

THE FOLLOWING IS AN OUTLINE,
SUBJECT TO CHANGE



MEMBER CONNECTION DAY, PROVISIONAL OUTLINE PROGRAMME

Welcome from Consumers International President

KEYNOTE

The revision of the UN Guidelines for Consumer Protection and key challenges in consumer protection

The revision of the UNGCP in 2015 was a major achievement in updating guidance on consumer protection for the modern world. What changes were made and what does this mean for consumer protection internationally?

MAIN SESSION

Key challenges in consumer protection

The panel will discuss some new and challenging issues in consumer protection including peer to peer markets, cross border transactions and vulnerability and discuss the role of consumer law in protecting and empowering consumers.

KEY SESSION

Funding the consumer organisations of the future:

An opportunity to hear from members about new initiatives that not only help consumers but also provide vital new sources of income to support the consumer organisations of the future.

Each session will run in parallel

BREAKOUT

Financial services – empowering consumers with research, literacy and better services:

What are the main challenges facing consumers of financial services and how can consumer organisations promote better practices and empower consumers?

BREAKOUT

Progress in collective redress:

Consumer groups around the world are campaigning for the right to seek collective redress for consumers. This session will look at progress in winning this right and members' experience of bringing collective actions.

KEY SESSION

Sustainable food systems:

How can we ensure that all consumers have access to a safe and nutritious diet? This session will look at the big picture – linking up different food issues to ask how food system needs to change.

Each session will run in parallel

BREAKOUT

Protecting and empowering vulnerable consumers:

How can we protect the rights of all consumers, including the most vulnerable? This session will look at three different examples of vulnerable consumers to understand the challenges and the opportunities for making a difference.

BREAKOUT

Trade: why all trade agreements should have a consumer chapter:

How do we make trade agreements work for consumers? This session will introduce the idea of a consumer chapter and consider how it could work in a future e-commerce trade deal.

LUNCHTIME: informal hubs / master classes



CONSUMERS INTERNATIONAL SUMMIT 2019

AFTERNOON SESSIONS

KEY SESSION

How can we make sustainable consumption the easy choice for consumers? This session will emphasize Goal 17 of the Sustainable Development Goals and the importance of collaboration and partnership for sustainability.

BREAKOUT

Improving consumer access to a nutritious diet: Whether it is undernutrition or overnutrition, healthy diets are an important topic for consumer groups around the world. This session will seek to understand the challenges and the solutions and what are the most successful strategies for consumers groups.

BREAKOUT

How can we create more effective systems for product safety: Product safety has always been an important consumer issue but many challenges remain. The session will hear from speakers about market surveillance activities, campaigning for more effective national product safety systems and how we can better share information.

Each session will run in parallel

CONSUMERS INTERNATIONAL GENERAL ASSEMBLY

The day will close at 17:00.

Following the General Assembly, the newly elected Council will meet to appoint the new Board, which will then hold a short meeting. This meeting will close at 18:30.