



ACPF 2024

المنتدى العربي
لحماية المستهلك

Arab Consumer
Protection Forum



Shared Prosperity Dignified Life



20-21 February 2024 - Bahrain

Session III:

Empowering consumers: improving access to redress and dispute resolution

List of Biographies

Moderator



Nathalie Khaled

Economic Affairs Officer, Coordinator of competition, consumer protection and national planning projects, ESCWA

Nathalie Khaled, Economic Affairs Officer at the Economic and Social Commission for Western Asia (ESCWA). Currently, she is leading the implementation of several regional and national Programs at ESCWA, among them: Enhancing competition and consumers protection policies in the Arab region; Enhancing Integrated National Development Planning in the Arab Region and The Arab Business Environment Legislative Framework.

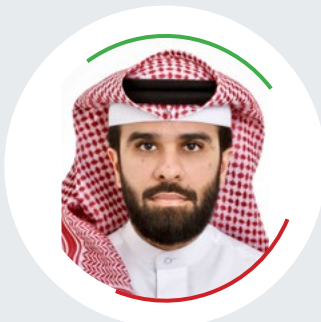
She facilitated the e-Cornell University /ESCWA cohort program on Leadership in The Public Sector. In 2018, ESCWA awarded her a Gender Equality Award, in recognition of her efforts to mainstream a gender perspective into major ESCWA publications. She holds a master's degree in business from the Lebanese American University, and acquiring another Master's Degree in Economics Of Competition Policy from King's College London in addition to a professional certificate from Cornell University in Public Sector Leadership. She contributed to the production of several publications on socioeconomic developments and economic governance such as the Arab Business Legislative Framework Report as well as developed online courses such as Fighting Bid Rigging in Public Procurement course in addition to the development of knowledge portals and Policy Simulation tools. She served in United Nations peacekeeping before starting her career at ESCWA. Before her journey at the United Nations, Ms. Khaled worked as a quality management consultant and auditor for the American Management Association. She is an ISO-certified consultant.

Speakers



Amanda Flávio de Oliveira
Professor, University of Brasília

She is a law Professor at Universidade de Brasília, holding a PhD in Economic Law, and also a practicing lawyer.



Shafi Albalushi
Senior Consumer Protection Specialist, Ministry of Industry and Commerce, Bahrain

Shafi Albalushi is a senior consumer protection specialist with a decade of experience in consumer protection in areas such as dispute resolution, field inspections, reviewing sales promotions applications and raffle draw supervision. He has a B. Sc. in Business Administration from University of Bahrain.



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



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.



Thierry Bourgoignie

Professor of Law, Director, Research Group in International and Comparative Consumer Law, the International Law Association Committee on International Protection of Consumers, Montreal

Thierry Bourgoignie is Emeritus Professor of law at UQAM (Université du Québec à Montréal), in Montreal, Quebec, Canada. He obtained a Ph.D. degree from the University of Louvain in Belgium and a LL.M. degree from the Yale Law School in the United States. In July 2017, he was awarded the title of Doctor Honoris Causa from the Federal Universidad de Rio Grande do Sul in Porto Alegre, Brazil. For the last 30 years he was acting as a consultant in consumer protection, product safety and market surveillance, by several international institutions and governments in Europe, Canada, South America, the Caribbean countries, and North and Central Africa. Since 2013 he was the team leader of several government-run projects on consumer protection and product safety in the GCC countries and in particular in the Kingdom of Saudi Arabia. In 2016, he was appointed as an independent expert in the *Committee of governmental experts on consumer law and policy of the United Nations (UNCTAD)*.

Speakers



Jasser Ali Al-Shoumi

Senior Engineer Conformity, GCC Standardization Organization

Jaser Alshumi is Senior Engineer for the developing and preparing legislation (Technical Regulations) for GCC country at GSO, with over 8 years of experience working on product policy and safety affairs, mainly in trade associations. A Saudi national with a degree in Industrial Engineering, he joined GSO in 2019 and is responsible for developing and preparing Legislation, including ensuring market access for safe product.



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