



CONSUMER SAFETY  
AND HEALTH NETWORK



## Consumer Safety and Health Network in Action

Newsletter 2 – August 2019

**Preparations for the VI Plenary Session of the  
Consumer Health and Safety Network and the  
Product Safety Workshop in the Americas have  
begun**



The National Institute for the Protection of Consumer Rights of the Dominican Republic (Pro Consumidor) and the Technical Secretariat of the Consumer Safety and Health Network of the OAS have begun preparations for the VI Plenary Session of the Consumer safety and Health Network and the Product Safety Workshop in the Americas.

Both events will take place from November 20 to 22, 2019 in Santo Domingo, Dominican Republic.

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](mailto:rcss@oas.org). You may also contact Mariette Vidal: [mvidal@oas.org](mailto:mvidal@oas.org).

## What's happening in CSHN Member States



### Argentina

#### **The First Assembly of the Advisory Council of the Argentinian School of Consumer Education was held**

**Buenos Aires, May 8, 2019.** - The National Directorate of Consumer Defense, under the Ministry of Internal Trade of the Nation, organized the First Assembly of the Advisory Council of the Argentinian School of Consumer Education (EAEC). [Read more.](#)

#### **The Technical Committee "Consumer Defense-Mercosur" met in San Juan**

**Buenos Aires, July 4, 2019.** - The National Directorate of Consumer Defense of the Ministry of Internal Trade, participated in the meeting of Technical Committee No. 7 "Consumer Defense - MERCOSUR" with all the authorities for the application of consumer defense laws of member countries. [Read more.](#)

#### **The National Directorate of Consumer Defense participated in the Fourth Meeting of the Intergovernmental Group of Experts on Consumer Policy and Protection in Switzerland**

**Buenos Aires, July 16, 2019.**— The National Directorate of Consumer Defense of the Ministry of Internal Trade, participated in the Fourth Meeting of the Intergovernmental Group of Experts on Law and Protection Policy to the Consumer in Geneva, Switzerland which was chaired by Argentina. This activity was carried out within the framework of the United Nations Conference on Trade and Development (UNCTAD). [Read more.](#)

#### **The Mercosur Common Market Group approved two Resolutions on consumer rights**

**Buenos Aires, July 29, 2019.** - The National Directorate of Consumer Defense, under the Ministry of Internal Trade, communicated the approval of two Resolutions on consumer rights by the Mercosur Common Market Group, during the last Summit of Heads of State of Mercosur and Associated States, held in the province of Santa Fe. [Read more.](#)



### Brazil

**Representatives of Inmetro in the Brazilian delegation that traveled to Washington DC, from May 6 to 10,** to meet with the organs of the US Government, including the Customs and Border Protection (CBP) and the Consumer Product Safety Commission (CPSC). That was a step achieved in the project to modernize the import permit system of Inmetro.

**On May 30, representatives of Inmetro made a presentation at the conference on the Inmetro System for the Monitoring of Consumer Accidents (Sinmac)** for graduating students at the Law School of the Getúlio Vargas Foundation (FGV). The conference aimed to spread the topic of consumer product safety in the academic environment.



**Inmetro received a Delegation from the Saudi Standards, Metrology and Quality Organization (SASO)**, the regulatory authority for product safety in Saudi Arabia, to exchange information and experiences regarding different issues related to the safety of consumer products. [Read more.](#)

**Inmetro published for public consultation the New Regulatory Model of Inmetro to collect contributions of the Brazilian society especially on the general regulation of safety and performance of products and services.** The Standard (Portaria No. 322, of July 3, 2019) is available at <http://www4.inmetro.gov.br/diagnostico-e-proposta-de-novo-modelo-regulatorio>). You can contribute by filling out the form available [here](#).

**Inmetro participated in the 4th ordinary meeting of the National Council to Combat Piracy (CNCP), chaired by Senacon.** The Council consists of representatives of the most diverse segments of Brazilian society, to deal with issues that involve piracy, fraud and product smuggling and the impact on consumer health and safety;

**On August 12, the representative of Inmetro presented the research project on the feasibility of incorporating the data of legal actions for damage repair due to consumer accidents to the Sinmac data.** The project will be developed with the collaboration of the Law School of the Getúlio Vargas Foundation (FGV) in the Law degree;

**Inmetro participated in the 21st Meeting of the Secretariat of Consumer Defense with the National System of Consumer Defense,** with the objective of presenting the New Regulatory Model of Inmetro.

### **Campaigns on product safety carried out in the second quarter of 2019:**

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#### **May:**

- [Mothers; Day Campaign – Textile Products](#)

#### **July:**

Inmetro campaigned on child safety during the holidays. The campaign highlighted preventive actions to ensure safe games among children, whether in homes, on trips or in laser spaces.

- [Be careful with games](#)
- [Be careful in bedrooms](#)
- [Be careful in the living room](#)
- [Be careful in the kitchen](#)
- [Be careful in the bathroom](#)

### August:

- [Father's Day Campaign – Textile products](#)



### CONASET and 3CV train SERNAC staff on child restraints



**Santiago, Chile. – June 12, 2019.** The purpose of the meeting was to expand the specific technical competencies of the officials, within the framework of the new faculties, such as inspection and citizen alerts. [Read more.](#)

### Recommendations for the purchase and use of heaters



**Santiago, Chile. - July 24, 2019.** During the autumn and winter season, the use of these devices increases significantly. Therefore, it is essential that there is a good handling of these products to avoid accidents. [Read more.](#)

### Security alert: Fiat Fullback, years 2016-2018

**Santiago, Chile. - July 24, 2019.** Empresa Comercial Itala SpA informed SERNAC of a safety alert for its Fiat Fullback vehicles, due to a non-conformity of the side steps, which could eventually separate from the vehicle. [Read more](#)

## INN enables online consultation on accessible games and gaming equipment

**Santiago, Chile. - July 25, 2019.** The National Institute for Standardization implemented the Public Consultation portal to receive opinions on the draft standards for areas of games and accessible gaming equipment. [Read more](#)

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**El Salvador**

## Consumer Protection Authority activates operations and reveals survey on consumption habits on Mother's Day



**San Salvador, May 6, 2019.** On the occasion of Mother's Day, the Consumer Protection Authority launched inspection operations to prevent abuses and ensure that businesses respect the rights of consumers, such as being informed of prices and features of goods and services, of the fulfillment of promotions and offers and of guarantees, among other provisions of the Consumer Protection Law. [Read more.](#)

## Consumer Protection Authority reports results of inspection plan on Mother's Day



**Antiguo Cuscatlán, May 21, 2019.** The operations promoted by the Consumer Protection Authority on the occasion of Mother's Day, to prevent abuses and ensure that businesses respect the rights of consumers, resulted in 8 out of ten inspections They comply with the main provisions of the Consumer Protection Law (LPC). [Read more.](#)

## Attention consumers! Your baby may be at risk

**Antiguo Cuscatlán, May 21, 2019.** The Consumer Protection Authority publicizes that the US Consumer Products Safety Commission (CPSC) announced the voluntary withdrawal of all "Kids II Rocking Sleeper" rocking chairs from the Kids2 brand, due to reports of death of babies, after they flipped over from being on their backs to their stomach or side, without being moved, or under other circumstances. [Read more.](#)

## **Fertilizers show price stability according to the Consumer Protection Authority's survey**

**Antiguo Cuscatlán, June 26, 2019.** Fulfilling the commitment to inform consumers and farmers, and contribute to the transparency of markets and prices, the Consumer Protection Authority presented the results of the survey of fertilizer prices, in order to protect the economy of Salvadoran households. [Read more.](#)

## **Attention consumers! Ceiling fans removed from the market due to electrical risk**

**Antiguo Cuscatlán, June 28, 2019.** The Consumer Protection Authority makes public knowledge that the US Consumer Products Safety Commission (CPSC) announced the voluntary withdrawal of ceiling fans model Brunswick 3 and 4 lights, Hunter brand, due to the risk of electric shock to consumers. [Read more.](#)

## **Consumer Protection Authority activates operations to protect consumers during July Festivities**

**Santa Ana, Saturday, July 13, 2019.** In the framework of the patron celebrations of the city of Santa Ana, the president of the Consumer Protection Authority, Ricardo Salazar, activated this Saturday in the city, the special seasonal mechanism "Defensoría juliana", which will take place from July 13 to 26, to monitor and ensure that suppliers of goods and services respect the rights of consumers and respond to claims for abuses or breach of offers and promotions. [Read more.](#)

## **Attention consumers! Due to the risk of injury, coffee presses are withdrawn from the market**

**Antiguo Cuscatlán, July 22, 2019.** The Consumer Protection Authority informs the public that the US Consumer Products Safety Commission. (CPSC) and the agency Health Canada announced the voluntary withdrawal by the company Starbucks, in those countries, of the presses of coffee of the brand Bodum, due to the risk of lacerations for the user. [Read more.](#)

## **Attention consumers! "Forky" stuffed animal is removed from the market due to choking hazard**

**Antiguo Cuscatlán, July 30, 2019.** The Consumer Ombudsman makes known to the public that the Consumer Products Safety Commission of the United States of America (CPSC) and the Health Agency of Canada announced the voluntary withdrawal of the stuffed toy "Forky" of 11 ", which is carried out by the Walt Disney company, due to the risk of suffocation for young children. [Read more.](#)

## Consumer Protection Authority and National Directorate of Medicines develop operations in pharmacies



**San Salvador, August 2, 2019.** To protect the health and family economy of the population, the Consumer Protection Authority and the National Directorate of Medicines (DNM), carried out, on Friday, joint inspections in pharmacies in the Medical zone. [Read more.](#)



## Profeco supports consumers with Back to School Fairs



In these fairs consumers can purchase school supplies, uniforms and shoes, computer items and optical services at affordable prices. Visitors were recommended to take advantage of them and consult the school supply quality study published in the August issue of the Consumer Magazine. [Read more.](#)

## Profeco Immobilizes 27.4% of LP Gas cylinders due to safety conditions

As a result of an intensive review operation, the Federal Consumer Attorney's Office (Profeco) immobilized 27.4% of Liquefied Petroleum Gas (LP) cylinders, due to lack of safety conditions for consumers, said its owner, Ricardo Sheffield Padilla. [Read more.](#)

## The Federal Consumer Attorney's Office (Profeco) issues 2 trilateral warnings on heaters, in conjunction with the US Consumer Products Safety Commission. (CPSC) and the Health Agency of Canada (HC).

Voluntary withdrawal by the company HAYWARD INDUSTRIES, inc. ("HAYWARD") of its HAYWARD H500FD H-SERIES universal gas heaters, which may have a carbon monoxide leak, presenting a risk to consumer safety. [Read more.](#)

Voluntary withdrawal that will make the company commercial services AMAZON MÉXICO, S. DE R.L. DE C.V., (AMAZON MEXICO) of their ceramic heaters, because they are prone to overheating, sparks or melting, resulting in a danger of them catching fire, presenting a risk to the safety of consumers. [Read more.](#)



## Dominican Republic

### New Market has changes in safety



Santo Domingo Dominican Republic. - July 29, 2019. The National Institute for the Protection of Consumer Rights (Pro Consumidor) together with other public entities intervenes in the New Market of Agricultural Villas to achieve better hygiene and safety practices in the handling and sale of food . [Read more.](#)

### Designing a pact for Responsible Advertising



Santo Domingo Dominican Republic. - July 29, 2019. The National Institute for the Protection of Consumer Rights (Pro Consumidor) is working on the design of a pact for “Responsible Advertising”, with the aim of obtaining further improvements in terms of advertising for the benefit of consumers. [Read more.](#)

### An encounter with influencers: presents guidelines on advertising



Santo Domingo Dominican Republic. - July 17, 2019. The National Institute for the Protection of Consumer Rights (Pro Consumidor) held the 4th meeting of the “Pact for Responsible Advertising” on Tuesday, which targeted digital influencers, in order to present the Institute guidelines on advertising. [Read more.](#)

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## UPCOMING EVENTS

### UNCTAD

**IX International Forum for Consumer Protection of the COMPAL Program of the United Nations Conference on Trade and Development (UNCTAD)**

**&**

**XIII Ibero-American Forum of Government Consumer Protection Agencies (FIAGC),  
1 -3, October, 2019, San Salvador, El Salvador**

#### **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.**