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.
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

Trust
Survey – Emerging Issues of Concern for Consumers

Connected products for children

Smartwatches

Secure toys campaign
## Survey – INTERNATIONAL COOPERATION

<table>
<thead>
<tr>
<th>National level</th>
<th>International level</th>
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<tbody>
<tr>
<td>Greater coordination between regulators and inter-agencies</td>
<td>Exchange of information, experiences and expertise</td>
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<tr>
<td>Increased interaction between consumers, authorities and companies</td>
<td>Stop double standards (e.g. Galaxy Note 7)</td>
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<td>UNGCP</td>
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<td>Use of international and regional networks – RAPEX, OECD, G20</td>
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<td>Use of standards</td>
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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