



Consumer Safety and Health Network in Action

Members of the Consumer Safety and Health Network launch an Awareness Campaign on Road Safety



According to the Pan American Health Organization about 154,089 people lost their lives in transit in the Americas during 2016. 45% of the fatalities were pedestrians, cyclists and motorcycles, representing approximately 12% of the road traffic deaths worldwide.

It is for this reason that the Management Committee of the CSHN decided to launch a campaign to raise awareness about the dangers that can be faced on the road and the measures to be taken to protect themselves from these dangers.

The campaign #ViajeSeguro was conducted between April 16 and 20, 2018 and aimed to educate consumers about the importance of being informed in the purchase of vehicles, motorcycles and bicycles, as well as protective devices such as seat belts, helmets, lights, among others. Likewise, it strived to highlight the importance of the proper use of devices and the importance of reviewing safety alerts on vehicles, restraint chairs, motorcycles, bicycles, helmets, seat belts, etc.

The campaign was led by the Chilean National Consumer Service -SERNAC. For more information on the campaign led by SERNAC, visit <https://www.sernac.cl/viajaseguro/>

The CSHN is an inter-American interdisciplinary mechanism, specialized in promoting -at a national and hemispheric level- the consumers' rights, through strengthening the capacities of member states to develop consumer product safety national market surveillance systems as well as to analyze their impact on consumers' health and well-being.

Share information
with other countries

If you would like to share news, events, practices or other kinds of relevant information, please email us as at rcss@oas.org. You may also contact Ms. Mariette Vidal, at mvidal@oas.org.

News from Member States of the Network



Costa Rica

San Jose, Costa Rica. From April 16 to 17, the Consumer Protection Division of Costa Rica participated in the 16th Meeting of the Consumer Product Safety Working Group and the "Workshop on how to measure and maximize the impact of product recalls at a global level", both of which were organized by the Organization for Economic Cooperation and Development (OECD). The meetings took place at the headquarters of the Organization, in Paris.

The Consumer Product Safety Working Group is an international forum that allows governments to develop a unique and effective global approach to address concerns about the safety of non-food consumer products, sharing information on the development of consumer product policies and providing clear product safety requirements for global industries.

For its part, the "Workshop on how to measure and maximize the impact of product recalls worldwide" sought to provide an opportunity for governments within and outside the OECD, the business sector and civil society to exchange experiences on ways to measure and maximize the effectiveness of product recalls within and across borders.

During our participation, we highlighted the legal framework that regulates the matter of product recalls in Costa Rica, with special emphasis on the information that merchants must provide to consumers when it comes to withdrawing a product from the market and the mechanisms used to measure the effectiveness of this process.

Additionally, we analyzed examples of withdrawal notices that have had high response rates from consumers in our country, as well as communication strategies that have been effective in such cases.



El Salvador

The Salvadoran Consumer Protection Authority sends alert on the Removal and Replacement of Batteries for HP Laptops and Mobile Workstations



Antiguo Cuscatlán, January 17, 2018. The Salvadoran Consumer Protection Authority announces that HP Inc. has reported the voluntary recall and replacement of lithium-ion batteries for laptops and HP mobile workstations due to the risk of fire and burns to users as a result of overheating. [Read more \(Available in Spanish only\)](#)

The Salvadoran Consumer Protection Authority gets closer to consumers

Mejicanos, January 24, 2018. The Consumer Protection Authority, in coordination with the Municipal Government of Mejicanos, initiated the Consumer Attention Window that will function every Friday, from 8 am to 4 pm, at the Municipal Palace of Mejicanos. [Read more \(Available in Spanish only\)](#)

El Salvador makes progress towards the protection of e-commerce users

San Salvador, March 15, 2018. In order to generate debate and reflection on the new challenges faced by e-commerce users, the Consumer Protection Authority, presented the study: "E-commerce in El Salvador. Digital markets and your rights" in commemoration of World Consumer Rights Day. [Read more \(available in Spanish only\)](#)



Perú

INDECOPI launches a new Consumer Alert Platform

Lima, April 10, 2018. El Indecopi, as the National Authority for Consumer Protection and the governing body of the National Integrated System of Consumer Protection, under a Digital Government approach, officially launched the web platform 'Alert System for Hazardous Products and Services' (www.alertasdeconsumo.gob.pe).

This technological tool has been developed to promote, via the Internet, the active participation of citizens, business and public entities in avoiding of consumer disputes at the national level. [Read more \(available in Spanish only\)](#)

Peru, through INDECOPI, joins the international campaign on vehicle safety, within the framework of the OAS Consumer Safety and Health Network

Lima, 16 de abril de 2018. "Indecopi, as a member of the Consumer Safety and Health Network (CSHN), joined the campaign on the safety of vehicle products, led by the Organization of American States (OAS). This campaign, which can be viewed at the following link: <https://goo.gl/QNLrN7> is intended to raise awareness among consumers about the correct use of protective devices in automobiles, motorcycles and bicycles, in order to reduce the risk of possible injuries. "[Read more \(available in Spanish only\)](#)

UPCOMING EVENTS

[Argentina](#)

G20 Consumer Summit 2018



In the framework of the 2018 Argentine Presidency of the G20, the National Directorate of Consumer Defense of the Argentine Republic - in association with Consumers International - is organizing the G20 Consumer Summit 2018 which will take place from [May 15 to 16 in Buenos Aires](#).

The event will be attended by distinguished members of the public and private sectors as well as civil society and the theme will be effective and inclusive consumer protection. [Read more \(available in Spanish only\)](#)

[United States](#)

2018 North America Consumer Product Summit

The North America Consumer Product Summit will take place in Bethesda, Maryland, from May 3 to 4, 2018.

Topics to be discussed will range from coordinated approaches on emerging hazards to addressing the safety challenges presented by commerce and high energy (lithium ion) batteries. To register, please [click here](#). For additional information contact Tilven Bernal at (301) 504-7309 or Tbernal@cpsc.gov.

Public Hearing and Request for Written Comments on Internet of Things

[On Wednesday, May 16, 2018](#), beginning at 10:00 a.m. Eastern time, a public hearing will take place to receive public information from interested parties on potential safety issues and hazards associated with internet-connected consumer products.

The information received from the public hearing will be used to inform future work of the CPSC.

Requests to make oral presentations and the written text of any oral presentations must be received by the Office of the Secretary no later than 5 p.m. on May 2, 2018. [More details](#)

Consumer Product Safety Trilateral Summit

The US Consumer Product Safety Commission is organizing the Consumer Product Safety Trilateral Summit with counterpart agencies from China and the European Union.

Discussions will focus on current and future trilateral initiatives with input from a wide range of stakeholders. Topics to be discussed will range from coordinated approaches to emerging hazards to addressing the safety challenges presented by direct-to-consumer cross-border e-commerce. A detailed agenda will be published in the near future. There is no cost to attend the public session of the summit on **June 26**, but registration is required, and space is limited. Registration details will be provided soon. For additional information contact Steve Williams at (301) 504-7307 and sawilliams@cpsc.gov

All these events will be broadcasted live via the following link: <https://www.cpsc.gov/live>

DOMINICAN REPUBLIC**Workshop on Product Safety in Central America and the Caribbean**

The Workshop on Product Safety in Central America and the Caribbean will be held from June 5 to 6, 2018 in Santo Domingo.

The Workshop is organized by ProConsumidor in partnership with the RCSS. For more information you can write to rcss@oas.org.

Learn about the latest consumer alerts

Through the Inter-American Rapid Alerts System (SIAR based on its Spanish acronym), the CSHN keep its member updated on the alerts on the products that may put at risk consumers' safety and health.

We would like to invite you to share and upload to our platform the alerts published by your institution.