

30-31 January 2020

EUROPEAN
CONSUMER SUMMIT

BRUSSELS

Consumers in the Green and Digital
Transition: Challenges and Solutions
for a New Consumer Policy



European Consumer Summit 2020

Hosted by

Didier Reynders

Commissioner for Justice and Consumers

Hotel Crown Plaza Brussels - Le Palace

Thursday, 30 January 2020

13:00 – 14:00 **Registration and welcome coffee**

14:00 – 14:20 **Welcome and introduction by Alexandra Jour-Schroeder,
Acting Deputy Director-General for DG Justice and
Consumers**

**Keynote speech by Didier Reynders, Commissioner for
Justice and Consumers
“Setting the scene for the future Consumer Policy”**

14:20 – 15:30 **High-level policy panel on “How Consumer Policy will
contribute to the future priorities of the EU” moderated by
Diana Madill**

With key interventions from:

- Darko Horvat, Minister of Economy, Entrepreneurship and Crafts, Croatia
- Gerd Billen, State Secretary at the Federal Ministry of Justice and Consumer Protection, Germany
- Petra De Sutter, Chair of the European Parliament’s Committee on Internal Market and Consumer Protection (IMCO)
- Christian Verschueren, Director General of Eurocommerce
- Monique Goyens, Director General of BEUC

Q&A with the audience

15:30 – 16:00 **Coffee break**

16:00 – 18:15

“What challenges are consumers facing in the green and digital transition? What solutions?”

Each of the following eight 1-hour workshops will run in parallel. They will be held twice so that participants will be able to take part in two:

- 1. Artificial Intelligence – a consumer-centric approach**
What is the impact of automated decision-making methods on the daily lives of consumers? What are the challenges for consumer safety and choice? Are there AI examples and tools that could benefit consumers’ economic interests and safety?
- 2. Safety and consumer protection in online trade**
How is the digitalisation of B2C transforming consumption patterns and supply chains? What are the challenges and solutions of the platform economy for consumer protection? What are the roles and responsibilities of actors for product safety across the online supply chain?
- 3. Fairness in the digital environment**
How can we ensure the same level of fairness and protection for consumer online like offline? What are the implications of the digital economy for access and inclusiveness?
- 4. Financial services in the digital age**
Is the current legislative framework on financial services fit for purpose? How do we best protect consumers in this fast moving sector? Is digitalisation a catalyst or barrier to an internal market for financial services with equal and easy access for all?
- 5. Responsible lending and indebtedness**
Are current creditworthiness assessments designed in the best interest of consumers? How do we best help over-indebted consumers escape the spiral of debt? How do we ensure that consumers in payment difficulties are treated fairly and with dignity?
- 6. Product durability and the circular economy**
What are the issues and solutions on product durability, reparability or “planned obsolescence”? How can we ensure consumer interests in innovative trends such as sharing, renting and refurbishing products?
- 7. Fighting greenwashing**
What regulatory and non-regulatory efforts are needed to tackle false green claims and fight greenwashing? Can we learn from the binding labels for energy consumption of products?
- 8. Consumer information to reduce their footprint**
How can better information help consumers to contribute to achieving climate neutrality by 2050? What are the current tools and apps available for consumers to reduce their environmental footprint? Could the Commission play a role in this context?

18:45

Networking cocktail and dinner hosted by the European Commission

Friday, 31 January 2020

8:30 – 9:00 **Welcome coffee**

9:00 – 9:15 **Introduction by Nils Behrndt, Director for Consumers,
DG Justice and Consumers**

**Keynote speech on Sustainable Consumption by
Professor Lucia Reisch, Copenhagen Business School**

9:15 – 11:15 **“How can we best work together to deliver for consumers
in the green and digital transition?”**

Eight 2-hour workshops discussing all of the following topics:

- I. Capacity building
 - II. Consumer education
 - III. Enforcement fit for the next era
 - IV. Knowledge building and sharing
 - V. Collaborative implementation of European Consumer Policy Strategy
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11:15 – 11:30 **Coffee break**

11:30 – 12:30 **Closing plenary**

Reporting from workshops and conclusions

- Day 1 by Jan Panek, Head of Unit for Consumer Policy, DG JUST
 - Day 2 by Massimo Serpieri, Deputy Head of Unit for Consumer Policy, DG JUST
 - Closing remarks by Nils Behrndt, Director for Consumers, DG JUST
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12:30 – 13:30 **Light buffet lunch before departure**

Meeting venue:

HOTEL CROWN PLAZA BRUSSELS-LE PALACE

Address:

Rue Gineste 3, 1210 Bruxelles (metro « Rogier »)

Conference language:

The conference language is English. Interpretation will be provided from English into French, German and Spanish during the plenary sessions. The workshops will be held in English.