



Stakeholder Dialogue on Consumer Protection

“Promoting Ethical Business in Cambodia: Protecting your Customers”.

Hyatt Regency, Phnom Penh, Cambodia | January 28th, 2021

Tentative Agenda

The event serves to familiarise different stakeholders with the principles and main contents of the consumer protection law of Cambodia. A particular focus lies on encouraging responsible, fair, and ethical business conduct by sharing guidance based on the law and successful approaches of selected companies. An emphasis will be placed on the interaction between businesses and consumers, and the mediating role that can be played by the CCF.

Time	Description
08:30-09:00	Arrival of participants and registration
09:00-09:05	National Anthem
09:05-09:10	Welcome Remarks & Introduction to Consumer Protection Guide 1 <ul style="list-style-type: none"> Mr. Frank Jattke, GIZ Team Leader, Regional Economic Integration
09:10-09:15	Welcome Remarks <ul style="list-style-type: none"> Mr. Denis St-Marie, EuroCham Executive Director
09:15-09:45	Opening Remarks, and The Role of Consumer Protection and Fair Business in Driving Economic Development in Cambodia <p>This session will deliver key messages on how the consumer protection and other related laws should not be viewed as barriers for businesses, but rather as an opportunity to gain a competitive edge and broaden the customer base.</p> <ul style="list-style-type: none"> H.E. Phan Oun, Director-General, Consumer Protection, Competition and Fraud Repression Directorate-General (CCF)
09:45-10:00	Consumer Protection as a Strategic Business Decision <p>This session will explain the primary obligations for businesses according to the consumer protection (and e-commerce) law, along with important principles that businesses should adhere to, even if they are not (yet) explicitly stated in legal provisions. This includes refraining from scams and misrepresentation.</p> <ul style="list-style-type: none"> Dr. Phin Sovath, Consumer Protection Specialist, Bun & Associates
10:00-10:10	Consumer Protection as a Strategic Business Decision: Examples from the Technology Sector – Wing (Cambodia) Limited Risk & Compliance



Time	Description
	<ul style="list-style-type: none"> Mr. Daravuth Doeuk, Director of Risk & Compliance, Wing (Cambodia) Limited Specialised Bank
10:10-10:20	Consumer Protection as a Strategic Business Decision: Examples from the Consumer Goods Sector - Coca Cola's Customer Information Centre <ul style="list-style-type: none"> Mr. Sophea Ros, Legal & Public Affairs Director, Cambodia Beverage Company (Coca Cola)
10:20-10:40	Photo Session and Coffee Break
10:40-11:00	Engaging Vietnamese Businesses in Consumer Protection This session will showcase the efforts and engagement of the VCCA in promoting ethical business conduct through a new outreach program which builds on the ASEAN Online Business Code of Conduct. <ul style="list-style-type: none"> Mr. Trinh Anh Tuan, Deputy Director-General, Vietnam Competition and Consumer Authority (VCCA) <i>Followed by Q&A</i>
11:00-12:10	Business Roundtable This session will highlight business perspectives and good practices related to treating consumers fairly, for example with respect to information provision and complaints-handling. <ul style="list-style-type: none"> CCF: H.E. Phan Oun, Director-General, Consumer Protection, Competition and Fraud Repression Directorate-General (CCF) Legal: Dr. Phin Sovath, Consumer Protection Specialist, Bun & Associates Technology: Mr. Daravuth Doeuk, Director of Risk & Compliance, Wing (Cambodia) Limited Specialised Bank FMCG: Mr. Sophea Ros, Legal & Public Affairs Director, Cambodia Beverage Company (Coca Cola) Moderator: Thomas Hesketh, Deputy Director, European Chamber of Commerce in Cambodia <i>30-40 minutes discussion, up to 30-minute Q&A</i>
12:10-12:15	Short Break
12:15-12:20	Closing Remarks <ul style="list-style-type: none"> H.E. Phan Oun, Director-General, Consumer Protection, Competition and Fraud Repression Directorate-General (CCF)
12:30-13:30	Lunch Break <i>Video screening</i>
