



Consumers International Asia Pacific Regional Meeting 2016



FORGING CLOSER COLLABORATION FOR CONSUMER PROTECTION

與其他機構合作 保障消費者權益

Local Collaboration

The Council maintains close liaison with the Commerce and Economic Development Bureau, which oversees policy on consumer protection. The Council also works with other Government agencies and statutory bodies to provide advice on matters of consumer interest, including fair competition, trade practices, financial services, insurance services, public health, telecommunications, safety of food and consumer goods, and residential property issues.

Members and staff of the Council sit on more than 50 public advisory committees, offering consumer perspectives. These agencies include the Competition Commission, Consultative Group on Voluntary Health Insurance Scheme, Estate Agents Authority, Food and Health Bureau – Expert Committee on Food Safety, and Tourism Commission – Advisory Committee on Travel Agents¹⁴.

本地合作

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合作，就有關消費者權益的事宜，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，以及住宅物業等各方面議題提供意見。

此外，本會委員和職員分別參與超過50個與消費有關的公共事務諮詢委員會，包括競爭事務委員會、自願醫保計劃諮詢小組、地產代理監管局、食物及衛生局之食物安全專家委員會，以及旅行代理商註冊處轄下的旅行代理商諮詢委員會等。

¹⁴ See Appendix 9 for the list of external committees attended by Council Members and staff.

本會委員及職員參與的外界委員會名單見附錄九。



The Council continued frequent exchanges while maintaining close working relationships with local and overseas consumer protection agencies, community groups, regulators, Government agencies and professional bodies, in order to stay at the forefront of global trends in promoting consumer rights, handling disputes from cross-border and online purchases, as well as increasing transparency in information.

本會一如既往，與海外及本地組織保持緊密的交流與合作，當中包括保障消費者的機構、社區組織、執法機關、政府組織及專業團體等，藉此緊貼全球在保障消費者權益、處理跨境消費及網購爭議，以及加強資訊透明度等範疇上的最新趨勢。

Cross-strait Collaboration

The 2nd Cross-Strait Forum on Consumer Rights Protection on the theme, "To Explore the Coordination Mechanism of Consumption Dispute Resolutions" was held in Beijing from 11-14 May 2016, and was well attended by delegates from consumer bodies from Hong Kong, Macao, Taiwan and the Mainland. The Council's Chief Executive and the team actively participated in the Forum as speakers and panel chairperson, which shared views and experiences on cross-border disputes regarding online shopping, international experience of online dispute resolution, consumer education in the internet era, legal settlements on pre-payment transactions and traders' insolvency.

兩岸四地緊密交流

第二屆海峽兩岸暨港澳推動消費者權益保護論壇於2016年5月11至14日在北京舉行，主題為「探索消費糾紛解決協作機制」，獲多位來自香港、澳門、台灣及內地代表參加。本會總幹事及其團隊積極參與論壇，分別擔任講者及小組主席，分享有關網上購物的跨境消費糾紛、處理相關糾紛的國際經驗、互聯網時代的消費者教育、預繳式交易及商戶倒閉的法律保障等。



Regional and International Collaboration

The Council holds the positions of Executive and Council Member of Consumers International (CI) which brings together over 240 organisations from around 120 countries and regions, to champion the rights of consumers everywhere. The CI's mission is to work closely with its constituent member organisations and to strengthen networks to protect, inform, give voice to and secure rights for consumers at regional and global levels.

The Council's Chief Executive was appointed as Vice President of the CI's Board of Trustees with a 4-year tenure (2015-2019), to map out the Organisation's strategic priorities, review its budget and financials plans, and to identify new partnerships to facilitate global consumer protection.

Consumers International Board of Trustees Meeting

The Council's Chief Executive attended the CI's Board of Trustees Meeting, in London, UK, on 26 June – 1 July 2016. The meeting discussed governance of the CI and its financial sustainability. A working group on sustainable finance, was set up to discuss the roadmap to financial sustainability of the CI. The Council's Chief Executive as the Vice President was appointed as chair of the working group.

On the occasion, the Council's Chief Executive also visited consumer protection authorities distributed throughout Western Europe, including the Competition and Markets Authority in the UK, The Directorate General for Competition Policy, Consumer Affairs and Fraud Control in France, Test Ankoop – office of Euroconsumers in Belgium, and Bureau Europeen des Unions de Consommaterus in Brussels, to exchange views on consumer protection and to reinforce the Council's international relationships with its counterparts.

Consumers International Asia Pacific Regional Meeting 2016

A two-day CI Asia Pacific Regional Meeting cum Seminar on "Consumer Protection and Empowerment in the Digital Age" was held in Hong Kong on 8-9 November 2016. The Council, as one of the two key sponsors, took the lead in event co-ordination and in sharing its experience in consumer arbitration and in the protection of consumers involved in online purchases. The meeting was attended by nearly 100 delegates from 56 member organisations in 36 countries and regions.

In order to raise awareness of consumer rights among more people, more organisations and more countries and regions, CI put forward a proposal, calling for the United Nations (UN) to recognise World Consumer Rights Day, as an official UN international observance. At the subsequent Council Meeting and the Board of Trustees Meeting held on 10-11 November 2016, the CI Council Members were updated on the progress of this proposal. The gathering also discussed implementation of the newly revised UN Guidelines for Consumer Protection.

地區及國際性合作

本會繼續成為國際消費者聯會（國際消聯）的執行委員及理事會成員。國際消聯連結來自約120個國家及地區的240個消費者組織成員，致力推動世界各地的消費者權益。其使命是與成員組織緊密合作及加強彼此網絡，藉此在地區及國際層面上加強對消費者的保護、通訊，並為消費者發聲及維護他們的權益。

本會總幹事繼續出任國際消聯董事會副主席，任期4年（2015至2019年），肩負起訂定組織策略、審查預算和財務計劃，以及尋覓更多新夥伴，共同促進保護全球消費者的工作。

國際消聯董事會會議

本會總幹事於2016年6月26日至7月1日出席了國際消聯於英國倫敦舉行的董事會會議。會上討論了國際消聯的監管及財務的可持續性，並開展工作小組，為國際消聯建立可持續的財務藍圖；總幹事作為董事會副主席，獲委任為該工作小組主席。

其間，本會總幹事亦拜訪了多個西歐的保護消費者組織，包括英國的競爭及市場局、法國的競爭政策、消費者事務及詐騙監控組織，以及比利時和布魯塞爾的消費者組織，就保護消費者相互交流專業經驗，再次肯定了本會與其他國際合作夥伴的關係。

國際消聯亞太區會議2016

國際消聯於2016年11月8至9日在香港舉辦為期兩天的亞太區會議暨研討會，主題為「電子時代的消費者保障及教育」。本會作為贊助機構之一，全力協助籌備工作，並分享有關網上購物的消費者保障和所涉及的消費仲裁經驗。會議共有近100名來自36個國家及地區，56個成員組織的代表參加。

為讓更多國家及地區、更多組織，以及更多人認識消費者權益，國際消聯提交提案，建議將「國際消費者權益日」訂為聯合國的官方紀念活動。於2016年11月10至11日舉行的委員會會議及董事會會議上，國際消聯向委員會成員匯報相關進展，席間並共同討論如何執行聯合國提出有關消費者保障的最新指引。



Ms Gilly Wong, Chief Executive of the Council presented in the panel discussion of the G20 consumer summit.

本會總幹事黃鳳嫻女士於G20峰會－專家小組討論環節中發表意見。

Advocating for “Building a Digital World Consumers Can Trust” at G20 Consumer Summit

The World Consumer Rights Day, co-ordinated by CI, takes place every year on 15 March, is aimed to highlight consumer rights issues and to bring together the global consumer movement. This year, CI in partnership with Germany, as G20 president, co-hosted a G20 Consumer Summit, “Building a Digital World Consumers Can Trust”. The summit was held in Berlin on the World Consumer Rights Day, highlighting the importance of consumer protection and empowerment in the digital economy.

Various leaders and experts in consumer protection were invited to share their experiences and insights on enhancing consumers’ sense of security regarding online shopping. During a panel discussion, the Council’s Chief Executive represented Hong Kong to present views on the development of e-commerce in Asia.

In addition, a series of online and offline publicity programmes were rolled out in Hong Kong, to support the CI’s global campaign. Besides calling on the authority to establish a comprehensive online regulatory system, the Council recommended that consumers take heed of 10 tips published by the CI directed toward strengthening cyber security.

The International Consumer Research and Testing (ICRT) Annual Assembly

The Council is a member of the ICRT and has collaborated with other members, as well as initiating ideas for joint testing. Results of the joint tests were published in CHOICE Magazine during the year under review, covering some 19 types of products, including bathroom scales, cars, cloud services, fitness tracker wristbands and smartwatches, folding bicycles, highchairs, internet security software, moisturising day creams, pushchairs, robot vacuum cleaners and vinyl record players.

On 9 -10 June 2016, the Council’s Chief Executive attended the ICRT Annual Assembly in Madrid, Spain, to share with around 50 senior representatives from member organisations worldwide on key issues and trends on product tests and surveys.

二十國集團(G20)峰會倡議「建設一個消費者可信任的數碼世界」

每年，國際消聯均於「國際消費者權益日」(3月15日)舉辦活動，提出重要的消費者權益議題及推動全球消費者的發展。於當天在柏林舉行的峰會上，國際消聯聯同G20應屆主辦國德國提出一項消費者提案，倡議「建設一個消費者可信任的數碼世界」，強調在數碼經濟中保障及教育消費者的重要性。

多國首腦及專家獲邀就提升消費者在網上購物的保安意識分享經驗和見解，於一專家小組討論環節中，本會總幹事代表香港發表有關亞洲電子商貿發展的演說。

此外，為響應國際消聯的全球運動，本會於香港展開了一連串網上及傳統媒體的宣傳活動，除提請政府建立一套完善的網上消費監管制度及監管機構外，本會亦採用國際消聯提出加強網絡保安的10項提示，以教育及提醒消費者。

國際消費者研究及試驗組織 (ICRT) 週年大會

本會乃國際消費者研究及試驗組織 (ICRT) 的成員，不時與其他成員合作，共同建議並進行不同產品的測試。年內，《選擇》月刊刊出共19種產品的聯合測試，包括智能磅、汽車、雲端及網頁寄存服務、運動手環及智能手錶、摺合單車、兒童高腳餐椅、網絡安全軟件、保濕面霜、嬰孩手推車、吸塵機械人及黑膠唱盤。

於2016年6月9至10日，本會總幹事更參加了於西班牙馬德里舉行的國際消費者研究及試驗組織週年大會，與會上約50位來自不同組織成員的高層代表，分享產品測試及調查的最新趨勢及重要議題。