



European Consumer Summit

10 February 2022 10.00 – 16.30 CET

Hosted online from the European Parliament in Strasbourg, France

10.00 - 10.40

Opening Plenary

Opening of the event by moderator *Katrina Sichel*

- *Didier Reynders*, European Commissioner for Justice
- *Jean-Baptiste Lemoyne*, French Minister in charge of Consumer Affairs
- *Anna Cavazzini*, President of the Internal Market and Consumer Committee (IMCO) at the European Parliament

10.40 - 11.10

Plenary Session: The evolution of consumer markets today and in the future

Moderated by *Katrina Sichel*

- Introduction
- What are the key consumer market trends to observe?
Polling the Opinion of participants using Sli.do
- Interventions:
 - *Jean-Laurent Cassely*, Journalist and essayist
- How did the pandemic change consumer behaviour?
 - *Jakob Edler*, Professor, Director of Fraunhofer ISI
- Key elements to foresee and prepare for the future European consumer policy.

11.10 - 11.20

Break for Refreshments and switching to workshops



11.20 - 13.00

Parallel Workshops: Consumer Agenda Operational Priorities for the year ahead on digital markets and on the green transition

(See the Discussion papers on the event website for more details)

Workshop 1: Challenges and opportunities for the digital transition

Rapporteur:

- *Christoph Busch*, Professor, Osnabrück University

External Moderator:

- *Filip van den Abeele*

Panel I: Market places responsibilities

Moderators:

- *Pinuccia Contino*, Head of Unit Product Safety & Rapid Alert System, DG JUST
- *Xavier Bouton*, Head of Unit Industrial goods, DGCCRF

Panellists:

- *Sabah Doudou*, Public Affairs Officer, FEVAD
- *Els Bruggeman*, Head Policy and Enforcement, EuroConsumers
- *James Waterworth*, Director of EU Public Policy, Amazon
- *Carl Christian*, Team leader, Legal department of Danish Safety Technology Authority

Panel II: Digital tools supporting consumers to enforce their rights

Moderators:

- *Marie-Paule Benassi*, Head of Unit Enforcement & Redress, DG JUST

Panellists:

- *Axelle Starek*, Manager, Retail Ombudsman, Belgium
- *Paulo Fonseca*, Legal Advisor, Associação Portuguesa para a Defesa do Consumidor (DECO)
- *Lars Arent*, Director, European Consumer Centres Network (ECC-Net)
- *Guillaume Defillon*, Head of Unit of Organisation, Innovation and Digital Office, DGCCRF (General Directorate for Competition Policy, Consumer Affairs, and Fraud Control of France)

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Workshop 2: Transparency of Online Markets

Moderators:

- *Blanca Rodriguez*, Head of Unit Consumer & Marketing Law, DG JUST
- *Paul-Emmanuel Piel*, Head of Unit Medias, Digital, Culture, Data, DGCCRF

Rapporteur:

- *Caroline Cauffman*, Associate Professor Maastricht University

External Moderator:

- *Katrina Sichel*

Panel I: Influencer Marketing

Panellists:

- *Olivia Petit*, Assistant Professor, KEDGE Business School
- *Sara Wahlberg*, Legal Advisor International Affairs, Swedish Consumer Agency
- *Charo Fernando Magarzo*, Chairwoman European Advertising Standards Alliance

Panel II: Dark Patterns

Panellists:

- *Günes Acar*, Assistant Professor Radboud University
- *Anne-Jel Hoelen*, Senior Enforcement Official, Dutch Consumer Authority
- *Nicholas McSpedden-Brown*, Consumer Policy Analyst, OECD

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Workshop 3: Consumer information and green claims

Moderators:

- *Angelo Grieco*, Deputy Head of Unit Enforcement & Redress, DG JUST
- *Philippe Guillermin*, Head of Consumer Law Unit, Ministry of Finance and Economy of France, DGCCRF

Rapporteur:

- *Tiina Vyyryläinen*, Head of Policy Team of Finnish Consumer Organisation (Kuluttajaliitto/Konsumentförbundet)

External Moderator:

- *Cathy Smith*

Panel I: Consumer information

Panellists:

- *Reinhard Schneider*, Managing Partner of Werner & Mertz
- *Amandine Roggeman*, Member of the Citizens' Climate Convention
- *Sylvain Chevassus*, Mission Manager Europe and International of General Commission for Sustainable Development, French Ministry of the Ecological Transition
- *Jean-Luc Mano*, President of Consumers Association, CLCV

Panel II: Fighting green washing

Panellists:

- *Eva Schneider*, Sustainability and Communications Manager of European Brands Association (AIM)
- *Emy Gustavsson*, Senior Legal Advisor International Consumer Affairs of Swedish Consumer Agency
- *Matjaz Jakin*, Head of Legal Office of the Slovenian consumer organisation (Zveza potrošnikov Slovenije)

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Workshop 4: Improve the lifespan of products

Rapporteur:

- *Evelyne Terryn*, Professor, KU Leuven

External Moderator:

- *Evy Puelinckx*

Panel I: Right to repair

Moderators:

- *Dirk Staudenmayer*, Head of Unit Contract law, DG JUST

Panellists:

- *Juliette Moizo*, Deputy Head of Unit, General Commission for Sustainable Development, Ministry of the Ecological Transition of France
- *Marie Castelli*, Head of Public Affairs, Back Market
- *Paolo Falcioni*, Director General of APPLiA, Home Appliance Europe
- *Alain Bazot*, President, Consumers Association UFC-Que Choisir

Panel II: Fighting early obsolescence

Moderators:

- *Diane Simiu*, Deputy Director of General Commission for Sustainable Development, French Ministry of the Ecological Transition

Panellists:

- *Iacopo Berti*, Head of Directorate of Consumer Protection, Italian Competition and Consumer Authority
- *Ronan Groussier*, Public Affairs Officer "HOP", French NGO committed to the green transition
- *Els Bruggeman*, Head of Policy and Enforcement of Belgian Consumer Organisation (TEST-Achats/ Test Aankoop)

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Agenda du Consommateur

Prochaines Etapes



FRANCE22
FRENCH PRESIDENCY
OF THE COUNCIL OF THE
EUROPEAN UNION



Consumer Agenda

Next steps



European
Commission

Justice
and Consumers

13.00 - 14.30

Lunch break

14.30 - 16.30

Closing Plenary

Moderated by *Katrina Sichel*

14.30 - 14.35

Video

14.35 - 15.45

Reporting from Workshops with proposed priorities

15.45 - 16.00

Adoption of the priority actions proposed during the workshops

- **Final vote** - Using Sli.do to determine the top priorities
- **Feedback** from representatives of Consumers and Business
 - *Monique Goyens*, Director General, BEUC
 - *Christel Delberghe*, Director General, EuroCommerce

16.00 - 16.30

Closing remarks:

- *Virginie Beaumeunier*, Director General DGCCRF, General Directorate for Competition Policy, Consumer Affairs and Fraud Control of France
- *Nils Behrndt*, Acting Deputy Director General, DG JUST, Director for Consumers, European Commission
- *Jeanne Barseghian*, Mayor of Strasbourg
- Closing by Moderator *Katrina Sichel*

16.30 - 17.00

Musical moment