

2008

BEUC ANNUAL REPORT



A word from the President



I was very pleased to be elected BEUC President at our Annual Assembly in Brussels in November 2008. I feel very strongly that it is essential that Europe becomes a Europe that citizens and consumers trust, only in that way will Europe have resonance with its citizens and have a real future. BEUC plays a key role in helping to develop this trust.

The promotion of consumer interests and the protection and strengthening of consumer rights is a key issue in all EU policies. BEUC faces an increasingly complex task, but we also see the positive outcome of our input on many dossiers.

2008 was a difficult year for Europe's consumers, with the biggest financial and economic crisis in many years in addition to large rises in fuel and food prices. The credit crunch and the near collapse of the European banking system raise many important lessons for national governments, but also the EU.

The deep economic and financial crisis that consumers are living through today, and that they will be dealing with in the years to come, give BEUC more responsibility for ensuring that consumer interests are very much taken into account in the measures being taken now to face up to the crisis, and helping to ensure that it cannot happen again.

The crisis unfortunately also demonstrates that our proposals and requests in the field of financial services such as responsible consumer credit and loans, clearer information on financial products, independent financial intermediaries and advisors were and are well-grounded and very much needed. It also very clearly proves that consumer protection measures are not only in the interest of consumers, but also of the whole society and the economic system.

European institutions must now take urgent action to protect consumers' deposits and investments and ensure that credit continues to be available on fair terms. Consumers with savings need to be confident that their money is safe



during this unprecedented crisis. Consumers who have taken out loans for homes must not have the loan foreclosed due to failings in the system which has not been able to assume its responsibilities.

The European institutions' responsibility regarding consumers must go further than taking into account banks and institutions that are at the edge of bankruptcy. They must also take action to restore responsibility, accountability and transparency to national and European financial markets. Regulation should place consumer protection above market pressure for short-term profit maximisation.

BEUC has increased its membership significantly over the past 10 years. Many of our new members are from the new Member States. In order to have a real impact at EU and at national level, BEUC needs strong and independent national consumer organisations behind it. BEUC's strength and credibility depend not only on the number of its members, but also on their capacity and strength to work on key consumer dossiers at national and EU level. A special effort still has to be made in support of consumers and consumer organisations in the new Member States and also in the candidate and potential candidate countries.

We are thankful for the support that the European Commission provides to BEUC in the context of the training programme TRACE, the Consumer Law Enforcement Forum (CLEF), the programme run jointly by BEUC and International Consumer Research and Testing (ICRT) on building capacity to conduct comparative tests and publish independent information, but there is still a long way to go to ensure that consumer organisations in these countries are in the same position as their counterparts in the other Member States. We hope the European Commission will be willing to continue the important support in this area.

Finally, I would like to thank Rasmus Kjeldahl (Forbrugerradet, Denmark) for his committed work as BEUC President in the past years, as well as the support provided by the BEUC Vice President Breda Kutin (ZPS, Slovenia) and other members of the BEUC Executive.

Paolo Martinello - Altroconsumo, Italy

Introduction by Monique Goyens



The financial crisis has had an enormous impact on citizens across the world. Many of our members were receiving as many as 800 telephone calls a day from consumers worried about their savings, investments, pensions and even homes. BEUC and member financial experts have been in high demand both by the press and by policy makers, to discuss the implications for consumers, give advice and suggest ways forward.

Because the financial crisis took on such a dimension, it would be easy to forget many of the other key issues that we worked on in 2008. But there are many areas of EU policy that affect consumers.

In April 2008, we organised a dinner with Commissioner Neelie Kroes and many MEPs in Strasbourg on collective redress. BEUC has been lobbying for a binding EU instrument to ensure that a judicial group action mechanism exists in all Member States, covering both national and cross-border cases where consumer detriment might occur, and has developed 10 criteria the ideal mechanism should encompass: BEUC's 10 Golden Rules.

The Commission issued an important proposal on food information. To fight increasing obesity levels and the associated health conditions, consumers should be helped to easily make the right healthy food choices when they shop. We have campaigned in favour of an easy tool for consumers to interpret nutrition information, namely by a colour coded information system.

Now that the energy market is liberalised, energy should be provided at fair and transparent prices. We issued a study in October that concluded that BEUC members continue to report problems faced in areas such as security and quality of supply, affordability and access, billing, choice and information.

We shouldn't pay too much for our mobile phone calls and SMSs. We were delighted that the proposals produced by Commissioner Reding following the review of the current voice Roaming Regulation reflect the views put forward by BEUC during the consultation. BEUC wants to see the Regulation continued, with the addition of SMS and data roaming to its scope.



Nor should consumers be threatened to be cut off from Internet access without an intervention by a court. BEUC and our members feel very strongly about this, and campaigned hard against the “graduated response” solution suggested in some countries. This would make Internet Service Providers liable for copyright infringement for their role in passing communications across their networks. Ultimately this would mean that if a consumer was suspected to be infringing copyright he or she could be cut off from access to his or her Internet connection.

Toys and cosmetics must be safe. The new toys Directive agreed at the end of 2008 will bring some improvements to the safety of children in Europe, but we remain worried about hormone disrupting chemicals that will still be allowed in toys despite the potential risks to children’s health. It is also disappointing that most toys will still not have to be checked by an independent third-party before being placed on the market.

We strongly criticised the moves by DG Enterprise to amend, as part of the pharmaceutical package review, the Directive on Medicines in order to allow pharmaceutical companies to communicate directly to the general public on their prescription-only medicines in the guise of 'patient information'. BEUC especially criticised the risk of potential confusion between advertising and objective information and joined with patients, healthcare, community pharmacists and other organisations in a call to the Council and Parliament to reject these proposals.

Last but not least, in October the Commission issued a proposal on consumer rights. This is the long-awaited proposal on the review of key consumer legislation in the area of contracts, the so-called consumer acquis. Effective EU consumer protection legislation, set at a high level as required by the Treaties, is essential for both consumers and the Internal Market. The Commission's proposal for a Consumer Rights Directive (replacing the Directives on Sales and Guarantees, Unfair Contract Terms, Distance Selling and Door to Door Selling) has far-reaching implications for consumers, and responding to it has been a major priority for BEUC.

In short, 2008 has been an important and busy year for the BEUC Secretariat and members. After a consultation with members at the beginning of 2008, it was agreed that BEUC would be focusing on the issues that had been identified as key by members. These are now referred to as headlines and are: affordable energy and sustainable consumption, healthy food for

informed consumers, consumer safety, consumer rights in a digital world, consumer contractual rights (the "acquis"), consumer health care, financial services and collective redress.

The Secretariat was reorganised so that each headline is now managed by a team made up of members of the BEUC staff from our different departments (legal & economic, food, environment & safety, health, and communications). These teams also include four experts from our members, who bring to the BEUC strategy their in-depth knowledge of issues, their experience with consumers (the reality check) and their various national cultures and perspectives.

These teams have been responsible for developing strategies and annual working plans in each of their areas making use of each others' knowledge, perspective and experience. The aim of this way of working is to ensure that we are more active in these key areas, and have more resources available to meet with the various policy audiences and stakeholders at moments that require intensive lobby and media activities. We feel that this new way of working is already leading to concrete results, and next year, our annual report will be focussing on the achievements reached.

We were sad that Cornelia Kutterer, the Head of our Legal Department, and Caroline Hayat, Head of Communications left BEUC in the course of 2008. Cornelia ensured that BEUC gained an enormous amount of expertise in digital and IP areas, while Caroline ensured that BEUC became an effective and creative communicator towards Brussels media and policy audiences.

We are grateful to Forbrukerrådet, the Norwegian Consumer Council for seconding Linette Heiberg, Hans Marius Graasvold and Thomas Nortvedt to work with us during the year on economic and legal issues, and to Consumentenbond for seconding Henry Uitslag to work on issues concerning food marketing to children.

Finally, I would very much like to thank the whole BEUC staff for their dedication to making things work well. They have been open to change and put in a lot of effort to develop the strategic plans for our new headline areas. I am proud of their creativity and energy to ensure consumers get a fair deal out of Europe.

Monique Goyens - Director General

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Introduction

Highlights

With the public focus this year very much on the economic and financial crisis, it would be easy to lose sight of the initiatives taken by BEUC in other key areas. To highlight just a few:

- ★ Our campaign for group action (right to act collectively in court) and private enforcement of antitrust rules.
- ★ Our continuing campaigns in the fight against obesity and for better food information, with a successful event in the European Parliament.
- ★ Our drive to strengthen the Toy Safety Directive and improve market surveillance following the recalls of dangerous toys of the previous year.
- ★ Our campaign against proposals for disproportionate sanctions against Internet users.
- ★ Our fight to ensure that consumers get relevant, independent, and unbiased information about health.
- ★ Our work on the consumer experience of energy markets, leading to initiatives to increase the accuracy, transparency and comparability of energy invoices.
- ★ Our influence in the debate over energy labelling and the importance of effective schemes that are understood by consumers.
- ★ Our major influence and expertise in the debate over privacy and the use (and abuse) of Radio Frequency Identification (RFID) technology and in the debate on the Internet of Things.
- ★ Our successful efforts to prevent changes that would have allowed imports from the US of chicken not subject to the tougher rules on food hygiene operating in the EU.

Communications and campaigns

Presidency and the Council

In June BEUC and its French members met Luc Chatel, the French Secretary of State for Industry and Consumer Affairs, to present a memorandum setting out eight key consumer priorities for the French Presidency of the EU, together with 100 concrete proposals for building a Europe for Consumers. In December, we updated the memo for the incoming Czech Presidency, focusing particularly on the challenges of the economic and financial crisis for consumers.

European Parliament

We have again worked closely with the Parliament, briefing MEPs and suggesting amendments on key issues. As well as liaising individually with MEPs, we have organised a number of successful events in the Parliament including a dinner on group actions at which Commissioner Kroes spoke about her White Paper on Damage Actions for Breach of EC Antitrust Rules; a lunch event on food information; and a lunch and exhibition on toy safety ahead of the vote in plenary on the Toy Safety Directive .

BEUC is most grateful to all the MEPs who made these events possible and who have worked in support of consumers' interests.

During the year we started a project under the Europe for Citizens Programme (DG Education and Culture) to enable us to raise consumer issues with candidates for the new European Parliament to be elected in June 2009.

Health and Consumer Intergroup

BEUC also works with MEPs through the all-Party Health and Consumer Intergroup, a forum for which we provide the Secretariat together with the European Public Health Alliance. Meetings were held in April on the fight against obesity and in October on patients' rights in cross-border healthcare. Unfortunately, changes to the Parliament's operating rules are making it increasingly difficult for Intergroup meetings to take place: we hope the new Parliament will take a more helpful view.



European Commission

In 2008 as in previous years, BEUC has been in contact with many parts of the Commission. We continue of course to liaise closely with Commissioner Meglena Kuneva, her Cabinet and DG SANCO. We were pleased with the initiatives undertaken by Commissioner Kroes on private enforcement, and the pharmaceutical sector inquiry. We were also able to build up our contacts with Commissioner Reding on roaming, copyright and content on-line, and strengthen our relationships with DG Internal Market through several meetings with Jorgen Holmquist and his staff.

Following the launch of the Commission's register for lobbyists in June 2008, BEUC is now registered. We engaged with the EU Civil Society Contact Group in the context of our registration, participating in the definition of common guidelines and organised a press conference to announce these guidelines. We would now like to see progress towards a common register and binding code for the Parliament, Council and Commission, and one that treats NGOs on a non-discriminatory basis.

Representation and dialogue

As well as our day-to-day contact with the Council, Commission and Parliament, BEUC has taken part in many formal consultative processes including the Commission's European Consumers Consultative Group (ECCG) and its sub-groups on financial services and energy; Commission and Parliament hearings; and meetings of European agencies such as the European Food Safety Authority (EFSA), and the European Medicines Agency (EMA). We assisted with the coordination of consumer representation in the Commission's agriculture advisory committees. We also participated in the High Level Groups on respectively the Competitiveness of the Chemical Industry and the Competitiveness of the Food Industry.

We have also worked closely with other consumer bodies including our sister organisation, ANEC - the voice for European consumers in standardisation, our colleagues in CI - Consumers International and in ICRT - International Consumer Research and Testing. For the first time in our history, we have engaged into a formal partnership with the International Union of Tenants.

We have increased our contacts with a wide range of other stakeholders. We were able to gather an important number of organisations active in the health sector around our approach towards the pharmaceutical package. Those NGOs included the European Older People's Platform (AGE), the European AIDS Treatment Group (EATG), the European Forum of Primary Care (EFPC), the European Public Health Alliance (EPHA), the European Social Insurance Platform (ESIP), Health Action International, the European Federation of Nurses, European Association of Community Pharmacists (PGEU), European Association of Specialised Doctors (UEMS) and the European Heart Network (EHN).

In relation to food information and the need for front-of-pack labelling of salt, sugar and fat we have worked closely with the European Heart Network and the European Public Health Alliance, as well as with Sainsbury's (UK) and Intermarche (France).

In the financial sector, we had many discussions with the European Banking Sector (EBIC) in preparing the guidelines on switching bank accounts.

In the trade sector, we collaborated with the retail sector (Eurocommerce) in the context of the procedure for renewal of antidumping duties for footwear originating in Vietnam and China.

Transatlantic Economic Council

As members of the Transatlantic Consumer Dialogue, we took part in the Transatlantic Economic Council (TEC), the framework for cooperation on trade, economic and regulatory issues. Issues discussed included the financial crisis, product safety, REACH, intellectual property, and the US campaign against the EU ban on US chlorinated chicken. Together with US consumer organisations, we called on the TEC to include climate change, nanotechnology, consumer digital rights and improving diet and health in its agenda.

Media work and publications

BEUC was quoted over 800 times over the year. It is important to note that it is very difficult to be exhaustive, not only because of the explosion of news websites, but also because of the difficulty of tracking national media that have picked up our press activities through the major agencies. We were quoted on almost 80 different topics, notably on toy safety, information for patients, food issues, the Google/Double Click merger and the Intel case. Our publications during the year included a new brochure on group actions, a leaflet on food labelling, a short document showing inadequate warning labels on toys, and a Christmas card highlighting the need for 'traffic lights' for nutrition labelling.

General Position Papers

X/001/2008	Consumers in the driving seat - Consumer Policy Strategy, 2007–2013
X/003/2008	SANCO's future challenges: 2009-2014
X/008/2008	Draft Commission Code of Conduct
X/020/2008	A Single Market for Consumers - Successes and challenges
X/023/2008	EU BUDGET review
X/037/2008	A single Market for consumers
X/046/2008	Eight priorities for the French Presidency
X/050/2008	Impact Assessment
X/057/2008	Consumer complaints - Public Consultation on developing a harmonised methodology for classifying and reporting consumer complaints across the European Union
X/080/2008	BEUC's 8 Priorities for the Czech Presidency

General press releases

PR/027/2008	The French Presidency: Half hearted commitments for a 'Europe for Consumers'
PR/044/2008	European civil society groups set the standard for EU lobbying transparency

BEUC matters

General Assembly

Our General Assembly met on 29 and 30 May in Madrid during the 25th birthday of CECU, one of our Spanish members. We also met in Brussels on 13-14 November, when members elected Paolo Martinello (Altroconsumo, Italy) as our new President, together with Breda Kutin (ZPS, Slovenia) as Vice-President and members of the Executive. We welcomed Commissioner Viviane Reding who discussed telecommunications issues with members and Commissioner Charlie McCreevy who spoke about the financial crisis.

The General Assembly has agreed that we should increase our effectiveness by investing more of our joint resources in the areas identified by all as key for consumers, and where we can make a real difference in policy outcomes. This means that we cannot take up all of the many invitations that we receive to respond on a wide range of issues, but it will enable us to manage our limited resources as well as we can to the benefit of Europe's (almost) 500 million consumers.

Our members

BEUC welcomed Potrosac, the Croatian consumer organisation, as a new temporary affiliate during the year. The UK's Consumer Focus, which has replaced the National Consumer Council (a former BEUC member), has also joined BEUC. We have also welcomed the International Union of Tenants as our first partner organisation.

New Member States

We continue to support the capacity-building of consumer organisations in the new Member States. TRACE, or Training Courses for Consumer Empowerment, is an important element of this. We have now trained over 800 representatives of consumer organisations from all over the EU, EEA and an increasing number of candidate or potential candidate countries such as Croatia, Macedonia, Turkey and Serbia. In the course of 2008 new courses have been developed for providing more in depth knowledge for advanced participants focusing on Team



Leadership, Lobbying, Presentations Skills and Media Training, Consumer Redress and Financial Capacity Building.

BEUC was also involved in various Taiex-funded training initiatives focusing on consumer and other civil society groups from the candidate and potential candidate countries. We continue our work with International Consumer Research and Testing on building capacity to conduct comparative product test and publish results either in magazines or on websites. The general quality of most of the articles and publications has improved; this can be seen in the cases of Slovenia, Czech Republic, Romania, Poland.

BEUC continues to provide the Secretariat for the Consumer Law Enforcement Forum (CLEF), which brings together 16 consumer organisations, eight of which are from new or accession states. This is part of a three year project with Commission funding to empower consumer organisations and to help them to play their part in making sure that EU consumer protection rules are effectively enforced in their country, particularly in the new Member States.

Training

Training for consumer organisations

The Secretariat was financed by the German organisation GTZ for a week-long training for consumer organisations and government officials visiting Brussels from the Western Balkans.

In November 2008 the TRACE team together with Test Achats organised a training session for consumer organisations in the Ukraine funded by the UNDP.

Training for the Commission

We welcomed the invitation from DG Markt to BEUC to organise two training sessions for its staff on the Consumer Perspective on Single Market Issues. The aim was to help DG Markt staff to understand the approach of consumer organisations and how to integrate consumers' needs in DG Markt's policy-making processes.



Policy issues

Legal affairs

« Consumer Rights Directive

Effective EU consumer protection legislation, set at a high level as required by the Treaty, is essential for both consumers and the Internal Market. The Commission's proposal for a Consumer Rights Directive (replacing the Directives on Sales and Guarantees, Unfair Contract Terms, Distance Selling and Door to Door Selling) has far-reaching implications for consumers, and responding to it has been a major priority for BEUC.

There is a case for greater consistency, but the Directive would represent a fundamental turning point in the EU's approach towards consumer policy and legislation and would decrease the level of consumer protection. It would abandon the 25 year old principle of minimum harmonisation and make it impossible for Member States to keep or to introduce rules which provide better protection. In addition, as the Commission's proposal is not based on a high level of protection, consumers in a number of Member States would lose existing key rights in areas such as faulty goods and bans on pre-payments during the withdrawal period. BEUC called for substantive changes to the directive so that it reflects the best levels of consumer protection in the EU27.

Integrating the consumer interest

Getting the consumer interest included in the wide range of Community policies is essential. BEUC welcomes progress on the Commission's Consumer Policy Strategy for 2007-2013 and in particular the initiatives for horizontal integration of consumer policy into general EU legislation. In our response to DG SANCO's Future Challenges paper, we urged the Commission to be proactive and to seek to influence commercial trends and developments, as well as to respond to them.

We also welcome the Commission's vision for the Single Market in the 21st century which

acknowledges the need for enhanced action in favour of consumers, and we put forward proposals to help bring this about. BEUC commented on the Communication on Services of General Interest which formed part of the Review of the Internal Market and was pleased to note that the protocol on services of general interest had been added to the Treaty of Lisbon. We see this as a first step in the evolution of the EU's policy to achieve high-quality services of general interest throughout all relevant sectors, and we look forward to its implementation.

We were however disappointed with the Commission's consultation on its guidelines for undertaking Impact Assessments and we made proposals for improving consumer and health impact assessments.

Private enforcement and collective redress

76% of European consumers would be more willing to defend their rights in court if they could join a collective action according to the second edition of the Consumer Markets Scoreboard published in January 2009.

BEUC has been lobbying for a binding EU instrument to ensure that a judicial group action mechanism exists in all Member States, covering both national and cross-border cases where consumer detriment might occur, and has developed 10 criteria the ideal mechanism should encompass: BEUC's 10 Golden Rules.

At European level, collective redress is being tackled at different speeds by two directorates general: DG Competition and DG Consumer Protection. For BEUC, this dual approach is not an issue as long as both instruments are coherent and useful to consumer organisations in practice.

Airline ticket sales on the Internet

Some airlines advertise fares which bear little relation to the actual price that consumers have to pay. BEUC welcomed the Commission's report on unfair practices on airline ticket-selling websites. We noted that many of the misleading practises identified by the Commission some months beforehand were still widespread. We called for naming and shaming so that consumers can know which companies do not play by the rules.



Copyright and fair use

BEUC wants to see a fair balance between the interests of copyright holders and users. We strongly opposed proposals to extend copyright protection from 50 to 95 years as it would be unfair to users.

We responded to the consultation on private copying levies, addressing consumer issues such as double payment and alternative licensing. In our response to the consultation on on-line content, we highlighted that digital technologies influence and change the way we think and behave in the modern world. Access to knowledge, communication, online services, e-commerce, cultural content such as music and film extends continuously and changes our economic, social and cultural life. It brings new opportunities but also challenges consumers' rights in the digital environment.

For a digital world and market to function well, it is imperative that the legal and contractual framework is clearly set out. Consumers have clear rights in the digital world not to be eroded by new technology or (unclear and) unreasonable contract terms.

We welcomed the initiative by the Commission to inform consumers about their rights in the digital environment (user guide) but, with consumer rights under continued attack from the copyright lobby, we want to see a regulatory measure to reinforce those rights.

The Internet has become essential in participating in society and political discourse, accessing employment opportunities, education, social, health and government services. In the digital age, excluding citizens from the ability to connect to and communicate on the Internet amounts to cutting off individuals from civic and cultural life.

Throughout 2008 BEUC and our members worked hard to stem the political momentum behind the so-called graduated response. This would make Internet Service Providers liable for copyright infringement for their role in passing communications across their networks. Ultimately this would mean that if a consumer was found to be infringing copyright he or she

would be cut off from access to his or her Internet connection by the ISP, but without the evidence being examined by a court. The ISPs would become the police of the net.

Privacy and security

Most consumers are probably unaware that tiny tags on products and loyalty cards make it possible for retailers to monitor individual buying habits a technology that could even be extended to credit cards. This raises issues of privacy, security and transparency, and BEUC welcomed the Commission's decision to examine the use of Radio Frequency Identification (RFID) technology. We want legislation, and not just a Recommendation, to protect consumers. We also raised issues of e-privacy with the Commission and MEPs.

Legal position papers

X/012/2008	Creative Content Online in the Single Market
X/022/2008	Public consultation on piracy protection for services protected by conditional-access systems
X/027/2008	Fair compensation for acts of private copying
X/028/2008	Group actions in Europe - Speech by Monique Goyens - Dinner organised by BEUC in Strasbourg on 22nd April 2008
X/029/2008	Radio Frequency Identification (RFID) - "RFID Privacy and Security Recommendation" - Joint ANEC/BEUC comments
X/031/2008	European Group Action - Ten Golden Rules
X/047/2008	Damages Actions for Breach of EC Antitrust Rules
X/068/2008	Internet of Things
X/076/2008	Term Extension of Copyright and Related Rights - BEUC statement

Legal press releases

PR/011/2008	'Small brothers' are watching you [RFID]
PR/019/2008	Both MEPs and BEUC reject the Graduated Response
PR/023/2008	Airline tickets on the Internet: fair practices are still to take off
PR/033/2008	Intellectual Property: BEUC Expresses Doubt on the Commission's "Forward Looking Package"
PR/041/2008	Consumer Rights When Shopping: Talking About a Revolution?
PR/049/2008	Collective Redress: Going around in circles

Economic and financial issues

The financial crisis

The crisis in the financial system is also a crisis for consumers, who are deeply anxious about their future and the security of their personal savings, loans and pension plans and, in some cases, even their homes. It is scarcely surprising that consumers have lost confidence in deposit, credit and investment service providers. That lack of confidence in turn discourages cross-border shopping for financial services and thus undermines the single market.

The main reason for the financial crisis lies in under-regulated and under-supervised financial systems, which put short-term financial rewards before companies' stability and risk evaluation. A package of measures is necessary to deal with the regulation and supervision of financial institutions, pre-contractual information and financial advice, responsible lending, deposit guarantee schemes, corporate governance, legislation on financial intermediaries and collective redress.

In the course of 2008, BEUC members prepared a response to the crisis, focusing on unified (rather than sectoral) supervisors in each Member State with expanded powers, improved cooperation between national supervisors and regulators, a financial supervision authority in charge of control of financial institutions operating at cross-border level, and binding rules at EU level rather than self-regulation.

Clear information for consumers about financial products is also essential, including honest information about levels of risk. Consumers need improved access to genuinely independent financial advice, better regulation of credit with more responsible lending, robust cross-border deposit guarantee schemes, and improved redress, both at the cross-border and national level.

Switching bank accounts

Consumers must be able to move their bank accounts without unreasonable costs and delays if there is to be a competitive market. We took part in the discussions hosted by the Commission on a voluntary code of conduct on banking mobility. We have some reservations about the outcome and will be closely monitoring its implementation.



Financial inclusion

BEUC believes that basic banking services should be available and accessible to consumers throughout the EU. We took part in the Commission's conference on financial inclusion in May.

Payments

BEUC wants better payment systems to be available for consumers, both for domestic and cross-border transactions. We participated in the Payment Services Group, the implementation group for the Payment Services Directive and the European Payment Council (Single Euro Payment Area). We particularly want to see improvements on direct debits and payment cards.

Consumer credit

Consumers need credit both for acquiring goods or their home. The financial crisis clearly shows problems consumers have to face in case of irresponsible lending and when they have been sold risky products. This is why BEUC has been very active during the last stage of adoption of the Directive on Consumer Credit. As well as briefing MEPs, we put forward views on the need to safeguard consumers in any agreement on cross-border exchange of credit data. We continue to monitor developments on the issues covered by the Commission's White Paper on Mortgage Credit.

Competition policy

Computer chips are a significant element of computers and their cost directly impacts on the final price paid by consumers. BEUC therefore intervened in the competition case arising from complaints against Intel from AMD, to ensure that consumer interests are fully taken into account in competition policy in general and in its enforcement in the computer sector in particular.

We also raised concerns with the Commission about the merger of DoubleClick and Google, monitored the Google/Yahoo deal, and provided input to the Commission inquiry into the pharmaceutical sector.



Energy and consumers

Just over a year after energy liberalisation, BEUC decided to investigate whether European energy markets are working better for consumers. In October we issued the results of our survey. BEUC members continue to report on problems faced by consumers in the electricity and gas markets, including in areas such as security and quality of supply, affordability and access, billing, choice and information.

We welcomed progress towards separating the ownership of electricity production from that of its distribution (full ownership unbundling) as a key element for making the EU market more competitive. The next step must be to tackle concentration in Europe's electricity markets. We have continued to press for improved rights for energy consumers in discussions on the Energy Charter.

Mobile phone roaming

We were delighted that the proposals produced by Commissioner Reding following the review of the current voice Roaming Regulation reflect the views put forward by BEUC during the consultation. BEUC wants to see the Regulation continued, with the addition of SMS and data roaming to its scope.

Mobile termination rates

Through high termination charges European telecommunications companies have been able to build their networks and provide cheap hand-sets. Time has come to decrease these charges so that consumers are charged less and that smaller operators can develop innovative services. We thus welcomed the Recommendation by the Commission to provide guidance to national regulators, to bring charges in line with the actual costs and look forward to its adoption in 2009.

Telecom package

BEUC worked intensively on the reform of the European Telecommunications sector as our members receive many complaints in this area. Consumers still suffer from complicated information, difficulties in switching, tie-in into long, expensive contracts or long-waiting periods to keep their old telephone number. Consumers must be informed by their Internet service provider or any web company if a breach of security puts their personal data at risk. Increased protection against unsolicited emails (spam) is also essential, as well as access to services, and of course protection from the so-called graduated response.

Economic Position Papers

X/005/2008	SEPA goes live
X/010/2008	Energy Package
X/014/2008	3rd Energy package
X/016/2008	Symmetry Of Mobile/Fixed Call Termination Rates, Response to ERG's public consultation
X/026/2008	3rd Energy Package - Putting Regulators in the Driving Seat
X/032/2008	Towards a Neutral, secure and Consumer friendly telecommunications sector (short version)
X/033/2008	Towards a Neutral, secure and Consumer friendly telecommunications sector (long version)
X/035/2008	Conference on the Promotion of the Rights of Energy Consumers -The role of information in creating competitive energy markets - Speech by Levi Nietvelt
X/045/2008	Allowing consumers to benefit from all cross-border telecommunication services
X/053/2008	The "Telecom package" should focus on optimising networks and service provision, not on content
X/055/2008	Termination rates
X/060/2008	European Energy Markets - Survey carried out among our member organisations within the EU in the first half of 2008
X/061/2008	The EU energy markets after the liberalisation: Consumers still waiting to reap the full benefits
X/064/2008	Expiry review of the anti-dumping measures applicable to imports of footwear with uppers of leather originating in the People's Republic of China and Vietnam
X/072/2008	Telecoms - Does a European Internal Market mean high communication costs when travelling between Member States?
X/075/2008	Energy internal market - From Dark to light, from cold to heat - BEUC's views on the 2nd reading of the energy internal market directives
X/078/2008	Roaming II Regulation
X/079/2008	Consumer complaints in the telecommunication sector - Information from BEUC's members, November 2008
X/081/2008	Implementing the third energy package



Economic press releases

PR/001/2008	Consumer Credit: Consumers at risk
PR/002/2008	Early repayment for consumers – but at what price?
PR/003/2008	BEUC Statement on Consumer Credit
PR/008/2008	“Consumer Market Watch”: a useful tool for consumers
PR/009/2008	A more ‘energetic’ package is needed (third energy package)
PR/010/2008	Intel case: BEUC wants consumer voice to be heard
PR/014/2008	The price of ‘chips’ is an important consumer issue
PR/016/2008	The Commission has just approved the acquisition of DoubleClick by Google
PR/017/2008	White Paper on Private Enforcement
PR/022/2008	Energy market: still a lot to do for consumers...
PR/026/2008	MEPs put consumers in the spotlight [Energy]
PR/029/2008	Commission initiative on Mobile phones: Prices could decrease significantly!
PR/031/2008	Mobile Operators - Don't Spoil our Holidays: Lower SMS Prices...
PR/034/2008	Intel Case: It's Not Over Yet
PR/036/2008	Antidumping on Shoe Imports
PR/037/2008	Antidumping on Shoe Imports: No further Extension!
PR/038/2008	Roaming: No More Nasty Surprises
PR/039/2008	A Good Call from MEPs [Telecoms]
PR/050/2008	Switching Bank Accounts More Easily: Some Hope for consumers
PR/051/2008	International demand for iTunes interoperability
PR/043/2008	Energy Markets: Consumers Still in the Dark and Cold

Safety and the Environment

Toy safety

Parents are entitled to expect that toys sold in the EU are safe. The new Directive agreed at the end of 2008 will bring some improvements to the safety of children in Europe: toys in food will be more strictly regulated, dangerous substances such as carcinogens will be banned and warnings on toys will be more visible and understandable. Unfortunately, hormone disrupting chemicals will still be allowed in toys despite the potential risks to children's health, and most toys will still not have to be checked by an independent third-party before being placed on the market.

Safety and the Internal Market

We have continued to be involved in discussions on the Commission's proposals on the Internal Market Package for Goods. Together with ANEC, we also raised concerns about the proposed European safety mark for consumer products including the lack of clarity over its potential use. We underlined the need for effective legislation, standards, market surveillance and enforcement.

Dangerous substances

BEUC continued to call on the Commission to issue a Green Paper addressing domestic pollution and in particular the effect of consumer products on air quality. We urged that the most dangerous chemicals should be prohibited or strictly limited.

Cosmetics

BEUC welcomed the Commission's proposal for a new Regulation on Cosmetics but regretted that it was not strengthened to prevent the use of carcinogenic, mutagenic and reprotoxic substances and to address our concerns including the use of nanoparticles in cosmetics, environmentally dangerous substances and misleading claims and marketing.



So far the European Parliament has done good work to ensure that the Directive is improved with regard to any claims made, but also the use of nanomaterials, calling for strict regulation and labelling in the list of ingredients of a product. Consumers would then be able to choose whether or not they wish to buy products that use this technology.

Nanotechnology

Nanotechnologies are a range of technologies that use materials on an incredibly small scale. One nanometre is a millionth of a millimetre. Materials at this small scale present different properties compared to “bigger” particles (eg: greater reactivity and mobility in the human body) and are increasingly being used to create new products or applications. Nanomaterials are already used in various products available on the EU market such as food, cosmetics, textiles, electric appliances and medicines. In the cosmetic sector, some manufacturers use nanomaterials to produce a sunscreen that is clear, rather than white when it is applied, or to produce anti-ageing creams which are claimed to be more efficient.

We acknowledge that nanotechnologies have a potential to offer benefits. They could be used to improve the resource and energy efficiency of appliances, the storage capacity and loading time of batteries, or lead to new medical treatment opportunities. These technologies and materials may also present new risks which have never been evaluated. We are concerned about the increasing number of products containing nanomaterials which are already sold on the EU market without having been subject to a proper safety assessment.

The Commission has adopted a code of conduct in the field of nanotechnology research, intended to establish some guidelines in this research area. BEUC is concerned that compliance is only voluntary and we are calling for further regulatory measures to be taken as soon as possible in order to protect consumers’ health and the environment, particularly for food and cosmetic products.

We participated in the 2nd Annual Nanotechnology "Safety for Success" Dialogue Workshop organised by DG SANCO in October 2008 and presented our expectations from and concerns about the use of nanotechnologies.

Sustainable production and consumption

BEUC works to help make sure that consumer products are as sustainable as possible and accessible for all. We want to see an EU-wide strategy to help consumers to make the right choices for a sustainable economy, balancing positive incentives, voluntary action and regulatory goals to bring real change. We found the Commission's Action Plan on Sustainable Consumption and Production and on Sustainable Industrial Policy rather unambitious, focusing largely on changes to existing measures.

We participated in a wide range of forums and projects, including Green Week, the Eco-design stakeholder consortium project, the EU Ecolabelling Board, the stakeholder Consultation Forum on Eco-design and the new Retail Forum. We also took part in technical discussions on environmental aspects of products as varied as boilers, water heaters, domestic lighting, televisions, dishwashers, washing machines, refrigerators and freezers. In this context, we closely cooperate with our sister organisation ANEC.

We have also promoted choice editing, intended to ensure that non-sustainable or less sustainable products disappear from the market and are replaced by a broad range of sustainable products and services in all price ranges.

We lobbied for changes to the EU Energy Labelling Directive, the Eco-design of Energy-using Products Directive (together with ANEC) and the Ecolabel Regulation, and worked on the issue of 'green' electricity during discussions on the Renewable Energy Directive.

CO2 emissions from cars

The Commission proposal for a Regulation setting emission performance standards for new passenger cars sets unambitious targets for car emission levels and lacks strong measures to ensure car manufacturers' compliance. We called for changes, and also for a revision of the Car Labelling Directive to ensure that the label is harmonised across the EU and can be easily used by consumers.



Environment and safety position papers

- X/006/2008 Consumer Relevant Eco-design Requirements for External Power Supplies
- X/007/2008 Consumer Relevant Eco-design Requirements for Simple Set Top Boxes
- X/009/2008 EU Energy Labelling Scheme
- X/011/2008 Consumer Relevant Eco-design Requirements for Boilers and Water Heaters
- X/017/2008 Revision of the Toy Safety Directive: How could we make toys safer?
- X/018/2008 Consumer Relevant Eco-design Requirements for Domestic Lighting
- X/024/2008 Ecolabel - BEUC and EEB comments for discussion at the EUEB meeting of 23 April 2008
- X/030/2008 Cosmetic products should not harm
- X/044/2008 Consumer interests in eco-design of energy-using products
- X/049/2008 Cars: Improve labelling and stop misleading advertising
- X/051/2008 Consumer relevant eco-design, labelling and installation requirements for dedicated water heaters
- X/054/2008 Ecolabel for floor coverings - BEUC and EEB comments
- X/056/2008 Ecolabel for Televisions - BEUC and EEB preliminary comments
- X/058/2008 Consumer relevant eco-design requirements for televisions
- X/062/2008 Toys: Find (and understand) the warnings!
- X/063/2008 EU eco-design - Consumer expectations from the revision of the EU directive
- X/067/2008 Ecolabel Criteria for Televisions - BEUC and EEB comments
- X/069/2008 Consumer relevant eco-design, labelling and installation requirements household washing machines

- X/070/2008 Ecolabel on Footwear - BEUC and EEB comments
- X/073/2008 Consumer relevant eco-design and labelling requirements for refrigerators & freezers
- X/074/2008 Consumer relevant eco-design and labelling requirements for domestic dishwashers



Environment and safety press releases

- PR/004/2008 Toy safety: will the EU meet the challenge?
- PR/005/2008 BEUC and ANEC Statement on Toy Safety
- PR/013/2008 Magnets in toys: too little too late
- PR/015/2008 Safer lighters in our shops?
- PR/018/2009 "Flower Power" in Brussels: MEPs vote to strengthen the Ecolabel
- PR/021/2008 RAPEX report: A step in the right direction...
- PR/025/2008 Product safety: BEUC President visits China
- PR/032/2008 A "Non-Action" Plan [Sustainable Consumption, Production and Industry]
- PR/040/2008 Consumers strongly in favour of keeping the A-G Energy Label
- PR/046/2008 What do your kids want for Christmas?
- PR/053/2008 The New European Toy Safety Legislation



Food

Nutrition

Promoting healthy nutrition and the fight against obesity are a high priority for BEUC. We again participated in the Commission's Platform on diet, physical activity and health and met with the Council, Commission, MEPs, EFSA and a wide range of organisations on issues such as the marketing of unhealthy foods to children, the provision of food information to consumers (including nutrition labelling), banning of artificial trans fats, nutrient profiling and health claims.

Food Information

BEUC works to ensure that the information on food labels is clear, readable and easily understandable for consumers. It is urgent that the EU takes action to allow consumers to make healthier food choices. Research shows that consumers want mandatory information on a limited number of nutrients on the front of pack to help them make their purchasing decisions. The majority of consumers want this limited information to be complemented by a more detailed mandatory nutrient declaration on the back of the pack. The available evidence has shown that consumers prefer nutrition information on the front of pack to be expressed through the use of an interpretative element, namely multiple colour coding as it helps them to quickly and easily make informed food choices.

BEUC met with the Commission, Council Representatives and MEPs to present the consumer view on the Commission proposal. We also joined forces with the European Heart Network and European Public Health Alliance to call on MEPs to support the use of an interpretative element, namely multiple colour coding on the front of pack.

Food additives, flavourings and enzymes

BEUC has always tried to make sure that additives are safe, and that they are only used where they are necessary, do not mislead and provide a benefit to consumers. We again stressed these principles during the debate on Commission proposals on food additives and we also called for additive approval procedures to take account of the precautionary principle.



We joined with other leading EU organisations in a call on the European Commission to suspend the use of food colourings that affect the activity level and attention span of children.

Animal cloning

Surprisingly, there is currently no EU legislation dealing with products derived from cloned animals and their offspring. We welcomed initiatives by the Commission to stimulate a debate in this area and we challenged the draft position of the European Food Safety Authority on cloning. BEUC believes that animal cloning for the food supply is unnecessary for food security, food safety or to improve breeds of animals, and that it also raises issues of animal welfare. If cloning for food purposes were to take place, then full labelling would be essential.

Novel Food

In the course of 2008 the EU institutions discussed a proposal on novel foods. Novel foods such as sterols (e.g. used in yellow fat spreads) to lower blood cholesterol levels, lycopene (e.g. used in soups), for which it is claimed that it may help prevent certain cancers, and salatrims used in reduced fat bakery products and confectionary must be safe and offer benefits to consumers to be allowed on the market. There should be no danger to consumers' health should consumers ingest combinations of novel foods. Novel foods should be clearly labelled, so that consumers can make well-informed choices.

In November, we issued a specific position paper on nanotechnologies in food, providing comments on the draft opinion of EFSA's Scientific Committee on the potential risks arising from nanoscience and nanotechnologies on food and feed safety.

Chlorinated chickens

The EU's approach to food hygiene – which we support and which has been largely successful - is to try and eliminate as far as possible zoonotic infections such as salmonella in the food chain. The US approach for poultry, however, is to use antimicrobial treatments (AMT) which have worked less well. We joined with the European Environmental Bureau and COPA-COGECA, the EU farm lobby group, to oppose changes which would have allowed imports of AMT chlorine-treated chicken into the EU. We also raised this issue in the TACD and the Trans Atlantic Economic Council.

Other food activities

We took part in the High Level Group on the competitiveness of the food industry which will report in 2009. We began work as a partner in the project on policy options for marketing food and beverages to children (POL-MARK). We put forward views on the consumer interest in aquaculture. We also monitored developments with regard to nutrition information in restaurants and food hygiene legislation simplification.

Food position papers

X/013/2008	Nutrition Labelling Helping Consumers Making Healthier Choices
X/015/2008	No animal cloning for food supplies
X/039/2008	Food Information to Consumers
X/040/2008	Food Information to Consumers
X/048/2008	Novel Foods Regulation Proposal
X/052/2008	Nutrition Labelling - BEUC, EHN and EPHA Common Position
X/059/2008	Food labelling - Summary of Main Points from Research
X/065/2008	How to help consumers make healthy food choices
X/066/2008	Nanotechnologies in food

Food press releases

PR/006/2008	Nutrition labelling: what do EU consumers need?
PR/007/2008	BEUC statement on food labelling
PR/012/2008	Statement on EFSA's advice on nutrient profiles
PR/020/2008	BEUC and 41 other public interest organisations are calling on Commissioner Vassiliou to ban six food colourings
PR/024/2008	No chlorinated chicken on EU plates!
PR/028/2008	EFSA: 2 BEUC members in the Management Board
PR/035/2008	BEUC Welcomes EFSA's Approach on the Evaluation of Health Claims



Health

Cross-border health care

Patients prefer to be treated close to their home and family and they must be entitled to receive the best available care in their own country. When this is not possible or when they choose to seek health care in another Member State, they must have the rights to do so, be aware of those rights and have the means to enforce them.

We therefore welcomed the Commission's proposal for a Directive on Cross-border Health Care. It is high time that patients had legal certainty in this area and the fullest information in order to make rational choices. We particularly welcome the proposed establishment of national contact points that will provide patients with information on essential aspects of cross border health care, including procedures, reimbursements, and means of redress where problems arise.

However, further discussions are needed on the system for prior authorization for hospital care: it must not lead to confusion and increased inequalities between the Member States.

Pharmaceuticals

Consumers need impartial information about prescription medicines, not disguised advertising.

We strongly criticised the moves by DG Enterprise to amend, as part of the pharmaceutical package review, the Directive on Medicines in order to allow pharmaceutical companies to communicate directly to the general public on their prescription-only medicines under the guise of 'patient information'. BEUC especially criticised the risk of potential confusion between advertising and objective information and joined with patients, healthcare, community pharmacists and other organisations in a call to the Council and Parliament to reject these proposals.

We welcomed the Commission proposal to strengthen the pharmacovigilance system, and in particular the introduction of the possibility for consumers to report side effects directly to the competent authorities. Finally we welcomed the Commission proposal against falsified medicines as a necessary step to better protect consumers and we called for stronger measures against illegal Internet sales.

Other health issues

BEUC has also been involved in discussions on E-health patient safety, in the European Medicines Agency (EMA) initiative on the readability of medicine information leaflets and in the DG Competition pharmaceutical sector inquiry.

Health position papers

X/004/2008	A Strong, Transparent and Proactive Pharmacovigilance System
X/021/2008	Information to patients
X/034/2008	Counterfeit Medicines
X/042/2008	Patient information by pharmaceutical companies comes up against almost unanimous opposition from civil society
X/043/2008	Impatient for safety [on patient safety]
X/071/2008	Pharmaceutical Sector Inquiry - Contribution by Paolo Martinello, President of BEUC
X/077/2008	Health care across the borders

Health press releases

PR/018/2008	Direct To Consumer Information [Information to patients]
PR/030/2008	Cross Border Health Care
PR/048/2008	Pharmaceutical Package
PR/052/2008	Commissioner Verheugen opens Pandora's box [Information to patients]

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Alain Bazot, UFC-Que Choisir (France)

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BEUC Temporary affiliates

BULGARIA

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CROATIA

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CZECH REPUBLIC

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BEUC Partners

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Conference list

BEUC participation in conferences, working groups, hearings in 2008

Date	Meeting title	Organised by	Place	Participant
07/01/2008	BEUC expert Meeting on Digital Rights	BEUC (Legal)	Brussels	Cornelia Kutterer Emilie Barrau Marine Thomassin
07/01/2008	BEUC expert Meeting on Group Action	BEUC (Legal)	Brussels	Cornelia Kutterer Emilie Barrau Marine Thomassin Ursula Pacht Caroline Hayat
10/01/2008	Expert Group Meeting on Radio Frequency Identification – RFID	EC/ DG INFSO	Brussels	Emilie Barrau
21/01/2008	Conference on “Services Directive: One year later”	Eurochambres	Brussels	Marine Thomassin
21/01/2008	Seminar on Privacy Internet	EP/ LIBE Committee	Brussels	Nuria Rodriguez Cornelia Kutterer (speaker)
22/01/2008	TPN programme	European American Business Council	Brussels	Jim Murray
22/01/2008	Workshop on "Future Media Internet"	CONTENT, INTERMEDIA NoE & VISNET-II networks / European Commission	Brussels	Emilie Barrau Cornelia Kutterer
22/01/2008	Policy Briefing with EC Commissioner Kuneva	European Policy Centre	Brussels	Nuria Rodriguez Cornelia Kutterer
24/01/2008	Public Hearing on the Agency for the Co-operation of Energy Regulators	EP/ ITRE	Brussels	Holger Krawinkel (vzbv)
24-25/01/08	BEUC Health experts meeting	BEUC	London	Ilaria Passarani
28/01/2008	“SEPA goes live”	European Payments Council AISBL	Brussels	Rasmus Kjeldahl Levi Nietvelt
29/01/08	Il training for patients’ and consumers’ Organisations	EMA – European Medicines Agency	London	Ilaria Passarani
30/01/2008	Seminar: “Asymmetric MTR Regulation	Université Paris – Dauphine	Brussels	Levi Nietvelt
31/01/2008	Expert meeting : Impact Assessment on the Review of the Consumer Acquis	GHK Consulting	Brussels	Monique Goyens
01/02/2008	Colloquium: “Energy Technology Deployment Towards Better Demand Side Management and Higher Efficiency”	EESC, Belgian Central Economic Council & Belgian Federal Public Service Economy and Energy	Brussels	Levi Nietvelt
06/02/2008	Public Hearing on Consumer Protection	Committee of European Insurance & Occupational Pension Supervisors	Frankfurt	Mick McAteer Financial Inclusion Centre

Date	Meeting title	Organised by	Place	Participant
07/02/2008	Expert Group Meeting on Radio Frequency Identification – RFID	EC/ DG INFSO	Brussels	Emilie Barrau
07/02/2008	“Right or Repair Campaign Workshop”	FIGIEFA	Brussels	Nuria Rodriguez
07/02/08	EFSA Stakeholder Consultative Platform – Technical Meeting on Animal Cloning	EFSA	Brussels	Kees de Winter Ruth Veale
11/02/2008	Joint technical meeting on the “Open standards and interoperability”	TACD IP Working Group & DG INFOSOC	Brussels	Emilie Barrau
11-12/02/2008	ILSI Europe BRAFO Risk-Benefit Analysis of Foods “Kick-off Meeting”	International Life Sciences Institutes – European Branch	Brussels	Kees de Winter
13/02/2008	Consumer focus group on the acquis review impact assessment	EC/ DG Sanco	Brussels	Nuria Rodriguez
14/02/2008	Hearing on «Telecom Reform : better services and lower prices for citizens and companies»	EP/ PSE	Brussels	Levi Nietvel
18-19/02/2008	CLEF – Third Forum Meeting	BEUC	Florence(IT)	Emilie Barrau Marine Thomassin Nuria Rodriguez
19-20/02/2008	European Consumer Consultative Group	EC –DG Sanco	Brussels	Monique Goyens
21-22/02/2008	European Business Summit	EBS	Brussels	Jim Murray
25/02/2008	Collective Redress – Discussion Dinner with MEPs	BEUC	Brussels	Cornelia Kutterer Emilie Barrau Nuria Rodriguez
25-26/02/08	BEUC Environment and Safety Expert Meeting	BEUC	Berlin	Laura Degallaix Sylvia Maurer Blanca Morales
25-28/02/2008	Eu XXL Film 2008 Konferenz	EU XXL FILM (Austria)	Krems	Anne-Catherine Lorrain
26/02/2008	Front of Pack Labelling	UK Food Standards Agency	Brussels	Monique Goyens
26/02/2008	High Level Group of Independent Stakeholders	EC - DG Enterprise	Brussels	Jim Murray
27/02/08	Food in the EU	The Danish Consumer Council	Copenhagen	Kees de Winter
27/02/2008	Structural measures essential for functioning energy markets	EAP (European Affairs Platform)	Brussels	Levi Nietvelt
28/02/2008	2nd Workshop Work package 5CE RFID	DHL Innovation Center	Brussels	Emilie Barrau
28/02/08	EMEA/Scientific Committees WP with Patients and Consumers’ Organisations	EMEA European Medicines Agency	London	Ilaria Passarani
28/02/08	Nanotechnologies Summit	WHICH ?	London	Laura Degallaix Ruth Veale
29/02/08	Consultation Forum for the Ecodesign of Energy Using Products (EuP)	DG TREN	Brussels	Sylvia Maurer
29/02/2008	ECCG Sub-group meeting on the impacts of consumer protection legislation on consumer protection levels and cross-border shopping	EC/ DG SANCO	Brussels	Nuria Rodriguez

Date	Meeting title	Organised by	Place	Participant
03-04/03/08	The Final Safe Foods Meeting		Rome	Kees de Winter
04/03/08	EU Coordination meeting on the carbon footprint	DG Environment	Brussels	Blanca Morales
04/03/2008	Public debate: "Energy internal market – Consumer protection and energy poverty"	EP/ PSE	Brussels	Levi Nietvelt
04-05/03/2008	The European digital dividend conference	Policy Tracker (UK)	Brussels	Emilie Barrau
11/03/2008	The Future of IP Interconnection: Technical, Economic & Public Policy aspects	EC/ DG INFSO	Brussels	Levi Nietvelt
11/03/2008	Intel Hearing	EC/ DG Competition	Brussels	Anne Fily
12/03/2008	RFID Policy Support Workshop	EC/DG INFSO	Brussels	Emilie Barrau
12/03/08	Revision of the EU Eco-label criteria for Hard Coverings and EU Eco-label criteria for Wood and Textile based Floor Coverings	Italian National Agency for Environment protection & technical services	Brussels	Rolf Buschmann (Consumer Association of North Rhine-Westphalia)
13/03/2008	Expert Group Meeting on Radio Frequency Identification – RFID	EC/ DG INFSO	Brussels	Emilie Barrau
14/03/2008	Workshop: "Ethical Public Domain: Debate of Questionable Practices"	COMMUNIA	Vilnius (LT)	Nuria Rodriguez
14/03/2008	European Consumer Day: "Consumer Redress"	EESC	Brussels	Monique Goyens Willemien Bax Emilie Barrau
17/03/08	EC Legal Proposal on Information to Patients	European Medicines Agency	London	Ilaria Passarani
25/03/2008	51th Anniversary Celebrations of the signature of the Rome Treaty	European Parliament	Brussels	Jim Murray
25/03/08	CHES Meeting on Health professionals migration flows	European Policy Centre	Brussels	Ilaria Passarani
27/10/2008	Consumer and Industry Stakeholder - Pre Contractual Information Focus Group Study	EC/ DG MARKT	Brussels	Levi Nietvelt
28/03/2008	Meeting of the Working Party of Governmental Experts on Flavourings	DG SANCO	Brussels	Kees de Winter
31/03-02/04/2008	"The Future of the Internet – Perspectives emerging from R&D in Europe"	Slovenian Presidency of the EU 2008	Ljubljana (SI)	Emilie Barrau
01/04/2008	Working group on Counterfeiting and Digital Rights	European Parliament ALDE & PSE	Brussels	Hans-Marius Graasvold (FB)
5-8/04/08	Transatlantic Consumer Dialogue Annual Meeting	TACD	Washington	Jim Murray Willemien Bax Laura Degallaix Kees de Winter Ruth Veale Emilie Barrau
07/04/2008	Customer Stakeholders Forum (SEPA)	European Payment Consilium	Brussels	Anne Fily

Date	Meeting title	Organised by	Place	Participant
07-08/04/2008	TACD Session on "Digital Rights"	TACD	Washington	Hans-Marius Graasvold (FB)
08/04/2008	Launch of new NCC publication "Warning: too much information can harm"	BEUC + Better Regulation Executive	Brussels	Monique Goyens
08/04/2008	Conference: "European Security Awareness"	Business Software Alliance	Brussels	Nuria Rodriguez
8-9/04/08	European Patients' Forum – Spring Conference	European Patients' Forum	Brussels	Ilaria Passarani
10/04/08	SMEs & Future of EU Health System	SME Union	Brussels	Ilaria Passarani
11/04/2008	First AHWG Revision of Ecolabel for Tourist Accommodation Services and Campsites	Italian Agency for Protection of Environment & for Technical Services	Rome	Christian Baumgartner (Friends of Nature International)
13-16/04/2008	Study trip to Brussels for consumer organisations from South East Europe	GTZ	Brussels	Willemien Bax
14/04/2008	Conference: The advantages and benefits of the Euro	European Economic and Social Committee	Brussels	Anne Fily
15/04/2008	Collective Redress – Presenting evidence for reform	Civil Justice Council & the Joint Brussels Office of Law Societies	Brussels	Marine Thomassin
15/04/08	Could better food information help win the EU's war on obesity?	Friends of Europe	Brussels	Ruth Veale
15/04/08	The future of e-health in the EU	EPC – European Policy Centre	Brussels	Ilaria Passarani
15/04/08	First AHWG meeting for the "Development of the ecological criteria for the award of the Community Eco-label to Buildings"	Italian Agency for environment protection & technical services	Rome	Gabriela Fleischer (DIN)
16/04/2008	Optimal Consumer Information & Education in a Competitive Retail Banking Environment	WSBI / ESBG	Brussels	Monique Goyens
16/04/2008	EU Energy Policy: "Third liberalization package: Scenarios for the next Decade"	European Movement International	Brussels	Levi Nietvelt
17/04/2008	Network Neutrality and the reform proposals for the electronic communications sector	Centre de recherches informatiques et droit, Interdisciplinair Centrum voor Recht, Cullen Int'l, ISPA, Time Lex	Brussels	Nuria Rodriguez
17/04/2008	1st Content online Platform Meeting: New business Model	European Commission DG INFSO	Brussels	Marco Pierani (Altroconsumo) Julien Dourgnon (UFC)
18/04/2008	Exhibition on Safety and Counterfeiting	Cabinet Kovács & Cabinet Kuneva	Brussels	Monique Goyens
18/04/2008	Séminaire sur les Services Financiers : les hypothèques rechargeables	Test-Achats	Brussels	Anne Fily
18/04/2008	How can we improve adherence to medicines in Europe?	Pharmaceutical Group of the European Union	Brussels	Ilaria Passarani

Date	Meeting title	Organised by	Place	Participant
21/04/2008	The Helena Stakeholders Consultation – Healthy Lifestyle in Europe by Nutrition in Adolescence	EUFIC	Malaga	Ruth Veale
22/04/2008	AHWG Carbon Footprint Measurement Toolkit (Ecolabel)	DG Environment	Brussels	Lucy Yates (CF)
22/04/2008	European Telecommunications Platform Plenary on Universal Service Obligations	Deutsche Telekom Brussels Office	Brussels	Levi Nietvelt
22/04/2008	BEUC Dinner event on Consumer Collective Redress/ Private Enforcement with MEPs	BEUC	Strasbourg	Monique Goynes Willemien Bax Caroline Hayat Muriel Danis Levi Nietvelt Anne Fily Nuria Rordriguez Marine Thomassin
23/04/2008	30th Meeting of the Communications Committee	EC/ DG INFSO	Brussels	Levi Nietvelt
23/04/08	EU Eco-labelling board	DG Environment	Brussels	Blanca Morales Jacob Hartmann (Ecolabel expert)
23/04/08	Diet, Physical activity and Health – A European Platform for Action	DG SANCO	Brussels	Ruth Veale
23-24/04/08	ECHA Management Board Meeting	ECHA – European Chemicals Agency	Helsinki	Laura Degallaix
24/04/2008	European Workshop	European Fuel Poverty and Energy Efficiency	Brussels	Levi Nietvelt
24/04/2008	Round Table: Identity, Privacy and Web 2.0	KU Leuven	Leuven	Nuria Rodriguez
24/04/2008	Expert Group Meeting on Radio Frequency Identification – RFID	EC/ DG INFSO	Brussels	Emilie Barrau
24-25/04/08	EFSA SH Platform	EFSA – European Food Safety Authority	Parma	Kees de Winter
29-30/04/08	Fresenius Conference Functional Food	Akademie Fresenius	Mainz	Kees de Winter
06/05/2008	Promotion of the European Rights of Energy Consumers”	EC/ Commissioners Kuneva & Piebalgs	Brussels	Levi Nietvelt
07/05/2008	Hearing : «Impact of ongoing development of energy markets on industrial value chains in Europe»	EESC Consultative commission on industrial change	Brussels	Levi Nietvelt
08/05/2008	Making the EU work for consumers	UK Department for Business, Enterprise and Regulatory Reform	London	Monique Goyens
08/05/2008	Food Safety Platform	Confederation of the Food & Drink Industries of the EU	Brussels	Kees de Winter
13/05/2008	High Level Conference on Counterfeiting and Piracy	EP/ MEP Harbour	Brussels	Anne-Catherine Lorrain

Date	Meeting title	Organised by	Place	Participant
14/05/2008	Working Group on SEPA Direct Debit/ Preparation meeting	EPC (European Payment Consilium)	Brussels	Anne Fily
14/05/2008	Financial Services Consumer Group meeting	EC/ DG Markt	Brussels	Levi Nietvelt Anne Fily Sander Verbaan (CB)
15-16/05/2008	ICRT macro meeting	ICRT	Budapest	Willemien Bax
13-14/05/2008	Conference: i2010	Slovenian Presidency of the EU 2008	Ljubljana (SI)	Nuria Rodriguez
15/05/2008	Naturally occurring and health compromising substances in plant-derived foods: Do we have a problem?	Science & Technology Options Assessment	Brussels	Kees de Winter
19/05/2008	Customer Stakeholder Forum (SEPA)	EC/ DG Markt & European Payment Consilium	Brussels	Anne Fily Sander Verbaan (CB)
19/05/2008	SEPA Workshop on SDD (and SCT info.) – Customer Stakeholder Forum and SPS WG Members	EC/ DG Markt & European Payments Council	Brussels	Anne Fily
21/05/2008	Stakeholder workshop on Collective Redress – Consumer Organisations	EC/ DG SANCO	Brussels	Emilie Barrau
23/05/2008	Sixth Meeting of the Amsterdam Sustainable Energy Forum	DG TREN	Amsterdam	Laura Degallaix Sylvia Maurer
25/05/2008	Working-luncheon on the “Telecoms Framework”	Representation of the Free State of Bavaria to the EU	Brussels	Levi Nietvelt
28/05/08	E-health users stakeholder group	DG INFSO	Brussels	Ilaria Passarani
28/05/2008	Financial inclusion: improving access to basic financial services	EC/ DG Internal Market	Brussels	Anne Fily Manfred Westphal (vzbv)
28/05/2008	Breakfast Discussion: “Towards a European Policy on Radio Frequency Identification (RFID)”	EIF (European Internet Foundation)	Brussels	Emilie Barrau
29/05/2008	Stakeholder workshop on Collective Redress – Industry	EC/ DG SANCO	Brussels	Marine Thomassin
29/05/2008	Expert Group Meeting on Radio Frequency Identification – RFID	EC/ DG INFSO	Brussels	Emilie Barrau
29-30/05/08	BEUC General Assembly	BEUC	Madrid	
03/06/2008	European Consumer Consultative Group	EC/ DG SANCO	Brussels	Monique Goyens
03/06/2008	The 112 citizens’ event	EC/ DG INFSO	Brussels	Levi Nietvelt
03/06/2008	25th Plenary Debriefing Session	ERG (European Regulators Group)	Brussels	Levi Nietvelt
04/06/2008	In search of Global Green Policies	Friends of Europe	Brussels	Monique Goyens
05/06/2008	Consumer Policy and Competition – Make Market Deliver for Consumers	Konrad Adenauer Stiftung	Brussels	Monique Goyens
05/06/2008	Conference on Content Online	Slovenian Presidency	Slovenia	Hans-Marius Graasvold (FB) Thomas Nortvedt (FB)

Date	Meeting title	Organised by	Place	Participant
05/06/08	Joint PCWP/HCP WG Meeting	European Medicines Agency	London	Ilaria Passarani
06/06/08	Meeting with Patients' and Consumers' Organisations	European Medicines Agency	London	Ilaria Passarani
9-10/06/08	Food Officer Meeting	BEUC	Parma	Kees de Winter Ruth Veale Ursula Pacht
10/06/2008	E-contentment or e-controversy? (Google & DoubleClick)AdVantage Platform Secretariat	European Campaign for Freedom of Automotive Parts & Repair Market	Brussels	Nuria Rodriguez
10/06/2008	General Meeting	European Campaign for Freedom of Automotive Parts & Repair Market	Brussels	Marine Thomassin
10/06/2008	Dinner debate on Content Online Initiative	European Internet Foundation	Brussels	Hans-Marius Graasvold (FB)
10-13/06/2008	Commissioner Kuneva's visit to China	EC - DG Relex & Cabinet Kuneva	Beijing	Rasmus Kjeldahl
10-11/06/2008	Workshop on the annual Mobile Regulations and Competition Law Conference (SMS/ data regulation)	Copenhagen Economics	Brussels	Levi Nietvelt
11/06/2008	EESC Liaison Group	EESC	Brussels	Monique Goyens
11/06/08	Public Hearing « Efficient food labelling in fighting obesity »	European Parliament	Brussels	Kees de Winter
12/06/2008	High Level Group on the Competitiveness of the Agro-Food Industry	Cabinet Verheugen	Brussels	Monique Goyens
12-13/06/2008	Agora Conference on Climate change	European Parliament	Brussels	Laura Degallaix
12/06/2008	Payment Systems Market Group Meeting	EC/ DG Internal Market	Brussels	Levi Nietvelt
12/06/2008	Around the fight against piracy and the necessary social consensus	Adami - representing artists & performers' rights (EP sponsored)	Brussels	Hans-Marius Graasvold (FB)
13/06/2008	"Le consommateur dans l'environnement numérique"	Test-Achats, OCU, Altroconsumo & DECO	Brussels	Nuria Rodriguez Emilie Barrau
16-18/06/2008	The Future of the Internet Economy	OECD	Seoul	Willemien Bax
18/06/08	ICRT Cosmetics Topic Group Meeting	ICRT – International Consumer Research & Testing	Copenhagen	Laura Degallaix
19/06/2008	ICRT Breakfast Cereals Evaluation Meeting	ICRT – International Consumer Research & Testing	Copenhagen	Ruth Veale
19/06/2008	Expert Group Meeting on Radio Frequency Identification – RFID	EC/ DG INFSO	Brussels	Emilie Barrau
19/06/2008	"How to improve consumer information on competition policy and how to answer their problems"	EESC & EC/ DG SANCO	Brussels	Anne Fily
20/06/2008	Roundtable on Consumer Policy in the Digital Era	UK Department for Business, Enterprise and Regulatory Reform & Cabinet Kuneva	London	Monique Goyens
23/06/2008	IMCO Hearing on Toy Safety	European Parliament	Brussels	Laura Degallaix
24/06/2008	Call for action: "Improving Access for Consumers to Online Markets"	eBay	Brussels	Monique Goyens Emilie Barrau

Date	Meeting title	Organised by	Place	Participant
25-27/06/2008	17th Annual European Food Law Conference	Agra Informa Ltd	Brussels	Kees de Winter
25/06/2008	Working Group Roundtable: Network Filtering for Copyright Infringement	Electronic Frontier Foundation, Open Rights & TACD	Brussels	Nuria Rodriguez
25/06/2008	Meeting with TEMS on Group Action	BEUC	Brussels	Anne Fily Emily Barrau Marine Thomassin Astrid Salcedo
26/06/2008	Second Content Online Platform Meeting:	European Commission DG INFSO	Brussels	Thomas Nortvedt (FB)
27/06/2008	EU Food Law - Marketing to children	EU Food Law	Brussels	Ruth Veale
30/06/2008	Customer Stakeholder Forum (SEPA)	EC/ DG Markt & European Payment Consilium	Brussels	Anne Fily
30/06/2008	Meeting with TEMS on Consumer Rights in Information Society (Digital)	BEUC	Brussels	Emilie Barrau Marine Thomassin Levi Nietvelt Nuria Rodriguez
01/07/2008	BEUC - EPHA - EHN meeting on nutrition labelling	European Heart Network	Brussels	Ruth Veale
02/07/2008	Diet, Physical Activity and Health-A European Platform for Action	EU Platform on Diet, Physical and Health	Brussels	Ruth Veale
02/07/2008	Meeting with TEMS on Financial Services	BEUC	Brussels	Anne Fily Farid Aliyev Holly Reilly Nuria Rodriguez
03/07/2008	CHES Roundtable Climate change and its impact on our health: policy options for the future	European Policy Centre / Coalition for Health, Ethics & Society	Brussels	Ilaria Passarani
03-04/07/2008	CLEF Meeting – Transfer Knowledge Course	BEUC	Prague (CZ)	Emilie Barrau Marine Thomassin
08/07/2008	Working Group on the composition and labelling of foods suitable for people intolerant to gluten and health claims	DG Sanco	Brussels	Kees de Winter
09/07/2008	Launch of the Working Group on Private Copying Levies	EC/ DG Internal Market	Brussels	Marco Pierani (Altroconsumo)
15/07/2008	Working Group on Environment Policy	DG Enterprise & Industry	Brussels	Kees de Winter
15/07/2008	Innovation in the Food Sector: Challenges in today's Consumer and Policy Environment	Kraft Foods	Brussels	Kees de Winter
15/07/2008	Meeting with TEMS on Strategy Day - Acquis	BEUC	Brussels	Nuria Rodriguez Emilie Barrau Anne Fily Laura Degallaix Astrid Salcedo Willemien Bax

Date	Meeting title	Organised by	Place	Participant
17/07/2008	3rd Content Online Platform Meeting:	European Commission DG INFSO	BEUC	Hans-Marius Graasvold (FB) in secondment
18/07/2008	HLG Food Law - HLG Consumer Perceptions	DG Enterprise	Brussels	Ruth Veale
22/07/2008	Meeting with TEMS on Energy and sustainability - Team Strategy	BEUC	Brussels	Levi Nietvelt Laura Degallaix Sylvia Maurer Holly Reilly Monique Goyens Nuria Rodriguez
27/08/2008	Seminar on the Telecom Package and Network Filtering	European Parliament/EPP	Brussels	Nuria Rodriguez (Speaker) Levi Nietvelt Anne-Catherine Lorrain
28/08/2008	Hearing on the proposal for a Regulation on "Food Information to Consumers"	European Parliament	Brussels	Kees de Winter Ursula Pacht Ruth Veale
01/09/2008	First AHWG meeting Revision of Eco-label criteria for dishwasher & laundry detergents	Ecolabelling Denmark	Copenhagen	Blanca Morales Susanna Stark (Eco-Counselling)
02/09/2008	Regional Meeting of the Working Group 4 "Financial Services"	Open Regional Fund, South East Europe Legal Reform Coordinator	Ohrid Former Yugoslav Republic of Macedonia	Anne Fily
03/09/2008	Lunch event on Toy Safety	Women in Europe for a Common Future	Brussels	Laura Degallaix
08/09/2008	European Consumers: Our Knowledge, our Force !	EPP hearing	Athens	Monique Goyens
08/09/2008	Second AHWG Revision of Ecolabel for Tourist Accommodation Services and Campsites	Italian National Agency for environment Protection & for Technical Services	Rome	Christian Baumgartner (Friends of Nature International)
09/09/2008	1st AHWG meeting for the "Revision of Ecolabel Criteria for Copying and Graphic Paper"	Italian National Agency for environment protection & for Technical Services	Italy	Blanca Morales Helena Norin (Enviroplanning, SE)
09/09/2008	ENVI Discussion on Cosmetic products	European Parliament	Brussels	Laura Degallaix
9/10/2008	Workshop on EU Guide on Users' Rights on-line	EC/DG INFSO	Brussels	Nuria Rodriguez Emilie Barrau
10/09/2008	Delivering Better Regulation for Europe's Citizens and Businesses ? – taking stock of the EU's Better Regulation Strategy	Bertelsmann Stiftung, EIPA	Brussels	Monique Goyens Jim Murray

Date	Meeting title	Organised by	Place	Participant
10/09/2008	Revision of the EU Eco-label criteria for Hard Coverings and EU Eco-label criteria for Wood and Textile based Floor Coverings development	Italian National Agency for Protection of Environment & Technical Services	Rome	Blanca Morales Rolf Buschmann (North Rhine-Westphalia Consumer Association)
10/09/2008	Novel Food Workshop	CO.META S.c.c.r.l.	Brussels	Kees de Winter Ruth Veale
11/09/2008	Consultative Committee of the Financial Sector's Meeting	EU French Presidency, Eurogroup & ECOFIN M	Nice	Anne Fily
13/10/2008	Competition, Growth and consumer benefits	EC - DG Competition	Brussels	Monique Goyens
16/09/2008	Future of the Single Market Task Force	European Policy Centre	Brussels	Nuria Rodriguez
17/09/2008	Challenges and Opportunities in replacing hazardous chemicals in products and manufacture	ChemSec – the International Chemical Secretariat	Brussels	Laura Degallaix
17/09/2008	ÖI Freiburg Intermediate Project Meeting	Öko Institut e.V.	Freiburg	Sylvia Maurer
17/09/2008	High Level Group on the Competitiveness of the Agro-Food Industry – Wrap up session: Workstream 3 (Regulatory environment)	EC - DG Enterprise	Brussels	Kees de Winter
17/09/2008	Diet, Physical Activity and Health-A European Platform for Action	EU Platform on Diet, Physical and Health	Brussels	Kees de Winter
17/09/2008	RFID: Towards the internet of Things – Stakeholder Workshop	EurActiv	Brussels	Emilie Barrau
18/09/2008	Social and Rural Dimension of Pharmacies as a Public Health Service	Committee of the Regions	Brussels	Ilaria Passarani
19/09/2008	RFID Conference “Towards a European Policy on RFID”	CE RFID VDI/ VDE Innovation + Technik GmbH	Belgium	Emilie Barrau
20-23/09/2008	Transatlantic Symposium on the Societal Benefits of RFID	Networked Enterprise & RFID + EC/ DG Info	Washington	Emilie Barrau
22/09/2008	The Green group at the German Bundestag	Vzbv	Berlin	Monique Goyens
23/09/2008	Supplier Switching in Electricity and Gas Retail Markets – Sharing experiences and good practices	ERGEG	Paris	Levi Nietvelt
23/09/2008	Informal EUEB on the new draft Ecolabel Regulation	DG Environment	Brussels	Sylvia Maurer
24-25/09/2008	European Union Eco-labelling Board	DG Environment	Brussels	Blanca Morales Dirk Jepsen (Ecolabel expert)
25/09/2008	EEB Working Group meeting on Sustainable Consumption and Production and Ecological Product Policy	EEB – European Environmental Bureau	Brussels	Sylvia Maurer
25-26/09/2008	4th Forum Meeting	CLEF / BEUC	Brussels	Emilie Barrau Marine Thomassin Farid Aliyev

Date	Meeting title	Organised by	Place	Participant
25-26/09/2008	Safer Internet Forum	EC/ DG Information Society	Brussels	Nuria Rodriguez
26/09/2008	EEB Annual Conference – Turning the Tide	EEB – European Environmental Bureau	Brussels	Willemien Bax Laura Degallaix Sylvia Maurer
26/09/2008	Expert Group on Credit Histories	EC/ DG Markt	Brussels	Anne Fily
29/09/2008	ECCG sub-group on Energy	EC/DG SANCO	Brussels	Levi Nietvelt
29/09/2008	EMA on-line strategy and website design workshop	European Medicines Agency	London	Ilaria Passarani
30/09-01/10/2008	European Consumer Consultative Group	EC – DG SANCO	Brussels	Monique Goyens
30/09/2008	EMA/Scientific Committees’ WP with Patient and Consumer Organisations	European Medicines Agency	London	Ilaria Passarani
01/10/2008	6th Customer Stakeholders Forum (SEPA)	EC/ DG Markt & EPC European Payment System	Brussels	Anne Fily
01/10/2008	Reformulation and Innovation – opportunities and challenges	Kellogg’s	Brussels	Kees de Winter
02-03/10/2008	2nd Annual Nanotechnology "Safety for Success" Dialogue Workshop	DG SANCO	Brussels	Laura Degallaix Ruth Veale
03/10/2008	Conference on Collective Redress	Universiteit van Tilburg - Vakgroep Privaatrecht	Tilburg	Marine Thomassin
06-07/10/2008	French European Union Presidency Conference: “Internet of things – Internet of Future”	French Ministries of Higher Education & Research, of Economy, Industry & Employment, Development of the Digital Economy	Nice (France)	Emilie Barrau
07/10/2008	Presentation of BEUC Headlines	Cabinet Kuneva	Brussels	Monique Goyens Willemien Bax
07/10/2008	Regions facing a cross border health mobility	European Parliament	Brussels	Ilaria Passarani
08/10/2008	Meeting consumer expectations in the Single Market	Eurocommerce	Brussels	Monique Goyens
08-09/10/2008	Energy and sustainability – BEUC expert meeting	BEUC	Brussels	Monique Goyens Levi Nietvelt Lucia Mora Laura Degallaix Holly Reilly Naira Rodriguez
09/10/2008	Workshop on EU Guide on Users’ Rights on-line	EC/ DG Info	Brussels	Emilie Barrau
13/10/2008	Competition Policy, Growth and Consumer Benefits	EC/ DG Competition	Brussels	Monique Goyens
13/10/2008	Next Food Safety Platform meeting	Confederation of EU Food & Drink Industries	Brussels	Ruth Veale
13-15/10/2008	Privacy Open Space Conference	PrivacyOS	Strasbourg	Rasmus Kjeldahl Emilie Barrau

Date	Meeting title	Organised by	Place	Participant
14/10/2008	Content Online Platform – “Legal Offers and Piracy”	EC/ DG Info	Brussels	Marco Pierani Altroconsumo)
15/10/2008	Workshop Access to High Quality Pharmacy Services	DG Internal Market and Services	Brussels	Ilaria Passarani
15/10/2008	Ecolabel Criteria development meeting for Personal Computers and Laptops	DG Environment	Brussels	Blanca Morales Dietlinde Quack (Ecolabel Öko- Institut)
15-17/10/2008	30th International Data Protection Conference	Federal Commissioner for Data Protection & Freedom of Information	Strasbourg	Monique Goyens Emilie Barrau
16/10/2008	Ecolabel Criteria development meeting for discussion report: Domestic Refrigeration	DG Environment	Brussels	Blanca Morales Stephanie Grether (Ecolabel Öko- Institut)
21/10/2008	Regulating Electronic Communications – Putting the End-User First	Romanian National Regulatory Authority for Com. & Info. Technology	Bucharest	Levi Nietvelt
22/10/2008	Labelling: the consumer perspective : Helping consumers make the healthy Choice	BEUC	Strasbourg	Willemien Bax Kees de Winter Ursula Pacht Ruth Veale
22-23/10/2008	Market Integration: Finding solutions for practical implementation of the Third Energy Package	Eurelectic	Brussels	Levi Nietvelt
23-24/10/2009	Training with consumers NGOs from the Ukraine	UN Office in Ukraine	Kiev	Willemien Bax Hugues Thibaut (Test Achats)
27-28/10/2008	First Citizen’s Energy Forum	EC/ DG Energy	London	Levi Nietvelt
28/10/2008	Green Retail Workshop	DG Environment + BIO Intelligence Service SAS	Brussels	Laura Degallaix
28/10/2008	Second AHWG Ecolabel for Buildings		Rome	Guido Hoff (DIN)
28/10/2008	Credit Histories Expert Group	EC/ DG Markt	Brussels	Anne Fily Farid Aliyev
29-30/10/2008	Delivering for Tomorrow’s European Consumers	DG SANCO	Brussels	Monique Goyens Jim Murray Ilaria Passarani
30/10/2008	Expert Group on Radio Frequency Identification – RFID	EC/ DG Info	Brussels	Emilie Barrau
30-31/10/2008	Conference on Collective Redress: Towards a System of Class Actions in Europe	Academy of European Law (DE)	Florence (IT)	Marine Thomassin

Date	Meeting title	Organised by	Place	Participant
04/11/2008	Public Hearing on Term of Protection of Copyright and related rights	European Parliament/ Legal Committee	Brussels	Emilie Barrau Willemien Bax (speaker)
05/11/2008	7ème réunion du groupe de transposition sur la Directive de services de paiement – “Stakeholders Day”	EC/ DG Marché intérieur	Brussels	Anne Fily
06/11/2008	Policy lunch meeting the energy efficiency challenge: EU recipe for success?	European Policy Centre	Brussels	Sylvia Maurer
06-07/11/2008	ICRT Food Topic Group Meeting	International Consumer Research & Testing	Berlin	Ruth Veale
06-07/11/2008	EUEB Presidential Meeting	Agence de l’Environnement et de la Maîtrise de l’Energie	Paris	Blanca Morales
07/11/2008	User-Created Content: Supporting a participative Information Society	EC/ DG Information Society	Brussels	Levi Nietvelt
07/11/2008	User-Created Content: Supporting a participative Information Society	EC/ DG Infso	Brussels	Emilie Barrau
07/11/2008	Expert meeting on consumer contracts (aquis)	BEUC	Brussels	Ursula Pacht Nuria Rodriguez Astrid Salcedo Marine Thomassin Willemien Bax
10/11/2008	Second AHWG Ecolabel for Footwear	Life Cycle Engineering	Brussels	Jacob Hartmann (Ecolabel expert)
13/11/2008	EIF Project Launch “Towards the Digital world in 2025”	European Internet Foundation	Brussels	Emilie Barrau
13/11/2008	Europe of the Health Care Consumer	Health Consumer Powerhouse	Brussels	Ilaria Passarani
13-14/11/2008	BEUC General Assembly	BEUC	Brussels	
14/11/2008	Advisory Group on the Food Chain, Animal Health and Plant Health	DG SANCO	Brussels	Kees de Winter
14/11/2008	Review workshop on nanotechnologies report	London School of Economics	London	Laura Degallaix
14/11/2008	High Level Group on the Competitiveness of the Agro-Food Industry - Sixth Meeting of the Sherpa sub-group	DG Enterprise & Industry	Brussels	Kees de Winter
19/11/2008	Internal Market Advisory Committee	EC - DG Internal Market	Brussels	Monique Goyens
19/11/2008	Future challenges for product safety in a global market	IPSCO	Brussels	Monique Goyens
18-19/11/2008	Competition Day (French Presidency)	Conseil de la Concurrence & DG de la concurrence	Paris	Anne Fily
19/11/2008	Diet, Physical Activity and Health-A European Platform for Action	EU Platform on Diet, Physical and Health	Brussels	Kees de Winter Ruth Veale
19-20/11/2008	EUCOMEDIA – 1ères journées de consommation et mediation	Université de Haute Alsace	Colmar	Willemien Bax
20/11/2008	International Product Safety Week	DG SANCO	Brussels	Laura Degallaix

Date	Meeting title	Organised by	Place	Participant
20/11/2008	HTA's Future in Europe	The EUnetHTA	Paris	Ilaria Passarani
24/11/2008	A logo for RFID – One step forward to consumer acceptance ?	Informationsforum RFID e.V.	Brussels	Emilie Barrau
24-25/11/2008	Food officer meeting	BEUC	Brussels	Kees de Winter Ruth Veale
26/11/2008	E-health Roundtable: Interoperability and Telemedicine	Microsoft	Brussels	Ilaria Passarani
26-27/11/2008	Consumer TV programmes & Public Service	Radio Televizija Slovenija	Ljubljana	Willemien Bax
27/11/2008	Consumer Law	Bavarian Minister of Justice & consumer protection	Brussels	Monique Goyens
27/11/2008	EMA/Scientific Committees' WP with Patients' and Consumers' Organisations	European Medicines Agency	London	Ilaria Passarani
27/11/08	CIAA Congress 2008	Confederation of Food and drink Industries	Brussels	Kees de Winter Laura Degallaix
28/11/2008	Presentation of the Preliminary Report of the Pharma Sector Inquiry	DG Competition	Brussels	Ilaria Passarani
28/11/2008	Advisory Group - Food Chain, Animal and Plant Health on nutrient profiles	DG Sanco	Brussels	Kees de Winter
28/11/2008	Termination and IP Interconnection	European Competitive Telecommunications Association	Brussels	Levi Nietvelt
01/12/2008	Heart and Stroke Patients in Europe	European Heart Network	Brussels	Ilaria Passarani
02/12/2008	Expert Group on Credit Histories – 3rd Meeting	EC/ DG Internal Market	Brussels	Farid Aliyev
02/12/2008	Public Hearing: The Review of the Roaming Regulation	EP/ Industry Committee	Brussels	Levi Nietvelt Lucia Mora
02/12/2008	BEUC Event on Toy Safety	BEUC	Brussels	Laura Degallaix
03/12/2008	Working group on private copying levies – Topic 4 “Piracy”	EC/ DG Internal Market	Brussels	Levi Nietvelt
03/12/2008	Meeting with TEMS on Financial Services	BEUC	Brussels	Anne Fily Farid Aliyev Nuria Rodriguez Holly Reilly
03-04/12/2008	Meeting of the European Union Eco-labelling Board	DG Environment	Brussels	Blanca Morales
05/12/2008	Joint DIA-EMA – CMD(h) Workshop on User Testing	Drug Information Association	London	Ilaria Passarani
05-06/12/2008	European Consumer Day	Présidence française	Paris	Monique Goyens Ursula Pacht Anne Fily Nuria Rodriguez Marine Thomassin
08/12/2008	Stakeholders EPC Meeting	Volkswagen (Stakeholders forum)	Brussels	Anne Fily
8/12/2008	Long Live Europe! Shaping our Healthcare Revolution	Friends of Europe & Novartis	Brussels	Ilaria Passarani
09/12/2008	European Consumer Consultative Group	DG Sanco	Brussels	Monique Goyens

Date	Meeting title	Organised by	Place	Participant
09/12/2008	Health Care on Export	Swedish Institute for Growth Policy Studies	Brussels	Ilaria Passarani
09/12/2008	Workshop Combating Drug counterfeits	European Life Science Circle	Brussels	Ilaria Passarani
09/12/2008	Presentation of EP Roaming Study	EP/ DG Internal Policies of the Union	Brussels	Lucia Mora
09-10/12/2008	10 years of EU's telecom market liberalisation: assessment and future perspectives	Comission del Mercado de las Telecomunicaciones	Barcelona	Willemien Bax
10/12/2008	"Consommateurs et Environnement" (CEC)	European Economic and Social Committee	Brussels	Nuria Rodriguez
10/12/2008	Panel discussion: "Experiment Collective Redress - Risks and Expectations in the filed of EU Competition and Consumer law"	DIHK - German Chambers of Industry and Commerce	Brussels	Marine Thomassin
10/12/2008	Fighting Global Food Crisis through Consumer Co-operation	EURO COOP	Brussels	Kees de Winter
10/12/2008	Public Hearing on Sustainability Consumption and Production	European Economic and Social Committee	Brussels	Laura Degallaix Sylvia Maurer
10/12/2008	33rd Meeting of the Communications Committee	EC/ DG Information Society	Brussels	Levi Nietvelt
11/12/2008	Health Systems Governance in Europe: the Role of EU Law and Policy	European Observatory on Health Systems and Policies	Brussels	Ilaria Passarani
12/06/2008	High Level Group on the Competitiveness of the Agro-Food Industry	Cabinet Verheugen	Brussels	Monique Goyens
15/12/2008	What can the EU do to kill counterfeit?	British Chamber of Commerce in Belgium	Brussels	Monique Goyens
13-14/12/2008	Transatlantic Economic Council	US/EU	Washington	Willemien Bax
16/12/2008	BEUC Expert Meeting on Financial Services	BEUC	Brussels	Anne Fily Farid Aliyev Lucia Mora
16/12/2008	EPC Priorities for the Czech Presidency	European Policy Centre	Brussels	Levi Nietvelt Nuria Rodriguez
17/12/2008	EESC Liaison Group	European Economic & Social Committee	Brussels	Monique Goyens
18/12/2008	7th Customer Stakeholders Forum Meeting	European Payments Council	Brussels	Anne Fily Nuria Rodriguez
18/12/2008	Expert Group on Radio Frequency Identification - RFID	EC/ DG Infso	Brussels	Emilie Barrau
19/12/2008	Advisory Group on the Food Chain, Animal Health and Plant Health	DG SANCO	Brussels	Kees de Winter
20/12/2008	BEUC Expert Meeting on Telecom	BEUC	Brussels	Levi Nietvelt Nuria Rodriguez

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