CONSUMERS INTERNATIONAL
COMING TOGETHER FOR CHANGE

STRENGTHENING CONSUMER POWER IN A CHANGING WORLD

2025

ANNUAL REPORT

OF THE TRUSTEES AND FINANCIAL STATEMENTS

CONTENTS

PRESIDENT'S MESSAGE: STANDING UP FOR CONSUMERS

Dr. Marimuthu Nadason currently serves his second Presidency for Consumers International. He is also the President of the Federation of Malaysian Consumer Associations (FOMCA).

As markets, technologies and public services evolve at pace, consumers' lives are becoming increasingly complex. From seemingly simple tasks like choosing an insurance policy or an energy tariff, to navigating unfair digital architecture and scams online, it can feel overwhelming to be a consumer today.

In this environment, ensuring that consumer rights and needs are represented and heard has never been more important. Independent consumer advocacy is the foundation upon which this can be achieved.

Consumers are not passive participants in the global economy. They are workers, families, innovators, voters and residents whose everyday experiences reveal whether policies, products and services are truly delivering. Their individual voices and the harms they experience may appear discrete and isolated, but they are made powerful by the consumer organisations that bridge the gap between evidence and lived experience and decision-making, helping ensure accountability where it is most needed.

This is why the work of consumer organisations matter. Across our movement, Members continue to stand beside consumers: researching risks, exposing unfairness, supporting enforcement and championing practical solutions. Their strength lies in their expertise, independence and connection to the communities they service.

Through Consumers International, these voices come together as a global force. Members learning from one another, identifying shared challenges and amplifying consumer interests in global policy and business practice. This collective representation of consumer power is essential if we are to succeed in building more balanced markets for people everywhere.

I want to express my deep gratitude to our Members whose tireless work drives our movement forward, our Board and Council for their guidance and expertise and our dedicated team at Consumers International. At a time when the world urgently needs more trust, fairness and accountability, we are proud to help represent the consumer voice globally. Thank you to everyone who has contributed to this year of impact and progress.

DR. MARIMUTHU NADASON

PRESIDENT

CONSUMERS INTERNATIONAL

FOREWORD: STRENGTHENING CONSUMER POWER IN A CHANGING WORLD

As we reflect on 2025, we recognise the significant changes shaping consumers' lives around the world. Artificial intelligence moved from emerging technology to mainstream policy priority. Digital financial services expanded rapidly, bringing new opportunities alongside growing concerns around scams, fraud and consumer protection. The transition to more sustainable economies gathered pace, reshaping how consumers access energy, food and essential services.

Effective markets depend on understanding how people experience them in practice. Throughout the year, Consumers International worked with Members and partners to ensure those experiences informed the decisions shaping the future.

We brought consumer perspectives into international discussions on artificial intelligence, digital finance, sustainability and product safety. This helps ensure that policy debates are grounded in evidence from the people most affected by them. From the United Nations and the International Telecommunication Union to the World Economic Forum and COP30, we strengthened the presence of consumer organisations in the global conversations influencing everyday life.

Alongside this policy engagement, we continued to strengthen the capacity and influence of the global consumer movement. Our Fair Digital Finance Accelerator supported more than 70 consumer organisations over 50 countries to advance safer and more inclusive digital financial systems. Our Consumer Coalition to Stop Scams expanded to 40 organisations to tackle one of the fastest-growing consumer harms worldwide. World Consumer Rights Day became our largest ever, with close to 700 participants, 120 speakers and more than 100 Member-led campaigns demonstrating the scale and energy of our global network.

This progress was achieved during a challenging period for civil society organisations. Like many in our sector, we experienced a reduction in income during the year. For us, this largely reflected the timing of major funding commitments. Despite the difficult global context, we deepened existing partnerships, welcomed new collaborators and secured renewed investment in our work, including the renewal of our grant to empower consumer advocates and strengthen digital payment systems from the Gates Foundation. These developments reflect growing recognition that consumer experience is essential to design markets that are trusted, inclusive and effective.

We have been encouraged and inspired by the commitment and ambition shown by our Members, partners and colleagues throughout the year. Their expertise and determination demonstrate what can be achieved when consumer organisations work together across borders and sectors to address shared challenges.

This report highlights the impact of that collective effort. As the pace of change accelerates, we remain committed to ensuring consumers and their representatives are not only heard but are equipped to shape the future.

HELENA LEURENT
DIRECTOR GENERAL
CONSUMERS INTERNATIONAL

STEFAN HALL
ACTING DIRECTOR GENERAL
CONSUMERS INTERNATIONAL

This report relates to Consumers International's activities in 2025. It was published during a period of temporary leave by Director General Helena Leurent, when Stefan Hall was serving as Acting Director General.

2025 AT A GLANCE

Consumers started 2025 facing continued pressure on household budgets. Inflation eased, but after years of staggering increases, the cost of everyday essentials – housing, energy, food, insurance – remained high. Against this backdrop, our approach focused on ensuring consumers were treated fairly, had access to trusted information and support, and could bring their experiences to core issues affecting their lives.

January

During the World Economic Forum Annual Meeting in Davos, we called on global leaders to prioritise consumer rights in shaping the intelligent age.

March

At an in-person workshop on building resilience in financial services, we unveiled new insights showing up to 75% of people are now considered vulnerable to some degree.

With this in mind – together with workshop participants comprising Members, industry leaders and regulators, we shaped debate and built momentum toward our call to action later in the year.

LEADERS UNITE FOR 'A JUST TRANSITION TO SUSTAINABLE LIFESTYLES' ON WORLD CONSUMER RIGHTS DAY

World Consumer Rights Day brought together close to 700 participants, 120 speakers, 110 Member-led campaigns, and endorsement across institutions including the European Commission and United Nations Development Programme.

Alongside the United Nations Conference on Trade and Development (UNCTAD), we celebrated 40 years of the United Nations Guidelines for Consumer Protection (UNGCP), and the role of consumer advocates in their adoption and continued relevance.

April

Three Member-led consumer renewable energy one-stop-shop platforms were launched in Thailand, Colombia and Chile, supported by Consumers International, demonstrating innovation's role in the clean energy transition.

May

With support from our Member, Consumentenbond (Netherlands), we announced five Members receiving Anne Fransen Fund grants – driving innovation and impact initiatives across Rwanda, Saint Lucia, Tanzania, Bangladesh and Colombia.

June

We launched our report showcasing how consumer mobilisation is driving the clean energy transition, with strategies and case studies from across six countries, spotlighting the power of collective action.

We marked one year of our global campaign for digital finance transparency, a coalition of 50+ organisations united to make digital finance fair, safe, and transparent for all.

July

9TH UN CONFERENCE ON COMPETITION AND CONSUMER PROTECTION

Consumers International highlighted the value of bringing consumer experiences to the 9th UN Conference on Competition and Consumer Protection to bolster collaboration, innovation and protection. Among outcomes, we saw our recommendations included in global recommendations on product safety.

We signed a Memorandum of Understanding with the United Nations Environment Programme to strengthen collaboration on protection and environmental action.

August

Representing the voice of our network, we joined the fifth session of the Intergovernmental Negotiating Committee to shape the first-ever legally binding global treaty on plastic pollution.

We shared how the seeds of legislative change planted in prior years blossomed - celebrating the impact of our Fair Digital Finance Accelerator in driving 10 improvements actions across policy and industry.

Green Action Week 2025 saw 30 Consumers International Members worldwide, along with youth and communities, championing sustainable living, with the campaigns reaching approximately 6.7 million people.

September

We introduced our Digital Finance Advisory Council, a high-level group of global experts guiding our strategy, championing consumer protection in the sector.

October

We launched our report on building consumer resilience in digital finance, highlighting research from eight countries and 13 jurisdictions and which outlines our call to action to close the gap between protections on paper and real-world financial outcomes.

Consumers International amplified the consumer voice at the 2025 Stockholm Food Forum, showcasing Member-led initiatives that make healthy, sustainable choices more accessible and transparent.

November

We released our Global Action Agenda and Scams Barometer, equipping governments, businesses and consumer advocates with a common understanding of emerging threats and effective interventions, and helping stakeholders to respond more coherently and accelerate action against online scams.

CONSUMERS AT UNCTAD16

We brought a global delegation of consumer advocates to UNCTAD16 who brought high-level engagement and evidenced-based interventions to reinforce the need to modernise global product safety frameworks and advance support for a United Nations resolution for product safety fit for the digital age.

A CLEAN ENERGY TRANSITION AT COP30

Consumers International joined COP30 in Belém, Brazil, highlighting how and why empowered consumers can help drive a fast, fair, and accountable clean energy transition when supported with affordable and accessible options. Together with our Member in Belém, we brought both global and local perspectives to the discussions.

December

Following our advocacy throughout the year, we help advance the United Nations Resolution on Global Product Safety to the United Nations General Assembly, strengthening international recognition of safer, more accountable global markets.

CONSUMERS INTERNATIONAL: BUILDING AND EXERCISING CONSUMER POWER FOR MORE BALANCED MARKETS

Effective markets depend on businesses investing and innovating and governments establishing and enforcing rules, but also on informed consumers, strong consumer rights and institutions capable of representing consumer interests.

For decades, consumer organisations have played that role. They identify emerging issues, generate evidence from consumer experience, advocate for better policy and help ensure markets continue to serve people's needs. Their work has contributed to safer products, fairer competition, stronger consumer protection and greater confidence in markets around the world.

The environment in which they operate has changed fundamentally.

Consumers participate in markets that extend beyond national borders. Artificial intelligence, digital platforms, global supply chains, instant payment systems and international standards now influence consumer outcomes every day.

This is one of the defining challenges for consumer protection today. Our globalised market is more connected, but has not developed with equivalent accountability, enforcement or representation of and for consumers. At the same time, civic space is shrinking in many parts of the world, geopolitical dynamics are becoming more complex and inequalities between and within countries continue to grow.

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The need for coordinated consumer action is increasing just as achieving it becomes more difficult.

Consumer organisations themselves are also adapting to profound change. Information that was once scarce is now abundant. New technologies are changing how consumers seek advice and compare products. Traditional funding models are under pressure in many countries, while expectations on consumer organisations continue to grow.

The need for strong consumer representation is increasing just as many of the institutions that provide it are being asked to do more with less.

OUR MISSION

We strengthen the global consumer movement – almost 200 Members in 100 countries – while ensuring consumer interests are reflected in the policies, standards, partnerships and innovations that shape markets worldwide.

Our Members understand the realities facing consumers within their own countries. They build evidence from lived experience, identify emerging issues and advocate for change nationally. We connect those consumer organisations across borders, amplify their collective voice, convene governments, businesses and international institutions, and develop insight on the consumer experience to design and shape a more balanced market.

OUR MEMBERS BUILD EVIDENCE FROM LIVED EXPERIENCE, IDENTIFY EMERGING ISSUES AND ADVOCATE FOR CHANGE NATIONALLY

We are resolutely independent, operating free from political or commercial influence. We engage in partnership with integrity and tenacity, ensuring our advocacy translates into tangible outcomes for consumers everywhere. This approach builds, exercises and strengthens consumer power in a coordinated way and at multiple levels.

Throughout this report, we show how this was put into practice during 2025, from supporting consumer organisations to influence national policy, to shaping international discussions on digital finance, artificial intelligence, product safety, sustainability and online scams.

Consumers International and a delegation of Members share the consumer experience in discussions with the World Trade Organization.

LOOKING AHEAD

We will continue to focus on strengthening markets, ensuring consumers have a voice, and supporting consumer advocates to engage, influence and adapt.

Key areas of focus will include:

- Strengthening consumer representation in global policy: collaborating alongside consumer organisations to shape systems and policy at UNCTAD, the OECD and other multilateral institutions.
- Connecting our global network: engaging Members and partners through regular networking meetings, webinars and workshops.
- Launching new campaigns which support advocacy and impact: working with Members and partners on global efforts relating to Artificial Intelligence, product safety, clean air and for sustainability.
- Advancing clean energy transitions: releasing insight and recommendations and based on consumer perspectives to strengthen affordability, reliability and consumer agency in the shift to clean energy systems.
- Building trust in instant payment systems: convening consumer organisations, industry leaders, policymakers and regulators to address the toughest issues facing consumers in the financial sector.

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OUR CHARITABLE OBJECT

Founded in 1960, our purpose is to promote consumer rights and education and to advance the voluntary sector for the public benefit. We do this by representing consumer interests in government and international policy-making, facilitating collaboration and knowledge-sharing through conferences, seminars and networks, and supporting consumer organisations worldwide to strengthen their advocacy and impact.

We also develop evidence, tools and policy solutions that help improve markets and deliver better outcomes for consumers globally.

STRENGTHENING OUR MEMBERS

Strong consumer organisations are essential to real consumer power, and they strive to deliver balanced markets for consumers everywhere. They understand the challenges consumers face, build evidence from lived experience and advocate for change within their own countries. Consumer organisations are often best placed to determine the priorities and approaches appropriate to their national context.

Consumers International connects 192 consumer organisations across 100 countries, strengthens their collective capability, creating opportunities for collaboration and increasing international visibility. We help build a stronger global consumer movement while respecting the independence and leadership of every Member.

WE BRING TOGETHER 192 CONSUMER ORGANISATIONS IN 100 COUNTRIES

BUILDING CAPABILITY

Throughout 2025, Consumers International continued to support consumer organisations through practical programmes, technical assistance and peer learning opportunities.

The **Fair Digital Finance Accelerator** remained one of our flagship initiatives, supporting consumer organisations to strengthen their engagement with regulators and financial service providers while developing new approaches to addressing scams, fraud, data protection and consumer resilience.

This growing network is translating new capabilities into impact, with Members contributing to at least 10 legislative or industry improvements across six countries and leading coordinated national and cross-border advocacy on issues such as fraud, scams and data misuse, demonstrating how connected advocacy can accelerate policy and market change. Participating organisations combined local consumer insight with international learning, enabling successful approaches developed in one country to inform work elsewhere.

Beyond the Accelerator, our Members participated in workshops, international dialogues and communities of practice covering issues including artificial intelligence, sustainability, product safety and competition.

CREATING CONNECTIONS

Many of today's consumer challenges are shared across countries. We continued to create opportunities for Members to learn from one another, exchange practical know-how and strategies, and build relationships to support work beyond individual projects.

World Consumer Rights Day once again demonstrated the power and potential of the global consumer movement. Under the theme ‘A just transition to sustainable lifestyles’, more than 100 organisations participated in coordinated campaigns, shared resources and public engagement activities, amplifying the reach of individual organisations while presenting a unified global message.

Over a week of global action, our Sustainable Lifestyles Summit brought together almost 700 participants to hear from 120 speakers, demonstrating the scale and reach of the global consumer movement. Discussions explored solutions across food, energy, transport, and plastics, addressing the “values-action gap,” promoting equitable access to affordable, reliable and trusted products and service, and showcasing how consumer information and technology can better empower people in real time.

Statements of support were issued by global institutions including the European Commission, International Organization for Standardization (ISO), Sustainable Energy for All, United Nations Development Programme and Wise Payments Limited, reinforcing growing international alignment around consumer protection as a driver of more resilient, inclusive and sustainable economies.

Our regional engagement also continued to grow through targeted meetings, online exchanges and thematic communities that connected Members facing similar challenges. We engaged our Next Generation Community, creating opportunities for younger consumer advocates to contribute to global discussions and ensuring new perspectives continue to shape the future of consumer advocacy.

CREATING OPPORTUNITIES

Consumers International helps Members access opportunities that enhance their impact and influence. Throughout 2025, Members participated with and for us in international policy forums, contributed to global research, engaged with businesses and international organisations and secured tailored support through the collaborative programmes we delivered.

During the year more than 30 Members benefited from targeted grants from Consumers International.

The **Green Action Fund** empowers consumer associations to deliver locally led sustainability initiatives that empower communities to take action for healthier and more sustainable living. In 2025, the Fund provided grants to 29 Consumers International Members from low- and middle- income countries to deliver projects as part of our global Green Action Week campaign, ranging from awareness campaigns and community outreach to training and education. These initiatives reached approximately 6.7 million people, enabling engagement on locally relevant sustainability issues and encouraging more sustainable consumption practices.

Our **One-Stop-Shops** initiative enabled Members in Chile, Colombia and Thailand to develop innovative renewable energy solutions. These platforms help consumers take an active role in the clean energy transition by offering clear guidance, practical resources, and direct connections to trusted local providers, financing options, and installation support.

Established in 1988, the **Anne Fransen Fund** is one of the longest-standing sources of dedicated support for consumer organisations in low- and middle-income countries. The Fund is supported by Consumentenbond, our Member organisation in the Netherlands, and is named after its first director, Anne Fransen. It has invested almost one million euros in advancing consumer rights and building organisational capacity. In 2025, five Consumers International Members in Saint Lucia, Rwanda, Tanzania, Bangladesh and Colombia received funding to deliver practical, locally driven solutions to pressing consumer challenges in their context, from improving food safety and public health to expanding financial inclusion and strengthening consumer protection systems, demonstrating the enduring value of sustained investment in local consumer organisations.

Each of these initiatives contributed to stronger national organisations while expanding the collective influence of the global consumer movement.

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SHAPING FUTURE MARKETS

Markets are constantly evolving. New technologies, business models and consumer expectations create opportunities for innovation while introducing new risks that can require novel or creative solutions. Decisions taken today about regulation, standards, market design and business practice can shape consumer outcomes for years to come.

Consumers International works to ensure consumer rights are upheld and their needs are represented as those decisions are made. We engage and support Members and partners at the points where markets are being designed, regulated and governed.

We do this in three ways: generating insight into how consumers experience products, services and markets, bringing those insights into the institutions and forums where decisions are made, and developing practical initiatives that enable governments, businesses and consumer organisations to respond to emerging challenges.

GENERATING INSIGHT FROM THE CONSUMER EXPERIENCE

One of our strengths is our ability to understand how markets are experienced by consumers and translate those experiences into practical action.

During 2025, we developed our evidence base across digital finance, artificial intelligence, sustainability and clean energy. Our **Global Insights Survey** brought together perspectives from Members in 40+ countries, helping identify emerging consumer priorities across diverse markets and providing a picture of how consumer needs are evolving.

Our flagship report **Building Consumer Resilience in Digital Finance** combined consumer research across eight countries with regulatory analysis across 13 jurisdictions. It found that up to 75% of consumers experience some level of financial vulnerability and identified a gap between regulatory protections and consumer outcomes. The report proposed a new vision of resilience by design, shifting the focus from financial access towards financial systems that embed protection, trust and positive consumer outcomes.

Working with our Consumer Coalition to Stop Scams, we launched a **Global Action Agenda to Protect Consumers from Online Scams** and the **Consumers International Scams Barometer**. Together these provide governments, businesses and consumer advocates with practical evidence on emerging scams, regulatory gaps and priorities for coordinated action.

Our **Impact Initiative: Amplifying Consumer Voices in the Clean Energy Transition** demonstrated how consumer organisations are helping accelerate the transition by building trust, mobilising communities and supporting behaviour change. Drawing on experiences from more than 25 organisations, it highlighted practical approaches to consumer engagement while demonstrating why meaningful public participation is essential to delivering an equitable transition.

BRINGING CONSUMER PERSPECTIVES TO GLOBAL DECISION-MAKING

Evidence can support change when it reaches the right audiences. Throughout 2025, we represented consumer perspectives across the world's leading international policy and standard-setting processes. At the **World Economic Forum Annual Meeting** in Davos, we helped embed consumer priorities within discussions on artificial intelligence, digital trust and the energy transition. Through our engagement with the **Organisation for Economic Co-operation and Development** (OECD), **UNCTAD** and the **International Energy Agency**'s Global Commission on People-Centred Clean Energy Transitions, we brought consumer evidence into debates on digital finance, online safety, sustainability information and future energy systems.

At **UNCTAD16**, we convened a global delegation of consumer advocates to ensure consumer perspectives informed discussions shaping the organisation's next four-year mandate. We also contributed to international discussions on product safety, helping build momentum towards a United Nations resolution fit for increasingly digital and global markets.

We continued to grow consumer representation within global sustainability spaces. Through the **Stockholm Food Forum** and as co-leads of its Consumer Community for Action group, **COP30** and negotiations towards the first **global treaty on plastic pollution**, we ensured consumer organisations contributed people’s experience to conversations on healthier food systems, the clean energy transition and sustainable consumption.

BUILDING PRACTICAL SOLUTIONS FOR CHANGING MARKETS

We complement our research and advocacy with practical initiatives are designed to deliver impact.

Through the **Fair Digital Finance Accelerator**, we strengthened the capacity of consumer organisations to engage regulators, generate evidence and advocate for reforms that improve consumer outcomes. Alongside this work, our **global campaign for transparent digital finance** grew to more than 50 signatories, with Members coordinating advocacy across countries. In Barbados, advocacy by the Barbados Consumer Empowerment Network contributed to the Central Bank introducing new Market Conduct Guidelines for Commercial Banks, strengthening transparency around terms, conditions and fees.

Our **Consumer Coalition to Stop Scams** continued to expand as a global platform bringing together consumer organisations, businesses and international partners. By sharing evidence, identifying emerging risks and coordinating action, the Coalition is helping inform and improve international responses to one of the fastest-growing forms of consumer harm.

In **artificial intelligence**, we established new mechanisms for consumer organisations to participate in AI governance, including a cross-sector AI Advisory Group, targeted consultations and network-wide research exploring consumer expectations and concerns. These foundations will support a more coordinated consumer voice as AI continues to reshape markets.

Within the clean energy transition, we supported Members to establish **Renewable Energy One-Stop Shops** in Chile, Colombia and Thailand, providing trusted information and practical support that helps consumers participate confidently in changing energy markets. We also continued developing consumer-centred approaches to energy policy through international partnerships and national initiatives.

Through the **Consumer Information Programme**, we worked with more than 190 partners across the UN One Planet Network to improve sustainability information for consumers. From advancing Digital Product Passports to strengthening guidance on sustainability claims and supporting biodiversity strategies, we continued helping build markets where consumers can make more informed and sustainable choices.

STRONGER PARTNERSHIPS FOR STRONGER MARKETS

Throughout 2025, we expanded our partnerships with governments, businesses, international organisations, academic institutions and civil society, including signing a new Memorandum of Understanding with the United Nations Environment Programme.

Addressing today's consumer challenges requires collaboration across sectors. Consumer organisations contribute lived experience and evidence. Governments establish policy and enforcement. Businesses design products and services. International organisations create opportunities for coordination across borders.

Consumers International helps connect these perspectives around a shared objective: improving consumer outcomes. As these partnerships continue to grow, so too does the ability of markets to respond more effectively to the needs of consumers around the world.

Consumers International convenes leaders from government, business, and consumer organisations at UNCTAD16 to discuss whether today's frameworks are fit for the digital consumer of 2030.

BUILDING CONSUMERS INTERNATIONAL

Creating lasting change depends on developing and maintaining strong institutions. During the year we invested in the relationships, capabilities and organisational resilience needed to strengthen consumer power over the long term.

GROWING OUR INFLUENCE

Our influence is built over time through trusted relationships, credible evidence and consistent engagement. Working across the United Nations, standards organisations and global policy forums, we helped ensure consumer perspectives informed debates on artificial intelligence, digital finance, sustainability, product safety and other emerging issues.

Influence also depends on reaching public audiences. During 2025, our **Purchasing Powers: The New Consumer** series, produced with BBC StoryWorks Commercial Productions, reached more than 2.2 million views. By translating complex consumer issues into compelling human stories, the series helped raise the visibility of consumer protection and demonstrate its relevance to people around the world.

BUILDING ORGANISATIONAL RESILIENCE

Our long-term impact depends on long-term sustainability. During the year we advanced our relationships with philanthropic foundations, businesses, governments and international organisations committed to improving consumer outcomes.

The successful continuation of major partnerships, as well as growing engagement across our Change Network, reflected increasing confidence in our ability to connect consumer experience with international action. These partnerships provide opportunities to test new ideas, scale successful approaches and bring consumer perspectives into discussions that shape markets globally.

Our investments in systems, governance and financial resilience are balanced with careful financial management and ongoing organisational development. This provides the foundation for future growth that maintains our independence and mission, and we are committed to ensuring our development strategy strengthens both our organisation and the global consumer movement we support.

GOVERNANCE

Our governance reflects the diversity of our global membership and the importance of ensuring consumer perspectives from different regions continue to shape the organisation's strategic direction.

Consumers International is governed by a Board of Trustees, which provides strategic oversight, ensures accountability and safeguards the organisation's independence. The Board is made up of senior representatives of our Full Member organisations. It is selected by the President, who is elected by our Full Member organisations at our General Assembly every four years. Those elections also choose our Council, which provides an advisory function to the Board of Trustees.

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 GOVERNING STRUCTURE

BOARD OF TRUSTEE MEMBERS

2023 - 2027

Marimuthu Nadason - Federation of Malaysian Consumers Associations (FOMCA); President

Gilly Wong - Hong Kong Consumer Council; Vice President (*resigned 8 May 2025*)

Sandra Molenaar – Consumentenbond, Netherlands; Honorary Secretary

Rocio Concha - Which? (UK); Treasurer

Rosemary Shumirayi Chikarakara Mpofu - Consumer Council of Zimbabwe (CCZ)

Phil Radford - Consumer Reports, USA (*appointed 4 March 2025*)

Crisólogo Cáceres Valle - Asociación Peruana de Consumidores y Usuarios (ASPEC) Peru (*resigned 5 December 2025*)

Anindita Mehta - Consumer Education and Research Centre (CERC), India

The Board is ultimately responsible in law for the charity, its assets and activities. 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'.

The Treasury Committee 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.

COUNCIL MEMBERS

2023 - 2027

Acción del Consumidor (ADELCO), Argentina

Asociación Peruana de Consumidores y Usuarios (ASPEC), Peru

Association des Consommateurs del'Ile Maurice (ACIM), Mauritius

CHOICE, Australia

Consumentenbond, Netherlands

Consumer Council of Fiji, Fiji

Consumer Council of Zimbabwe, Zimbabwe

Consumer Education and Research Centre, India

Consumer Reports, USA

Consumers Korea, Korea

Federation Nationale Des Associations Du Consommateur, Morocco

Federation of Malaysian Consumers Associations, Malaysia

Forbrugerrådet Tænk - The Danish Consumer Council, Denmark

Hong Kong Consumer Council, Hong Kong

International Confederation of Consumer Societies, Commonwealth of Independent States

Organización de Consumidores y Usuarios de Chile, Chile

Rwanda Consumer's Rights Protection Organization, Rwanda

Sudanese Consumers Protection Society, Sudan

TheNetwork for Consumer Protection in Pakistan

Verbraucherzentrale Bundesverband, Germany

Which?, United Kingdom

Youth Education Network, Kenya

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.

CONSUMERS INTERNATIONAL LEADERSHIP TEAM

The Board of Trustees delegates to the Director General to deliver the management and day-to-day running of the organisation. Our global staff are led by our Director General, who is guided by and accountable to Consumers International's Board of Trustees

Helena Leurent, Director General

Stefan Hall, Director, Digital Innovation and Impact

Charlotte Broyd, Head, Communications and Membership

Thushani Mediwake, Head, Finance and Organisation Development

The remuneration of the Leadership Team, 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.

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FINANCIAL PERFORMANCE AND RISK MANAGEMENT

FUNDRAISING AND PARTNERSHIPS

In 2025, our core funding came from membership contributions by consumer organisations worldwide which are selected to join us as Members. Since collaboration across sectors is necessary to effectively shape consumer outcomes across systems, Consumers International also accepts funding from select foundations, national governments, multilateral agencies, the private sector, civil society and other sources. We did not use external professional fundraisers or seek donations from members of the public, and no complaints were received in relation to our fundraising activities in 2025.

In addition to our Members, the following organisations funded our organisation in 2025:

- Amazon.com Services LLC
- Clean Air Fund
- Consumentenbond (for the Anne Fransen Fund)
- DuckDuckGo, Inc.
- Enel X S.r.l.
- Federal Ministry for the Environment, Climate Action, Nature Conservation and Nuclear Safety (BMUV)
- Ford Foundation
- Gates Foundation
- INGKA Services BV
- Mastercard Impact Fund, with support from the Mastercard Center for Inclusive Growth
- Octopus Energy
- PayPal, Inc.
- Pooled Fund for International Energy
- Swedish Society for Nature Conservation
- Visa Inc.
- Wise Payments Limited

FINANCIAL PERFORMANCE IN 2025

The budget for 2025 anticipated a deficit of £192,861.

Our total income for 2025 was lower than the previous year at £2,489,415 (2024: £2,722,866), primarily due to a decrease in Membership and Project income. The renewal of our partnership with the Gates Foundation was finalised later than originally anticipated and therefore a significant portion of project income fell outside the reporting period. Membership income for 2025 was £896,455 (2024: £1,034,070).

A decrease in revenue was offset by careful management of expenditure, which decreased to £2,049,593 (2024: £2,411,103), mainly due to an underspend on Staffing and Programming costs. This resulted in a surplus to general funds of £447,793 and a deficit for restricted funds of £7,971.

Performance during the year ultimately produced a consolidated surplus position of £439,822. (In 2024, the performance resulted in a surplus of £311,763.)

Included in the consolidated results are those of the subsidiary for Consumers International Services Ltd. that was registered in August 2018. A profit of £355,186 was achieved for 2025 (2024: £233,154 profit) with Income of £580,127 (2024: £353,088), Cost of sales of £148,506 (2024: £91,482) and Administrative Expenditure of £76,435 (2024: £28,453). General Funds amount to £20,090 for 2025 (2024: £20,090).

RESERVES POLICY

Guidance by Charity Commission for England and Wales suggests there is no single level or range of reserves that is right for all charities. Any target set by Trustees for the level of reserves to be held should reflect the particular circumstances of the individual charity. To do this, Trustees need to know why the charity should hold reserves and, having identified those needs, the Trustees should consider how much should be held to meet them.

The following reasons are stated as to why Consumers International needs to hold 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

Having considered these factors, the Trustees have determined that a minimum unrestricted reserves level equivalent to three months' operating expenditure is appropriate to support working capital requirements and manage the organisation's normal operating risks. Based on annual operating expenditure, this equates to approximately £600,000 (three months at approximately £200,000 per month).

At the balance sheet date, unrestricted reserves amounted to £2,256,259, equivalent to approximately 11.5 months' operating expenditure. The Trustees recognise that this is above the minimum level established under the reserves policy. The Trustees consider this appropriate and prudent given the organisation's current strategic plans. The organisation has approved financial plans that include forecast operating deficits over the current financial year and the following two years as it invests in the growth and development of its business engagement model and associated revenue generation. The current level of reserves will enable the organisation to fund these planned deficits, maintain financial resilience during a period of investment and transition, and provide protection against uncertainty in the external funding environment.

Restricted reserves held at the end of 2025 were £9,018 (2024: £16,989). The general reserves for the organisation increased to £2,217,056 (2024: £1,706,744) with additional designated reserves of £39,203 (2024: £101,722).

Total reserves for the organisation are therefore £2,265,277 (2024: £1,825,455).

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 risk mitigation strategies.

In 2025, our top risks were identified as:

1. **Loss of unrestricted income from Membership**. The loss of a large Member will severely impact our unrestricted income, impacting our ability to maintain operations and deliver the network and impact that all Members value. To mitigate this risk, Consumers International has diversified its funding to engage a broader range of market actors who can help the delivery of positive consumer outcomes through a broader network. We are approaching foundations, corporate entities and social enterprise investors to explore areas of common ground in relation to a consumer problem for public good.
2. **Inability to secure investment or sponsorship for strategic development and strategic initiatives**. Diversifying our funding also carries a risk, as it creates new relationships that carry their own dependencies. To mitigate this, the model has been developed to cater for different business interests with four Associate community entry points identified.

Ethical sustainable funding guardrails and protocols are in place to ensure we safeguard the organisation when accepting funding from governments, foundations and businesses. The guardrails were discussed and adopted in March 2017 as a result of deliberations during November 2016 Council and Board meetings.

TRUSTEES' RESPONSIBILITIES STATEMENT

The Trustees 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 Trustees 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 Trustees 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

HaysMac 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

……………………………

DR. MARIMUTHU NADASON, PRESIDENT

CONSUMERS INTERNATIONAL

DATE: 20/08/2026

AUDITOR'S REPORT

Opinion

We have audited the financial statements of Consumers International for the year ended 31 December 2025 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 2025 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.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

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; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of Trustees for the financial statements
As explained more fully in the Trustees' responsibilities statement set out on page 19, 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the group and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to the Companies Act 2006 and Charities Act 2011, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as corporation tax, payroll tax and sales tax.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to posting inappropriate journal entries to revenue and management bias in accounting estimates. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions;
- Challenging assumptions and judgements made by management in their critical accounting estimates; and
- Agreeing the validity of recognised receivables on a sample basis and challenging the recoverability assumptions, further assessing for any fraud or bias

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

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.

Steve Harper

……………………………………………………………………………………

Steve Harper (Senior Statutory Auditor)
For and on behalf of HaysMac LLP, Statutory Auditors

10 Queen Street Place
London
EC4R 1AG

Date: 27/08/2026

CONSUMERS INTERNATIONAL
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
(incorporating income and expenditure account)
FOR THE YEAR ENDED 31 DECEMBER 2025

FINANCIAL STATEMENTS

	Notes	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Income from:					
Charitable activities					
Membership Fees	2	896,455	-	896,455	1,034,070
International advocacy and campaigning	2	-	637,589	637,589	1,184,836
Other trading activities	3	928,525	-	928,525	473,060
Investment income – bank interest		26,846	-	26,846	30,900
Total income		**1,851,826**	**637,589**	**2,489,415**	**2,722,866**
Expenditure on:					
Raising funds	4	92,738	-	92,738	86,495
Charitable activities					
International advocacy and campaigning	4	1,311,040	645,815	1,956,855	2,324,608
Total expenditure		1,403,778	645,815	2,049,593	2,411,103
Net income/ (expenditure)		448,048	(8,226)	439,822	311,763
Transfer between funds	11	(255)	255	-	-
Net movement in funds		447,793	(7,971)	439,822	311,763
Reconciliation of funds:					
Total funds brought forward		1,808,466	16,989	1,825,455	1,513,692
Total funds carried forward	12	**2,256,259**	**9,018**	**2,265,277**	**1,825,455**

All income arises from the continuing activities of the charity. There were no other recognised gains or losses other than those stated above.

The notes on pages 27 to 39 form part of these financial statements.

CONSUMERS INTERNATIONAL
CONSOLIDATED AND CHARITY BALANCE SHEETS
AS AT 31 DECEMBER 2025

Company registered number: 04337865

	Notes	Group 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
FIXED ASSETS					
Tangible assets	7	8,757	8,757	3,816	3,816
Investment in subsidiary	8	-	1	-	1
		8,757	8,758	3,816	3,817
CURRENT ASSETS					
Debtors	9	368,963	704,848	184,746	418,471
Cash at bank and in hand		2,645,792	2,276,473	2,052,350	1,802,303
		3,014,755	2,981,321	2,237,096	2,220,774
CREDITORS					
Amounts falling due within one year	10	(758,235)	(744,891)	(415,457)	(419,225)
Net current assets		2,256,520	2,236,430	1,821,639	1,801,549
Total net assets		2,265,277	2,245,188	1,825,455	1,805,366
The funds of the charity					
Restricted income funds	11, 12	9,018	9,018	16,989	16,989
Unrestricted funds					
Designated funds	11, 12	39,203	39,203	101,722	101,722
General funds	11, 12	2,217,056	2,196,967	1,706,744	1,686,655
Total charity funds		**2,265,277**	**2,245,188**	**1,825,455**	**1,805,366**

The surplus/(deficit) of the parent charity before consolidation was £439,822 (2024: £311,763).

Approved by the Trustees and authorised for their issue on 20/08/2026…….. and signed on their behalf by:

………………………………………………
Dr. Marimuthu Nadason

The notes on pages 27 to 39 form part of these financial statements.

CONSUMERS INTERNATIONAL
CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 DECEMBER 2025

	Notes	Group 2025 £	Group 2024 £
Cash flows from operating activities			
Net income/(expenditure) for the year		439,822	311,763
Adjustments for:			
Bank interest received		(26,846)	(30,900)
Depreciation charged		4,299	5,631
(Loss) on disposal of fixed assets		-	(829)
Impairment of debtors for bad debts		-	-
(Increase) in debtors		(184,217)	(35,521)
Increase/ (decrease) in creditors		342,778	(446,385)
Net cash provided by/ (used in) operating activities		**575,836**	**(196,241)**
Cash flows from investing activities:			
Bank interest received		26,846	30,900
Purchase of fixed assets		(9,240)	-
Net cash used in investing activities		**17,606**	**30,900**
Change in cash and cash equivalents in the year		**593,442**	**(165,341)**
Cash and cash equivalents at 1 January		2,052,350	2,216,033
Change in cash and cash equivalents due to exchange rate movements		-	1,658
Cash and cash equivalents at 31 December		**2,645,792**	**2,052,350**

Reconciliation of net debt

There are no debt instruments held, the only net debt is cash and cash equivalents.

Analysis of cash and cash equivalents

Cash in hand		**2,645,792**	**2,052,350**

The notes on pages 27 to 39 form part of these financial statements.

1 ACCOUNTING POLICIES

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

1.1 ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (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.

1.2 BRANCHES / SUBSIDIARY UNDERTAKING AND CONSOLIDATION

The financial statements aggregate the results of Consumers International (Global Office) and the Regional Hub: Regional Hub for Latin America and the Caribbean (Chile)

Where necessary, the accounts of the regional offices have been adjusted 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 Ltd, 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.

1.3 GOING CONCERN

The Trustees have prepared the financial statements on the going concern basis. On reviewing the budget, given all large contributors are expected to settle their membership fees for 2026, with mitigating actions in place to reduce costs in the event of a shortfall, Trustees are of the view that no material uncertainties about the charity or group’s ability to continue as a going concern exist. In reaching this conclusion, the Trustees have considered the liquidity position and cash flow forecasts up to July 2027.

1.4 FUND ACCOUNTING

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or grant-making bodies, or funds which have been raised by the charity for particular purposes. The aim and use of each restricted fund is set out in the notes to the financial statements.

1 ACCOUNTING POLICIES (continued)

1.5 INCOME

All income is included in the statement of financial activities when the charity is entitled to the income, receipt is probable and the amount 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.

Revenue arising from Business Associate annual contributions are recognised as income when the Business Associate is formally admitted to the Change Agenda Network and invoiced. Business Associates obtain immediate access to the benefits and opportunities associated with their membership tier at the point of admission. The Directors have considered the nature of benefits provided to members and concluded that these do not represent distinct ongoing performance obligations but rather access rights made available upon admission. Accordingly, the income is recognised at the point of admission, when the member gains access to these benefits and the Company becomes entitled to consideration. Where, in exceptional circumstances, services or benefits are identified as being delivered over a defined period, an appropriate portion of income would be deferred and recognised over that period.

1.6 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.

Amounts transferred to partner organisations, previously referred to as 'grants', have been deemed to reflect a method of incurring direct expenditure via partner organisations, with all original source documentation obtained and accounted for and any unspent funds are clawed back by the partner organisation.

1.7 CAPITALISATION POLICY

Any item over £1,000 in value where its economic benefit could be accrued over multiple years of its useful life are capitalised and depreciated on the above basis.

1.8 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:

Furniture, fittings and equipment	4 years straight line
Computer hardware and software	3 years straight line

1.9 FOREIGN CURRENCY

Transactions denominated in foreign currency are translated into sterling at the exchange rate on the 1st of the month 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.

1 ACCOUNTING POLICIES (continued)

1.10 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.

1.11 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.

1.12 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, occasionally not equal the related actual results.

The financial statements contain a doubtful debt provision of £29,425 (2024: £32,318). A provision has been made based on specific debts which management consider may not be recoverable, typically being debts over a year old.

2 CHARITABLE ACTIVITIES

	2025 £	2024 £
Membership contributions		
Full Members	845,414	998,976
Affiliate Members	25,265	20,289
Government and Supporter members	25,776	14,805
	896,455	1,034,070
Project Income		
International advocacy and campaigning	637,589	1,184,836
	1,534,044	2,218,906

3 OTHER TRADING ACTIVITIES

	2025 £	2024 £
Business associates income	580,127	353,088
Other income	348,398	119,972
	928,525	473,060

4 ANALYSIS OF EXPENDITURE

	Raising Funds £	International Advocacy & Campaign £	Total 2025 £	Total 2024 £
Direct salary costs	59,742	419,998	479,740	779,467
Other direct costs	-	840,608	840,608	1,066,039
Support costs	32,996	696,249	729,245	565,597
	92,738	1,956,855	2,049,593	2,411,103

PRIOR YEAR	Raising Funds £	International Advocacy & Campaign £	Total 2024 £
Direct salary costs	66,205	713,262	779,467
Other direct costs	-	1,066,039	1,066,039
Support costs	20,290	545,307	565,597
	86,495	2,324,608	2,411,103

ANALYSIS OF SUPPORT COSTS	2025 £	2024 £
Salary costs for support staff	469,071	381,042
Accommodations	33,332	33,923
IT, website and maintenance	64,516	72,294
Legal and professional	49,887	46,665

Governance	41,183	36,940
Other office and administrative costs	71,256	(5,267)
	729,245	565,597

5 THE SURPLUS IS STATED AFTER CHARGING

	2025 £	2024 £
Foreign exchange (loss)/gain	(27,994)	(13,205)
Auditor's remuneration (excluding VAT)		
Audit fees for the group	29,190	27,900
Other services	12,075	11,400
Depreciation	4,299	5,631
Co-working office space rentals	32,844	33,581

6 STAFF COSTS

	2025 £	2024 £
Staff costs were as follows:		
Wages and salaries (including temp staff)	827,483	952,672
Social security costs	91,991	92,250
Contributions to defined contribution pension schemes	33,382	34,489
	952,856	1,079,411

During the year, none of the Trustees have been paid remuneration or received any other benefits from employment with Consumers International or its subsidiary, Consumers International Services Ltd. Trustees were not reimbursed any expenses (2024 – none).

The key management personnel of the charity comprise the Trustees and senior management team set out on page 6. The total employee costs of key management personnel for the year was £487,213 (2024: £602,672) and includes 4 members of staff (2024: 6 members of staff)

	2025 No.	2024 No.
Average monthly number of employees	16	19

The number of higher paid employees was:		
£60,001 - £70,000	1	1
£70,001 - £80,000	1	1
£80,001 - £90,000	-	1
£100,001 - £110,000	1	1
£170,001 - £180,000	1	1

The company paid pension contributions of £15,956 (2024: £20,831) in respect of the above employees.

7 TANGIBLE FIXED ASSETS

	Computer hardware and software £	Total tangible fixed assets £
Cost:		
At 1 January 2025	181,442	181,442
Additions	9,240	9,240
Disposals	-	-
At 31 December 2025	190,682	190,682
Depreciation		
At 1 January 2025	177,626	177,626
Charge for the year	4,299	4,299
On disposals	-	-
At 31 December 2025	181,925	181,925
Net book value		
At 31 December 2025	8,757	8,757
At 31 December 2024	3,816	3,816

8 INVESTMENT IN SUBSIDIARY

Consumers International Services Ltd. is a wholly owned trading subsidiary, registered in England and Wales (Registration No. 11494269) with registered address 70 White Lion Street, London, N1 9PP. Its performance and financial position is summarised below:

	2025 £	2024 £
Profit and loss		
Turnover	580,127	353,088
Cost of sale	(148,506)	(91,481)
Gross Profit	431,621	261,607
Admin expenses	(76,435)	(28,453)
Profit/ (Loss) for the year	355,186	233,154
Equity as at 1 January	20,090	19,697
Profit/ (loss) for the year	355,186	233,154
Gift aid distribution to Consumers International	(355,186)	(232,761)
Equity as at 31 December	20,090	20,090
Balance sheet		
Current assets	602,953	389,726
Current liabilities	(582,863)	(369,636)
Net assets at 31 December	20,090	20,090

9 DEBTORS

	Group 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
Membership fees	291,342	62,342	121,219	1,219
Other debtors	46,508	46,508	37,417	37,417
Prepayments and accrued income	31,113	26,479	23,998	19,586
Other taxation and social security	-	-	2,112	-
Intercompany debtors - CI Services Ltd	-	569,519	-	360,249
	368,963	704,848	184,746	418,471

10 CREDITORS

	Group 2025 £	Charity 2025 £	Group 2024 £	Charity 2024 £
Trade creditors	61,168	60,799	40,126	39,789
Other creditors	11,545	11,545	6,072	6,072
Other taxation and social security	43,289	39,355	15,158	28,312
Accruals	78,538	69,497	85,524	76,475
Deferred income (see below)	563,695	563,695	268,577	268,577
	758,235	744,891	415,457	419,225

Deferred income reconciliation

	2025 £	2024 £
Brought forward balance at 1 January	268,577	631,288
Amount recognised as incoming resources in the year	(268,577)	(631,288)
Amount deferred in the year	563,695	268,577
Deferred income carried forward at 31 December	563,695	268,577

Deferred income comprises grant funding received in advance of carrying out the project activities which would give rise to entitlement and recognition of the income.

11 ANALYSIS OF FUND MOVEMENTS

	1 January 2025	Income	Expenditure	Transfer	31 December 2025
	£	£	£	£	£
Group					
Restricted funds					
Green Action Fund	9,113	67,572	(72,582)	-	4,103
Sustainable Consumption: CISCP	7,876	83,274	(86,235)	-	4,915
Pool Fund for International Energy	-	27,604	(27,604)	-	-
Pool Fund for International Energy – One Stop Shops	-	67,478	(67,478)	-	-
Clean Air Fund	-	1,458	(1,458)	-	-
Gates Foundation: FDFP	-	12,221	(12,221)	-	-
Mastercard Center for Inclusive Growth	-	245,426	(245,426)	-	-
BMUV Digital Product Passports	-	132,556	(132,811)	255	-
	16,989	637,589	(645,815)	255	9,018
Unrestricted funds					
Designated - Ford Foundation	101,722	114,056	(176,575)	-	39,203
General funds	1,706,744	1,737,770	(1,227,203)	(255)	2,217,056
Total:	**1,825,455**	**2,489,415**	**(2,049,593)**	**-**	**2,265,277**

Group comparative 2024

	1 January 2024	Income	Expenditure	Transfer	31 December 2024
	£	£	£	£	£
Group					
Restricted funds					
Green Action Fund	-	85,883	(76,770)	-	9,113
Sustainable Consumption: CISCP	5,616	79,697	(77,437)	-	7,876
Gates Foundation: FDFA	-	521,795	(521,795)	-	-
Rockefeller Foundation	-	101,547	(101,547)	-	-
Rockefeller Philanthropy Advisors	-	10,815	(10,815)	-	-
Mastercard Center for Inclusive Growth	-	351,670	(351,670)	-	-
New Venture Fund	-	29,879	(29,879)	-	-
Pool Fund for International Energy	-	3,550	(3,550)	-	-
	5,616	1,184,836	(1,173,463)	-	16,989
Unrestricted funds					
Designated - Ford Foundation	36,323	115,753	(50,354)	-	101,722
General funds	1,471,753	1,422,277	(1,187,286)	-	1,706,744
Total:	**1,513,692**	**2,722,866**	**(2,411,103)**	-	1,825,455

Ford Foundation - Funding received from the Ford Foundation to support and enhance our work on digital consumer rights, particularly in lower and middle income countries, has been included within unrestricted funds designated by the Trustees. While the funding was provided with the shared intention of supporting this strategic area of work, it is not subject to donor-imposed restrictions on how it is applied across the charity's activities. The Trustees have therefore designated these unrestricted funds to support future work on digital consumer rights, rather than treating them as restricted funds.

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

- Green Action Fund - A project funded by the Swedish Society for Nature Conservation (SSNC) to promote awareness and advocate practices which encourage sustainable consumption.
- Sustainable Consumption - A project funded by BMUB German Ministry, 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 (10YFP).
- Pool Fund for International Energy - ‘Energy Consumer Voice’ project to uncover the five most promising new or existing initiatives by consumer organisations to drive forward a consumer-centred energy transition with potential for scaling-up.
- Pool Fund for International Energy One Stop Shops - project promoting initiatives by consumer organisations to drive consumer-centered energy transitions and One Stop Shops delivering consumer awareness campaigns to educate and engage energy consumers in Thailand, Colombia and Chile about the benefits and opportunities of distributed renewable energy resources.
- Clean Air Fund - Global campaign raising consumer awareness on air pollution.
- Gates Foundation - Fair Digital Finance Programmes (FDFP) project empowering consumer advocates to strengthen digital payment systems.
- Mastercard Center For Inclusive Growth - ‘Building Consumer Voice for Digital Finance’ project to explore models of digital finance to improve protection and empowerment for vulnerable consumers.
- Digital Product Passports - project funded by BMUV German Ministry, to demonstrate how digital product passports can promote sustainable consumption by providing essential information on extending the lifespan of electronic goods through reuse, repair and refurbishing.
- Gates Foundation - Fair Digital Financial Accelerator (FDFA) project to support consumer advocates in low and middle-income countries to develop expertise and build connections with digital finance regulators and providers to increase the presence of consumer-centred policy.
- Rockefeller Foundation - ‘Consumer Voice for Fair Food Prices’ project to empower consumer advocates in Africa and mobilise policy makers and competition authorities to act on excessive food prices.
- Rockefeller Philanthropy Advisors - ‘Integrate to Zero’ project enabling One Stop Shops for integrated consumer energy systems.
- New Venture Fund for Global Policy and Advocacy - project to build a better digital finance system for vulnerable consumers by building guidelines on how to improve transparency.

The transfer between funds during the year simply relate to the general fund covering the overspend in the BMUV Digital Product Passports restricted fund.

	1 January 2025 £	Income £	Expenditure £	Transfer £	31 December 2025 £
CHARITY					
Restricted funds					
Green Action Fund	9,113	67,572	(72,582)	-	4,103
Sustainable Consumption: CISCP	7,876	83,274	(86,235)	-	4,915
Pool Fund for International Energy	-	27,604	(27,604)	-	-
Pool Fund for International Energy – One Stop Shops	-	67,478	(67,478)	-	-
Clean Air Fund	-	1,458	(1,458)	-	-
Gates Foundation: FDFP	-	12,221	(12,221)	-	-
Mastercard Center for Inclusive Growth	-	245,426	(245,426)	-	-
BMUV Digital Product Passports	-	132,556	(132,811)	255	-
	16,989	637,589	(645,815)	255	9,018
Unrestricted funds					
Designated - Ford Foundation	101,722	114,056	(176,575)	-	39,203
General funds	1,686,655	1,645,054	(1,134,487)	(255)	2,196,967
	1,788,377	1,759,110	(1,311,062)	(255)	2,236,170
Total:	**1,805,366**	**2,396,699**	**(1,956,877)**	**-**	**2,245,188**

Charity comparative 2024	1 January 2024 £	Income £	Expenditure £	Transfer £	31 December 2024 £
Restricted funds					
Green Action Fund	-	85,883	(76,770)	-	9,113
Sustainable Consumption: CISCP	5,616	79,697	(77,437)	-	7,876
Gates Foundation: FDFA	-	521,795	(521,795)	-	-
Rockefeller Foundation	-	101,547	(101,547)	-	-
Rockefeller Philanthropy Advisors	-	10,815	(10,815)	-	-
Mastercard Impact Fund	-	351,670	(351,670)	-	-
New Venture Fund Project	-	29,879	(29,879)	-	-
Pool Fund for International Energy	-	3,550	(3,550)	-	-
	5,616	1,184,836	(1,173,463)	-	16,989
Unrestricted funds					
Designated - Ford Foundation	36,323	115,753	(50,354)	-	101,722
General funds	1,452,057	1,385,277	(1,150,679)	-	1,686,655
	1,488,380	1,501,030	(1,201,033)	-	1,788,377
Total:	**1,493,996**	**2,685,866**	**(2,374,496)**	**-**	**1,805,366**

12 ANALYSIS OF NET ASSETS BETWEEN FUNDS

Group	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Tangible fixed assets	8,757	-	8,757	3,816
Investments	-	-	-	-
Current assets	2,442,042	572,713	3,014,755	2,237,096
Creditors due within one year	(194,540)	(563,695)	(758,235)	(415,457)
	2,256,259	9,018	2,265,277	1,825,455

Group comparative	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	3,816	-	3,816
Investments	-	-	-
Current assets	1,951,530	285,566	2,237,096
Creditors due within one year	(146,880)	(268,577)	(415,457)
	1,808,466	16,989	1,825,455

Charity	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Tangible fixed assets	8,757	-	8,757	3,816
Investments	1	-	1	1
Current assets	2,408,608	572,713	2,981,321	2,220,774
Creditors due within one year	(181,196)	(563,695)	(744,891)	(419,225)
	2,236,170	9,018	2,245,188	1,805,366

Charity comparative	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	3,816	-	3,816
Investments	1	-	1
Current assets	1,935,208	285,566	2,220,774
Creditors due within one year	(150,648)	(268,577)	(419,225)
	1,788,377	16,989	1,805,366

13 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 83 Full Members as at 31 December 2025 (2024: 84).

14 RELATED PARTIES

The Board of Trustees are made up of member organisations of Consumers International in line with our constitution. All Members have to pay minimum membership fee to Consumers International. None of the Trustees have been paid remuneration or received any other benefits from an employment with their charity or related entity.

Consumers International also has an investment in its trading subsidiary Consumers International Services Ltd. Please see note 8 above. Recharges to the subsidiary for salaries and overheads were made during the year totaling £132,226 (2024: £83,327). The inter company balance held at 31 December 2025 amounts to £569,519 owed by the subsidiary to the parent charity (2024: £360,249).

The trading subsidiary, Consumers International Services Ltd, donates the whole of its profit to the parent entity, Consumers International.

15 PENSION COMMITMENTS

The charity operates a defined contribution scheme for staff, and further pays into a personal pension scheme for one individual (2024: one individual). Total employer contribution amounts paid to the schemes were £33,382 (2024: £34,489). Amounts outstanding at the end of the year were £2,926 (2024: £3,262).

16 STATEMENT OF FINANCIAL ACTIVITIES FOR THE PRIOR PERIOD

	Notes	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Total Funds 2023
		£	£	£	£
Income and endowments from:					
Charitable activities					
Membership Fees	2	1,034,070	-	1,034,070	1,214,122
International advocacy and campaigning	2	-	1,184,836	1,184,836	869,733
Other trading activities	3	473,060	-	473,060	137,257
Investment income – bank interest		30,900	-	30,900	30,275
Total income		**1,538,030**	**1,184,836**	**2,722,866**	**2,251,387**
Expenditure on:					
Raising funds	4	86,495	-	86,495	203,893
Charitable activities					
International advocacy and campaigning	4	1,151,145	1,173,463	2,324,608	2,474,900
Total expenditure		**1,237,640**	**1,173,463**	**2,411,103**	**2,678,793**
Net income (expenditure)		300,390	11,373	311,763	(427,406)
Transfers between funds	11	-	-	-	-
Net movement in funds		300,390	11,373	311,763	(427,406)
Reconciliation of funds:					
Total funds brought forward		1,508,076	5,616	1,513,692	1,941,098
Total funds carried forward		**1,808,466**	**16,989**	**1,825,455**	**1,513,692**

All income arises from the continuing activities of the charity. There were no other recognised gains or losses other than those stated above.

CONSUMERS INTERNATIONAL

COMING TOGETHER FOR CHANGE

Consumers International brings 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.

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

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