

FORGING CLOSER COLLABORATION FOR CONSUMER PROTECTION

與其他機構合作保障消費權益

The Council is in constant liaison and close collaboration with consumer protection agencies, community groups, regulators, Government agencies, professional bodies, either locally or overseas at regional and international levels, to promote consumer protection.

消委會與海外及本地的消費者保障組織、社區團體、監察機關、政府機構及專業團體在國際和區域層面上，保持聯繫和合作，促進消費保障。

Local Collaboration

The Council maintains close liaison with the Commerce and Economic Development Bureau, which oversees the policy on consumer protection. The Council also works with other Government agencies and statutory bodies to tender advice on matters of consumer interest, such as policies and legislation regarding competition, trade practices, financial services, insurance services, public health, telecommunications, food and product safety and residential property.

Members and staff of the Council sit on more than 50 different public advisory committees, including the Competition Commission, Department of Health – Pharmacy and Poisons (Listed Sellers of Poisons) Committee, Estate Agents Authority, Food and Health Bureau – Expert Committee on Food Safety, and Hong Kong Monetary Authority – Banking Consumer Education Taskforce¹⁶.

Cross-Strait Collaboration

In April 2014, the first Cross-strait Symposium on Consumer Protection, organised by the Council in association with the Macao SAR Government Consumer Council, was held in Hong Kong and subsequently in Macau. Some 100 delegates of consumer bodies from Hong Kong, Macau, Taipei and the Mainland including representatives from 28 provinces / cities attended the symposium. Through experience sharing and knowledge exchange on topics such as legal protection, cross-border consumption and personal data protection legislation, the symposium gave insights to consumer bodies across the straits in planning and leading the way forward.

During the year, the Council also actively took part in events held by its counterparts across the straits such as the cross-strait seminar on consumer protection law organised by the Macao SAR Government Consumer Council and the seminar for statutory bodies in Hong Kong organised by the Tsinghua University in Shenzhen.



本地的合作夥伴

本會與負責消費者保障政策的商務及經濟發展局保持緊密聯繫，還與其他政府機構及法定團體協作，就關乎消費權益的相關政策，例如市場競爭、營商手法、金融服務、保險服務、公眾健康、電訊、食品及產品安全和住宅物業等各方面交換意見。

此外，本會委員和職員參與了超過50個公共事務諮詢委員會及工作小組，包括：競爭事務委員會、衛生署的藥劑業及毒藥（列載毒藥銷售商）委員會、地產代理監管局、食物及衛生局的食物安全專家委員會、香港金融管理局的銀行消費者教育工作小組等¹⁶。

與兩岸四地消費者組織緊密聯繫

2014年4月，本會和澳門消費者委員會首次聯合主辦第一屆「兩岸四地推動消保權益論壇」，共有近百位來自香港、澳門、台北，以及內地28個省市地區的消保組織代表參加。論壇先在香港舉行，其後移師澳門。論壇討論的議題涵蓋法例保障、跨境消費和個人資料保護等，透過經驗交流和知識分享，有助兩岸消保組織策劃及實踐未來路向。

本會同時也積極參與由兩岸其他組織舉辦的活動，例如本會派代表出席了由澳門消費者委員會主辦的「兩岸四地消費者權益保護法律」研討會，與及由清華大學在深圳舉行的「香港法定機構研討會」。

¹⁶ See Appendix 16 for the list of external committees attended by Council members and staff.
本會委員和職員出席的外界委員會名單見附錄十六。

The first-ever Cross-strait Symposium on Consumer Protection was organised in Hong Kong and Macau. 第一屆「兩岸四地推動消保權益論壇」於香港和澳門舉行。

The Council continued to maintain a close connection with consumer bodies on the Mainland. More than 220 delegates from ten Mainland consumer and related organisations visited the Council during the year. Valuable views and experience were exchanged.



年內，本會與內地各消費者協會保持密切聯繫，共接待了逾220位來自內地10個消保組織及相關機構的代表到訪，互相分享和交流意見。

Regional and International Collaboration

The Council is an Executive and Council member of the Consumers International (CI) which is a federation of consumer organisations comprising 250 members from 120 countries and territories, with a mission to support and strengthen member organisations and the consumer movement in general while also representing consumer interests at global and regional levels.

In addition to its membership in CI's Executive and Council Committee meetings, the Council was also invited by CI to become member of the Governance Reform Steering Group to take part in governance structural review and development so as to enhance the overall efficiency of CI.

In response to the theme of CI's World Consumer Rights Day – Consumers Rights to Healthy Food and WHO recommendation on dietary intakes of free sugars by children, the Council and the Centre for Food Safety jointly conducted a test on children's meals. Research results were released on 16 March 2015. It showed that much to the concerns of parents, children's meal sets served in many restaurant chains were found to be high in fat, sugar or sodium contents.

As a member of the International Consumer Research & Testing (ICRT), the Council collaborated with other members and helped initiate ideas for joint testing. The joint tests and studies organised by the ICRT and published in CHOICE during the year covered some 22 types of products, including for example anti-wrinkle face creams, baby pushchairs, fitness tracker wristbands, soccer balls and tablet PCs. The Council also participated in/published ICRT's surveys on manufacturers' corporate social responsibility covering products such as coffee beans, soccer balls and tablet PCs.

In September, the Council paid a courtesy visit to ICRT in England to discuss strategic direction and co-operation with key ICRT partners. In the same month, representative was also sent to attend ICRT's Main Meeting held in Montreal, Canada.

The Council also showed support to events organised on a regional/international level so as to leverage the opportunities to strengthen ties and exchange. In April, the Council's representative took part in the Consumers International Asia Pacific Regional Meeting held in Thailand. It also took part in the World Economic Forum in Tianjin in September, an international conference joined by 1,900 participants from 90 countries around the world.

地區及國際性合作網絡

消費者委員會是國際消費者聯會（國際消聯）的執行委員及理事會員。國際消聯成員來自120個國家及地方的250個消費者組織，目標是協助成員機構加強消費者權益保障工作及在國際和區域性層面上促進消費者權益。

本會除了參與國際消聯的執行委員會會議和理事會會議之外，年內還獲邀成為管治改革工作小組成員，參與管治架構的檢討及發展工作，從而提升國際消聯的工作效率。

為響應國際消聯2015年全球消費者權益日的主題：「消費者獲得健康食物的權利」及世界衛生組織就成人及兒童游離糖攝取量的最新指引，本會於3月16日公佈了與食物安全中心合作「兒童餐」測試結果，發現多間連鎖食肆提供的兒童餐中，多款樣本含有高含量的脂肪、糖或鈉，對家長而言值得關注。

本會也是國際消費者研究及試驗組織（ICRT）的成員。年內，本會與該組織成員共同建議及進行聯合測試項目。刊登於《選擇》月刊的聯合測試及研究報告所涵蓋的產品約22類，包括除皺面霜、嬰兒手推車、運動手環、足球及平板電腦等。本會亦參與/發表 ICRT 對生產商企業社會責任進行的調查，其中涉及的產品有咖啡豆、足球及平板電腦。

去年9月，本會代表曾前往英國ICRT總部作禮節性拜訪，雙方並討論發展策略及加強ICRT成員之間的合作。同月，本會派員出席ICRT在加拿大蒙特利爾舉行的ICRT主會議。

此外，本會亦支持區域和國際性活動，以充分利用這些機會，加強與其他機構的聯繫和交流。去年4月，本會代表參與國際消聯在泰國舉行的亞太區會議。同年9月，本會亦派員出席在天津舉行的世界經濟論壇，來自世界各地90個國家共1,900名代表參加了該次大型國際會議。