



Food and Agriculture
Organization of the
United Nations

CONSUMERS

■ CONSUMER ORGANIZATIONS IN ACTION

A COLLECTION OF
PRACTICES DRIVING
THE RIGHT TO
ADEQUATE FOOD

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FOREWORD

The human right to adequate food involves all areas of consumer organizations' work regarding food, including: food safety, nutrition, fair prices, sustainable agriculture, food loss and waste, health and wellbeing, marketing and labelling, to name just a few. Getting consumers on board for transformed food systems for a better world means understanding and welcoming the strength and achievements of consumer organizations and ensuring they are heard and engaged as informed and knowledgeable stakeholders.

The global challenges of hunger, malnutrition, rising inequality and poverty have been compounded by the impact of COVID-19. Concerted efforts are required on the part of all of us to keep the world on track to meet the targets of the Sustainable Development Goals (SDGs). Consumer organizations provide a wide public perspective, incorporating consumer concerns and interests as well as representing a vast membership base. Collaboration can positively impact the reconstruction that will follow in COVID-19's wake. This can be an opportunity for game-changing action towards transforming food systems – from farm to fork – to lead to better nutrition, a better environment, better production and better lives for all.

This collection, a companion piece to the sister publication *Consumer organizations and the right to adequate food – making the connection*, seeks to showcase the work of a selection of consumer organizations around the world. It brings to the foreground the experiences and capacities of these organizations – members of Consumers International – and their important work in support of food rights and the sustainable transformation of food systems. In so doing, it aims to be of use to multi-sector partnerships and the whole community of consumer organizations, bringing them closer together and fostering collaborations and coordination around thematic areas by demonstrating the essential role of these organizations to further the cause of food rights and sustainable development.

It is intended to be accessible to multiple stakeholders – for those in international organizations, donor agencies, government, and the public and private sectors, including parliamentarians and academics. Networks of consumer organizations, and partnerships between them and other stakeholders, can drive powerful initiatives capable of meeting current challenges and building a fairer post-COVID-19 world. This more equitable global condition would bring together – more than ever before – civil society, the private sector, the public sector and governments where they all work together, respecting the rights of every human. It is time to seize this opportunity to end hunger, malnutrition and poverty, to sustainably build back better, everywhere, leaving no one behind.

Benjamin Davis

Director

Inclusive Rural Transformation and Gender Equality Division
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ACKNOWLEDGEMENTS

This collection has been compiled by the Right to Food team of the Inclusive Rural Transformation and Gender Equality Division of the FAO. Claire Mason, Right to Food Specialist, was responsible for the overall preparation and coordination of the publication, together with Juan Carlos García y Cebolla, Right to Food Team Leader, responsible in addition for the technical supervision. It has been prepared in collaboration with Consumers International and FAO Partnerships, within the framework of the Memorandum of Understanding (MoU) signed between FAO and Consumers International in 2017 and renewed in 2020. This MoU seeks to develop, promote and strengthen joint actions and projects to improve food security and nutrition, working towards the full realization of the right to adequate food worldwide, sustainable consumption, healthy diets and the transformation of food systems.

Its focus is on the many achievements of consumer organizations worldwide, considering the actions of Consumers International and its member organizations at global, regional and national level. It has benefitted in all aspects from the input, experiences, collaboration, advice and generous time offered by Consumers International and its affiliate organizations who make up this collection. Each of the organizations represented here responded to a general call to share their right to food stories and experiences; their participation is greatly appreciated and their willingness to collaborate and provide information on behalf of their organizations is extraordinary given their often very limited resources and sometimes complex circumstances. It should be noted that the bulk of the information relating to consumer organizations was gathered before the COVID-19 pandemic.

It is impossible to thank or name individually all those who have contributed to this collection from the participating consumer organizations. Their time and energy in sharing their work is greatly appreciated. This collection has also been improved through the contributions and review of colleagues from Consumers International, including Tamara Meza and Philippa Hunt, and from within FAO Jose Valls Bedeau, Simon Blondeau, Arturo Angulo Arte, Ricardo Rapallo, Dulclair Sternaldt, Mphumuzi SuKati, Tomoko Kato, Serena Pepino, Marie-Lara Hubert and Sarah Brand. We also thank Indrani Thuraisingham, Xaverine Ndikumagenge, Aziza Mourassilo, Justin Macmullan and Juan Trimboli. Finally, this collection is dedicated to the memory of Ms. Rosemary Siyachitema, Consumer Champion (CCZ Zimbabwe and Consumers International Executive Board).

The final copyediting was carried out by Daniel Cullen, and translation into Spanish by Juan Abad Zapatero. The layout and graphic design is by Carlos de la Fuente. Finally, Marta Ramón Pascual, Right to Food Communication Specialist, supported the review, edition, translation and dissemination of the publication throughout.

1 WHY THIS COLLECTION?

Without strong partnerships and multi-sector collaborations, it will be hard to achieve the long-term goals of food security and nutrition, and to ensure the full enjoyment of the right to adequate food by all people, as pledged by countries across the globe in international agreements dating back decades. Consumer organizations reach out to a wide and diverse body of stakeholders. Representing millions, they are a powerful force for change towards more sustainable and equitable food systems, and their action can strengthen the realization of the human right to adequate food.

FAO works within a mandate of ending hunger and malnutrition in all its forms, so that countries can, to the best of their abilities, progressively secure people's right to adequate food, generating food security and nutrition for all. The Right to Food Team provides policy support to FAO member countries and other stakeholders, implementing the CFS-Right to Food Guidelines. Food safety and consumer protection are key elements set forth by the Guidelines, within the framework of universal, interrelated and interdependent human rights (FAO, 2005).

The Right to Food Guidelines provide practical guidance to States for the progressive implementation of the realization of the right to adequate food, and are also of benefit to stakeholders including both public and private sectors. They call for a multi-stakeholder approach to food security and nutrition, to optimize knowledge and facilitate the efficient use of State resources to ensure the right to food. These policy recommendations are of considerable relevance and interest to consumer organizations and are among the policy tools available that help stakeholders to navigate a clear path, supporting governments to build a facilitative environment for achieving the right to adequate food.

This collection, inspired by the recommendations of the Right to Food Guidelines and other international instruments, aims to build awareness and raise the profile of consumer organizations and the successful work they are doing on food rights, and to further advance the joint actions and collaborations of consumer organizations, the international community and national multi-stakeholder initiatives for greater food security and nutrition. Their work generates multiple impacts; driving demand for sustainable and inclusive food systems' transformations, enhancing policy dialogue with evidence and action towards greater food security and nutrition, and strengthening countries' efforts to meet their international human rights commitments and the Sustainable Development Goals (SDGs) targets by 2030.



CONSUMER ORGANIZATIONS DRIVING THE RIGHT TO FOOD

Consumer organizations the world over are having significant impact upon the realization of the right to food at local, national, regional or even global level. Frequently this is unreported or overlooked and, despite their expertise, diversity and outreach, oftentimes consumer organizations are not instinctively considered as natural partners in the debate in relation to food rights, food security and nutrition, and sustainable food systems.

Consumer Organizations in Action provides an overview of some of the impact of consumer organizations. The information found here can be further explored by visiting the websites of the organizations themselves; by contacting them directly; or by exploring the website of Consumers International,¹ the umbrella organization for many of these groups. The aim of this collection is to give a snapshot of some of the work underway and the gains made – it is not an exhaustive list of all these organizations do or achieve. There are many other achievements made both by the organizations appearing in this collection, as well as the hundreds of other organizations representing consumer interests working in all corners of the globe, often with very little recognition or funding.

It is hoped that by highlighting some of this work and building up a collection of experiences, good practices and achievements of consumer organizations on food rights, they will have a place at every multi-stakeholder meeting regarding the right to adequate food and at every food security and nutrition -related decision-making table. Their presence is vital to inform, influence and contribute to transformative changes in food systems that will make them more sustainable, more responsible, more responsive and more effective. The voice of consumer organizations is the voice of all of us, and it needs to be heard loudly and often, in a sustained and coordinated way, to secure the right to adequate food and transformed food systems, and so that sustainable change will happen.



CONSUMERS INTERNATIONAL AND ITS IMPACT

Consumers International, a global umbrella group of consumer advocacy organizations, represents over 200 member organizations in more than 100 countries, empowering and championing the rights of consumers worldwide.

Consumers International achieves its goals through:

- 1)** Connecting members to share ideas, drawing on the collective experience of its global network to share insight and information and to cooperate on a wide range of consumer issues.
- 2)** Representing and influencing on behalf of consumers and its members in the international marketplace and global policy-making forums.
- 3)** Convening a broader network around consumer programmes, bringing its members together with the foremost experts from around the world, as well as a global network of governments, civil society, businesses and funders to tackle consumer challenges or opportunities.
- 4)** Driving impact through projects and innovation by running externally funded projects across a range of consumer topics.

Since its foundation in 1960, Consumers International has helped fight and win many campaigns on behalf of consumers and their right to adequate food. Its representation extends to member organizations in Africa, Asia and the Pacific, Europe, Latin America and the Caribbean, the Middle East and North America. In relation to food issues, Consumers International drives actions around the future of food, e-commerce, the informed consumer and sustainable consumption. At national, regional and international levels, it conducts and publishes research² carries out global advocacy and direct campaigns, for example around World Consumer Rights Day;³ supports the development of standards; raises awareness; and influences policy-making. It lobbies for change through work with its member organizations and the Consumers International Change Network⁴ of governments, civil society organizations, businesses and academics, where important consumer challenges and opportunities on global issues are addressed.

Consumers International has General Consultative Status at the UN. This enables it to make contributions to UN agencies on health, food, human rights and labour rights, and makes it one of the go-to groups representing consumers before the international community. It has the right to speak at the World Health Assembly (WHA), and official observer status at Codex Alimentarius, and it has a seat at many high-level forums, on international committees and bodies. It has used these spaces to represent its vast membership base, presenting evidence and leveraging impact on fundamental issues relating to food use, food stability, food availability and food accessibility. The abolition of export subsidies for agricultural products by the World Trade Organization (WTO) in 2015; the publishing of the UN Consolidated List of Products whose Consumption and/or Sale have been Banned, Withdrawn, Severely Restricted or Not Approved by Governments⁵ since 1983; and the United Nations Guidelines for Consumer Protection in 1985 have all resulted from Consumers International's lobbying and negotiations.

Consumers International was instrumental in the establishment of the International Baby Food Action Network (IBFAN),⁶ whose campaigning led to the development of the International Code of Marketing of Breast-milk and Breast-milk Substitutes by the World Health Organization (WHO),

Consumers International's work centres around its set of eight established consumer rights (Consumers International, 2010).⁷

- **The right to satisfaction of basic needs** - including access to adequate food, clothing, shelter, healthcare, education, public utilities water and sanitation
- **The right to safety** - to be protected from products, production processes and services which are hazardous to health or life
- **The right to be informed** - to be given the facts needed to make an informed choice and to be protected against dishonest or misleading advertising and labelling
- **The right to choose** - to be able to select from a range of products and services, offered at competitive prices, with an assurance of satisfactory quality
- **The right to be heard** - to have consumer interests represented in the making and execution of government policy and in the development of products and services
- **The right to redress** - to receive a fair settlement of just claims, including compensation for misrepresentation, faulty goods or unsatisfactory services
- **The right to consumer education** - to acquire knowledge and skills needed to make informed and confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them
- **The right to a healthy environment** - to live and work in an environment that is not threatening to the well-being of present and future generations.

the first code designed to control widespread marketing abuses by baby food companies.⁸ It was also a founding member of the Pesticide Action Network (PAN),⁹ whose campaigns against toxic pesticides and unethical marketing practices, including the practice of passing hazardous chemicals and pesticides across jurisdictions, particularly in poorer countries, successfully led to international guidelines preventing the export of banned or restricted pesticides without the consent of governments in importing countries.

Consumers International also works with the Codex Alimentarius Commission,¹⁰ including representing consumer concerns about genetically modified (GM) foods, leading to the adoption of a global standard for assessing GM safety. It also campaigned for the adoption of an International Code on the marketing of junk food to children. In 2010, the WHO established its Set of Recommendations on the Marketing of Foods and Non-Alcoholic Beverages to Children.¹¹ Consumers International also works on poverty reduction, sustainable consumption and climate change, and has contributed to the setting of standards and international benchmarks to guide trade and governments towards regulating for better consumer health and services, such as in water and sanitation and with the Codex. A further selection of the many achievements of Consumers International are shown in "achievements at a glance" below.

Consumers International supports consumer organizations around the world. It connects its members globally, facilitating information and knowledge sharing; represents consumer advocacy in international policy-making forums and the global marketplace; brings together stakeholders on a range of issues impacting consumers globally; and hosts externally funded projects to ensure better consumer outcomes. Its members engage with, contribute to and benefit from this range of activity. It holds a Global Summit every four years, and each year engages all consumer advocacy groups on an agreed core topic through the marking of World Consumer Rights Day on 15 March. It carries out continued engagement with its members through a range of programmes and policy formulation.

Through its network, Consumers International raises awareness, but also receives input and information from consumer groups from all around the globe. This enhances its capacity for reporting and monitoring on priority consumer issues around the right to adequate food, food

security and nutrition, and for responding and reaching out to inform millions of people. This also enables it to run effective international campaigns with global reach, such as its *“Antibiotics Off The Menu”* campaign of 2016.¹² Many of the achievements in consumer protection today find their origins in the continuous pressure and evidence-based reporting of Consumers International and its affiliate organizations, in engagement with government, civil society and international organizations.

Consumers International, some achievements at a glance

A brief history of Consumers International's global achievements to further the realization of the right to adequate food:

- **1977** – Gains consultative status at the UN
- **1979** – Coordinates the creation of IBFAN
- **1981** – Pesticides Action Network (PAN) formed, campaigning against toxic pesticides and unethical marketing practices, and for a ban on the importation of banned or restricted pesticides without the consent of the government
- **1981** – WHO adopts the Breast-milk Substitutes Marketing Code
- **1983** – The first World Consumer Rights Day is marked on 15 March
- **1983** – UN publishes the first consolidated list of banned and dangerous products
- **1983** – Consumer Interpol, one of the first networks to warn of hazardous products and illegal importations worldwide, is launched, campaigning for better information of banned products
- **1985** – United Nations Guidelines for Consumer Protection are adopted after 10 years of campaigning by the International Organization of Consumers Unions (IOCU)
- **1985** – FAO adopts International Code of Conduct on the Distribution and Use of Pesticides
- **1988** – IOCU publishes model consumer protection law in Latin America and consumer protection reference laws in Asia
- **1995** – Publishes model consumer protection model law for Africa
- **1997** – UN Guidelines for Consumer Protection are extended to include the concept of sustainable consumption following lobbying by CI
- **2004** – Campaigns for corporate social responsibility standard at the International Organization of Standardization (ISO 26000)
- **2008** – Appointed to the UN Advisory Board on sustainable consumption to represent global NGO community
- **2008** – Publishes recommendations for an International Code on the Marketing of Food to Children
- **2009** – Appointed official NGO partner to the UN Commission on Sustainable Development
- **2015** – Contributed to WTO abolition of export duties on agricultural products to make markets fairer for low-income families
- **2015** – UN Assembly adopts Revised UN Guidelines on Consumer Protection
- **2017** – Memorandum of Understanding (MoU) signed with FAO¹³
- **2020** – MoU renewed with FAO

Additionally:



























































- It represents the global consumer voice at the Intergovernmental Group of Experts on Consumer Policy and Competition (IGE) at United Nations Conference on Trade and Development (UNCTAD).
- Co-leads the Consumer Information Programme with the UN Environment Programme and the One Planet Network.
- Works with the G20 Summit - host of G20 Consumer Conference in 2017 and 2018; and support in 2019.
- Considered as a "Special Economic Group", providing consumer input to OECD papers and proposals throughout the year.
- Sits on the consumer policy group developing consumer standards (one of the three high-level groups at the International Organization for Standardization); and is involved in the development of multiple standards.
- Represents the consumer voice at the Codex Alimentarius (Poder del Consumidor and Consumer Reports).
- Represents the consumer viewpoint at the WTO through a variety of approaches, such as consumer Trade Dialogues, including in relation to e-commerce.
- Participates in multiple global forums, e.g. the Civil Society Community of the World Economic Forum.

In relation to the **future of food**, Consumers International is exploring the following questions:

- How can consumers be best informed about healthy and sustainable diets?
- How can actors in the food system work together to ensure new technology meets consumers' needs and earns their trust?
- How can traceability and labelling technology help businesses reassure consumers about the safety and sustainability of food?
- How can the safety and fairness of the digital marketing of food be ensured for all?
- How can new technologies support more sustainable consumption for all and help meet the SDGs?
- How can consumer demand be driven in relation to the circular economy?
- How can sustainable consumption choices be made the easy and only choices in the marketplace?
- How can sustainable production be incentivized, and what does this mean for consumers?¹⁴

4 TABLE OF CONSUMER ORGANIZATIONS INCLUDED IN THIS COLLECTION

REGION/ COUNTRY	ORGANIZATION	AREAS OF ACTION AND EXPERIENCE	THEMES
		<ul style="list-style-type: none"> Advocacy Monitoring Policy dialogue / legislation Education Campaigning 	<ul style="list-style-type: none"> Food Safety Nutrition Marketing Labelling Testing
AFRICA			
BENIN	La Ligue pour la Defense du Consommateur (LDCB)	■ ■ ■ ■ ■	■ ■ ■
BURUNDI	Association Burundaise de Consommateur (ABUCO)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
CABO VERDE	Associação para Defesa do Consumidor (ADECO)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
COMOROS	Federation Comorienne des Consommateurs (FCC)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
CÔTE D'IVOIRE	Federation National de Associations des Consommateurs (FAC)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
GAMBIA	The Consumer Protection Association of The Gambia (CPAG)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
GHANA	Consumer Advocacy Centre (CAC)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
KENYA	Kenya Consumers' Organization (KCO)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
	Youth Education Network (YEN)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
NIGERIA	Consumer Awareness Organization	■ ■ ■ ■ ■	■ ■ ■ ■ ■
RWANDA	Rwanda Consumer Rights Protection Organization (ADECOR)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
SENEGAL	Association pour la Defense de l'Environnement et des Consommateurs (ADEC)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
SUDAN	Sudanese Consumer Protection Society (SCPS)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
TOGO	Association Togolaise des Consommateurs (ATC)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
UGANDA	Consumer Education Trust (CONSENT)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
ZIMBABWE	Consumer Council of Zimbabwe (CCZ)	■ ■ ■ ■ ■	■ ■ ■ ■ ■
ASIA-PACIFIC			
AUSTRALIA	CHOICE	■ ■ ■ ■ ■	■ ■ ■ ■ ■
	Queensland Consumers Association (QCA)	■ ■ ■ ■ ■	■ ■ ■
BANGLADESH	The Consumers Association of Bangladesh (CAB)	■ ■ ■ ■ ■	■ ■ ■ ■ ■

FIJI	The Consumer Council of Fiji		
INDIA	Consumer Voice		
	Consumer Education and Research Centre (CERC)		
	Consumer Unity & Trust Society		
	Mumbai Grahak Panchayat (MGP)		
INDONESIA	Yayasan Lembaga Konsumen Indonesia		
	Lembaga Konsumen Yogyakarta		
MALAYSIA	Consumers Association of Penang		
NEPAL	SEWA		
PAKISTAN	The Network for Consumer Protection		
SINGAPORE	Consumers Association of Singapore		
THAILAND	The Foundation for Consumers		
EUROPE AND NORTH AMERICA			
SPAIN	Confederación Española de Consumidores y Usuarios (CECU)		
	Organización de Consumidores y Usuarios (OCU)		
GERMANY	Verbraucherzentrale (vzbv)		
UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND	Which?		
UNITED STATES OF AMERICA	Consumer Reports		
LATIN AMERICA AND THE CARIBBEAN			
ARGENTINA	Acción del Consumidor (ADELCO)		
BRAZIL	Instituto Brasileiro de Defesa do Consumidores		
CHILE	Formadores de Organizaciones Juveniles de Consumidores y Consumidoras (FOJUUC)		
	Organización de Consumidores y Usuarios (ODECU)		
EL SALVADOR	Centro para la Defensa del Consumidor (CDC)		
MEXICO	El Poder del Consumidor		
	Vía Orgánica		
PERU	Asociación Peruana de Consumidores y Usuarios (ASPEC)		
MIDDLE EAST AND NORTH AFRICA			
JORDAN	National Society for Consumer Protection		
LEBANON	Consumers Lebanon		
MOROCCO	Fédération Nationale des Associations du Consommateur (FNAC)		
YEMEN	Yemen Association of Consumer Protection		



5 AFRICA

• BENIN

La Ligue pour la Defense du Consommateur au Benin – League for Consumer Defence (LDCB)¹⁵

The LDCB, established in 1998, has been working for the promotion of consumer rights in Benin for more than 20 years. It publishes titles on different aspects of consumer rights, including a publication on the importance of healthy eating in 2018¹⁶ and another on Benin's Consumer Protection Law in 2009. It has issued multiple press releases and held press briefings to inform the consumer and campaign for their rights, aiming to establish fairer markets that better serve Benin's consumers. In relation to the right to food, its work has included significant campaigns to address malnutrition in all its forms, the fight against GMOs and towards greater food security. It sits on several national committees and carries out consumer education, information provision, campaigns and advocacy to promote and defend consumer rights.

• BURUNDI

Association Burundaise de Consommateur – Burundian Association of Consumers (ABUCO)¹⁷

ABUCO was founded in 1994 and works nationwide for the promotion, development and defence of consumer rights. It has approximately 350 members throughout the country, and its work in support of the realization of the right to food has focused primarily on food safety and its affordability. ABUCO, together with other civil society organizations, ran a campaign entitled "la Campagne contra la vie chère" (Campaign against high living costs), to combat increased prices of basic food stuffs which, combined with currency devaluation in 2011, had made access to essential foods difficult. The campaign united civil society actors, the private sector and the workers' union together with consumers through a multimedia campaign that harnessed the support of radio and newspapers, as well as through public meetings in the capital Bujumbura and all over the country. The campaign centred around a number of foods considered essential food items and raised awareness among consumers and the private sector, as well as government, parliament and the international community. It lobbied for food price stabilization and for consumers to be partners

in negotiations regarding price rises or other decisions affecting consumers. The nationwide campaign received much public support and contributed to the government reducing taxes on essential foods in May 2012.¹⁸ ABUCO undertakes ongoing monitoring of the situation relating to food price rises and successfully achieved a further reduction in taxes on listed food products in 2016–2017. ABUCO continues to inform and educate consumers, and its main priorities in terms of food security include campaigns on food safety and hygiene regarding the sale of street foods, the promotion of organic alternatives to pesticides and monitoring of the prices of staple foods.

• CABO VERDE

Associação para Defesa do Consumidor – Association for Consumer Defence (ADECO)¹⁹

ADECO has worked for the promotion and defence of consumer rights throughout Cape Verde since 1998. In relation to food issues, it has worked on public education, promoting food safety and standards and healthy diets, towards policy and legislative development and implementation, and representing consumer complaints. It advises consumers on a range of legal and policy issues affecting them and their right to adequate food in regular short spots on its television channel. It ran a project to raise public awareness among consumers on the risks of over-fishing to the sustainability of marine life²⁰ and to educate consumers and local farmers on the dangers of the use of chemical pesticides, providing information about non-harmful effective alternatives.²¹ It also sought to highlight the prevalence of the illegal importation of non-authorized pesticides through Cape Verde's ports and airports. As part of this campaign it carried out trainings with officials working at ports and airports on two of the country's nine inhabited islands – Sao Vincent and Santo Antao.²² It also supports the creation of composters which will improve food production in the community of Vila das Pombas, Santo Antao island.²³ Its public information campaigns include spots on radio, television and the internet (through Facebook and Youtube), and it is able to reach out to consumers across the entire country.

• COMOROS

Federation Comorienne des Consommateurs – Comoros Federation of Consumers (FCC)²⁴

The FCC was founded in 1997 and reestablished in its current form in 2011. It works to further food security and provides training, awareness raising campaigns, information and lobbying to strengthen the position of consumers. It has raised awareness on the illegal adulteration of products and the 'dumping' of fraudulent foods on the island country, as well as the fraudulent or misleading labeling of food products. Examples of this practice have been seen in cooking oils and tomato paste, frequently sold to poorer communities, whereby capacity for enforcement of food regulations can be difficult, in particular relating to the importation of foods and food safety.²⁵ FCC represents consumers nationwide and has a wide reach among the country's approximately 850 000 inhabitants, with whom it also carries out awareness raising campaigns around healthy consumption and nutritious foods and safe alternatives to chemical pesticides. It participates in national, regional and international platforms to give a voice to consumers, including a diverse range of Codex Committees.

• CÔTE D'IVOIRE

Federation National de Associations des Consommateurs – National Federation of Consumers Associations of Côte d'Ivoire²⁶

FAC is an umbrella organization made up of national and local consumer groups working nationwide for more than 20 years. It was created to bring together diverse groups working on consumer

affairs with the aim to protect the consumer and raise public awareness of their rights. Since its establishment, it has promoted the right to food through its campaigns for better price information. It has also worked on the promotion of organic farming techniques, providing education and working with farmers in support of organic farming, as well as promoting sustainable production and consumption. FAC has worked in the area of nutrition, to promote healthy and balanced diets and secure healthier eating for school children, by promoting quality diets in school canteens, especially the reduction of sugars, salts and oils. Together with other consumer organizations in West Africa, FAC has campaigned against the illegal dumping of low quality or counterfeit food, such as damaged rice, at ports of entry. This has contributed to the Ivorian authorities seizing for destruction thousands of tons of rice which were unfit for consumption.²⁷ FAC carries out public information campaigns through its member associations and the media, including television, radio, print, online and social networks, throughout the country and beyond. It has promoted the production and consumption of certain staple foods to build up food security, and raised awareness among farmers on the consequences of the excessive or unlawful use of chemicals and pesticides in food production and consumption, as well as providing education on improved farming practices including natural alternatives that respect the environment. In collaboration with the National Council for Nutrition, Food and Early Childhood Development, FAC participates in national campaigns to promote breastfeeding and early nutrition stimulation.

• GAMBIA

The Consumer Protection Association of Gambia (CPAG)²⁸

CPAG is the first national organization representing consumers in Gambia. It was established in 2004 and informs, educates and advocates on behalf of consumers. It also advises consumers and carries out research into consumer issues. In furtherance of the right to food, it works on the proper implementation of food safety and consumer protection laws and regulations nationwide. Through Consumer Action Clubs, it promotes organic farming techniques, and urban and sub-urban organic farming, aiming to raise awareness on the dangers of the irresponsible use of chemical fertilizers and pesticides and to provide education about safer alternatives. It also works with small farms and local markets on sustainable and socially responsible food production, as well as developing concepts such as “good markets” in local marketplaces, linking consumers to safe and organic food products.²⁹ Its work on food safety has included providing education about the risks of overuse of antibiotics in farming and pre-harvest, post-harvest and dietary interventions, to prevent aflatoxin contamination.³⁰ It raises awareness among consumers of international standards for foods, the relevant Codex standards on aflatoxin contamination and the prevalence and dangers to public health caused by such residues in foods. It works to support the Partnership for Aflatoxin Control in Africa (PACA). Gambia is one of PACA’s pilot countries and has committed to include an Aflatoxin Control Action Plan in its National Development Plan.³¹

• GHANA

Consumer Advocacy Centre (CAC)³²

Formed in 2008, CAC is a national organization representing consumers in Ghana. It provides representation, lobbying and advocacy on the part of consumers, carries out research and participates in national, regional and international fora to promote consumer rights. It works to educate and inform consumers on their rights and responsibilities, including promoting sustainable consumption, and representing them in seeking redress for wrongdoing.³³ It also provides information on consumer issues and campaigns for better implementation of consumer protection laws and policies. Its work in furtherance of the right to food includes research into the quality of ready-to-eat meals and foods in urban areas of Ghana, monitoring of the marketing of

banned baby foods and research into the availability of genetically modified (GM) foods on the Ghanaian market. Three representatives of the CAC serve on various International Organization for Standardization (ISO) Technical Committees, and have been members of Technical Committees at the Board of the Ghana Standards Authority for several years. CAC participates in national public consultations and participated in the initial draft of Ghana's Consumer Protection Policy.³⁴ It has also participated in the Codex Committee for Foods for Special Dietary Uses.³⁵ In 2015, CAC worked with the media and other stakeholders to raise awareness on healthy foods and to seek improvements in food regulations. This work included a consumer education programme about food safety that targeted the principal markets of Greater Accra for food and food stuff purchase and consumption, and involved public information on healthy and hygienic food practices.

• KENYA

Kenya Consumers' Organization (KCO)³⁶

KCO is a national organization with over 500 members representing the rights of consumers in Kenya. It works in collaboration with networks of civil society organizations at the national, regional and global level. Its main work on the right to food has included the promotion of organic farming techniques. It works with Consumer Action Clubs to promote and provide education on organic farming, urban and sub-urban organic farming, and on the dangers in the use of chemical fertilizers and pesticides and organic alternatives to these. It is currently working on training and awareness raising on Green Wall technology, for church groups, clubs and schools. These technologies can be used in urban or rural settings and include vertical farming in bottles placed on or in a wall, which can then be used for the cultivation of fresh vegetables or fruits. In some cases, this can result in the cultivation of a super hydroponic organic garden.

Youth Education Network (YEN)³⁷

The YEN works at the national level in Kenya to empower and inform young consumers. It provides education about consumer rights and provides vocational training, working on a range of issues including the environment, education and increasing the resilience of local producers, children's rights, healthy diets and nutrition awareness, food safety, water and sanitation. Its partnerships with other civil society groups enable it to serve the community through community-based organizations, local authorities and schools, and it directly reaches over 5 000 beneficiaries working with over 1 000 families in Nairobi and Mumias, as well as more than 10 villages, mainly in rural western Kenya. It also reaches millions of Kenyans through its work on social media. Its work on the right to food has focused on the promotion of healthy diets in schools and YEN has formed school clubs to provide further information and education on this issue.

• NIGERIA

Consumer Awareness Organisation (CAO)³⁸

CAO, based in Enugu, is a voluntary, non-governmental and not-for-profit organisation registered with the Corporate Affairs Commission in 2001 to protect the interests of consumers. It is a full member of Consumers International. Its mission is to empower consumers with the knowledge to protect their interests and seek redress in matters relating to products and services. CAO provides consumers with an independent voice in matters that affect their well-being, tackling problems of consumer protection from the consumer's point of view. Its primary focus is the creation of consumer awareness, which it achieves through informative programmes on radio, TV and social media platforms. It also undertakes studies in different areas of consumer protection with a view to producing evidence-based data on the state of consumer protection in Nigeria. In recent times, CAO has conducted studies on the attitudes and perceptions of consumers towards food labelling

with the objective of using the data generated to shape its campaign on the importance of food labels. Raising awareness on food standards is another area of current interest, and where it collaborates with academia and the Standards Organisation of Nigeria (SON). The President of CAO, as a Council Member of SON and on the technical committee of the Council, participates in the recommendation of standards for Council's approval as well as the final approval process. CAO also represented the Consumer Stakeholders Group on ISO 26000 Social Responsibility Guidance Standard formulated by the International Organisation for Standardisation along with its members and liaison organisations. CAO collaborates with both national and international organisations and has served as consultant organization to some.

• RWANDA

Rwanda Consumer Rights Protection Organization (ADECOR)³⁹

ADECOR was created in 2008 and legally registered in 2009, to provide development interventions in many areas of consumer rights including agriculture, food safety, food security and nutrition, health, water, sanitation and hygiene, environment, education and communication. As a member of different steering and technical committees at national level, ADECOR works in close collaboration with public and private institutions as well as civil society organizations, with the shared objective to promote consumer rights in Rwanda. It is a member of the Food Safety and Control Steering Committee, and technical committees of Rwanda Standards Board, Rwanda Utilities Regulation Authority, the Ministry of Agriculture and Animal Resources, the Ministry of Trade and Industry and the Ministry of Health. Its vision is of "a society where consumers have access to sufficient, safe and affordable goods and services and where they can use their synergy to protect their rights and influence market behavior." Its mission is "to build a robust consumer movement that empowers, acts and stands for consumer rights' promotion and protection in Rwanda." In the area of food security and nutrition, ADECOR works mainly with low-income families and carries out advocacy, capacity building and community education to increase the production and consumption of diverse nutritious foods, as well as working to increase the fortification of certain foods and accessibility to and use of fortified crops or products. It works to improve coordination and implementation of agriculture, food security and nutrition policies and programmes at national and local level, and campaigns for effective budget allocation for agriculture, food security and nutrition, as well as the establishment of related policies and programs. In the area of food safety, ADECOR carries out research and evaluation of food safety and control; advocates on different consumer protection issues; and provides capacity building to its staff and members, traders and consumers across the country. It also carries out inspections on foods and beverages and contributed to drafting the National Competition and Consumer Protection Law of 2012, and to the drafting of food safety policy, a food hygiene law, inputs to the Codex Alimentarius and to the development of a Decree on food fortification and regulations. Its current campaigns seek the development of a legal framework for food fortification, financial consumer protection and additional regulations.⁴⁰

• SENEGAL

Association pour la Défense de l'Environnement et des Consommateurs – Association for the Defence of the Environment and Consumers (ADEC)⁴¹

ADEC, a national organization for consumer rights, has been established for more than 25 years and now has around 2 500 individual members. Its work on consumer education and information includes raising awareness on the UN Guidelines for Consumer Protection and the Codex Alimentarius (where it also supports the Senegal National Committee of Codex Alimentarius),⁴² and the implementation of Codex standards in the country. It participates in national activities in

the field of food standardizations, including the development of national food standards. It works on food safety and the promotion of organic alternatives to the use of chemicals fertilizers and pesticides. It also collaborates with the Committee for the Fortification of Micronutrient Foods (COSFAM) to combat micronutrient malnutrition through the fortification of certain foods, such as salt, soft wheat flour and refined edible oil. In relation to a sustainable food system, ADEC have set up activities for healthy school canteens, including their supply with local products, and setting up micro-gardens that help to promote a healthy and sustainable diet, which has included conducting training and mentoring for women's groups. In partnership with the National Federation for Organic Agriculture (FENAB), ADEC has supported setting up a Guaranteed Participatory System for the certification of products from organic farming. ADEC supports the work of Senegal's National Nutrition Development Policy (2015–2025), prioritizing nutrition and responsible consumption and its National Food Safety Strategy (2018–2035), which implements control plans for reviewing the sanitary quality of rice, fresh fruits and vegetables, food of animal origin, and fishery and aquaculture products, among others.

• SUDAN

Sudanese Consumer Protection Society (SCPS)⁴³

SCPS is a national organization representing the rights of consumers. It handles thousands of consumer complaints every year and has been a leading voice in educating the community on consumer protection issues in Sudan for over 20 years. In 2017, it ran a training and capacity building workshop for Sudanese journalists on the dissemination of a culture of consumer rights. It has also worked on the promotion of organic farming techniques, and with Consumer Action Clubs on organic farming and organic alternatives to chemical fertilizers and pesticides. SCPS works with schools promoting healthy eating, gardening and food cultivation techniques for students to encourage community sharing and environmentally friendly school gardens. It also participates in capacity building activities around food safety legislation.

• TOGO

Association Togolaise des Consommateurs – Togolese Association of Consumers (ATC)⁴⁴

ATC has been working nationwide in Togo for 20 years. It raises awareness and promotes consumer interests and rights. Its work to further the right to food has included the monitoring of quality and pricing in the marketplace, in particular in relation to cooking oil, flour, maize, rice and meat. ATC represents consumers in several national decision-making bodies and gives legal representation to consumers. In collaboration with other consumer organizations in West Africa, it has successfully campaigned against the illegal dumping of low quality or counterfeit food, such as damaged rice. In 2015, ATC also denounced the receipt and sale of contaminated tilapia fish at the Port of Togo and price speculation over maize in some markets, emphasizing the need for stronger food control systems and demanding greater security of stock in famine-threatened regions. It has carried out awareness raising and capacity building activities with bakers about the risks associated with the consumption of poor-quality counterfeit wheat flour and the use of prohibited chemical elements in the preparation of breads and pastry products. In 2018, ATC worked to inform bakers of the risks of using potassium bromate in bread products, the use of which was subsequently prohibited by the Ministry of Commerce. It has also raised public awareness on the quality of cattle meat treated with antibiotics. In response to consumer complaints, it has collaborated with Health Services Officers to carry out checks to ensure the quality of dairy products. ATC promotes healthy consumption and carries out awareness raising on nutrition and healthy diets, as well as food security campaigns.

• UGANDA

Consumer Education Trust (CONSENT)⁴⁵

CONSENT Uganda has been working nationwide on behalf of consumers since 2002. It provides consumer representation and education, as well as advisory services, and promotes ethical business practices. It engages with policy-makers to further legislation and policies that protect the rights of consumers, enhancing their safety and welfare, sustainable consumption and development, as well as monitoring the effective implementation of policies. CONSENT's work on the right to food includes the areas of food safety, nutrition, food security, quality, sustainable and responsible investment, consumption and production. One of its main objectives has been to empower consumers by creating awareness of food issues, especially food safety among consumers at all societal levels. As such, it has focused on food safety along the value chain and developed and disseminated materials on food safety to consumers, processors, traders and farmers, as well as participating in a number of food-related policy, legal and regulatory activities, representing consumers at national, regional and international levels. CONSENT works in partnership with civil society organizations, development partner agencies, government ministries, departments and agencies, local authorities and businesses, among others, and represents consumer views and concerns in a variety of different fora. It runs campaigns, such as "Pleasure on the Plate, Safety in the Mind", a food safety campaign which evaluated food markets and eating establishments from a consumer perspective, and campaigned for better food standards and services through dialogue between policy-makers, regulators, businesses and consumers. CONSENT has participated in numerous food standards committees including the Uganda Mycotoxins Mitigation Steering Committee, the Aflatoxins Technical Working Group, the National Standards Technical Committees on Food and Agriculture, the national Codex Committee and the Food Rights Alliance, advocating for the right to food and sustainable farming systems, among other food-related issues. It has also contributed to the formulation of the Food and Nutrition Policy and Strategy; Food Safety Strategy; Food Safety Bill; Food and Nutrition Bill; Food Fortification, Organic and Horticulture Policies; Organic Standards; and formed part of the team developed the Guidelines for Consumer Organizations to Promote National Food Safety Systems (WHO, FAO and Safe Food International, 2005).

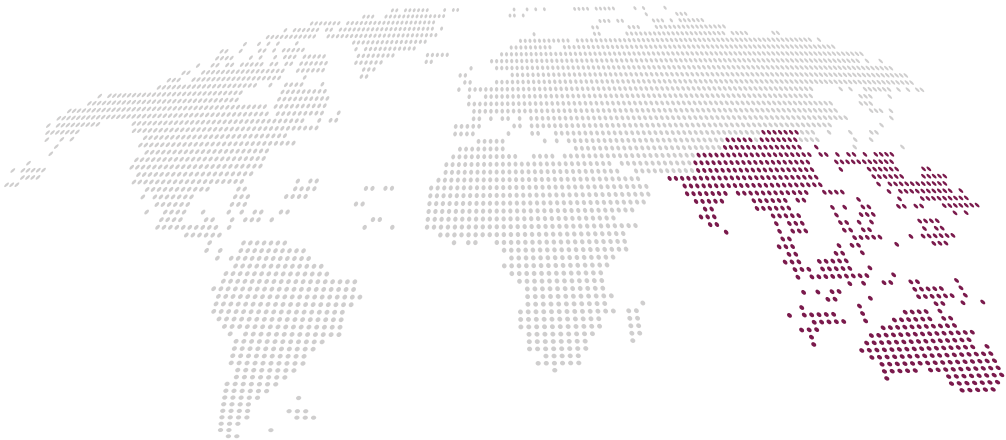
• ZIMBABWE

Consumer Council of Zimbabwe (CCZ)⁴⁶

An organization working on behalf of consumers since 1955, CCZ was formally established in December 1975. It extends across all of Zimbabwe, handling consumer complaints, raising awareness through education, research and networking and carrying out lobbying and advocacy. Approximately 33 percent of consumer complaints submitted to CCZ are related to food, and CCZ works on a range of issues which further the realization of the right to food. CCZ promotes sustainable farming practices, organic farming, a healthy harvest and good nutrition in communities in rural, semi-urban and urban areas, in order to tackle poverty and disease and support healthy consumption. Through Consumer Action Clubs, it empowers particularly marginalised women heads of households to produce, harvest, store and preserve food grown from their small gardens and teaches basic food safety skills, food handling, processing and food disposal. Through these clubs, women grow and cultivate nutritious foods and can increase their incomes by selling any excess produce. This has led to some women being able to build their own home, put their children through school, and extend their business, such as by rearing chickens for the production of eggs. Consumer Action Clubs are self-sustaining – they maximise land use, boost knowledge and income, and protect and enhance the natural environment. CCZ research includes regular surveys of food prices around the country, while their "Monthly

Baskets” campaign reports the prices of a healthy basic food basket for a family of six. This has become a lead point of reference in policy and other discussions, including pay bargaining by national wage councils, in negotiations for workers and for family budgeting. This is of particular importance in the context of fluctuating prices. CCZ has campaigned to raise awareness of the dangers of antibiotic resistance, with the overuse of antibiotics in animal farming and supported the global campaign “#AntibioticsOffTheMenu” in Zimbabwe. CCZ raises awareness through social media, broadcasts on national and local radio programmes, articles in the national press and television, publicizing consumer related issues such as food safety, zoonotic diseases, food quality, the Codex and hazard analysis, healthy eating, and consumer rights and responsibilities. It has carried out consumer education campaigns on healthy diets in schools with teachers and students, and has campaigned against the targeting of young people by producers and retailers of junk foods. CCZ has strong links to grassroots communities across Zimbabwe and is able to tap into the knowledge and experience of these communities, schools, churches and clinics in order to build evidence-based policy and to disseminate information. CCZ represents consumers nationally and internationally, and has played a key role in national initiatives, such as its participation in the development and dissemination of food-based dietary guidelines facilitated by the Ministry of Health and Child Welfare, and the Ministry of Agriculture, Mechanisation and Irrigation Development in 2017. CCZ campaigning contributed to the development and adoption of Zimbabwe’s Consumer Protection Act in 2019.⁴⁷





6 ASIA-PACIFIC

• AUSTRALIA

CHOICE⁴⁸

The nationwide Australian consumer organization, CHOICE, has over 60 years' experience working in consumer affairs, advancing the rights of consumers through consumer information, product testing, campaigns and advice work. Its work on the right to adequate food includes enabling consumers to make healthier and more informed choices through improved nutrition labelling. Together with public health experts and other consumer groups, CHOICE has campaigned for improvements to Australia's front-of-pack labelling scheme known as the Health Star Rating System. CHOICE made submissions at the Five-Year Review of this system, calling for the Health Star Rating System to be made mandatory, to more accurately reflect the sugar and salt content of packaged foods and to guarantee independence from undue industry influence. CHOICE's work has led to the incorporation of its recommendations for improvements of the rating system into the final Five-Year Review Report, and a government commitment to introduce added sugar labelling.⁴⁹ CHOICE undertakes outreach to garner support among stakeholders and supporters to lobby decision-makers to commit to strengthening Australia's food labelling system. The CHOICE website enables consumers to directly email their State Ministerial representatives to highlight their concerns about the front-of-pack labelling scheme. In 2016, use of the CHOICE online tool for consumer engagement led to more than 26 000 consumers signing a CHOICE food labelling petition, which resulted in the Government agreeing on a new food labelling scheme to enable clear identification of the country of origin of foods.⁵⁰

Queensland Consumers Association (QCA)⁵¹

The QCA is a member of the Consumers' Federation of Australia, and works to further the right to food by ensuring the fair representation of prices through unit pricing and building consumer awareness of it. QCA has successfully campaigned for uniform implementation of unit pricing legislation throughout Australia. Proper and accurate unit pricing – clearly showing the price per unit of measure – increases transparency, leading to better informed consumer choice between different products, brands, package sizes, packaged and loose products, and retailers. This

type of pricing gives consumers information that can help them to save significant amounts of money. QCA has also represented Consumers International on the International Organization for Standardization (ISO) Project Committee⁵² that developed ISO 21041:2018 Guidance on unit pricing.⁵³ This Standard has been in circulation since December 2018 and provides guidance on how to deliver effective unit pricing to consumers in stores and online, including effective display, and use of appropriate units of measure, as well as recommending consistency within and between retailers in provision, display, units of measure used, ongoing consumer education and ongoing monitoring of compliance.

• BANGLADESH

The Consumers Association of Bangladesh (CAB)⁵⁴

The CAB has worked for the promotion and defence of consumer rights for more than 40 years. Its activities strengthen the right to food by campaigning to make quality healthy food more accessible and available, improving food safety and raising awareness. It contributed to the adoption of the Consumer Rights Protection Act in 2009 and the Food Safety Act of 2013, as well as the establishment of the Bangladesh Food Safety Authority (BFSA), which is responsible for setting national food safety regulations. Its advocacy work includes campaigns for regulations limiting industrial trans fats in foods, school campaigns on food safety awareness and responsible reporting of food safety issues aimed at journalists. Its work with street food vendors in Dhaka improves awareness of health, hygiene and food safety, through trainings, policy guidelines and an inspection system, together with the design of a vending cart and training manual to facilitate improved street food safety for consumers. The CAB also raises awareness on enhanced food systems, encouraging consumer confidence in and access to nationally produced horticultural foods, such as certified safe tomato and mango products, working with 10 000 mango and tomato farmers in two districts of Bangladesh. This aimed for at least 50 percent of the domestically processed tomato and mango products marketed and consumed in Bangladesh to be certified safe, and resulted in around 90 percent of the domestic market being accordingly certified.⁵⁵ The CAB forms part of the Bangladesh Food Safety Network (BFSN) and is a key member of the National Consumer Rights Protection Council for Bangladesh, as well as actively participating in other government multi-stakeholder platforms.

• FIJI

The Consumer Council of Fiji (CCF)⁵⁶

The CCF aids the right to adequate food, supporting access and availability to safe and nutritious foods, through awareness campaigns and lobbying on issues such as healthy consumption and the use of pesticides. It has raised awareness on poor food choices and non-communicable diseases (NCDs),⁵⁷ in partnership with the Alliance for Healthy Living,⁵⁸ including lobbying for increased taxes on sugar-sweetened beverages and helping consumers become aware of unhealthy consumer practices such as by informing them of excessive sugars or salts in many popular drinks and snacks.⁵⁹ This campaign included TV commercials, factsheets and community workshops and resulted in greater grassroots engagement with health policy and nutritional issues, and the government imposing an increase of 20 cents per litre on the price of sugar-sweetened drinks. Through leaflets and workshops, CCF also raises awareness among farmers and food producers about the dangers of over-exposure to pesticides, their use in food production and the harmful effects on human health and the environment.⁶⁰ It also encourages the development of organic methods in fruit and vegetable cultivation and consumption. The CCF has pushed for the standardization of food nutrition labelling in order to make it more consistent with dietary recommendations. It carries out regular market surveillance to monitor

for bad and unsafe business practices, such as misleading food labelling, unsafe, poor quality foods and price changes – naming, shaming and reporting offenders to relevant authorities such as Municipal Councils or the Ministry of Health's Food Unit. Penalties for offenders include fines and/or imprisonment. Municipal Councils and the Food Unit are responsible for prosecuting offenders.

• INDIA

Consumer Voice⁶¹

The consumer organization Consumer Voice works across India to enhance food safety, nutrition and health, strengthening the right to food and raising safety concerns at high level. It has carried out regular testing of fruits/vegetables, packaged foods, dairy and oils for traces of banned pesticides and adulteration. Advocacy in relation to the findings of its comparative and surveillance tests is carried out with India's Food Safety and Standards Authority and Ministry of Health. This has resulted in the issuing of diverse food safety regulations, including in 2016 the amending of regulations for microbiological parameters of milk products at point of consumer purchase and directions for enforcement activities in relation to adulteration in edible vegetable oils, as well as the adoption of regulation for organic foods,⁶² new standards for trans fats and food fortification regulations.⁶³ Consumer Voice also campaigns to raise awareness of NCDs, trans fats in foods, food fortification and the mandatory front-of-pack labelling (FOPL) of foods and works with the media and government to highlight many issues affecting food safety in India.

Consumer Education and Research Centre (CERC), India⁶⁴

CERC, established in 1978 to educate and empower consumers and promote and protect their interests, undertakes a range of activities in relation to food rights. This includes advocacy with the government for more stringent food standards based on its in-house consumer laboratory food tests – the first in-house comparative product testing laboratory established with the objective of protecting consumer interests in India. It has campaigned for higher standards of labelling in relation to the presence of heavy metals and pesticides in organic and other food products, for the need for better nutrition labelling, for reductions in the levels of fat, sugar and salt in food and for regulations regarding plastic food packaging. For more than 25 years, CERC has raised consumers' awareness of the benefits of choosing healthier diets and has represented consumers in national health governance, as well as campaigning to regulate marketing of unhealthy foods to children and for improved nutrition information and education. It carries out regular testing of foodstuffs and its lab test reports are widely published through print and electronic media. CERC has carried out laboratory testing for adulteration of loose spices, edible oils, dairy products and other foods, particularly those that are aimed at low-income consumers, and based on its findings has made regular recommendations for greater oversight by government and given inputs to regulators, standards formulating agencies and producers. CERC raises awareness of the dangers of antibiotic resistance and of the WHO recommendations related to the use of antibiotics. It also worked on the “#Antibiotics off the Menu” global campaign of 2016. It runs workshops on organic farming and works with community consumer organizations, supporting communities' understanding of consumer issues. It also works with students, school children and academia, promoting sustainable lifestyles for greater food and nutrition security.

Consumer Unity & Trust Society (CUTS International) India⁶⁵

CUTS International works on consumer protection, good governance, trade, competition and economic issues, especially for poor and marginalized consumers. It is based in Jaipur and works intensively across India, with presence in many other countries worldwide. In the area

of food safety, it promotes organic consumption, educating consumers and farmers about the safety and benefits of organically farmed foods. It also works with school children to promote healthy eating and exercise. It has worked on campaigns seeking global commitments from food corporations⁶⁶ and demanding an end to the use of antibiotics in animals destined for human consumption. In 2016, it published its first “State of Consumer Safety in India” report, in partnership with the Department of Consumer Affairs of the Government of India, with food safety as one of the major areas covered.⁶⁷ Working with poorer consumers in India, CUTS International promotes the use of safer and more sustainable food products to improve health and wellbeing. It also supports strict food labelling regulations and the elimination of trans fats. It furthers sustainable consumption, advocates with state governments and ministries and formed part of the Central Advisory Committee (CAC) of the Food Safety and Standards Authority of India (FSSAI) from 2011–19.

Mumbai Grahak Panchayat (MGP) India⁶⁸

MGP is one of the largest voluntary consumer organizations in Asia, representing over 33 000 families. Working for the promotion and defence of consumer rights since its establishment in 1975, it focuses particularly on consumer education, awareness raising and empowerment for enhanced sustainability and consumer justice. In relation to food rights, from 2014–2015 it ran a food safety campaign titled “Pure Milk – Our Right” to highlight the problems of adulterated milk and raise awareness that milk – an important source of consumer nutrition – is often found to be mixed with water, urea, detergent and other substances. MGP sought regulations to prevent adulteration and to seek criminal prosecutions of those responsible. As part of the campaign, MGP tested milk products and held awareness raising trials which found that nearly 46 percent of milk products tested were found to be below standard, and many had been adulterated. As a result of this work, the Food and Drugs Administrator raided milk cooperatives, filed cases and held meetings with major milk producers. MGP’s report was filed with the state-level Consumer Minister and national-level Health Minister, and fraudulent milk sellers were prosecuted. MGP developed and runs a unique Collective Grocery Buying & Distribution system which provides a best practice model for sustainable consumption. Through Collective Buying groups, MGP has been supplying its members with healthy and nutritious food products to actively promote good food habits. This innovative Collective Grocery Buying & Distribution model, which facilitates procurement of grocery products from producers with direct supply to final consumers resulting in 15–20 percent savings in their monthly grocery budgets, has been applauded as a role model for sustainable consumption and replicated as a food distribution model, for example in Zimbabwe, to benefit more economically marginalized consumers.

• INDONESIA

Yayasan Lembaga Konsumen Indonesia (YLKI)⁶⁹

YLKI seeks to generate “Food Smart Cities”, promoting sustainable consumption behaviour among consumers. Researching food literacy, access to healthy food, consumption patterns, food waste management in the hotel and catering business, and analysis of healthy school canteens, in participation with local government and experts, YLKI was able to advocate on public policy on health and food with local and national government. As a result, local governments committed to implement regulations related to urban food policy (including urban farming and healthy school canteens).

Lembaga Konsumen Yogyakarta – Yogyakarta Consumer Institute (LKY)⁷⁰

LKY raises awareness on food safety in the community and among small businesses, and advocates to policy-makers in government. As a member of the Integrated Food Safety Network,

set up by the provincial government, it participates in discussions related to food security and safety at the provincial level. As a result of this joint advocacy, Regional Regulation No. 2 concerning Quality Assurance and Safety of Fresh Food from Plants was passed in 2014.⁷¹ This regulation acts to prevent food from biological, chemical and other contaminants that can interfere with, harm and endanger human health and to ensure it does not conflict with the religion, beliefs and culture of the community, so that it is safe for consumption. This Regional Regulation guarantees residents safe and healthy fresh food products from plant origin. To enhance food security, LKY has created a community seed bank, established local food granaries in the community and undertakes advocacy encouraging local governments to use local food products in their activities. In relation to this, the Yogyakarta regional government has issued Regional Regulation No. 4 of 2018 regarding food reserves.

• MALAYSIA

Consumers Association of Penang (CAP)⁷²

CAP, which is based in Penang, has worked for the promotion and defence of consumer rights for over 50 years, including advocacy work at the national level along with educational activities, representation, research and campaigning. It handles thousands of consumer complaints each year. It works to further the right to food in areas such as nutrition awareness, sustainable agriculture, the conservation of agro-biodiversity and raising awareness on the dangers of persistent organic pollutants. CAP works with farmers on the social, economic and environmental benefits of lower input agriculture and has provided training and capacity building to farmers regarding organic fertilisers and pest repellents. Case studies on small-scale natural farming were documented in the CAP publication "Minimising Exposure to Persistent Organic Pollutants (POPs): Successful Initiatives in Malaysia".⁷³ CAP also works on promoting home nutrition and kitchen/urban gardens for food production with households, including welfare institutions, social groups, women's groups, youth groups, senior citizens and orphanages, among others. This work is broadening access to and awareness of sustainable agriculture in Malaysia. CAP's work on nutrition includes raising consumer awareness around the content and dangers of additives in processed foods, especially sodium, for example in instant noodles. It seeks mandatory labelling of sodium content and levels in processed foods, and promotes nutritious balanced diets for better health. CAP's work has contributed to the development and implementation of the "Healthier Choice Logo"⁷⁴ and it works on reducing sugar consumption and introducing taxes on high-sugar drinks to curb obesity, diabetes and other health problems.

• NEPAL

Socio Economic Welfare Action for Women and Children (SEWA)⁷⁵

SEWA works on furthering the economic, social and cultural rights of women and children in Nepal. It has carried out awareness raising campaigns and trainings on food security and food safety, including on pesticides, food contamination, conservation of native seeds, indigenous farming methods and knowledge of farming, organic farming, vermicomposting, composting, seed preservation techniques, bio-pesticides and soil/crop management. When carrying out its trainings, it brings together participants from academia, local communities, women's groups, youth clubs, consumer groups, the Consumers' Federation of Nepal and the private sector. Knowledge about sustainable and community farming practices is shared through trainings on organic manure production, preservation of indigenous seeds and farming practices, soil management, biological control of pests and crop management. SEWA has also set up a greenhouse as a learning and resource centre, seed preservation unit and composting plant for surrounding communities.

• PAKISTAN

The Network for Consumer Protection⁷⁶

The Network for Consumer Protection has worked for more than 25 years to enhance consumer protection and consumer livelihoods in Pakistan. In relation to food, it has focused on access to safe drinking water, the protection and promotion of breast-feeding, organic farming, consumer rights and access to justice, taxation for development and public health. It was instrumental in the enactment of the breastfeeding protection law and has also been involved in initiatives on universal salt iodization. Micronutrient deficiency is a public health concern, particularly among women and children in Pakistan and the Network has increased knowledge about the use of fortified food through outreach activities with community-based organizations, and with parliamentarians and local politicians, as well as on the need to improve industry compliance with oil/ghee fortification standards and other relevant regulatory authority standards. Work is also being carried out with retailers to improve the availability of fortified foods.

• SINGAPORE

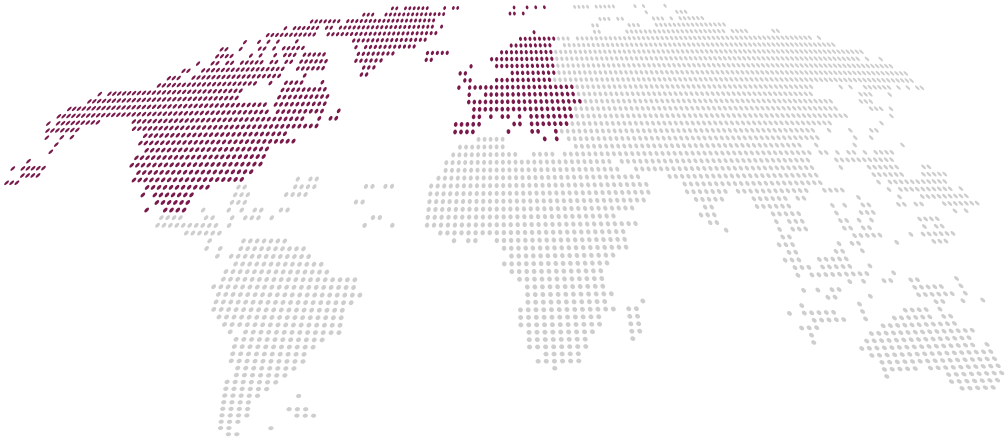
Consumers Association of Singapore⁷⁷

CASE has been working to protect, promote and defend the rights of consumers since its inception in 1971. It also works to provide information to the public on consumer issues and to educate consumers on their rights and responsibilities. Among its aims is the creation of an ideal consumer-business environment, and towards this, CASE works with the consumer, providing research and information on consumer issues; with business, promoting ethical and good business practices; and with government, by lobbying for fairer legislation to protect the consumer. CASE provides consumer advice and alerts and runs a complaints and resolution service. It publishes a quarterly 'Consumer Magazine' and in 2019 it launched a mobile phone application called "Price Kaki" to help consumers to make informed decisions when purchasing food. Available nationwide from 2020, the application allows consumers to compare in-store retail prices and promotions of common household items, groceries and street food through a single platform. Users can contribute retail prices and promotions and retail prices and promotions are also kept up-to-date by the major local supermarkets that participate in the initiative. Through Price Kaki, consumers have easy access to information for informed purchasing decisions.⁷⁸

• THAILAND

Foundation for Consumers (FFC)⁷⁹

FFC was established in 1994 to work on behalf of consumers and was instrumental in setting up the Confederation of Consumer Organizations, a nationwide network in Thailand. It undertakes monitoring of products and services for consumer health protection and food safety. It investigates the use of preservatives and sugars, as well as antibiotic residues and trans fats. Past outreach activities have included information campaigns on Facebook, in FFC's monthly magazine and through television campaigns. Its work testing for trans fats in cakes and pastry products has led to some supermarket retailers announcing "no trans fats bakery" products, as well as more awareness among bakeries. As a result, the Thai Food and Drug Administration (FDA) acted in 2018 to ban trans fats from partially hydrogenated oil and food products through its Notification of the Ministry of Public Health No. 388 B.E. 2561 (2018). FFC has also successfully campaigned for the law to establish the National Council of Consumer Organizations, which came into effect on 22 May 2019. Under this law, the government should facilitate the inspection and monitoring of goods and services, as well as the publication of brands that violate consumer rights.



7 EUROPE AND NORTH AMERICA

• GERMANY

Verbraucherzentrale – The Federation of German Consumer Organizations (vzbv)⁸⁰

Vzbv is an umbrella organization working on behalf of 42 German consumer associations across the country, representing more than 20 million consumer members. It defends and promotes the interests of consumers, carrying out lobbying, campaigning and awareness raising on a range of consumer issues, protecting and empowering consumers with policy-makers, the private sector and the public sector. It works at the national and European levels, taking collective legal action on behalf of consumers and reaching out to networks through broad media coverage. It provides professional training for the staff of consumer organizations and advice to consumers at a regional level through its 16 consumer centres in Germany's federal states. Its supporting member, Stiftung Warentest, carries out product testing, the results of which help to provide evidence for vzbv's advocacy, while its consumer centres around the country, Länder-Verbraucherzentralen, provide public information, education and advice on behalf of consumers. In terms of its work on the right to adequate food, vzbv has advocated for greater sustainability in farming, finding that consumers in Germany are generally prepared to pay for more sustainable farming practices, and supporting the European Consumer Organisation (BEUC) 2019 survey and its report "Consumers and the Transition to Sustainable Foods" (BEUC, 2020). Vzbv forms part of the Commission on the Future of Agriculture set up by the German government to consider the future of farming and food production to balance the needs of farmers, consumers, other supply chain actors and the environment; and participates in round table dialogues on sustainable food systems, supporting local supply chains, combatting food waste and providing public communication. Vzbv also campaigns for improved standards in animal welfare, with clearer labelling to demonstrate the higher standards being employed in animal husbandry and advocates for federal consideration of animal welfare standards in its examination of the meat industry and ways to improve meat processing plants. This includes the possibility of a tracing system that would vouch for the improved welfare of animals, their living conditions, space and treatment throughout their lifespan, including health and safety,⁸¹ and the need for government funding to provide incentives. Clearer food labelling for enhanced nutrition is another area in which consumer representation is

undertaken at country and regional level, including lobbying for the adoption and implementation of a Europe-wide approved and clear labelling system in the form of the colour-coded front-of-pack “Nutri-Score” label.⁸² Additionally, vzbv has campaigned for the improved regulation and restriction of food marketing aimed at children,⁸³ in line with WHO recommendations. In relation to food safety, vzbv has advocated for reformed and tighter implementation of food controls, and takes up the cause of food safety issues on behalf of consumers.⁸⁴ Finally, vzbv works towards stronger supply chain legislation/due diligence at national and EU level, for greater corporate accountability for ensuring respect and adherence to environmental and human rights standards.⁸⁵

• SPAIN

Confederación de Consumidores y Usuarios – Consumers’ and Users’ Confederation (CECU)⁸⁶

CECU is a national confederation of consumer organizations working on consumer rights nationwide. It was established in 1983, as the first confederation of different consumer associations in the Autonomous Communities⁸⁷ of Spain. It has run many awareness raising campaigns on human rights, healthy diets and responsible consumption throughout Spain, through informative leaflets, press releases and other media activities such as radio and television coverage. Its participation in the campaign “No Al Cubo”⁸⁸ ran nationally and aimed to educate people to reduce their food waste and work towards sustainable and responsible consumption. CECU has raised awareness of the economic, ethical and environmental costs of food waste and recommended planning meals and food purchases in advance to save money; making the most of all ingredients and food leftovers; minimizing waste; and being a responsible consumer. Among its educational materials were a kitchen calendar with healthy recipe recommendations, and food planning ideas and games aimed at educating the young. CECU has also produced leaflets, videos, media content and publications on a range of issues relating to ethical and sustainable consumption and consumer behaviour, such as fair trade, the environment, socially responsible investments and business practices, food labelling, food myths and healthy eating, among others.

Organizacion de Consumidores y Usuarios – Consumers and Users Organization (OCU)⁸⁹

OCU is a national organization established in 1975 to defend and promote the interests of consumers. Today it represents more than 300 000 consumers across Spain. Its work on food issues includes food production and processing; quality, marketing and promotion; and availability, access and prices. OCU contributes to improvements in food policy and regulations in Spain and at the European level. It also raises awareness about product safety and healthy diets, as well as bringing legal complaints. It has undertaken campaigns around bread, honey, dairy products and oils. Campaigning around high levels of salt in daily consumed breads and refined flour in some breads labelled as wholemeal led to new bread regulation in 2019,⁹⁰ reducing salt content, regulating wholemeal breads and including them as “daily breads”, which in turn meant a VAT drop from 10 percent to 4 percent, aiding its uptake among consumers. Other campaigns have been undertaken on food fraud, including about the origins of certain foods, such as honey and milk, by promoting in Spain the Europe wide “#EatOriginal”⁹¹ campaign, which received more than 1 million signatures across Europe. In 2019, a regulation was passed obliging dairy product processors in Spain to label the origin of the milk product used as an ingredient.⁹² Work is currently ongoing with the Ministry of Agriculture in relation to the origins of honey. In relation to olive oil, OCU organizes regular and independent analysis of foods, and in 2018 ran a nationwide campaign to denounce fraudulent labelling descriptions of olive oil. As a result of consumer pressure, the Ministry of Agriculture committed to improve its oversight of olive oil production, labelling and quality. Erroneous or confusing food labelling has also been targeted by OCU, with a view to reducing food waste and undue costs to the consumer,⁹³ as well as to help people recognize false or misleading



labelling. OCU encourages consumers to send in examples of misleading or confusing labels through social media. OCU also carries out public information campaigns to provide information about nutritional diets, encouraging consumers to compare the nutritional contents of different foods.⁹⁴ It is also working on front-of-pack labelling for foods and is supporting the European “Nutri-Score” initiative of simple front-of-pack labeling for all processed foods, to ensure uniformity throughout Europe. In November 2018, the Ministry of Health announced that Spain will use front-of-pack nutritional quality labels to provide better information for consumers, and will adopt the “Nutri-Score” model.⁹⁵ Since 1988, OCU has monitored supermarket prices annually to demonstrate pricing trends. Its annual study is provided to consumers through the press, as well as to supermarkets.⁹⁶ OCU also manages an online Prices Observatory and an online tool for consumers to find pricing levels of basic goods in the supermarkets in their areas. OCU carries out work to lobby the European Union and the national government for more stringent food standards. Most recently, it is working on improved regulations for materials in contact with foods along the food chain, including food packaging. The campaign supports the European Food Safety Authority for a uniform European regulation regarding potentially harmful chemicals in contact with foods meant for consumption, and OCU has lobbied the European Commission on this issue.

• UNITED KINGDOM OF GREAT BRITAIN AND NORTHERN IRELAND

Which?⁹⁷

The United Kingdom of Great Britain and Northern Ireland consumer organization Which? has focused on improving food standards for consumers. Over the past two years, it has carried out a programme of consumer research to track consumer expectations of food standards and food production methods. It works to influence future agriculture, food and trade policy in the consumer interest. Which? has also focused on making it easier for consumers to make healthier choices. This has included carrying out research to understand some of the barriers people face, campaigning for these to be addressed and providing information through Which? magazine on issues such as hidden sugar in food. This has helped ensure stricter controls over food marketing to children, health and nutrition claims, an on-going focus on product reformulation to lower sugar, salt and fat levels, and industry take up of front-of-pack traffic light nutrition labelling. In the aftermath of the horse meat scare (in which products sold as beef contained horse meat) which affected many countries in Europe in 2013, Which? ran a programme of activities to tackle food fraud. A series of tests exposed weaknesses in supply chains and revealed cases of food fraud in herbs, cheese, and fish and meat products. Which? then worked with leading experts to influence government policy to tighten controls and increase the focus on food standards. Its research comparing levels of business compliance with food hygiene requirements around the country has put the spotlight on local authority enforcement levels, leading to improvements in some of the worst performing parts of the country. It also worked closely with the Food Standards Agency to put pressure on United Kingdom of Great Britain and Northern Ireland retailers to lower levels of *Campylobacter* bacteria in chicken, which is the main source of the most common type of food poisoning in the United Kingdom of Great Britain and Northern Ireland. Which? has conducted consumer engagement exercises around the United Kingdom of Great Britain and Northern Ireland to understand consumer attitudes towards challenges facing the food system – from climate change to obesity. It held a national “Future of Food” debate, to better understand how people viewed the many competing pressures impacting on the food chain – and what they thought the priorities should be. Participants wanted an independent consumer champion to determine the best way forward in addressing sustainability issues, and wanted government and industry to provide a clearer steer on actions needed to make more sustainable choices. Which? has focused on helping people to make more sustainable choices through Which? magazine investigations on plastics, food waste and animal welfare standards.

• UNITED STATES OF AMERICA

Consumer Reports (CR)⁹⁸

CR was founded in the United States of America in 1936. It is a national organization based in New York with its own educational and consumer product testing centres and laboratories. Through its media, advocacy, and research and testing specialists, it aims for the highest possible standards for consumer safety and rights. With more than 6 million members and reaching out to millions more through its website, its award-winning magazine, and broadcast and social media,⁹⁹ it supports its members, working with government and corporations at federal and state level to promote the rights of consumers and ensure stringent consumer protection policies and laws are in place and implemented. CR has achieved significant results on the issue of food safety through its team of scientists, food policy specialists, media specialists, researchers and testers. It spearheaded the Consumers International “#AntibioticsOffTheMenu” campaign¹⁰⁰ in the United States of America, joining forces with several civil society organizations¹⁰¹ to raise public awareness of the health concerns of antibiotic overuse, lobbying government and industry for greater standards and targeting some of the biggest fast food companies to reduce the use of antibiotics in their meat products.¹⁰² The campaign employed letter and email writing, social media actions, site events, meetings with the companies, shareholder resolutions and the publication of an annual report and scorecard known as ‘Chain Reaction’. Such consumer action contributed to and strengthened important corporate developments, including commitments on improved stewardship and antibiotic use reduction. CR campaigns and raises awareness for better regulations in relation to consumer health and well-being, including for consumer protection, fair prices, safe and non-toxic food, improved nutrition and labelling. Other successful campaigns have included public exposés of inhumane conditions in industrial chicken farming, publicizing concerns over antibiotics in animal feed and its potential for harm to humans,¹⁰³ and reporting on high presence of pesticides in fruit and vegetables, leading to the banning of one particularly toxic pesticide - Methyl Perathion - in 1999. CR presents expert evidence and scientific knowledge regarding food issues, and its specialists develop policy positions, testify before government agencies and promote awareness nationally and globally on critical food safety and environmental health concerns. The organization is a member of the Consumer Federation of America and Consumers International, and is also represented at the Codex Alimentarius¹⁰⁴ and in other international fora. The Consumer Reports online food safety and sustainability site contains tools such as a ‘food label decoder’ to help consumers identify the correct labels to look for regarding food produce and a Score Card for fast food restaurants to help consumers check progress. It also gives out food safety and sustainability news, healthy recipes and other information to aid responsible consumption.





8 LATIN AMERICA AND THE CARIBBEAN

• ARGENTINA

Acción del Consumidor – Consumer Action (ADELCO)¹⁰⁵

Since 1980, ADELCO has been working to protect and defend the rights of consumers and the environment, supporting food security, sustainable development and responsible consumption. It raises awareness nationwide on issues such as nutrition, pesticide and antibiotics use in foods, healthy recipes and traditional food knowledge, the benefit of healthy food habits and the right to adequate food for all. Its work on food includes providing information and training to consumers in vulnerable neighbourhoods in the city of Buenos Aires on responsible consumption, healthy eating, the responsible use of resources, food waste reduction and recycling. ADELCO also works with women heads of households living in extreme social and environmental vulnerability, providing information on healthy diets and physical activity to improve health and wellbeing and to prevent NCDs and foodborne diseases. It has developed the AdelcoBot, which can be downloaded onto smartphones and which searches for competitive prices in Argentina, enabling the user to compare prices on products and save money on purchases. Developed in order to support consumers, the user can compare prices by taking a photo, or inputting the name of a product, using their smartphone, then the platform will identify the cheapest price that the item can be found nearest to them, according to their location as identified by satellite/GPS.¹⁰⁶

• BRAZIL

Instituto Brasileiro de Defesa do Consumidor – Brazilian Institute for Consumer Defence (IDEC)¹⁰⁷

IDEC has worked to protect and promote consumer rights for over 30 years. Based in Sao Paulo, it is a nationwide organization that reaches out to millions of people throughout Brazil. In relation to furthering the right to adequate food, it has focused on five main areas: food labelling; school

food and healthy eating; taxes on foods and beverages with excess sugar; pesticide awareness; and sustainable food systems. IDEC has produced a series of videos and projects to showcase action around sustainable food systems in the region, with the participation of 54 experts from 19 countries from all over the Americas. These videos and projects take elements of food systems and their impact, and provide information about how these are affected by the food choices we make.¹⁰⁸ It runs a Facebook campaign “#ComerLivre” which encourages healthy eating routines, motivating consumers to ‘free’ themselves from unhealthy food habits, such as junk food.¹⁰⁹ IDEC has produced a guide for healthy eating in schools which it disseminates across Brazil, recommending regulating school canteens, training canteen staff and prohibiting the advertising of unhealthy foods in schools. It also promotes the local production and supply of healthy foods for school meals, in fulfilment of school feeding legislation.¹¹⁰ It provides an online map of organic producers and markets throughout Brazil, to help consumers find organic foods sold nearest to their geographic location and to compare their prices. The map also shows routes and the app includes healthy recipes from sustainable suppliers, based on regional foods.¹¹¹ IDEC has a consumer complaints system housed in the electronic platform: Observatory of Food Marketing. Through this, consumers can report abusive or misleading marketing/publicity in violation of the Consumer Protection Code or other regulations. This online tool enables the consumer to send complaints easily and quickly, facilitating better reporting and monitoring of standards.¹¹² IDEC has been instrumental in leading the campaign for improved food labelling, recommending the use of a warning system, similar to that used and already tested in Chile and based on research carried out with independent scientific experts, which showed the difficulties for consumers in understanding existing food labels related to nutritional content. It has participated in public consultations towards new nutrition labelling and encourages consumers nationwide to also participate in this consultation process, explaining on its website how they can complete government consultation forms and showing examples of labelling options under the title “Direitodesaber” (The right to know).¹¹³ IDEC participates in local, national, regional and international platforms, promoting consumers’ food rights, and is a member of the Latin American Health Coalition and the Alliance for Healthy and Adequate Diets. IDEC was also one of the supporting signatories on the Declaration of the 2017 Meeting of Latin American and Caribbean Consumers Organizations for the Promotion of Adequate Food,¹¹⁴ which called for the governments of the region to take action towards the guarantee of the right to food for all, including by establishing sustainable food systems for healthy foods, adopting a front of pack food labelling system restricting the marketing of foods and drinks to children, and taxing unhealthy sugary drinks.

• CHILE

Formadores de Organizaciones Juveniles de Consumidores y Consumidoras - Training Youth Consumer Organizations (FOJUUC)¹¹⁵

FOJUCC was founded as a consumer organization in 2002, with the aim of working on economic, social, cultural and environmental rights, providing education on consumer responsibility and facilitating citizen participation in consumer affairs. It participates in many national-level dialogues including through social networks, private/public sector consultations and consultative councils. It provides legal representation and advice and pursues innovative approaches to the promotion and defence of consumer rights. In seeking to promote healthy eating and nutritional awareness, it ran the campaign: “Que tu colación no te coma”, aimed at educational establishments, regarding healthy consumption and the promotion of organic local agriculture. The campaign sought to ensure the availability of healthy lunches and healthy snacks within schools, so that children could make healthier choices. Workshops, talks and class meetings were held to support and help to promote the healthy options instead of junk foods.¹¹⁶ In addition, within the framework of two projects funded by the Green Action Fund, in 2015 and 2017, FOJUUC worked on the impact

of pesticides on foods with a territorial identity along two lines: i) The impact of the agroindustry and its pesticides on the organic food sector and ii) The impact of forest activity (monocultures) and related pesticides on the bio-availability of native foods on the coastal area of Chile's Bío Bío region.

Organización de Consumidores y Usuarios - Organization of Consumers and Users (ODECU)¹¹⁷

ODECU began working as a consumer organization in Chile in 1994, with the aim of promoting and defending the rights of consumers, including promoting responsible consumption and transparency and equality in market relations. It is a member of Consumers International, the International Consumer Research & Testing Organization¹¹⁸ and of the Latin American and Caribbean Council of Consumer Organizations (OCLAC). ODECU campaigns and raises awareness for consumers, especially in the areas of food safety, healthy foods and the environment. In relation to food rights, it regularly carries out and presents science-based academic studies into food, nutrition and food safety, and advises consumers accordingly. It also meets with authorities, industry representatives, academics, parliamentarians and others to represent the position of consumers, and many of its published reports have supported the strengthening of public policies, for example in food labelling and nutrition. Among its successes has been the discovery – and related public warnings – of the excess content of salt and water in chicken; excess sugars in cereal, yogurts and flavoured milks; the failure to accurately describe the composition of vegetable oils; and table margarines that failed to label accurately their trans fat content. ODECU regularly provides advice on food security and nutrition on its website. Most recently it has provided information to consumers in relation to securing food supplies during periods of unrest in Chile, for example during the state of emergency at the end of 2019, and has continued to support consumers through the period of lockdown as a result of COVID-19 in 2020.¹¹⁹ ODECU was one of the supporting signatories on the Declaration of the 2017 Meeting of Latin American and Caribbean Consumers Organizations for the Promotion of Adequate Food, which called for governments to take action towards the guarantee of the right to food for all, including by establishing sustainable food systems for healthy foods, adopting a front-of-pack food labelling system, restricting the marketing of foods and drinks to children, and taxing unhealthy sugary drinks.

• EL SALVADOR

Centro para la Defensa del Consumidor – Centre for the Defence of the Consumer (CDC)¹²⁰

CDC has been working for the promotion and defence of consumer rights since its formation in 1991, and was legally established in 1995. It has successfully lobbied for the adoption of consumer protection legislation, passed in 1992, its reform in 1996 and its modification in 2005. CDC campaigns widely on issues around food security, including its link to the rights to health and water, and seeks to strengthen the legal position of the consumer and consumer rights in the national agenda. It is especially active in its promotion and awareness raising around economic and social rights through national and regional platforms, working to secure the right to adequate food for all. CDC monitors food prices and has carried out a study into the basic food basket for El Salvador,¹²¹ calling for it to be updated, and lobbying the government to increase the minimum wage so that the most vulnerable populations could afford the basic cost of living based on actual prices. It has also recommended the development of a Food and Nutrition Guide which would make basic healthy foods affordable for the poor and for this to be applied to planning tools, and the design, monitoring and evaluation of public policies. Its analysis includes studying the differences between the basic food baskets of countries in Central America, including their contents and costs in relation to the minimum wage, the consumer price index and poverty.¹²² CDC support regulations for healthy school canteens and has documented the implementation of regulations

in the shops and cafeterias of educational establishments, in coordination with school boards.¹²³ It works together with the Parliamentary Front against Hunger and civil society organizations nationally and regionally to drive food and nutrition security initiatives in the country, and holds workshops and meetings with communities, educators, students and their families, family farmers and others. Furthermore, CDC uses social media and other tools to provide information to the public on a range of food related issues, including healthy eating, nutrition labelling and healthy school food. It was one of the organizers and supporting signatories on the Declaration of the 2017 Meeting of Latin American and Caribbean Consumers Organizations for the Promotion of Adequate Food, which called for governments to take action towards the guarantee of the right to food for all, including establishing sustainable food systems for healthy foods, adopting a front-of-pack food labelling system, restricting the marketing of foods and drinks to children, and taxing unhealthy sugary drinks.

• MEXICO

El Poder del Consumidor – The Power of the Consumer¹²⁴

El Poder del Consumidor has been working since 2006 to promote and defend the rights of consumers, raising public awareness on consumer issues, as well as lobbying for the implementation of consumer rights into law and promoting the development of regulations, policies and programmes around fair trade, environmental respect, healthy eating and sustainable development. It also works towards greater consumer and corporate responsibility. Its work around food includes campaigning, and public education, as well as lobbying for stronger public policies and legislation for food and nutrition security nationwide, based on sound scientific recommendations and academic investigations. It has worked to secure changes in relation to the regulation regarding the advertising by industry of certain foods, particularly those aimed at children, whereby it secured guidelines for regulating food and drinks at schools in 2010 and regulations in 2014. To ensure the observance of these regulations, El Poder del Consumidor established a complaints page on its website where the public can identify schools that are not meeting the norm.¹²⁵ El Poder del Consumidor campaigns for healthy food, and has documented obesity in Mexico, based on the recommendations of WHO and the National Institute of Public Health of Mexico (INSP). In 2012, it created the Alliance for Healthy Food, made up of a coalition of organizations nationwide, and successfully campaigned for a sugar tax on beverages which led to the introduction of a tax on sugary drinks. It is estimated that this 'sugar tax' led to a reduction in the consumption of such drinks by more than 8 percent in 2015. In 2018, it secured a court ruling on behalf of Mexican consumers determining that nutritional labels on foods did not properly inform consumers, and called for modifications to the front labelling system and the design of public policies on clear nutritional labelling regarding prepackaged foods and drinks. It also ran campaigns such as "Clear labels for the health of our children", demanding clear front of packet warning labels as a means of confronting the growing trends of obesity and diabetes,¹²⁶ similar to ones used in Chile. This resulted in November 2019 with the official publication of a Decree to reform food labelling¹²⁷ and in October 2020, new front of pack labelling regulations entered into force,¹²⁸ with restrictions on marketing targeting children coming into force in April 2021. El Poder del Consumidor has designed a Nutrition Scanner app among its tools for consumers, which works with food barcodes, to help consumers understand the current Mexican labelling system, and is developing a system which will facilitate the identification of sugars, trans fats, salt and calories in processed foods and drinks.¹²⁹ El Poder del Consumidor was one of the supporting signatories on the Declaration of the 2017 Meeting of Latin American and Caribbean Consumers Organizations for the Promotion of Adequate Food, which called for governments to take action towards the guarantee of the right to food for all, including establishing sustainable food systems for healthy foods, adopting

a front-of-pack food labelling system, restricting the marketing of foods and drinks to children, and taxing unhealthy sugary drinks.

Vía Orgánica – The Organic Way¹³⁰

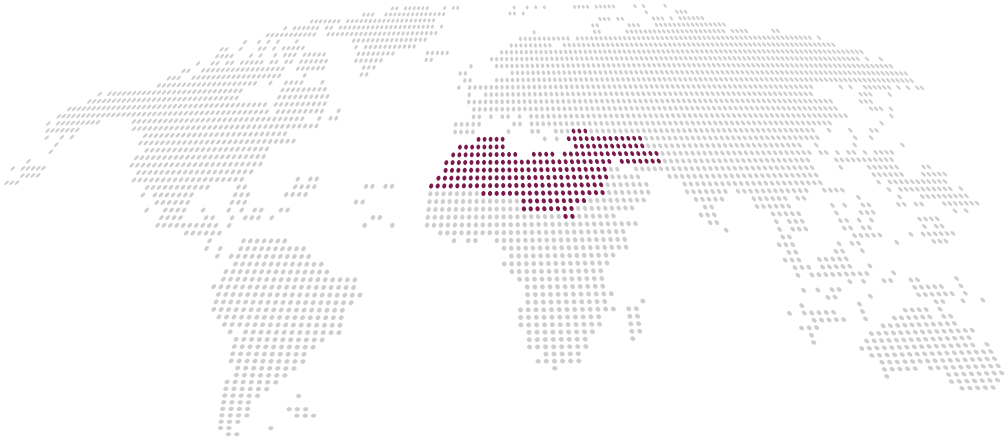
Vía Orgánica began in 2009 as a sister organization to the Association of Organic Consumers.¹³¹ It runs the initiative “En Defensa de las Semillas”, which aims to protect seeds and began as a way of documenting all the information and data related to seeds from Latin America and Mexico in one place. It now holds a database of native and wild plant seeds from all over the region, aiding the promotion and protection of biodiversity and sustainable food security and nutrition. It also provides education and stores information about the history and use of these seeds, as well as about sustainable agriculture and consumption. Via Orgánica works closely with the organic and sustainable agriculture sector, acting as a link to consumers through awareness raising and supporting local production. It collaborates with the Parliamentary Front against Hunger and participates in other national coalitions such as the national campaign “Sin Maíz no hay País” (Without Maize there is no Country) and the Alliance for Healthy Food.

• PERU

Asociación Peruana de Consumidores y Usuarios – The Peruvian Association of Consumers and Users (ASPEC)¹³²

ASPEC has been working at the national level for the promotion and defence of consumer issues since 1994. One of its main areas of focus is food security, especially relating to the promotion of adequate food and agroecological and family farming, for example encouraging the private sector to adopt a focus on health and sustainability. Among its results are the changes it has successfully generated regarding honest information and labelling of products. When companies fail in this regard, ASPEC files complaints alleging misleading advertising before the administrative authority for consumer protection. ASPEC also campaigns to raise awareness with the public and business on issues such as the dangers of the overuse of antibiotics (#AntibioticosFueraDelMenu), the use of synthetic pesticides and the nutritional benefits of locally produced organic foods. It has a seat on various national technical committees, including the Codex Alimentarius. It carries out regular workshops, conferences and multiple high-impact mass media campaigns, sharing good practices with other organizations in the region. Since January 2012, its President has led the radio programme “The Voice of the Consumer”, which is broadcast daily from Monday to Friday on national radio. ASPEC also reports widely on consumer issues and provides the results of its investigations and comparative testing of products in its magazine “Consumo Respecto” (Consumer Respect) and other media and social media. In 2017, as part of the Peruvian Agroecological Consortium, it developed the “nutriApp” application, which is downloadable for free on smartphones. The app uses a scanner to read the barcode of a packaged product, allowing consumers to know its sugar, fat or salt content. The application database grows as consumers enter new product information that is not already listed, and which is then validated by a team of experts.¹³³ ASPEC is a member of Consumers International and sits on its Board of Directors, as well as of the Latin American and Caribbean Council of Consumer Organizations (OCLAC), whose general coordination is also under its responsibility. ASPEC was one of the supporting signatories of the Declaration of the 2017 Meeting of Latin American and Caribbean Consumers Organizations for the Promotion of Adequate Food, which called upon governments to take measures towards the guarantee of the right to food for all, including by establishing sustainable food systems for healthy foods, adopting a front of pack food labelling system, restricting the marketing of foods and drinks to children, and taxing unhealthy sugary drinks.





9 MIDDLE EAST AND NORTH AFRICA

• JORDAN

National Society for Consumer Protection (NSCP)¹³⁴

The Jordan National Society for Consumer Protection (NSCP) was established in 1989. It aims to raise public awareness on consumer issues, to work with government and regional institutions and to fight monopolization, price fixing and market abuse in general. Since 1995, NSCP has represented consumers in the National Codex Committee (NCC), in the administrative council of the Jordan Institute for Standards and Metrology (JISM) and in all technical committees concerned with food standards. The NSCP reaches out to consumers directly through a recently developed text messaging (SMS) service to help them make better decisions while saving time and money, through provision of information regarding their daily purchases.

• LEBANON

Jamiat Almoustahlk – Consumers Lebanon¹³⁵

Consumers Lebanon is a nationwide organization, working for the defence and promotion of consumer rights and contributing to updating, improving and enforcing related laws and decrees since its establishment in 1998. It is a full member of Consumers International and the Arab Union for Consumer Protection and aims to build up consumer awareness through trainings, transparency and consumer information, such as with the publication of its monthly Consumers' Newsletter, as well as leaflets, brochures, posters, exhibitions and interviews. In the area of food rights, it works extensively to campaign on issues of food safety and quality, pollution, pesticides, drinkable water and the use of additives and colorants in food. Consumers Lebanon also tests foods for presence of illegal industrial dyes and water for safety. It provides support to municipalities, training workers on food safety control and monitoring markets through a specialized volunteer force from the organization through its department of food safety

and inspection, established in 2006. Regarding food pricing and affordability, it established a quarterly consumer price index in 2006 and campaigns to limit price increases through routine daily inspections of markets. Its actions have led to the updating and improvement of consumer protection legislation,¹³⁶ and it is lobbying to pass a Food Safety Law and a resolution to prohibit the use of fluorine in salt. Since 2003 it has run a hotline for consumers to report complaints and it continues to spread awareness to build a culture of consumer rights and responsibilities among consumers. Consumers Lebanon participates in international and regional Arab forums and sits on a number of national committees, in meetings of the National Codex Committee in the Ministry of Agriculture and at the Committee of Organic Agriculture, as well as with the national Salt Committee. It raises awareness on areas of food safety concerns, such as the risks of pesticides and the importance and legislation of organic agriculture, posting widely on its website about the various research projects it has carried out related to food safety, consumer rights and misleading advertising, as well as health and legal guidelines issued by the association. It is campaigning for the use of a "Quality Seal", to be affixed to the outer envelope of goods and food products to show they meet the health conditions and standards adopted by the organization. Since its inception, Consumers Lebanon has established a strong relationship of trust and integrity with various Parliamentary Commissions, Ministries and international organizations as well as with Consumers International's network of members around the world. It also has close ties with economic associations, syndicates and the media.

• MOROCCO

Fédération Nationale des Associations du Consommateur – National Federation of Consumer Associations (FNAC Maroc)¹³⁷

Founded in 2003, FNAC is a national organization made up of more than 40 regional and local consumer organizations nationwide. Through these associations, FNAC works closely with the public, especially among the most deprived, through the provision of information, advice and legal aid on a range of consumer issues. It also represents consumers collectively in negotiations at the regional or national level for the development of new norms and regulations, as well as participating in national information and awareness raising campaigns. FNAC trains consumers to facilitate capacity building and empowerment, informing them of their consumer rights and how best to choose, use, criticize, defend and claim. Its specific work in relation to food includes campaigning against contamination of imported tea by pesticides, which resulted in the establishment of an import standard; raising awareness on pesticide contamination of locally produced mint, which led to its seizure and destruction, and increased public awareness, including that of public authorities; reporting on livestock contamination by certain banned products, which resulted in the implementation of a meat safety strategy, and supporting awareness raising campaigns carried out by consumer associations and the services concerned; exposing the non-conformity of certain authorized slaughterhouses with relevant standards, resulting in their closure and upgrading to enable their compliance and reopening; identifying bottled mineral water found to be unsuitable for consumption, forcing the supplier to withdraw the product; and carrying out inspection and verification of regulatory compliance for food and sanitary products, followed by declarations to the relevant administrative authorities to conduct investigations and prosecute offenders.

• YEMEN

Yemen Association of Consumer Protection (YACP)¹³⁸

Established in 1997, the YACP has more than 500 members nationwide, working through its branches in eleven cities and three local affiliate organizations. Its principal activities involve

raising consumer awareness and working to strengthen consumer protection legislation and policy. It does this through publications such as its consumer guidebooks, a periodic consumer newsletter, and informative brochures and leaflets on a diverse range of issues including understanding cholera risks, best practice on the purchase of grains, vegetables, meat and fish, safe water and shopping tips. YACP also works through the media, issuing data and publishing scientific articles on food-related consumer issues in newspapers and websites and through social media platforms. Its participation in television and radio programmes provides consumers with information and guidance on a range of consumer issues including food safety, food security and nutrition. Where necessary, it issues consumer alerts on hazardous foods and uses a range of techniques to ensure widespread consumer outreach, including the production of infographic flashes on food safety, and the production and direction of a play on consumer issues. YACP advises consumers as to the government agencies and institutions concerned with their protection and how to communicate with these, as well as on the mechanisms for addressing and submitting complaints, the role of these agencies and the laws and legislation regulating their activities. YACP has carried out trainings and basic education sessions on food health, hygiene, consumer rights and food safety for women, children, social workers and public officials, and has supported the drafting and adoption of consumer-related legislation, including the Standards, Metrology and Quality Control Law, the Pesticides Law, its executive regulations and the Pesticides Registration Committee. The YACP sits on many specialized committees, including the Supreme Council of Food Committee chaired by the Prime Minister, the Supreme Committee for Consumer Protection, the National Committee for Food Security and the Food Safety Committee (Codex), as well as other safety and standards committees at national level. It has a number of cooperation agreements with government agencies including with the Ministry of Education, the Yemeni Authority for Standardization, Metrology and Quality Control, the General Authority for Environmental Protection, the General Union of Chambers of Commerce and one pending with the Supreme Pharmaceutical Authority. The YACP continues to provide important links to consumers despite the ongoing conflict in the country.

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- **FAO.** 2005. *Voluntary Guidelines to support the progressive realization of the right to food in the context of national food security*. Rome. (also available at <http://www.fao.org/3/a-y7937e.pdf>).

NOTES

- ¹ See <https://www.consumersinternational.org/>
- ² Examples can be seen at <https://www.consumersinternational.org/media/2049/un-consumer-protection-guidelines-english.pdf> and <https://www.consumersinternational.org/media/314552/how-consumer-organisations-can-contribute-to-more-sustainable-food-systems.pdf>
- ³ World Consumer Rights Day is celebrated on 15 March each year.
- ⁴ See <https://www.consumersinternational.org/change-network/>
- ⁵ In relation to food rights, information is detailed further below.
- ⁶ See <https://digitallibrary.un.org/record/708141?ln=en>.
- ⁷ For more information, please see <https://www.ibfan.org/>
- ⁸ For more information, please see <https://apps.who.int/iris/bitstream/handle/10665/254911/WHO-NMH-NHD-17.1-eng.pdf>.
- ⁹ For more information, please see <https://pan-international.org/>
- ¹⁰ More information available at <https://www.consumersinternational.org/who-we-are/collaborate/codex-alimentarius/>
- ¹¹ For more information, please see https://apps.who.int/iris/bitstream/handle/10665/44416/9789241500210_eng.pdf.
- ¹² More information available at <https://www.consumersinternational.org/take-action/antibiotics-off-the-menu/>
- ¹³ More information available at <http://www.fao.org/news/story/en/item/880820/icode/>
- ¹⁴ For more information, please see <https://www.consumersinternational.org/what-we-do/>
- ¹⁵ See <http://ldcb.org>
- ¹⁶ More information available at <http://ldcb.org/livret-de-bord-consommateur-bonne-alimentation/>
- ¹⁷ See <https://www.consumersinternational.org/members/members/consumers-association-of-burundi-abuco/>
- ¹⁸ For more information, please see <http://fr.igihe.com/actualite/burundi-la-campagne-contre-la-vie>, <https://www.iwacu-burundi.org/englishnews/burundi-consumer-rights-not-fully-respected-says-abuco/>, <http://fr.africatime.com/db/burundi-la-societe-civile-sursoit-la-manifestation-prevue-vendredi> and http://www.igihe.bi/IMG/pdf/le_communique_vie_chere.pdf
- ¹⁹ See <https://adeco.cv>
- ²⁰ For more information, please see <https://adeco.cv/projeto/um-pais-inteligente-protege-o-seu-povo-protetendo-o-meio-ambiente/>
- ²¹ For more information, please see <https://adeco.cv/projeto/agrotoxicos-ou-fome-nao-e-uma-escolha-honesta-nem-inteligente/> and <https://adeco.cv/projeto/viva-sem-pesticidas-quimicos/>
- ²² For more information, please see <https://adeco.cv/projeto/cabo-verde-diz-nao-aos-pesticidas/>
- ²³ More information available at <https://adeco.cv/projeto/projeto-comunidade-verde/>
- ²⁴ See <https://web.archive.org/web/20190123084617/https://consommateurkm.com/>
- ²⁵ For more information, please see <https://web.archive.org/web/20190316163706/https://consommateurkm.com/qui-sommes-nous-3/charte-comite-dexperts/>
- ²⁶ See <https://www.consumersinternational.org/members/members/national-federation-of-consumer-associations-of->

ivory-coast-fac/ and <https://www.facebook.com/F%C3%A9d%C3%A9ration-Nationale-des-Associations-de-Consommateurs-de-C%C3%B4te-d'Ivoire-172241519592312/>

²⁷ News article in *Journal Le Sursaut*, 26-28 April 2019, p2-3.

²⁸ See <https://www.consumersinternational.org/members/members/consumer-protection-association-of-the-gambia-cpag/>

²⁹ Through, for example, the Green Action Fund: <https://www.consumersinternational.org/what-we-do/consumer-protection/sustainable-consumption/green-action-fund/>

³⁰ Consumers International Anne Fransen Project 2018: <https://www.consumersinternational.org/what-we-do/grants/anne-fransen-fund/>

³¹ For more information, please see <https://www.aflatoxinpartnership.org>

³² See <http://www.cacghana.org> or <https://www.facebook.com/cacgha/>

³³ One example of this is their press release relating to the deaths of 6 people from suspected food poisoning having consumed corn bread. See: <http://www.cacghana.org/index.php/activities-reports/82-web-contents/within-the-organization/featured/107-in-the-matter-of-6-dead-after-eating-banku-akple-fda-s-rapid-response-is-not-good-enough>

³⁴ Still under consideration by the Ministry of Trade and Industry.

³⁵ On behalf of Consumers International.

³⁶ See <https://www.consumersinternational.org/members/members/kenya-consumers-organisation-kco/>

³⁷ See <https://www.consumersinternational.org/members/members/youth-education-network-yen/>

³⁸ See <https://consumerawarenessng.org/>

³⁹ See <https://www.adecor-rwanda.org>

⁴⁰ For more information, please see <https://www.adecor-rwanda.org/the-legal-framework-crucial-factor-for-the-success-of-food-fortification-programs/>

⁴¹ See <https://www.consumersinternational.org/members/members/association-for-the-defence-of-consumers-and-the-environment-adec/>

⁴² Senegal created the National Committee of the Codex Alimentarius by Decree No. 83-1204 of 24 November 1983.

⁴³ See <https://www.consumersinternational.org/members/members/sudanese-consumers-protection-society-scps/>

⁴⁴ See <https://www.consumersinternational.org/members/members/togolese-consumer-association-atc/>

⁴⁵ See <https://www.consumersinternational.org/members/members/consumer-education-trust-consent/>

⁴⁶ See <https://www.ccz.org.zw>

⁴⁷ Consumer Protection Act 2019 (Zimbabwe), Law No. 5/2019, Part 1. See: <https://www.ccz.org.zw/2020/01/15/consumer-protection-act-part-1/>

⁴⁸ See <https://www.choice.com.au>

⁴⁹ Removing, for example, the “as prepared” rule on labels for mixed or diluted products. This rule had allowed companies to assign a star rating to products based on the nutritional content of the product after it was mixed or diluted.

⁵⁰ For more information, please see <https://www.choice.com.au/consumer-advocacy/campaign-wins/wall-of-wins>

⁵¹ See <http://consumersfederation.org.au/queensland-consumers-association/>

⁵² On behalf of Consumers International. See: <https://www.iso.org/home.html>

⁵³ ISO 21041:2018 “Guidance on unit pricing” was developed to facilitate increased provision of effective unit pricing, especially for pre-packaged food and other products.

⁵⁴ See <https://www.consumerbd.org/>

⁵⁵ CAB worked with the three 3 principal domestic processing companies along with 10 farmer groups, who received HACCP certifications from Bureau Veritas.

⁵⁶ See <http://www.consumersfiji.org>

⁵⁷ Combatting NCDs through Consumer Empowerment,” funded by the Anne Fransen Fund, Consumers International.

⁵⁸ An alliance formed in partnership with the Ministry of Health and Medical Services and Diabetes, Fiji.

- ⁵⁹ Kava drinking in Fiji is popularly accompanied with consumption of high sugar or salt added food and drinks.
- ⁶⁰ This was part of a project "Safer, more sustainable food for all", funded by the Green Action Fund (GAF). A collaborative project by Consumers International and the Swedish Society for Nature Conservation.
- ⁶¹ See <https://www.consumer-voice.org>
- ⁶² Food Safety and Standards (Organic Foods) Regulations, 2017.
- ⁶³ The Food Safety and Standards Authority India created food fortification regulations in 2018.
- ⁶⁴ See <https://cercindia.org/>
- ⁶⁵ See <https://cuts-cart.org/>
- ⁶⁶ For more information, see The "Antibiotics off the Menu" campaign. See: <https://www.consumersinternational.org/take-action/antibiotics-off-the-menu/>
- ⁶⁷ https://cuts-cart.org/pdf/Report-State_of_Consumer_Safety_in_India_2016.pdf
- ⁶⁸ See <https://www.consumersinternational.org/members/members/mumbai-grahak-panchayat-mgp/> and <https://mymgp.org/cms/1/HOME>
- ⁶⁹ See <https://ylki.or.id>
- ⁷⁰ See <https://www.consumersinternational.org/members/members/yogyakarta-consumer-institute/>
- ⁷¹ 24 February 2014.
- ⁷² See <https://www.consumer.org.my>
- ⁷³ For more information, see https://ipen.org/sites/default/files/documents/CAP_Minimising_Exposure_to_POPs.pdf
- ⁷⁴ For more information, please visit <http://nutrition.moh.gov.my/wp-content/uploads/2018/01/Guidelines%20on%20Healthier%20Choice%20Logo%20Malaysia.pdf>
- ⁷⁵ See <https://www.consumersinternational.org/members/members/socio-economic-welfare-action-for-women-and-children-sewa-nepal/>
- ⁷⁶ See <https://thenetwork.org.pk>
- ⁷⁷ See <https://www.case.org.sg>
- ⁷⁸ For more information, see https://www.case.org.sg/pdf/CASE%20Annual%20Report%202020_2021.pdf
- ⁷⁹ See <https://www.consumersinternational.org/members/members/foundation-for-consumers-ffc/>
- ⁸⁰ See <https://en.vzbv.de>
- ⁸¹ For more information, please visit <https://www.fr.de/wirtschaft/gastwirtschaft/fleischsteuer-hilft-nicht-13827545.html>
- ⁸² More information available at <https://www.bmel.de/EN/topics/food-and-nutrition/food-labelling/extended-nutritional-labelling-system-nutri-score.html>
- ⁸³ More information available at <https://www.vzbv.de/pressemitteilung/ungesunde-lebensmittel-nicht-kinder-vermarkten>
- ⁸⁴ For more information, please see <https://www.vzbv.de/pressemitteilung/lebensmittelskandale-politische-konsequenzen-ziehen>
- ⁸⁵ More information available at <https://www.vzbv.de/pressemitteilung/schwarz-rot-muss-wort-halten-lieferkettengesetz-muss-kommen> and <https://www.vzbv.de/en/policy-work/topics/global-supply-chains>
- ⁸⁶ See <https://cecu.es>
- ⁸⁷ There are 17 Autonomous Communities of Spain. CECU currently has presence in Galicia, País Vasco, Cataluña, Comunidad Valenciana, Canarias, Castilla La Mancha, Castilla y León and Comunidad de Madrid y Aragón.
- ⁸⁸ For more information, see <http://noalcubo.org/>
- ⁸⁹ See <https://www.ocu.org>
- ⁹⁰ Royal Decree 308/2019. See: <https://www.ocu.org/alimentacion/alimentos/informe/nueva-normativa-pan>
- ⁹¹ For more information, please see <https://www.eatoriginal.eu/es>
- ⁹² More information available at <https://www.ocu.org/alimentacion/alimentos/noticias/origen-leche-productos-lacteos-espana>
- ⁹³ For example see: <https://www.ocu.org/guiaspracticas/saber-que-comemos> and <https://www.ocu.org/acciones-colectivas/etiquetas-trampa>
- ⁹⁴ More information available at <https://www.ocu.org/alimentacion/comer-bien/test/comparador-nutricional>
- ⁹⁵ More information available at <https://www.mscbs.gob.es/gabinete/notasPrensa.do?id=4424>

⁹⁶ For more information, please see <https://www.ocu.org/organizacion/prensa/notas-de-prensa/2019/campanasupermercados101019>

⁹⁷ See <https://www.which.co.uk/>

⁹⁸ See <https://www.consumerreports.org/cro/index.htm>

⁹⁹ e.g. Consumer Reports has a network television show, "Consumer101". See: <https://www.consumerreports.org/cro/about-us/what-we-do/media-page/index.htm>

¹⁰⁰ For more information, see <https://www.consumersinternational.org/take-action/antibiotics-off-the-menu/>

¹⁰¹ Including e.g. CFS, CR, FACT, FOE, NRDC and U.S. PIRG.

¹⁰² Including e.g. McDonald's, Subway, KFC and Wendy's.

¹⁰³ See details of Consumer Reports' "Crying Fowl" expose at: <https://www.consumerreports.org/issue/food-safety?INTKEY=I000G0000>

¹⁰⁴ Including the Codex Alimentarius Intergovernmental Task Force on Antimicrobial Resistance (TFAMR).

¹⁰⁵ See <https://www.adelco.org>

¹⁰⁶ More information available at <https://adelco.org/adelcobot/>

¹⁰⁷ See <https://idec.org.br>

¹⁰⁸ For more information, please see <https://idec.org.br/sistemasalimentares>

¹⁰⁹ More information available at <https://idec.org.br/especial/comerlivre>

¹¹⁰ School Feeding Law Brazil 2009: 30% of school foods should be sourced through local small farmer production.

¹¹¹ More information available at <https://feirasorganicas.org.br/>

¹¹² More information available at <https://idec.org.br/idec-na-imprensa/idec-lanca-plataforma-para-fiscalizar-publicidade-de-alimentos>

¹¹³ For more information, please see <https://direitodesaber.org>

¹¹⁴ Held from 3-4 September 2017 in San Salvador, El Salvador. See <https://www.odecu.cl/2017/09/06/consumidores-exigen-medidas->

[para-enfrentar-situacion-de-sobrepeso-y-obesidad-en-america-latina-y-el-caribe/](#)

¹¹⁵ See <http://fojucc.cl>

¹¹⁶ For more information, please see <http://fojucc.cl/2017/07/05/patricio-ibanez/>

¹¹⁷ See <https://www.odecu.cl>

¹¹⁸ For more information, please see <https://www.international-testing.org/>

¹¹⁹ For more information, please see <https://www.odecu.cl/2019/10/21/odecu-entrega-recomendaciones-para-los-consumidores-durante-estado-de-excepcion/>

¹²⁰ See <http://www.cdc.org.sv>

¹²¹ For more information, please see <http://www.cdc.org.sv/index.php/noticias/nacionales/684-por-que-es-necesario-actualizar-la-canasta-basica-alimentaria-cba-salvadorena>

¹²² More information available at <http://www.cdc.org.sv/index.php/noticias/nacionales/675-por-derecho-humano-a-la-alimentacion-adeuada>

¹²³ More information available at <http://www.cdc.org.sv/index.php/noticias/nacionales/688-cdc-presenta-sistematizacion-de-experiencias-de-normativa-de-tiendas-y-cafetines-saludables>

¹²⁴ See <https://elpoderdelconsumidor.org>

¹²⁵ For more information, please see <https://miescuelasaludable.org/>

¹²⁶ More information available at <http://etiquetadosclaros.org/>

¹²⁷ More information available at http://dof.gob.mx/nota_detalle.php?codigo=5578283&fecha=08/11/2019

¹²⁸ Norma Oficial Mexicana 051 <https://elpoderdelconsumidor.org/2021/03/el-etiquetado-de-advertencia-continua-fortaleciendose-protegiendo-a-los-ninos-y-proporcionando-mayor-informacion-a-los-consumidores/>

¹²⁹ More information at <https://elpoderdelconsumidor.org/etiquetado-app/>

¹³⁰ See <https://viaorganica.org>

¹³¹ For more information, please see <https://www.organicconsumers.org>

¹³² See <https://aspec.org.pe/>

¹³³ For more information, please see <https://www.facebook.com/aspec.official/posts/1589989624372517>

¹³⁴ See <https://www.consumersinternational.org/members/members/national-society-for-consumer-protection-nscp/>

¹³⁵ See <https://www.consumersinternational.org/members/members/consumers-lebanon/>

¹³⁶ Consumers Protection Law No 659 10/2/2005.

¹³⁷ See <https://www.consumersinternational.org/members/members/federation-nationale-des-associations-du-consommateur-maroc-fnac/>

¹³⁸ See <https://consumeryemen.org/> and <https://archive.unescwa.org/yemen-association-consumer-protection>

■ CONSUMER ORGANIZATIONS IN ACTION

A COLLECTION OF PRACTICES DRIVING THE RIGHT TO ADEQUATE FOOD

Consumers are a powerful force for change towards a sustainably developing world that leaves no one behind and respects the human rights of all. This publication showcases the work of a selection of consumer organizations around the world in securing the right to adequate food. This collection brings to the fore the experiences and good practices of members of Consumers International. It aims to be of use to multi-sector partnerships and the whole community of consumer organizations, to facilitate the exchange of knowledge and skills, and to foster collaborations around thematic areas.

It is designed as a complement to *Consumer Organizations and the Right to Adequate Food – Making the Connection*, which presents the linkages between the work of consumer organizations and the realization of the right to adequate food.

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