

FORGING CLOSER COLLABORATION FOR CONSUMER PROTECTION

與其他機構合作保障消費權益

The continued expansion of emerging economies, remarkable rises in the use of technology and social media tools have posed unprecedented challenges and unique opportunities for consumer protection which shaped a more complex global market with issues that only can be addressed with global collaboration. With a clear focus on harmonising consumer rights, handling disputes from cross-border and online purchasing, as well as increasing transparency in information, the Council has established close working relationships with local and overseas consumer protection agencies, community groups, regulators, government agencies and professional bodies to promote consumer protection.

新興經濟體的迅速發展、科技與社交媒體的應用持續擴張，為消費者保護工作帶來前所未有的挑戰和機遇。全球化市場衍生的相關問題，必須由全球共同合作才能得以解決。本會以協調消費者權益、處理跨境和網上採購糾紛、增加信息透明度為工作重心，與本地及海外消費者保障組織、社區團體、監察機關、政府機構，以及專業團體在國際和區域層面均保持聯繫和緊密合作，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 provide advice on matters of consumer interest, such as fair 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 and contribute to more than 50 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 Taskforce¹⁵.

Cross-strait Collaboration

To mark the 35th Anniversary of the Consumers' Foundation Chinese Taipei, a Cross-strait Symposium on Consumer Protection was held in Taipei in August 2015. Delegates of consumer bodies from Hong Kong, Macao, Taiwan and the Mainland - including representatives from over 10 provinces / cities - joined local Government officials at the two-day event. During the symposium, the Council's presentations on "Trade Practices Studies" and "Dispute Handling on Air-tickets" were very well-received. Through experience sharing, knowledge exchange and provision of insights, the symposium helped consumer bodies across the straits devise their respective development strategies.

Nearly 200 delegates from 10 Mainland consumer and related organisations visited the Council during the year, exchanging valuable views and experiences.

本地合作夥伴

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，亦與其他政府機構及法定團體協作，就關乎消費者權益的政策和立法，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提供意見。

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¹⁵。

與兩岸四地消費者組織緊密聯繫

中華民國消費者文教基金會為慶祝成立35周年，於去年8月在台北舉辦了主題為「消費論壇——搭起兩岸四地消保橋樑」的學術研討會。來自香港、澳門、台灣，以及內地10個省市地區的代表與當地官員共同出席了是次為期兩天的活動。期間，本會以「營商手法研究」和「處理機票糾紛」為題的兩項演講深受與會者重視和讚許。透過是次論壇，與會者得以交流經驗並分享知識，有助推動兩岸消保組織穩步發展。

年內，本會共接待了近200位來自內地10個消保組織及相關機構的代表到訪，互相分享和交流寶貴意見。

15 See Appendix 13 for the list of external committees attended by Council members and staff. 本會委員及職員出席的外界委員會名單見附錄十三。

Regional and International Collaboration

The Council is an Executive and Council Member of Consumers International (CI), a membership organisation comprised of more than 240 organisations from 120 countries and territories. CI's mission is to work closely with its constituent member organisations and to strengthen the networks to protect, inform, give a voice to and secure rights for consumers at regional and global levels.

In the year under review, the Council's Chief Executive was appointed the Vice President of CI's Board of Trustees with a four-year tenure (from 2015 to 2019) to map out the Organisation's strategic priorities, review its budget and finance plan, and identify new partnerships to facilitate global consumer protection. The Council was nominated by 11 consumer bodies from Asian, European and North American countries and districts to stand in the election as a CI Council Member reflecting recognition of the Council's international standing and reputation as well as its achievements in consumer protection.

The 20th Consumers International World Congress 2015

The 20th CI World Congress took place in Brasilia, Brazil in November 2015, under the theme "Unlocking Consumer Power: A New Vision for The Global Marketplace". At the dinner banquet, the Council Chairman presented his calligraphy artwork reading "Promulgating Sustainable Consumption, Protecting the Rights of Consumers" (推動可持續發展 保障消費者權益) as a souvenir to SENACON, the official consumer body in Brazil and host of the Congress, in celebration of the 25th Anniversary of the Brazilian Consumer Protection Code.

This quadrennial event attracted 700 participants from more than 85 countries to share and exchange views. During the Congress, the Council shared its views and position on three major issues, namely electricity market reform, the promotion of sustainable consumption, and consumer rights protection at a global level.



Pitching in for "Get Antibiotics off the Menu" Global Campaign

In November 2015, the Consumer International called on major global restaurant chains to define a time-bound action plan to phase out the routine use of antibiotics designed for humans across all their meat and poultry supply chains. Contributing to this global campaign, the Council rallied support from media and successfully made this topic the talk of the town. By writing to nine fast food chains - Café de Coral, Fairwood, KFC, Maxim's MX, McDonald's, Subway, Tai Hing, Tsui Wah and Yoshinoya, the Council requested meetings in early 2016 to discuss an end to the use of meat and poultry products treated with antibiotics.

地區及國際性合作網絡

本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個國家及地區超過240個消費者組織，其目標是與各成員緊密合作，強化聯會網絡，以維權、提供資訊、為消費者發聲為己任，致力於區域內及國際層面促進消費者權益。

年內，消委會總幹事接受國際消聯任命，於2015至2019年期間擔任董事會副主席一職，肩負起訂定組織策略重點，審查預算及財務計劃和建立全新夥伴關係以促進全球消費者保護工作。任命前，消委會贏得11間來自亞洲、歐洲及北美洲國家和地區消保團體提名，於聯合會議上競逐國際消聯理事會席位。該項提名充分肯定了本會的國際地位，以及在維護消費權益工作上取得的成就。

第二十屆國際消聯全球會議

第二十屆國際消聯全球會議於2015年11月在巴西首都巴西利亞圓滿舉行，主題是「釋放消費者力量：環球市場的新視野」。本會主席特別在晚宴上，向東道主巴西官方消保機構「SENACON」

道賀，並送上親筆題字「推動可持續發展 保障消費者權益」，以祝賀巴西保障消費者法典頒行25周年。

該項4年一度的盛事吸引來自超過85個國家，合共700名參加者出席，共同分享及交流消費議題的最新發展。會議期間，本會亦就電力市場的改革、可持續消費及推動全球消費權益活動3個議題發表立場和意見。

支持全球「向餐牌上抗生素食材說不」行動

去年11月，國際消聯呼籲國際連鎖餐飲集團制訂有時限的全球行動計劃，在其供應鏈逐步淘汰在飼養時常規性地使用人用抗生素的肉類和禽肉。為響應國際消聯的號召，本會與傳媒聯手合作，令該議題獲得社會廣泛關注。此外，本會亦同時就議題致函9間連鎖餐飲集團，包括大家樂、大快活、肯德基、美心MX、麥當勞、Subway、太興、翠華和吉野家，要求在2016年舉行會議，就肉類和禽肉使用人類抗生素事宜交流意見。

Although there were neither concrete measures nor timelines specified in the responses received from some of the fast food chains, they did express concern and intention to initiate reviews and adjust procurement policies, which the Council considers a positive development. The Council was, however, disappointed that three of these chains gave no responses to this appeal. The responses from the fast food chains were presented in an article published in the March 2016 issue of CHOICE magazine, which also provided information on resistance to antibiotics emerging in the food chain, a global threat the Council is keen to raise consumer concern about.

The issue was further highlighted in the CI's World Consumer Rights Day theme "Get Antibiotics off the Menu". The Council joined hands with 35 consumer organisations from around the world in calling for immediate actions from Governments and related industries to fight against antibiotic resistance issue. The HKSAR Government at the same time announced the appointment of the High-level Steering Committee on Antimicrobial Resistance. The Council was also invited to be represented in this Steering Committee.

The Council is a member of the International Consumer Research and Test (ICRT) has collaborated with other members as well as initiated ideas for joint testing. Results of the joint tests had been published in CHOICE Magazine during the year under review covering some 22 types of products, including mattresses, electric toothbrushes, fitness tracker wristbands, running shoes, and tablet PCs. The Council also participated in and published ICRT's surveys on the corporate social responsibility of manufacturers of products such as coffee beans, soccer balls, running shoes, and tablet PCs.

In April 2015, the Council attended the first ICRT meeting organised for China members, in Shanghai, to discuss topics of common interest and explore future collaboration opportunities. During the year under review, the Council signed and renewed Memorandums of Understanding with the Shanghai Consumer Council and Zhejiang Association for Consumers' Right and Interests Protection, respectively.

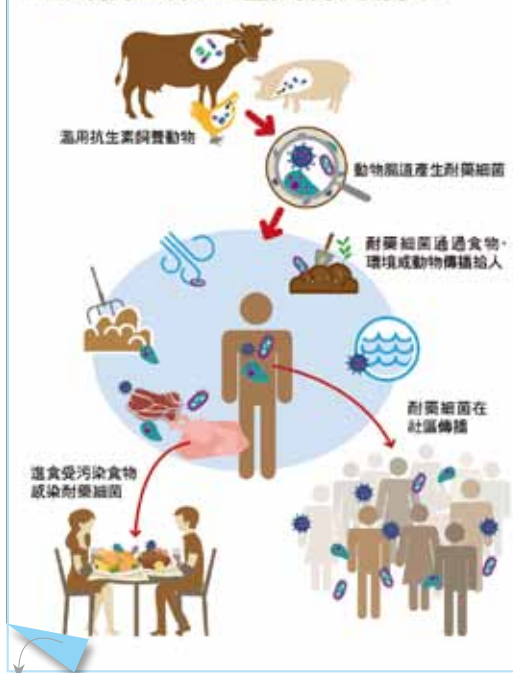
The Council also supported regional and international events leveraging such opportunities to strengthen ties and exchanges.

Staff Sharing Activities with Consumer Protection Bodies

Staff exchange and sharing sessions were held with colleagues from the Investor Education Centre and Deposit Protection Board on strategies and techniques in designing public education programmes pertaining to financial literacy.

Training and experience sharing sessions were also provided to Council's counterparts from consumer protection bodies in Bhutan and Macao on promoting consumer education in schools.

濫用抗生素生產食材的後果...



儘管連鎖餐飲集團的回應均沒有提出具體措施或時間表，但部分集團對問題表示關注，並開始檢視及調整採購政策，本會認為就共同應對這項全球衛生問題已踏出了第一步。但本會對3間連鎖集團對此議題不作任何回應，深表失望。有關餐飲集團的回應已節錄本會於2016年3月出版的《選擇》月刊之相關文章內。文章同時提及抗生素耐藥性於食物鏈傳播的問題，以提高消費者對這項全球威脅的關注。

這項議題同時成為國際消費聯全球消費者權益日的主題——「向餐牌上抗生素食材說不」。本會聯同全球35個消費者

者組織，促請各政府及相關業界合作應對抗生素耐藥性問題。特區政府適時成立抗菌素耐藥性高層督導委員會，並邀請本會加入其中。

本會也是國際消費者研究及試驗組織 (ICRT) 的成員，共同參與產品的測試和建議題目。年內，本會與該組織合作進行聯合測試項目已刊登於《選擇》月刊，涵蓋的產品約22類，包括床墊、電動牙刷、運動手環、跑鞋及平板電腦等。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、跑步鞋及平板電腦。

去年4月，本會參加了首次為內地會員舉辦的ICRT會議，和與會的機構代表在上海對共同感興趣的議題進行交流，制定未來合作方案。年內，本會分別與上海市消費者權益保護委員會，以及浙江省消費者權益保護委員會簽訂並更新了諒解備忘錄。

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。

同工交流活動

與投資者教育中心及存款保障委員會的同工進行多次交流活動，分享設計推動理財教育的公眾活動的策略和技巧。

年內，本會為來自不丹及澳門的消費權益組織同工主持有關消費者教育的交流培訓活動，以促進機構間的經驗交流。