CONSUMER SEMINAR PROGRAM FOR ARSO/COCO – ISO/COPOLCO

Consumer Participation, Food safety and Service Issues in Ethiopia

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1) Consumers’ Participation in Standardization

- **Basic principles** of standards activities – ISO/IEC – considering **interests** of all stakeholders.

- Standards should be developed based on **consensus** among all interested parties (ISO/IEC Guide 59).
Consumers

ECoPA

Civic society to promote fair transaction systems and sustainable consumers' benefits.

Active Participating member in different TCs affecting the interests of consumers.

Formerly 12 TCs and now increased to 16 among 24 in the Agriculture and Food sector.

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Contributions

- Participate on the **planning** of standards **work program**.

- **Initiates** standards development projects.

  *E.g.* Palm oil standard

- Take part in **National Mirror Committee**’s standardization activities.

Challenges

- Lack of **expertise** hinder their contribution to be effective and knowledge based
Developed new **organizational structure** which accommodates **SMEs** and **Consumers** issues clearly.

- **Encourages** and **supports** consumers’ participation in standardization activities.
  - Training (Standards Dev’t, NMC, participation in ISO)
  - Financing their participation

- **Communicate** to consumer groups on the outcome of standards.
  - Media, internet, trainings & others.
2) Food Safety

- **Food**: processed, semi processed or raw, intended for human consumption
  - Includes drink, chewing gum but not cosmetics or tobacco or substances used only as drugs

- **Food Safety**: assurance that food will not cause harm to the consumer when it is prepared and/or eaten according to its intended use (*Codex*)

- Food safety requires proper handling

- In the developing world, contaminated food contributes to:
  - 1.5 billion annual episodes of diarrhea in <5 yrs children
  - at least 1.8 million deaths (*WHO estimates*)
○ Food can carry traces of hazardous chemicals, like pesticides or heavy metals and microbes.

○ Critical consumer concerns (FAO, 1993):
  ✓ Nutritional quality; safety standards; labeling; Env’tal contaminants; Food irradiation; and the application of modern biotechnology to food production and processing.

○ The principles and practices of food safety and quality are based on:
  ✓ laws and government regulations
  ✓ requirements and expectations of customers

○ Both are addressed through the use of systems and programs that include:
  1. QA, 2. QC, 3. GMPs, 4. MS-
Participation in ISO

- ESA is a **member body** of ISO since **1978**.

- **P - member** in different sub committees of ISO/TC 34 – Food Products and others.
  - ISO/TC 34/SC 4 – Cereals and Pulses
  - ISO/TC 34/SC 15 – Coffee
  - ISO/TC 34/SC 17 – Mgt systems for food safety

- **Take part** in the development of:
  - Different product specifications,
  - Method of Analysis and Sampling,
  - Management systems + HACCP,
  - Guidelines
3) Public Service

- Rendered by Government Agencies;
- Well designed structures and systems;
- ISO standards:
  - Customer satisfaction
  - Compliant handling
Ameseginalehu!  
Maita Henyu!  
Mercy!  
Dalu!  
Jerejef!

Miss it NOT!

Dankie  Shukran!  Asante!  Shukriya!  Me daa si.

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