

Consumer Policy @ OECD

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What is OECD?

- **OECD = 34 member countries**
 - Europe: 21 EU members, Iceland, Norway, Switzerland, Turkey
 - Americas: Canada, Chile, Mexico, US
 - Asia/Pacific: Australia, Israel, Japan, Korea, New Zealand
- **Accession country:** Russia
- **Enhanced engagement countries**
 - Brazil, China, India, Indonesia, South Africa
- **Scope of OECD work**
 - 200 bodies, covering a broad range of economic and social issues
- **Committee on Consumer Policy**
 - Members, observers (Egypt and India), consumer organisations, business; links with ICPEN, ISO, UNCTAD, UNEP, UNESCO, UNODC, ICPSC, ICPHSO
 - CCP carries out research, provides discussion forum for policymakers, develops policy guidelines/best practice advice
 - Working Party on Consumer Product Safety

Activities of the CCP

- E-commerce
- Product safety
- Consumer economics
- Horizontal work
- Global relations

Activities of the CCP: E-commerce

- Mobile and on-line payments
 - Washington conference
 - Mobile and online payments
 - Digital content products
 - Participative web
- Review Spam Recommendation (2010-11)
- Co-operation: ICCP, BIAC, LAP, Civil Society
- Outcomes: New and revised instruments



Activities of the CCP: Product safety

- Reinitiated work in 2008
 - Roundtable in October
- Enhancing information-sharing
 - Adoption of 10-point action plan (April, 2010)
 - Creation of Working Party
- Near-term objectives:
 - Global recall database (2011-12)
 - Inventory of national and international developments (2011)
- Next meeting is on 18-19 April, in Israel



Activities of the CCP: Consumer economics

- Consumer education
 - Report and guidelines (2009)
- Consumer Policy Toolkit (2010)
 - Communication services
 - Industry self regulation
- Consumer indicators
 - Role of surveys in policy making
 - Consumer complaints



Activities of the CCP: Horizontal work

- Green Growth Strategy
 - Green claims: Findings and conclusions (2010)
 - Ministerial synthesis report; STI report (2011)
- MNE Guidelines (2010-11)
 - Substantial revision of consumer interest Chapter
- G20: consumer protection in financial markets (2011)
- Co-operation: ENV, INV, CMF, STI, AMSDE, COMP

Activities of the CCP: Global outreach

- Observership: Egypt, India, CI
- E-commerce; spam
 - ICPEN, ISO, UNCITRAL, UNODC, LAP, UNCTAD
 - Global Forum on the Knowledge Economy
- Consumer Policy Toolkit: has been and will be promoted widely with non-members
- Product safety:
 - Brazil, China, OAS
 - APEC, ISO, ICPSC, ICPHSO
- Green Growth and Consumer Education: UNEP

Conclusions

- Consumer protection has become more complex and more nuanced.
- Much to be gained from policy makers and regulators exchanging information and experiences frequently and in joining forces to address emerging challenges.
- Need for co-operation has been heightened as consumers engage more directly in cross-border trade.
- CCP is actively reaching out in the product safety area, and would welcome greater involvement in e-commerce work. Also interested in sharing results of the work on the *Consumer Policy Toolkit*

For further information

- Please contact Brigitte Acoca (brigitte.acoca@oecd.org)
- Visit our website at: www.oecd.org/sti/consumer-policy