

30-31 January 2020

EUROPEAN  
CONSUMER SUMMIT

BRUSSELS

# Refitting Consumer Policy to the Green and Digital Transition: Challenges and Solutions



European  
Commission

Justice  
and Consumers

## European Consumer Summit 2020

Hosted by

Didier Reynders

Commissioner for Justice and Consumers

Hotel Crown Plaza Brussels - Le Palace

Thursday, 30 January 2020

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13:00 – 14:00

Registration and welcome coffee

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14:00 – 14:20

Keynote speech by Didier Reynders, Commissioner for Justice and Consumers  
“Setting the scene for the future Consumer Policy”

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14:20 – 15:30

High-level policy panel on “How Consumer Policy will contribute to the future priorities of the EU” moderated by (TBC)

With key interventions from:

- Darko Horvat, Minister of Economy, Entrepreneurship and Crafts, Croatia
- Gerd Billen, State Secretary at the Federal Ministry of Justice and Consumer Protection, Germany
- Petra De Sutter, Chair of the European Parliament’s Committee on Internal Market and Consumer Protection (IMCO)
- Christian Verschueren, Director General for Eurocommerce
- Monique Goyens, Director General for BEUC

Q&A with the audience

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15:30 – 16:00

Coffee break

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**16:00 – 18:15**

## **“What challenges are consumers facing in the green and digital transition?”**

Each of the following eight 1-hour workshops will run in parallel. They will be held twice so that participants will be able to take part in two:

### **1. Artificial Intelligence – a consumer-centric approach**

What is the impact of automated decision-making methods on the daily lives of consumers? What are the challenges for consumer safety and choice? Are there AI examples and tools that could benefit consumers' economic interests and safety?

### **2. Safety and consumer protection in e-commerce**

How is e-commerce transforming consumption patterns and supply chains? What are the challenges of the platform economy for consumer protection? What are the roles and responsibilities of actors for product safety across the online supply chain?

### **3. Fairness in the digital environment**

Can consumer profiling lead to higher risks of consumer detriment and unfairness? What are the implications of the digital economy for access and inclusiveness?

### **4. Financial services in the digital age**

Is the current legislative framework on financial services fit for purpose? How do we best protect consumers in this fast moving sector? Is digitalisation a catalyst or barrier to an internal market for financial services with equal and easy access for all?

### **5. Responsible lending and indebtedness**

Are current creditworthiness assessments designed in the best interest of consumers? How do we best help over-indebted consumers escape the spiral of debt? How do we ensure that consumers in payment difficulties are treated fairly and with dignity?

### **6. Product durability and the circular economy**

Is there a general problem with product durability, reparability or “planned obsolescence”? How can we ensure consumer interests in innovative trends such as sharing, renting and refurbishing products?

### **7. Fighting greenwashing**

Do we need the same binding labels for green claims as we have for energy consumption of products? What regulatory and non-regulatory efforts are needed to tackle false green claims and fight greenwashing?

### **8. Consumer information to reduce the ecological footprint**

What are the current tools and apps available for consumers to reduce their environmental footprint? Do we need a ‘consumer footprint calculator’? Could the Commission play a role in this context?

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**18:15**

**Networking cocktail and dinner hosted by the European Commission**

Friday, 31 January 2020

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**8:30 – 9:00**                      **Welcome coffee**

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**9:00 – 9:15**                      **Keynote speech**

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**9:15 – 11:15**                      **“How can we best work together to deliver for consumers in the green and digital transition?”**

Eight 2-hour workshops discussing all of the following topics:

- **Reaching out to important partners, e.g. consumer organisations**
  - **Capacity building**
  - **Consumer education**
  - **Enforcement fit for the next era**
  - **Knowledge building and sharing**
  - **Collaborative implementation of European Consumer Policy Strategy**
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**11:15 – 11:30**                      **Coffee break**

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**11:30 – 12:30**                      **Closing plenary**  
Reporting from workshops and conclusions

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**12:30 – 13:30**                      **Light buffet lunch before departure**

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Meeting venue:                      HOTEL CROWN PLAZA BRUSSELS-LE PALACE  
Address:                                Rue Gineste 3, 1210 Bruxelles (metro « Rogier »)  
Conference language:                The conference language is English. Interpretation will be provided from English into French and German during the plenary sessions. The workshops will be held in English.