



Annual  
Report  
2016

# COMING TOGETHER FOR CHANGE



CONSUMERS  
INTERNATIONAL

**I'D LIKE TO THANK OUR MEMBERS  
FOR THEIR SUPPORT OF CONSUMERS  
INTERNATIONAL AND INDEED THEIR  
EFFORTS FOR CONSUMERS AROUND  
THE WORLD. I LOOK FORWARD TO OUR  
ONGOING IMPACT AND COLLABORATION.**

**Bart Combée**

President

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# FROM OUR PRESIDENT, BART COMBÉE

Bart Combée became President at Consumers International's 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 am pleased to report that Consumers International has had an excellent year of delivery for its members and for consumers.**

The updates to our governance, which members voted for at our 2015 World Congress have greatly supported the organisation's ability to deliver results and impact.

Members voted for a new Board structure to enable quick and timely decision-making and an expanded Council to allow for a broader representation of views. I'm delighted that the new governance arrangements are working effectively and enabling robust strategic discussion with both the Council, who play an advisory role to the Board and met twice this year, and the decision-making Board who met throughout the year.

All Board and Council members received a thorough induction into the new governance arrangements and have made a positive contribution during 2016, putting us in a stronger position for the coming years.

And we've seen many successes this year.

- Consumers International played a major role in the adoption of an ISO standard on mobile services and new international guidelines to prevent the mis-selling of financial services which will help create a better environment for consumers.
- In March more than 90 Consumers International members in 60 countries worked together to mark World Consumer Rights Day 2016 on the theme of antibiotic resistance, raising awareness of the overuse and misuse of antibiotics in the food supply chain.
- I've been particularly pleased to see the work to increase member engagement bear fruit this year. The interaction between members, both from the region and beyond, at the Asia Pacific regional event in Hong Kong in November was particularly inspiring. The event gave members the chance to engage and interact in preparation for World Consumer Rights Day and our 2017 G20 initiative.

I'd like to thank our members for their support of Consumers International and indeed their efforts for consumers around the world. I look forward to our ongoing impact and collaboration.



A handwritten signature in blue ink, consisting of a stylized 'B' followed by a long horizontal stroke that loops back under the 'B'.

**Bart Combée**  
27 June 2017

# FROM OUR DIRECTOR GENERAL, AMANDA LONG

## **2016 has been a year of excellent progress for Consumers International as we have driven forward our strategy.**

Working with members, our campaigns and advocacy activity has seen some great results for consumers. We've met our financial targets for the year and I'm particularly pleased to report we've also increased our member engagement.

The depth and breadth of our membership is our greatest strength so increasing our engagement is an ongoing priority. This year we've improved our communications. We've translated more materials, launched a monthly newsletter in four languages and a set of digital tools that offer members the ability to campaign online. In the coming year we'll continue this work through improving our website and refreshing our brand to help us communicate with impact.

We've met our financial targets in a challenging climate and are putting in place a sustainable income plan for the coming years to ensure we are on the best possible footing for the future. We have successfully achieved this through careful budget management and by redesigning and restructuring our global network. We now have a flexible regional presence in Asia, Latin America and the Caribbean, Africa and the Middle East with our Regional Networkers in these locations primarily focused on connecting with members.

This year we've worked together with our members to achieve results for consumers.

### **Some of the highlights from the past year:**

- Beginning preparations for the first ever G20 Consumer Summit. This will be part of the official agenda for the German G20 Presidency. The summit will highlight the importance of consumer protection as part of the need to build better consumer rights in the digital world. In doing this we are successfully making the link between economic growth and consumer empowerment, and putting it on the agenda of the largest economies in the world. Building a digital world consumers can trust, will also be our theme for World Consumer Rights Day 2017.

- Following the revision of the UN Guidelines for Consumer Protection we're working to support their implementation. In 2016 we worked with our membership to promote the first ever Intergovernmental Group of Experts (IGE) which was established under the revision with the responsibility of supporting implementation. Consumers International was part of its launch.
- Good progress on UN recognition for World Consumer Rights Day which we'll continue to build on in 2017.
- Supporting 47 members around the world to receive project funding to benefit consumers on sustainable consumption, digital issues and national consumer protection.

In 2017 we will build on this year's work by bringing an increased focus to our activities and the changes we want to see for consumers globally in the coming years. We largely expect to focus on digital, international trade and specific consumer protection issues. We will also continue to explore the partnership aspects of our strategy in support of our impact and income which will be developed more fully in 2017.

As a global membership organisation we have a reach that spans the world. By working together, with a range of partners, we drive positive change in the global marketplace on a scale that individual members cannot achieve alone. Every day, our members around the world achieve life enhancing advancements for and with consumers. Many of them have been the trusted, national voices for their consumers for decades, responsible for dramatic improvements to peoples' lives. I'd like to express my great thanks to our members and partners for the work that they do to support Consumers International to ensure everyone has access to safe and sustainable goods and services.

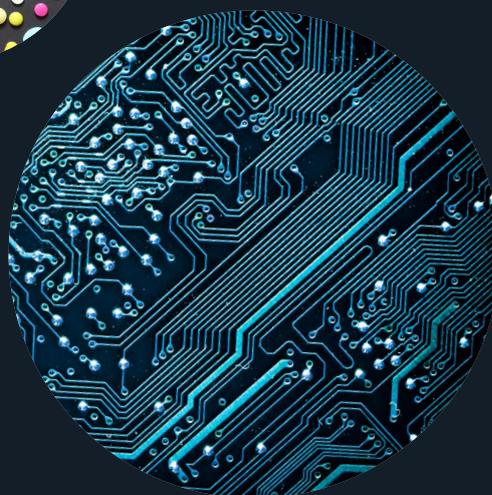


**Amanda Long**  
27 June 2017



**AS A GLOBAL MEMBERSHIP ORGANISATION WE HAVE A REACH THAT SPANS THE WORLD. BY WORKING TOGETHER, WITH A RANGE OF PARTNERS, WE DRIVE POSITIVE CHANGE IN THE GLOBAL MARKETPLACE ON A SCALE THAT INDIVIDUAL MEMBERS CANNOT ACHIEVE ALONE.**

**Amanda Long**  
Director General





**WE BELIEVE IN  
A WORLD WHERE  
EVERYONE HAS  
ACCESS TO SAFE AND  
SUSTAINABLE GOODS  
AND SERVICES.**

# ABOUT CONSUMERS INTERNATIONAL

**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.**

## **Our Strategy**

We will work to ensure all consumers are treated safely, fairly and honestly and have the power to challenge unfair, unsafe and unethical practice.

We won't do this alone. In a time where companies often have huge global reach we need to think big and act together. We'll increase the collective power and influence of Consumers International and our member organisations and we'll increase our focus on partnership, to give consumers a powerful voice in the global marketplace. Together we'll solve the big problems consumers experience in their everyday lives.

As work to deliver our strategy has developed we have begun to define our work in terms of three global impact areas where we believe we can have the biggest impact for consumers. These are:

- Building a digital world consumers can trust
- Making international trade work for consumers
- Advancing excellence in global consumer protection (specific projects)

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

**WE BRING TOGETHER OVER 200 MEMBER ORGANISATIONS IN MORE THAN 100 COUNTRIES.**

**WE WORK IN PARTNERSHIP AND EXERCISE OUR INFLUENCE WITH INTEGRITY, TENACITY AND PASSION TO DELIVER TANGIBLE RESULTS.**



# ACHIEVEMENTS AND PERFORMANCE

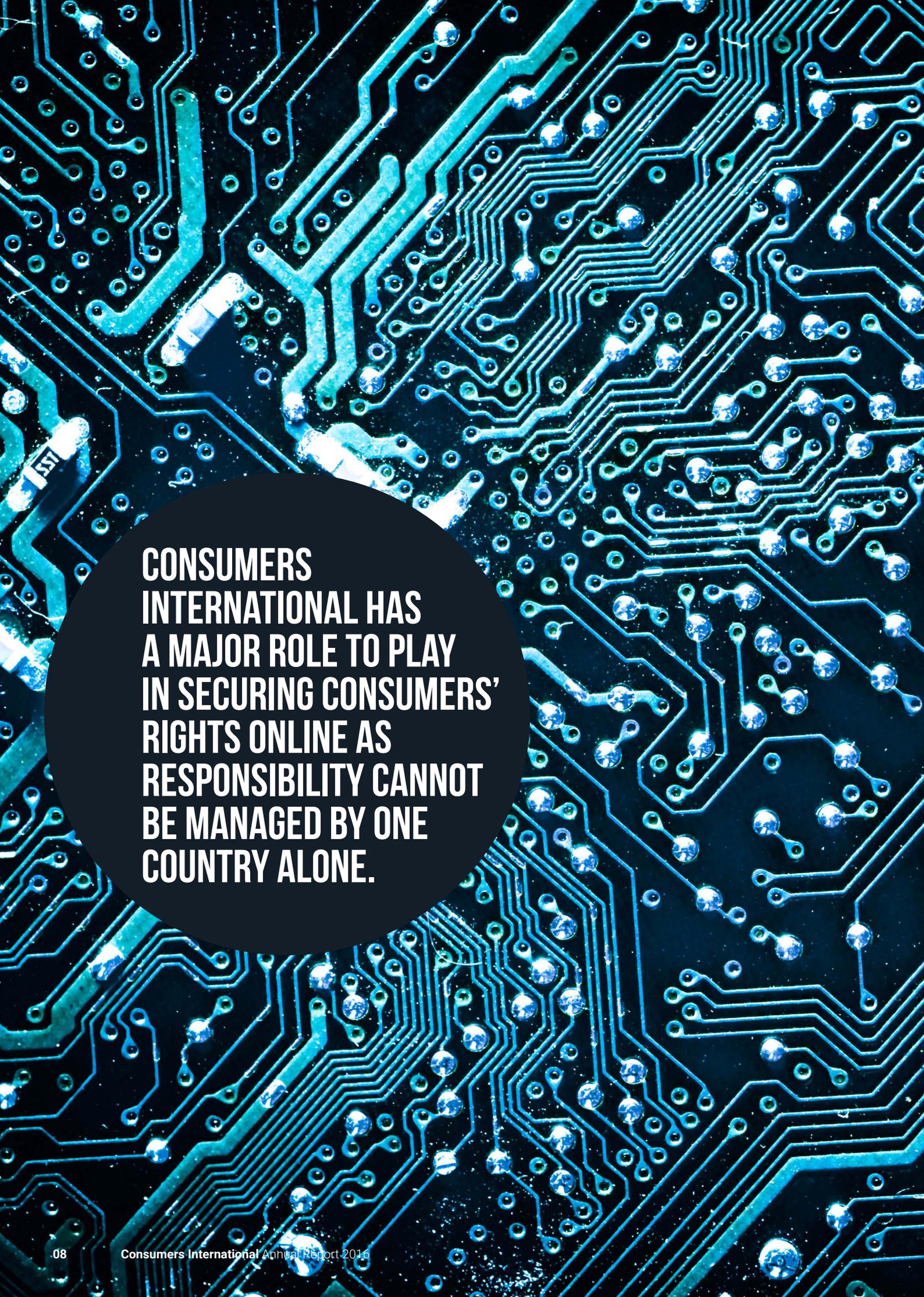
# INTERNATIONAL ADVOCACY AND CAMPAIGNING

**1.  
BUILDING A  
DIGITAL WORLD  
CONSUMERS  
CAN TRUST**

**2.  
MAKING  
INTERNATIONAL  
TRADE WORK FOR  
CONSUMERS**

**3.  
ADVANCING  
EXCELLENCE IN  
GLOBAL CONSUMER  
PROTECTION**

We work on international advocacy, campaigning and projects around key consumer areas. These issues are chosen according to the impact they have on consumers around the world, the opportunity to make a real difference and their relevance to our membership.



**CONSUMERS  
INTERNATIONAL HAS  
A MAJOR ROLE TO PLAY  
IN SECURING CONSUMERS'  
RIGHTS ONLINE AS  
RESPONSIBILITY CANNOT  
BE MANAGED BY ONE  
COUNTRY ALONE.**

# BUILDING A DIGITAL WORLD CONSUMERS CAN TRUST

**The rapid development of digital technology has delivered social and economic benefits for millions of consumers around the world. However, the continued success of the digital economy will only be possible if further developments are not just available to all but trusted enough to be integrated into people's everyday lives.**

Consumers International has a major role to play in securing consumers' rights online as responsibility cannot be managed by one country alone; it requires international collaboration across governments, international organisations and businesses. This year and into next year we're focused on expanding our work in this important area.

This year, we completed a project supported by GIZ that compared approaches to privacy and data protection in Germany, Brazil and China. The project that brought together national regulators, academics and civil society was a significant learning opportunity for stakeholders in all three countries. We contributed an international chapter for a report that was published in April 2015 and disseminated it in national and international arenas. We also organised a series of workshops in Beijing and Brasilia that gathered public servants, authorities, consumer and business representatives, and allowed networking between the three countries on data protection issues.

The project findings and research also served as evidence for the inclusion of data protection and privacy in the updated UN Guidelines for Consumer Protection.

We began preparations for a major new initiative with the G20 that will be delivered in 2017. Working with the German Government, holders of the 2017 G20 presidency, and our member in Germany, the Federation of German Consumer Organisations (vzbv), we will co-host a G20 Consumer Summit on World Consumer Rights Day. At the summit we will launch a set of recommendations calling on the G20 countries to take action to support consumer protection and empowerment in the digital economy.

Staying at the forefront of technological developments is a particular challenge for consumer protection and in April we launched a new report with the support of the Open Society Foundation, that looked at current and future applications of smart and Internet of Things technologies; the risks and opportunities for consumers; and the extent to which existing consumer protection frameworks are able to address and remedy potential problems. The report 'Connection and Protection in the Digital Age: The Internet of Things and challenges for consumer protection' included research from high and low income countries that showed while the benefits of greater connections are demonstrating potential, many of the problems for consumers in the Internet of Things are no longer theoretical.



Read the report:  
**Connection and Protection  
in the Digital Age: The Internet  
of Things and challenges  
for consumer protection.**  
Find it in news and resources at  
[consumersinternational.org](http://consumersinternational.org)

# MAKING INTERNATIONAL TRADE WORK FOR CONSUMERS

**International trade has a major impact on consumers around the world. Trade agreements can influence the price and choice of products and services as well as regulations covering consumer protection. Consumers International is working to ensure that consumers are properly represented in the trade debate so that negotiations meet consumers' needs. This year and into next year we'll be increasing our activity in this area.**

We also continued coordinating the Secretariat of the Transatlantic Consumer Dialogue (TACD), a forum of 77 US and EU consumer organisations which develops and agrees on joint policy recommendations to promote consumer interest and input into EU and US political negotiations and agreements.

One sector that is changing rapidly as a result of digital technology is financial services. 2016 saw the completion of an important new International Standards Organisation technical standard on mobile payments that we had made a major contribution to. We also represented consumer organisations on the international telecommunications working group on consumer experience and protection in financial inclusion. With the support of the Bill and Melinda Gates Foundation this group looked at how approaches to regulation can help to support consumers in low and middle-income countries who are often accessing financial services for the first time through the use of digital technology.

Looking forward, we will continue to build on relationships with important stakeholders. We have a good working relationship with the World Trade Organization (WTO) having participated in its public forums for the past two years and intend to hold a joint stakeholder forum in Geneva in 2017. We are also participating in a working group of the Codex Committee on food labelling which is poised to develop guidelines on front of pack labelling on food packaging. These guidelines will have implications for trade, since traffic-light labelling and similar schemes were raised by WTO members as a matter of concern at the Technical Barriers to Trade Committee in 2014.



**INTERNATIONAL  
TRADE HAS A  
MAJOR IMPACT ON  
CONSUMERS AROUND  
THE WORLD.**



**WE WILL  
CONTINUE TO BUILD  
ON RELATIONSHIPS  
WITH IMPORTANT  
STAKEHOLDERS.**

An aerial photograph of a densely packed urban area, likely a slum or informal settlement, characterized by a high concentration of buildings. Many of the buildings are painted in shades of blue, creating a vibrant, textured appearance. The buildings are multi-storied and closely packed together, with some showing signs of wear and makeshift structures. The overall scene is a complex, colorful mosaic of human habitation.

**WE ARE CALLING FOR  
THE UNITED NATIONS TO  
OFFICIALLY RECOGNISE  
WORLD CONSUMER  
RIGHTS DAY.**

# ADVANCING EXCELLENCE IN GLOBAL CONSUMER PROTECTION

**For over thirty years the UN Guidelines for Consumer Protection have helped guide the development of consumer protection frameworks in countries around the world. Between 2012 and 2015, Consumers International made a major contribution to the first comprehensive revision of the Guidelines which was finally adopted by the UN General Assembly at the end of 2015.**

We are now working to support the implementation of the Guidelines. In 2016, we worked with our membership to promote the Intergovernmental Group of Experts (IGE) which was established under the revision and has responsibility to support implementation. Consumers International's Director General was proud to join the high-level panel that opened the, very well attended, first meeting of the IGE where we have official observer status. We also signed a Memorandum of Understanding with the UN Conference on Trade and Development, enhancing our relationship with the UN agency responsible for the guidelines as well as other important consumer issues such as trade.

We also produced a set of new materials that includes a short film and a booklet that introduces the guidelines and explains their importance to people in government, business and civil society.

One of the first steps to improve consumer protection is to raise awareness of consumer rights amongst consumers, businesses, civil society and government. With this in mind, we launched a new campaign in 2016 that called for the United Nations to officially recognise World Consumer Rights Day. In the first year of the campaign we have achieved fantastic progress with our proposal being discussed at the IGE and receiving widespread support from many national delegations.

## Antibiotics off the Menu

By 2050, drug resistant infections are predicted to kill 10 million people a year. Overuse and misuse of antibiotics in farming is a major driver of antibiotic resistance. Almost two-thirds of the world's antibiotics are administered to farm animals, often to make them grow faster and to offset stressful and unsanitary factory farm conditions, rather than to treat sickness.

In 2016 we campaigned for three of the world's biggest restaurant chains, KFC, Subway and McDonald's, to make global, time-bound commitments to stop sourcing meat from animals routinely given antibiotics included on the World Health Organization's list of important antimicrobials.

In February, we produced a report on the global policies of McDonald's, KFC and Subway, with the help of 19 members who wrote letters to the national or regional headquarters of the three chains. In March, it was the subject of World Consumer Rights Day.

During World Antibiotics Awareness Week (WAAW) in November, our open letter, signed by other NGOs, scientists and doctors, was published in the Guardian. Our WAAW activity received coverage from news outlets in Asia Pacific and North and Latin America. We also launched our interactive 'Antibiotics in the Food Chain' quiz in four languages, along with other campaign materials. Additionally, we fed into the Codex Alimentarius review of the Codex Antimicrobial Resistance code of practice, with Consumers International representatives attending a meeting in London in December.



Read the report:  
**Antibiotics Off The Menu**  
Find it in news and resources at  
[consumersinternational.org](http://consumersinternational.org)

### Sustainable consumption

In 2016, we secured a further three years' funding (2017-2019) from the German Environment Ministry (BMUB) to support our role as co-lead of the UN's 10YFP Consumer Information Programme for Sustainable Consumption and Production. The programme works with governments, business, academia and civil society to help make consumer information on product sustainability clearer and more reliable. In 2016, it helped to establish projects in 15 countries, and produced reports and tools on topics including product durability and behavioural science.

### Car safety

A campaign win was achieved in October 2016 when Nissan announced a date it would end the production of the Tsuru, a car that had received a zero star safety rating. The Tsuru is manufactured in Mexico, where it has been the bestselling car and is commonly used as a taxi. Consumers International and our members launched a campaign on zero star cars, including the Tsuru, in November 2015, working with partners Latin New Car Assessment Programme (NCAP) and Global NCAP.

During that time, with our members in USA, India and across Latin America, we called on global car manufacturers, including Nissan and General Motors, to change their practices, and have worked to inform consumers of how dangerous zero star cars can be. We also successfully campaigned with our members for a new UN declaration calling on countries to adopt UN car safety standards. As part of the legacy activity for this campaign we launched a guide on buying a safer car for consumers in India, Latin America and the Middle East.

### Financial Services

In 2016, we welcomed two important milestones in our campaign to stop inappropriate sales incentive schemes for banks' front-line staff, as these schemes can lead to the mis-selling of financial services.

The campaign was launched in 2015 with the publication of a new report 'Risky Business: the case for reform of sales incentives schemes in banks' which included international research from regulators, banks and consumer organisations.

Our work contributed to the development of new guidance on this issue from the European Banking Authority and FinCoNet, the international network for financial consumer protection, which will encourage banks to take action to monitor such schemes and put steps in place to ensure they do not lead to mis-selling.



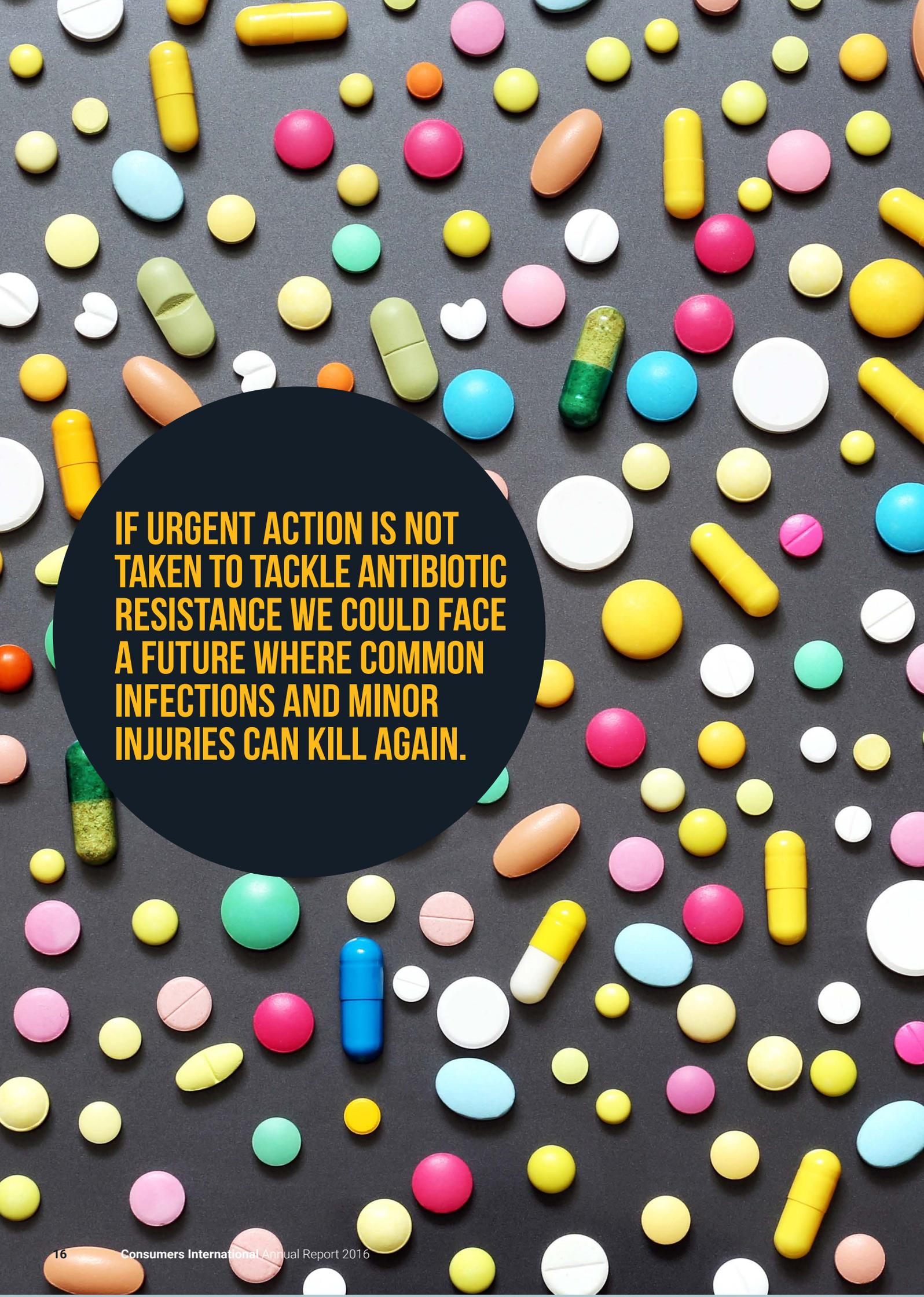
Read the report:

**Risky business: The case for reform of sales incentives schemes in banks**

Find it in news and resources at [consumersinternational.org](http://consumersinternational.org)



**WE WELCOMED TWO  
IMPORTANT MILESTONES  
IN OUR CAMPAIGN TO STOP  
INAPPROPRIATE SALES  
INCENTIVE SCHEMES FOR  
BANKS' FRONT-LINE STAFF,  
AS THESE SCHEMES CAN  
LEAD TO THE MIS-SELLING  
OF FINANCIAL SERVICES.**



**IF URGENT ACTION IS NOT  
TAKEN TO TACKLE ANTIBIOTIC  
RESISTANCE WE COULD FACE  
A FUTURE WHERE COMMON  
INFECTIONS AND MINOR  
INJURIES CAN KILL AGAIN.**

# WORLD CONSUMER RIGHTS DAY: ANTIBIOTICS OFF THE MENU

**World Consumer Rights Day 2016 was on the theme of antibiotic resistance. Antibiotic resistance constitutes a global health crisis to which the overuse of antibiotics in farming is a major contributing factor. If urgent action is not taken to tackle antibiotic resistance we could face a future where common infections and minor injuries can kill again.**

The activity focused on three global restaurant chains, McDonald's, Subway and KFC. Our report 'Antibiotics off the Menu,' published on 25th February 2016, found that none of these chains were doing enough on this issue. McDonald's had made a commitment to stop sourcing chicken routinely given antibiotics but only in the USA and Canada. Subway had committed to stop serving meat from any animal given antibiotics in the USA only. KFC had made no meaningful commitments anywhere.

More than 90 Consumers International members in 60 countries marked the day across the world. This included 37 members sending letters to the companies. Member activities were displayed in the run-up to, during, and after World Consumer Rights Day on a map on the Consumers International website. The map also marked where the companies had made commitments. With the help of members, we also collected a bank of campaign photos displaying the campaign hashtag outside KFC, Subway and McDonald's branches around the world. These were shared on the interactive map and on Facebook. The campaign hashtag #antibioticsoffthemenue reached seven million people.



## #ANTIBIOTICSOFFTHEMENU

Consumers International members campaign on World Consumer Rights Day.

# CAMPAIGNS, COMMUNICATIONS AND BRAND DEVELOPMENT

**This year we've increased member engagement and improved our communications.**

## Campaign development

In 2016, we launched a new set of digital campaigning tools for our members use. We ran two pilots of the tools in support of our campaigns on car safety in Latin America followed by antibiotic overuse in the supply chain of fast food restaurants. Members from Peru, Mexico, Japan, Belgium, Italy, Indonesia and Spain were involved in trialling the tools.

We also provided members with rapid information on global consumer issues as they arose and helped facilitate members campaigning by sharing and amplifying members' activity on digital issues and ticketing scams. You can read about our campaigning work and successes under 'International advocacy and campaigning'.

## Communication and brand development

We expanded our member engagement in 2016, increasing member support and engagement with international advocacy, campaigns and Consumers International activities. We have improved the Consumers International website, introduced a global monthly newsletter which shares information on our campaigns and advocacy, member news from around the world and consumer updates. The newsletter has received positive feedback from members and is translated into four languages. Our Regional Networkers in Asia Pacific, Middle East, Latin America and the Caribbean and Africa are well placed to engage and connect with members in their regions of the world.

We also began work to update the Consumers International brand. While our remit, to protect and empower consumers around the world, remains the same as it has for the past almost 60 years, the way we tell that story needs to evolve and develop over time. In 2017, we will be ensuring that our brand has a stronger visual identity with a more contemporary look, to reflect our core strategy, while maintaining key elements of our historical brand. This will help ensure that we can communicate more powerfully with our audiences and put us in the best possible position to deliver change for consumers.



**WE PROVIDED MEMBERS WITH RAPID INFORMATION ON GLOBAL CONSUMER ISSUES AS THEY AROSE.**

# FUNDRAISING AND PARTNERSHIPS

## 2016 partnerships

**In 2016, Consumers International worked in partnership with many influential stakeholders across the globe to develop projects that bring positive change for consumers, particularly in developing countries. Using our regional networks, we have unique opportunity to gain insight into issues affecting consumers globally. By combining our expertise and resources with those of our global partners, we have been able to strengthen and empower vulnerable consumers worldwide.**

This year, we further strengthened our work in the Global South. Through partnering with the World Bank, we assessed the factors influencing remittance services. The often high and varying costs disproportionately affect the world's poorest consumers. Our research findings served to highlight the opacity of the market and the vulnerability of consumers due to a lack of clear information available.

We partnered with the Bill and Melinda Gates Foundation to co-chair the International Telecommunications Union's working group on consumer experience and protection in digital financial services. The group developed guidelines and principles to mitigate the risks for consumers related to digital financial services and to improve quality of service for consumers globally.

Working with the Anne Fransen Fund, we were able to advance the position of consumers in developing and transitional economies through capacity building and campaigning projects. Our work with Bloomberg Philanthropies on car safety not only built awareness of poor standards in car safety but also helped develop the campaigning and advocacy capacity of consumer organisations in Latin America and India.

Through funding from the Ford Foundation, we are working to create opportunities to strengthen digital rights for consumers in developing countries. Alongside this, we are partnering with the German Federal Ministry for Justice and Consumer Protection and our German member, vzbv, to advocate for better consumer protection in the digital economy. In 2017, we will co-host a Consumer Summit focusing on 'Building Consumer Trust in the Digital Economy', as part of the official G20 agenda.

**BILL & MELINDA  
GATES** *foundation*



**FORD  
FOUNDATION**

**Bloomberg  
Philanthropies**

We secured a further three years funding (2017-2019) from the German Environment Ministry (BMUB) to support our role as co-lead of the UN's 10YFP Consumer Information Programme for Sustainable Consumption and Production. The programme works to make consumer information on product sustainability clearer and more reliable, and in 2016 it helped to establish projects in 15 countries.

With the support of the Swedish Society for Nature Conservation (SSNC), 22 Consumers International members in developing countries received a grant to implement Green Action Fund (GAF) campaigns on the theme of 'Safer, More Sustainable Food for All'. Members across the regions campaigned to raise consumer awareness on the benefits of safer, more sustainable food, and promote demand for food produced without chemical pesticides.

We have 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.

We are always looking to expand our reach and impact by collaborating with partner organisations. We would be delighted to discuss ways in which we could partner with you. Please contact Paulo Gomes, our Head of Fundraising and Partnerships on [pgomes@consint.org](mailto:pgomes@consint.org) or +44 (0)207 226 6663.

### Partnership development

**Consumers International is operating in an ever-changing landscape just like many of our members and partner organisations. In order to respond to this challenging environment we must adapt and evolve to these new realities in order to survive, thrive and make real impact for consumers.**

We have made a conscious and pro-active decision to prioritise the development of mutually beneficial, strategic relationships that will bring about real change. We believe, that by working together with partners, we will be able to achieve positive change at scale, amplify our voice to the benefit of consumers and sustain our activities. We plan to develop partnerships from across the spectrum of influence that can drive change for consumers, including civil society, businesses and government.

We will work with partners to deliver major positive impact for consumers whilst supporting our mission and values, and delivering against our overall strategy and key performance indicators. We will also ensure that the highest possible standards of integrity are maintained, and that our independence, reputation, credibility and impartiality are protected at all costs.

A working group of the Board of Trustees was established in November 2016 to oversee this work. We intend to prioritise and progress this work early in the new financial year and take the necessary steps to develop a long-term partnership strategy that will frame and guide our work in this area for the future.



Federal Ministry for the  
Environment, Nature Conservation,  
Building and Nuclear Safety



Swedish Society  
for Nature Conservation

# GOVERNANCE

**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 Consumer International's member organisations are appointed by the Board to form this group. The Treasury committee also has oversight of the arrangements for the external audit.

## Consumers International Board of Trustees

### **Bart Combée** **President**

Consumentenbond, Netherlands

### **Alan Kirkland** **Treasurer**

CHOICE, Australia

### **Ivo Mechels**

Test Achats, Belgium

### **Marimuthu Nadason**

Federation of Malaysian Consumer Associations (FOMCA)

### **Anja Philip**

Danish Consumer Council

**Our Council** is a larger, advisory body to the Board of Trustees and meets at least once a year. 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 Chief Executives from our 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.

### **Rosemary Siyachitema**

Consumer Council of Zimbabwe

### **Marta Tellado**

Consumer Reports (CR), USA

### **María José Troya** **Honorary Secretary**

Tribuna Ecuatoriana De Consumidores Y Usuarios, Ecuador

### **Gilly Wong** **Vice President**

Hong Kong Consumer Council (HKCC)

## Consumers International Council

### **Crisólogo Cáceres Valle**

Asociacion Peruana De Consumidores Y Usuarios (ASPEC), Peru

### **Salimata Diarra**

Association Des Consommateurs Du Mali (ASCOMA)

### **Ivo Mechels**

Test Achats, Belgium

### **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, The Netherlands

### **Premila Kumar**

Consumer Council of Fiji

### **Rosemary Siyachitema**

Consumer Council of Zimbabwe

### **Marta Tellado**

Consumer Reports (CR), USA

### **George Cheriyan**

Consumer Unity and Trust Society (CUTS), India

### **Miran Mun**

Consumers Korea

### **Anja Philip**

Danish Consumer Council

### **Marimuthu Nadason**

Federation of Malaysian Consumer Associations (FOMCA)

### **Gilly Wong Vice President**

Hong Kong Consumer Council

### **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 2016

	General Funds £	Designated Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
<b>Income from:</b>					
<b>Charitable activities</b>					
Membership Fees	1,644,091	-	-	1,644,091	1,605,856
World Congress	-	-	-	-	111,733
International advocacy and campaigning	69,785	-	1,351,979	1,421,764	799,171
	1,713,876	-	1,351,979	3,065,855	2,516,760
<b>Other trading activities</b>	82,984	-	-	82,984	12,780
<b>Investment</b>	516	-	-	516	167
<b>Total</b>	<b>1,797,376</b>	<b>-</b>	<b>1,351,979</b>	<b>3,149,355</b>	<b>2,529,707</b>
<b>Expenditure on:</b>					
<b>Raising Funds</b>	(133,295)	-	-	(133,295)	(230,860)
<b>Charitable activities</b>					
World Congress					(152,801)
International advocacy and campaigning	(1,617,211)	-	(1,327,141)	(2,944,352)	(2,615,692)
	(1,617,211)	-	(1,327,141)	(2,944,352)	(2,768,493)
<b>Total</b>	<b>(1,750,506)</b>	<b>-</b>	<b>(1,327,141)</b>	<b>(3,077,647)</b>	<b>(2,999,353)</b>
<b>Net income/(expenditure)</b>	46,870	-	24,838	71,708	(469,646)
Transfer between funds	(14,608)	43,583	(28,975)	-	-
Other gains (losses)	18,468		11,359	29,827	(18,038)
<b>Net movement in funds</b>	<b>50,730</b>	<b>43,583</b>	<b>7,222</b>	<b>101,535</b>	<b>(487,684)</b>
<b>Reconciliation of funds:</b>					
Funds brought forward 1 January 2016	145,984		93,626	239,610	727,294
<b>Funds carried forward 31 December 2016</b>	<b>196,714</b>	<b>43,583</b>	<b>100,848</b>	<b>341,145</b>	<b>239,610</b>

# TRUSTEE STATEMENT

**The figures on these pages are extracted from the full Trustees report and financial statements that have been audited by haysmacintyre, who gave an unqualified opinion.**

The full accounts were approved on 28 June 2017 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 website.

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 auditor**

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 auditor's 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 us to comply with the Auditing Practices Board'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 2016 and of the group's and the parent charitable company's net movement in funds, including the group's and the parent 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.

## **Auditor**

### **haysmacintyre**

26 Red Lion Square, London, WC1R 4AG



**Consumers International**

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E. [consint@constint.org](mailto:consint@constint.org)

Charity Registration No. 1122155

Company Registration No. 04337865

An aerial, high-angle photograph of a large, diverse crowd of people gathered at an outdoor event, likely a festival or fair. The crowd is densely packed and fills most of the frame. In the upper right and lower left, there are food stalls or kiosks with white awnings and large white circular signs. The ground is paved, and the scene is brightly lit, suggesting a sunny day. The overall atmosphere is busy and festive.

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