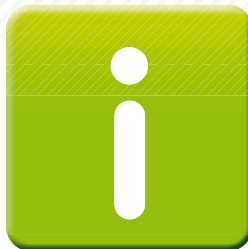


# EU CONSUMER POLICY THE WAY AHEAD



**THE SPEAKERS**

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EUROPEAN  
COMMISSION



Directorate-General for  
Health & Consumers



### **John Dalli**

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John Dalli served as a Cabinet Minister in the Maltese Government since 1987 having been first elected to the House of Representatives of Malta on behalf of the Nationalist Party in 1987.

He has served as Parliamentary Secretary for Industry (1987-1990), Minister of Economic Affairs (1990-92), Minister of Finance (1992-1996, 1998-2003) Minister of Finance and Economic Affairs and Minister of Foreign Affairs and Investment Promotion (2004). Between March 2008 and February 2010, John Dalli served as Minister for Social Policy which includes the Health, housing, employment and industrial relations portfolio.

As a qualified accountant, Dalli has also worked in the private sector in Malta and abroad, both in industry and as an independent consultant.

In February 2010 John Dalli was appointed as European Commissioner responsible for Health and Consumer Policy.

John Dalli was born on 5th October 1948. He is married and has two daughters.



### **Paola Testori Coggi**

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Paola Testori Coggi is Director General in the Directorate-General for Health and Consumers of the European Commission since April 2010.

In July 2007 she became Deputy Director General for Health and Consumers with specific responsibility for food safety and animal health, inspections and scientific matters. Since 2000, as Director for the Safety of the food chain, she has been responsible for the White Paper on food safety and the legislative action programme as well as the management of emergencies.

She was previously Advisor for consumer health in the Cabinet of Commissioner Emma Bonino and she worked on the definition of the new EU policy on consumer health after the food safety crisis.

Paola Testori Coggi joined the European Commission in 1983 in the Directorate-General for Environment where she worked until 1989 in the field of the control of dangerous chemicals and industrial risks. Afterwards, she served as Member responsible for the research programmes on life sciences, environment and energy in the Cabinet of the Vice-President of the European Commission, Filippo Maria Pandolfi. She also worked in the EU Joint Research Centre where she was responsible for administrative coordination.

Paola Testori Coggi is a biologist from the University of Milan, Italy, with a Master degree in Ecotoxicology. In 2008 she received a Doctor Honoris Causa in Veterinary Medicine at the University of Cluj, Romania.



### **Jacqueline Minor**

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A lawyer by training, Jacqueline Minor began her career in the European Institutions at the Court of Justice in 1984. She moved to the Commission three years later to work on the recognition of diplomas and later enjoyed a second spell at the Court working as referendaire to the British judges Gordon Slynn and David Edward.

Returning to the Commission in 1992, she spent 16 years in the Directorate-General responsible for the internal market, heading, successively, the units responsible for the regulated professions, policy co-ordination and resources.

A director since 2003, she has been responsible for the knowledge economy (including intellectual and industrial property regulation) and for horizontal policy development, participating for example on the Commission's Single Market Review in 2007.

On 1 April 2008, Jacqueline Minor became the Director for consumer policy. The Directorate deals with the integration of consumers' concerns into other areas of the Commission's work, consumer credit, cosmetics and medical devices, product safety and cross-border co-operation in solving consumers' problems and protecting their interests. It is also responsible for monitoring of consumer markets and produces the Consumers' Scoreboard.

**Marilena Di Stasi**

Marilena has joined the European Commission and Directorate General for Health and Consumers as a Blue book trainee in the Unit "Finance and Planning" in 2010.

Last September, she has joined the "Consumers and Markets Unit" as a policy analyst dealing with Redress and Eurobarometer surveys. Before joining the Commission, she worked as a trade and economic advisor and task manager in the public and private sector in Belgium, Italy, Western Balkans and Northern Africa.

She holds a degree in International Political Science from Salerno

University complemented by a post graduated certificate in International trade from the Italian Foreign Trade Institute and an MBA from the United Business Institute in Brussels. She wrote several essays on the multilateral trade system, the role of the EU in Western Balkans and on the accession of Turkey to the EU.

**David Mair**

Head of unit, DG Health and Consumer, European Commission

David has worked for the European Commission since 1995 and in consumer policy since 1998. In consumer policy he has been involved in policy strategy, enforcement issues and more recently consumer research, data and statistics. Since September 2007 he is head of a new unit on consumer market monitoring and analysis, responsible for the Commission's new Consumer Markets Scoreboard.

Before the Commission he worked for the UK Treasury in Brussels and London and has also worked in the City of London as a corporate financier and in the British Army. He studied History at Cambridge University. He is married with two daughters.

**Luk Warlop**

(Ph.D., University of Florida, 1995) studies individual consumer decision making, mainly from a public policy perspective, and using experimental methodology. Relevant recent research programs (with several doctoral students) study the determinants of consumer's ability to control eating and money spending, the cross-domain effects of temptation, and social influence techniques to foster pro-social environmental behavior. His research has been published in the Journal of Consumer Research, Journal of Consumer Psychology, Journal of Marketing Research, International Journal of Research in Marketing, Journal of Personality and Social Psychology, Psychological Science, the Journal of Public Policy and Marketing and others. He co-chaired several editions of the EMAC doctoral colloquium and the CB track of the EMAC Conference in 2010 and 2011. He serves as area editor for consumer research at the International Journal of Research in Marketing, and on the review board of the Journal of Consumer Research.

Luk Warlop is Professor of marketing at the University of Leuven and the Norwegian School of Management.

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## WORKSHOP 2

## PARTICIPATIVE ENFORCEMENT



### **Gösta Petri**

Gösta Petri is Deputy Head of the Consumer and Marketing Law Unit in the Commission's DG Justice.

After qualifying as a lawyer and working briefly as a researcher in the Swedish Parliament, Gösta joined the Commission and DG Health and Consumer Protection in 2001. He first worked on legal issues, including complaints and infringements, relating to consumer and health legislation. In 2005 he joined the Consumer Policy Directorate and became a Deputy Head of Unit in 2006. He has worked on a number of legislative files, in particular the Timeshare and Consumer Rights Directives.

## WORKSHOP 3

## ALTERNATIVE DISPUTE RESOLUTION



### **Christopher Hodges**

Christopher Hodges is Head of the CMS Research Programme on Civil Justice Systems at the Centre for Socio-Legal Studies, University of Oxford, and Erasmus Professor of the Fundamentals of Private Law at Erasmus University, Rotterdam.

His research is directed at reviewing all available dispute resolution systems to devise an integrated civil justice model for European states. His books include *Reform of Class and Representative Actions in European Legal Systems: A New Approach to Collective Redress in Europe* (Hart, 2008), *European Regulation of Consumer Product Safety* (Oxford, 2005), *Multi-Party Actions* (Oxford, 2001), and *European product liability* (1993). His PhD was on *European Consumer Product Regulation* (King's College, London, 2003).

He is coordinator of the pan-EU Civil Justice Systems Project, and co-coordinator of Stanford-Oxford Global Class Actions Project.

He graduated from New College, Oxford in 1976 and worked for 28 years in major City of London law firms. He is a member of the European Commission's Expert Working Group on the Product Liability Directive and the Academic Advisory Panel on consumer law of the UK Department for Business, Innovation and Skills.

He has a special interest in health systems and is Chairman of the Pharmaceutical Services Negotiating Committee, and a Board Member of the UK Research Integrity Office.



### **Maria Cristina Russo**

Maria Cristina Russo is the Head of Unit for Financial Services and Redress in DG SANCO.

She has been in the European Commission since 1990 and is a Head of Unit for the past seven years. She has so far served in different posts in the Commission, including the Secretariat General and Commissioner's Cabinet. She has dealt with inter-institutional matters, home affairs and justice issues, consumer protection policy, enlargement, external relations and research.

She has completed under and postgraduate studies in both political sciences and law with honours, in Rome and the College of Europe in Bruges.

She speaks Italian, French, English and Spanish.



### **Marie-Luise Altmutter**

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Marie-Luise Altmutter works as consumer policy analyst in DG SANCO Unit B6 (Consumer strategy, Representation and International Relations).

Her responsibilities include relations with consumer NGOs and involvement of EU consumer organisations in EU policies (e.g. in the framework of the European Consumer Consultative Group, ECCG).

At the Consumer Summit 2011 she is co-hosting the 'capacity building' workshop.

She has completed under- and postgraduate studies in human and social sciences, as well as public administration, in Vienna, Leuven (KUL) and London (LSE)

She speaks English, German, French and Dutch.



### **Dr. Gottlobe Fabisch**

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Gottlobe has 15 years of experience in managing Brussels based NGOs, last as Secretary-General of ANEC, the European consumer voice in standardisation.

She was member of expert groups of the European Commission on consumer policy (ECCG) and research management (ISTAG).

Since 2006, Gottlobe works as author, lecturer/trainer, and senior advisor. Her areas of expertise and publication: Governance in the EU, Participatory democracy, Transparency in lobbying, Consumer policy, Science policy, and Management and Leadership skills.

Gottlobe has a PhD in political sciences, TU Braunschweig, Germany, and a Diploma of Higher European Studies, College of Europe, Belgium.

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### **Monica Shelley**

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Monica Shelley has an extensive background in consumer affairs, having worked for the Consumers' Association, publishers of Which?, as a Project Officer and as a consultant for the National Consumer Council, now Consumer Focus.

She chaired the Consumer Education Group for 15 years and is a member of the Executive Committee of the National Consumer Federation.

Monica has worked for the Open University on a wide variety of courses, starting with Consumer Decisions, a Community Education pack and including What is Europe?, Studying Family and Community History and Making Policies Work. She was a founder member of the Centre for Modern Languages (now the Department of Languages), has carried out a wide range of research projects in the Institute for Educational Technology and is now based in Communication & Systems, concentrating on systems thinking and practice.



### **Sylvia Maurer**

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Sylvia Maurer is the Senior Policy Officer for Safety and Environment at BEUC, the European Consumers' Organisation. BEUC represents 44 independent national consumer associations from 31 European countries. The primary task of BEUC is to act as a strong consumer voice in Brussels and to try to ensure that consumer interests are given their proper weight in the development of all Community policies.

Sylvia is working for the consumer movement for over six years and joined BEUC in December 2007. In her role, Sylvia has relevant experience in the area of sustainable consumption and production including Eco-design and Energy Labelling and on safety issues such as chemicals in products and on nanotechnologies. She represents BEUC in Commission working groups and at conferences, seminars and committees such as the General Product Safety Committee, the Consumer Safety Network, the Toy Safety Expert Group, the Cosmetics Working Group and the Retail Forum. Moreover, she leads BEUC's Safety Team and supervises EU Commission funded projects on the EU Ecolabel scheme and the implementation of the EU Ecodesign Directive.

Sylvia provides intelligence, information and advice to BEUC's member organisations in the area of environment and safety. She studied Political Science and European Studies at the Universities of Bonn, Bradford and Berlin.



### **Ans Rossy**

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Ans Rossy is an expert in wide range of Sustainable Development domains and Corporate Social Responsibility for the past 10 years.

She worked for public authorities, business and ngo's throughout Europe, and is proficient in five languages. She has a Masters of Social Sciences (Groningen University, NL) and a post-graduate diploma in Cross-Sector Partnerships for Sustainable Development (Cambridge University, UK).

She works since 2006 as sustainable partnerships consultant for SUSTENUTO, an independent Belgian strategic consultancy on Sustainable Development (SD), CSR, Cross Sector Partnerships and Cradle to Cradle (C2C) in Brussels. She was and is responsible for research and policy development projects, drafted many reports and official publications, coaches companies and organisations to implement SD, facilitates multi-stakeholder processes, and gives lectures on SD and CSR topics for national and international audiences.



### **Jeroen Van Laer**

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Jeroen Van Laer joined the European Commission's Directorate General for Health and Consumers (DG SANCO) in November 2010 where he works in the 'Consumer Strategy, Representation and International Relations' unit as policy officer dealing with issues on consumer integration and sustainable consumption.

Before joining DG SANCO, he worked in the economist/coordination unit of the Directorate General for Environment and earlier in the environmental reporting team of the Flemish Environment Agency. Jeroen holds a Master's degree in Economics from the University of Leuven complemented by a post-graduated certificate in International Relations and European Integration from the University of Liège.

**Carina Tornblom**

Head of Unit, DG Health and Consumer, European Commission

After her master in law from the Stockholm University, Carina joined the Consumer Agency and Consumer Ombudsman's Office in Stockholm in 1985, and the Financial Supervisory Authority in 1990 where she worked on enforcement.

In 1995, she joined the Swedish Government offices as Director of Consumer policy. In 2000, she joined the European Commission, Directorate general for Health and Consumers where she headed several units: Food products and Health, Unfair Commercial Practices, Redress and Administrative Co-operation, Human Resources and now Consumer Strategy, Representation and International relations.

**Catherine Worswick**

Catherine Worswick works at the Office of Fair Trading (OFT) on consumer education and awareness campaigns.

These include consumer warnings messages, and consumer rights education. This work ensures that consumers have the right skills and information to deal confidently with businesses across different markets. Campaigns run by OFT in the past include awareness raising activity on the risks of scams and rogue traders, particularly targeted at vulnerable audiences.

Catherine also oversees the 'Skilled to go' programme, which provides free resources that use everyday consumer situations as contexts for teaching literacy and numeracy. Catherine's background in marketing, and she has worked at a number of different government departments in the UK on behavioural change campaigns including campaigns on road safety and binge drinking.

**Victoria Wyszynski Thoresen**

Victoria Wyszynski Thoresen is Associate Professor of Education at the Hedmark University College in Norway and project manager of The Partnership for Education and Research about Responsible Living (previously the Consumer Citizenship Network) which is a partnership of educators and researchers from over 120 institutions in more than 50 countries.

Thoresen has specialized in curriculum development, global education, peace education, value-based education, lifelong learning and consumer education. In addition to many years of experience as a teacher and teacher trainer, Thoresen has written textbooks for schools and teacher training and has functioned as an international educational consultant. She has assisted UNESCO, UNEP and the U.N. Marrakech Process Task Forces in the development of policy recommendations and a core curriculum for education for sustainable consumption.

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