



Activities Overview 2023





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Europe and the world is at a turning point, today's decisions will be defining for decades to come. More than ever **we need empowered people to steer the way for an improved market.** More than ever Euroconsumers will be there every step of the way.

Antonio Balhanas

CEO

 euroconsumers



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.**



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.



António Balhanas
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



Joao Ribeiro
Portugal Country
Manager



Raquel Silveira
Spain Country
Manager



Alberto Pirrone
Italy Country
Manager



Dirk Van Hevel
Belgium Country
Manager



Fabio Zacharias
Brazil Country
Manager



**Empower people,
improve the market.**



A pay off to drive change

Euroconsumers launched its brand update that captures our vision to ‘Empower people, improve the market’ on World Consumer Rights Day 2023.

A lot has changed since the first World Consumer Rights Day on March 15th 1962. In that time we’ve seen markets globalize and digitize. We’ve seen products and services synthesize across traditional sector lines.

We’ve become aware of the huge pressure on our planet’s physical resources and know we need to make serious changes in everything we do, buy and use – and that we need to do it fast.

Delivering on this type of change with a new network requires that we break out of our familiar confines and reach outwards. By connecting all sides we can do two things: on one side, we can give voice to the people, on the other side, we can help the market help the people.

By doing both these things simultaneously, we aim to have a broader impact on society, moving beyond the traditional two way relationship between consumers and brands.

Euroconsumers will connect the dots between people and the market, a partner to both to find solutions for all.

While we may not be big enough to effect change on our own, by joining forces with others, we know we can drive change.

Watch the
Euroconsumers pay off
video 





EC Manifesto

Consumers are a vital part of society and the economy. They are no longer passive subjects solely in need of protection. Consumers are people, people with agency who can become protagonists in market transformation.

Today's market needs actively engaged people. Our globalized, increasingly digitized markets, which have opened up extraordinary innovations and far-reaching rewards, are under pressure. Prices and supply chains are vulnerable to sudden shocks, climate and natural systems need fixing fast, and unfair business practices persist on and offline.

Empowered people will be decisive in transforming the market into one that works for them and the planet. They will improve the market by rewarding companies that deliver long-term value, sustainability and trust. If we empower people, they can push the market towards innovations and opportunities that truly match their goals.

If we improve the market, it will deliver on trusted technology, affordable goods, the green transition, and a new circular economy. When we connect all sides, we can achieve a bigger payoff for everyone: we can give voice to the people, and we can help the market help the people.

 [READ FULL MANIFESTO](#)





Dossier



Netflix' use of dark patterns

In early 2023, Netflix began enforcing a global crackdown on password sharing, marking a significant departure from its previous lenient stance. This shift has raised numerous concerns and practical issues for consumers, which Euroconsumers addressed in discussions with Netflix. The policy now requires users to designate a primary location and verify non-associated devices, complicating access for families spread across multiple households. Additionally, continuous IP address monitoring raises privacy concerns, and there is criticism over the misleading display of subscription plans, particularly in Italy and Spain, where the "Basic" plan is not immediately visible. Despite Euroconsumers' efforts to advocate for clearer information and fair practices, Netflix's response has been minimal, framing the changes as a commercial decision rather than addressing the broader consumer impact. This situation underscores the need for transparency and accessible information in subscription services, as highlighted in a recent meeting between Euroconsumers and Netflix representatives.

 [READ THE ARTICLE](#)





Game over for faulty Nintendo controllers

Euroconsumers' Test Aankoop/Test Achats, as part of a coordinated effort by BEUC, has successfully reached an agreement with Nintendo and the European Commission to address the long-standing issue of "Joy-Con Drift." This problem, affecting the Nintendo Switch controllers since its release in March 2017, caused characters to move independently of user input, rendering the device nearly unusable. While American consumers had already secured free replacements by 2018, European gamers faced refusals for repairs or replacements under warranty, contributing to e-waste and premature obsolescence. After persistent advocacy and a formal complaint in 2021, Nintendo has now agreed to offer a lifetime warranty with free repairs, covering all affected controllers without requiring proof of purchase. This agreement marks a significant victory for consumer rights and product longevity, yet underscores the ongoing need for legislative measures to ensure durable, repairable products.

 [READ THE ARTICLE](#)



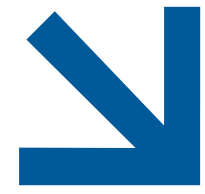


The misleading maze of Bing Chat

Generative AI tools like ChatGPT and Bing Chat have gained significant attention from consumers. A Euroconsumers survey shows that while 68% of users search for information using ChatGPT, only 31% find it reliable. Despite this, 73% are satisfied with the answers they receive, compared to just 6% of non-users who believe in its reliability. Euroconsumers tested Bing Chat in Italy, Spain, Portugal, and Belgium and found significant inaccuracies. Bing Chat provided incorrect vacuum cleaner recommendations from local consumer organizations, with outdated, inconsistent, and unavailable product suggestions. These inaccuracies can mislead consumers, eroding trust in AI-generated information and in Euroconsumers' recommendations. Consequently, Euroconsumers' organizations are filing complaints for misleading practices with national consumer protection authorities. The issues with Bing Chat highlight broader concerns about AI reliability. This underscores the need for robust EU regulations on generative AI to ensure accuracy and transparency, safeguarding consumer trust in these innovative tools.

 [READ THE ARTICLE](#)

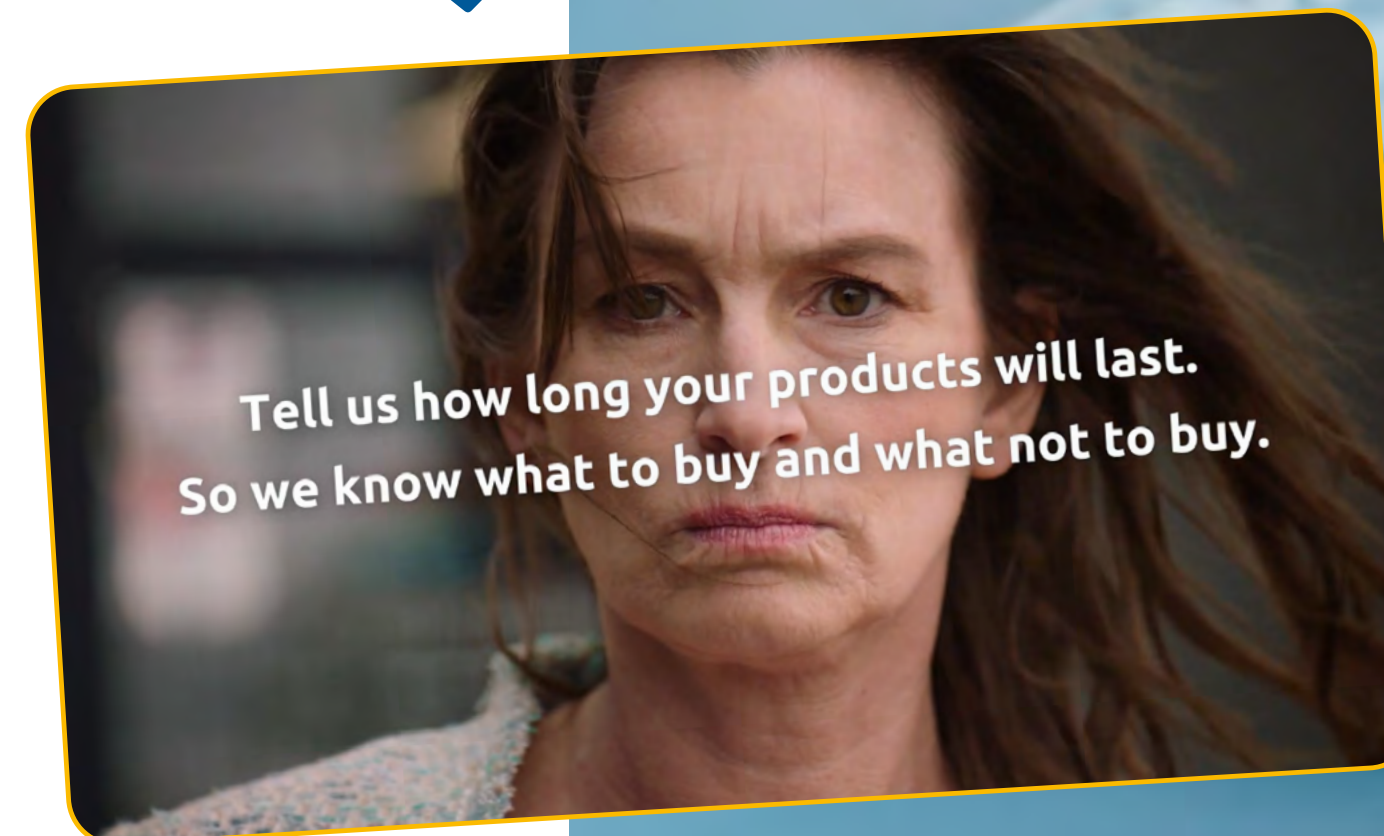




Euroconsumers Takes on Premature Obsolescence with PROMPT project

As part of the PROMPT network, Euroconsumers members OCU and Test Achats are addressing the persistent issue of products failing prematurely. Consumers are increasingly frustrated with products breaking down before their time, leading to unnecessary waste and energy consumption. PROMPT, a collaboration of consumer groups, researchers, and repair specialists, aims to tackle this systemic issue from all angles, advocating for durability and repairability as standard expectations.

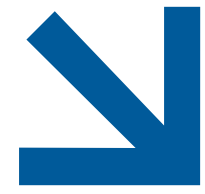
At an event in Brussels on 28 March 2023, PROMPT unveiled their key findings and recommendations from their research.



 [READ THE ARTICLE](#)



Test & Surveys



Survey: Me, myself and Generative AI

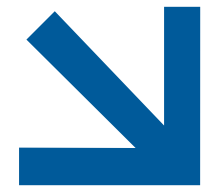
Brace yourself for an expedition into the minds of consumers from Belgium, Italy, Portugal, and Spain. Based on a survey conducted by Euroconsumers encompassing its four European member countries as a whole, we explore, among many things, trust, reliability, regulation, and overall satisfaction with ChatGPT. Discover the results that will no doubt lead to some interesting reflections on consumers' bond with ChatGPT and generative AI.

 [READ THE REPORT](#)



Me, *myself and* Generative AI

Inside scoop with 10 consumer takeaways
on ChatGPT from **Belgium, Italy, Portugal, and Spain**



Survey: Game set, what's the catch?

In the 50 years since the first game console was released, they have remained a gateway to gaming. It's estimated about a fifth of the global population owns or uses a console, making them the most widely used home entertainment device in the world after TV and DVDs. In Europe, gaming is thriving online, on phones but most of all on games consoles like PlayStations, Xboxes and Nintendo Switchers. Half of all Europeans regularly play video games and around a third of Europeans own or have access to a console.

Research from Euroconsumers has found that while most players are happy with the way they play but 38% said they had a negative impact on their sleep. A joint survey of consumers in Euroconsumers' member countries asked around 1,840 people in Italy, Spain, Belgium and Portugal how they choose and use, play and pay with their consoles.

 [READ THE REPORT](#)



euroconsumers

Empower people,
improve the market.

for a game-changing future

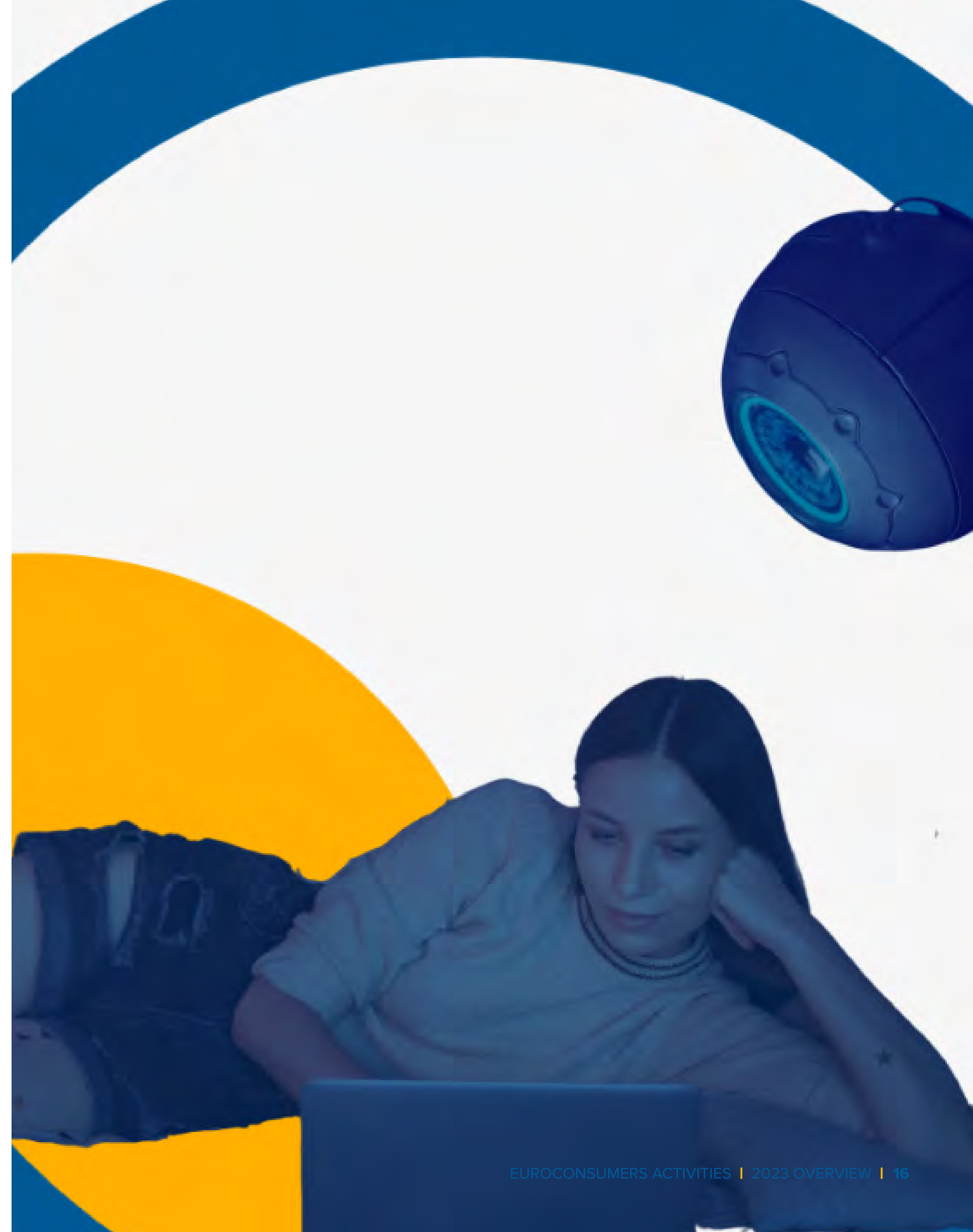




Study: Five long years of the Hackable Home: what will end this security standstill?

Smart, digital home devices have grown in popularity but some manufacturers are selling products with no regard for safety and security. Digital video doorbells, smart speakers and connected TVs can be found in many homes offering smooth user experiences and personalized services. The bad news is they are also offering an easy target for cybercriminals who can exploit vulnerabilities to hack into the sensitive data collected by the devices, or launch a wider network attack. For five years since 2018, Testachats has led Euroconsumers' Hackable Home testing programme – a regular study to see how they stand up against attacks. The latest round of testing from Euroconsumers revealed yet another abundance of basic security failures within 17 smart home devices. Despite the increased awareness of cyber risks, and growing consumer awareness of the need to keep products updated and passwords strong, the results have not improved year on year. There remains a stubborn refusal amongst some manufacturers to get serious about securing our homes and privacy against a cyber attack.

 [READ THE REPORT](#)





Affordability barometer 2023 : cost of living crisis is taking its toll

The latest in the annual survey of consumers' perspectives on the affordability of everyday life paints another disheartening picture of higher prices, financial worries and low expectations of change any time soon. According to the 2022 survey, consumers across all income brackets are grappling with the burdensome costs associated with essential goods and services such as housing, food, and transportation. While the survey was conducted prior to the onset of a downward trend in inflation, there remains hope that forthcoming alleviations may mitigate some of these challenges. Nevertheless, against the backdrop of ongoing conflicts in Europe, pressing needs for investment to alleviate long-term energy costs, and lingering apprehensions surrounding potential banking crises, policymakers must recognize the cumulative impact of these interconnected crises on the daily lives of consumers. It underscores the necessity for proactive measures to address these multifaceted challenges and alleviate the burden on individuals.

 [READ THE ARTICLE](#)





If you want our health data, we want cheaper medicines

A BEUC survey, conducted by Euroconsumers, reveals a significant consumer demand: over two-thirds of respondents advocate for the incorporation of the value of their health data into healthcare and medicine pricing. This sentiment underscores the pivotal role consumers attribute to their health data and suggests a desire for fair recognition of its worth in the healthcare landscape. In 2022, the announcement of legislation to establish a European Health Data Space as part of the European data strategy sparked anticipation for transformative shifts in health data sharing practices across the EU. The proposed framework aims to streamline healthcare processes by facilitating the exchange of critical information among patients, various healthcare providers, and professionals, both domestically and internationally. Furthermore, it seeks to democratize access to digital health data for research, innovation, and policymaking endeavors, signaling a commitment to harnessing the full potential of health data for the benefit of society.

 [READ THE ARTICLE](#)



The background features a light blue gradient with two white circles of different sizes. The larger circle is centered behind the text, and the smaller one is positioned above it, partially overlapping the top of the larger circle.

Position Papers



Reducing packaging waste

Each year, the EU generates 80 million tonnes of packaging waste, averaging 177.2 kg per inhabitant. This staggering amount has heightened consumer concerns about the environmental impact of overproduction and overconsumption. Euroconsumers' surveys reveal that waste management is a top priority for consumers, with many actively avoiding plastic packaging and choosing products with less packaging. A survey across 11 countries, including Belgium, Portugal, Italy, and Spain, showed 85% of consumers support regulations for producers and retailers to minimize packaging or use only reusable and recyclable materials. However, consumers face significant barriers to sustainable waste management, often due to unclear recycling instructions and excessive non-recyclable packaging. To effectively drive the green shift, consumers need the right support framework—clear information, sustainable alternatives, and accessible facilities. Recognizing this, Euroconsumers welcomes the European Commission's proposal to revise EU packaging and packaging waste legislation. To ensure the new regulations are truly effective, Euroconsumers has developed a consumer checklist with five key criteria. This checklist aims to create a system that empowers consumers, supports sustainable choices, and ultimately improves the market.



 [READ THE PAPER](#)



The future of connectivity

European consumers enjoy a fast and reliable online system that delivers music, videos, films, messages, and other digital content at their fingertips. This ecosystem thrives on a virtuous circle of mutual interdependence among telco companies, online service providers, and end-users, fostering innovation, expanding internet connectivity, and broadening content offerings. Despite its success, a recent public consultation on the Future of Connectivity has sparked debate on funding this system, often framed as a conflict between "big tech vs big telcos," overlooking the consumer perspective. Euroconsumers, committed to an open discussion, highlighted through a webinar with diverse stakeholders, including BEUC and Consumer Korea, that the unclear "fair share" proposal lacks transparency on its consumer impact. Intervening without solid evidence and inclusive consultation could disrupt this well-functioning ecosystem. Here are some suggestions to center consumers in this important conversation.

 [READ THE PAPER](#)





Fighting greenwashing: do it now and do it right

The Green Claims Directive has the unique opportunity to deliver trustworthy green labels to consumers – if done in the right way. The rules must be fierce on the fake labels, but not kill off the valuable and innovative ones in the process. Euroconsumers welcomes the intent of the Directive but is very concerned by parts of it that could be counterproductive to its goal of consumers and companies benefiting from a system of trusted environmental labelling. Chief amongst concerns are proposals that jeopardize the use of holistic environmental labels based on aggregated indicators like price and quality unless they are developed at an EU level, and a complex and slow process for verification. Companies are finally seeing sustainability as a competitive advantage and consumers want to buy green. Both sides need a robust system of green claim verification which can empower consumers and improve the market to shift towards a circular, sustainable one. The current Green Claims Directive is a powerful step in that direction, however its text also holds provisions that could jeopardize this with some disproportionate demands on verification and its suppression of existing, valuable consumer-ready schemes. EU and national legislators need to sit up and listen to what consumers want and the expertise and experience of consumer organisations who have been at the forefront of trusted, meaningful labels for decades.

 [READ THE ARTICLE](#)



The background features a light gray gradient. Two white circles are present: a large one on the left and a smaller one in the center. The word "Litigation" is written in a bold, orange, sans-serif font, positioned at the bottom of the image and partially overlapping the circles.

Litigation



CICLE consumer data dashboard quickly spotted costly Citroen AdBlue defect

The CICLE project (Co-operation for Improving Consumer Law Enforcement), led by Euroconsumers members OCU and Altroconsumo, has successfully utilized its cross-border data dashboard to trigger enforcement action against Citroën over issues with their AdBlue system. This innovative pilot project aims to improve the use of consumer complaints data by aggregating reports into a centralized dashboard, categorizing them by problem and sector. The CICLE tracker identified a surge in complaints from Italian and Spanish consumers about Citroën vehicles, revealing a design defect in the AdBlue anti-pollution system. This led to costly repairs for consumers due to malfunctioning notifications. The coordinated effort of Euroconsumers, utilizing the CICLE data, prompted legal action by Italian and Spanish authorities and highlighted the potential for such tools to enhance consumer protection and enforcement across Europe.

 [READ THE ARTICLE](#)



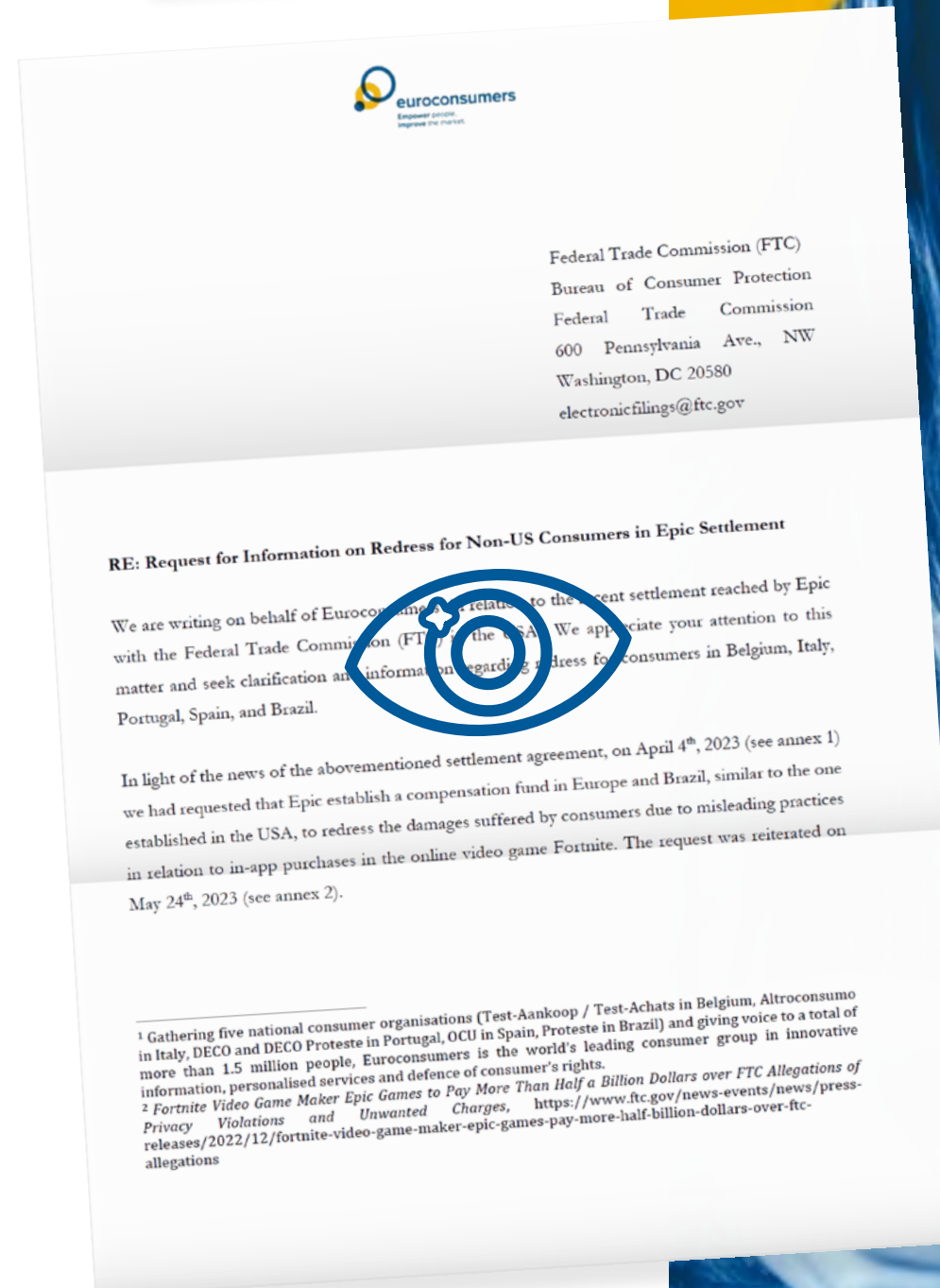
#ADBLUE

CHIEDIAMO IL RIMBORSO



Epic Games - Fortnite video game unwanted charges

In December 2022, Epic Games agreed to pay \$245 million to settle allegations from the U.S. Federal Trade Commission (FTC) regarding unauthorized in-game purchases. The FTC claimed that Epic charged parents and gamers for unwanted items and locked accounts of those who disputed charges with their credit card companies. Following this, on April 4, 2023, Euroconsumers requested that Epic establish a compensation fund for Europe and Brazil, similar to the one in the U.S. This request was reiterated on May 24, 2023. On July 6, 2023, Epic informed us that the FTC settlement terms did not prevent using the funds to compensate consumers outside the U.S. They encouraged us to contact the FTC directly regarding non-U.S. consumer redress. We reached out to the FTC in July 2023 and received a response in October 2023, stating that the claims process was currently limited to U.S. Fortnite players. The initial deadline for claims was January 17, 2024, which was later extended to February 29, 2024. Unfortunately, in May 2024, the FTC informed us that due to the high number of U.S. victims, expanding the pool to include international consumers would be nearly impossible.





Committee on Coordinated Class Actions

In December 2023, the Committee on coordinated class actions released a comprehensive set of guidelines, conditions, and principles designed to streamline the management and coordination of new class actions. Additionally, the Committee provided a framework for Euroconsumers to support legal actions at the local level. This initiative is aimed at enhancing the efficiency, consistency, and effectiveness of class action lawsuits across various jurisdictions.

The guidelines establish uniform procedures for filing and managing class actions, ensuring that cases are handled consistently regardless of the jurisdiction. This includes standardized forms, timelines, and processes for initiating and conducting class actions.



COMMITTEE ON COORDINATED CLASS ACTIONS

Guidelines to address new class actions
in a coordinated manner and to support
class actions at local level



Start Talking

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

Hosted by Liz Coll, consumer tech policy expert and founder of Connected Consumers, the series began in February 2022 as an opportunity to have a frank and open dialogue with a diverse set of stakeholders.

Start talking

Chat Gpt.
Generating chat or cheating, change and chaos?

March 2th
15:00 CET

Live streaming on Euroconsumers social media

BRANDO BENIFEI
Member of the European Parliament

CORNELIA KUTTERER
Senior Director, Responsible Tech & Competition, EU Govt Affairs at Microsoft

COLIN STRONG
Head of Behavioural Science at Ipsos Global

GABRIELE MAZZINI
Team Leader - AI Act at European Commission

LIZ COLL
Moderator

ALEKSANDAR BREZAR
Journalist at Euronews

DANIEL LEUFER
Senior Policy Analyst at Access Now

euroconsumers

1 - Chat GPT. Generating chat or cheating change and chaos?

Start talking

Green and digital:
at odds or in sync?

April 26th
15:00 CET

Live streaming on Euroconsumers social media

ILIAS IAKOVIDIS
Adviser DG CONNECT, European Commission

ANJU MANGAL
Head of Asia-Pacific at Global Digital Inclusion Partnership

FIEKE JANSEN
Critical Infrastructure Lab, University of Amsterdam

JAKE OSTER
Director, Energy and Environment Policy, EMEA at Amazon Web Services

LIZ COLL
Moderator

euroconsumers

2 - Green and Digital: at odds or in sync?

Start talking

The hunger games:
are food prices being played?

June 1st
15:00 CET

Live streaming on Euroconsumers social media

AMAURY GHIJSELINGS
Research and Advocacy Officer Food Sovereignty, CNCV 11.11.11

AGUSTIN REYNA
Director, Legal and Economic Affairs, BEUC

VINCENT COLOT
Senior Financial Analyst, Euroconsumers

FRANCESCO TRAMONTIN
Vice President EU Institutional Relations and Group Public Policy Center at Ferrero

ANTON DELBARRE
Chief economist, Eurocommerce

LIZ COLL
Moderator

euroconsumers

3 - The hunger games: are food prices being played?

Start talking

Digital Product Passports:
can information power the circular economy?

June 22nd
15:00 CET

Live streaming on Euroconsumers social media

REMBRANDT KOPPELAAR
Director of Research & Innovation, EcoWise

KORRINA HEGARTY
Policy Director on Environment, APPLIA

WOJTEK STITARZ
Policy Officer, DG ENV, European Commission

CHIARA GIOVANNINI
Deputy Director-General, Senior Manager Policy & Innovation, ANEC

CHRISTIAN ROUSSEAU
Project Officer, Statistical Surveys, Test Achats

LIZ COLL
Moderator

euroconsumers

4 - Digital Product Passports: can information power the circular economy?

In 2023 we recorded 8 episodes involving more than 40 speakers.

Start talking

Data in, Data out:
How it shapes ChatGPT and us

July 13rd
15:00 CET

Live streaming on Euroconsumers social media

Calli Schroeder
Global Privacy Counsel
at Electronic Privacy Information Center

Elias Papadooulos
Director of Policy, DOT.Europe

Stjohn Deakins
Founder and CEO
at CitizenMe

Christian D' Cunha
Data policy, privacy and cybersecurity,
European Commission

Lodovico Benvenuti
Managing Director,
IFPI European Office

Liz Coll
Moderator

euroconsumers

5 - Data in, Data out: How it shapes ChatGPT and us

Start talking

Cultivated meat:
The future of food or just another fad?

Sep 28th
15:00 CET

Live streaming on Euroconsumers social media

Nick Jacobs
Director, International Panel of Experts
on Sustainable Food Systems

Bruno Gautrais
Head of Unit
DG SANTE, European Commission

Masami Takeuchi
Food and Agriculture Organization
of the United Nations (FAO)

Florentine Ziegowski
Co-Founder
RESPECTfarms

Christine Gould
Founder & CEO at Thought For Food

Liz Coll
Moderator

euroconsumers

6 - Cultivated meat: the future of food or just another fad?

Start talking

The future of scams:
AI enters the ring

Nov 8th
15:00 CET

Live streaming on Euroconsumers social media

Brent Carey
CEO, Netsafe New Zealand

Hannah Shimko
CEO, Online Dating Association

Jorij Abraham
Managing Director,
Global Anti-Scam Alliance

Liz Coll
Moderator

euroconsumers

7 - The future of scams: AI enters the ring

Start talking

Pay or ok: the future rules of the consumer data game?

Dec 14th
15:00 CET

Live streaming on Euroconsumers social media

Tobias Judin
Head of International Section,
Norwegian Data Protection Authority

Liz Brandt
CEO, Ctrl-Shift

Agustin Reyna
Director, Legal
and Economic Affairs, BEUC

Nathalie Laneret
VP Government Affairs
and Public Policy, Criteo

Liz Coll
Moderator

euroconsumers

8 - Pay or ok: the future rules of the consumer data game?

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.



Consumer

Empowerment

Project

The Consumer Empowerment Project (CEP) - Powered by Euroconsumers and Google, is a collaborative initiative where consumer organizations, industry, and civil society come together to discuss and address critical issues regarding to consumer empowerment.

Launched in April 2022, this joint initiative is dedicated to empowering individuals in the digital age, placing a strong emphasis on understanding consumer issues within the realms of digital transformation and sustainability.





Consumer Digital Empowerment Index

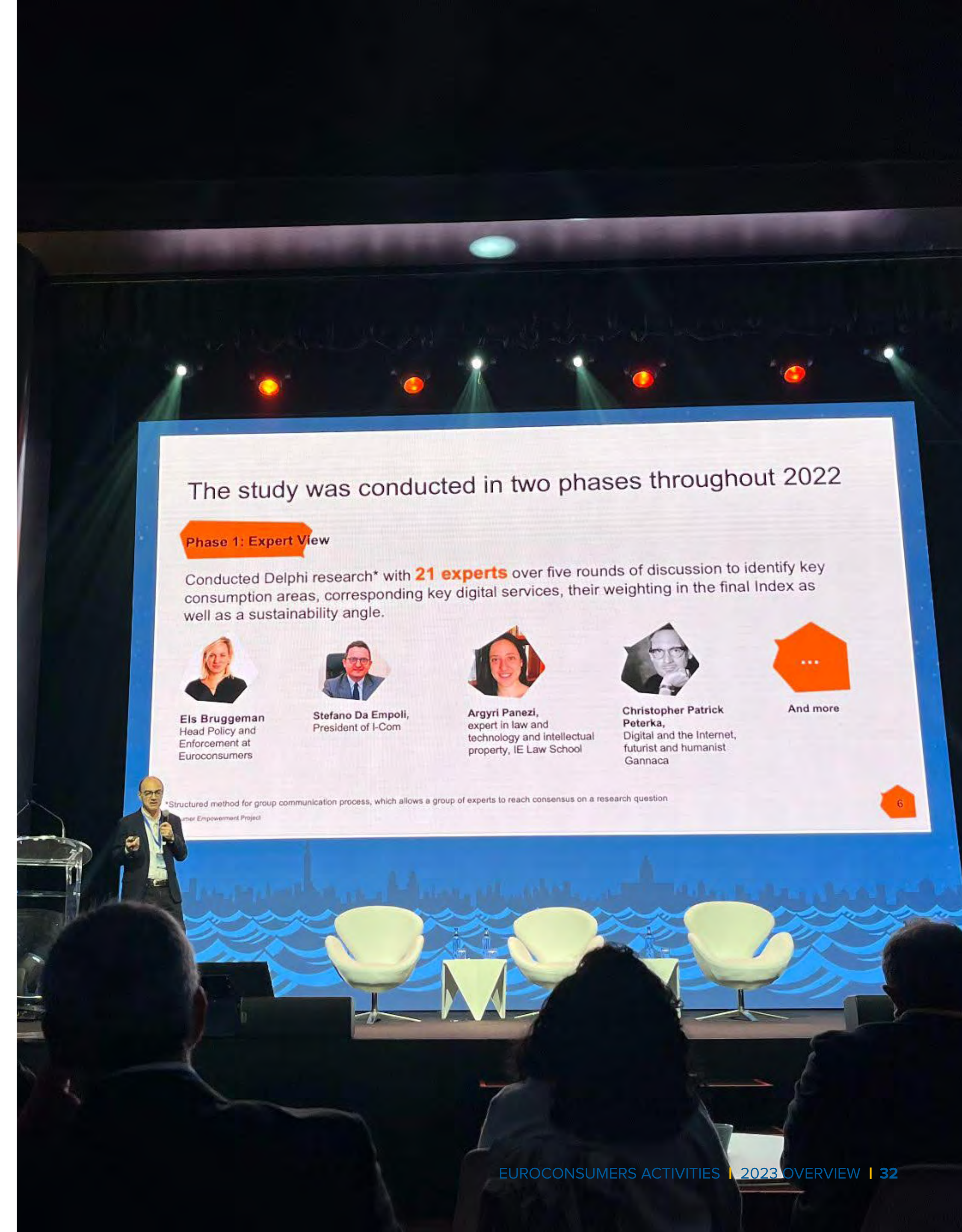
The Consumer Digital Empowerment (CDE) Index is a research study, designed to find out if, and how, digital services empower consumers in their daily lives. The Index aims to:

- 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.

In 2023 we released the second edition of the Index unveiling data over 6 countries: Italy, Spain, Portugal, Belgium, Bulgaria and Poland.



 [EXPLORE CDE INDEX DATA](#)



The study was conducted in two phases throughout 2022

Phase 1: Expert View

Conducted Delphi research* with **21 experts** over five rounds of discussion to identify key consumption areas, corresponding key digital services, their weighting in the final Index as well as a sustainability angle.



Els Bruggeman
Head Policy and
Enforcement at
Euroconsumers



Stefano Da Empoli,
President of I-Com



Argyri Panezi,
expert in law and
technology and intellectual
property, IE Law School



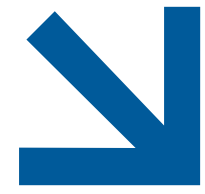
**Christopher Patrick
Peterka**,
Digital and the internet,
futurist and humanist.
Gannaca



And more

*Structured method for group communication process, which allows a group of experts to reach consensus on a research question
Consumer Empowerment Project

6



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 2023 editions were held in Madrid (IE University), and Lisbon (NOVA School of Law).



 CLA Madrid Recap video



 CLA Lisbon Recap video

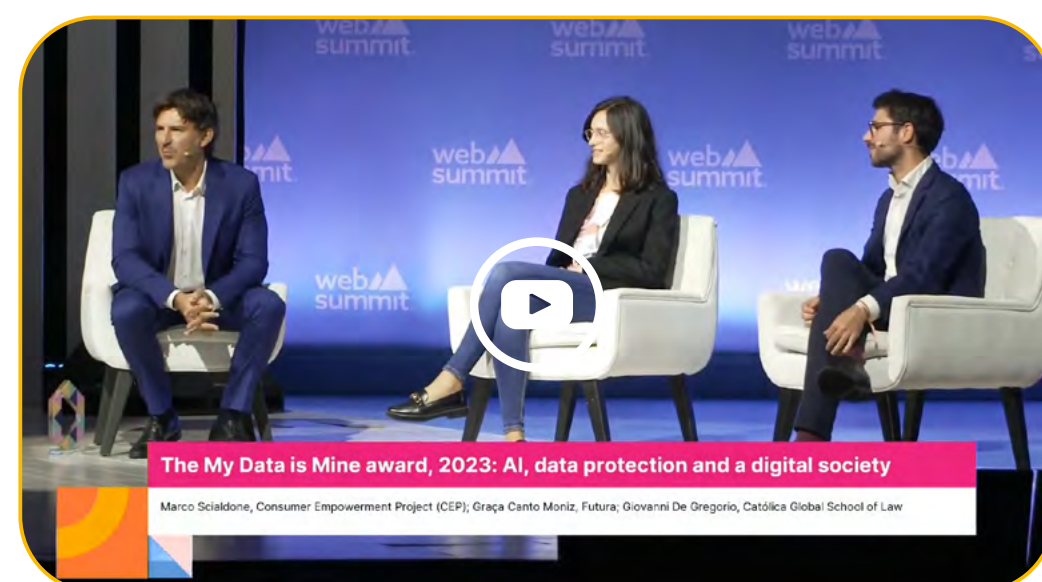




My Data is Mine

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 fourth edition took place in Lisbon during the 2023 Web Summit, receiving the European Data Protection Supervisor's patronage for the first time, which notably heightened the award's prestige. This edition aimed to recognize outstanding research in the field of Artificial Intelligence (AI) and data protection.



 **Watch MDIM 2023
Award ceremony**





CLAx

CLAx is an initiative that provides hybrid events as a platform to explore major policy debates and emerging trends in the realms of consumerism and digital/green transformation. CLAx aims to deliver instant insights on new legislative proposals and bring the Consumer Digital Empowerment Index data to the attention of experts, policymakers, institutions, and academia through organized roundtables and presentation roadshows across the countries of the research. This ensures that stakeholders are promptly informed and engaged with the latest developments and trends, fostering a proactive and informed consumer community.

In 2023 CEP organized 2 CLAx events:

- [“Il Digitale ti dà una mano”](#), Rome
- [“The NE\(X\)T Neutrality”](#), Brussels



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Funded Projects

All our projects support our strategy providing resources and knowledge with a multi-year's perspective. In this way we boost innovation and favour relations with stakeholders.

11
new grants
applications
submitted



11
projects
managed
in 2023



551
partners



CICLE objective was to regularly **feed enforcement authorities' work** with consumer complaints gathered via the website, to fill in the gap of EU market surveillance related to the insufficient and overtime cooperation between acknowledged consumer organizations and CPC authorities as well as create awareness on ADR schemes - **CLOSED**.



 [WEBSITE](#)



CICLE X ambition is the **extension of the complaints management digital solutions** developed in Cicle to benefit other countries investigating consumers complaints data to start enforcement actions.



 [WEBSITE](#)



CIRCTHREAD main objective is to to **improve lifespan, repair, remanufacturing**, and recycling sharing information across the product life cycle all along the value chain.



 [WEBSITE](#)

COMPLIANCE SERVICES

COMPLIANCE SERVICES aims supporting suppliers and retailers regarding compliance with eco-design and labelling legislation to better **serve consumers needs and contribute to energy savings.**



 [WEBSITE](#)

HORIS

HORIS challenge is to give birth to **digital one-stop shops of integrated home renovation services** to support homeowners' decisions all along the overall building renovation customer journey in Italy, Portugal and Spain.



 [WEBSITE](#)

CLEAR HP

CLEAR HP to **facilitate consumers' access to heat pumps products** by accompanying consumers throughout the whole purchasing journey, and by addressing financial and regulatory barriers.



 [WEBSITE](#)



CLEAR X

CLEAR X was designed to **enable consumers to lead the energy transition** by investing in renewables and energy efficiency measures that improve the energy performance and comfort of their homes. - **CLOSED**



[WEBSITE](#)



SHAREPAIR

SHAREPAIR the main goal being to reach out, **inform and support citizens in finding repair solutions** for their issue with broken products. - **CLOSED**



[WEBSITE](#)



PROMPT

PROMPT the aim of which was to help detect premature obsolescence, extending the useful lifetime of products and contribute to the transition to a circular economy. - **CLOSED**



[WEBSITE](#)



ANIMAL WELFARE STANDARD

ANIMAL WELFARE STANDARD wished to investigate **consumers' opinion about what animal welfare standards** they expect to see on the farms that produce their meat, dairy and eggs. - **CLOSED**



 [WEBSITE](#)



EHDS- EUROPEAN HEALTH DATA SPACE

EHDS- EUROPEAN HEALTH DATA SPACE was a survey for consumers to know that 'My health data is mine' and they **need control over their health data** and share in the value it creates. - **CLOSED**



 [WEBSITE](#)





Events



BeXt Awards

Hosted by Test-Achats, the **Euroconsumers' 2023 BeXt Awards** took place in Brussels on **26th 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.



The Fifth International Euroconsumers Forum

Charting a path in a world of complexity, the Euroconsumers International Forum's 5th edition unveils 'Empower People | Improve the Market.' Together, with our member organisation Altroconsumo, we confronted global challenges in a quest to empower consumers, defining and shaping our journey ahead. In the inspiring setting of the Palazzo Valentini our keynote speakers and corporate partners shed light on the most relevant topics in technology, politics, economics, and social-urban design.

We had an impressive lineup of speakers, including Alec Ross, Carlo Ratti, Metropolitan Mayor of Rome Carlo Ratti, and many others.



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.



