

CORE PRINCIPLES OF THE CONSUMER PROTECTION IN THE SR AND EU



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AGENDA

- Consumer protection and CSR
- Tools for customers' protection
- Core principles of protection
- Examples
- Summary
- Q/A



CONSUMER PROTECTION AND CSR

- Why is consumer protection socially responsible?
 - tangible reality for 500 million citizens
 - health, safety, environmental protection and consumer protection
 - Union shall contribute to protection of all aspects of life

TOOLS FOR CUSTOMERS' PROTECTION

- EU legislation
- Tools to assess, monitor and improve the protection of consumers
 - Market monitoring tools
 - Awareness-raising tools
 - Tools for stepping up enforcement and securing redress

CORE PRINCIPLES OF PROTECTION

- Product safety
- Digital market
- Financial services
- Food safety and labeling
- Energy
- Travel, leisure and transport



EXAMPLES OF APPLICATION OF CORE PRINCIPLES

- Product safety
 - Toys
 - Cars
- Digital market
 - Products purchasing online
- Food safety and labeling
 - Protection at all stages of production and distribution
- Travel, leisure and transport
 - Roaming



SUMMARY

- Everyone has the right to be treated fairly
- New laws and regulations
- Complicated customers' environment
- Enterprises and firms should act responsible
- Customers' rights are often violated



SUMMARY

REFERENCES

- [http://www.europarl.europa.eu/RegData/etudes/IDAN/2015/565904/EPRS_IDA\(2015\)565904_EN.pdf](http://www.europarl.europa.eu/RegData/etudes/IDAN/2015/565904/EPRS_IDA(2015)565904_EN.pdf)
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- http://ec.europa.eu/consumers/consumer_rights/index_en.htm

THANK YOU FOR YOUR ATTENTION.

