



Building a Positive Relationship Between Consumers, Manufacturers and Retailers: The Role of ICPHSO

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Consumer Representative

Perspectives of Government

- **Incorporating the views of stakeholders is a critical success factor for regulating effectively in the public interest.**
- **Important that a positive working relationship between all stakeholders be developed.**

Effective Participation of consumers and NGOs

- Opportunity and the resources to participate
- Opportunity to design the process of involvement
- Useful, clear and practical information and training to ensure they participate on equal basis
- Balanced representation on advisory and regulatory committees;
- Decisions / outcomes are communicated widely and promptly
- Clear roles and expectations are established and understood by all;
- ***Provide forum for stakeholders to exchange information about their needs and priorities***



Purpose of Roundtable

What can ICPHSO do to foster a constructive and positive working relationship between consumers, manufacturers, retailers and government?

Key Suggestions from 2005

- **Need to develop a Consumer Involvement Plan for consideration of ICPHSO board that includes objectives, opportunities for collaboration, methods of involving consumers, and how the consumer input would be used**
- **“agent for change” to improve the involvement of consumers in product safety issues**
- **a session which would include case studies that illustrate the importance of consumer involvement**
- **Neutral forum for constructive interaction**
- **Mechanism to identify consumer priorities**

Ideas for Key Objectives of Plan

- ★ **Objective 1.** To improve the involvement of consumers in ICPHSO and in resolving consumer product safety issues
- ★ **Objective 2** To improve the effectiveness and acceptance of consumers in resolving issues
- ★ **Objective 3.** To provide a neutral forum like the International Caucus to identify and address consumer priorities and share information with other stakeholders

What do we mean by “Consumer Representative”?

- ★ Non Governmental Organizations - consumer organizations, safety organizations, environmental groups?
- ★ Independent Product Safety Experts – consultants, academics?
- ★ Individuals consuming products or advocating for a product safety solution?
- ★ Medical Professionals e.g. Pediatric Society representing children?



Concrete Actions for ICPHSO



The background is a dark brown color with several large, semi-transparent gears of varying shades of brown and purple. On the left side, there is a vertical strip of colorful, pixelated gears in shades of orange, yellow, blue, and green. The text "Concrete Actions for ICPHSO" is written in white, sans-serif font at the top center.

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