

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 to 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. In light of global travel restrictions and thwarted business trips, many of the international events and conference scheduled for the year under review were either postponed or moved online. Despite the change in format, the virtual events produced fruitful outcomes and truly reflected the united effect of consumer counterparts around the globe in combatting and overcoming the impacts of COVID-19.

本會與多個國家及地區的消費者組織互有聯繫，同時積極參與國際組織的事務，例如國際消費者聯會。透過建立夥伴關係、跨境協商與交流，有助本會全面履行消費者保障及提升他們自我保護能力的職責。在香港，本會亦定期與相關政府部門、監管組織、商界與專業團體密切聯繫，建立持續夥伴關係。受疫情影響，全球旅遊和商務出差均受限制，許多原定的國際活動和會議因而延期或改為網上舉行。儘管活動形式改變，相關活動仍帶來了豐碩的成果，充分展現世界各地的消費者組織，齊心應對和克服疫情的成效。

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 bureaux and departments, as well as 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 sit on nearly 50 public advisory committees¹³, offering views from consumers' perspectives.

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，亦與其他政府部門和法定團體合作，為各種消費議題給予意見，涵蓋公平競爭、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。

本會委員和職員合共參與超過 50 個公共事務諮詢委員會¹³，從消費者角度提供意見。

¹³ 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。

International and Regional Collaboration

The Council is an Executive and Council Member of the Consumers International (CI), a global federation championing consumer rights which comprises over 200 organisations from almost 100 countries and regions worldwide. Sharing a kindred vision, 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 international levels.

The Chief Executive of the Council was appointed for the second time in a row as Vice President of CI's Board of Trustees in 2019 following her first-term appointment in 2015. In this strategic role with a 4-year tenure (2019-2023), the Council's Chief Executive is involved in setting CI's strategic priorities, reviewing its budget and financial plans, and identifying new partnerships to strengthen global consumer protection.

Consumers International 60th Anniversary – Exclusive Global Member Webinar, and Regional Connect (Asia Pacific) Webinar

2020 was the 60th anniversary of CI, marking 6 fruitful decades of coming together for consumer protection and empowerment. A series of virtual events were held to celebrate this special milestone with CI's Members over the year.

An exclusive Global Member Webinar was held on 17 November 2020, during which the Council's Chief Executive delivered the opening and closing remarks and shared views on the changing landscape of e-commerce as well as new insights with members across the globe. CI Members celebrated the extraordinary achievements of the movement over the past 60 years and discussed the change agenda and the vision 2030 from different markets.

On the same day, the Council's Chief Executive acted as a moderator for the CI's Asia Pacific Regional Connect Webinar, facilitating members in Asia Pacific to reflect together on the most remarkable achievements of the consumer movement. During the webinar, members also discussed regional insights from the CI Global Consumer Index and exchanged views on their vision for the future of consumer advocacy in Asia Pacific.

國際性及區域合作

本會為國際消費者聯會（國際消聯）的董事會及理事會成員。國際消聯致力推動世界各地消費者權益，將接近 100 個國家和地區、逾 200 個消費者組織連繫在一起。國際消聯與本會理念一致，從區域以至國際層面，致力推動成員組織的緊密聯繫和合作，為消費者發聲、發放資訊，攜手捍衛消費者的權益。

本會總幹事於 2015 年首度獲委任為國際消聯的董事會副主席，並於 2019 年再獲任命擔當此國際角色。在為期 4 年（2019 至 2023 年）的策略性職位任期內，本會總幹事肩負訂定組織發展策略、審查預算和財務計劃等工作，並透過拓展新合作夥伴，鞏固國際間對消費者的保障。

國際消聯成立60周年 — 全球會員專屬網上研討會、區域連線（亞太區）網上研討會

2020 年是國際消聯成立 60 周年紀念，六十載以來對保障消費者權益的貢獻碩果累累。過去一年，國際消聯舉辦了一系列網上活動，與會員慶祝這別具意義的里程碑。

2020 年 11 月 17 日，國際消聯舉行了一場全球會員專屬的網上研討會，本會總幹事為大會致開幕辭和閉幕辭，並就不斷演變的電子商務行業格局，與全球會員分享見解。國際消聯會員一同慶賀組織 60 年來所取得的非凡成就，在網上聚首商討不同市場的改革議程和 2030 年願景。

同日，本會總幹事為國際消聯的亞太區域連線研討會擔任主持，帶領亞太地區會員一起回顧消費者權益運動的豐碩成果。在研討會期間，組織會員還討論了國際消聯全球消費者指數於區域層面的見解，並就他們對推動亞太地區消費者權益的願景交流意見。





World Consumer Rights Day 2021

In support of World Consumer Rights Day 2021 (15 March 2021) and its annual theme “Tackling Plastic Pollution”, besides publishing an article in CHOICE and producing a video to raise public awareness on plastic waste, the Council also joined hands with 8 other consumer associations to conduct a global research study on the packaging of different daily consumables from popular international household brands. The study analysed and compared the effectiveness of their labelling and the recyclability of the packaging, with the results published in a report called “The Consumer Lens on Packaging 2021”.

World Economic Forum (WEF) – Trade Multistakeholder Conversation 2020: Webinar on Consumer Trust in E-Commerce and the Platform Economy

The Chief Executive of the Council spoke at the WEF Webinar held on 8 July 2020 themed “Consumer Trust in E-Commerce and the Platform Economy”, to share views with participants on the state of online shopping in the Greater China region, especially against the backdrop of the COVID-19 pandemic. Key issues discussed included ways to protect consumers from unsafe products, the role of logistics in delivery of goods and services, and the links between transparency in deliverance of goods, customer services and consumer redress.

The Webinar was an affiliated programme hosted by CI at the WEF – Trade Multistakeholder Conversation 2020 with over 160 participants from different parts of the globe.

國際消費者權益日2021

2021年3月15日，國際消費者權益日年度主題定為「應對塑膠污染」(Tackling Plastic Pollution)。為響應主題，本會除了分別在《選擇》月刊及社交平台發表專題文章和短片，以喚起社會各界正視塑膠污染問題，更與外地8間消費者機構攜手，在全球各地對不同國際知名品牌的日常消費品包裝進行研究，分析和比較不同產品的包裝標籤成效，以及包裝的可回收度，研究結果刊載於《消費透視2021：包裝》(The Consumer Lens on Packaging 2021)。

世界經濟論壇 — 貿易多方利益相關者對話2020：消費者對電子商貿和平台經濟的信任網上研討會

2020年7月8日舉行的世界經濟論壇網上研討會，以「消費者對電子商貿和平台經濟的信任」為主題，本會總幹事在會上發言，就着2019冠狀病毒病疫情背景下，大中華地區網上購物情況分享觀點，主要議題包括：如何保障消費者免受不安全產品侵害；貨物及服務配送過程中，物流所擔當的角色；以及貨物交付透明度、客戶服務和消費者索償三者之間的關聯。

是次網上研討會由國際消聯在世界經濟論壇 — 貿易多方利益相關者對話2020舉行期間主辦，有來自世界各地超過160位與會者參與其中。