



Activities Overview 2022





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In a rapidly changing world we want to drive change and impact society, by giving voice to the people and stimulating the market. **“Empower people, improve the market”**. That’s our mission, that’s what we do, that’s the way ahead.

Ivo Mechels
CEO





Where we are

A unique international consumers organization

Gathering five national consumer organisations and giving voice to a total of more than **1,5 MILLION** people in Italy, Belgium, Spain, Portugal and Brazil, Euroconsumers is the world's leading consumer cluster in innovative information, personalised services and defence of consumer rights.

Our European member organisations are also part of the umbrella network of BEUC, the European Consumer Organisation. **Together we advocate for EU policies that benefit consumers in their daily lives.**

We give voice to
+1.500.000
People





Governance

The Executive Management Team

The Executive Management Team (EMT), composed of **six Directors, five Country Managers and chaired by the CEO**, plays a driving role in the implementation of Euroconsumers mission by focusing on four strategic topics: group strategy, product and marketing strategy, new product development and key group projects.



Ivo Mechels
CEO



Ivo Pareyns
Head of Strategy
Management & Support
and HR Director



Thierry Goor
Finance Director



Dominique Henneton
I&S Director



Philippe Jossart
Commercial Director



Marco Pierani
Public Affairs & Media
Relation Director



Luis Ribas
BT Director



António Balhanas
Portugal Country
Manager



Raquel Silveira
Spain Country
Manager



Alberto Pirrone
Italy Country
Manager



Dirk Van Hevel
Belgium Country
Manager



Fabio Zacharias
Brazil Country
Manager



↘ Dossier

Digital
Sustainability
Energy
Cost of living crisis
Enforcement

The background features a blurred image of several people in a meeting or office setting. Overlaid on this is a network of glowing blue and white nodes connected by thin lines, suggesting digital connectivity. There are also several large, semi-transparent circles in shades of blue, yellow, and orange scattered across the scene.

Digital

AI, connected devices, data sharing, QR codes,... technology continues to evolve at a rapid pace, claiming an ever more central place in our day-to-day lives.

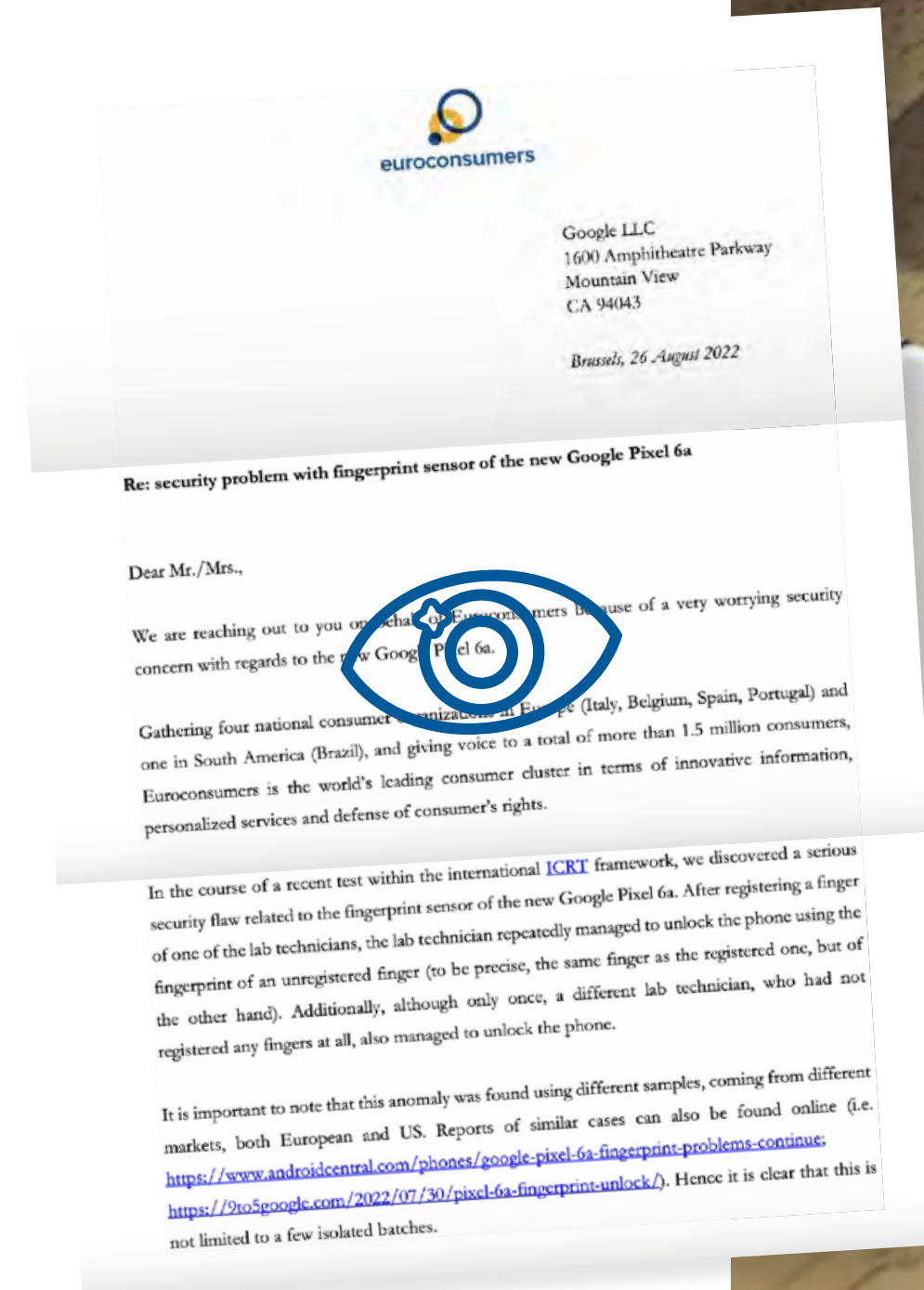
Euroconsumers continued also in 2022 to make sure consumers can grasp the benefits of digital innovation, both by empowering them and **ensuring a setting that guarantees safety, security, privacy and trust.**



Google Pixel 6a fingerprint security flaw

Euroconsumers publicly called on Google to act on a security flaw after **Euroconsumers' testing had disclosed a significant issue with the fingerprint sensor of the new Google Pixel 6a smartphone**, with an important impact on consumers' data protection, especially when considering this identification is also used for payment systems.

 [Read the article](#)





The quest for secure consumer IoT

With the increasing use of connected devices in our homes, **Euroconsumers is committed to making sure these are safe and secure.**

By surveying consumer insights, continuous testing and by pushing, together with BEUC, for water-tight cybersecurity regulations for water-tight cybersecurity regulation and IoT standards.



A large scaled Euroconsumers' survey revealed increasingly connected consumers want to make the most of the smart revolution, but have **serious privacy concerns** and are **not yet satisfied with the added value IoT** is delivering to them

[Read the article](#)



Euroconsumers revealed **security loopholes in millions of home printers** with risk of significant data breaches

[Read the article](#)



Test projects like Euroconsumers' Hackable Home pressure policymakers and manufacturers to **close the security gap with a strong EU Cyber Resilience Act**

[Read the article](#)



Likewise it underlines the **need for global IoT security standards** that the innovative, long-term device security consumers deserve

[Read the article](#)

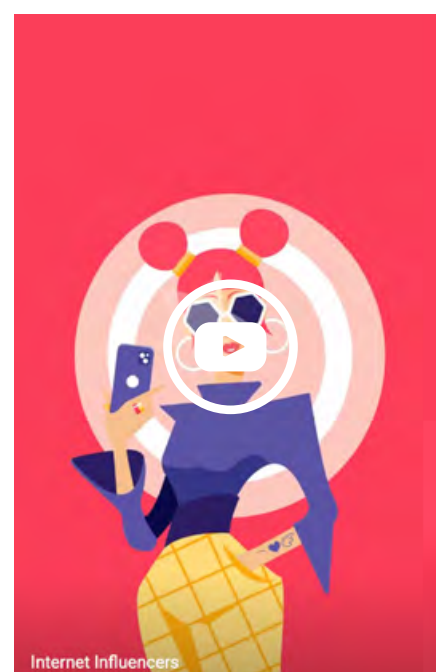


Master the internet and stay safe of scams

2022 also marks the European Year of Youth. With scams and fraud increasingly on the rise, Euroconsumers launched a new campaign for young people with tips and reminders to safely navigate the internet and avoid scams and fraud.

A series of visuals and online videos - focussed on topics like influencer marketing, crypto, gaming, online dating and online shopping - aims for young people to be safe and savvy so they can enjoy all the creativity and opportunities the internet offers without fear.

 [Read the article](#)



 [Watch the video](#)



 [Watch the video](#)

Choose your influencers with care

Influencers are influential, inspiring, and impressive. As the tech world moves more to the creator economy, being mindful of whom you choose to follow is important. Some influencers may fake their online life, buy followers and likes, instigate problematic behaviour, promote poor quality products or simply mislead those who follow them.

Make sure who you choose to follow is really who he/she claims to be. 😊

Too many spelling mistakes or obvious Google translations should raise suspicion.

Be wary of influencers who never show their faces.

Thousands of followers and few likes is an indication that something might be fishy.

Know how to distinguish advertising from genuine opinions.



Cryptocurrencies glitter, but not all that glitters is gold

Making money effortlessly is a dream that the internet helps to nurture, but it requires additional precautions. Not only does the cryptocurrency market have many ups and downs, but you'll also be exposed to the opportunism of hackers, phishing, malicious software and newly created cryptocurrencies, as they can be both credible projects or scams to stuff the pockets of the creators.

If it was easy to get rich on the Internet, the world would be full of web millionaires. And it isn't.

Keep your feet on the ground. Let go of unrealistic plans.

Remember that market fluctuates, so be on the lookout for its constant changes and do your research prior to investing.

If you are going to invest, always seek independent financial advice first.



Did you know that Euroconsumers' organizations have an independent web shop assessment that gives you information about secure and trustworthy online stores.



Be social, but think twice before getting personal

Meeting people online can be intriguing, but it entails many risks, from the non-consensual disclosure of intimate photographs to coercion for extortion of sexual favours or stalking.

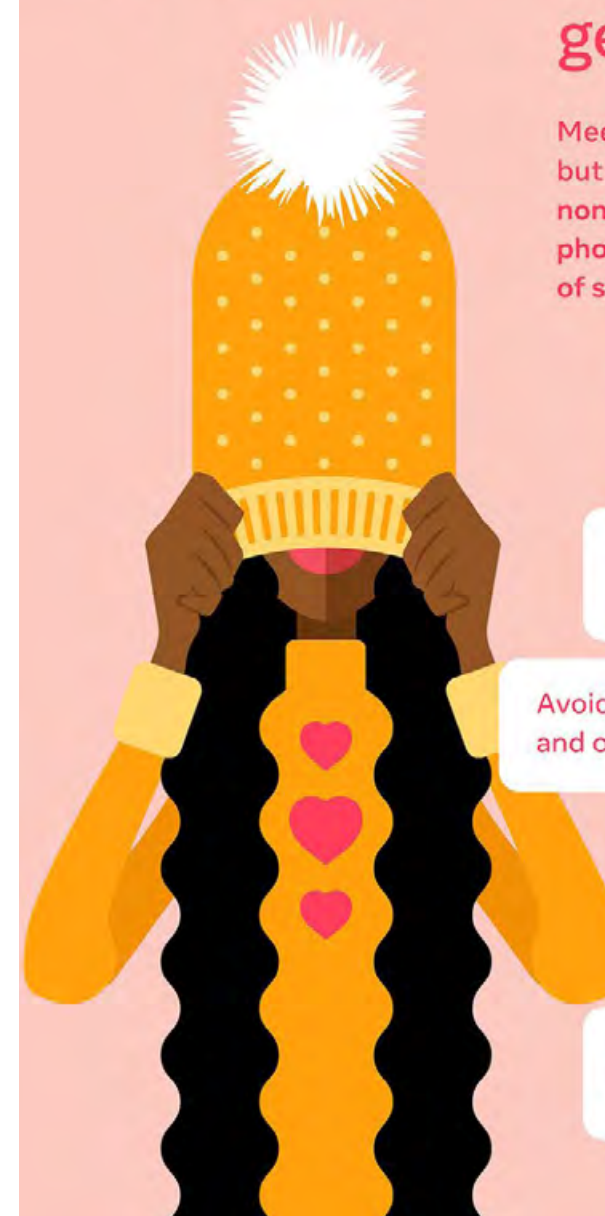
Be mindful of who you share your intimate photos with.

Don't join group chats created to comment on intimate photos.

Avoid setting dates in isolated places and only based on the profile picture.

Be wary of exaggerated love gestures and sudden requests for money.

Get in contact with safety centers or hotlines if you ever feel at risk.



Have fun with games and apps... but keep your eyes wide open

Apps and games are good companions when you want to relax and have fun, but they can be addictive, encourage unwanted behaviour and obtain data from you that you wouldn't want to share. Be as vigilant as possible.

Don't use your real name and photo. Use a nickname and an avatar instead.

Do not provide information about your age and location.

Set strong passwords with letters, numbers and special characters.

Avoid downloading games from dodgy platforms.

Make sure apps don't require a signature or collect your data.





My Health Data Is Mine

Euroconsumers' My Data Is Mine Strategy is entering the European Health Data Space. There is great value and innovative potential in unlocking the power of sharing digital health data. Under the condition that consumers are in full control and get tangible value back, reflected in provisions for lower prices for medicines and treatments.

Turning the Health Data Space into an empowering place can show the whole world what tangible, consumer focused innovation looks like.

 [Read the article](#)

 [Read My Data is Mine declaration](#)





QR Codes on Drug Leaflets: complementary? Yes. Exclusively? No

How empowered are consumers by QR codes on drug leaflets? Although consumers are eager to discover the innovation and value offered by digital tools like QR codes, the story gets more nuanced when it comes to accessing medical related information.

Yet another groundbreaking Euroconsumers' survey showed that while a QR code is nice to have, **there is still a very clear consumer request to keep the paper version to safeguard equal and easy access to crucial medical information for all.**

 [Read the Position Paper](#)





Sustainability

Euroconsumers is convinced **empowered consumers can lead the way and push markets towards more sustainability.**

In 2022 we have continued putting our Approved by Tomorrow approach into practice.

 [Read the article](#)



How sustainable does Apple really intend to be?

Having a “Right to Repair” is key to empower sustainable consumers. That’s why when Apple announced its own Right to Repair initiative “aimed at improving the repairability of Apple products and reducing electronic waste”, **Euroconsumers eagerly anticipated Apple’s commitment and challenged the tech giant to engage into a constructive dialogue on real durability.**

Dissappointingly their approach still lacks some concrete responses to pressing consumer questions and demonstrates no willingness to solve the defining early obsolescence question of the iPhone 6 series.





A consumer centered Right to Repair

The push for a real “Right to Repair” is driven by valuable consumer insights.

Thanks to large scaled surveys Euroconsumers is able to map what is holding consumers back to opt for repair: lack of warranties, spare parts and time, but mainly because it’s too expensive.

ACTIVITIES

International Repair Day: get Repair Scores right to guide consumer choices

On International Repair Day, Euroconsumers member Test Achats says governments considering product ‘Repair Scores’ must get the detail right. Only the best quality information can drive better product repairability.

3 Min Read • 13 oct. 22



 [Read the article](#)





The quest for green sunscreens

Euroconsumers' "Eco and Efficient" label wants to empower consumers to choose products that are scoring well on both environmental criteria and quality. While most sunscreens deliver the promised protection (with the exception of some underperforming significantly), it remains extremely challenging to detect sunscreens that are both safe and green.

However, **in 2022 Euroconsumers was able to award for a very first time its well regarded Eco + Efficiency label**, proving that eco- friendly, effective sun protection is possible and pushing industry to invest more into their development.

 [Read the article](#)



Energy

2022 was the year energy prices skyrocketed with unprecedented price spikes. **Euroconsumers and its national organisations have been at the forefront since day one**, helping consumers manage soaring energy prices, save energy and shift to more green options.

[Read the article](#)

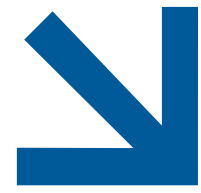
ACTIVITIES

CLEAR-X collective purchase scheme launches a new wave of home energy efficiency

Collective purchase schemes could be a game changer by getting high quality, energy efficiency products into households at specially negotiated prices. Euroconsumers' Deco Proteste is part of the CLEAR-X project leading collective buying across Europe.

4 Min Read • 26 sept. 22

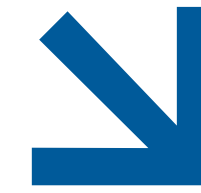




Being a tight cluster of five consumer organisations, Euroconsumers knows from experience the importance of sticking together, joining forces and supporting each other, especially in times of crisis.

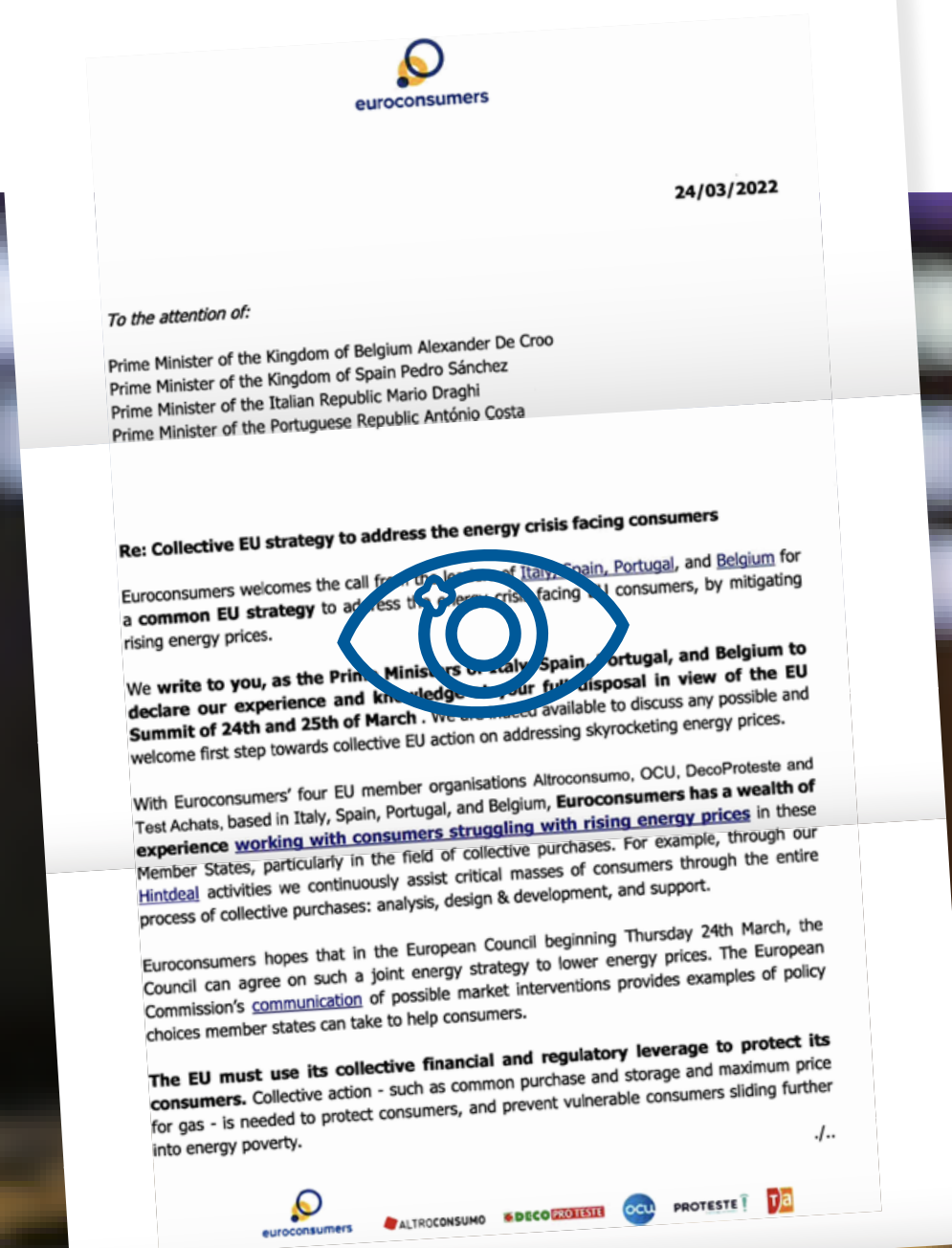
Euroconsumers actively reinforced that same message with the Prime Ministers of Belgium, Italy, Spain and Portugal, **urging the EU to use its collective financial and regulatory leverage to protect consumers and lower energy prices.**

 [Read the article](#)



All the way through 2022 Euroconsumers stood ready and supported policy and other stakeholders, both at national and European level, in tackling the soaring energy prices, by sharing first hand examples of struggling consumers, **by putting its long-lasting experience in the field of collective purchases on the table, and by reporting back on the reality of gas price caps for consumers in Spain and Portugal.**

 [Read the article](#)





Cost of living crisis

Still in the aftermath of the Covid crisis, the Ukraine war and subsequent energy crisis quickly turned into a true cost of living crisis. While its national organisations were offering concrete everyday support to consumers, **Euroconsumers kept the finger on the pulse with several consumer surveys, offering valuable data** that are at the basis of building effective solutions.



Early 2022 Euroconsumers' yearly Affordability Barometer – that measures the financial affordability of consumers' everyday needs and activities – already showed a bleak outlook for consumer finances.

Sharp drops in the index reflected the increased costs in housing, mobility, food and health and provided an evidence base that confirmed consumers' general financial capacities were deteriorating and confidence that things will improve was waning.

[↘ Read the article](#)



Furthermore, a large scale Euroconsumers survey conducted in May 2022 showed **consumers' quality of life was taking a hit as most cut back on basic costs in energy, food, mobility, social activities and even health care.** Even more disturbing were the indications that a worrying proportion of consumers were put in a precarious situation and stated not to have any margins left to deal with future price increases.

[↘ Read the article](#)



This was further reflected in **Euroconsumers' Christmas survey that explored the impact of inflation on consumers' Christmas spending.** Just as Christmas was coming back to life after two years of Covid restrictions, it appeared Santa's budget was squeezed.

[↘ Read the article](#)



Enforcement

As the only consumer organisation that has been coordinating class actions in Belgium, Spain, Italy and Portugal for years, also in 2022 Euroconsumers has kept on frontrunning when it comes to private enforcement of consumer rights.

Whenever there are clear and unacceptable violations of consumers' rights, and there is no willingness of the companies involved to act responsibly, Euroconsumers stands ready to intervene.

To deliver consumers compensation for the harm suffered and to change market practices. By using the power of the consumers it gives voice to and the power of the Euroconsumers network, also in court.

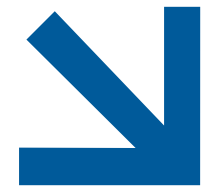


HP: settlement on Dynamic Security delivers major win for consumers

2022 delivered a major win for consumers as Euroconsumers was able to end a legal dispute with HP over its use of Dynamic Security features. **Under the agreement reached between HP and Euroconsumers, HP has agreed to establish a fund of up to USD 1,350,000 for payment of compensation to certain HP printer owners** for losses allegedly suffered as a consequence of being unaware that their printers were enabled with Dynamic Security, which would limit their printers' functionality when using third party cartridges with non-HP chips or circuitry. This settlement puts consumers first and ensures a compensation of up to 95 euro.

 [Read the article](#)



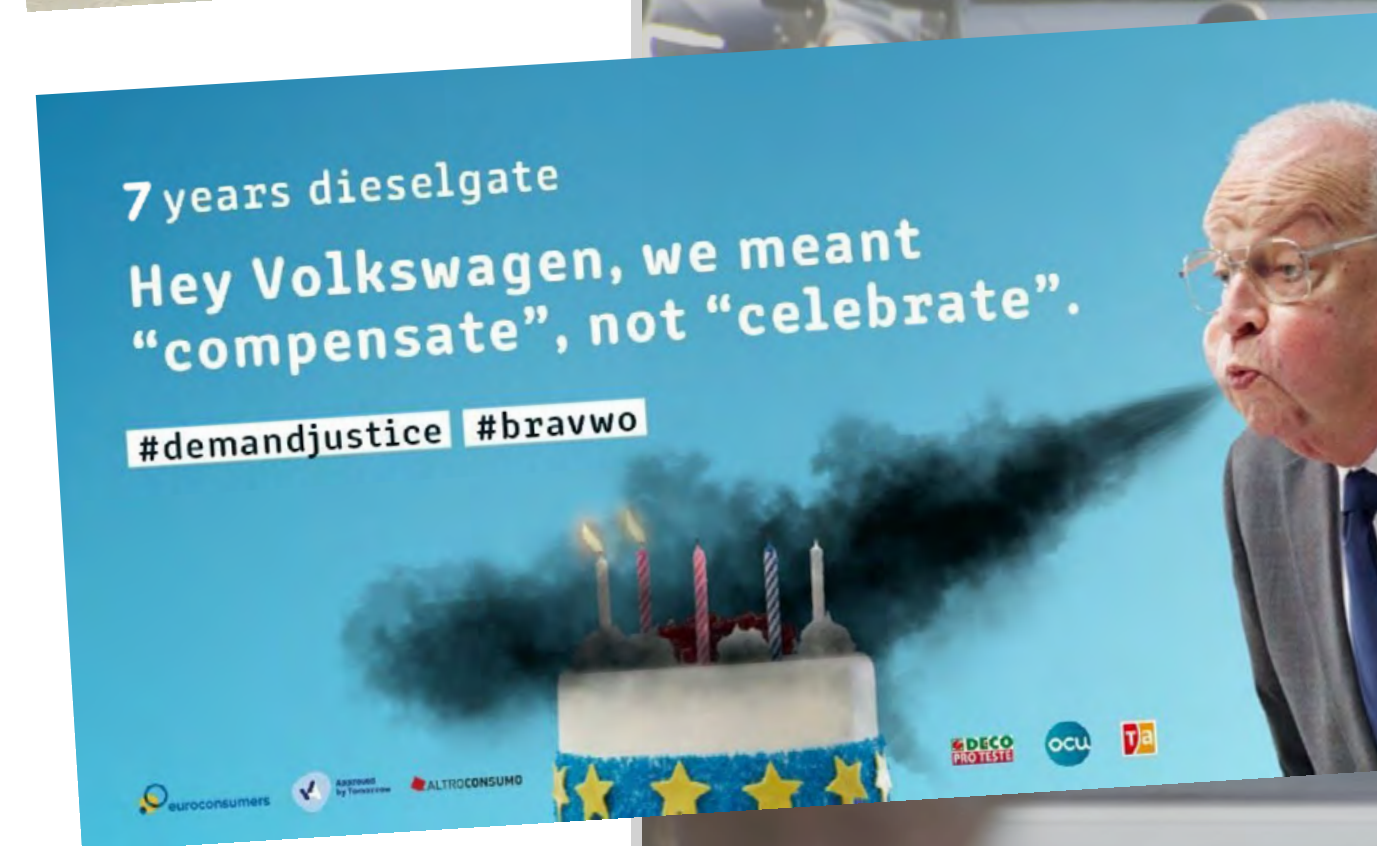


Dieselpgate: Seven years and counting

2022 marked the 7th anniversary of the notorious Dieselpgate scandal. It also marked Volkswagen's continued disrespect for the consumers it harmed with the emission fraud and Euroconsumers' relentless effort to get a fair compensation for affected consumers in Belgium, Italy, Spain and Portugal. After yet another series of High Court legal decisions confirming Volkswagen's fault and the need to compensate consumers accordingly, and after the car company agreed to compensate German and UK consumers, Euroconsumers initiated a conciliation attempt in the Belgian court which ended with a clear "no" from Volkswagen.

As long as VW continues along this path of discrimination, Euroconsumers will continue its legal fight, until all affected consumers get the compensation they deserve.

 [Read the article](#)





Apple: Pressure mounts over “Apples that go bad too quickly”

Euroconsumers’ fight against early obsolescence, which is not only unfair and financially costly to consumers but also damaging to the environment, translated back in 2020 into a class action against Apple for the planned obsolescence of their iPhones 6 series, demanding all affected consumers get the compensation that was granted to the Apple’s US based costumers.

After preliminary proceedings Euroconsumers’ member OCU took its fight against Apple on behalf of 400,000 Spanish consumers to the next level as the case was officially launched in court.

Also in Belgium, Italy and Portugal the class actions are ongoing. And it is getting support from the UK where a similar planned obsolescence case against Apple was started on behalf of 25 million UK iphone users. **So Apple, isn’t it about time to stop delaying and compensate consumers, not just in the US but wherever they are in the world?**

 [Read the article](#)





↘ Start Talking

1. From age verification to copyright infringement
 2. Crypto: From Revolution to Regulation
 3. Making safety matter across the metaverse
 4. Under Pressure - How much more inflation can consumers and markets take?
 5. Disinformation overload: can we redesign online information flows?
 6. Enforcement Futures: unlocking cross border consumer power?
 7. The influencer economy: is the social media salesforce taking over?
 8. Network access fees: fair share or the end of the open internet?
- 

Start Talking is the monthly webinar hosted by Euroconsumers on the cutting edge issues that matter to consumers and markets.

Start Talking doesn't reflect Euroconsumers' point of view. That's not the aim of the series. Its aim is to create a safe space to challenge the status-quo, test established beliefs and drive forward new ideas and relationships.

It began in February 2022 as an opportunity to have a frank and open dialogue with a diverse set of stakeholders. Since then seven more inspiring Start Talking sessions have rocked the debate.



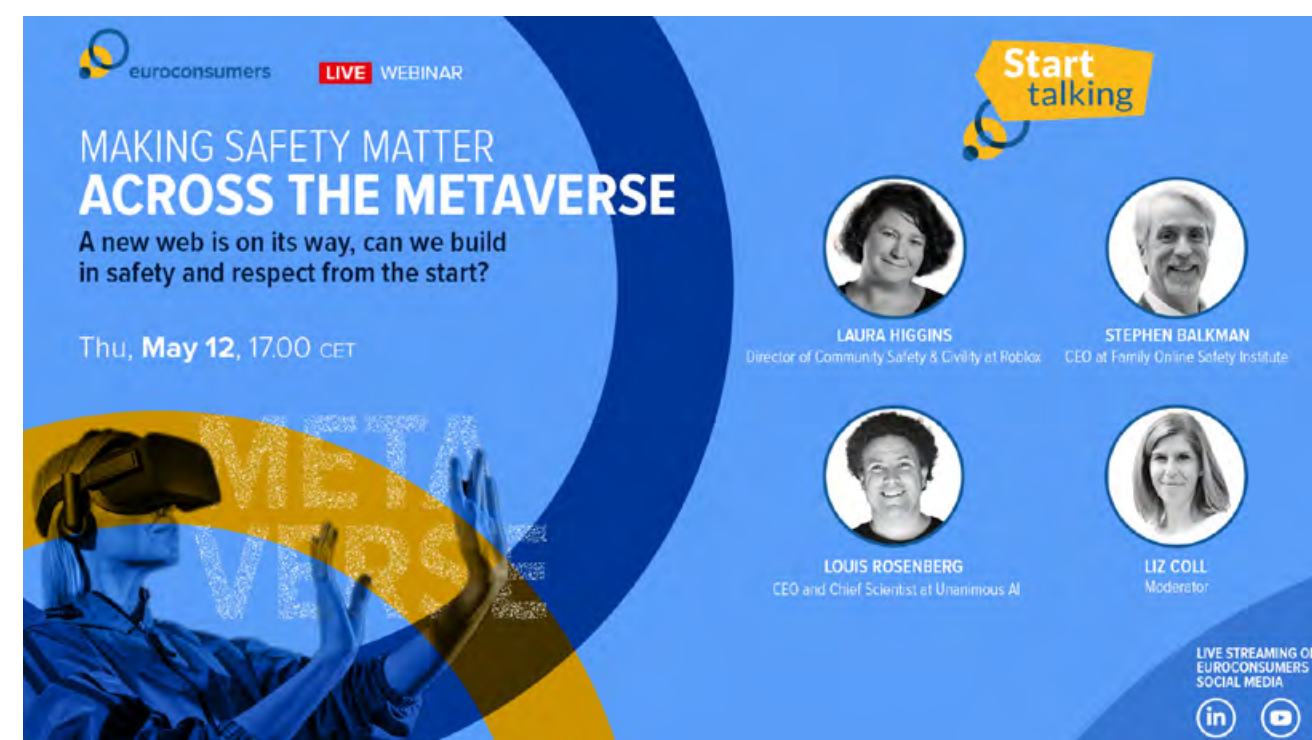
1 - From age verification to copyright infringement: to preserve or not preserve anonymity

[Watch the video](#)



2 - Crypto: "New kids on the block" From Revolution to Regulation

[Watch the video](#)



3 - Making safety matter across the metaverse. A new web is on its way, can we build in safety and respect from the start?

[Watch the video](#)

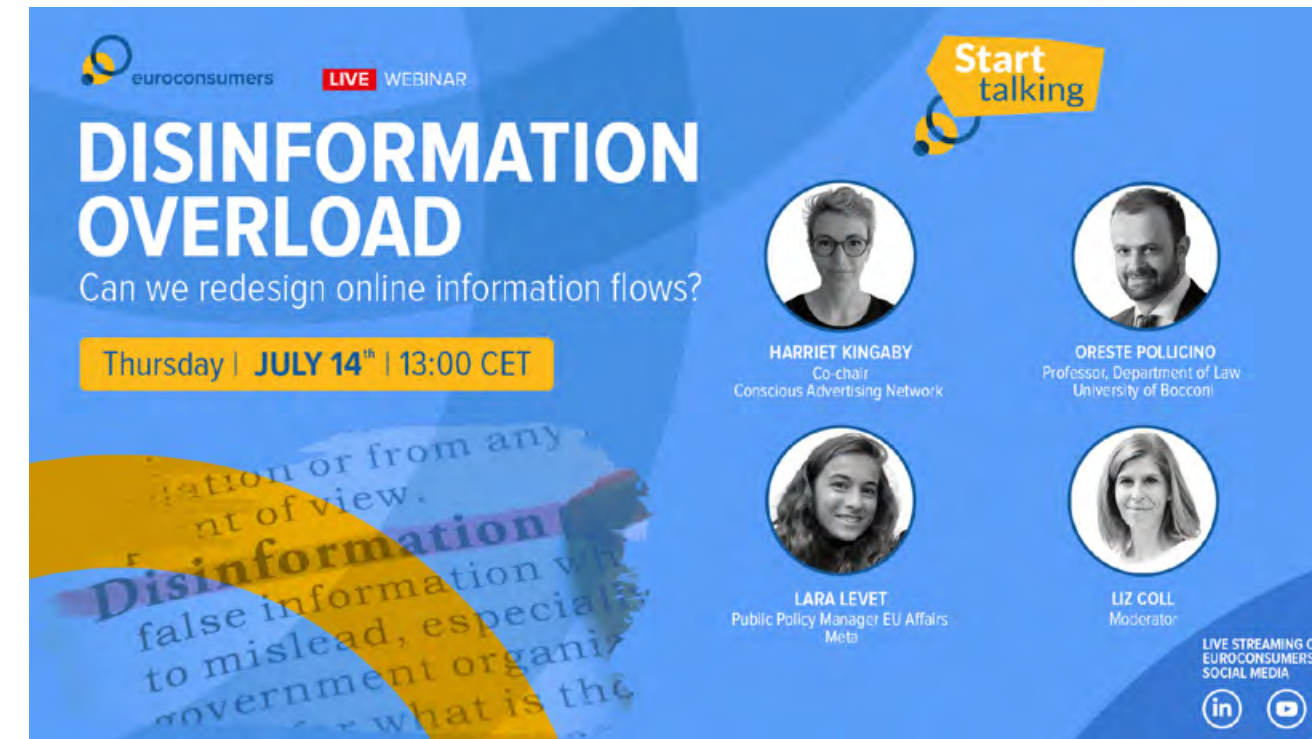


4 - Under Pressure - How much more inflation can consumers and markets take?

[Watch the video](#)

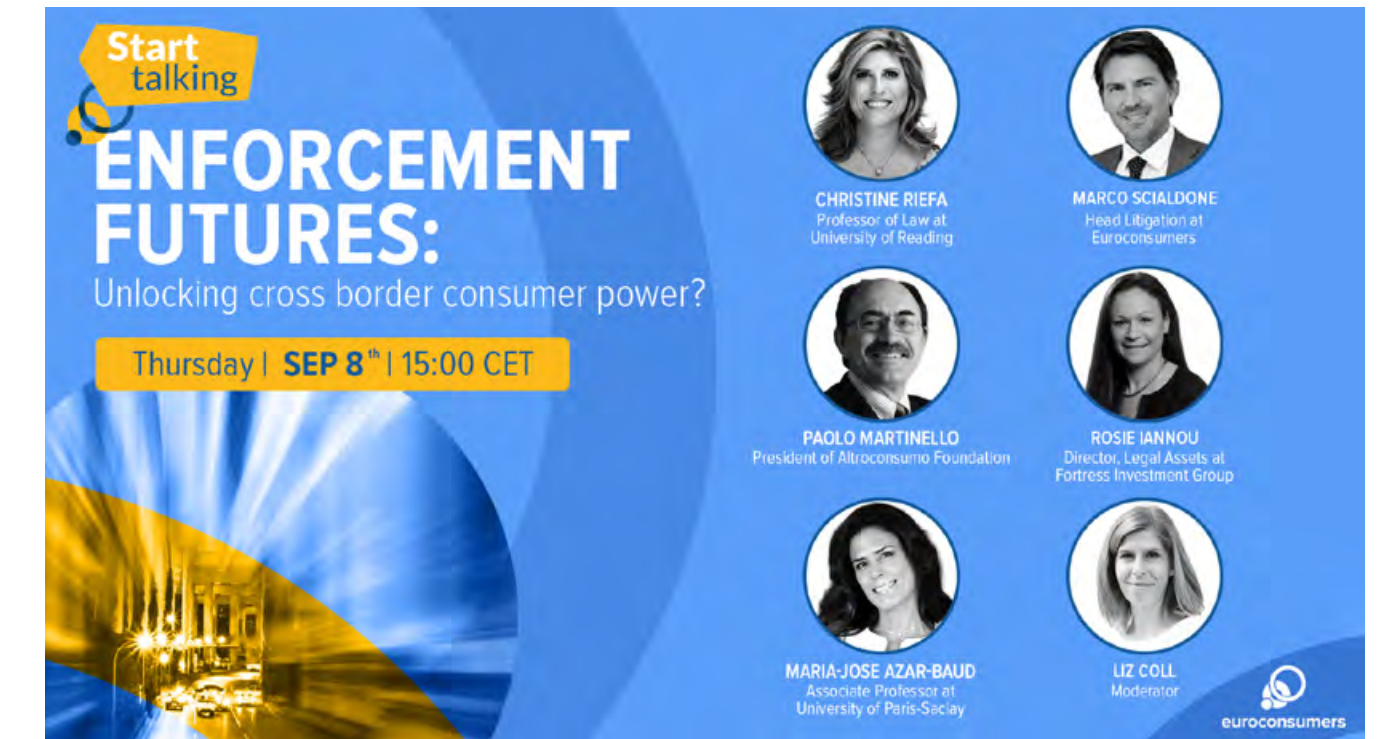
No issue is off the table - we have tackled systemic economic challenges such as rising inflation, long standing consumer justice questions around cross border enforcement, digital experiences of the future like the metaverse and the growth of new interactions like influencer sales and marketing.

Euroconsumers has brought together people from opposite sides on crunch issues like network access fees and digital currency regulation.



5 - Disinformation overload: can we redesign online information flows?

[Watch the video](#)



6 - Enforcement Futures: unlocking cross border consumer power?

[Watch the video](#)



7 - The influencer economy: is the social media salesforce taking over?

[Watch the video](#)



8 - Network access fees: fair share or the end of the open internet?

[Watch the video](#)

↘ Consumer Empowerment Project

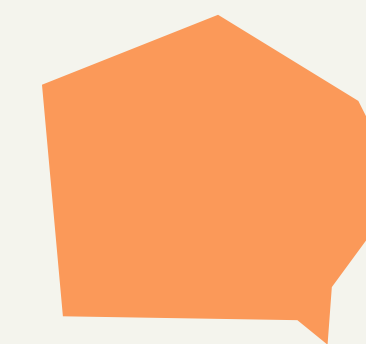
Consumer Digital Empowerment Index
Consumer Leadership Academy
My Data is Mine



Powered by Euroconsumers and Google, the Consumer Empowerment Project is open to stakeholders who can help create a space where consumer organizations, industry and civil society can come together to discuss and address key issues relating to consumer empowerment.



 [CEP Website](#)



CONSUMER EMPOWERMENT PROJECT

Powered by



Google



Consumer Digital Empowerment Index

The Consumer Digital Empowerment (CDE) Index is a research study, designed to find out if, and how, digital services empower consumers in their daily lives.

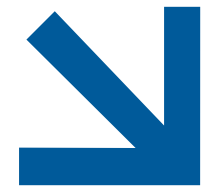
The Index aims to:

- Understand if and how the digital services consumers are using, empower them in their everyday lives
- Capture which tools consumers access online
- Provide relevant, actionable and robust data about the choices that consumers face when using digital services.



[Watch the video](#)

The Consumer Digital Empowerment Index

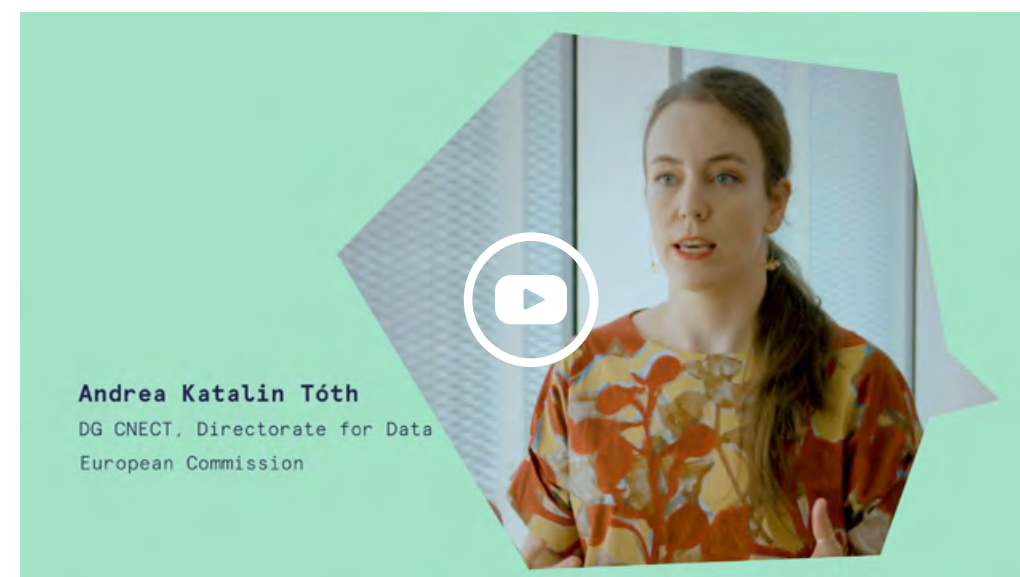


Consumer Leadership Academy

The Consumer Leadership Academy (CLA) is a free of charge immersive course designed to stimulate informed discussion from all sides of the major policy debates shaping the future of consumerism, with a particular focus on digital transformation and sustainability.

The CLA brings together policy and thought leaders from around Europe for a series of lectures, seminars and panel sessions led by experts and grounded in academic research.

The 2022 edition was held in Milan, at SDA Bocconi, from 28 to 30 June.



[Watch the video](#)

The Consumer Leadership Academy

2022 edition



My Data is Mine

My data is mine Award is aimed at supporting young scholars with an innovative approach to data protection issues and who can offer a visionary contribution to data exploitation in Europe and worldwide.

The third edition took place in Lisbon during the 2022 Web Summit and it was dedicated to exploring the best opportunities, from a regulatory and technological point of view, to unlock the full potential of data-driven innovation.



[Watch the video](#)

my  data
IS mine

↘ Grants fundraising program

Tools to craft consumers' future

Cicle

Prompt

Sharepair

Circthread

Clear-X



We develop projects **to promote innovation and virtuous behavior** in line with EU strategy.

We can proudly say that we contributed to the New Green Deal, the Circular economy action plan and Consumer agenda implementation, thanks to the activities aimed at promoting in particular digital empowerment, energy saving, green mobility, sustainability and enforcement.

12
new
submissions

7
ongoing
projects

179
partners



The general objective of CICLE project was to **regularly feed enforcement authorities with complaints data raising alerts that indicate infringements**. In this way we improve market surveillance and promote cooperation between acknowledged consumer organizations among them and with CPC authorities under Regulation (EU) 2017/2394 creating awareness on ADR schemes. 75.000 complaints in 8 months.



[Read the article](#)

[Website](#)



PROMPT had the ambition **to help extending the useful lifetime of products and to contribute to the transition to a circular economy**. It aims at boosting durable design, providing access to repair services, upgrades and disassembly options. Furthermore, it intends to help reducing resource depletion, prevent waste generation and mitigate associated societal and environmental impacts.



[Website](#)



SHAREPAIR addresses the increasing amount of waste from electrical and electronic equipment (WEEE) and, with 17 partners working on it, aims to decrease WEEE from consumer products. **The project's main output is an integrated approach to supporting citizen repair**: a digital infrastructure that supports self-repair, repairing together (in repair cafés or repair centres), and repairing with professional support.



[Website](#)



CircThread is in response to the EU project funding call *"Develop, implement and assess a circular economy oriented product information management system for complex products from cradle to cradle"*.

32 partners are working to conceptualise, **develop and implement new digital infrastructure for circular economy information management.**

The objective is to interconnect the information along the life of a product, from concept to retirement, so that it can be easily accessed and shared.



 [Website](#)



CLEAR-X stands for *"Consumers Leading the EU's Energy Ambition Response, Expansion"*.

The overall objective of the project is to enable consumers to lead the energy transition by investing in renewable energy sources (RES) and energy-efficient (EE) technologies. It aims

to facilitate consumers' access to household renewables at an affordable price, through the provision of trusted information, collective purchase schemes, and an improved regulatory framework.



 [Website](#)

↘ Institutional Representation



Euroconsumers made sure consumers' voice was heard on several international forums and by different kinds of stakeholders, to make sure solutions are build in a way it empowers consumers and improves the market.



Privacy Symposium - Venice



Product Safety Week European Commission: panel quo vadis e-commerce



Digital Consumer Summit European Commission (product safety)



European Consumer Summit: panel on product safety and panel planned obsolescence



Product safety summit EU French Presidency



Participation @ Stakeholder Roundtable energy



Surfrider Conference on sustainable sunscreen



Zero Pollution Stakeholder Platform



Presentation at Citizen's Energy Forum



Google sustainability summit on circular economy with Aurel Ciobanu-Dordea (Director, Circular Economy, DG ENV, European Commission)



"Los retos de la transición digital para los consumidores" Telefonica conference



BeXt Awards

Hosted by Test-Achats, **the Euroconsumers' 2022 BeXt Awards took place in Brussels on 29th September, recognizing excellence and best practice from consumer brands.**

All the brands receiving our awards showed how to create good value, reliable goods that can help people save money, energy and time as prices rise and household budgets tighten. Awards were given across three categories: Value for money, most Eco-friendly product and best product for Reliability.



BeXt Awards 2022

As well as announcing the winners, **the 2022 BeXt awards explored some of the most pressing consumer issues: inflation, energy, and consumer power**, in several panel discussions with experts from industry, the European Commission and consumer organizations.



BeXt Awards 2022 | Wrap-up

 [Watch the video](#)





[Watch the video](#)



[Watch the video](#)



[Watch the video](#)



Ivo Mechels
Executive Director
Euroconsumers

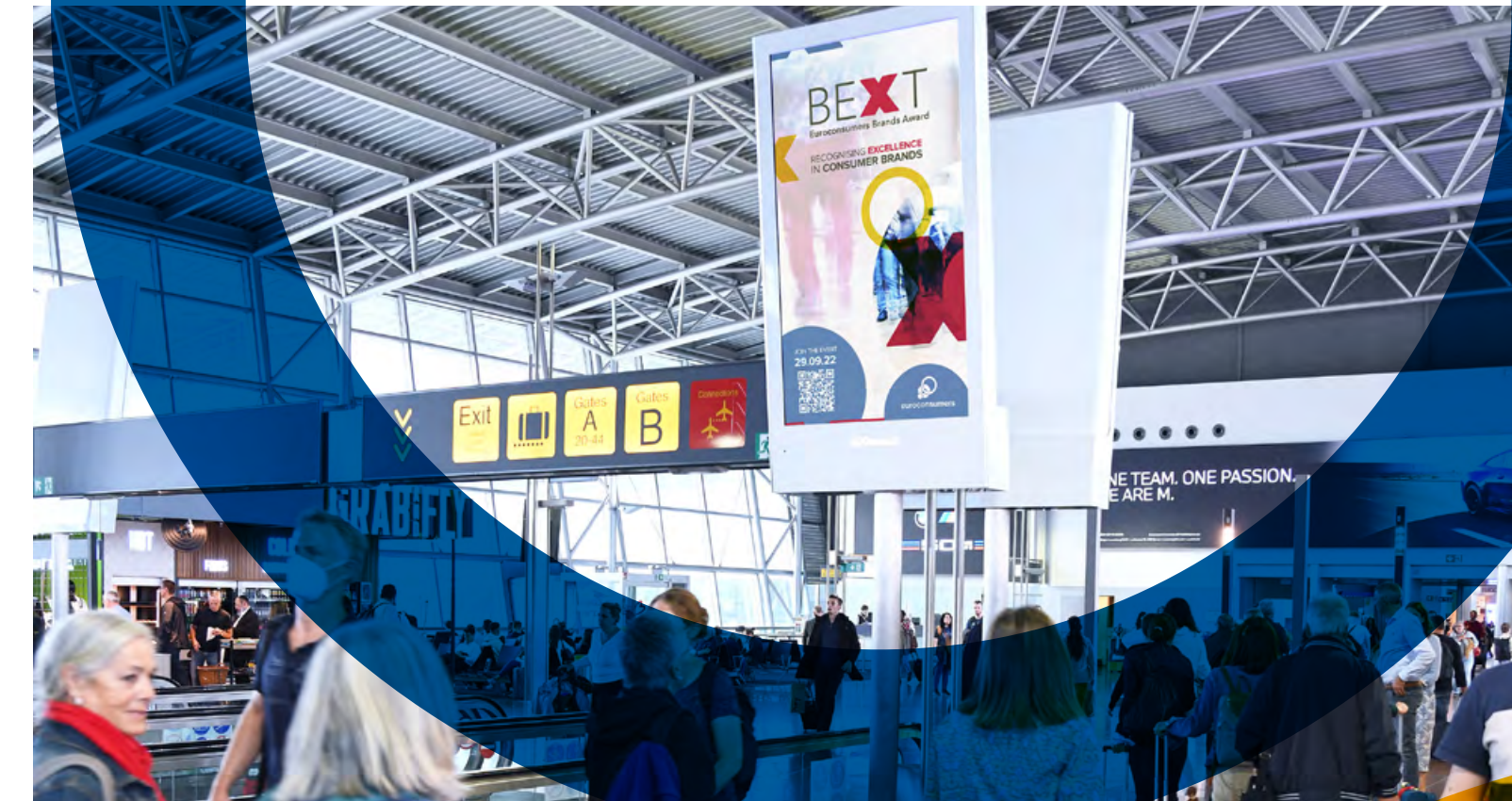
Billboards for the BeXt Awards promo @ Zaventem airport, Bruxelles



[Watch the video](#)



[Watch the video](#)





The Forth International Euroconsumers Forum

In its first cobranded edition cocreated with DecoProteste, the Euroconsumers Forum took place in Lisbon on the 7th of December at Teatro Capitòlio obtaining the patronage of the President of the Portuguese Republic. **This year the main theme of the forum was the progressive backlash of some of the key globalization processes and features, which were accelerated by pandemics and the war in Ukraine.** In addition to the main theme, the forum also discussed other key consumer topics such as product safety, European class actions, and scams and fraud in a digitalized world.



EC Forum

Distinguished **international speakers from institutions, business, and academia** were invited to share their insights and perspectives on these issues.



[Watch the wrap-up video](#)





Keep in touch

We believe in the importance of relationships to continue to improve our Organization, keeping it updated to present and future challenges. If you have any questions or suggestions, please let us know.



