Intergovernmental Group of Experts on Consumer Law and Policy

(IGE Consumer)

3rd SESSION 09-10 July 2018 Room XVII, Palais des Nations, Geneva

> Tuesday, 10 July 2018 Afternoon Session

Agenda Item 3f. Consumer product safety

Presentation by Consumers International

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CONSUMERS INTERNATIONAL SURVEY

Some survey data

- Carried out between November and December 2017
- 132 organisations in 100 countries (75% developing)
- The main aims of the survey:
 - Understand how consumers in different countries are protected from unsafe products
 - Make recommendations to improve and strengthen consumer protection in this area



CONSUMERS INTERNATIONAL SURVEY

The lower the income of a country, least likely to have legislation regulating product safety, or such regulation is insufficient

Only 13% of respondents said legislation works well in their country

28% think it doesn't work at all

47% of countries have product safety regulations in consumer protection laws

1/3 have a specific product safety law.

10% mentioned that there are also sector-specific laws



SURVEY RECALLS

- Almost 20% of countries do not have a compulsory coercive form of action when a product is unsafe
- Only in less than 40% of countries is there a compensation for consumers
- In almost half of countries providers must implement an unsafe product recall program

- Almost 70% of respondents point out that there is no public system of information about potentially insecure products in their countries
- Only 20% have online information systems
- While 86% have recall systems, in most cases are not mandatory and 2/3 point out that recalls rarely occur.



WHAT ARE THE SENSITIVE POINTS FOR CONSUMERS?

Information

28% do not have a system to report unsafe products

Regulation

28% believe legislation does not work

Enforcement

Only for 18% control is adequate

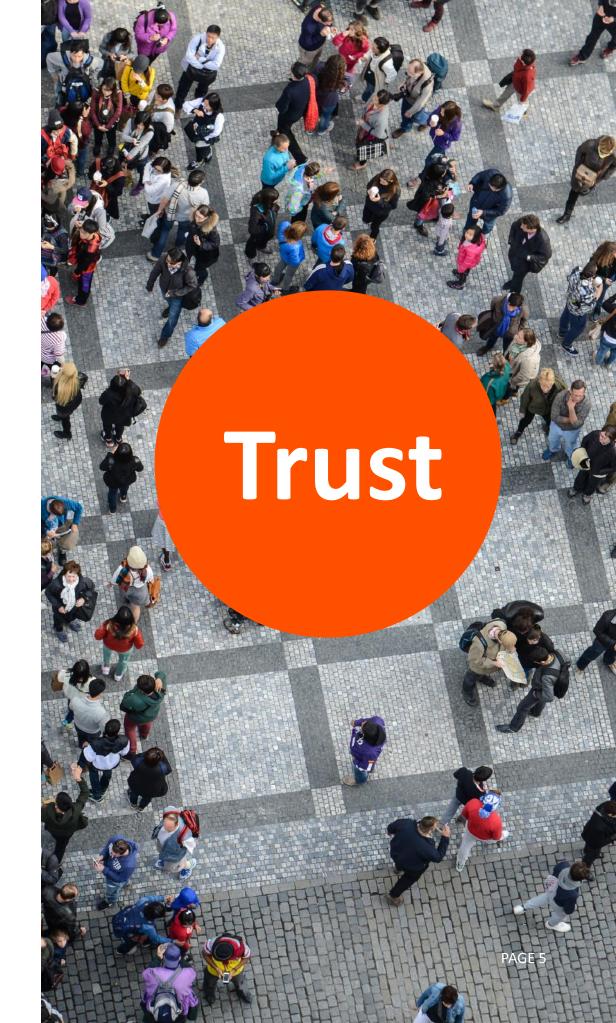
41% consider not good

Penalties and compensation

80% receive a replacement or refund

75% must be resolved in the courts





ISSUES OF CONCERN FOR CONSUMERS

Connected products for children

My friend Cayla

Smartwatches

#Securetoys campaign





SURVEY

INTERNATIONAL COOPERATION

At the national level

Greater coordination between regulators and inter-agencies

Increased interaction between consumers, authorities and companies

At the international level

Exchange of information, experiences and expertise

Avoid double standards (Galaxy Note 7)

UNGCP

Use of international and regional networks – RAPEX, CHSN, OECD –

G20

Use of standards



RECOMMENDATIONS

- Develop or strengthen regulatory frameworks
- Improve enforcement
- Empowering consumers
- Improve cooperation and coordination
- Adapt to meet the challenges of the 21st century
- UNCTAD: Product safety task force





