CONSUMER SEMINAR PROGRAM FOR ARSO/COCO – ISO/COPOLCO

Consumer Participation, Food safety and Service Issues in Ethiopia

Yohannes Melese (ESA) & Zelalem Zemede (ECoPA)

21\textsuperscript{st} ARSO General Assembly
Day 5: Training Session
Addis Ababa, Ethiopia
14\textsuperscript{th} August 2015
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.
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
ESA

- 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!

Dankie  Shukran!  Asante!  Shukriya!  Me daa si.

Miss it NOT!