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*(IGE Consumer)*

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**Agenda Item 3f. Consumer product safety**

Presentation by  
Consumers International

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# SAFE PRODUCTS CONSUMERS CAN TRUST

A survey by Consumers  
International

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**CONSUMERS  
INTERNATIONAL**

# 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





**THANKS!**

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