

Fazer acontecer a  
Agenda do Consumidor



Making the  
Consumer Agenda  
happen



## European Consumer Summit 2021

15 March 2021 10.00 – 14.00

Hosted online from Lisbon  
by *Pedro Siza Vieira*

Minister of State for the Economy and the Digital Transition

10.00 - 10.30

### Opening Plenary

- **Opening speech**, *Pedro Siza Vieira*,  
Minister of State for the Economy and the Digital Transition
- **Keynote**, *Didier Reynders*, European Commissioner for Justice
- **Musical Moment** – Portuguese guitar by *Luisa Amaro*

10.30 - 11.30

### High-level Panel: International cooperation for consumer protection

Moderated by *Rik Vera*

#### Interventions from:

- *Pedro Siza Vieira*, Minister of State for the Economy and the Digital Transition, Portugal
- *Didier Reynders*, European Commissioner for Justice
- *Hussein Hassan*, Acting Director of the Department of Trade and Industry, African Union
- *Isabelle Durant*, Acting Secretary-General of UNCTAD/UN
- *Maria Manuel Leitão Marques*, Vice-Chair of IMCO, European Parliament
- *Monique Goyens*, Director General of BEUC
- *Luca Casseti*, Secretary General of Ecommerce Europe

11.30 - 11.45

### Break for Refreshments and switching to workshops

11.45 - 13.15

### Parallel Workshops: Consumer Agenda Operational Priorities for the year ahead

(See the Discussion papers on the registration page for more detail)

- **Workshop 1: COVID-19 pandemic – Addressing the most urgent impacts on the protection of consumers**
- **Workshop 2: Greening consumption – How to accelerate green choices?**
- **Workshop 3: Consumers in the digital transformation – How to use benefits, but contain risks?**
- **Workshop 4: Enforcement of consumer legislation – How to develop capacities and tools of authorities and other actors?**

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European  
Commission

Justice  
and Consumers

13.15 - 13.20

**Break to switch to the Closing Plenary**

13.20 - 14.00

**Closing Plenary**

13.20 - 13.35

**Consumer policy and international cooperation:**

- *Hugh Stevenson*, Deputy Director for International Consumer Protection at the Federal Trade Commission (FTC) and Chair of the Committee on Consumer Policy (CCP), OECD: OECD priorities and the Consumer Agenda
- *Simon Zajc*, State Secretary, Ministry of Economic Development and Technology, Slovenia: Slovenian Presidency and the Consumer Agenda
- **New Educational Videos**

13.35 - 14.00

**Reporting from Workshops and Conclusions:**

- **Workshop reports** with proposed priorities
- **Using Sli.do** to determine the top priorities

**Closing Remarks by the Presidency and the Commission:**

- *Ana Catarina Fonseca*, Director General DG Consumidor, Portugal
- *Nils Behrndt*, Director Consumers, European Commission