



Strategies for Effective Outreach to Consumers and Business to Promote Product Safety

9 June 2021, Geneva, Switzerland (CET)

1.00 – 2.30 p.m. on WebEx (English only)

The [United Nations Guidelines for Consumer Protection](#) recognize consumers' legitimate need to be protected from hazards to their health and safety. To meet this need, Government agencies use an array of strategies, methods, and tools to effectively communicate with consumers and businesses. This panel discussion will address the following questions:

- a. How can Government agencies communicate effectively with consumers to help them make informed decisions and ensure they understand their rights?
- b. How can Government agencies communicate effectively with business to ensure they understand and comply with their responsibilities?

This event is organized within the framework of UNCTAD's [Working Group on Consumer Product Safety](#).

Please register using the following link: <https://rtce-unog.webex.com/webappng/sites/rtce-unog/meeting/info/ba2d37869bf84fab93194b539e12dcfb?isPopupRegisterView=true>

The WebEx link will be sent to registered participants.

Note: interpretation will not be provided for this meeting.

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PROGRAMME

Geneva time (CET):

1:00 – 1:10

Opening: Ms. Teresa Moreira, Head of Competition and Consumer Policies Branch, UNCTAD

1:10 – 2:20

Moderator: Mr. Richard O'Brien, Director, Office of International Programs, Consumer Product Safety Commission, United States

Speakers

- Mr. Sebastián Barocelli, National Director for Consumer Protection, Argentina
- Ms. Faith Tembo, Senior Investigator Consumer Protection, Competition & Consumer Protection Commission, Zambia
- Ms. Anna Jassem, Policy Officer, Product Safety and Rapid Alert System, European Commission
- Ms. Xiao Chen, President Elect, International Consumer Product Health and Safety Organization
- Mr. Antonino Serra, Advocacy Manager, Consumers International

2:20 – 2:30

Conclusions by the moderator

Delegates wishing to speak during the session are invited to inform the UNCTAD secretariat accordingly by contacting Mr Arnau Izaquerri (arnau.izaquerri@un.org) and Ms. Ana Cândida Muniz Cipriano (ana.cipriano@un.org).

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