

FORGING CLOSER COLLABORATION FOR CONSUMER PROTECTION

加強對外合作保障消費者權益

Partnerships, collaborations and information exchange at local, regional and international levels are essential for the Council to discharge its duties in consumer protection and empowerment. Outside Hong Kong, the Council has established ties with consumer organisations in many other countries and regions, and is also active in bodies such as Consumers International. On the home front, the Council consults regularly with relevant Government departments, regulators and trade and professional bodies. Although many regular international events and conferences in the year under review were moved online in light of the global travel restrictions, these virtual events continued to produce fruitful outcomes, reflecting the spirit of consumer protection counterparts around the globe in battling the impacts of COVID-19.

與本地、亞洲區內，以至國際組織，建立夥伴關係，並且互相合作和交流資訊，均有助本會全面履行消費者保障和提升他們自我保護能力的職責。在境外，本會與多個國家和地區的消費者組織建立聯繫，並積極參與包括國際消費者聯會在內的國際組織的事務；而在香港，本會亦定期與相關政府部門、監管組織、商界和專業團體進行磋商。鑑於全球旅遊限制，年內許多常規國際活動和會議雖改為網上舉行，但無減活動帶來的豐碩成果，充分反映世界各地的消費者組織，齊心應對疫情的精神。

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 committees¹⁸, 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機構合作，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¹⁸，從消費者角度提供意見。

¹⁸ 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。

Collaboration with the Mainland and Macao SAR

Virtual Meeting with Consumer Associations from Guangdong and Macao SAR

The Council was invited by the Guangdong Consumer Council to attend an online meeting in September 2021 to exchange recent experience in consumer protection during the COVID-19 pandemic period. Participants included the Guangdong Consumer Council, Macao SAR Government Consumer Council and representatives from consumer associations in Guangzhou, Shenzhen, Zhuhai and Hengqin New District. During the meeting, the Council presented its work in supporting anti-epidemic measures and exchanged the Council's views on addressing the issue of purchase of non-local properties. The Macao SAR Government Consumer Council also had similar experience especially in the Greater Bay Area (GBA) and addressed it through the formation of an "alert and defense" network with the GBA counterparts in handling the issue.

International and Regional Collaboration

The Council is an Executive and Council Member of 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.

The 5th Intergovernmental Group of Experts on Consumer Protection Law and Policy of the United Nations Conference on Trade and Development (UNCTAD)

Invited by the UNCTAD, the Council's Chief Executive virtually attended the 5th session of the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy, which was conducted in both virtual and physical formats on 5 and 6 July 2021. Topical discussion and idea-exchange sessions during the meetings covered topics such as implementation of the United Nations guidelines for consumer protection; the latest developments in legal and institutional frameworks: UNCTAD world consumer protection map; as well as consumer law, policy and regulatory actions in response to and in the aftermath of the COVID-19 pandemic, etc.

與內地及澳門緊密合作

與廣東省及澳門消費者委員會的線上會議

應廣東省消費者委員會的邀請，本會於 2021 年 9 月參加線上會議，交流疫情期間消費者保障方面的最新經驗。參加者包括廣東省消費者委員會、澳門特別行政區政府消費者委員會，以及廣州、深圳、珠海和橫琴新區各個消費者組織的代表。會議期間，本會介紹了支援防疫措施的工作，並就解決境外置業問題交換意見，亦得知澳門消委會在大灣區內也遇到同樣經驗，並通過與大灣區消費者組織共同建立「聯防機制」，合作應對相關問題。

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、提供資訊，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 年再獲任命擔當此重要角色。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，加強全球消費者保障。

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 5 屆會議

本會總幹事應邀於 2021 年 7 月 5 日至 6 日，網上出席「消費者保護法律和政策政府間專家組」第 5 屆會議，該會議同步以網上和實體形式舉行。在主題討論和意見交流環節中的討論事項包括：落實聯合國就保障消費者的指引；有關法律和體制框架的最新發展 — 全球消費者保障藍圖；以及應對 2019 冠狀病毒病疫情爆發期間及疫後的消費者法律、政策和監管行動等。

World Consumer Rights Day 2022

In support of the World Consumers Rights Day 2022 (15 March 2022) and its annual theme “Fair Digital Finance”, the Council published an article in the March 2022 issue (#545) of CHOICE Magazine to raise public awareness on the importance of driving a fair digital finance marketplace, one that is inclusive of all consumers, including vulnerable consumers.

On 14 March 2022, the Chief Executive of the Council spoke as a panellist at the session themed “Consumer Advocacy – A Catalyst for Change in Digital Finance” at the Fair Digital Finance Forum organised by CI. The Panel discussed the most pressing issues and opportunities for consumers of digital finance and how consumer advocacy, through collaboration with businesses, policymakers and regulators, can be a catalyst for change in the marketplace to ensure that every consumer has the rights to access and use digital financial services.

Moreover, visions for establishing a fair digital financial future were shared, including building a harmonised digital finance marketplace for all by putting forward the setting of standards on data security, data protection and privacy; ensuring fair access to financial services through different channels including the non-digital ones; and taking care of disadvantaged people in light of the rapidly evolving digital finance landscape. The Forum was attended by over 90 speakers from different parts of the globe.

Consumers International – Global Consumer Protection and Empowerment Index

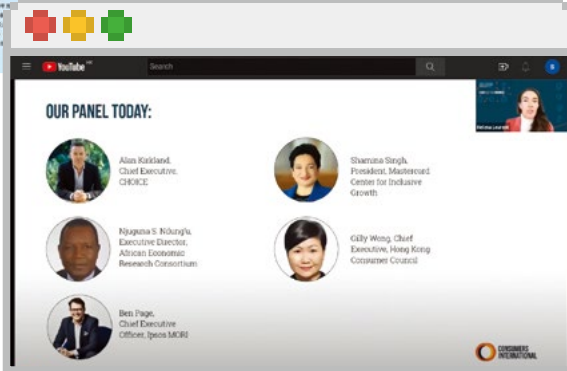
The Council supports CI in developing the Consumer Protection and Empowerment Index, which is an innovative tool to assess the degree to which its members have implemented mechanisms and measures to build, maintain and encourage a safe, fair and sustainable marketplace for all. The Council also contributed a case study in the Insight Report 2022 on the theme “Education for Young Consumers”, which featured the Council’s “Earth 2038’s Learning Journey of Sustainable Consumption” programme and the “Consumer Culture Study Award”.

國際消費者權益日2022

2022年3月15日，國際消費者權益日年度主題為「平等數碼金融」(Fair Digital Finance)。為響應主題，本會在2022年3月出版的《選擇》月刊(第545期)上，發表了一篇關於平等數碼金融的文章，旨在提高公眾對推動公平數碼金融市場重要性的認知，促進對所有消費者，尤其是弱勢社群的數碼包容。

2022年3月14日，在國際消聯舉辦的「平等數碼金融論壇」上，本會總幹事在「消費者保障倡議：數碼金融變革的催化劑」為主題的研討會上發言。研討會討論了數碼金融為消費者帶來的一些迫切性問題和機遇，也討論了消費者保障倡議，如何透過商界、政府決策部門，以及監管機構協作，成為市場變革的催化劑，確保每位消費者都有使用數碼金融服務的同等權利。

此外，本會總幹事亦在會上分享了建立平等數碼金融未來的願景，包括推進資料安全、數據保護，以及私隱保障的標準要求，從而建構一個和諧有序的數碼金融市場；確保消費者可以透過數碼和非數碼渠道公平地使用金融服務；以及協助弱勢社群適應瞬息萬變的數碼金融時代。是次「平等數碼金融論壇」有超過90位來自世界各地的演講者參與。



國際消聯— 全球消費者保障和賦權指數

本會致力協助國際消聯建立「全球消費者保障和賦權指數」。該指數是一個創新的指標，旨在評估各地成員，如何透過實施的機制和政策，建立、維持和鼓勵建構一個安全、公平和可持續的消費市場。本會亦在《分析報告2022》中，就「教育年輕消費者」的主題提供案例研究，分享了本會的「2038 地球人計劃」和「消費文化考察報告獎」的內容。

