

## Syllabus

<b>Title</b>	UNCTAD MENA Programme Regional Workshop on Consumer Protection Policy
<b>Trainers</b>	<p>Ms. Ana Candida Muniz Cipriano, Expert consumer protection law and policy, UNCTAD</p> <p>Ms. Nicole Nespoulous, Head of United, DGCCRF, France</p> <p>Mr. Arnau Izaguerri, Associate Legal Officer, UNCTAD</p> <p>Ms. Tamara Willems, Inspector-Jurist, GDEI, Belgium</p> <p>Mr. Josep Tous, Consumer product safety expert, UNCTAD</p> <p>Mr. Yasser Kospser, Gender expert, UNCTAD</p>
<b>Dates</b>	14 – 17 October 2018
<b>Workshop evaluation</b>	Yes

### 1. Summary of the workshop

The regional workshop on consumer protection policy is organized as part of UNCTAD's MENA regional economic integration program through the adoption of competition and consumer protection policies, with the financial support of Swedish Government.

The main objective of this workshop is to present, discuss and validate the content of the UNCTAD MENA guides written on the topics of dispute resolution and redress, complaint handling, electronic commerce, product safety and risk assessment as well as the protection of the consumer from gender equality.

The workshop is aimed at consumer protection agencies, government bodies responsible for gender equality, consumer associations and representatives of business organizations with a multi-stakeholder scope.

The workshop will include theoretical presentations and practical sessions from national and international experts on each topic. Participants will receive the syllabus containing a bibliography to prepare before the workshop.

The workshop will take place in Room Waltz 2 of the Kempinski Summerland Hotel & Resort. Lunch will be served in room Candelabra from 12h30 to 14h and dinner (for international participants only) will be served from 20h to 23h also in Room Candelabra.

International participants have individual rooms booked in Kempinski Summerland Hotel & Resort for 5 nights (entry 13 departure 18 October 2018).

## 2. Objectives

The objectives of this workshop are the following:

- a) Present the content of the guidelines on consumer protection on the topics of complaint handling dispute resolution and redress, electronic commerce, product safety, risk assessment and consumer protection and gender equality.
- b) Share best practices among experts and UNCTAD MENA beneficiary countries on these issues.
- c) Provide theoretical and practical tools for consumer protection agencies, government bodies responsible for gender equality, consumer associations and representatives of business organizations to cooperate in the implementation of consumer protection policies.
- d) Enhance regional integration through consumer protection, by building capacities and common understandings and promoting informal cooperation among participants

### Theoretical and practical approach

The workshop will address the issues of the UNCTAD MENA guidelines on consumer on the topics of dispute resolution and redress, complaint handling, electronic commerce, product safety and risk assessment, as well as consumer protection and gender equality. The analysis of each of the guidelines will be introduced by international experts in each field, who will identify the characteristics and particularities that are fundamental to guarantee the success of consumer protection in a specific institutional context.

Sessions will be complemented with interactive discussions and cases studies, to which participants will provide solutions based on their experiences. They will highlight the current situation and provide input to how the content of the UNCTAD MENA guidelines may be adapted to better suit beneficiaries' needs. The workshop hours are distributed as follows:

Session	Sunday 14 October	Monday 15 October	Tuesday 16 October	Wednesday 17 October
<b>Morning 9.00 - 12.30</b>	Ana Candida Muniz Cipriano Arnau Izaguerri	Arnau Izaguerri Ana Candida Muniz Cipriano Nicole Nespoulous	Ana Candida Muniz Cipriano Josep Tous	Josep Tous Yasser Kosper
<b>Afternoon De 14.00 – 16.30- 17.30</b>	Ana Cândida Muniz Cipriano Nicole Nespoulous	Nicole Nespoulous Tamara Willems	Josep Tous	Yasser Kosper

CONTENT OF THE WORKSHOP			
Day and time	Topic	Lessons learned and methodology	Methodology
Sunday 14/10/2018	<b><u>CONSUMER COMPLAINT HANDLING</u></b>		<b><i>Please prepare Reading A and B</i></b>
09:00 – 12:30	<p><b>1. UNCTAD MENA Guidelines on Consumer complaint handling</b> <i>Expert: Ana Candida Muniz Cipriano</i></p> <p><b>2. French and European experience</b> <i>Expert: Nicole Nespoulous</i></p>	<p>Context of consumer complaints Who do consumers contact to file a complaint? What is the consumer's knowledge and experience in out-of-court dispute resolution? Models for handling consumer complaints (a) Administrative procedures (b) Mediation by the civil society of consumer protection (c) What can a sector learn from other sectors with respect to complaint handling and out-of-court dispute resolution? Examples of handling complaints Country examples Regional examples International efforts</p> <p>Short presentation of the DGCCRF The different ways of handling consumer complaints (a) National complaints - Professionals - Consumer associations - Alternative methods of complaint resolution - Simplified judicial procedures - Authority in charge of consumer protection</p>	<p>Theoretical framework provided by trainers</p> <p>Exchange of experiences: please be ready to intervene on:</p> <ul style="list-style-type: none"> <li>- How is the handling of consumer complaints organized in your country?</li> <li>- What are the different bodies involved in handling consumer complaints?</li> <li>- Do your supervisory authorities treat them directly or use them for surveillance?</li> <li>- How many claims does your authority receive each year?</li> <li>- What tools do you have? (dedicated telephone number, website with possibility of online filing of a complaint?)</li> <li>- What are the different ways that consumers can use to resolve their complaints?</li> </ul>

	<p><b><u>CONSUMER DISPUTE RESOLUTION AND REDRESS</u></b></p> <p><b>1. Introduction to consumer dispute resolution and redress</b> <i>Expert: Arnau Izaguerri</i></p>	<p>(b) Cross-border complaints</p> <ul style="list-style-type: none"> <li>• At EU Level</li> <li>- The EU Consumer Center (France)</li> <li>- Simplified European judicial procedures <ul style="list-style-type: none"> <li>• At the international Level</li> </ul> </li> </ul> <p>(c) The treatment of complaints by a supervisory authority – French experience</p> <ul style="list-style-type: none"> <li>- Some figures</li> <li>- Procedures for handling complaints</li> <li>- The complaints barometer</li> </ul> <p>International instruments Legal nature of dispute resolution and redress Means for dispute resolution and redress:</p> <ul style="list-style-type: none"> <li>(a) Courts</li> <li>(b) Collective redress</li> <li>(c) Public and regulatory enforcement action</li> <li>(d) Ombudspersons</li> <li>(e) Alternative dispute resolution: conciliation, mediation, arbitration</li> <li>(f) Online dispute resolution</li> <li>(g) Business customer care and complaint functions</li> </ul> <p>The international dimension</p>	
<p>Sunday 14/10/2018 14:00 – 16:30</p>	<p><b><u>CONSUMER DISPUTE RESOLUTION AND REDRESS (continuation)</u></b></p> <p><b>2. French and European experience</b> <i>Expert: Nicole Nespoulos</i></p>	<p>The main principles of the European Directive of 21 May 2013 on out-of-court</p>	<p><i>Please prepare Reading A and B</i></p> <p>Theoretical framework provided by trainers</p>

		<p>settlement of consumer disputes</p> <ul style="list-style-type: none"> <li>- The French consumer mediation system</li> <li>- Collective redress: group action</li> </ul>	<p>Exchange of experiences: please be ready to intervene on:</p> <ul style="list-style-type: none"> <li>- What means do consumers have to solve their disputes with traders in your country?</li> <li>- What are the pros and cons of each means of dispute resolution?</li> <li>- Which means are more effective for consumers' interests?</li> <li>- How can current systems be improved in your country? And across-borders?</li> <li>- Does consumer mediation exist in your country? If so, how is it organized? Do you have collective actions?</li> </ul>
<p>Monday 15/10 2018 09:00 – 12:30</p>	<p><b><u>ELECTRONIC COMMERCE</u></b> <b>1. Introduction to consumer protection in electronic commerce</b> <i>Expert: Arnau Izaguerri</i></p>	<p>The UN Guidelines for Consumer Protection</p> <p>Recurrent consumer protection issues in electronic commerce:</p> <ul style="list-style-type: none"> <li>- Pre-purchase: information requirements, unfair commercial practices</li> <li>- Purchase: unfair contract terms, online payment security, data protection and privacy</li> <li>- Post-purchase: dispute resolution and redress, cross-border e-commerce, protection of children and e-commerce</li> </ul> <p>Fostering consumer confidence in</p>	<p><b><i>Please prepare Reading A and C</i></b></p> <p>Theoretical framework provided by trainers</p> <p>Exchange of experiences: please be ready to intervene on:</p> <ul style="list-style-type: none"> <li>- What are the main issues consumers in your country face when engaging in electronic commerce?</li> <li>- What is your country's institutional structure to protect online consumers?</li> <li>- Do you have a dedicated e-commerce unit? If so, number of agents, training followed?</li> </ul>

	<p><b>2. UNCTAD MENA Guides on consumer protection in electronic commerce</b> <i>Expert: Ana Cândida Muniz Cipriano</i></p> <p><b>3. Institutional Structure for Electronic Commerce</b> <i>Expert: Nicole Nespoulous &amp; Tamara Willems</i></p>	<p>electronic commerce:</p> <ul style="list-style-type: none"> <li>- Appropriate legal framework</li> <li>- Consumer education</li> <li>- Good business practices</li> <li>- International cooperation</li> </ul> <p>The scope and extend of electronic commerce Consumer trust in digital markets OECD Guidelines Other international guidelines</p> <p>French and Belgium Experience</p> <ul style="list-style-type: none"> <li>- The National Investigation Service</li> <li>- Th e-commerce monitoring network</li> <li>- Investigative powers - the consumer "mystery"</li> <li>- The investigations carried out</li> <li>- Presentation by Belgium of the organization of its services</li> </ul> <p>European Experience Consumer Rights Directive 2011/83 / EU</p> <p>(a) the obligation of prior information to the consumer</p> <p>(b) content of information to provide</p>	<ul style="list-style-type: none"> <li>- How do you organize your surveillance/enforcement? Motu proprio control? Control upon complaints? What are the powers of your agents?</li> <li>- What challenges do you face when enforcing consumer protection in electronic commerce?</li> <li>- What are the legal requirements before an e-commerce contract? Are there unfair (prohibited) clauses in your country?</li> </ul>
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<p>Monday 15/10/2018</p> <p>14:00 – 17:30</p>	<p><b><u>ELECTRONIC COMMERCE (continuation)</u></b></p> <p><b>4. Enforcement techniques in electronic commerce</b> <i>Expert: Tamara Willems &amp; Nicole Nespoulous</i></p>	<p>European experience - Consumer Rights Directive 2011/83 / EU</p> <p>(a) the obligation of prior information of the consumer - GTC and unfair terms - practical exercises</p> <p>(b) placing the order The acceptance process - The payment obligation - The confirmation of the order</p> <p>(c) the sequences of the order - exercise of the right of withdrawal - exception to the right of withdrawal - warranties - delivery</p> <p>(d) Examples of investigation cases - example of investigations (deceptive practices - aggressive practices</p>	<p><b><i>Please prepare Reading A and C</i></b></p> <p>Theoretical framework provided by trainers</p> <p>Exchange of experiences: please be ready to intervene on:</p> <ul style="list-style-type: none"> <li>- What are the legal requirements before an e-commerce contract? Are there unfair (prohibited) clauses in your country?</li> <li>- What are the main features of the existing e-commerce provisions in your country regarding the placing of an Internet order and the follow-up given to this order?</li> </ul>
<p>Tuesday 16/10/2018</p> <p>09:00 – 12:30</p>	<p><b><u>CONSUMER PRODUCT SAFETY</u></b></p> <p><b>1. Introduction to product safety</b> <i>Expert: Ana Cândida Muniz Cipriano</i></p>	<p>Background - Consumer Product Safety Cases</p> <ul style="list-style-type: none"> <li>-Relevance and importance of the subject</li> <li>-Emergency</li> <li>-Relationship with other specific and technical fields</li> <li>-Existing models and methods for preventing and controlling safety-related accidents</li> <li>-Prevention</li> </ul>	<p><b><i>Please prepare Reading A and D</i></b></p> <p>Theoretical framework provided by trainers</p> <p>Exchange of experiences: please be ready to intervene on:</p> <ul style="list-style-type: none"> <li>- Which are the essential points that any legal framework has to touch?</li> <li>- How to adapt old legal framework to new one?</li> </ul>

	<p><b>2.Foundation of product safety policy</b> <i>Expert: Josep Tous</i></p>	<ul style="list-style-type: none"> <li>-Product Recall - Recall cast</li> <li>-Transparency</li> <li>- Self-regulation</li> <li>-International cooperation</li> <li>-conclusions</li> <li>- Scope and Definitions</li> <li>– General safety requirement, conformity assessment criteria and national standards</li> <li>– Specific obligations and powers of national authorities</li> <li>– Coordination Committee and Scientific Committee</li> <li>– Exchange of information and rapid intervention situations</li> <li>– Exportation</li> <li>– International cooperation</li> <li>– Effective date</li> </ul>	<ul style="list-style-type: none"> <li>- Transition time. Is it necessary?</li> <li>- How long does companies need to comply the new requirements?</li> </ul>
<p>Tuesday 16/10/2018</p> <p>14:00 – 15:00</p>	<p><b><u>CONSUMER PRODUCT SAFETY</u></b> <b><u>(continuation)</u></b> <b>3.Implementation of the product safety policy</b> <i>Expert: Josep Tous</i></p>	<p>Product safety programme.</p> <ul style="list-style-type: none"> <li>- Define market surveillance activities</li> <li>- Building a surveillance database.</li> <li>- Compliance and enforcement activities</li> <li>- Organizational structure</li> <li>- Compliance monitoring.</li> <li>- Targeting approaches</li> <li>- Import controls in cooperation with customs</li> <li>-Public outreach activities</li> </ul>	<p><b><i>Please prepare Reading A and D</i></b></p> <p>Theoretical framework provided by trainer</p> <p>Exchange of experiences: please be ready to intervene on:</p> <ul style="list-style-type: none"> <li>- How can different authorities work and collaborate in product safety?</li> <li>- Which is the role of consumer associations?</li> <li>- How business can collaborate with</li> </ul>



		<ul style="list-style-type: none"> <li>- Consumer's education and information actions</li> <li>- Educating economic operators</li> <li>- International cooperation activities</li> </ul> <p>Joint Market Surveillance Actions</p>	<p>authorities in market surveillance tasks?</p>
<p>Wednesday 17/10/2018</p> <p>09:00 – 11:00</p>	<p><b><u>CONSUMER PRODUCT SAFETY (continuation)</u></b></p> <p><b>3. Implementation of the product safety policy (continuation)</b></p> <p><i>Expert: Josep Tous</i></p>	<p>A) Managing product safety</p> <p>1. Hazard identification and evaluating the magnitude</p> <ul style="list-style-type: none"> <li>-Collecting data: surveillance databases</li> <li>-Data from health and harms</li> <li>-Data from market Surveillance and market Investigations</li> <li>-Coding data</li> <li>-Coding Data about Injuries and incidents</li> </ul> <p>2.Coding Data about economic harm.</p> <ul style="list-style-type: none"> <li>-Coding data about product.</li> <li>-Analyzing data.</li> </ul> <p>B) Product risk management</p> <ul style="list-style-type: none"> <li>-product risk assessment</li> <li>-Risk matrix. Risk Assessment file.</li> <li>-risk treatment by</li> </ul> <p>AUTHORITIES: Decide to take actions on a product.</p>	<p><b><i>Please prepare Reading A and D</i></b></p> <p>Theoretical framework provided by trainer</p> <p>Exchange of experiences: please be ready to intervene on:</p> <ul style="list-style-type: none"> <li>- Where can authority find useful data about incidents and accidents with consume products?</li> <li>- How to manage them? How to calculate the level of risk of a product?</li> <li>- How to decide that a product should be recalled?</li> </ul>

<p>Wednesday 17/10/2018</p> <p>11:30 – 12:30 14:00 – 16:00</p>	<p><b><u>CONSUMER PROTECTION AND GENDER EQUALITY</u></b> <i>Expert: Yasser Kasper</i></p>	<p>1.Understanding gender in global perspective 2.Gender and market dynamics value co-creation 3.Trajectory of gender equality, intersectionality and vulnerability in consumer behavior. 4.Discourses of masculinity and femininity in shaping consumer behaviors</p>	<p><b><i>Please prepare Reading E</i></b></p> <p>Theoretical framework provided by trainers</p> <p>Exchange of experiences: please be ready to intervene on:</p> <ul style="list-style-type: none"> <li>- Why do societies need gender sensitive consumer protection policies?</li> <li>- What are the elements of gender-sensitive consumer protection policies?</li> <li>- Who shall be consulted? And why?</li> <li>- The use of language in gender-sensitive consumer protection policies</li> <li>- The role of context between urban and rural marginalized groups</li> <li>- Dissemination and equal access to information</li> </ul>
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### 3. Evaluation of workshop

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Participants will be requested to provide an evaluation on the overall workshop, especially on the methods and mechanisms that they will bring in their respective country.

### 4. Bibliography

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#### Reading A

##### United Nations Guidelines for Consumer Protection (2015)

- Arabic:

[https://unctad.org/en/PublicationsLibrary/ditccplmisc2016d1\\_ar.pdf](https://unctad.org/en/PublicationsLibrary/ditccplmisc2016d1_ar.pdf)

- English:

[https://unctad.org/en/PublicationsLibrary/ditccplmisc2016d1\\_en.pdf](https://unctad.org/en/PublicationsLibrary/ditccplmisc2016d1_en.pdf)

- French:

[https://unctad.org/fr/PublicationsLibrary/ditccplmisc2016d1\\_fr.pdf](https://unctad.org/fr/PublicationsLibrary/ditccplmisc2016d1_fr.pdf)

##### UNCTAD Manual on Consumer Protection (chapter II, IX, XI & XII) (2017)

- English:

[https://unctad.org/en/PublicationsLibrary/ditccplp2017d1\\_en.pdf](https://unctad.org/en/PublicationsLibrary/ditccplp2017d1_en.pdf)

##### UNCTAD secretariat note on Dispute Resolution and Redress

- Arabic: [https://unctad.org/meetings/en/SessionalDocuments/cicplpd11\\_ar.pdf](https://unctad.org/meetings/en/SessionalDocuments/cicplpd11_ar.pdf)

- English: [https://unctad.org/meetings/en/SessionalDocuments/cicplpd11\\_en.pdf](https://unctad.org/meetings/en/SessionalDocuments/cicplpd11_en.pdf)

- French: [https://unctad.org/meetings/fr/SessionalDocuments/cicplpd11\\_fr.pdf](https://unctad.org/meetings/fr/SessionalDocuments/cicplpd11_fr.pdf)

##### OECD Guidelines on consumer dispute resolution and redress

- English: <https://www.oecd.org/sti/consumer/38960101.pdf>

## Reading B

Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR)

- English: <https://publications.europa.eu/en/publication-detail/-/publication/2f3efba7-fb97-41b2-953a-69c6080dfbcc>
- French: <https://publications.europa.eu/en/publication-detail/-/publication/2f3efba7-fb97-41b2-953a-69c6080dfbcc/language-fr>

Report of activity of DFCCRF:

- French: <http://delais-paiement.fr/wp-content/uploads/2018/04/RAPPORT-dgccrf-2017.pdf>

Practical information, Mediation, DGCCRF

- French: [https://www.economie.gouv.fr/files/files/directions\\_services/dgccrf/documentation/fiches\\_pratiques/fiches/mediation-0918.pdf](https://www.economie.gouv.fr/files/files/directions_services/dgccrf/documentation/fiches_pratiques/fiches/mediation-0918.pdf)

Consumer disputes in the European Union, what you need to know

- French: [https://www.economie.gouv.fr/files/files/directions\\_services/dgccrf/documentation/publications/depliants/Fiche\\_litige\\_consoUE\\_062018.pdf](https://www.economie.gouv.fr/files/files/directions_services/dgccrf/documentation/publications/depliants/Fiche_litige_consoUE_062018.pdf)

## Reading C

UNCTAD secretariat note on Consumer protection in electronic commerce

- Arabic: [https://unctad.org/meetings/en/SessionalDocuments/cicplpd7\\_ar.pdf](https://unctad.org/meetings/en/SessionalDocuments/cicplpd7_ar.pdf)
- English: [https://unctad.org/meetings/en/SessionalDocuments/cicplpd7\\_en.pdf](https://unctad.org/meetings/en/SessionalDocuments/cicplpd7_en.pdf)
- French: [https://unctad.org/meetings/fr/SessionalDocuments/cicplpd7\\_fr.pdf](https://unctad.org/meetings/fr/SessionalDocuments/cicplpd7_fr.pdf)

OECD Consumer protection in electronic commerce

- English: <https://www.oecd.org/sti/consumer/ECommerce-Recommendation-2016.pdf>
- French: <https://www.oecd.org/fr/internet/consommateurs/ECommerce-Recommendation-2016-FR.pdf>

Vendors guidelines in e-commerce

- French: [https://www.economie.gouv.fr/files/files/directions\\_services/dgccrf/documentation/publications/depliants/guide\\_vendeur\\_ecommerce.pdf](https://www.economie.gouv.fr/files/files/directions_services/dgccrf/documentation/publications/depliants/guide_vendeur_ecommerce.pdf)

Online buyer's guidelines

- French: <http://cca.asso.fr/wp-content/uploads/2018/08/p.22-guide-acheteur-en-ligne.pdf>

Internet sales (or e-commerce)

- French: <https://economie.fgov.be/fr/themes/ventes/formes-de-vente/ventes-distance/ventes-par-internet-ou-e>

Right of withdrawal when buying remotely:

- French: <https://economie.fgov.be/fr/themes/ventes/reglementation/delais-de-retractation/droit-de-retractation-lors-de>

The 7<sup>th</sup> myths of electronic commerce

- French: <https://www.cecbelgique.be/brochures/detail/les-7-mythes-e-commerce>

### Online shopping

- French : <https://www.cecbelgique.be/-/media/files/brochures/fr/achatsurinternet.ashx?la=fr-be&hash=3E54D6B5F6F5C59EEC5185259E9AB2193C2565A2>

### Official Journal of the European Communities / Directives on electronic commerce (FR-EN)

<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:31993L0013&from=EN>

<https://eur-lex.europa.eu/legal-content/FR/TXT/PDF/?uri=CELEX:31993L0013&from=EN>

<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:31993L0013&from=FR>

<https://eur-lex.europa.eu/legal-content/FR/TXT/PDF/?uri=CELEX:31993L0013&from=FR>

<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32000L0031&from=EN>

<https://eur-lex.europa.eu/legal-content/FR/TXT/PDF/?uri=CELEX:32000L0031&from=EN>

<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32005L0029&from=EN>

<https://eur-lex.europa.eu/legal-content/FR/TXT/PDF/?uri=CELEX:32005L0029&from=EN>

<https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:304:0064:0088:fr:PDF>

<https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2011:304:0064:0088:fr:PDF>

### **Reading D**

#### General Product Safety Directive 2001/95/EC (GPSD)

- English: <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32001L0095&from=EN>

- French: <https://eur-lex.europa.eu/legal-content/FR/TXT/PDF/?uri=CELEX:32001L0095&from=DE>

#### New package of legislative and non-legislative measures to improve consumer product safety and to strengthen market surveillance

- English:

<https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2013:0075:FIN:en:PDF>

#### Commission Decision of 16 December 2009 laying down guidelines for the management of the Community Rapid Information System 'RAPEX' established under Article 12 and of the notification procedure established under Article 11 of Directive 2001/95/EC (the General Product Safety Directive) (notified under document C(2009) 9843)

- English:

<https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:022:0001:0064:EN:PDF>

#### DECISION No 768/2008/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 9 July 2008 on a common framework for the marketing of products, and repealing Council Decision 93/465/EEC

- English:

<https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32008D0768&from=en>

REGULATION (EC) No 764/2008 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 9 July 2008 laying down procedures relating to the application of certain national technical rules to products lawfully marketed in another Member State and repealing Decision No 3052/95/EC

- English: <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32008R0764&from=EN>

Conclusions of Customs 2013 Seminar “Preventing Imports of Dangerous Products”, 8 – 10 April 2008

- English: [https://ec.europa.eu/taxation\\_customs/sites/taxation/files/docs/body/pr\\_customs\\_safety\\_en.pdf](https://ec.europa.eu/taxation_customs/sites/taxation/files/docs/body/pr_customs_safety_en.pdf)

## Reading E

WEF Global Gender Gap Index (2017)

- English: [http://www3.weforum.org/docs/WEF\\_GGGR\\_2017.pdf](http://www3.weforum.org/docs/WEF_GGGR_2017.pdf)

World Bank: Women, Business and Law (2018)

- English: <http://www.doingbusiness.org/content/dam/doingBusiness/media/Profiles/Regional/DB2018/MENA.pdf>

OECD Women’s economic empowerment in selected MENA countries

- English: <http://www.oecd.org/about/sge/women-s-economic-empowerment-in-selected-mena-countries-9789264279322-en.htm>

World Bank: Doing Business 2018

- English: <http://www.doingbusiness.org/content/dam/doingBusiness/media/Annual-Reports/English/DB2018-Full-Report.pdf>

Global Entrepreneurship Monitor: Female entrepreneurship (2016)

- English: <https://www.babson.edu/Academics/centers/blank-center/global-research/gem/Documents/GEM%202016-2017%20Womens%20Report.pdf>

Gender Justice and the Market: A Transformative Consumer Research Perspective

- English: <https://www.ama.org/publications/JournalOfPublicPolicyAndMarketing/Pages/gender-justice-and-the-market.aspx>