



UNCTAD MENA PROGRAMME REGIONAL WORKSHOP ON CONSUMER PROTECTION POLICY

14-17 October 2018

Beirut, Lebanon

Venue: Kempinski Summerland Hotel & Resort

1. Background

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 from 12h30 to 14h in room Candelabra and dinner (for international participants only) will also be served from 20h to 23h in Room Candelabra.

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



PROGRAMME

Sunday 14 October 2018

- 08:30 - 09:00** Registration: room Waltz 2
- 09:00 - 11:00** **Consumer Complaints handling**
UNCTAD MENA Guides on consumer complaints handling
Ms. Ana Cândida Muniz Cipriano *Expert consumer protection law and policy, UNCTAD*
French and European experience
Ms. Nicole Nespoulous, *Deputy Head of the GIC-CNC Bureau, Directorate General for Competition, Consumer Affairs and Fraud Control, France*
- 11:00 - 11:15** Coffee break
- 11:15-12:30** **Dispute Resolution and Redress**
Introduction to dispute resolution and redress
Mr. Arnau Izaguerri, *UNCTAD*
- 12:30-14:00** Lunch
- 14:00 - 14:30** **Opening Ceremony of the UNCTAD MENA Regional Workshop on Consumer Protection**
Ms. Alia Abbas, *Director General, Ministry of Economy and Trade of Lebanon*

Ms. Teresa Moreira, *Head, Competition Policy and Consumer Protection Directorate, UNCTAD* (Reading of speech by Mr. Arnau Izaguerri)

Mr. Peter Cederblad, *Counselor, Embassy of Sweden in Egypt (tbc)*
- 14:30 - 15:30** **Dispute Resolution and Redress**
French and European experience
Ms. Nicole Nespoulous, France
- 15:30 – 15:45** Coffee break
- 15:45 - 16:30** Interactive discussion
- 16:30** **Closing day 1**



Monday, 15 October 2018

- 09:00 - 10:30** **Electronic commerce**
Introduction to consumer protection in electronic commerce
Mr. Arnau Izaguerri Vila, UNCTAD
- UNCTAD MENA Guide on Consumer Protection in Electronic Commerce**
Ms. Ana Cândida Muniz Cipriano, UNCTAD
- 10:30 - 10:45** Coffee break
- 10:45 - 12:30** **Institutional structure for electronic commerce**
Ms. Nicole Nespoulous, France
- 12 :30 - 14 :00** Lunch
- 14 :00 - 16 :00** **Investigative techniques in electronic commerce**
Ms. Tamara Willems, Inspector-Jurist, General Directorate of Economic Inspection, Belgium
- 16:00 - 16 :15** Coffee break
- 16 :30 - 17 :30** Interactive discussion
- 17 :30** **Closing day 2**



Tuesday, 16 October 2018

09:00 - 10:00

Product safety

Introduction to product safety

Ms. Ana Cândida Muniz Cipriano, UNCTAD

Foundations of product safety policy

Mr. Josep Tous, consultant UNCTAD

10:00- 10:30

Pause-café

10:30 - 12:30

UNCTAD MENA Guides on Product Safety

Mr. Josep Tous, consultant UNCTAD MENA

12:30-14:00

Lunch

14:00 - 15:00

Implementation of the product safety policy

Mr. Josep Tous, consultant UNCTAD MENA

15:00

Closing day 3

15:15

Visite to Jeita Grotto offered by the Ministry of Economy and Trade of Lebanon

18:30

Return to the hotel



Wednesday, 17 October 2018

09:00 - 11:00

Continuation of product safety

Mr. Josep Tous, consultant UNCTAD MENA

11:00 - 11:30

Pause-café

11:30 - 12:30

Consumer protection and gender equality

Mr. Yasser Kasper, consultant UNCTAD MENA

12:30 - 14:00

Lunch

14:00 - 16:00

Continuation consumer protection and gender equality

Mr. Yasser Kasper, consultant UNCTAD MENA

16:00 - 16:15

Pause-café

16:30 - 17:30

Interactive discussion

17:30

Closing day 4