS 102) and the Companies Act 2006. The audited accounts reflect the worldwide results for the organisation, including the activities of its constituent regional hubs.

The trustees confirm that they have paid due regard to the Charity Commission's general guidance on public benefit: 'Charities and Public Benefit'.

The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees.

Board of Trustee members 2015-2019 (Appointed)

- Bart Combée - **President** - Resigned May 2019
- Marimuthu Nadason – **President** from May 2019
- Gilly Wong - **Vice President**
- Alan Kirkland - **Treasurer** until May 2019
- Ivo Mechels - **Treasurer** from May 2019
- Anja Philip – **Honorary Secretary** from May 2019
- Rosemary Siyachitema
- Marta Tellado
- María José Troya - **Honorary Secretary** - until May 2019
- Crisólogo Luis Cáceres - Appointed May 2019
- Caroline Normand - Appointed May 2019

Council members 2015-2019 (Elected – Advisory)

- Asociacion Peruana De Consumidores Y Usuarios (ASPEC), Peru - Crisólogo Cáceres Valle
- Association des Consommateurs Du Mali (ASCOMA) - Salimata Diarra
- Association des Consommateurs (Test Achats), Belgium - Ivo Mechels
- Centro Para La Defensa Del Consumidor (CDC), El Salvador - Danilo Manuel Pérez Montiel
- CHOICE, Australia - Alan Kirkland
- Confederation of Consumer Societies (KONFOP), Russian Federation - Dmitriy Yanin
- Consumentenbond, The Netherlands - Gerjan Huis in 't Veld
- Consumer Council of Fiji - Premila Kumar
- Consumer Council of Zimbabwe - Rosemary Siyachitema
- Consumer Reports (CR), USA - Marta Tellado
- Consumer Unity and Trust Society (CUTS), India - George Cheriyan
- Consumers Korea - Miran Mun
- Danish Consumer Council - Anja Philip
- Federation of Malaysian Consumer Associations (FOMCA) - Marimuthu Nadason
- Hong Kong Consumer Council (HKCC) - Gilly Wong
- Instituto Brasileiro Defesa Do Consumidor (IDEC) -Marcelo Gomes Sodré
- Namibia Consumer Trust - Michael Gaweseb
- Sudanese Consumers Protection Society (SCPS) - Yasir Suliman
- Tribuna Ecuatoriana De Consumidores Y Usuarios, Ecuador - María José Troya
- Verbraucherzentrale Bundesverband (VZBV), Germany - Klaus Müller

Key Senior Management Personnel

- Director General (Amanda Long - until 31 December 2018)
(Helena Leurent - From 1 April 2019)
- Strategy Development and Communications Director (Phillipa Hunt)
- Finance and Resourcing Director (Natalie Carsey - Until 15 February 2019)
(Senait Fassil - From 16 February 2019)
- Advocacy Director (Justin MacMullan)

About Consumers International

Consumers International is the membership organisation for consumer groups around the world.

We believe in a world where everyone has access to safe and sustainable goods and services. We bring together over 200 member organisations in more than 100 countries to empower and champion the rights of consumers everywhere.

We are their voice in international policy-making forums and the global marketplace to ensure they are treated safely, fairly and honestly.

We are resolutely independent, unconstrained by businesses or political parties. We work in partnership and exercise our influence with integrity, tenacity and passion to deliver tangible results.

Charitable objects and activities

Consumers International was formerly known as the International Organisation of Consumers Unions (IOCU) and was started as a not-for-profit NGO in 1960. The object for which the charity was formed is to promote consumer rights and education and to promote the voluntary sector for the public benefit with the object of promoting consumer rights. In particular, but not exclusively, by providing conferences and seminars, representing groups in terms of government policies, providing information and liaising between relevant groups. The Consumers International strategy sets out our major activity areas and progress is measured and monitored by the Consumers International management team and Board with the support of monitoring tools which include key performance indicators. Our strategy and achievements for 2018 are set out in this report, which was published in September 2019.

Achievements and performance

Representing and influencing

We represent our membership in several international and regional organisations and processes including the United Nations, the G20, the OECD and the International Organization for Standardization. We do this to increase understanding and awareness of consumer issues and develop the principles and recommendations that will support a safer, fairer and more sustainable economy and society for consumers.

Digital change agenda

Our digital change agenda seeks to ensure that consumers get the best out of the digital economy and society without having to compromise on quality, care or fair treatment.

Security and privacy of connected devices

A key focus throughout 2018 was our work to improve the security and privacy of connected products such as smart TVs, smart watches and home assistants that are increasingly common in some markets around the world. Many of these products come to market with very weak privacy and security standards which creates a serious risk that consumers do not have control over how their data is used and shared. In the worst cases, data can be stolen, or the device can be hacked giving criminals access to cameras, microphones and sensors. These risks are particularly serious for children's connected products, such as connected toys and smart watches.

We worked throughout 2018 to put this issue on the international agenda, building on the national testing and campaigning by many of our members on this issue.

G20 Consumer Summit

The safety of connected products and, in particular, children's connected products was the focus for the first day of the G20 Consumer Summit, which Consumers International co-hosted with the Argentinian Directorate for Consumer Protection. The issue was included in the G20 Digital Ministers' statement and will help influence policy around the world.

We also raised these issues at the EU/US/China Product Safety Summit in Washington where we made a presentation as part of a session on emerging product safety issues, and at the OECD/EU Product Safety Conference in November.

We are pleased that the OECD has agreed to develop guidelines on IoT and AI from a product safety perspective. While much remains to be done to improve the safety and privacy of these products and services, this is an important step.

E-commerce

E-commerce is now a well-established part of the digital economy, but consumers can still face challenges, particularly when making purchases from another country. We have been working with UNCTAD as part of their Intergovernmental Group of Experts e-commerce task force to better understand these challenges and find solutions that work for consumers. The task force has had its mandate extended and will report in 2019.

As part of this work we ensured that there was a strong consumer voice at UNCTAD's E-commerce Week, with Consumers International staff and members from Europe, China and Nigeria joining panels with governments and businesses in several sessions.

At the end of the year as the prospect of new negotiations on e-commerce at the World Trade Organization became stronger, we produced a new 'consumer checklist' for any future international e-commerce deal. The checklist notes the importance of consumer trust in supporting cross border e-commerce and sets out the issues trade negotiators should address to build trust. Along with our members we will be using the checklist to call on trade negotiators to make sure any future trade deal works for consumers.

International standards

We play an important role at the International Organization for Standardization (ISO), and with its Consumer Policy Committee (COPOLCO) where we are now co-chairs of the Consumer Participation and Training working group.

At the COPOLCO annual plenary and workshop in Bali, Indonesia, we gave the keynote presentation on the importance of standards and consumer protection in a digital economy, how standards can

help ensure trust in digital markets and why it is important to involve consumers in the development of new standards.

At the same meeting a new resolution was passed recognising the value of the partnership between ISO and Consumers International and calling on both organisations to continue to develop their joint work promoting consumer protection. We look forward to working with ISO to put this exciting agenda into practice. In the meantime, we continue to contribute to several standards that are addressing many of the new and emerging issues affecting consumers, including the development of standards on privacy by design, vulnerable consumers and the sharing economy.

Product safety

Product safety has always been an important issue for consumers and despite significant progress over the years, consumer groups remain vigilant to new, and old, challenges to consumer safety. Our global survey on product safety frameworks, completed in 2017, raised a number of issues including major disparities between low and high-income countries, lack of effective enforcement and new challenges from e-commerce and connected products.

In July 2018, we shared a presentation of these results with government agencies at UNCTAD's Intergovernmental Group of Experts (IGE) meeting which was on the theme of product safety. We are also taking part in the IGE working group on product safety that will report in 2019 on the next steps governments should take to ensure the fulfilment of the United Nations Guidelines for Consumer Protection (UNGCP) recommendations on this issue.

The G20 Consumer Summit in Argentina also hosted what we believe was a first – bringing together the three largest international product safety recall systems for the first time. As globalised markets become more and more of a reality, collaboration like this is essential to achieve the best outcomes for consumers.

Sustainable food systems

Having signed a new memorandum of understanding with the Food and Agricultural Organization (FAO) in 2017, we launched a new joint project in 2018 to contribute to the FAO's goal of eradicating hunger, food insecurity and malnutrition. The aim of the project was to provide the FAO with key insights into the role that consumer organisations can play in improving food systems.

The focus of the project was to develop a mapping of the different activities that Consumers International and our members take to support more sustainable food systems. This included a survey of our membership and a workshop that was held in Accra, Ghana with twelve members from around the world. Based on the findings of the study and the feedback from the workshop, we drafted a report with input from the FAO, and subsequently held a workshop for FAO staff on the global consumer movement's work on food, to increase their insight.

The report, which included many case studies of members' work, demonstrated the variety of ways that consumer groups are working to support more sustainable food systems. Alongside this, it gave a valuable insight into how to work most effectively with consumer groups, understanding their approach to food issues as well as recognising their strengths and resource challenges.

Sustainable consumption

Consumers International co-leads the Consumer Information Programme of the United Nations' One Planet network along with the German and Indonesian environment ministries. The One Planet network is the 10 Year Framework of Programmes as envisioned in the Sustainable Development

Goals and is one of the official implementation mechanisms of Goal 12: Responsible Consumption and Production.

In 2018, the bulk of the Consumer Information Programme's work centred around the promotion of the *Guidelines for Providing Product Sustainability Information*, published in 2017, which filled a gap in the market of how best to communicate information about the sustainability of products to consumers.

Following the publication of *The Long View: Exploring product lifetime extension* in 2017, activity in 2018 focused on interviewing companies with business models focused on circular economy principles and avoiding product obsolescence. A series of case studies and a report will be published in 2019. This work has fed into a wider global context of backlash against product obsolescence and its implications for consumers, for example fines issued in Italy and the European Commission plans for a reparability index.

The Consumer Information Programme has also been involved with the promotion of a project in Chile, *Mi Código Verde*. A consumer survey conducted in Chile in 2017, showed that consumers are gaining more interest in sustainability as a purchase criterion, but they lack information to enable them to make more sustainable choices. The platform launched as a solution to this problem. The platform allows consumers to choose which sustainability attributes they are interested in (for example animal welfare, waste, social impact) and they can filter for household goods and food and beverage items that link with these. As of December 2018, the *Mi Código Verde* website had been visited more than 51,600 times, with more than 34,000 registered users. It has received coverage on CNN and in several newspapers.

Impactful projects

Working with a range of civil society and government organisations, Consumers International continues to lead on several impactful projects. These projects have brought about real change for consumers and have enabled us to develop long-lasting partnerships with several like-minded organisations.

Green Action Fund

We continued to develop our partnership with the Swedish Society for Nature Conservation (SSNC) in 2018, working together to implement a new theme for the Green Action Fund. Under the theme of 'sharing community', Consumers International and the SSNC have been championing a collaborative approach to consumption, inviting our members to develop projects that encourage consumers to share goods and services with a view to achieving sustainable consumption. In 2018, twenty-four of our members received grants through the Green Action Fund. SSNC hosted a side event at the Consumers International Summit 2019 to further promote the ideals of 'sharing community'.

Anne Fransen Fund

In 2018, six of our members received grants of up to €10,000 each to carry out projects focused on improving consumers' day-to-day lives, by helping them to lead healthier lifestyles and improve their access to safer, higher-quality products and services.

The successful applicants are located around the world, with projects taking place in Bangladesh, Mali, Nigeria, Argentina, Nepal, and Gambia. The projects have covered a variety of consumer-related issues, including improving food safety, establishing an online platform for dispute resolution, and educating consumers about their rights.

The project grants were made available due to the generosity of our Dutch member Consumentenbond, whose former director established the Anne Fransen Fund in 1988. The fund is supported by contributions from Consumentenbond's individual members, who since 1981 have invested over €700,000 in sister organisations across the world.

Consumer Information for Sustainable Consumption and Production

In 2018, the Consumer Information for Sustainable Consumption and Production (CI-SCP) programme continued to make progress with the support of the German Environment Ministry (BMUB). The programme was focused on promoting the 'Guidelines for Providing Product Sustainability Information', published in 2017. Companies used the guidelines to review and improve the information they provide, this road-testing provided the first three case studies of people using the guidelines. Road-testing has proven an effective way of engaging with the private sector on the programme. Road-testers have gone on to speak publicly about their experiences with the guidelines, such as the Chief Sustainability Officer of Aditya Birla Fashion & Retail Limited, who spoke about his own experiences at the India and Sustainable Standards conference in November. This has helped to further promote the guidelines, which have been downloaded more than 1,700 times by the end of the year.

In addition, ten practical in-country workshops were carried out across the world in 2018, promoting capacity-building on the communication of product sustainability information based on the guidelines. These workshops served as an opportunity for greater collaboration with other programmes, with joint workshops being carried out in partnership with the Sustainable Lifestyles and Education and Sustainable Food Systems programmes.

Trade: Transatlantic Consumer Dialogue

The Transatlantic Consumer Dialogue (TACD) held its 18th Annual Forum in June 2018, on the theme of 'Consumer Protection in a Connected World'. The event focused on the impact of digital technology on consumers and drew in over 100 participants. Throughout the rest of the year, TACD's work was largely centred on EU-US cooperation on digital issues, specifically privacy and data protection: in April, TACD sent a letter calling on Facebook to adopt the same privacy standards for all consumers; in May, TACD members sent a letter to 95 major internet companies, advertisers and other digital data companies, urging them to adopt the core of the EU'S GDPR as a standard in the rest of the world; and in November, a letter was sent to the Federal Trade Commission explaining how users are manipulated into using constant location tracking by Google.

Digital Index

The Digital Index was launched at the G20 Consumer Summit in Argentina in May 2018, with funding from the German Federal Ministry of Justice and Consumer Protection (BMJV). This online resource gathers together digital policies and initiatives from around the world that are helping to build a digital world consumers can trust. The index is intended to inform policymakers, businesses and civil society on how to develop and implement digital policies that protect and empower consumers. There are currently around 200 cases of digital policies included in the index, on topics as varied as access and inclusion, digital literacy, and data protection and privacy. Our members, partners, and external policy experts have shown a great deal of positive interest in the index, and it is expected that this resource will continue to grow in 2019 as more policies are submitted.

Giving the poorest consumers greater voice in India, Bangladesh and Indonesia

We have deepened our understanding of low-income consumers in rural and urban areas in developing countries such as India, Bangladesh and Indonesia through a pilot project with funding from Ikea Foundation. The project aims to develop a scalable model to enable low-income consumers to access safe and sustainable household products, which would ensure children are raised in safe and healthy homes.

In 2018, we carried out qualitative surveys to improve understanding of the needs, problems and consumption patterns of low-income consumers in the targeted communities. We also carried out interventions in low-income and underprivileged communities, using information education and

behaviour change communication materials to educate low-income consumers on basic consumer rights and responsibilities, as well as the negative impacts of using products that are unsafe. These interventions proved successful, leading to an increased knowledge of consumer rights among target communities, with 55% of the target population able to recall and explain around 5 out of 8 consumer rights, and around 40% able to understand product labels for the first time.

Member connection and sharing

Connection and sharing

We continued to engage with our members on their campaigns and amplify their work through our networks. In particular, by enabling members to connect on and engage with each other's activity. In 2018, we communicated Norwegian Consumer Council's dark patterns research, which suggested that leading tech companies are making it difficult for consumers to opt out of sharing their personal data using a variety of design techniques and default settings. We also amplified the research by creating and disseminating a guide to enable members in other regions to replicate the dark patterns research.

In early 2018, we highlighted and supported the calls our members made around the Facebook Cambridge Analytica scandal. We also supported Euroconsumers to publicise a class action they launched against Facebook, calling on the company to respect the privacy of its users and provide compensation when their data is being misused.

In Latin America, we supported El Poder Del Consumidor in promoting and publicising their regional campaign during World Cup 2018, calling on FIFA to remove unhealthy product sponsorship from the World Cup.

Throughout 2018, we have continued to optimise, improve and expand the reach of the email services we provide to members, including our eNetworks, eNewsletter and member alerts. All our email services are dedicated to providing a platform for members to promote the impact of their work, communicate with other members and where appropriate, scale up the reach of their campaigns.

Strategy engagement

We engaged with our members directly over 2018 on the updated strategy and were able to hold, in conjunction with other events, regional workshops in Jamaica, Indonesia, Argentina, Ghana and Oman. As well as holding a series of webinars and Q&A sessions with our Director General on the strategy.

We also developed and disseminated a range of digital capacity building briefings which looked at how key consumer protection issues, including food, energy and finance link to digital and provided regional overviews.

Our Regional Networkers in Asia Pacific, Middle East, Latin America and the Caribbean and Africa continued to engage with and connect our members around the world supported by the wider Consumers International team.

Consumers International Summit 2019

In 2018, we made extensive preparations towards the Consumers International Summit 2019/21st World Congress. There will be a full report in Consumers International's 2019 annual review

Global reach

Our Regional Networkers in Asia Pacific, the Middle East, Latin America and the Caribbean and Africa continued to engage with and connect our members around the world. They supported our reach and engagement as well as contributing to important regional events and initiatives.

In addition, we connected members and partners to better access and share expertise and resources, for example on food issues through our partnership with FAO (Food and Agriculture Organization). In June, we held a series of meetings covering food and sustainable consumption in Accra, Ghana, with several of our members from developing countries taking part and representation from members from Africa, Asia Pacific, Latin America and Europe. In Argentina, we launched a new online and interactive Digital Index that includes more than 200 policies from all regions of the world that support consumers in the digital economy and society. And work continues in South and South East Asia to give poorer consumers a voice via our work with the IKEA Foundation. We also held, in conjunction with other events, a series of regional workshops in relation to our updated strategy.

In 2018, 24 of our members received grants through the Green Action Fund on the topic of ‘sharing community’ and six members from Bangladesh, Mali, Nigeria, Argentina, Nepal and Gambia received grants to support consumer protection activity via the Anne Fransen Fund.

With the generous support of the Public Authority for Consumer Protection in the Sultanate of Oman (PACP), our regional hub supports the development of consumer protection in the Middle East and North Africa. In early December with the kind support of PACP, we brought together our members from across the region for a workshop to discuss how consumers are experiencing digital products and services. The workshop included a lively discussion with input from governments and businesses engaged in digital issues and was supported by new consumer research involving a survey of 3,000 consumers across four countries in the region. Alongside the workshop we also held a regional meeting where members were able to update each other on their priorities and recent activities. The research findings, including insight from the workshop, will be published in 2019.

Trust by Design: Consumer Internet of Things

This year we began work to develop a new set of Trust by Design principles and guidelines to help manufacturers create safe and trusted smart devices for consumers – sometimes known as the consumer Internet of Things (or CIoT).

The principles and guidelines are being designed in collaboration with Vodafone, and Internet of Things manufacturers as part of a convening programme supported by Vodafone which ran from November 2018.

Ten of our members from eight of countries including USA, Sweden, UK, the Netherlands and Portugal have scrutinised the guidelines and fed in their perspectives to create a truly international tool. We further developed insight by convening CIoT manufacturers, Vodafone platform managers, supply chain partners and consumer organisations at a workshop to create a set of guidelines that were practical and ambitious. The guidelines will be openly available and will seek to set out requirements to ensure the security, privacy, transparency, user-friendliness and ethical nature of smart devices. They will provide useful, practical guidance to manufacturers, with case studies and checklists to encourage implementation.

When they are published in 2019 we will further engage with CIoT retailers and manufacturers to adopt the guidelines. We will also run training sessions with a broad section of manufacturers who wish to deliver Trust by Design and demonstrate their commitment to creating a trusted, safe CIoT system for consumers.

As a result, we have demonstrated the practical steps that can be taken by companies to support consumer choices.

Exploring consumer experiences with Artificial Intelligence (AI)

We began work to understand how consumers really feel about the current and future impact of AI as it becomes more embedded into their lives. As part of a convening programme supported by Google Asia Pacific, which ran from September 2018, we carried out an innovative participatory research project with consumers in Australia, India and Japan, supplemented by expert interviews with stakeholders from business, regulatory bodies, consumer groups and academics.

The result will be a much deeper understanding of consumer experience, attitudes and expectations of AI, and early ideas and recommendations for how goods and services using AI can best meet the needs of consumers now, and in future.

Social media scams

Concerns have been growing among our members and protection agencies about scams that defraud consumers of money and their personal details. This problem is escalating as more people join social networks and as social media platforms become a place for facilitating e-commerce and payments.

As part of a convening programme supported by Public Authority for Consumer Protection in Oman which ran from June 2018, we undertook work to better understand social media scams affecting consumers. In support of this we convened 23 senior stakeholders from seven countries across banking, telecoms, e-commerce, national police, government, major tech companies and the European Commission from seven different countries to tackle the issue. This activity was supported by innovative 'social listening' research we commissioned which tapped in directly to the scams consumers were experiencing online. We also conducted social media analysis of 4,500 public online conversations about online scams across nine countries worldwide. This direct consumer research was supplemented by in-depth interviews with over 20 consumer protection authorities, consumer organisations, industry and fraud experts.

As a result, commitments were made to make the online environment safer for consumers, such as those from the banking industry in the region making improvements to their security and verification processes to provide enhanced protection for consumers. Consumer organisations agreed to support our research and calls for social media platforms to do more to fight this growing problem. As well as share best practice ideas on the development of apps for consumers that share warnings about online scams. Our research on digital consumer experience in the region will also help inform the design of future e-commerce laws.

World Consumer Rights Day: Fairer Digital Marketplaces

On 15 March 2018, the consumer movement came together to call for 'Fairer Digital Marketplaces', and we had record levels of engagement.

E-commerce has transformed the marketplace, giving people more convenience, choice and affordability. However, there are issues and challenges for consumers that come with these benefits, for example concerns around online security, scams, personalised pricing, a lack of access or problems with delivery.

That is why for World Consumer Right Day 2018 we called for Fairer Digital Marketplaces.

The day was varied across the world, from calling for an end to hidden fees online in New Zealand, to campaigning against online shopping scams in Malaysia and discussing access to affordable internet with regulators in Zimbabwe, 2018 was our best ever year in terms of member engagement.

135 of our member organisations, in 92 countries took part in the day, bringing the theme to life and ensuring the topic of digital marketplaces was firmly on the agenda in their countries.

The theme generated significant coverage on social and traditional media platforms, with the #BetterDigitalWorld reaching 11.1 million people and the day being reported on by international news around the globe.

Communications and Brand Development

Our communications activity continued to support member connection and sharing and the amplification of activity globally for the benefit of members and consumers. Creating exciting, engaging and relevant content for our members and supporters was a key priority for us in 2018, and we continued to improve our email engagement rates to reach a +30% average open rate, which is significantly higher than the 'non-profit' industry average (Source: MailChimp).

Building on the success of our new website launch in 2017, we strived to find new ways to improve the overall user experience and quality of our online content in 2018. Throughout the year, we used the website as our primary channel for disseminating new member resources, briefings, and public reports. During 2018, we saw a 40% increase in the average volume of content being downloaded per month in comparison to 2017.

Engagement through video

So easy a baby could hack it!

We know that consumers use connected devices to enjoy access to new services, more responsive products, greater convenience and choice but that they also have concerns about privacy and security. To address this, and to complement our work engaging IoT manufacturers and retailers, we partnered with the Internet Society. We created a 90-second video, bringing to life some of the security issues with smart devices in the home and giving consumers practical advice about how to protect themselves, with five top tips on how to connect SMART. We shared the video on several different platforms, ensuring we targeted potential buyers of smart products. We had over 1 million views in total and a high level of engagement on social media with the video.

Huggy Bug Your Family Today!

Testing by consumer rights organisations has uncovered weak security in many children's smart products, meaning hackers can access photos or audio, and even communicate directly with children. There is currently no effective regulation of these products, and little consumer understanding of how they function or their faults.

To put the issue of the safety of children's connected products on the agenda at the G20 we created a 60 second short video, 'Huggy Bug Your Family Today!'. The film was launched at the G20 Consumer Summit in Argentina, to an audience of governments, consumer advocates, digital experts and international businesses. We followed up the video with consumer-focused social media which led to the video being viewed over 110,000 times on Facebook. The videos have subsequently been played at UNCTAD and OECD to very receptive audiences.

Our strategy

In 2018, we introduced a revised strategy, based on input from our Council and Board during the year, and approved by the Board in December 2017.

The strategy aims to ensure that we create the conditions to accelerate positive consumer outcomes through enabling our members and a wider forum of stakeholders to be informed, networked and inspired to engage, cooperate and act.

Since we began in 1960, Consumers International has supported and worked with our members in pursuit of a world where everyone has access to safe and sustainable products and services. Today, we must deliver this vision in a digital, interconnected world which moves at an increasingly rapid pace. This means we urgently need new approaches to consumer protection and empowerment to keep up.

Digital is one of the biggest issues facing consumers today, so this is our initial strategic focus. We want to ensure consumers everywhere can reap the benefits, opportunities and economic advancements of the digital economy and society. We need to empower consumers by putting their voice at the heart of digital developments, enabling business, governments and civil society to be more responsive to emerging consumer challenges and opportunities. We want to see consumers get the best out of the digital economy and society without having to compromise on quality, care and fair treatment.

We continue to maintain our influence, support our members, and develop our expertise in other areas of consumer protection.

We achieve this through:

Connecting and sharing between members: We support our members to connect with each other and draw on the collective experience of our network to share insight and information and cooperate on a wide range of consumer issues.

Building a broader network: We are building a broader network of members and global stakeholders to catalyse positive change, on the basis that in our interconnected, digital world no single organisation can meet the challenge alone. Our network will include governments, civil society, business and funders.

Convening and influencing: We are bringing together our network to tackle specific consumer challenges and opportunities to increase insight and enable the development of better solutions, faster. These solutions can go global quicker, supported by our dissemination, thought leadership and direct influencing.

Further projects and innovation: We continue to run externally funded projects across a range of consumer topics, building on and enhancing our influence and expertise. These topics will include food, sustainable consumption, and product safety in addition to digital. We will seek new business opportunities to accelerate positive consumer outcomes and generate new income where opportunities arise through the course of our work.

Our revised strategy will ensure we are a catalyst for positive consumer outcomes around the interconnected, digital world. Through creating a sustainable financial pathway for the organisation we'll also help ensure we can deliver for consumers and our members for years to come.

Developing a Change Network

In 2018, we developed plans to create a Change Network to catalyse positive change for consumers, on the basis that in our interconnected, digital world no single organisation can meet this challenge alone. Our Change Network will be a global group of diverse organisations, from businesses,

government and civil society, who we bring together with our members to tackle specific consumer challenges and opportunities faster.

Fundraising and Partnerships

2018 partnerships

Our partnership work is motivated by the desire to deliver positive outcomes for consumers from all backgrounds. To achieve this we have worked with leading organisations in the public, private and non-profit sectors on specific projects and most recently, convening programmes. A large part of our efforts towards the end of 2018 were focused on securing funding for the Consumers International Summit 2019, and we were successful in finding two lead partners to support this event: The Internet Society, and the Consumer Directorate-General of Portugal. The funding provided by both organisations was integral to ensuring an impactful Summit during April 2019.

We are thankful for all the funding and support we receive from our partners, which enables us to go further in our efforts to achieve beneficial outcomes for consumers around the world.

- **IKEA Foundation:** Giving Poorer Consumers in South and South East Asia Greater Voice
- **German Environment Ministry (BMUB):** 10YFP Consumer Information Programme for Sustainable Consumption and Production
- **Public Authority for Consumer Protection in Oman (PACP):** Middle East regional hub and regional workshop in Oman
- **European Commission:** Transatlantic Consumer Dialogue
- **Swedish Society for Nature Conservation:** Green Action Fund
- **Consumentenbond:** Anne Fransen Fund
- **Vodafone:** Trust by Design Guidelines and Checklists
- **Google Asia Pacific:** Developing Foresight – AI and Consumers in Asia Pacific
- **Internet Society:** Summit Lead Partner, Internet of Things Research
- **Consumer Directorate-General of Portugal:** Summit Lead Partner

Governance

Consumers International is a charity registered with the Charity Commission in England and Wales (No.1122155). It registered on 2 January 2008 and is governed by its Memorandum and Articles of Association, as amended 1 November 2007 and 21 November 2015. It is also a not-for-profit company limited by guarantee registered in England and Wales on 11 December 2001 (No. 04337865).

Consumers International was formerly known as the International Organisation of Consumers Unions (IOCU). It was started as a not-for-profit NGO in 1960.

Our structure

Our global staff are led by our Director General, who is guided by and accountable to Consumers International's Board of Trustees.

The Board of Trustees meets regularly (three to four times a year) and includes the President, Vice President, Honorary Secretary and Treasurer. It is ultimately responsible in law for the charity, its assets and activities. The Board delegates to the Director General to deliver the management and day-to-day running of the organisation.

The Treasurer's Group is a committee of the Board of Trustees appointed to assist the Board in fulfilling its responsibilities in all aspects of financial management and control of the organisation. Together with the Treasurer, two other representatives of Consumers International's member organisations are appointed from the Board to form this group. The Treasury Committee also has oversight of the arrangements for the external audit.

Our Council is a larger, advisory body to the Board of Trustees and meets annually. A key function of the Council is to appoint the Board of Trustees and to offer strategic advice on key issues to that Board of Trustees.

Our Board and Council are made up of Senior Representatives from our full member organisations.

The General Assembly consists of the voting delegates of the full members of Consumers International and generally takes place every four years when Consumers International holds its World Congress. A key function of the General Assembly is to elect the President and the Council. The President is a non-executive position and acts as chair of the General Assembly, the Council and the Board.

Trustee induction and training

New trustees undergo an induction meeting with the Consumers International Director General, President and legal governance advisor to brief them on their role as a trustee. This includes their governance responsibilities, Board operating and decision making practices and process, the legal obligations under charity and company law, and the business plan and recent financial performance of the charity. New trustees are issued with the Consumers International Articles, Guidelines for Council and Board members and information directing them to legal advice on duties and responsibilities. They are asked to complete and return a 'Personal Trustee Declaration form' and a 'Declaration of Interests form'.

Council members have an advisory capacity and are given a full briefing at an induction meeting that includes their relevant governance responsibilities, Council operating practices and key strategic issues.

Regional presence

We have flexible regional presence in Asia, Latin America, Africa, Middle East and North America and Europe giving us an agile, well-connected global network that can play a vital role in member engagement and networking across the globe.

Remuneration

The key management remuneration, including the Director General, is based on commensurate experience and the breadth and requirements of the role. Following benchmarking of market rates the Director General signs off job descriptions and pay level for key management staff. The Director General's remuneration is reviewed and authorised by the President of Consumers International and designated trustees.

Financial review, reserves policy and risk management

Financial review

In November 2017, the Board approved the budget for 2018 which targeted a surplus for the year to add to general reserves and reduce financial vulnerability as we head into 2019. With careful management, prudent spending we have achieved an overall surplus to general funds of £55,534. After transfer between funds and taking into account loss on exchange rates the total deficit was £4,060 for unrestricted funds, and surplus of £1,503 for restricted funds and £20,114 on designated funds which gives a total consolidated surplus for 2018 of £17,557 (2017: £690,635).

The total income for 2018 was lower than the previous year at £2,706,294 (2017: £2,957,042) and this is predominantly due to decreased membership and project income in the year. The membership income for 2018 was £1,525,472 (2017: £1,601,423). Expenditure for the period increased to £2,682,255 (2017: £2,264,798).

Included in the consolidated results are those of the subsidiary for Consumers International Services Limited that was registered in August 2018.

Reserves policy

The general reserves for the organisation slightly decreased to £346,203 (2017: £350,263). In March 2015, the Council set a 20% target of unrestricted income to be held in reserves by 2019. At 2018 levels this equates to a target unrestricted reserves level of £329,075 (2017: £348,468) and we are therefore within our reserves target.

By end of 2017, we had designated £88,000 for strategic development work. We spent £27,886 of these funds. The strategic development work continued, and we added a further £48,000 to this fund to enable us to complete the work in 2019. At the end of 2018, total designated funds were £108,114.

Restricted reserves held at the end of 2018 were £594,750 (2017: £593,247) giving total closing reserves of £1,049,067.

The following reasons are stated as to why Consumers International needs to build reserves:

1. To maintain a sufficient level of working capital
2. To secure the organisation against major risks
3. To act as a cushion to cope with any unexpected costs or to avoid missing out on opportunities
4. To grow funding for new member services or ventures in order to grow the organisation.

Risk assessment

The trustees and senior management team review the risks the organisation is exposed to. The review looks at the key strategic risks around Consumers International's ability to deliver its strategy and considers current mitigation strategies in place.

Consumers International, like many organisations and members, is operating in an ever-changing landscape. To respond to this challenging environment, we must adapt and evolve to these new realities to survive and thrive. Consumers International's top key risks that it is addressing are:

1. Loss of unrestricted income particularly from large members
2. Inability to secure investment or sponsorship for strategic development and change network initiative
3. Failure to engage the right players or recruit enough participants to form a relevant broader

network.

A key risk to Consumers International is a loss of large members and a reduction of unrestricted income. As members' own business models change this may lead to members not engaging in our strategy. A loss of a large member will severely impact our core unrestricted income and impact our ability to maintain operations and deliver the results other members value. To mitigate this risk Consumers International is developing its strategy to become more relevant across a broader range of global stakeholders who can help the delivery of positive consumer outcomes and create more impact through a broader network.

To fund this strategic development and our new model of convening, we need to secure additional core investment and contribution. We continue to build relationships with key organisations and businesses and work with our members to secure the additional funds required. We will seek out foundations, businesses or social enterprise investors that are responsive to explore areas of common ground in relation to a consumer problem for public good.

Consumers International will ensure that we undertake appropriate levels of research and information gathering to understand and anticipate the emerging issues of interest.

In preparation, we developed ethical sustainable funding guardrails/protocols to ensure we have appropriate systems and processes in place to safeguard the organisation when accepting large amounts of money from governments, foundations and businesses. The guardrails were fully discussed and adopted in March 2017 as a result of our deliberations during November 2016 Council and Board meetings.

Future Plans

The focus of all our future plans will be on the implementation of our revised strategy, previously outlined.

Trustees Responsibilities Statement

The trustees (who are also directors of Consumers International) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare group statements for each financial year which give a true and fair view of the state of affairs of the group and the charitable company, and of the incoming resources and application of resources, including the income and expenditure of the group for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Statement of Recommended Practice (SORP)
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom

governing the preparation and dissemination of the financial statements may differ from legislation in other jurisdictions.

Statement as to disclosure of information to auditor

The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditor is unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

Auditor

Haysmacintyre LLP was appointed auditor by the Board of Trustees pursuant to the power under section 485(3) of the Companies Act 2006.

In preparing this report, the directors (trustees) have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

By order of the Board



Dato. Marimuthu Nadason, President
Consumers International
Date: September 2019

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF CONSUMERS INTERNATIONAL

Opinion

We have audited the financial statements of Consumers International for the year ended 31 December 2018 which comprise the Consolidated Statement of Financial Activities, the Group and Charity Balance Sheets, the Consolidated Cash Flow Statement and related notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 December 2018 and of the group's and parent charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement set out on page 21, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (which incorporates the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included in the Trustees' Annual Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception


In the light of the knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the directors' report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit;

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.


.....
Jeremy Beard (Senior Statutory Auditor)
For and on behalf of Haysmacintyre LLP, Statutory Auditors

10 Queen Street Place
London, EC4R 1AG

Date:..... 19/9/2019

Consumers International**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**

For the year ended 31 December 2018

Company Registration No: 04337865

	Note	Unrestricted			Total Funds 2018 £	Total Funds 2017 £
		General Funds £	Designated Funds £	Restricted Funds £		
Income from:						
Charitable activities	1					
Membership Fees		1,525,472	-	-	1,525,472	1,601,423
International advocacy and campaigning		-	-	1,050,750	1,050,750	1,237,689
		1,525,472	-	1,050,750	2,576,222	2,839,112
Other trading activities	2	129,955	-	-	129,955	117,729
Investment	3	117	-	-	117	201
Total		1,655,544	-	1,050,750	2,706,294	2,957,042
Expenditure on:						
Raising Funds	4 a	(128,292)	-	-	(128,292)	(122,891)
Charitable activities	4 a					
International advocacy and campaigning		(1,471,718)	(27,886)	(1,054,359)	(2,553,963)	(2,141,907)
Total		(1,600,010)	(27,886)	(1,054,359)	(2,682,255)	(2,264,798)
Net income/(expenditure)		55,533	(27,886)	(3,609)	24,039	692,244
Transfer between funds	14 a	(48,000)	48,000	-	-	-
Gain / (Loss) on exchange		(11,594)	-	5,112	(6,482)	(1,879)
Net movement in funds	14 a	(4,060)	20,114	1,503	17,557	690,365
Reconciliation of funds:						
Funds brought forward 1 January 2018		350,263	88,000	593,247	1,031,510	341,145
Funds carried forward 31 December 2018		346,203	108,114	594,750	1,049,067	1,031,510

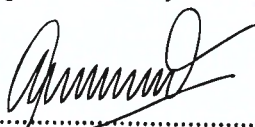
The results are all attributable to continuing activities.

The comparative Statement of Financial Activities has been reported in note 20 to the accounts.

The accounting policies and notes on pages 30 to 43 form part of these financial statements.

	Notes	Total 2018 £	Total 2017 £
Fixed assets			
Tangible assets	9	13,802	19,889
Current assets			
Debtors	10	404,114	125,324
Cash at bank and in hand		1,010,948	1,330,072
		<u>1,415,062</u>	<u>1,455,396</u>
Current Liabilities			
Creditors: Amounts falling due within one year	11	(379,797)	(443,775)
		<u>1,035,265</u>	<u>1,011,621</u>
Net Current Assets			
		<u>1,035,265</u>	<u>1,011,621</u>
Net Assets		<u>1,049,067</u>	<u>1,031,510</u>
The Funds of the Charity	14 (a)		
Total restricted funds		594,750	593,247
Designated funds		108,114	88,000
General funds		346,203	350,263
Total funds		<u>1,049,067</u>	<u>1,031,510</u>

The financial statements on pages 26 to 29 were approved by the trustees, authorised for issue on September 2019 and signed on its behalf by:



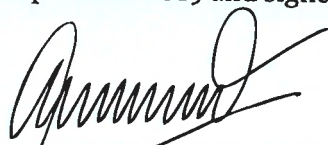
.....
 Marimuthu Nadason
 Date: 19 September 2019

The accounting policies and notes on pages 30 to 43 form part of these financial statements.

As permitted by Section 408 of the Companies Act 2006, no separate Statement of Financial Activities or Income and Expenditure account has been presented for the charity alone. The net movement in funds for the Charity financial year ending 31 December was £401 surplus (2017: £690,365).

	Notes	Total 2018 £	Total 2017 £
Fixed assets			
Tangible assets	9	13,802	19,889
Investment in sub	8	1	-
Current assets			
Debtors	10	338,617	125,324
Cash at bank and in hand		974,458	1,330,072
		<u>1,313,075</u>	<u>1,455,396</u>
Current Liabilities			
Creditors: Amounts falling due within one year	11	(301,449)	(443,775)
Net Current Assets		<u>1,011,626</u>	<u>1,011,621</u>
Net Assets		<u>1,025,429</u>	<u>1,031,510</u>
The Funds of the Charity			
	14 (b)		
Total restricted funds		594,750	593,247
Designated funds		108,114	88,000
General funds		322,565	350,263
Total funds		<u>1,025,429</u>	<u>1,031,510</u>

The financial statements on pages 26 to 29 were approved by the trustees, authorised for issue on September 2019 and signed on its behalf by:



.....
 Marimuthu Nadason
 Date: 19 September 2019

The accounting policies and notes on pages 30 to 43 form part of these financial statements.

Consumers International
STATEMENT OF CASH FLOWS FOR THE GROUP
For the year ended 31 December 2018

	Note	2018 £	2017 £
Cash flows from operating activities:			
Net cash used in operating activities	A	(310,523)	617,441
Cash flows from investing activities:			
Interest received		117	201
Purchase of equipment		(2,236)	(17,843)
Net cash used in investing activities		(2,119)	(17,642)
Change in cash and cash equivalents at the end of the reporting period		(312,642)	599,799
Cash and cash equivalents at the beginning of the reporting period		1,330,072	731,733
Change in cash and cash equivalents due to exchange rate movements		(6,482)	(1,460)
Change in cash or cash equivalents during the year		(312,642)	599,799
Cash and cash equivalents at the end of the reporting period	B	1,010,948	1,330,072
<u>Reconciliation of net expenditure to net cash flow from operating activities</u>			
Note A			
Net expenditure for the reporting period (as per the SOFA)		24,039	692,244
Adjustments for:			
Interest received		(117)	(201)
Depreciation charges		8,842	10,092
Decrease / (Increase) in debtors		(279,315)	45,329
Increase/ (Decrease) in creditors		(63,972)	(130,023)
Note B			
Net cash used in operating activities		(310,523)	617,441
Analysis of cash and cash equivalents			
Cash in hand		1,010,948	1,330,072
Total cash and cash equivalents		1,010,948	1,330,072

Consumers International

ACCOUNTING POLICIES

For the year ended 31 December 2018

ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Consumers International meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction values unless otherwise stated in the relevant accounting policy notes.

BRANCHES / SUBSIDIARY UNDERTAKING AND CONSOLIDATION

The financial statements aggregate the results of Consumers International (Global Office) and the Regional Hubs:

- Regional Hub for Asia and the Pacific (Malaysia)
- Regional Hub for Latin America and the Caribbean (Chile)
- Regional Hub for Africa (South Africa)

Where necessary, the accounts of the regional offices have been restated in order to comply with the United Kingdom Generally Accepted Accounting Practice.

The group Statement of Financial Activities (SOFA) and the group Balance Sheet consolidate on a line by line basis the results of the charitable company and its subsidiary, Consumers International Services Limited, registered in England and Wales, of which the charity holds 100% of the share capital. Consumers International has taken advantage of the exemptions afforded by Section 408 of the Companies Act 2006 and not presented a SOFA for the charitable company itself.

Consumers International Africa was deregistered in November 2017 and the intercompany loan for operations of £93,818 was written off during 2017. The 2017 comparatives include Consumers International Africa.

GOING CONCERN

The trustees have prepared the financial statements on the going concern basis. The trustees are satisfied that this basis is appropriate as a result of having reviewed the strategic plan and budgets of the organisation which have been prepared by management.

FUND ACCOUNTING

Income received for specific purposes is shown within restricted funds. Unrestricted funds comprise membership income and other income available for general use by the charitable company.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

INCOME

All income is recognised in the SOFA where there is the entitlement of income, it is probable that income will be received and the amount of income can be measured reliably. Members' fees and all other income are recognised on a receivable basis. Project income is considered to represent principally performance-related grants and, therefore, is recognised, as it is earned, to the extent that the organisation has provided the services or activities specified in the underlying funding agreement. Income received for project work in future periods is deferred.

Consumers International

ACCOUNTING POLICIES

For the year ended 31 December 2018

EXPENDITURE

Expenditure is accounted for on an accruals basis where there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All costs are allocated to either unrestricted charitable activities or to the external project to which they relate. Overhead contribution from project income is deducted from office and administration expenditure and related staff costs incurred in the year.

GRANTS PAYABLE

Grants payable are accounted for when the recipient has a reasonable expectation that they will receive a grant and Consumers International has agreed to pay the grant without condition or when the recipient has a reasonable expectation that they will receive a grant and any condition attaching to the grant is outside the control of Consumers International.

CAPITALISATION POLICY

Any item over £500 in value where its economic benefit could be accrued over multiple years of its useful life are capitalised and depreciated on the above basis.

DEPRECIATION

Tangible fixed assets are stated in the balance sheet at cost less depreciation and any impairment, which is calculated to write off the individual assets over their estimated useful lives at the following annual rates:

Building improvements	Straight-line over life of the lease
Furniture, fittings and equipment	25% on cost/4 years
Computer hardware and software	33% on cost/3 years

FOREIGN CURRENCY

Transactions denominated in foreign currency are translated into sterling at the average exchange rate for each month.

Exchange differences arising from the translation of the regional office accounts (and the subsidiary undertaking) are included in the SOFA. Exchange differences arising from the translation into sterling of assets and liabilities denominated in foreign currencies are translated using the exchange rate ruling at the balance sheet date. All exchange differences are taken to the respective funds within the SOFA.

Brought forward reserves of the Regional Office accounts are retranslated at the closing exchange rate ruling at the balance sheet date and this movement is reflected as a retranslation gain or loss within other recognised gains and losses in the SOFA.

LEASING TRANSACTIONS

Operating lease rentals transactions are charged to the SOFA on a straight-line basis over the life of the relevant lease.

EMPLOYEE BENEFITS

Consumers International operates a defined contribution pension scheme. The assets of the scheme are held independently from those of the charity in an independent fund. Contributions are recognised when due and charged to the Statement of Financial Activities.

Short term benefits including holiday pay are recognised as expenses in the period the service is received.

Employee termination benefits are accounted for on an accruals basis and in line with FRS 102.

FUNDS

Restricted funds represent funds provided by donors in relation to specific projects.

Designated funds are set aside in respect of specific expenditure at the trustees' discretion.

FINANCIAL INSTRUMENTS

The group has elected to apply the provisions of Section 11 'Basis Financial Instruments' and Section 12 'Other Financial Instruments' of FRS 102, in full to all of its financial instruments. Financial assets and liabilities are recognised when the group becomes a party to the contractual provisions of the instrument, and are offset only when the group currently has a legally enforceable right to set off the recognised amounts and intends to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets

Debtors which are receivable within one year and which do not constitute a financial transaction are initially measured at the transaction price. Trade debtors are subsequently measured at amortised cost, being the transaction price less any amounts settled and any impairment losses. A provision for impairment of debtors is established when there is objective evidence that the amounts due will not be collected according to the original terms of the contract. Impairment losses are recognised within the SOFA for the excess of the carrying value of the debtor over the present value of the future cash flows discounted using the original effective interest rate. Subsequent reversals of an impairment loss that objectively relate to an event occurring after the impairment loss was recognised are recognised immediately in the SOFA.

Financial liabilities

Creditors payable within one year that do not constitute financing transactions are initially measured at the transaction price and subsequently measured at amortised cost, being the transaction price less any amounts settled.

CRITICAL ACCOUNTING ESTIMATES AND AREAS OF JUDGEMENT

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The Group makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results.

The financial statements contains a bad debt provision of £38,969.

Consumers International**NOTES TO THE FINANCIAL STATEMENTS**

For the year ended 31 December 2018

1. CHARITABLE ACTIVITIES	2018	2017
	£	£
Membership Fees		
Full Members	1,476,754	1,552,956
Affiliate Members	21,832	22,736
Government Members	26,886	25,731
	<u>1,525,472</u>	<u>1,601,423</u>
Project Income		
International advocacy and campaigning	1,050,750	1,213,689
	<u>2,576,222</u>	<u>2,815,112</u>
2. OTHER TRADING ACTIVITIES	2018	2017
	£	£
Foreign Exchange Gain/(Loss)	7,757	78,575
	66,500	30,000
Sponsorship		
Rental Income	24,000	24,000
Other Income	31,698	9,154
	<u>129,955</u>	<u>141,729</u>
3. INVESTMENT INCOME	2018	2017
	£	£
Bank Interest	117	201
	<u>117</u>	<u>201</u>

4. (a) ANALYSIS OF EXPENDITURE

	Raising Funds	International Advocacy & Campaign	Support Costs	2018 Total
	£	£	£	£
Direct Salary Costs	110,259	1,108,111	258,396	1,476,766
Other Direct Costs	-	935,274	270,215	1,205,489
Total Direct Costs	110,259	2,043,385	528,611	2,682,255
Support Costs	18,033	510,578	(528,611)	-
Total Expenditure on Charitable Activities	128,292	2,553,963	-	2,682,255

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

4. (b) ANALYSIS OF EXPENDITURE - 2017 COMPARATIVES

	Raising Funds	International Advocacy & Campaign	Support Costs	2017 Total
	£	£	£	£
Direct Salary Costs	91,517	1,235,139	-	1,326,656
Other Direct Costs	-	503,350	434,792	938,142
Total Direct Costs	91,517	1,738,489	434,792	2,264,798
Support Costs	31,374	403,418	(434,792)	
Total Expenditure on Charitable Activities	122,891	2,141,907	-	2,264,798

5. EMPLOYEES (INCLUDING TEMPORARY STAFF)	Core Funds	Project Funds	2018	2017
	(Unrestricted)	(Restricted)	Total	Total
	£	£	£	£
Wages and Salaries	1,043,151	276,294	1,319,445	1,194,252
Social Security Costs	109,028	18,561	127,589	115,672
Pension Contributions	27,577	2,154	29,731	16,732
Redundancy costs	-	-	-	-
	1,179,756	297,009	1,476,765	1,326,656
The average number of staff during the year	22	7	29	34

The total remuneration packages for the key management in 2018 was £501,955 (2017: £459,345) and includes 4 members of staff (2017: 4 members of staff).

The following number of employees received emoluments for the year in excess of £60,000

	2018	2017
£60,000-£70,000	1	-
£70,000-£80,000	-	1
£80,000-£90,000	3	2
£160,000-£170,000	-	1
£180,000-£190,000	1	-

The company paid pension contributions of £13,498 (2017: £7,338) in respect of the above employees.

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

6. THE NET SURPLUS IS STATED AFTER CHARGING

	2018	2017
	£	£
Auditor's Remuneration:		
Audit Fee (excluding VAT)	12,750	13,130
Other Services – Grant Audit	3,000	5,760
Depreciation	8,316	10,092
Operating Lease Rentals - Land and Building	58,750	58,750

7. INCOME RESOURCES

	2018	2017
Percentage income by region:		
UK	93%	96%
Asia	5%	4%
Latin America and the Caribbean	0%	0%
Africa	2%	0%

8. INVESTMENT IN SUBSIDIARY UNDERTAKING

In August 2018, a new subsidiary, Consumers International Services Limited was registered in England and Wales (Registration No. 11494269) 24 Highbury Crescent, London N5 1RX that is fully owned by Consumers International.

9. TANGIBLE FIXED ASSETS – CHARITY AND GROUP

	Leasehold Building Improvements	Office Furniture, Fittings and Equipment	Computer Hardware and Software	Total
	£	£	£	£
Cost				
1 January 2018	119,104	55,648	132,298	307,050
Additions	-	53	2,183	2,236
Disposal	(7)	-	-	(7)
31 December 2018	119,097	55,701	134,481	309,279
Depreciation				
1 January 2018	119,097	51,295	116,769	287,161
Charge for the year	-	1,337	6,979	8,316
Disposal	-	-	-	-
31 December 2018	119,097	52,632	123,748	295,477
Net book value				
31 December 2018	-	3,069	10,733	13,802
31 December 2017	7	4,353	15,529	19,889

Consumers International**NOTES TO THE FINANCIAL STATEMENTS**

For the year ended 31 December 2018

10. DEBTORS	Group 2018 £	Charity 2018 £	Group 2017 £	Charity 2017 £
Membership Fees	222,827	140,479	65,941	65,941
Other Debtors	36,759	29,039	28,747	28,747
Prepayments and accrued income	144,528	118,530	30,636	30,636
Consumers Interational Services Limited (Subsidiary)		50,569	-	-
	<u>404,114</u>	<u>338,617</u>	<u>125,324</u>	<u>125,324</u>

11. CREDITORS	Group 2018 £	Charity 2018 £	Group 2017 £	Charity 2017 £
Other Creditors	67,020	67,020	84,685	84,685
Other tax and social security costs	38,169	38,169	28,734	28,734
Accruals and deferred income	274,608	196,260	330,356	330,356
	<u>379,797</u>	<u>301,449</u>	<u>443,775</u>	<u>443,775</u>

Deferred income reconciliation	2018 Group and Charity £	2017 Group and Charity £
Brought forward balance at 1 January 2018	157,465	186,357
Amount recognised as income in the year	(157,464)	(187,890)
Amount deferred in the year	<u>131,946</u>	<u>158,998</u>
Deferred income carried forward at 31 December 2018	<u>131,947</u>	<u>157,465</u>

12. MEMBERS' LIABILITIES

The charitable company does not have a share capital and is limited by guarantee. In the event of the company being wound up, the maximum amount each member is liable to contribute is £1. There were 97 Full Members as at 31 December 2018 (2017: 101).

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

13. FINANCIAL INSTRUMENTS

	Group 2018 £	Charity 2018 £	Group 2017 £	Charity 2017 £
Financial Assets				
Debt instruments measured at amortised cost. (These comprise of Membership fee debts and other debtors & Intercompany).	259,586	220,087	94,688	94,688
Financial Liabilities				
Measured at amortised cost. (These comprise of other creditors and other tax and social security).	105,189	105,189	113,419	113,419

14. (a) FUNDS - GROUP

	1 January 2018 £	Income £	Expenditure £	Exchange gain/ (loss) £	Transf er £	31 December 2018 £
Unrestricted Funds:						
General	350,263	1,655,544	(1,600,010)	(11,594)	(48,000)	346,203
Designated	88,000	-	(27,886)	-	48,000	108,114
	438,263	1,655,544	(1,627,896)	(11,594)	-	454,317
Oman Operations /(PACP)	87,258	126,993	(172,724)	5,112	-	46,639
TACD /(EC)	95,324	17,334	(4,187)	-	-	108,471
SSNC - Green Action Fund	15,456	75,951	(79,528)	-	-	11,879
Sustainable Consumption /(BMUB)	4,331	61,639	(61,922)	-	-	4,048
IKEA	333,733	434,896	(335,049)	-	-	433,580
Other Projects	57,145	333,937	(400,949)	-	-	(9,867)
Restricted Funds	593,247	1,050,750	(1,054,359)	5,112	-	594,750
Total	1,031,510	2,706,294	(2,682,255)	(6,482)	-	1,049,067

The objects of each of the restricted funds are as follows:

Oman Operations - A project funded by Public Authority for Consumer Protection (PACP) to establish and run a Consumers International Middle East Office in Oman and support members in the region through workshops and training.

TACD - A Project funded by Transatlantic Consumer Dialogue (TACD) a forum of US and EU consumer organisations to continue to strengthen the transatlantic consumer dialogue between consumer groups in Europe and the US.

SSNC - Green Action Fund – A project funded by the Swedish Society for Nature Conservation to promote awareness and advocate practices which encourage sustainable consumption.

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

Sustainable Consumption – A project funded by BMUB Consumers International lead on Consumer Information Programme (From Sustainable Lifestyles towards Social Change), as one of the six programmes run under the UN's 10 Year Framework of Programmes on Sustainable Consumption and Production (10YEP)

IKEA – A project funded by IKEA to give poorest consumers a greater voice in India, Bangladesh and Indonesia for safer and more sustainable products.

Other Projects – Other small projects to promote Consumers International change agenda. The deficit of £9,868 is due to timing and will be received in 2020.

Movement between funds

By the end of 2017, we had designated £88,000 for strategic development work. We spent £27,886 on these funds. The strategic development work continued, and we added a further £48,000 to this fund to enable us to complete the work in 2019. At the end of 2018, total designated funds were £108,114.

14. (b) FUNDS - CHARITY

	1 January 2018 £	Income £	Expenditure £	Exchange gain £	Transfer £	31 December 2018 £
Unrestricted Funds:						
General	350,263	1,589,045	(1,557,149)	(11,594)	(48,000)	322,565
Designated	88,000	-	(27,886)	-	48,000	108,114
	438,263	1,589,045	(1,585,035)	(11,594)	-	430,679
Oman Operations	87,258	126,993	(172,724)	5,112	-	46,639
TACD	95,324	17,334	(4,187)	-	-	108,471
SSNC - Green Action Fund	15,456	75,951	(79,528)	-	-	11,879
Sustainable Consumption	4,331	61,639	(61,922)	-	-	4,048
IKEA	333,733	434,896	(335,049)	-	-	433,580
Other Projects	57,145	333,937	(400,949)	-	-	(9,867)
Restricted Funds	593,247	1,050,750	(1,054,359)	5,112	-	594,750
Total	1,031,510	2,639,795	(2,639,394)	(6,482)	-	1,025,429

The objects of each of the restricted funds are as follows:

Oman Operations - A project funded by Public Authority for Consumer Protection (PACP) to establish and run a Consumers International Middle East Office in Oman and support members in the region through workshops and training.

TACD - A Project funded by Transatlantic Consumer Dialogue (TACD) a forum of US and EU consumer organisations to continue to strengthen the transatlantic consumer dialogue between consumer groups in Europe and the US.

SSNC - Green Action Fund – A project funded by the Swedish Society for Nature Conservation to promote awareness and advocate practices which encourage sustainable consumption.

Sustainable Consumption – A project funded by BMUB Consumers International lead on Consumer Information Programme (From Sustainable Lifestyles towards Social Change), as one of the six programmes run under the UN's 10 Year Framework of Programmes on Sustainable Consumption and Production (10YEP)

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

IKEA – A project funded by IKEA to give poorest consumers a greater voice in India, Bangladesh and Indonesia for safer and more sustainable products.

Other Projects – Other small projects to promote Consumers International change agenda. The deficit of £9,868 is due to timing and will be received in 2020.

Movement between funds

By the end of 2017, we had designated £88,000 for strategic development work. We spent £27,886 on these funds. The strategic development work continued, and we added a further £48,000 to this fund to enable us to complete the work in 2019. At the end of 2018, total designated funds were £108,114.

15. CHARITY AND GROUP

Grants paid to partners from Green Action Fund

Partner's Name	Country	2018 £	2017 £
ABUCO-ti	Burundi	2,000	2,000
ACEDOR	Rwanda	2,000	2,000
ADEC	Senegal	2,000	2,000
ANNA	Armenia	2,000	
ASCOMA	Mali	2,000	
ASPEC	Peru	2,000	2,000
ATC	Togo	2,000	2,000
BSSC	Benin	2,000	
CAG	India	2,000	2,000
CAP	Malaysia	2,000	2,000
CARG	Argentina	-	2,000
CCZ	Zimbabwe	2,000	2,000
CEJ	Mexico	2,000	2,000
CERC	India	2,000	2,000
CL	Lebanon	2,000	2,000
COM	Macedonia	-	2,000
CONFET	India	2,000	
CPA	Lesotho		2,000
CPAG	Gambia		2,000
CPMB	Serbia		2,000
ERA	Malaysia		2,000
FAC	Ivory Coast	2,000	2,000
FOJUCC	Chile		2,000
KCO	Kenya	2,000	2,000
LIDECONIC	Nicaragua	2,000	
REDECOMA	Mali	2,000	
SCA	Malaysia		2,000
SEWA	Nepal	2,000	2,000
TN Network	Pakistan		2,000
Tribuna	Ecuador	2,000	
VOICE	India	2,000	2,000
YACP	Yemen	2,000	
YCI	Indonesia	2,000	2,000
		48,000	50,000

Consumers International

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 December 2018

Grants paid to partners from IKEA

Partner's Name	Country	2018 £	2017 £
CERC	India	30,382	16,000
CAG	India	16,650	8,500
CAI	India	11,400	5,000
CUTS	India	30,200	16,000
YCI	India	5,600	
ISRF	India	4,355	
		98,587	45,500

16. (a) ANALYSIS OF NET ASSETS BETWEEN FUNDS - GROUP

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	13,802	-	-	13,802
Net Current Assets	332,401	108,114	594,750	1,035,265
	346,203	108,114	594,750	1,049,067

16. (b) ANALYSIS OF NET ASSETS BETWEEN FUNDS - CHARITY

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Tangible Fixed Assets	13,802	-	-	13,802
Net Current Assets	308,763	108,114	594,750	1,011,627
	322,565	108,114	594,750	1,025,429

17. COMMITMENTS UNDER OPERATING LEASES (Group and Charity)

At 31 December 2018 the group and the charitable company had total future minimum lease payments under non-cancellable leases for fixed assets as follows:

Land and buildings:

	2018 £	2017 £
1 year	58,750	58,750
2-5 years	-	58,750
5+ years	-	-

Amounts charged to the SOFA were £58,750 (2017: £58,750).

18. RELATED PARTIES

International Consumer Research and Testing Limited rent office space within Consumers International's London offices. The total cost of rental income recognised in 2018 was £24,000 (2017: £24,000). International Consumers Research and Testing Limited and Consumers International have trustees in common.

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

The Board of Trustees is made up of full member organisations of Consumers International in line with our Articles of Association. All members have to pay a minimum membership fee to Consumers International. None of the trustees has been paid remuneration or received any other benefits from employment with Consumers International or its subsidiary, Consumers International Services Limited.

Consumers International also has an investment in trading subsidiary Consumers International Services Limited. Please see note 8 above.

In line with Consumers International's policy to support smaller members, four trustees received reimbursements for flights and accommodation to attend Board and Council meetings in 2018 totalling £4,636 (2017: £5,713).

19. PENSION COMMITMENTS

The charity operates a defined contribution scheme. Amounts paid into the scheme were £26,785 (2017: £13,752). Amounts outstanding at the end of the year were £5,083 (2017: £3,501).

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

20. COMPARATIVE INFORMATION

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds 2017 £
Income from:				
Charitable activities				
Membership Fees	1,601,423	-	-	1,601,423
International advocacy and campaigning	24,000	-	1,213,689	1,237,689
	<u>1,625,423</u>	<u>-</u>	<u>1,213,689</u>	<u>2,839,112</u>
Other trading activities	117,729	-	-	117,729
Investment	201	-	-	201
Total	<u>1,743,353</u>	<u>-</u>	<u>1,213,689</u>	<u>2,957,042</u>
Expenditure on:				
Raising Funds	(122,891)	-	-	(122,891)
Charitable activities				
International advocacy and campaigning	(1,427,530)	-	(714,377)	(2,141,907)
	<u>(1,427,530)</u>	<u>-</u>	<u>(714,377)</u>	<u>(2,141,907)</u>
Total	<u>(1,550,421)</u>	<u>-</u>	<u>(714,377)</u>	<u>(2,264,798)</u>
Net income/(expenditure)	192,932	-	499,312	692,244
Transfer between funds	(44,417)	44,417	-	-
Other gains (losses)	5,034	-	(6,913)	(1,879)
Net movement in funds	<u>153,549</u>	<u>44,417</u>	<u>492,399</u>	<u>690,365</u>
Reconciliation of funds:				
Funds brought forward 1 January 2017	196,714	43,583	100,848	341,145
Funds carried forward 31 December 2017	<u>350,263</u>	<u>88,000</u>	<u>593,247</u>	<u>1,031,510</u>
Charitable activities				

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

FUNDS - GROUP

	1 January 2017 £	Income £	Expenditure £	Exchange gain £	Transfer £	31 December 2017 £
Unrestricted Funds:						
General	196,714	1,743,353	(1,550,421)	5,034	(44,417)	350,263
Designated	43,583	-	-	-	44,417	88,000
	240,297	1,743,353	1,550,421	5,034	-	438,263
Oman Operations /(PACP)	79,151	131,397	(116,377)	(6,913)	-	87,258
TACD /(EC)	-	233,886	(138,562)	-	-	95,324
SSNC - Green Action Fund	2,945	86,182	(73,671)	-	-	15,456
Sustainable Consumption /(BMUB)	2,507	70,125	(68,301)	-	-	4,331
IKEA	-	539,346	(205,613)	-	-	333,733
Other Projects	16,245	152,753	(111,853)	-	-	57,145
Restricted Funds	100,848	1,213,689	(714,377)	(6,913)	-	593,247
Total	341,145	2,957,042	(2,264,798)	(1,879)	-	1,031,510

FUNDS - CHARITY

	1 January 2017 £	Income £	Expenditure £	Exchan ge gain £	Transfer £	31 December 2017 £
Unrestricted Funds:						
General	196,714	1,648,431	(1,456,256)	5,791	(44,417)	350,263
Designated	43,583	-	-	-	44,417	88,000
	240,297	1,648,431	(1,456,256)	5,791	-	438,263
Oman Operations	79,151	131,397	(116,377)	(6,913)	-	87,258
TACD	-	233,886	(138,562)	-	-	95,324
SSNC - Green Action Fund	2,945	86,182	(73,671)	-	-	15,456
Sustainable Consumption	2,507	70,125	(68,301)	-	-	4,331
IKEA	-	539,346	(205,613)	-	-	333,733
Other Projects	16,245	152,753	(111,853)	-	-	57,145
Restricted Funds	100,848	1,213,689	(714,377)	(6,913)	-	593,247
Total	341,145	2,862,120	(2,170,633)	(1,122)	-	1,031,510

Consumers International

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 December 2018

General Information about Consumers International

Consumers International is the membership organisation for consumer groups around the world.

We believe in a world where everyone has access to safe and sustainable goods and services. We bring together over 200 member organisations in more than 100 countries to empower and champion the rights of consumers everywhere.

We are their voice in international policy-making forums and the global marketplace to ensure they are treated safely, fairly and honestly.

We are resolutely independent, unconstrained by businesses or political parties.

We work in partnership and exercise our influence with integrity, tenacity and passion to deliver tangible results.

Established in 1960, Consumers International is a charity (No.1122155) and a not-for-profit company limited by guarantee (No. 04337865) registered in England and Wales.

Reference and administrative detail

Registered Charity Number 1122155

Company Registration Number 04337865

Secretariat Registered Office and Global Office:

24 Highbury Crescent

London, N5 1RX

United Kingdom

Telephone: +44 207 226 6663

Fax: +44 207 354 0607

Auditor:

Haysmacintyre LLP

10 Queen Street Place

London

EC4R 1AG

Banker:

National Westminster Bank

2 Gladbeck Way

Enfield

EN2 7JA

Solicitors:

Russell-Cooke Solicitors

2 Putney Hill

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