



ACPF 2024

المنتدى العربي
لحماية المستهلك

Arab Consumer
Protection Forum



Shared Prosperity Dignified Life



20-21 February 2024 - Bahrain

Session I:

Consumer protection policies for sustainability/achieving the Sustainable Development Goals

List of Biographies

Moderator



Entesar Abdulaal

**Consumer Protection Director, Government Innovation Ambassador,
Ministry of Industry and Commerce, Bahrain**

Engineer Intisar Entesar Abdulaal, Director of the Consumer Protection Department, Government Innovation Ambassador at the Ministry of Industry and Commerce, and Chief Executive Officer for Promoting and Protecting Competition in the Kingdom of Bahrain. She holds a high diploma in the field of insurance of products and individuals. She holds a bachelor's degree in electrical engineering and a master's degree in industrial and administrative engineering. She holds the shield of His Highness the Honorable Prime Minister as the most influential person in the field of government excellence and holds the professional certificate for evaluating the conformity of bodies issuing and granting certificates of products, processes, and services in accordance with ISO 17065. She has worked in the field of standard specifications, technical regulations, and conformity assessment at the local, Gulf, and Arab levels for 15 years. She currently works in the field of consumer protection at the local, Gulf and Arab levels. Member of the Gulf Committee for Consumer Protection in the Cooperation Council for the Arab Gulf States. She is a member of the Arab Committee of Consumer Protection Experts in the Arab Free Zone affiliated with the League of Arab States.

Speakers



Mohamad Abou Haidar

Director-General of the Ministry of Economy and Trade, Lebanon

Dr. Mohamad Abou Haidar has a Ph.D. from Claude Bernard University – Lyon and an MBA in Management coupled with a bachelor's degree in political sciences. He was appointed as an Adviser to the Minister of Public Health in 2012. Dr. Mohamad joined the World Health Organization as a Technical Support for the Ministry of Public Health and in the Summer of 2014 He joined the International Federation of Red Cross – Iraqi Red Crescent as a Project Manager in 2015 he joined the United Nations development program as a Quality Development Officer within the Ministry of Economy and Trade till the decree of appointing him as Director General in June 2020.

He is a lecturer at Sagesse University and Saint Joseph University. He is also a member of the Board of Directors of Banque du Liban and the Board of Directors of the Capital Markets Authority. Dr. Abou Haidar was appointed as General Commissionaire of the Lebanese Pavillion at Expo Dubai 2020. He is currently the commissioner General of Expo Doha 2023.



Pedro Gaspar

Director-General for Consumer Affairs, Portugal

Pedro Portugal Gaspar is Law Graduate from the Portuguese Catholic University– Lisbon in 1987. He holds a Master's Degree from the Faculty of Law of the University of Lisbon with a thesis in Administrative Law in 2004 - "State of Environmental Emergency". He is an Assistant Professor at Universidade Lusófona between 1992 and 2002; Professor at Universidade Europeia between 2002 and 2012, and a Senior Technician at Portuguese Public Administration since 1992. Legal Assistant in several Government Offices (Fisheries, Youth, Environment, Energy and Head of Division of the Legal Office of the Directorate-General for Energy). He is Deputy Director of the General Directorate of Public Administration-Director-General of the Department of Modernization and Health Resources of the Ministry of Health. He was the Inspector General of the General Inspectorate of Agriculture, Sea, Environment and Spatial Planning, and Inspector General of Economic and Food Safety Authority (ASAE) between September 2013 and October 2023. He is currently the Director-General of the Directorate-General for Consumers since November 2023.

Speakers



Arnau Izaguerri Vila

Legal Officer, Competition and Consumer Policies Branch, Division on International Trade and Commodities, UNCTAD

Arnau Izaguerri Vila is a Legal Officer at the Competition and Consumer Policies Branch of United Nations Conference on Trade and Development. He is project officer for the UNCTAD DODR project on “Delivering digital trading infrastructure and online dispute resolution for consumers as means to improve international trade and electronic commerce,” targeting Indonesia and Thailand. He was previously responsible for the implementation of the UNCTAD MENA Programme for regional integration through competition and consumer protection policies for the Middle East and North Africa region and for the COMPAL Programme for Latin America and the Caribbean, before that. He was also responsible for the intergovernmental negotiations leading to the revision of the United Nations Guidelines for Consumer protection and currently serves as secretariat to UNCTAD’s Intergovernmental Group of Experts on Consumer Protection Law and Policy. Mr Izaguerri holds a degree and master’s in law by the ESADE Law & Business School, Ramón Llull University in Barcelona. He is also master in International Law *summa cum laude* by the Graduate Institute in Geneva. He has experience in private law practice and well as the World Trade Organization, the Ministry for the Economy and Finance of France, the National Institute for the Defense of Free Competition and the Protection of Intellectual Property of Peru and the Ministry of Foreign Affairs of Andorra. His various publications are related to public international law, international trade law, and consumer protection.

Speakers



Robin Simpson,
Expert (UNCTAD consultant) and former Consumers International expert

Robin Simpson is an independent consultant working since 2016 for UNCTAD on consumer protection and policy, initially as contributing editor of the revised UNCTAD Manual on Consumer Protection (2017) and its associated publication: Achieving the Sustainable Development Goals through consumer protection UNCTAD (2018). More recent reports have focused on specific sectors, such as the 2022 report on 'Access by consumers to essential services: energy, water and sanitation', and, during 2020-23, two reports on consumer protection in the provision of health services, all presenting analyses of progress towards the SDGs. He has worked extensively in the Arab world since the 1990s. For UNCTAD's MENA programme on consumer protection he has developed Guidelines on Agency Structure and Effectiveness (2017) and on Business Engagement (2017) as well as advising the Jordanian government on draft legislation. He carried out UNCTAD's first national Voluntary peer review of consumer protection law and policy which took place in Morocco in 2018. During 2020-22 he worked with Professor Bourgoignie (also on the programme) preparing a consumer protection strategy for the Kingdom of Saudi Arabia. Since 2020 he has worked for UNCTAD on matters of digital methods of promoting access to health services and in the programme assessing 'e-commerce readiness' of particular member states, (Cote d'Ivoire, 2020). He previously worked as Head of Policy and Deputy Director of the UK National Consumer Council from 1987 to 2002 and from 2002 to 2019 as Senior Policy Advisor for Consumers International, in which capacity he worked with consumer associations in several Arabic speaking countries. He has worked for ISO on the participation of consumers in the development of standards in the region and for the World Bank from 2006-18 on development of infrastructure services, mainly water, sanitation and energy.



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