



THE GLOBAL VOICE FOR CONSUMERS

ANNUAL REPORT 2015



ANNUAL REPORT 2015

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I look forward to working with the membership on building an **even stronger and vivid consumer movement all over the world**. I believe we can be even more relevant and impactful than today.”

Bart Combée

FROM OUR PRESIDENT, BART COMBÉE

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

I had the privilege to be elected as President of Consumers International at the 2015 World Congress in Brazil in November. As I take on this role I want to pay tribute to my predecessor Jim Guest and the outgoing Council who ably served Consumers International for most of 2015 and over the preceding four year period. Looking back, there have been real successes in our work with Members as the global voice for consumers.

The 20th World Congress in Brasilia was a remarkable and inspiring event with Members attending and exchanging views, experience and success from around the globe. It was also an opportunity, for Members to update the governance of CI to make it fit for the future and put us in the best position to deliver exceptional results and future impact for consumers.

That opportunity was fully embraced. Members voted to update and upgrade CI's Articles altering our governance structure to be in line with best practice, enable efficient decision making and provide a broader representation of views in CI.

The changes brought in an expanded Council that will appoint and advise a smaller board of Trustees. The Board of Trustees will hold legal responsibility for the governance of CI, while the role of the General Assembly remains essentially unchanged.

With our updated governance and a strategy that draws on the collective power of CI's Member organisations and consumers generally I feel confident for the future. CI is in the best possible position to increase its impact for Members and consumers across the globe and I look forward to the year ahead as the implementation of the Consumers International strategy continues.

May I express my thanks to all Consumers International Members for your support for CI and efforts for consumers globally. I look forward to continuing to work closely with the consumer movement over the coming year.



A handwritten signature in blue ink, consisting of a stylized 'B' followed by a long horizontal stroke.

Bart Combée
CI President

FROM OUR DIRECTOR GENERAL, AMANDA LONG

2015 has been a year in which we have begun to transition to our new strategy while continuing to deliver significant impact for our Members.

Our vision for the new strategy is a world where individuals are as powerful as the governments and corporations they interact with. A global marketplace where consumers have the power to challenge unfair, unsafe and unethical corporate practice and win.

It is clear that together with our Members we can help consumers solve some of the big problems they face as they go about their everyday lives in an increasingly digitalised, globalised world.

If – as consumer bodies in each country affected – we can only challenge a multinational and any detriment caused in isolation, we risk being small voices faintly heard. But, if CI and its Members can collaborate effectively in our campaigns and influencing, if we are a federation in action, then we too will be multinational in our reach and see our influence and impact multiply. With Members and Supporters in 120 countries we are in the best possible position to challenge poor multinational practices that cause consumer detriment across borders.

Together Consumers International and its Members can leverage the multinational nature of this movement and drive positive change – for consumers and with consumers. Our greatest strength is the depth and breadth of our membership. Its energy, insight, expertise and unrivalled potential to mobilise form the backbone of what we can deliver together, and this year we have moved towards greater alignment with our Members.

We have begun leveraging our collective power to deliver impactful international advocacy and started to build multinational campaigns and see early rewards. A few highlights from the report include:

- ▶ A major success for CI and its Members was achieved in December when the revision of the UN Guidelines for Consumer Protection (UNGCP), the global blueprint for consumer protection, was adopted. This was a historic moment marking the first comprehensive revision of the UNGCP since 1985 and included 90% of our original recommendations.
- ▶ The launch of the Antibiotics off the Menu campaign in November marked the start of forging greater alignment with our Members on marketplace campaigns which we will build upon next year, when we will also see the results of this year's development work on digital tools come to fruition.
- ▶ World Consumer Rights Day 2015, focused on healthy diets and achieved unprecedented Member engagement and profile.



- ▶ The 20th World Congress, held in Brasilia, which took place in November was a truly motivating event in our calendar as Members came together from around the globe to share the benefit of their experience and learn from others. It also marked an important moment as we updated our governance to help make Consumers International fit for the future and better able to deliver impact for our Members.

As we move into the future we're clear that as consumer advocates the results of our work should be at the heart of the decisions made by individuals across the globe, every day. Together we can have truly multinational reach and impact to benefit consumers the world over. I'd like to thank our Members for their ongoing support and efforts towards achieving this goal. I look forward to working closely with our membership and partners in 2016 to deliver ever greater impact.

A handwritten signature in black ink that reads "Amanda Long". The signature is written in a cursive, flowing style and is positioned above a horizontal line that extends to the right.

Amanda Long
CI Director General



Together we can help consumers **solve some of the big problems** they face as they go about their everyday lives in an increasingly globalised world.”

Amanda Long

ABOUT CONSUMERS INTERNATIONAL

Consumers International is the world federation of consumer rights groups that serves as the independent and authoritative

GLOBAL VOICE FOR CONSUMERS



240 MEMBER ORGANISATIONS
IN 120 COUNTRIES

WE FIGHT FOR A FAIR, SAFE AND
SUSTAINABLE FUTURE FOR ALL CONSUMERS

Our Global Office in London and regional presence around the world in Latin America and the Caribbean, Asia Pacific, the Middle East and Africa support our international campaigns and advocacy and serve our Member and Supporter organisations, helping them to connect with the rest of the global movement.



CI staff work with and for the membership, share and promote our common values and lead and coordinate agreed programmes of work to deliver CI's vision and mission.

Our mission

To make major positive impact in advancing consumer rights and empowerment across the world – in the global marketplace and through international policy-making forums.

Our strategic objectives

Our strategy for 2015 onwards aims to unlock consumer power on a global scale. We will:

01

Align and leverage the collective power of CI's Member organisations and consumers generally and partner with CI's Member organisations to deliver:

- ▶ International advocacy that influences the highest levels of decision-making.
- ▶ Multinational campaigns that are coordinated by CI.
- ▶ Sharing relevant knowledge and best practices by and among CI's Member organisations, as well as donors and supporters where appropriate.
- ▶ New ways to deliver consumer action and empowerment.

02

Gain widespread recognition for CI and the consumer rights movement as an ever-growing, widely respected, powerful voice in international debates affecting consumers.

03

Reinvigorate organisational strengths and uphold strong organisational governance as a reputable, global organisation. We will deliver stable, sustainable finances for the organisation to ensure its future.


All our charitable activities focus on our objectives above and are undertaken to further our charitable purposes for the public benefit.

OUR PRIORITY PROGRAMMES FOR INTERNATIONAL ADVOCACY AND CAMPAIGNING



**ANTIBIOTICS
OFF THE
MENU**





Consumers International's Priority Programmes combine our work on international advocacy and campaigning around four key consumer issues. Each issue is chosen according to the impact it has on consumers around the world, its relevance to our membership and the opportunity for CI to make a real difference.

**01 CONSUMER JUSTICE
AND PROTECTION**

02 SAFE, HEALTHY FOOD

**03 SAFE AND FAIR
FINANCIAL SERVICES**

**04 THE RIGHTS OF CONSUMERS
IN THE DIGITAL AGE**

CONSUMER JUSTICE AND PROTECTION

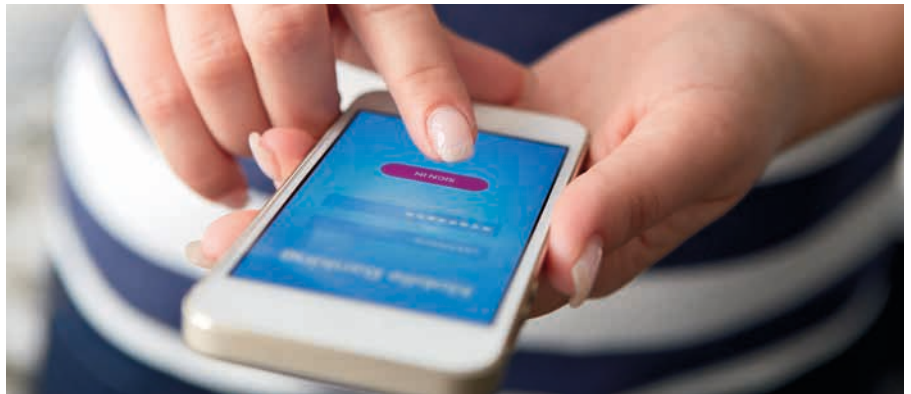
01

A historic moment – the revision of the UN Guidelines for Consumer Protection – the global blueprint for Consumer Protection.

The revision of the UN Guidelines for Consumer Protection (UNGCP) was a major focus for CI advocacy throughout 2015. The Guidelines play an important role in defining consumer protection needs and often act as the blueprint for countries introducing or amending national legislation. Working with CI Members, consumer protection agencies around the world, and the United Nations Conference on Trade and Development (UNCTAD), the UN agency responsible for the Guidelines, the challenge was to strengthen and update the Guidelines to make them fit for the 21st Century.

CI recommendations included key issues such as recognising access to basic services as a legitimate consumer need, including protections for digital consumers and consumers of financial services, and recognising consumers' rights to privacy. Crucially CI also called for a new process to be established to monitor and support the future implementation of the Guidelines. Our recommendations and the research behind them was amongst the most comprehensive put forward by any of the stakeholders engaged in the process.

CI was delighted to welcome the final revision of the Guidelines that was adopted by the UN General Assembly in December. The revision marked the end of a three-year process of concerted work and included more than 90% of our original recommendations. This was a historic moment in what was the first comprehensive revision of the UNGCP since 1985, recognising access to basic goods and services,



and the protection of vulnerable and disadvantaged consumers as new consumer legitimate needs. Crucially an Intergovernmental Group of Experts (IGE) on consumer protection law and policy was established to monitor the implementation of the Guidelines, serving as a forum for exchange.

A positive consumer agenda for trade

During 2015 CI also stepped up our work on the important issue of trade. Trade agreements increasingly impact on consumer issues, such as regulations and standards affecting safety and consumer information, as well as more traditional issues such as tariffs and subsidies. And, unlike with international guidelines or recommendations, trade agreements are enforceable through dispute mechanisms.

Given their importance, CI is determined to increase the consumer voice in these debates. CI coordinates the Transatlantic Consumer Dialogue (TACD), a forum of over 75 leading US and EU consumer organisations which develops and agrees on joint policy recommendations to promote the consumer interest and input into EU and US political negotiations and agreements. In the reporting period, TACD has continued to focus

on influencing the negotiations for the Transatlantic Trade and Investment Partnership (TTIP) in the consumer and public interest. This included liaising directly with key stakeholders, including TTIP negotiators, to provide evidence-based input into trade talks. An important aspect has been the formulation of consensus-based policy positions and recommendations on key areas, such as food, data protection and privacy, financial stability, but also on cross-cutting topics, such as regulatory coherence and Investor-State Dispute Settlement (ISDS). TACD also continued advocating for full transparency and openness in TTIP negotiations, leading to enhanced communication on the content of the negotiations, including publication of the negotiating texts and position papers by EU authorities.

CI is also keen to increase our voice in relation to other trade agreements, a move that was significantly helped by the participation of CI's Director General in the World Trade Organisation (WTO) Interparliamentary Conference in February 2015 and at the WTO 2014 Public Forum alongside UN Secretary General Ban Ki-moon and other leading international figures.

A Global Convention to Protect and Promote Healthy Diets

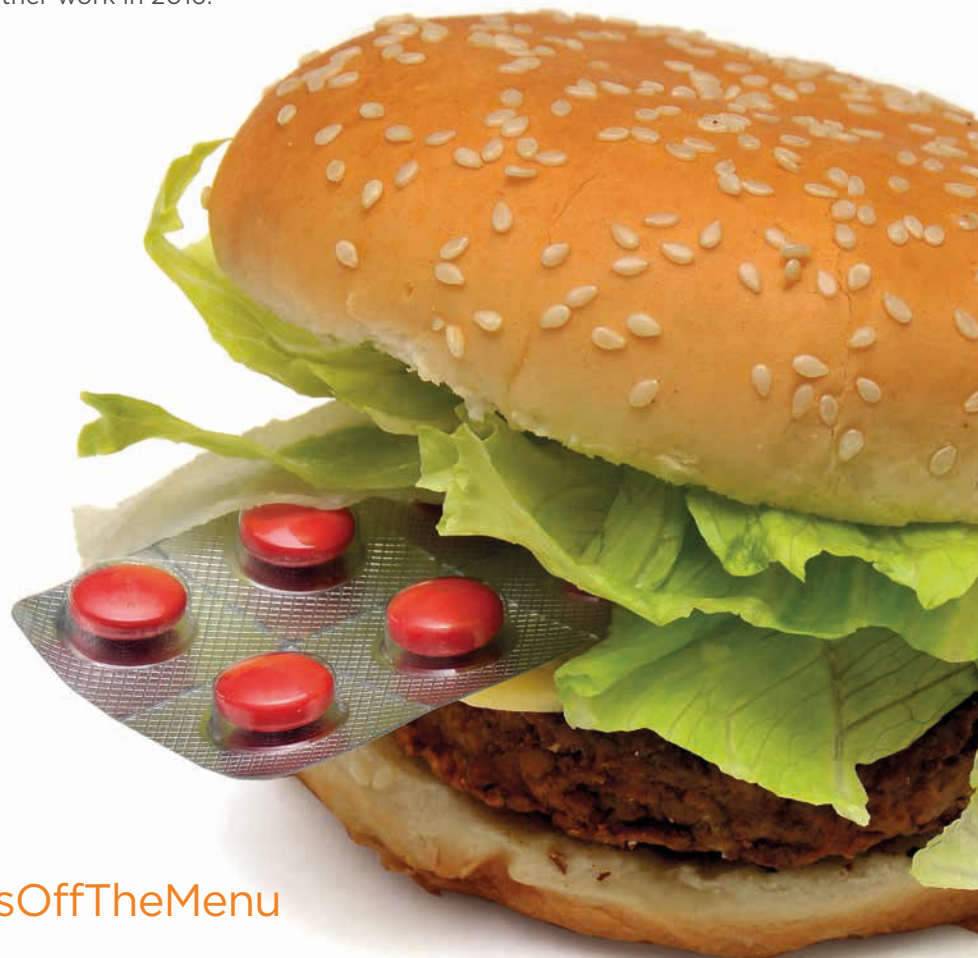
With diet-related disease now accounting for more deaths than tobacco there is an urgent need to support consumers in choosing healthier diets. In 2014 CI launched a bold new proposal for a Global Convention to Protect and Promote Healthy Diets which was based on the Framework Convention for Tobacco Control. It offers to create the framework to support governments to take the action needed to reduce fat, sugar and salt in everyday foods, provide better nutritional information for consumers and ensure schools, hospitals and other public places serve healthier food.

Our campaign received an added boost in 2015 when it was chosen as the theme for World Consumer Rights Day on 15 March. These activities were followed up with a consumer poll that illustrated consumer support for more action to tackle diet-related disease and an online counter that illustrated the human and financial cost of obesity and diet-related disease.

Coupled with intensive influencing nationally and internationally these events succeeded in generating public statements of support from eleven national health ministers and more governments expressing their support in private meetings.

Cutting the use of antibiotics in food production

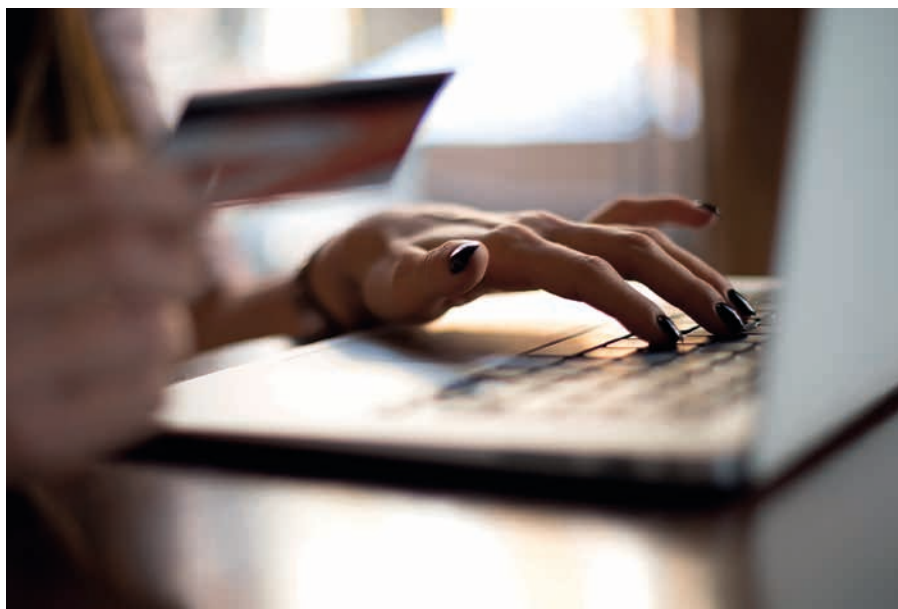
CI also continued to develop our work on the use of antibiotics in food production. With antibiotic resistance increasingly recognised as the number one health crisis threatening the world, a number of CI Members have been active in calling for food companies to reduce the routine use of antibiotics in their supply chains. Based on our Members' work CI developed recommendations towards the World Health Organisation (WHO) Action Plan that was agreed in May 2015 and laid the foundations for further work in 2016.



[#AntibioticsOffTheMenu](#)

SAFE AND FAIR FINANCIAL SERVICES

03



Banks' sales incentive schemes and the mis-selling of financial services

The mis-selling of financial services is a serious issue that can lead to widespread losses and consumer hardship, as well as instability for the banking sector itself. Following the successful publication in 2014 of a CI report on the impact of banks' sales incentive schemes on the mis-selling of financial services, and presentations to the European Banking Authority (EBA) and the International Network for Financial Supervisors, both organisations have now started to develop their own guidance on the issue.

The EBA guidance is for European regulators and banks, but will have global influence. FinCoNet membership includes national financial supervisors from: Australia, Brazil, Canada, China, France, Indonesia, Ireland, Japan, Korea, Luxembourg, Netherlands, Norway, Portugal, Saudi Arabia, South Africa, Spain and the United Kingdom.

Supporting the development of new international standards for mobile payments

The rapid growth in digital financial services is transforming the way in which consumers relate to these services. In developing countries, this has given millions of people access to financial services for the first time, whilst in higher income countries it is bringing greater choice and convenience. CI is working with the International Standards Organisation (ISO) and the International Telecommunications Union (ITU) to support these developments by ensuring that digital financial services are safe, fair and reliable.

Through our membership of the ISO working group on mobile standards we have supported the development of a draft international standard that we hope will receive a positive vote from national standard bodies in early 2016. Important consumer protections including clear and accessible terms and pricing, right to redress and protection from fraud, loss or theft are included in the standard. Simultaneously we are working as the co-chairs of the ITU Competition and Consumer protection working group to develop guidance and tools to support the development of effective regulation.

THE RIGHTS OF CONSUMERS IN THE DIGITAL AGE

04

The digital economy and the technologies that underpin it continue to assume a growing role in consumers' lives. CI's World Congress provided a platform for our Members from around the world to explore how digital technologies can empower consumers in impactful new ways, along with the challenges that fast-moving innovation pose for consumer protection and the disadvantages that digital exclusion gives rise to.

In the past year CI:

- ▶ Continued to participate in the revision of the OECD guidelines on e-commerce, which, now complete, will be launched in spring 2016.
- ▶ Ensured the final draft of the UNGCP established a new 'legitimate need' around the protection of consumer privacy.

- ▶ Further influenced the UNGCP revisions to incorporate a new chapter on principles for good business practices, including around the protection of consumers' privacy and the use of data protection mechanisms.
- ▶ Participated in UNCTAD's Expert Meeting on Cyber laws and Regulations for Enhancing E-commerce.

With funding from The German Society for International Cooperation (GIZ) CI has continued its comparative analysis of data protection policies and practices in Germany, Brazil and China.

At World Congress CI launched its partnership with the World Wide Web Foundation - subject to achieving funding this relationship will see the two organisations work together and with Members and, based on consultation with consumers in their countries, establish and promote a People's Charter for the Internet.

CI has been contributing to a new international standard on mobile payments to ensure that it includes key consumer protections such as requirements on companies to provide clear and accessible information, fair contracts and a clear policy on liability. After a first vote this year we are expecting the standard to be voted on a second time early next year.



WORLD CONGRESS

UNLOCKING CONSUMER POWER

#CICCongress



GOVERNO F
BRAS
PÁTRIA EDU



WORLD CONGRESS 2015

The 20th Consumers International World Congress took place in Brasilia, Brazil from 18-21 November 2015 under the theme 'Unlocking Consumer Power: A new vision for the global marketplace'.

The event was opened by CI President Jim Guest who warmly greeted over 700 delegates from all over the world. He was joined by CI Director General, the President of Brazil, key Brazilian dignitaries, and the Director of the Division for International Trade in Goods and Services, and Commodities at UNCTAD who delivered a message from UN General Secretary Ban Ki-moon.

The Director General's opening speech called on the CI membership to work together to be more impactful and truly global in our fast changing world. She reflected that with Members and Supporters in 120 countries, together we are in the best possible position to challenge poor multinational practices that cause consumer detriment across borders.

The event was full of interesting panel sessions and interactive discussions across a range of important consumer issues, all featuring experts from across the consumer movement, wider civil society organisations, government and the private sector and live questions and answers from the audience. Delegates, including the CI membership, shared ideas and discussed new ways to operate going forward, inspiring each other to work together for greater global impact. Members from across the world also shared their amazing campaign success stories.

World Congress was also an opportunity to launch partnerships, campaigns and continue advocacy work with Members. There were important meetings held on car safety; a new partnership between CI and the World Wide Web Foundation; and a new global campaign announced to get #AntibioticsOffTheMenu, cutting antibiotics from the global meat supply.

On the final day CI Presidential and Council elections also took place, alongside a standing ovation for outgoing Council members and former CI President Jim Guest.



Newly elected Consumers International Council and Board

WORLD CONSUMER RIGHTS DAY 2015

THUNDEROUS SUPPORT FOR HEALTHY DIETS!

World Consumer Rights Day (WCRD) 2015 was on the theme of 'healthy diets' and in particular CI's campaign for a Global Convention to Protect and Promote Healthy Diets. Unhealthy diets are linked to four of the ten biggest causes of death worldwide, overweight and obesity, high blood pressure, high blood glucose and high cholesterol. Obesity alone is estimated to cost US\$2 trillion per year.

A key activity for World Consumer Rights Day was CI's first ever Thunderclap campaign. A great success, it shared our campaign message, "I want a world where consumers have the right to healthy food #WHO must take action #FoodTreatyNow" with more than 2.8 million social media users. The social media campaign was run in Spanish, English and Portuguese.

Whilst CI broke new ground in social media, our Members' national activities also continued to generate fantastic coverage. National activities to mark WCRD were held by 110 CI Members in 84 countries. All of these, along with news reports, health indicator data and policy information, were displayed in full on an interactive World Consumer Rights Day 2015 map.



Argentina - UCA - meeting with Pope



Indonesia - YLKI - WCRD 2015 supporters with banner



Peru - ASPEC - WCRD healthy eating fair



ACP Romania staff - Food treaty now

CAMPAIGNING DEVELOPMENT AND WEIGHT OF NUMBERS TOOLS

Campaigning Development

Towards the end of 2015 CI began work to develop international marketplace campaigns. Building understanding of the priority issues across our membership was a crucial starting point, leading to the launch, at World Congress 2015, of campaigns activity to reduce the routine use of antibiotics in the supply chains of fast food companies.

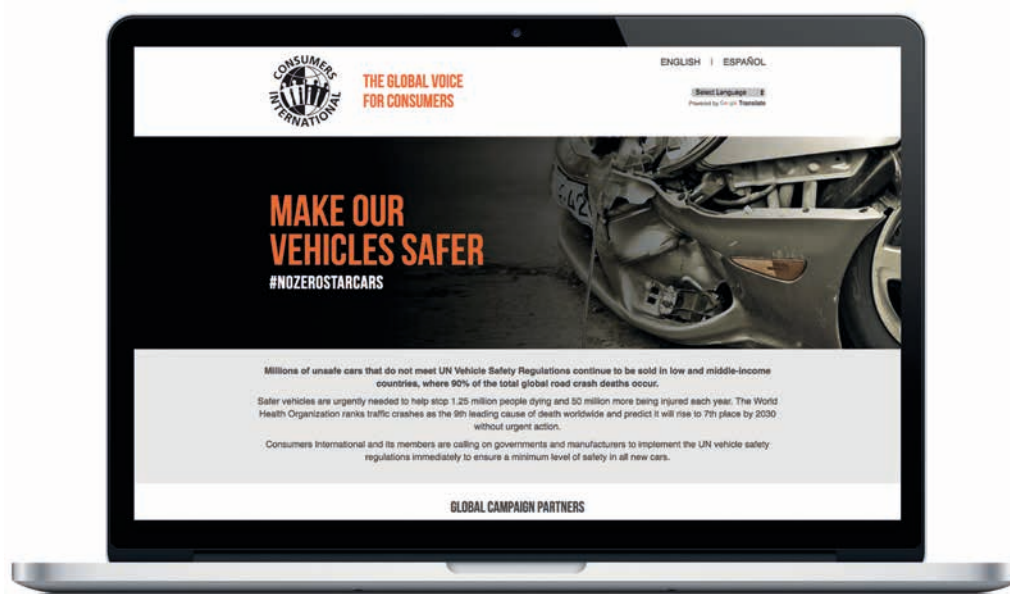
With the support of Bloomberg Philanthropies and in partnership with the Global New Car Assessment Programme (GNCAP) CI also began campaigning for the adoption of regulations by governments and car manufacturers to ensure every car in every market meets at least basic safety features and universally-recognised standards.

A pipeline of potential future campaign issues was initiated in 2015 some of which will be developed into campaigns in 2016 and beyond.

Developing global Weight of Numbers' digital campaigning tools

2015 saw CI undertake the detailed scoping (including extensive consultation with Members) and specification development necessary for us to be in a position to commission and launch digital campaigning tools. Using these tools Members will be able to engage and mobilise consumers in their countries as supporters of the international campaigns that CI will coordinate.

This powerful digital platform will facilitate globally connected co-ordinated multi-national campaigning, offering a range of options for users to deploy nationally. Following development and testing in 2015, the tools will be launched in early summer 2016.



FUNDRAISING AND PARTNERSHIPS

CI has a number of strong partnerships with organisations across the globe including private foundations, government agencies, and other NGOs. We work closely with partners to develop projects that will protect and empower consumers worldwide.

In partnership with the World Wide Web Foundation, Consumers International and its membership is working to secure funding to create a ground-breaking initiative to develop a People's Charter for the Internet. This will establish clear principles for a free, fair, and open Internet and drive positive changes for consumers in law, regulation, and corporate practice.

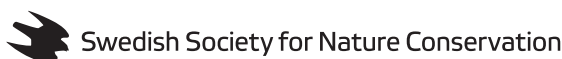
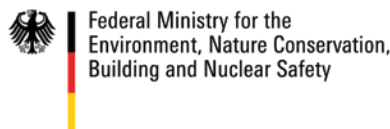
We are working with the World Bank on a project on global remittance costs, under CI's Safe and Fair Financial Services Priority Programme. The aim of the project is to assess the factors that influence remittance costs and result in such high costs for the world's poorest consumers.

Over the last ten years, CI has worked with the European Commission (EC) to support the Transatlantic Consumer Dialogue (TACD). In 2015 we secured further financial support to focus on the Transatlantic Trade and Investment Partnership (TTIP) and Trade in Services Agreement (TiSA). TACD will continue to work to promote the consumer interest in EU and US policy-making.

Bloomberg Philanthropies continued to support CI's contribution to the Bloomberg Advocacy Incubator project. This project supports evidence-based advocacy on public health issues in low and middle income countries. In 2015 this included supporting the Global Road Safety Partnership to deliver policy change on road safety in selected countries through a programme supporting campaigning by civil society organisations, including CI Members. The project also allowed CI to work with the Global New Car Assessment Programme in advocating for universal adoption of UN vehicle safety regulations and calling on global car manufacturers to voluntarily cease producing unsafe cars in all countries.

CI is always looking to expand its reach and impact by collaborating with partner organisations. We would be delighted to discuss ways in which we could partner with you.

Please contact our Head of Fundraising and Development Partnerships, Paulo Gomes, on pgomes@consint.org or +44 (0)207 354 7059.





“ We work closely with partners to **develop projects that will protect and empower consumers worldwide.** ”

CI GOVERNANCE

We aim to have as much input from our membership as possible within the geographical and budgetary constraints faced by all. In order to make the organisation more effective, a need for change was recognised. CI's governance structure had been in place for decades without changing as the times have changed. For example, there were overlapping duties between the Council and Executive that created inefficiency and limited capacity for bringing in more Members. In addition, essential amendments to charity clauses were required in order to comply with the latest statutory requirements in the United Kingdom.

A careful review by the CI Council, with support from an international governance expert for non-profit organisations, concluded that the current governance structure in its old fashioned form must be changed. The old governance structure could no longer accomplish what was needed in today's world or the world of the future. Following extensive Member consultation throughout the year, in November 2015 the General Assembly voted, with overwhelming support, to change some aspects of CI's governance. These changes enable CI's governance to be in line with best practice and enable timely decision making and a broader representation of views in CI's overall leadership structure.

The changes provided for an expanded Council (of up to 22) that appoints and advises a Board of Trustees. The Board of Trustees is a smaller body (of up to nine) that has legal responsibility for governance. The role of the General Assembly essentially remains unchanged.

The General Assembly consists of the Voting Delegates of the Full Members of CI and generally takes place every four years. A key function of the General Assembly is to elect a President and Council. The President acts as the chairperson of the General Assembly, the Council and the Board.

The Council is an advisory body to the Board. Council meets at least once a year. A key function of the Council is to appoint Members to the Board of Trustees and offer advice to that Board of Trustees.

The Board of Trustees is a smaller body that meets regularly (three-four times per year) and includes the President, Vice President, Honorary Secretary and Treasurer. It is ultimately responsible for CI's governance, property and funds. The Board delegates to the Director General to deliver the management and day-to-day running of the organisation.

The Treasurer's Group of three appointed Members monitors and reviews CI's financial reporting and budgets and makes recommendations to the Board. The Committee also has oversight of arrangements for external audit.

Council Members and Board Members regularly take part in and contribute to CI programmes and campaigns as do many Member organisations.

These changes were made on 21 November 2015 after an extensive Member consultation and put CI in the best position to deliver exceptional results and future impact for consumers.

CI TRUSTEES

Alan Kirkland

Treasurer

CHOICE, Australia

Bart Combée

President

Consumentenbond, Netherlands

Samuel Ochieng

Consumer Information Network (CIN), Kenya

Marta Tellado

Consumer Reports (CR), USA

Anja Philip

Danish Consumer Council

Marimuthu Nadason

Federation of Malaysian Consumer Associations (FOMCA)

Gilly Wong

Vice President

Hong Kong Consumer Council (HKCC)

María José Troya

Honorary Secretary

Tribuna Ecuatoriana De Consumidores Y Usuarios, Ecuador

Benoît Jean Marie Plaitin

Association des Consommateurs (Test Achats), Belgium (retired December 2015)

CI COUNCIL

Chrisólogo Cáceres Valle

Asociación Peruana De Consumidores Y Usuarios (ASPEC), Peru

Salimata Diarra Coulibaly

Association Des Consommateurs Du Mali (ASCOMA)

Benoît Jean Marie Plaitin

Association des Consommateurs (Test Achats) Belgium (retired December 2015)

Danilo Manuel Pérez Montiel

Centro Para La Defensa Del Consumidor (CDC), El Salvador

Alan Kirkland

Treasurer

CHOICE, Australia

Dmitriy Yanin

Confederation of Consumer Societies (KONFOP), Russian Federation

Bart Combée

President

Consumentenbond, Netherlands

Premila Kumar

Consumer Council of Fiji

Rosemary Siyachitema

Consumer Council of Zimbabwe

Samuel Ochieng

Consumer Information Network (CIN), Kenya

Marta Tellado

Consumer Reports (CR) USA

George Cheriyan

Consumer Unity & Trust Society (CUTS), India

Kim, Jai ok

Honorary Mentor

Consumers Korea

Anja Philip

Danish Consumer Council

Marimuthu Nadason

Federation of Malaysian Consumer Associations (FOMCA)

Gilly Wong

Vice President

Hong Kong Consumer Council (HKCC)

Marcelo Gomes Sodré

Instituto Brasileiro Defesa Do Consumidor (IDEC)

Michael Gaweseb

Namibia Consumer Trust

Yasir Suliman

Sudanese Consumers Protection Society (SCPS)

María José Troya

Honorary Secretary

Tribuna Ecuatoriana De Consumidores Y Usuarios, Ecuador

Klaus Müller

Verbraucherzentrale Bundesverband (VZBV), Germany

FINANCIAL SUMMARY

Consolidated income and expenditure for the year ended 31 December 2015

Income from:	Unrestricted General Funds £	Restricted Funds £	Total Funds 2015	Total Funds 2014 (restated)
Charitable activities				
Membership Fees	1,605,856	-	1,605,856	1,539,307
World Congress	111,733	-	111,733	-
Positive impact for consumers globally	33,275	765,896	799,171	1,176,474
	1,750,864	765,896	2,516,760	2,715,781
Other trading activities	12,780	-	12,780	31,614
Investment	167	-	167	639
Total	1,763,811	765,896	2,529,707	2,748,034
Expenditure on:				
Raising Funds	(230,860)	-	(230,860)	(145,077)
Charitable activities				
World Congress	(152,801)	-	(152,801)	-
Positive impact for consumers globally	(1,551,491)	(1,064,201)	(2,615,692)	(2,328,989)
	(1,704,292)	(1,064,201)	(2,768,493)	(2,328,989)
Total	(1,935,152)	(1,064,201)	(2,999,353)	(2,474,066)
Net (expenditure)/income	(171,341)	(298,305)	(469,646)	273,968
Other recognised gains/(losses)				
Loss on exchange	(14,652)	(3,386)	(18,038)	(28,376)
Net movement in funds	(185,993)	(301,691)	(487,684)	245,592
Reconciliation of funds:				
Funds brought forward 1 January 2015	331,977	395,317	727,294	481,702
Funds carried forward 31 December 2015	145,984	93,626	239,610	727,294

The results are all attributable to continuing activities.

TRUSTEE STATEMENT

The figures on these pages are extracted from the full Trustees report and financial statements that have been audited by RSM UK AUDIT LLP, who gave an unqualified opinion. The full accounts were approved on 28 June 2016 and will be submitted to the Charity Commission and Registrar of Companies. This summarised financial information may not contain sufficient information to gain complete understanding of the financial affairs of the charity. The full trustees report, audit report and financial statements may be obtained from the Consumers International's offices.

The auditor has issued unqualified reports on the full consolidated annual financial statements, and on the consistency of the trustees report with those financial statements.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITORS

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.

The auditors' responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require the auditors to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

OPINION OF THE AUDITORS

The auditors have reported that in their opinion the financial statements:

- ▶ give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 December 2015 and of the group's incoming resources and application of resources, including its 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 Companies Act 2006 and the Charities Act 2011.
- ▶ the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

Details of the auditors:

RSM UK AUDIT LLP
(Formerly Baker Tilly UK Audit LLP),
Statutory Auditor

Chartered Accountants
St Philips Point,
Temple Row,
Birmingham,
B2 5AF

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