



Next on the Consumer Agenda

Moving ahead while managing multiple crises



European
Commission

Justice
and Consumers

European Consumer Summit 2023

Next on the Consumer Agenda – moving ahead while managing multiple crises

28 March 2023, 09.30–17.00 CET

Hosted by the European Commission in the EGG, rue Bara 175, 1070 Brussels, Belgium

27 March 2023

19.00–22.00

Networking Dinner in the evening of 27 March

Words of Welcome: Nils Behrndt, Deputy Director-General,
DG Justice and Consumers, European Commission

28 March 2023

09.30–12.00

Opening Plenary 28 March

Moderated by: Katrina Sichel

09.30–09.45

Opening Words of Welcome

Ana Gallego, Director-General, DG Justice and Consumers, European Commission

09.45–10.30

Plenary Session 1

1–2 year outlook: The economic situation, inflation, cost of living, digitalisation and green transition

Impulse Statements:

- Christian Thorun, Managing Director, ConPolicy Institute
Representative from European Commission
- Monique Goyens, Director General, BEUC
- Christel Delberghe, Director General, EuroCommerce

10.30–11.30

Plenary Session 2

Vision for Consumer policy

Keynotes on the priorities for the coming period:

- Didier Reynders, European Commissioner for Justice, European Commission
- Erik Slottnér, Minister for Public Administration, Ministry of Finance, Sweden, tbc
- Alberto Garzón Espinosa, Minister of Consumer Affairs, Ministry of Consumer Affairs, Spain, tbc
- Alexia Bertrand, Secretary of State for Budget and Consumer Protection, Belgium, Ministry of Justice, tbc
- Dr Nóra Kupecki, Deputy State Secretary for constitutional legislation and consumer protection, Hungary

11.30–12.00

Plenary Session 3

Pledge Signing Ceremony for the Consumer Safety Pledge +

Moderated panel discussion:

- Opening remarks from Commissioner Reynders
- Interventions from the high-level representatives of the pledging companies



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12.00-13.30

Lunch

13.30-15.30

Parallel Workshops:

Consumer Agenda Priorities for the years ahead

Delivering on the digital and green transitions while successfully addressing crises and emerging issues

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

Workshop 1: Digitalisation – new opportunities, new challenges

Moderator: *Katrina Sichel*

Panel 1: Digitalisation and the green transition

Chair: *Martins Prieditis*, Deputy Head of Unit Consumer law, DG JUST, European Commission

Panel 2: Online advertising and privacy – the challenges with cookies

Chair: *Angelo Grieco*, Deputy Head of Unit Consumer enforcement and redress, DG JUST, European Commission

Workshop 2: Addressing crises and emerging issues

Chair: *Eva Sinkovic*, Deputy Head of Unit Product Safety and Rapid Alert System, DG JUST, European Commission

Moderator: *Filip van den Abeele*

Panel discussions on:

- Product safety response to COVID-19 pandemic
- Consumer law enforcement response to COVID-19 pandemic
- Championing a new regulatory framework for product safety

Workshop 3: Skills for consumers to address vulnerability

Chair: *Anne van Nistelrooij*, Team Leader Unit Consumer Policy and Sustainability, DG JUST, European Commission

Moderator: *Jack Parrock*

Panel discussions on:

- Vulnerability and how to reach specific consumer groups
- Children's economic interests in digital markets
- Consumer vulnerabilities and product safety

Workshop 4: Digital finance

Chair: *Daniela Bankier*, Head of Unit Consumer Policy & Sustainability, DG JUST, European Commission

Moderator: *Tamsin Rose*

Panel discussions on:

- Digitalisation of the financial sector: risks for vulnerable consumers
- Opportunities for consumers stemming from the digital transformation
- New digital financial products and how the EU is regulating them, case studies

Participants move back to Plenary Room



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15.30-17.00

Closing Plenary

Moderated by: *Katrina Sichel*

15.30-15.45

Debriefing from Workshops

15.45-16.15

Pledge signing ceremony for the Sustainable Consumption Pledge

Moderated panel discussion:

- Opening remarks from Commissioner Reynders
- Interventions from the high-level representatives of the pledging companies

Closing remarks

Closing speeches: Reflections on the day, and looking at the European Consumer in 5 years.

Anna Cavazzini, Member of the European Parliament, Chair of the Committee on Internal Market and Consumer protection (IMCO), tbc

Didier Reynders, European Commissioner for Justice

17.00-19.00

Networking Reception