



Intergovernmental Group of Experts on Consumer Protection Law and Policy

First session, 17 and 18 October 2016, Geneva, Switzerland

Round table: Challenges and perspectives for the collaborative economy

**Monday, 17 October 2016 (3–4.30 p.m.)
Palais des Nations, Room XVII (first floor)**

Traditionally, consumer protection regimes have applied only to business-to-consumer transactions. However, the digital revolution has not only put consumers at the forefront of international trade but also given rise to a new kind of economic activity – a collaborative economy that connects consumers worldwide and empowers them to directly satisfy their economic needs. Current market trends show the growing role of intermediary platforms in supporting the collaborative economy, thus emphasizing the growing need for the business-to-consumer dimension to be considered.

In order to implement policies to foster consumer confidence in the growing collaborative economy, it is necessary to analyse the current and emerging market trends; the nature of consumer relations; the best business practices regarding the protection of consumers; and the avenues for extending such practices to consumers around the world.

To facilitate discussion, the secretariat proposes the following issues:

- (a) How can business models and consumer protection regimes successfully adapt to the collaborative economy?
- (b) In cases of consumer dispute, where does responsibility lie in the collaborative economy?
- (c) Which best practices can be identified and how should they best be promoted?
- (d) What are the implications for international cooperation?

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Work programme

3–4 p.m. Panel discussion

Moderator

Mr. Welmer Ramos, Minister of Economy, Industry and Trade, Costa Rica

Panellists

- Ms. Nathalie Homobono, Director General, Directorate General for Competition, Consumption and Fraud Repression, France
- Mr. Chilufya Sampa, Director General, Competition and Consumer Protection Commission, Zambia
- Mr. Oscar Garcia Cardoze, President, Consumer Protection Authority, Panama
- Mr. Michael Donohue, Senior Policy Analyst, Digital Economy Policy, Organization for Economic Cooperation and Development

4–4.30 p.m. Interactive debate

Delegates wishing to speak during the session are invited to inform the UNCTAD secretariat accordingly by contacting Ms. Elizabeth Gachuri (Elizabeth.Gachuri@unctad.org) and Ms. Elona Lazaj (Elona.Lazaj@unctad.org).