

FORGING CLOSER COLLABORATION FOR CONSUMER PROTECTION

與其他機構合作保障消費者權益



The Council has established ties with consumer organisations in many other countries and regions, and has also been active in international bodies such as Consumers International. Such partnerships and cross-border consultation and exchanges are essential for the Council to discharge its duty in consumer protection and empowerment. Closer to home, the Council engages regularly with relevant Government departments, regulators and trade and professional bodies to build lasting partnerships.

本會與多個國家和地區的消費者組織建立了聯繫，同時積極參與國際組織，例如國際消費者聯會的活動。這類對外的伙伴關係、跨境協商與交流有助本會全面履行保障消費者及提升消費者自我保護能力的職責。在本地，本會與相關政府部門、監管組織、商界與專業團體定期交往，建立持續伙伴關係。

Local Collaboration

The Council has maintained close liaison with the Commerce and Economic Development Bureau, which oversees policy on consumer protection. The Council also worked with other Government agencies and statutory bodies to provide advice on matters of consumer interest, such as fair competition and trade practices, financial and insurance services, public health and food safety, telecommunications, and residential property issues. Members and staff of the Council sat on nearly 50 public advisory committees, offering views from consumers' perspectives.

In view of the rapid development of digital economy, the Council formed an informal IT Expert Advisory Group on Consumer Protection in the Future Digital Economy (ITEAG) in 2019 and invited experts to share their experience and opinions on the state of

本地合作

本會一直與監察消費者保障政策的商務及經濟發展局緊密聯繫，亦與其他政府機構及法定團體合作，為各種消費議題，包括公平競爭、營商手法、金融及保險服務、公共衛生及食品安全、電訊，以及住宅物業等範疇給予意見。此外，本會委員和職員合共參與超過50個公共事務諮詢委員會，從消費者角度提供觀點及意見。

因應數碼經濟急速發展，本會於2019年就未來數碼經濟下的消費者保障，成立了一個非正式的資訊科技專家諮詢小組，邀請專家就亞太地區，特別是香港及內地的數碼發展狀況分享經驗及意見。討論事項包括虛擬銀行、電子支付及人工智能。

digital development in Asia Pacific, in particular, Hong Kong and the Mainland. Virtual banking, e-payment and artificial intelligence (AI) were among the issues discussed in ITEAG. The experts considered that company accountability, consumer advocacy in AI awareness, and global collaboration for data governance and enforcement, are important aspects to minimising the risks of AI.

Mainland and Cross-strait Collaboration

Greater integration with the Mainland implies more frequent cross-boundary business dealings and consumer activities. In the year, the Council reached an agreement with the China Consumers' Association (CCA) to join the "Online Shopping Consumer Protection Express Platform" Scheme (the "Scheme") established by the CCA for building closer partnerships with major online traders in the Mainland when handling cross-boundary consumer complaints. The Scheme comprised the major online traders such as Taobao and Jingdong, allowing them to handle the complaints with the complainants directly and speed up the process so that those less controversial disputes can be resolved in a timely manner.

Closer to the Greater Bay Area (GBA), the Council also signed Memoranda of Understanding (MoU) with all 9 mainland municipalities, (i.e. Guangzhou, Shenzhen, Zhuhai, Foshan, Huizhou, Dongguan, Zhongshan, Jiangmen, Zhaoqing) and Macau in the Guangdong-Hong Kong-Macau Greater Bay Area (GBA). The co-operative agreements are set to further enhance exchange in consumer protection within the GBA. The close cooperation between Hong Kong and these cities will also ensure swift and effective complaint resolution.

Regional and International Collaboration

The Council is a Board and Council Member of the Consumers International (CI), a global federation of over 200 organisations from about 100 countries and regions that champions the rights of consumers. Sharing kindred visions, 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 the regional and international levels.

Following her first-term appointment in 2015, the Chief Executive of the Council was honoured to be appointed for the second time in a row as Vice President (VP) of the CI's Board of Trustee in 2019, which is a strategic role, to map out CI's strategic priorities, review its budget and financial plans, and identify new partnerships to strengthen global consumer protection. Her 4-year tenure will last from 2019 to 2023.

專家們認為要減少人工智能衍生的風險，關鍵在於公司問責、提高消費者對人工智能意識的倡議行動，及數據管理和執行的全球協作。

兩岸四地緊密交流

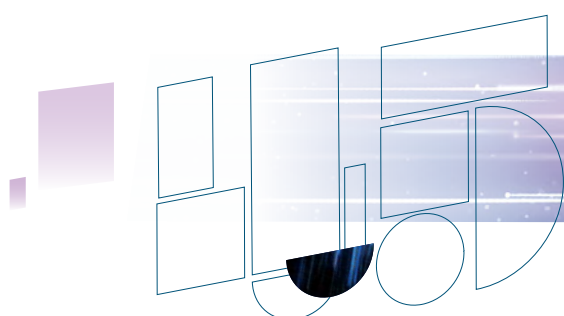
隨著與內地的緊密融合，跨境業務往來和消費活動日益頻繁。年內，本會與中國消費者協會（中消協）達成合作協議，透過加入中消協「電商消費維權直通車平台」計劃，拉近與內地各大主要網購電商的合作關係，處理跨境消費投訴的事宜。該計劃與淘寶、京東等內地主要網購電商合作，包括讓這些電商能直接處理投訴，節省時間，令一些爭議較小的個案可獲適時解決。

就毗鄰的大灣區，本會與 9 個灣區城市簽訂跨境消費爭議合作協議書，包括廣州、深圳、珠海、佛山、惠州、東莞、中山、江門、肇慶以及澳門。該合作協議將進一步促進粵、港、澳在保障消費者方面的交流。按此合作協議，本港與協議涵蓋地區得以緊密合作，確保消費者的投訴，能夠循快捷有效的機制處理。

區域及國際性合作

本會為國際消費者聯會（國際消聯）的董事會及理事會成員。國際消聯作為全球性聯合組織，連結接近 100 個國家及地區超過 200 多個消費者組織，對推動世界各地的消費者權益不遺餘力。國際消聯與本會理念一致，從區域伸延至國際，致力推動成員組織的緊密聯繫和合作，為消費者發聲和發放資訊、齊心捍衛消費者的權益。

2019 年，本會總幹事再度獲任為國際消聯的董事會副主席，繼續肩負訂定組織發展策略、審查預算和財務計劃等工作，又通過拓展新合作夥伴，鞏固國際間對消費者的保障。此策略性職位任期為 4 年（2019 至 2023 年），並於 2015 年起首獲委任。對此，本會與有榮焉。



Consumers International Board of Trustees Meetings and Council Meetings

The Council's Chief Executive attended the CI's Council Meetings and Board of Trustees Meetings held in the United Kingdom on 17-19 September 2019. The meeting discussed CI's new strategy to bring together the strengths of different agencies globally in steering practicable solutions on priority issues and set "The Sustainable Consumer" as the theme for the 2020 World Consumer Rights Day (WCRD) to develop a global environment for promoting sustainable consumption.

On 15 March 2020, in support of the WCRD, the Council published an editorial in the CHOICE Magazine calling on both the consumers and manufacturers to make good use of resources and reduce waste in order to improve resources efficiency and achieve long-term global goals. A mini-game on "Sustainable Consumption Challenge" was launched in the CHOICE Magazine and the Council's website to encourage the public to transform the concept of environment protection into daily consumption behaviours and establish a personal "sustainable" lifestyle.

Consumers International World Summit

Led by the Chief Executive of the Council, a delegation of 5 members of the Council attended the Consumers International World Summit, "The Digital Hive: Putting Consumers at the Heart of Digital Innovation", held in Estoril, Portugal from 30 April to 1 May 2019. In addition to the delegates' participation in different sessions, the Chief Executive, in her capacity as VP, also delivered speeches at various occasions and moderated discussion sessions at the Summit.

Senior staff of the Council also actively participated in the organisation by sitting on different CI sub-committees. By collaborating and sharing knowledge with other global counterparts, the Council kept abreast of a broad range of consumer protection issues and development in international standards.

國際消聯董事會及理事會會議

本會總幹事於2019年9月17至19日，出席於英國舉行的國際消聯董事會及理事會會議。會議討論了國際消聯的新策略，探討如何結合全球各地不同消保組織的力量，就不同議題追尋切實可行的解決方案，同時討論了以「可持續的消費模式」作為2020年「全球消費者權益日」的主題，以營造一個推動可持續消費的全球氛圍。

為響應2020年3月15日「全球消費者權益日」的主題「可持續的消費模式」，本會在當期《選擇》月刊「編者的話」欄目中，呼籲消費者和生產商充分善用資源，減少浪費，使產品或服務更具可持續性，從而提高資源效率並實現全球長遠發展的目標。一項有關於「可持續消費挑戰」的遊戲同日在《選擇》月刊和本會網站推出，以鼓勵公眾在日常消費行為中實踐環保概念，建立個人化「可持續的」生活方式。

國際消聯全球高峰會

本會總幹事率領本會高層代表團一行5人，於2019年4月30日至5月1日遠赴葡萄牙埃斯托里爾，出席國際消聯全球高峰會。高峰會主題為《數碼匯集—擁抱消費權益為核心》。代表團除了參加與香港相關的各方會議外，本會總幹事還以國際消聯的董事會副主席的身分於不同場合發表演講，並主持峰會的討論會。

本會的高層職員同樣積極參與國際消聯的運作，出任多個小組委員會的成員。透過與全球同業協作、分享知識，本會得以緊貼在國際層面的廣泛消費者保障議題及發展。



The 4th Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy of the United Nations Conference on Trade and Development (UNCTAD)

The Council's Chief Executive was invited to attend the 4th session of the Intergovernmental Group of Experts Meetings on Consumer Protection Law and Policy, organised by UNCTAD in Geneva on 8-9 July 2019. Topical discussion and idea-exchange sessions during the meetings have covered on topics such as the implementation of United Nations' guidelines for consumer protection, sustainable consumption, latest developments in legal and institutional frameworks as well as world consumer protection map.

Collaboration with the Consumers Association of Singapore (CASE) on Dispute Resolution

With the continuous growth in cross-border travel and consumption between Hong Kong and Singapore residents in recent years, the Council signed a MoU with the Consumers Association of Singapore to strengthen collaboration in consumer disputes resolution. The new mechanism would cover consumer disputes arising from the frequent tourism traffic between the two cities and from online shopping. This was the first MoU that the Council had signed with a consumer body in Southeast Asia, following the signing of similar agreements with the Korea Consumer Agency in 2017, and the National Consumer Affairs Centre of Japan in 2018.

Asia Pacific Regional Meeting of International Consumer Research and Testing Ltd

The International Consumer Research and Testing Ltd (ICRT), a long-standing business partner of the Council in product testing, staged its Asia Pacific Regional Meeting in Hong Kong in December 2019. The Council, as the host of meeting, welcomed members from Australia, New Zealand, Shanghai, Shenzhen and Thailand. With the new mission of "To increase the financial sustainability and impact of independent consumer organisations through global collaboration", ICRT has set up a new operation working group to improve and innovate on projects and a new member strategy was under development. A new Topic Group would also be set up in 2020 on Sustainability. ICRT encouraged members to hold more video meetings to initiate increased regional or bilateral cooperation.

聯合國貿易和發展會議 (UNCTAD) — 消費者保護法律和政策政府間專家組 第4屆會議

本會總幹事應邀於 2019 年 7 月 8 至 9 日，出席在瑞士日內瓦召開的「消費者保護法律和政策政府間專家組」第 4 屆會議，該會議是由聯合國貿易和發展會議主辦，在主題討論及意見交流環節中，討論事項包括落實聯合國就保障消費者的指引、可持續消費、以及有關法律和體制框架、全球消費保障藍圖的最新發展。

與新加坡消費者協會合作處理糾紛

近年新加坡和香港兩地居民的跨境旅遊和消費需求不斷增長，故本會與新加坡消費者協會簽訂合作協議，加強雙方處理跨境消費糾紛的協作。此嶄新合作機制除涵蓋兩地旅客互訪時遇到的消費糾紛外，亦適用於網上購物引起的爭議。這是繼 2017 年與韓國消費者院及 2018 年與日本國民生活中心簽署合作協議書後，本會首次與東南亞地區的消保組織簽訂同類協議。

國際消費者研究及試驗組織亞太區會議

2019 年 12 月 4 至 5 日，本港發生社會事件之際，國際消費者研究及試驗組織 (ICRT) 亞太區域會議落戶香港。香港作為本地支援機構，以東道身分迎接來自澳洲、新西蘭、上海、深圳及泰國的 ICRT 成員。ICRT 為本會進行聯合產品測試的長期業務伙伴。就 ICRT 的新願景「透過全球協作促進財政資源可持續性及擴大獨立消保組織的影響力」成立了全新的行動工作小組，對項目工程進行改善及革新，同時正著手發展一項新的成員策略。2020 年，會就可持續發展成立新的專題小組。ICRT 鼓勵成員多舉行視像會議以促進地區或雙邊合作。

