



*** Check against delivery ***

9 April 2010

ROUND TABLE ON COLLECTIVE REDRESS

14 APRIL 2010, 14.00-17.00 HOURS

EUROPE MEETING ROOM

INTRODUCTORY REMARKS

PHILIPPE DE BUCK, BUSINESSEUROPE DIRECTOR GENERAL

- Ladies and Gentlemen,
- I would like to welcome you to BUSINESSEUROPE.
- Let me first of all thank the representatives from Commission and European Parliament and our federations for their participation.
- Why are we organising this roundtable today?
- As you know, BUSINESSEUROPE has always been actively involved in the ongoing debate on consumer redress.
- Consumer satisfaction is key for companies and for the Internal Market. BUSINESSEUROPE wants to promote efficient and cost effective ways to solve disputes between consumers and companies.
- BUSINESSEUROPE and its members have always put a lot of emphasis on ADRs because we believe they present a number of clear advantages when compared to judicial means of redress.
- They provide faster, cheaper and easier resolution of cases and in a less confrontational atmosphere. At the same time, they avoid the risk of abuses.
- Things are moving rapidly in this area and currently. ADRs are being increasingly used or developed at company or sectoral level.
- This is revealed by DG SANCO's study from October 2009 which shows that Member States have implemented various forms of ADRs which are fine-tuned to their specific situation and work good (approximately 700 schemes across Europe).



- In addition, we witnessed, in the last months, several Commissioners (Viviane Reding and Dalli) highlighting that ADRs can contribute to the efficient administration of justice.
- At this stage of the debate it is important to better understand the different forms of ADRs available, how they function and when needed how can they be improved.
- With today's round table we want to provide a platform to discuss the strengths and weaknesses of existing ADRs.
- You will hear a number of short presentations of ADR schemes of different nature and scope which have the support of BUSINESSEUROPE or of its member federations.
- We planned to do this in an informal format to allow you to be able to discuss freely and exchange views on these specific examples and how they might be used as best practices.
- We will have two sets of presentations which will last for 30 minutes (10 minutes per scheme). At the end of each of those groups there will be time for participants to intervene with questions or to express their views.
- Without further ado, I give the floor to the Chairman, Mr Jérôme Chauvin, Director of BUSINESSEUROPE's Legal Affairs Department.
