

Consumers International's Survey – funded by UL

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 of product safety



Consumers International Survey

Survey confirmed that the lower the income of a country, its 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



Consumers International 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.



Survey-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



Survey – Emerging Issues of Concern for Consumers

Connected products for children

Smartwatches

Secure toys campaign



Survey – INTERNATIONAL COOPERATION

National level

Greater coordination between regulators and inter-agencies

Increased interaction between consumers, authorities and companies

International level

Exchange of information, experiences and expertise

Stop double standards (e.g Galaxy Note 7)

UNGCP

Use of international and regional networks – RAPEX, OECD , G20

Use of standards



Survey – 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
- COPOLCO: Product Safety Working group

