

## Appendix 2: PROVISIONAL WORK PROGRAM

Schedule	Activities	Responsibilities
<b>Day 1</b>		
8:30 to 9:00	Welcome & Installation of participants	
9:00 to 9:30	Opening	Minister in charge of Industry or its representative, ECOWAS Commission, EU, UNIDO
9:30 to 9:45	Expert and participants Presentation	Plenary
9:45 to 10:00	Overview on West Africa Quality System Programme (WAQSP) Reminder of the seminar's objectives	WAQSP
10:15 to 10:45	The revised international legal framework: United Nations guidelines for consumer protection (presentation, resource: <a href="#">UNGCP</a> )  <i>Issues: content of the revised UN Guidelines and role of UNCTAD in consumer protection</i>	Arnau Izaguerri Vila, UNCTAD
10:45 to 11:00	<b>Coffee break</b> <b>Interviews / group photos</b>	
11:00 to 13:00	Key features of modern consumer policy (presentations and Q&A)  <i>Issues: National experiences of Portugal and the EU in consumer protection. Regional initiatives in Africa: MENA, CEMAC, African Dialogue</i>	Ana Filipa Claro, DG Consumidor-Portugal  Arnau Izaguerri Vila, UNCTAD
1300 to 14:30	<b>Lunch</b>	
14:30 to 17:00	Building and a consumer protection system (presentations and break-out sessions, resource: <a href="#">UNCTAD Manual on Consumer Protection</a> )	Ana Filipa Claro, DG Consumidor-Portugal Arnau Izaguerri Vila, UNCTAD

Schedule	Activities	Responsibilities
	<i>Issues: consumer law, consumer protection agencies, consumer associations, business conduct, competition law and international cooperation</i>	
17:00 to 17:15	<b>Coffee break</b>	
<b>Day 2</b>		
09:00 to 10:00	Strengthening consumer protection in the marketplace and in the provision of basic goods and services  (presentations and break-out sessions, resource: <a href="#">UNCTAD Manual on Consumer Protection</a> )  <i>Issues: product safety and liability, education and information, dispute resolution and redress,)</i>	Ana Filipa Claro, DG Consumidor-Portugal Arnau Izaguerri Vila, UNCTAD
10:00 to 10:15	<b>Coffee break</b>	
10:15 to 13:00	Strengthening consumer protection in the marketplace and in the provision of basic goods and services (continuation)  (presentations and break-out sessions, resource: <a href="#">UNCTAD Manual on Consumer Protection</a> )  <i>Issues: electronic commerce, privacy and data protection, financial services, utilities, food)</i>	Ana Filipa Claro, DG Consumidor-Portugal Arnau Izaguerri Vila, UNCTAD
13:00 to 14:00	<b>Lunch</b>	
14:00 to 16:45	Presentation of conclusions of break-out session and	Arnau Izaguerri Vila, UNCTAD
16:45 to 17:00	<b>Workshop Evaluation</b>	
17:00 to 17:15	<b>Coffee break</b>	

***Suggestion: it would be good to break into smaller groups (perhaps using two or three separate rooms). We would need two persons taking notes of the last session of Day 2 (Presentation of finding of break-out sessions).***