

## 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 crucial for the Council to discharge its duties in consumer protection and empowerment. Outside Hong Kong, the Council has established links with consumer organisations in many countries and regions, and is also active in international bodies such as Consumers International. On the home front, the Council engages regularly with relevant Government departments, regulators and trade and professional bodies. As borders reopened and global travel resumed in early 2023, the Council was thankful to reconnect with consumer counterparts around the world both in person and virtually, concluding the year under review with fruitful meetings and strategic discussions on strengthening consumer rights under the new normal.

於本地、亞洲區內，以至國際層面建立的夥伴和合作關係，以及互相交流資訊，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已建立聯繫，並積極參與包括國際消費者聯會在內的國際組織的事務；在香港，本會定期與相關政府部門、監管機構、商界和專業團體進行磋商。隨著 2023 年初關口重新開放，全球旅遊亦恢復，本會慶幸能於年內以實體和線上的方式與世界各地的消保組織重新接軌，並就新常態下加強消費者保障的議題進行了具建設性的會議和策略討論，成果豐碩。

#### 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 over 50 public advisory committees, 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，就各種消費議題給予意見，涵蓋公平競爭和營商手法、金融及保險服務、公共衛生和食品安全、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，從消費者角度提供意見。

## Collaboration with the Mainland (including the Greater Bay Area)

### Dialogue with China Consumers Association (CCA) on E-commerce Complaints

Responding to the upsurge of complaint cases relating to a Mainland e-commerce platform in recent years, the Council connected with CCA in February and March 2023 to explore possible solutions. The outcome of the meeting was fruitful and CCA agreed to meet with the trader to raise the concerns on behalf of the Council.

### Visitation of Shenzhen Administration for Market Regulation

A delegation from Shenzhen visited the Council on 10 March 2023 to exchange views on consumer protection issues relating to complaints handling, online purchases, “Buy Now, Pay Later” products, consumer education, etc. The main members of the delegation included the Director of Shenzhen Administration for Market Regulation, Secretary General from Shenzhen Consumer Council and President from Xiaofei Bao (消費保), a complaints handling platform formed by the China Electronics Chamber of Commerce.

## 與內地（包括大灣區）合作

### 與中國消費者協會就電子商務投訴進行溝通

鑑於近年來與某內地電子商務平台有關的投訴個案急劇增加，本會於2023年2月至3月與中國消費者協會（中消協）於線上會面交流，探討可行的解決方案。會議成效理想，中消協同意代表本會與該商家會面，表達對有關問題的關注。

### 深圳市市場監督管理局造訪本會

深圳代表團於2023年3月10日到訪本會，就投訴處理、網購、「先買後付」產品、消費者教育等消保議題交換意見。代表團的主要成員包括深圳市市場監督管理局局長、深圳市消費者委員會秘書長，以及由中國電子商會成立的消費者投訴處理平台「消費保」的主席。



The Shenzhen delegation met with Council representatives to exchange views on consumer protection issues.

深圳代表團與本會代表會面，就消費者保障議題交換意見。

## International and Regional Collaboration

### United Nations Conference on Trade and Development (UNCTAD) — Consumer Protection on Online Platforms

The Council contributed input to the UNCTAD for the 7th session of the Intergovernmental Group of Experts on Consumer Protection Law and Policy on building trust in digital markets through enhanced consumer protection on online platforms. Topics on consumer protection issues related to digital platforms, measures and challenges to address the issues were covered.

## 國際性及區域合作

### 聯合國貿易和發展會議 (UNCTAD) — 網上平台的消費者保障

本會為聯合國貿易和發展會議「消費者保護法律和政策政府間專家組」第7屆會議提供意見，就通過加強網上平台上的消費者保障，建立消費者對數碼市場的信心分享經驗，包括與數碼平台相關的消保議題，以及解決相關問題的措施和挑戰。

## Virtual Meeting with the Consumers Association of Singapore (CASE)

The Council met virtually with the President, Executive Director as well as other key members from CASE. During the meeting, the 2 consumer counterparts exchanged views and ideas on consumer protection work during the pandemic and changes in consumer behaviour under the new normal and digital economy.

## Thailand Consumers Council (TCC) — Virtual Consultancy Interview on Successful Management of Consumer Protection Body

The TCC, being a relatively new consumer body established in late 2020, invited the Council to share its experience as a proven leader of success in consumer protection and champion of consumer rights, as well as key success factors for distinguished governance, organisational management and staff motivation.

## Consumers International

The Council is a Board of Trustee 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.

During the year under review, despite travel being hindered by the pandemic, the Council actively participated in CI's various online events, virtually connecting with other consumer counterparts around the world.

## Global Advocacy Leaders Meeting

At the CI Global Advocacy Leaders Meeting on 25 April 2022, the Council's Chief Executive was invited to speak at the session titled "*The Future of the Virtual Economy?*" to give an overview of emerging technology trends and consumer implications in Hong Kong and Greater China. The Global Advocacy Leaders group discussed key consumer trends in the virtual economy in China and the Asian region with a focus on the metaverse and the increasing use of non-fungible tokens (NFT). The insights shared will form part of the CI's focus in advancing consumer protection and empowerment worldwide.

## 與新加坡消費者協會的線上會議

本會與新加坡消費者協會主席、執行總監和其他主要成員進行了線上會議，就疫情期間的消費者保障工作，以及新常態和數碼經濟下消費行為的改變交換意見和想法。

## 泰國消費者協會 — 消保組織的成功管治線上諮詢

泰國消費者協會於 2020 年底成立，是一個相對較新的消費者保障組織。本會獲該協會邀請，分享作為消保成就的領先代表，於捍衛消費者權益的經驗，以及卓越的企業管治、組織管理和激勵員工的成功關鍵因素。

## 國際消費者聯會

本會是國際消費者聯會（國際消聯）的董事會及理事會成員。國際消聯是一個致力推動世界各地消費者權益的聯盟，成員包括全球近 100 個國家和地區、逾 200 個消費者組織。國際消聯與本會理念一致，從地區以至國際層面，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，並透過拓展新的合作夥伴，加強全球消費者保障。

年內，儘管出行因疫情受阻，本會仍然積極參與國際消聯各項線上活動，與世界各地的消保組織透過網上緊密聯繫。

## 全球倡議領袖會議

在 2022 年 4 月 25 日的國際消聯全球倡議領袖會議上，本會總幹事應邀在題為「虛擬經濟的未來？」的環節上發言，概述了香港和大中華地區的新興科技趨勢和對消費者帶來的影響。全球倡議領袖小組討論了中國和亞洲地區虛擬經濟的主要消費者趨勢，重點關注元宇宙和普及度日增的非同質化代幣（NFT）。會上所分享的見解將成為國際消聯推進全球消費者保障和賦權的重點。

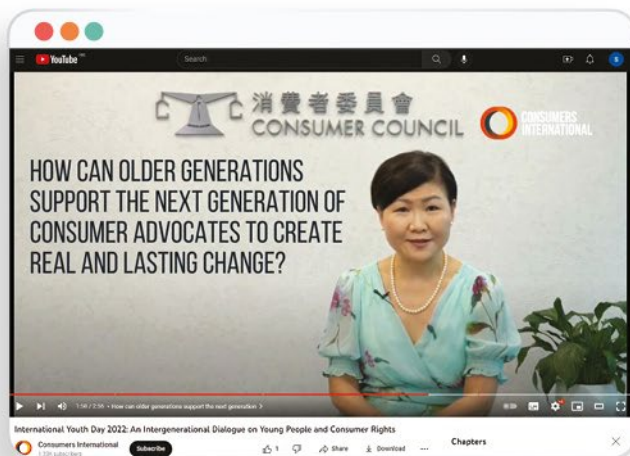


## International Youth Day 2022 — An Intergenerational Dialogue on Young People and Consumer Rights

To celebrate International Youth Day on 12 August 2022 and its theme “Intergenerational Solidarity: Creating a World for All Ages”, CI hosted an intergenerational dialogue on the main issues affecting younger consumers, from digital rights to sustainable consumption, highlighting the value of younger voices to the global consumer rights movement.

In the dialogue, Members of the Next Generation Leaders Network spoke with CI Vice President and the Council’s Chief Executive, Ms Gilly Wong Fung-han, about why young people should care about consumer rights; the greatest challenges of young consumers; how older generations support the next generation of consumers; and advice to young people who would like to get involved in consumer advocacy.

The Network, which comprises a diverse group of 30 consumer advocates under the age of 30 from CI Members worldwide, aims to recognise, develop, and support youth voices from across CI’s global consumer advocacy membership. Mr Kelson Wong Chi-chung of the Council’s Planning and Trade Practices Division represented the Council in the Network.



## Interview on Sustainable Consumption Strategy

To facilitate CI in devising its sustainable consumption strategy, the Council was interviewed by CI in late 2022 on the current situation of international standards for ecolabelling in Hong Kong, and also attended a Sustainable Consumption Taskforce Meeting to follow up and share further views.

## Leadership Dialogues — “How to Build Consumer Protection in Future Virtual Economies”

On 11 January 2023, the Council’s Chief Executive moderated a session of the CI’s Leadership Dialogue under the captioned theme, bringing together speakers from the Government of India, Ministry of Consumer Affairs; Atlantic Council; Carnegie Mellon University; and CI. During the session, speakers discussed the digital concerns related to extended reality (XR) technologies, and the potential consumer protection risks in the metaverse, including legislation gaps, privacy risks and data insecurity, fairness and sustainability.

## 國際青年日 2022 — 青年人與消費者權益的跨代對話

為慶祝 2022 年 8 月 12 日的國際青年日及其主題「代際團結：創造一個不分年齡、人人共享的世界」，國際消聯舉辦了一場跨世代對話，探討影響年輕消費者的主要議題，包括數碼權利、可持續消費等，強調青年人聲音對全球消費者權益運動的價值。

在對話中，新世代領袖網絡的成員與國際消聯副主席、本會總幹事黃鳳嫻女士暢談交流，討論為甚麼青年人應關心消費者權益；年輕消費者面臨的最大挑戰；年長一輩如何支持下一代消費者；以及給希望投身消費者倡議工作的年輕人提供建議。

該網絡由 30 位來自各地國際消聯成員機構、30 歲以下的消費權益倡議者所組成，旨在表揚、培育和支持來自世界各地消保組織的年輕聲音。本會的策劃及商營手法事務部的黃智聰先生代表本會參與新世代領袖網絡。

## 可持續消費策略的訪談

為協助國際消聯制定其可持續消費策略，本會在 2022 年底，就國際標準生態標籤於本港採用的現況，接受了國際消聯的訪問，並出席了一次可持續消費工作小組會議，進一步分享意見。

## 領袖對話 — 「如何在未來虛擬經濟中建立對消費者的保障」

2023 年 1 月 11 日，本會總幹事為國際消聯的一節領袖對話擔任主持人，題為「如何在未來虛擬經濟中建立對消費者的保障」，與來自印度政府消費者事務部、大西洋理事會、卡內基美隆大學和國際消聯的講者於線上聚首，討論了與延展實境 (XR) 技術相關的數碼憂慮，以及元宇宙中的潛在消費者保障風險，包括法律漏洞、私隱風險和數據不安全、公平和可持續性。

## World Consumer Rights Day 2023

On World Consumer Rights Day (WCRD) (15 March) each year, CI brings together the consumer movement to raise global awareness on consumer rights, protection and empowerment. In support of WCRD 2023 and its theme “Empowering Consumers Through Clean Energy Transitions”, the Council published an article about new energy vehicles in the March 2023 issue (#557) of CHOICE Magazine (see chapter *Promoting Sustainable Consumption* for more), with the aim to raise public awareness on the significance of lowering carbon emissions by shifting towards cleaner modes of transport. An editorial about extreme climate and global warming was published in the same issue, urging the Government, industry and consumers to put sustainable practices into action.

Echoing the same theme, the Council’s Chief Executive moderated the session “Our Consumer Vision for Clean and Affordable Energy” at CI’s Clean Energy Conference held on WCRD 2023. Speakers included the Commissioner on Energy of the European Commission, Secretary General and CEO of the World Energy Council, and senior leaders of the Electric Power Research Institute and consumer organisations from Chile, India and Thailand.

The dialogue focused on how the affordability and sustainability aspects of the energy trilemma are interlinked in 2023 and beyond, with discussions on inevitable and challenging trade-offs, and the potential benefits of redesigning systems and policies with consumers’ best interests at heart.

Furthermore, the Council’s Chief Executive was invited by CCA and Myanmar Consumers Union (MCU) to deliver pre-recorded speeches for their respective WCRD 2023 events in the capacity of CI Vice President. The theme of CCA’s event was “Reviving Consumer Confidence” ( 提振消費信心 ), while the speech for MCU focused on the collective action required to tackle the global energy crisis and mitigate global warming through a consumer-centric approach.

## 國際消費者權益日 2023

在每年的 3 月 15 日國際消費者權益日，國際消聯集合世界各地消保組織，合力提高全球對消費者權益、保障和賦權的意識。為支持國際消費者權益日 2023 和其主題「賦權消費者轉型至潔淨能源」，本會於 2023 年 3 月出版的《選擇》月刊（第 557 期）發布了一篇關於新能源汽車的文章（詳情可參閱「推廣可持續消費」一節），旨在促進公眾了解轉型至更潔淨的交通模式對於降低碳排放的重要性。同期月刊的「編者的話」，探討極端氣候和全球暖化，敦促政府、業界和消費者攜手實踐可持續行為。

為響應主題，本會總幹事於 3 月 15 日在國際消聯主辦的潔淨能源會議上，主持了題為「我們對潔淨和可負擔能源的消費者願景」的環節。講者包括歐盟委員會能源專員、世界能源理事會秘書長和行政總裁、美國電力研究所的領導高層，以及來自智利、印度和泰國的消費者組織。

對話重點關注「能源三難」當中的「可負擔性」和「可持續性」，探討兩者於 2023 年及往後的關聯，並討論了兩者之間無可避免和具挑戰性的取捨，以及以消費者利益為核心重新設計制度和政策可帶來的潛在好處。

此外，本會總幹事應中消協和緬甸消費者聯盟的邀請，以國際消聯副主席的身分，分別為兩個組織的國際消費者權益日 2023 活動發表預錄講話。中消協的主題是「提振消費信心」，而緬甸消費者聯盟的演講則聚焦於通過以消費者為核心的方法採取集體行動，應對全球能源危機和減緩全球暖化的重要性。

