



To the attention of the Informal Ministerial Meeting – Consumers, 16 March 2021

Conclusions of the European Consumer Summit 2021, 15 March 2021

The European Consumer Summit 2021 “Make the Consumer Agenda happen” was held virtually under the aegis of Portugal’s Council Presidency and the European Commission. The Summit gathered more than 700 participants representing governments, consumer and business organisations and academia.

The Portuguese Presidency reiterated its commitment to a high level of consumer protection and strong international cooperation. International cooperation, trade and consumers, and globalisations were further discussed by a high-level panel that brought together the major institutional and business actors as well as consumer organisations.

In the keynote speech, Commissioner Reynders recalled the priorities for consumer policy in the current context, still marked by the Covid-pandemic: digitalisation, sustainable consumption, product safety, enforcement of existing consumer legislation and international cooperation.

Four workshops focused on the impact of Covid on consumer protection, greening consumption, enforcement of consumer rights, and consumers in the digital transformation. These workshops identified concrete operational conclusions for the next year. The participants then voted and chose the most promising actions, to submit to the Informal Ministerial Meeting. These priority actions, adapted to the specific national contexts, will frame the next steps in the implementation of the Consumer Agenda. Progress will be reviewed in a years’ time, at the next Consumer Summit. These operational measures received most votes:

1. EU legislation needs to be establish clear responsibilities for platforms to prevent and react to consumer scams by their business users (50 %)
2. To equip enforcement authorities with appropriate e-enforcement tools (such as the eLab) for detection of infringements in the digital environment (43 %)
3. Adopt a No data/no claims- Life Cycle Analysis approach: Commission, Member States and stakeholders to work together on agreeing common standards on product lifecycle (36 %)

Hereunder the list of the other proposals for operational conclusions from the Consumer Summit workshops:

- Member States need to ensure consumer reimbursements for cancelled trips (29 %)
- Promote consumer education initiatives on sustainable consumption, including through targeted actions addressing specific segments of consumers, such as young and elderly consumers (29 %)
- To organise an annual workshop with authorities, businesses and stakeholders on consumer challenges in the digital society (21 %)
- Representative action: workshop on implementation (20 %)
- Further develop guidance on the application and enforcement of consumer law in the area of green claims (19 %)
- National multi-stakeholder network on enforcement (13 %)
- Memorandum of Understanding on enforcement cooperation (13 %)
- Support for low income consumers whose vulnerability has been worsened by the pandemic (10%)
- To carry out a CPC sweep on fake and misleading reviews (8 %)