



WORLD CONGRESS

UNLOCKING CONSUMER POWER

PROGRAMME

DELIVERING

A NEW

VISION FOR

CONSUMER

EMPOWERMENT



GOVERNO FEDERAL
BRASIL
PÁTRIA EDUCADORA

#CICongress
consumersinternational.org

Timings, sessions and speakers may be subject to alteration.
For further details see the Speakers and Session Information document.

ACTIVITY KEY



Interactive



Special event



Interactive Panel discussion



Expert talk



Seminar



Break



Lunch break

DAY 1

WEDNESDAY 18 NOVEMBER




| Time | Session | Room |
|--------------------|-------------------------------|-------------|
| All day from 09.00 | Delegate registration | Foyer |
| All day from 09.00 | Conference marketplace | Foyer |
| 09.30 - 18.00 | Side events | Rooms A - G |
| 18.00 - 20.00 | Welcome cocktails | Foyer |

DAY 2

THURSDAY 19 NOVEMBER

| | | |
|---------------|---|--------------------------------------|
| 09.00 - 10.00 | Welcome and opening keynotes | Plenary |
| 10.00 - 10.30 | Break - tea and coffee will be provided | |
| 10.30 - 11:45 | Opportunities and challenges for consumers in a fast changing world | Plenary |
| 11:45 - 12:45 | Delivering positive change - bringing alive the newly revised United Nations Guidelines for Consumer Protection | Plenary |
| 12:45 - 13:45 | Lunch break - lunch will be provided | |
| 13:45 - 14:30 | A people's charter for the Internet - launching a global partnership between World Wide Web Foundation and Consumers International | Plenary |
| 14:30 - 15:00 | Going mainstream - delivering relevance for modern consumers | Plenary |
| 15:00 - 15:45 | Working together to deliver positive impact for consumers in global markets | Plenary |
| 15:45 - 16:15 | Break - tea and coffee will be provided | |
| 16:15 - 16:45 | New ways to reach out and gain support to deliver change | Plenary |
| 16:45 - 17:45 | Success stories from Consumers International Members: <ol style="list-style-type: none"> 1 Marketing 2 Redress 3 Right to safety and access to basic goods and services 4 Healthy diets Choose from four brilliant sessions... | Room A Room B Room C Room D |
| From 20:00 | Consumers International Gala Dinner and 25th anniversary celebration of the Code of Consumer Protection and Defense in Brazil (transport to and from the venue will be provided). | Unique Palace |

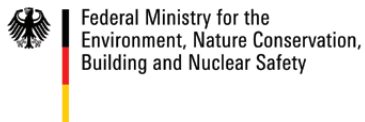
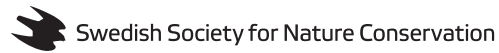
| Time | Session | Room |
|---|---|--------------------------------------|
| 08:45 - 09:15 |  How building your brand can drive consumer trust and engagement: global consumer trends | Plenary |
| 09:15 - 10:00 |  Testing the future: will user-generated reviews and feedback become the new product testing? | Plenary |
| 10:00 - 10:30 |  Break - tea and coffee will be provided | |
| 10:30 - 11:30 |  Insight from inside government | Plenary |
| 11:30 - 12:30 Choose from three exciting sessions... |  Innovating and engaging to deliver better value for consumers: <ol style="list-style-type: none"> 1 Innovation in redress The growth of the collaborative economy and what it means for consumers Helping consumers save money | Room A Room B Room C |
| 12:30 - 13:30 |  Lunch break - lunch will be provided | |
| 13:30 - 14:30 Choose from four great sessions... |  Success stories from Consumers International Members: <ol style="list-style-type: none"> 1 Digital 2 Energy 3 Respect for basic consumer rights 4 Sustainability | Room A Room B Room C Room D |
| 14:30 - 15:30 Choose from three interesting sessions... |  Common consumer issues and collective action: <ol style="list-style-type: none"> 1 From antibiotic resistance to obesity: how do we stop the food industry creating a global health crisis? 'Standards today, legislation tomorrow' - can the international consumer movement have greater impact? What should the private sector and consumer groups do to support more sustainable consumption? | Room A Room B Room C |
| 15:30 - 16:00 |  Break - tea and coffee will be provided | |
| 16:00 - 17:00 Choose from four inspiring sessions... |  Common consumer issues and collective action: <ol style="list-style-type: none"> 1 Tourism and travel - the world's second largest market - what battles do we need to fight? 2 Placing consumers at the heart of trade: towards a positive consumer agenda for global trade policy and negotiations 3 Out of control? Putting consumers at the wheel in a world driven by personal data 4 How do we root out bad practice and drive responsible lending? | Room A Room B Room C Room D |
| 17:00 - 17:30 |  Customer power in the digital world | Plenary |
| 17:30 - 18:00 |  Closing address | Plenary |

| | | |
|--|--|-------------|
| 09:00 - 12:00 |  General Assembly | Plenary |
| 12:00 - 13:30 |  Lunch break - lunch will be provided | |
| Timing to be confirmed (Timings for each Regional information exchange are available at the registration desk. Session duration: 45 minutes.) |  Regional information exchange sessions (CI membership only) | Rooms A - G |

FUNDERS AND PARTNERS

WE ARE PROUD TO COLLABORATE

with the following organisations to protect and empower consumers worldwide:



MEMBERS

A BIG THANK YOU

to all our Members for their support and engagement over the years.

A SPECIAL THANK YOU

to Consumers International Council Members for all their engagement and to those that provided extra funding to help get Members from developing nations to Congress.



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