

BUSINESSEUROPE



***Alternative dispute resolution:
providing consumers real effective
redress***

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What is BUSINESSEUROPE?



- ✓ The Confederation of European business, representative of more than 20 million small, medium and large companies
- ✓ A Social Partner

Mission

- ✓ “Actively promote and represent business in Europe”
- ✓ “Advocate a favourable and competitive business environment to foster sustainable economic growth”

Purpose

- ✓ Influence EU policies to create a business-friendly environment

Pillars

- ✓ Members FIRST
- ✓ Staff: about 50 persons
- ✓ Supporting network of 57 companies (ASGroup)
- ✓ Alliance for a Competitive European Industry
- ✓ European Employers Network



EU Single Market Month – our flagship

WORLD'S LARGEST ECONOMY

→ **GDP = €12.6 TRILLION**

ADDING €600 BILLION A YEAR TO EUROPE'S ECONOMY

3 MILLION NEW JOBS CREATED

2.5 MILLION ERASMUS STUDENTS

MORE COMPETITION

ACCOUNTS FOR 20% OF GLOBAL EXPORTS AND IMPORTS

WIDER CHOICE OF GOODS AND SERVICES

PRICE AIRLINE TICKETS DROPPED BY 40%

6 MILLION PEOPLE WORKING IN ANOTHER MEMBER STATE

€2,800 BILLION TRADED IN GOODS IN 2011

500 MILLION PEOPLE



Effective redress

- Important **driver of consumer confidence**
- Fundamental for **developing Digital Single Market**
- **Shared responsibility** (public and private entities)
- **Courts** are one of the solutions **BUT not the only one**



Importance of ADRs

- BUSINESSEUROPE strongly supports ADRs
- It is about:
 - Giving consumers and businesses an effective way of solving their disputes avoiding confrontation
 - Costs-efficiency
 - Avoiding unnecessary litigation
- Litigation is lengthy, complex and expensive



Room for improvement

- Huge variety of ADRs exist
- No single model
- Preserving diversity, quality and efficiency
- Filling the gaps, in particular in the online environment
- Raising awareness



New ADR Directive (I)

- Focuses on **quality** and **awareness**
- **No one-size-fits-all**
- Encourages **first contact** with trader
- **Access to justice** remains intact
- Preserves **reputation**
- Leaves **financing possibilities** open



New ADR Directive (II)

- **Complex** but **reasonable** obligations for traders
- Last but not least: **voluntary nature** is not affected



New ODR regulation

- **Makes use of existing European tools** like ECC-net
- **Does not set unrealistic goals**
- **Simplicity** and **user friendliness** are key for businesses too



The future of ADRs

- **Awareness is shared responsibility:**
 - Authorities, Institutions, Businesses and Consumers
- **Mentality and behaviour change are the biggest challenge**



THANK YOUR ATTENTION

REGISTER **NOW** FOR OUR
BUSINESSEUROPE/LPK EVENT 14.10.13

*‘Mutual recognition: Boosting the Single
Market!’*

Check our webpage: www.businessseurope.eu





Mutual Recognition: Boosting the Single Market!

Exploring the opportunities and challenges for Europe

Tuesday, 15 October 2013

14:00 - 18:00

Ministry of Economy of the Republic of Lithuania
Main Hall
Gedimino Prospektas 38
01104 Vilnius

