

Your voice is heard in Brussels

43 BEUC
members
in 31
countries

BEUC successfully and consistently has been bringing your voice to European policy makers for more than half a century. Thanks to your expertise, we are able to shape the public debate in Brussels in the benefit of consumers.

Just before 2017 draws to its end, we would like to share some of the many ways we made your voice heard in Brussels and beyond in 2017.



**You supported us in the policy debate
in Brussels and beyond.**

We invited you to speak to more than 16 conferences and meetings.



We quoted you extensively in our work

61 times
in **15** position
papers



26 times
in **4** presentations



We referred to your
work more than **50** times
online
or in panel
discussions



We
quoted
you **19**
times
in **7** BEUC
blog posts



We quoted
you **84**
times
in **68** press
releases
and press
statements



60 member
mentions
in **14** letters



Here are just a few examples

"[...] Our Portuguese member DECO conducted an analysis on 17 storage cloud providers available on the market and noted numerous unfair terms detrimental to consumers [...]"

"[...] The Dutch consumer organisation, Consumentenbond, also recently found significant variations of salt content in very similar products [...]"

"[...] According to a survey of our German member vzbv, almost three quarters of German consumers would like to be able to subscribe to sports, programmes, TV shows offered somewhere else in Europe [...]"

"[...] The Italian consumer group Altroconsumo is requesting compensation of between €239 and €502 in court for the owners of a Fiat Panda and a VW Golf [...]"

"[...] Over 11,000 Danish consumers signed-up to a collective complaint initiated by our member organisation Forbrugerrådet Tænk (DK) about the quality of pay-TV services. [...]"

"[...] Indeed, our UK, Danish, German, Norwegian and Spanish members all found examples of Kellogg's breakfast cereals which were created by the company specifically for the licensed media character and not just to promote a regular brand product. [...]"

We were mentioned alongside you in the media

*Here are some examples

“Zu diesem Ergebnis kommt eine am Mittwoch veröffentlichte Studie des **Verbraucherzentrale Bundesverbands (vzbv)** und seines europäischen Dachverbands BEUC.”

“However, research from Forbrukerrådet - a Norwegian consumer watchdog which is a member organisation of EU consumer group BEUC - found that some watches can be controlled by strangers who can use them to track and eavesdrop on children.”

“Así las cosas, la OCU se ha sumado a la campaña europea puesta en marcha por la Organización Europea de Consumidores para exigir a los ministerios de Sanidad y Agricultura “un uso más responsable de los antibióticos en los animales destinados a la producción de alimentos y frenar la expansión de las bacterias resistente.”

“In settembre Beuc e 13 associazioni che ne fanno parte hanno lanciato una campagna, il ‘Superbug tour’, che ha toccato finora dodici paesi Ue”.

“ Ο Κυπριακός Σύνδεσμος Καταναλωτών συμμετέχει σε πανευρωπαϊκή εκστρατεία σε συνεργασία με την Ευρωπαϊκή Οργάνωση Καταναλωτών (BEUC) για ευαισθητοποίηση σχετικά με το πρόβλημα της Μικροβιακής Ανθεκτικότητας (ΜΑ) στα Αντιβιοτικά.”

We invited you to write
on BEUC's blog www.beuc.eu/blog



We tweeted about
your work extensively



The Consumer Voice @beuc · Sep 18
2 years of #Dieselgate: Help @WhichUK press car makers to come clean on fuel emission & efficiency claims: which.co.uk/campaigns/car-...

The Consumer Voice @beuc · Aug 29
In supermarkets, organic fruit & veg are on average 76% more expensive than non-organic ones, denounces French consumer org @UFCQuechoisir

The Consumer Voice @beuc · Jul 11
facebook knows everything about you & shares it with advertisers bit.ly/2u40knn, new research by our Dutch member @Consumentenbond

The Consumer Voice @beuc · Oct 18
#WatchOut. New research reveals alarming security flaws in smartwatches for children bit.ly/2ywwGhc @Forbrukerradet

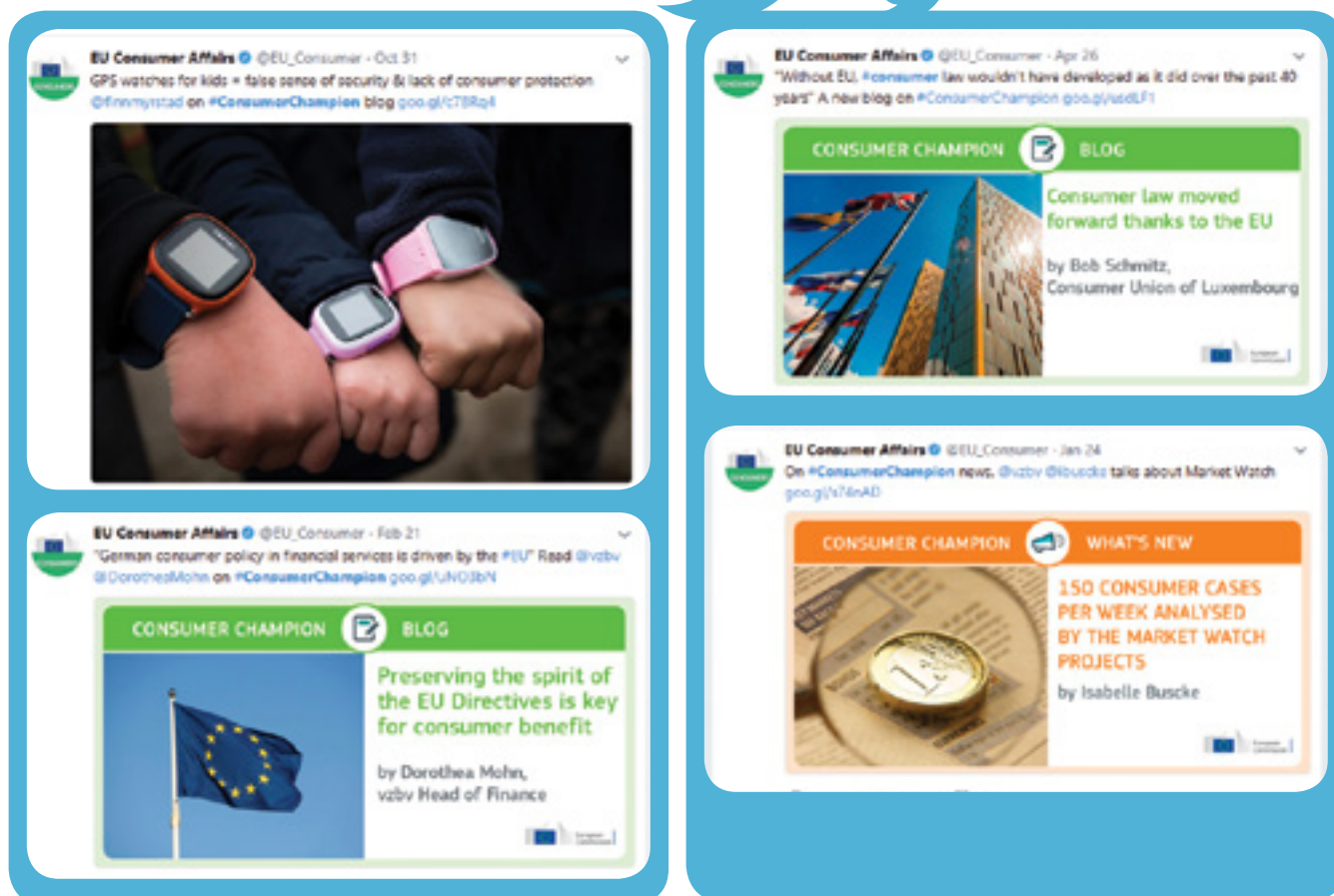
The Consumer Voice @beuc · Aug 25
German consumer org @vzbv finds tickets on sale on Viagogo for events that don't exist: [sl.mantaxechter.de/pressemeldung/...](http://sl.mantaxechter.de/pressemeldung/)

The Consumer Voice @beuc · Aug 31
Why was a giant petition riding the Brussels' tube yesterday? @Test_Achats asked GG gov 4 cheaper #drugprices. Watch bit.ly/2u4hvm0

The Consumer Voice @beuc · Jul 20
our Spanish member @consumidores is asking its government to support EU law on #geoblocking in favour of consumers ocw.org/organizacion/p...

The Consumer Voice @beuc · Mar 1
[Blog] The biggest collective switching campaign for energy in the Czech republic. IT'S ALL HERE: beuc.eu/blog/the-bigge... @CasopisTest

Tweets via Consumer Champion using the Commission's twitter account



Our tools, your tools

The secretariat develops tools for its lobbying activities in Brussels and it systematically shares them with members so they can use them in their work too. This was the case for 2017 too.

#StopGeoblocking campaign

The secretariat launched infographics to support its #StopGeoblocking campaign. Many members made use of the secretariat's offer to receive the infographics translated in their language: **OCU (ES)**, **Consumatori Italiani per l'Europa (IT)**, **Altroconsumo (IT)**, **EKPIZO (EL)**, **KEPKA (EL)**, **DECO (PT)**, **Zveza Potrošnikov Slovenije (SI)**, **Lietuvos vartotojų organizacijų aljansas (LT)**, **Organizacija na potrosuvacite na Makedonija (MK)**, **vzbv (DE)**, **Spoločnosti ochrany spotrebiteľov (SK)**.

#StopGeoblocking...

... για να καταπολεμηθεί η πειρατεία.



* = EU Intellectual Property Office Observatory, 2015

The 'Superbug' campaign aimed to address the growing threat of antimicrobial resistance. BEUC members participated in the campaign to raise awareness on the need to cut down on the use of antibiotics in animal farming in order to slow down antimicrobial resistance. The secretariat prepared online infographics, twitter cards and other material and assisted interested members in translating them in their own language. Some members who used the materials are **Kypriakos Sundesmos Katanaloton (CY)**, **EKPIZO (GR)**, **KEPKA (GR)**, **Verein für Konsumenteninformation (AT)**, **DECO (PT)**, **Lietuvos vartotojų organizacijų aljansas (LT)**, **Zveza Potrošnikov Slovenije (SI)**, **Consumentenbond (NL)**, **Spoločnosti ochrany spotrebiteľov (SK)**, **OCU (ES)**, **Forbrugerrådet Tænk (DK)**, **Test Achats/Test Aankoop (BE)** and **CLCV (FR)**.

10 TING DU BØR VIDE OM ANTIBIOTIKARESISTENS FRA GÅRDEN TIL DIG

Hvert år dør omkring 25.000 patienter i EU på grund af infektioner forårsaget af bakterier, som er resistente over for antibiotika.

Vi mennesker får ofte at vide, at vi skal holde igen med antibiotika, men vidste du, at det også gælder dyr?

- 1 ANTIBIOTIKA BLIVER OFTERE BRUGT TIL BEHANDLING AF DYR END AF MENSKER
I EU er forbruget af antibiotika i gennemsnit større hos produktionsdyr end hos mennesker. For eksempel var forbruget af antibiotika dobbelt så stort hos husdyr som hos mennesker i Spanien, på Cypern, i Italien og i Tyskland i 2014.
- 2 ANTIBIOTIKA TIL RASKE DYR BIDRAGER TIL ANTIBIOTIKARESISTENS
Husdyr gives rutinemæssigt antibiotika, selvom de er raske, for at forebygge sygdom under tætpakkede og uhygiejnske forhold. Et sådant misbrug og overforbrug sætter skub i antibiotikaresistens. Bakterier, som er fundet i europæisk fjerkræ og europæiske svin, viser ofte resistens over for et eller flere antibiotika. 70% af de kampylobakterier, som er fundet i fjerkrækad er resistente over for et antibiotikum, som i stor udstrækning bruges til behandling af fedtetændelse eller diarre.¹
- 3 ANTIBIOTIKA SLÅR IKKE VIRA IDELT
Når du får en infektion, som er forårsaget af en virus, som for eksempel en forkølelse, influenza, ondt i halsen eller bronkitis, hjælper antibiotika ikke. Antibiotika virker, når der er tale om bakterielle infektioner som for eksempel lungebetændelse, tuberkulose eller urinvejsinfektioner. Det er kun din læge, som kan fortælle dig, om du har behov for antibiotika. Det samme gælder dyr, som kun bør få antibiotika, når dyrlægen ordinerer det.
- 4 DET ER BAKTERIER – IKKE MENSKER ELLER DYR – DER KAN MODSTÅ ANTIBIOTIKA
Mange går fejlagtigt ud fra, at mennesker og dyr udvikler resistens over for antibiotika, når vi taler om antibiotikaresistens. Men det er faktisk sygdomsforsægende bakterier, som bliver resistente over for antibiotika. Disse resistente bakterier kan så smitte mennesker og dyr, og infektionerne er sværere at behandle end de infektioner, som er forårsaget af ikke-resistente bakterier.
- 5 HVORDAN BLIVER BAKTERIER RESISTENTE OVER FOR ANTIBIOTIKA?
Enten naturligt, eller fordi de har muteret sig. Nogle bakterier har gener, som gør dem modstandsdygtige over for antibiotikas virkning. Disse kaldes 'superbugs'. Mens antibiotika slår de fleste bakterier ihjel, kan superbugs overleve og flekoble sig – og, endnu, højere grad, når vi bruger antibiotika fejlagtigt. Disse superbugs kan overføre deres resistente gener til andre bakterier.

The great vehicle testing maze

This site www.cartestingmaze.eu has been put together by The European Consumer Organisation (BEUC) as part of a project on sustainable mobility. It exposes the problems with the way cars are tested and checked in Europe today and shows how the current situation could be improved in the future. The website was translated in the languages of the following members: **Test Achats/Test Aankoop (BE)**, **UFC-Que Choisir (FR)**, **Consumentenbond (NL)**, **Altroconsumo (IT)**, **DECO (PT)**, **Lietuvos vartotojų organizacijų aljansas (LT)**, **Združenie slovenských spotrebiteľov (SK)**.



You joined us at meetings and conferences with EU policy makers

- **Test Achats/Test Aankoop (BE)** met with the former President of the Walloon Region of Belgium, Paul Magnette in Namur in January, on the issue of compatibility of Investment Court System (ICS) with the EU legislation.
- **Sveriges Konsumenter (SE)** met with the European Automobile Manufacturers' Association (ACEA) on the future of the car industry in February.
- **Forbrugerrådet Tænk (DK)** met with Commissioner Cecilia Malmström on our new vision on trade policy in April.
- **Forbrugerrådet Tænk (DK)** and **Altroconsumo (IT)** met with Members of the European Parliament to discuss the need to better regulate food packaging materials. In parallel, the same organisations presented research findings at the May meeting of the Standing Committee of Plants, Animals, Food and Feed, a rare opportunity to make the case directly to Member State experts.
- **Forbrukerrådet (NO)** organised a breakfast on safety of connected products in the European Parliament in June.
- **Test Achats/Test Aankoop (BE)** met the Chair of the Internal Market and Consumer Protection (IMCO) Committee of the European Parliament, Anneleen Van Bossuyt in September.
- **Vzbv, Forbrugerrådet Tænk (DK), Arbeiterkammer (AT), Test Achats/Test Aankoop (BE), Zveza Potrošnikov Slovenije (SI)** joined the BEUC-BEREC joint workshop in October to evaluate the first few months of the 'Roam Like at Home' regime (RLAH). The European Commission and over 50 experts from national regulators attended the workshop.
- **Latvijas Patērētāju interešu aizstāvības asociācija (LV)** met in November with MEP Karins, (Latvia, EPP) who is the rapporteur on the electricity market design.
- **OCU (ES)** met in November with MEP Blanco Lopez (Spain, S&D) who is the Parliament's rapporteur of the Renewable Energy Directive.

We travelled to join you for meetings with your national authorities

- The BEUC secretariat travelled to Tallinn and to Sofia to meet with the 2017 Estonian and Bulgarian EU Presidencies. These missions helped inform the incoming presidencies of the state of consumer affairs at EU level and identify ways to advance the consumer interest.

We organised expert meetings and conferences in your country

- Monique spoke at the high level G20 Consumer Summit in March co-organised by **vzbv (DE)**. BEUC added its voice to that of many consumer organisations from around the world calling on the G20 to work to strengthen digital consumer rights. BEUC's Executive board meeting took place in Berlin on the margins of the summit.
- The secretariat organised an enforcement steering group meeting and a redress expert meeting in Malta, in March with the help of **Għaqda tal-Konsumaturi (MT)**.
- **Which? (UK)** along with the secretariat organised a conference on Brexit in London in May.
- BEUC's General Assembly 2017 took place in London.
- We managed to convince the European financial supervisors to organise their June meeting in Prague, something which led to enhanced visibility for our CESEE (Central European and Southern Eastern European) members. Amongst others, **Zveza Potrošnikov Slovenije (SI)**, and **Lietuvos vartotojų organizacijų aljansas (LT)** were present.
- We organised an expert meeting specifically addressed to CESEE (Central European and Southern Eastern European) members on cars and energy issues in October in Ljubljana.
- **Zveza Potrošnikov Slovenije (SI)** and BEUC organised a round table 'Green Cars in 2020: the impact on consumers and the role of the state and the EU,' in Ljubljana in October.

EU Projects

- The secretariat supports the CLEAR 2.0 project, which is an opportunity for our members **DECO (PT)**, **Altroconsumo (IT)**, **Test Achats/Test Aankoop (BE)**, **OCU (ES)** and **Consumentenbond (NL)** to be more visible at EU level and beyond. Clear 2.0 is a project by European organisations to support consumers who want to introduce electricity and heat from renewable sources in their households.
- BEUC is running a project together with the European Climate Foundation (ECF) on sustainable cars since 2012. Due to our good collaboration and the need to be present in key EU countries, the ECF offered financial support to **vzbv (DE)**, **Zveza Potrošnikov Slovenije (SI)** and **Test Achats/Test Aankoop (BE)**.
- Through Consumer Law Ready, an EU-funded project jointly run by BEUC, Eurochambres The (Association of European Chambers of Commerce and Industry) and UEAPME (The voice of SMEs) in Europe, 13 BEUC members have been selected, trained and better equipped to reach out to the business audience. Trainings will soon be organised at national level, positioning consumer organisations as key contact points for SMEs to better understand and comply with the latest EU consumer laws.
- Consumer Champion is a capacity building programme for consumer professionals providing training, resources and networking opportunities. Since its start, Consumer Champion relies on BEUC members to be the local organiser and/or the lead trainer. Therefore, BEUC members benefit from the project in terms of capacity building activities as well as being the experts and share their skills at national level. Overall, 10 members were involved in the delivery of the local courses.

Angel funding

- Through its 'Angel funding' initiative, the secretariat renewed in 2017 its support to CESEE (Central Eastern and Southern Eastern European) projects helping our members to get more visibility in their countries. In this context, **Асоциация Активни потребители (BG)** has developed a trustmark scheme for online traders. Our Baltic members, **Lietuvos vartotojų organizacijų aljansas (LT)** and **Latvijas Patērētāju interešu aizstāvības asociācija (LV)**, once again teamed up to provide support to consumers who wish to prepare complaints against product sellers/service providers.

In 2018 we plan to create even more opportunities to make you and your work more visible in Brussels. We also aim to continue to systematically track all the different ways in which we will make your voice heard in Brussels.

Thank you for being part of the BEUC family.

Consumers in Europe are better off thanks to your hard work!

Members

- AT - Arbeiterkammer
- AT - Verein für Konsumenteninformation
- BE - Test Achats/Test Aankoop
- BG - Асоциация Активни потребители
- CH - Fédération Romande des Consommateurs
- CY - Kypriakos Sundesmos Katanaloton
- CZ - dTest
- DK - Forbrugerrådet Tænk
- EE - Eesti tarbijakaitse LIIT
- FI - Kilpailu- ja kuluttajavirasto
- FI - Kuluttajaliitto – Konsumentförbundet ry
- FR - CLCV
- FR - UFC-Que Choisir
- DE - Stiftung Warentest
- DE - vzbv
- EL - EKPIZO
- EL - KEPKA
- ES - CECU
- ES - OCU
- HU - Fogyasztóvédelmi Egyesületek Országos Szövetsége
- IE - Consumers' Association of Ireland (CAI)
- IS - Neytendasamtökin
- IT - Altroconsumo
- IT - Consumatori Italiani per l'Europa
- LT - Lietuvos vartotojų organizacijų aljansas
- LU - Union Luxembourgeoise des Consommateurs
- LV - Latvijas Patērētāju interešu aizstāvības asociācija
- MK - Organizacija na potrosuvacite na Makedonija
- MT - Għaqda tal-Konsumaturi
- NL - Consumentenbond
- NO - Forbrukerrådet
- PL - Stowarzyszenie Konsumentów Polskich
- PL - Federacja Konsumentów
- PT - DECO
- RO - Asociația Pro Consumatori
- SK - Združenie slovenských spotrebiteľov
- SK - Spoločnosti ochrany spotrebiteľov
- SI - Zveza Potrošnikov Slovenije
- SE - Sveriges Konsumenter
- UK - Citizens Advice
- UK - Financial Services Consumer Panel
- UK - Legal Services Consumer Panel
- UK - Which?