



UNCTAD
MENA
PROGRAMME

GUIDELINES

ON CONSUMER PROTECTION:

Business Engagement



UNITED NATIONS



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LIST OF ABBREVIATIONS

ADR	Alternative Dispute Resolution
CARICOM	Caribbean Free Trade agreement
COPOLCO	Consumer Policy Committee of the International Organization for Standardization
CSR	Corporate Social Responsibility
DGCCRF	Direction Generale de la Concurrence, la Consommation et la Repression des Fraudes
IBA	International Bar Association
ICC	International Chamber of Commerce
ICPEN	International Consumer Protection and Enforcement Network
IGE	Intergovernmental Group of Experts
ILA	International Law Association
ISO	International Organization for Standardization
MDG	Millennium Development Goals
MENA	Middle East and North Africa
MFSP	Mobile Financial Service Provider
MNE	Multinational Enterprises
NGO	Non-governmental organization
ODR	Online Dispute Resolution
OECD	Organisation for Economic Co-operation and Development
OFT	Office of Fair Trading
SDG	Sustainable Development Goals
UNCTAD	United Nations Conference on Trade and Development
UNGCP	United Nations Guidelines for Consumer Protection
WTO	World Trade Organization

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