

## **UN Trade and Development (UNCTAD) PROJECT FOR PORTUGUESE SPEAKING COUNTRIES IN AFRICA AND EAST TIMOR**

### **AGENDA**

**24 September 2025**

**Registration link:** [Webinar on Consumer protection policy for Portuguese speaking countries in Africa and Timor Leste | UN Trade and Development \(UNCTAD\)](#)

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|---------------|--|
| 14:30 - 14:40 | <b>Welcome and Introduction</b><br>Ms. Teresa Moreira, Head Competition and Consumer Policies Branch (CCPB), UNCTAD  |
| 14:40 – 14:55 | <b>Consumers’ Right to Information and Education: Best Practices, Challenges and Pathways for Portuguese-Speaking African Countries and Timor-Leste</b> <ul style="list-style-type: none"><li>• <b>Speaker:</b> UNCTAD Consultant Antonino Serra.</li></ul> <p><b>Reference:</b> Launch of the report Consumer Right to Information and Education.</p> <p><b>Open discussion and Q&amp;A</b></p>   |
| 14:55 - 15:30 | <b>Panel 1 – The Right to Information and Education: Fundamentals and Relevance</b> <p><b>Topics:</b></p> <ul style="list-style-type: none"><li>• The United Nations Guidelines for Consumer Protection (UNGCP) as a reference.</li><li>• Essential elements of the right to information and education.</li><li>• Specific challenges for developing countries: information asymmetry, vulnerability, and inequality.</li></ul> <p><b>Speakers:</b> UNCTAD, Representative of DGC Portugal, Representative ADECO, Representative SENACON</p> <p><b>Open discussion and Q&amp;A</b></p> |

15:30 – 16:10

**Panel 2 - Inspiring Experiences and Initiatives**

- **Global and regional examples about sustainable consumption campaigns, the protection of vulnerable consumers, e-commerce awareness.**
- **National successful examples**

**Speakes:** UNCTAD Consultant Antonino Serra

**Reference:** Launch of the report Consumer Right to Information and Education.

**Open discussion and Q&A**

16:10 – 16:50

**Practical Session – Designing Consumer Information and Education Campaigns**

**Format:** Guided discussion (in small groups or plenary interactive session).

**Key questions:**

1. How can global campaigns be adapted to national contexts with limited resources?
2. What public–private partnerships could strengthen consumer education?

**Speakers:** Representatives of SENACON, INADEC, Consumers International and Instituto Alana

**Open discussion and Q&A**

**Outcome:** Moderator compiles a list of practical recommendations.

16:50 – 17:00

**Final remarks and closing**

Ms. Teresa Moreira, Head of Competition and Consumer Policies Branch (CCPB), UNCTAD