



Ministerio de Producción  
Presidencia de la Nación



## FIRST WORKSHOP BETWEEN CONSUMER ASSOCIATIONS AND THE OAS CONSUMER SAFETY AND HEALTH NETWORK

**September 18, 2017**  
**Mendoza, Argentina**

### **Introduction**

Security is one of the eight basic consumer rights. Since its inception, the consumer movement around the world has worked to ensure that the products we consume are safe, and do not harm our health or the environment.

One of the main activities that consumer associations perform is to inform and train/educate people about the possible risks that products traded in the market may have. Many of them have contributed by sharing information through comparative testing of products so that they may analyze whether or not they comply with regulations - including safety regulations - and also establish quality/price relationships that allow consumers to choose in an informed way.

For their part, national consumer protection agencies generally have a mandate to ensure the safety of products that are available on the market, which comes from national consumer protection laws and regulations.

On the other hand, in 2009 the Organization of American States (OAS) initiated specific work on products and their risks to health and safety, with the creation of the Consumer Safety and Health Network (CSHN), which currently has 20 Member States. The CSHN is the Inter-American interdisciplinary mechanism specialized in promoting, at the national and hemispheric levels, the protection of the rights of consumers by monitoring the safety of consumer products and the impact on their health and well-being.

One of the objectives of the CSHN is to create spaces for dialogue with consumer associations in order to share experiences and lessons learned, and work together in this hemispheric product monitoring effort.

It is for this reason that First Workshop between Consumer Associations and the OAS Consumer Safety and Health Network has been proposed as a first step towards establishing joint actions to promote consumer rights and protection in the Americas.

**Overall Objective:** To generate closer interactions and smoother exchange between the CSHN comprised of national authorities on matters of product safety and consumer protection, and consumer associations.

### **Specific objectives:**

- Introduce consumer associations and other civil society organizations to the CSHN
- Train them on the use of the CSHN and the Inter-American Rapid Alert System (SIAR)
- Establish synergies between consumer associations and government consumer protection agencies in relation to product safety
- Promote the active participation of consumer associations in the CSHN and SIAR

## Workshop Content

The proposed workshop will last one day and will bring together consumer associations from the Americas along with other civil society organizations interested in product safety and the promotion of consumer health and welfare, and Government agencies that promote or exercise product surveillance.

The workshop will be led by specialists, national authorities and international organizations, and will share information on what are the CSHN and the SIAR, how civil society can be involved and work together with the CSHN and the tools that are available to interact with the CSHN.

Also, it is a participatory workshop from which conclusions are drawn, a work proposal and a roadmap to implement this proposal.

## Agenda

TIME	ACTIVITY
<b>9:00</b>	Welcome and presentation of the workshop: objectives and expected results
<b>9:15</b>	OAS Safety and Health Network: A Model of Cooperation for the Protection of the Rights of Consumers in the Americas
<b>10:00</b>	The Experience of National Consumer Agencies in the CSHN
<b>11:00</b>	Coffee Break
<b>11:30</b>	Presentation and Exchange of Experiences of Consumer Associations of the Americas: a) Product Safety, b) Working with Government Organizations, and c) Working with other Civil Society Organizations
<b>12:30</b>	Lunch
<b>14:00</b>	The Inter-American Rapid Alert System (SIAR)
<b>14:45</b>	Dialogue: How can consumer associations be involved in the work of the RCSS?
<b>15:00</b>	Work Groups: <ol style="list-style-type: none"> <li>1) Exchange of experiences in the topics of product safety.</li> <li>2) Collaborative actions between the RCSS and consumer associations.</li> <li>3) Actions promoted from consumer associations to work with government agencies.</li> </ol>
<b>16:00</b>	Coffee Break
<b>16:30</b>	Presentation of the Conclusions and Recommendations of the Working Groups
<b>17:00</b>	Work Proposals for the Future and Roadmap for Implementation.
<b>17:30</b>	Closing