

**Memorandum on the Establishment and
Operation of the
International Consumer Protection and
Enforcement Network
(ICPEN)
(formerly known as the International Marketing
Supervision
Network (IMSN))**

1. The Memorandum was agreed to at a meeting held in London on 26-27 October 1992. A list of those organisations represented at that meeting is annexed (List London). The Memorandum was amended at a meeting held in Montreux on 18-19 March 2002. A list of those organisations represented at that meeting is annexed (List Montreux). The Memorandum was amended at a meeting held in Port Douglas on 2-4 April 2003. A list of those organisations represented at that meeting is annexed (List Port Douglas). The Memorandum was amended at a meeting held in Helsinki on 9-10 October 2003. A list of those organisations represented at that meeting is annexed (List Helsinki). At a meeting in Jeju on 26-28 March 2006 the Memorandum was amended and updated. A list of those organisations represented at that meeting is annexed (List Jeju). The amended Memorandum entered into force at the end of the first meeting under the Polish Presidency held in Warsaw on 22-24 October 2006. This Memorandum was amended in March 2016 concerning Article 14 about finances via a written procedure according to Article 19 of the Memorandum.

Introduction

2. At the “Supervision of Marketing” conference in Copenhagen in October 1991, it was agreed in principle that it would be desirable to establish an informal network of organisations from various countries in the consumer field involved primarily with the enforcement of fair trading practices. These would mainly be governmental organisations. The purpose was stated as being to find ways of co-operating on tackling consumer problems connected with cross-border transactions in both goods and services, and to help ensure exchanges of information among the participants for mutual benefit and understanding. These arrangements would be on an informal and voluntary basis, and rely on the high level of goodwill among those involved to make such a network effective. The Network would build on the many excellent contacts, which already existed among the organisations concerned.

3. At the meeting in London it was agreed to establish such a network. The Network will be called the International Marketing Supervision Network. To better reflect the work of the Network, the name of the Network was agreed to be changed at a meeting held in Sydney in September 2002. The name of the Network was amended to the International Consumer Protection and Enforcement Network (ICPEN). Its objectives and methods of operation are set out in this memorandum.

Objectives of the Network

4. The main common objective of the Network is to encourage practical action to prevent cross-border marketing malpractice. The Network should also encourage exchanges of information, which may provide more general knowledge of such practices and the way they are dealt with in the various countries. It is not intended to cover product safety or the prudential regulation of financial institutions. Nor will it normally be directly concerned with specific redress for individual consumers.

The long term goals of the Network are:

- (a) To generate and share information and intelligence on consumer protection issues;
- (b) To share best practices in legislative and enforcement approaches to consumer protection;
- (c) To take action to combat cross-border breaches of consumer protection laws;
- (d) To facilitate effective cross-border remedies;
- (e) To identify and promote measures for effective consumer protection enforcement;
and
- (f) To promote and encourage wider participation and cooperation with other consumer protection enforcement organisations.

5. The Network will:

- (a) Establish and maintain an up-to-date of contacts from each participating organisation;
- (b) Maintain regular contact, in particular by means of at least one annual conference, and exchanges of views on matters of topical interest through bilateral and multilateral contacts of all kinds;
- (c) Mutually exchange information to enable participating organisations to build up a picture of each other's methods and legal and administrative arrangements; and

- (d) Co-operate at an operational level in preventing marketing malpractices as they arise. Cooperation will be on an informal basis. Participating organisations should endeavour to help each other, subject to national law and practice and availability of resources.

Participation in the Network

The Network comprises three types of participating organisations: Member organisations (Article 6), Partner organisations (Article 7) and Observer organisations (Article 8).

6. Member organisations

- (a) Principle: Membership will normally be reserved for one single national governmental organisation from each country that is involved with the promotion and enforcement of fair trading practices, though for certain countries other arrangements may be necessary. Exceptions are possible and are to be decided on a case by case basis. Only Member organisations have the right to take part in the decision-making.
- (b) Membership is foreseen for those organisations already participating in the Network at the Warsaw conference.
- (c) Membership is also given to other organisations that:
1. Have participated in compliance with Article 7 for a period of 2 or more years; and
 2. Have met, for the preceding 12 months, the requirements to be considered active as outlined in paragraph (e).
- (d) Membership in the Network is given for as long as the concerned organization remains active in the work of ICPEN.
- (e) In order to be considered active, Member organisation- and those Partner Organisations seeking Membership should deliver an annual report (including figures of cross-border complaint handling) as requested by the Presidency, and for the preceding year meet at least three of the following requirements:
1. Participate in at least one of the Network's conferences under each Presidency;
 2. Actively participate in the Network's Internet Sweep;
 3. Actively participate in the Network's Fraud Prevention project;
 4. Actively participate in another of the Network's projects;
 5. Actively participate in the handling of cross-border complaints.
- (f) In the annual report Member organisations will describe the way they fulfilled their activity requirements in accordance with paragraph (e). The Presidency, the former President and the President-elect (collectively, the "Troika") will evaluate

each Member organisation's annual report and determine whether the Member organisation has fulfilled its activity requirements. Member organisations not fulfilling the minimum activity requirements will be contacted. Any Member organisation not meeting the activity criteria in paragraph (e) for two years in a row will become a Partner and thereby lose the right to be involved in decision making.

- (g) Member organisations that are no longer able to fulfil the obligations of full activity in the Network, as foreseen in paragraph (e), or prefer to participate rather on a limited basis in the activities of the Network can do so as a "partner organisation," as described under Article 7. If there is any disagreement regarding the decision about a Member organisation's activity level, the matter will be resolved by the Member organisations minus the Member organisation in question.

7. Partner organisations

- (a) Partnership will normally be reserved for one single national governmental organisation from each country that is involved with the promotion and enforcement of fair trading practices, though for certain countries other arrangements may be necessary. Exceptions are possible and are to be decided on a case by case basis.
- (b) Organisations will only be considered for Partnership status once they have been nominated by at least five Member organisations. If an ICPEN Member organisation is approached by an organisation seeking Partnership status, the Member organisation should inform the applicant of the procedure foreseen by this article and notify the Presidency.
- (c) The Presidency, if confronted with a proposition for Partnership as foreseen under paragraph (b), shall, after first contact with the applicant organisation, send the organisation a letter with the requirements for Partnership in the Network.
- (d) In order to meet the requirements for Partnership in the Network the applicant shall:
 1. Be an organisation which is occupied with the promotion and enforcement of fair trading practices;
 2. Subscribe to the Network's principles of co-operation;
 3. Present an overview of consumer protection in the country in which it is based, and describe its own enforcement powers and scope of activities;
 4. Set out its reasons for applying partnership, linking them to the long-term goals set out in Article 4; and
 5. Agree to deliver an annual report (including figures of cross border complaint handling) as requested by the Presidency and agree to undertake annually at

least one of the activity requirements in Article 6 (e), other than attending a Network conference.

- (e) If the organisation meets the requirements mentioned in paragraph (d), the Presidency will consult the Member organisations before inviting the organisation to participate in any activities or conferences of the Network.
- (f) Partners that are unable to fulfil the minimum obligations of partnership, as foreseen in Article 7(d)(5), for a one year period, or prefer not to participate will have their partnership status frozen. Any organisation wishing to recommence activity should notify the President, who will refer such an application to the Troika (Presidency, former President and President elect) for consideration and a decision. If there is disagreement, the matter should be resolved by the Member organisations.

8. Observer organisations

Participation in the Network is also open, on an observer basis, to the OECD Secretariat, the EFTA Secretariat, the Commission of the European Union and other governmental international or public organisations involved in consumer protection enforcement, and shall be granted on a case by case basis.

Presidency

- 9. One of the Member organisations will be chosen to act as President of the Network. This position will rotate annually.
- 10. The responsibilities of the President organisation will be:
 - (a) To host at least one conference for Member organisation-, Partner- and Observer organisations, at which Member organisations will review and plan the activities of the Network.
 - (b) The President may choose to host and organise other events in conjunction with a conference such as Best Practices Training. The Presidency may at its discretion invite other governmental organisations occupied with the promotion and enforcement of fair trading practices that are not ICPEN Member organisation-, Partner-or Observer Organisations, the Presidency has the discretion to charge a fee from such a body (i.e. non ICPEN participation organisation) to cover any additional costs incurred;
 - (c) To lead the Advisory Group (Article 12);
 - (d) To maintain the list of Network contacts and circulate updated versions on a regular basis;

- (e) To act as a focal point for information regarding the operation of the Network itself;
 - (f) To provide a central address, telephone and fax number to which all notifications regarding the list of Network contacts should be sent.
11. An organisation seeking candidacy for the President position must advise the incumbent President not less than one month prior to the meeting at which a decision on the Presidency will be made, i.e., one full twelve month period prior to the new President taking up the role. In the event that there are no candidates for the Presidency other arrangements will be made as appropriate.

The incumbent President must then notify the entire Network of the candidacy. Advance notice provides Member organisations with a sufficient period in which to discuss the candidates seeking to chair the Network.

In the event that there are no candidates for the Presidency other arrangements will be taken, as appropriate.

Advisory Group

12. The Advisory Group supports the Presidency. It is composed of:

- (a) The President;
- (b) The former President; and
- (c) The President-elect, appointed at each autumn conference, which will be the host for the following year's conference(s). The President-elect will serve for a year as Vice-President, during which time it should prepare for the conference and collaborate with the President and the former President in the operation of the Network.

As the Presidency deems necessary, the Advisory Group can be extended to include other Member organisations. In that case, the Presidency will seek candidates by consulting all the Member organisations in a transparent procedure, and will seek geographical representation and rotating participation of different Member organisations.

Working Languages

13. No particular languages will be formally designated. It is expected that meetings will normally be conducted in English and French, with simultaneous translation. The list of contacts may indicate individuals' particular language skills in order to facilitate effective communication.

Finance

- 14.1 All costs associated with hosting Network events, such as annual conferences and trainings, shall be borne by the event host country.
- 14.2 As outlined in Article 10(b), it is at the Presidency's discretion to charge a nominal fee for invited guests of the Presidency, and who are not Members, Partners or Observers, to attend Network events, such as annual conferences and trainings.
- 14.3 Other expenses to participate in Network events shall be borne by each participating organisation for its own nominated delegates. Participating organisations may seek financial assistance among themselves, and may agree to such assistance on a bilateral basis.
- 14.4 Member, Partner and Observer monetary contributions to the Network's operational finances are collected for the sole purpose of operating the Network's activities. Funds may be collected based on a project plan or a funding plan, which is sent to the Network, drawn up by the Member, Partner or Observer that bears the costs, on the advice of the Advisory Group. Members and Observers declare themselves explicitly if they are able to contribute or not.

Operation of the Network

15. Member-, Partner- and Observer- organisations will use their best endeavours to ensure timely notification of changes to entries on the list of Network contacts.
16. Cooperation, bilateral and multilateral, will be for individual participating organisations to initiate among each other as and when required. It will not be a function of the President that such contact should be routed through her or him.
17. Where cases and issues arise for which responsibility does not lie with participating organisations, the latter will do their best to put correspondents into direct contact with other relevant bodies or organisations, perhaps at local level or in the private sector (especially in the case of a self-regulatory body), which can deal with the matter. However, the participating organisation will usually be the initial liaison point. The wide variety of communication, cooperation and exchange of information, which already takes place among different bodies in each country with an interest in consumer protection will naturally continue.
18. Decisions to be made by the Network are categorized as follows:
 - (a) Decisions concerning changes to this memorandum, applications by new Partner- or Observer organisations, or public statements of the network regarding positions on particular issues shall be taken by consensus (unanimity) only.
 - (b) For all other decisions in the network the Presidency will seek compromise through consensus. If consensus cannot be reached before the following network meeting, the proposal of the Presidency will be considered accepted without

further debate at the outset of that meeting unless at least five Member organisations object before that time.

19. The written procedure

- (a) The written procedure is coordinated by the Presidency or another Member organisation designated by the Presidency.
- (b) The Presidency or its designee shall send the proposal to be decided on as well as all relevant documentation to all Member organisations at the same time.
- (c) Member organisations not replying within the required period are considered to be in agreement with the proposal.

ANNEX to the ICPEN Memorandum of Understanding

Motion agreed to at the Jeju ICPEN Conference – 26-28 March 2006) on procedures in order to improve upon on the decision-making process, streamline our meetings, and increase productivity (to be considered in connection with article 18 of the ICPEN Memorandum).

As an annex to the MoU, and in order to improve upon the decision-making process, streamline our meetings, and increase productivity, the Network also informally adopts the following practical steps:

(1) Advanced Discussion of Issues

Important issues should be briefed and discussed in advance of the meeting by the members (or a relevant group such as this one). This can be accomplished through written drafts and/or teleconferences. Members can reach a consensus in advance (through, for example, negative option) or a relevant group can circulate a proposal in advance to have an abbreviated discussion during the meeting.

(2) Limited Discussion During Meetings

The President should set strict time limits for discussion of issues at meetings. Once that time limit has been reached the President should gauge if there is a consensus. If there is, the issue is decided. If there is not, the President stops the discussion and takes steps to continue the discussion elsewhere (see below). The meeting can then continue to tackle other important issues in the agenda.

(3) Continued Discussion Outside of the Meeting

If members could not reach a consensus through pre-briefing, and during the time limit set in the agenda, the President should select a subgroup of members (for instance, those members in opposite sides of an argument) and task them to work out a compromise to be proposed to the membership at large (either later on at the meeting, or to be continued after the meeting).

(4) Inability to Reach a Consensus After All These Steps

If after pre-briefing, meeting discussion, side discussions, and subgroup proposal, the members still cannot reach a consensus, it would appear that the issue is important by definition. Otherwise, a consensus would have been reached already. If members cannot reach a consensus after all these steps, we suggest that the issue should continue to be discussed between meetings until a consensus is attained. But we do not hope that this will occur very often.

LIST LONDON: ORGANISATIONS PRESENT AT THE CONFERENCE IN LONDON 1992

COUNTRY	ORGANISATION
Australia }	Trade Practices Commission Federal Bureau of Consumer Affairs
Austria	Federal Ministry for Health, Sports and Consumer Protection
Belgium	Economische Algemene Inspectie
Canada	Department of Consumer and Corporate Affairs
Denmark	The National Consumer Agency of Denmark
France	Direction Générale de la Concurrence de la Consommation et de la Répression des Fraudes
Finland	Consumer Ombudsman
Germany }	Verbraucherschutzverein Bundesminister Für Wirtschaft
Holland	Ministerie Van Economische Zaken
Hungary	Fogyasztóvédelmi Főfelügyelőség
Ireland	Office of Consumer Affairs and Fair Trade
Japan }	Consumers' Affairs Division Economic Planning Agency
New Zealand	Ministry of Consumer Affairs
Norway	Consumer Ombudsman
Portugal	Instituto Nacional de Defesa do Consumidor
Spain	Instituto Nacional del Consumo
Sweden	Consumer Ombudsman
Switzerland	Bureau de la Consommation

United Kingdom } Office of Fair Trading
Department of Trade and Industry

United States of America Federal Trade Commission

Organisation for Economic Co-Operation and Development

Commission of the European Communities

LIST MONTREUX: ORGANISATIONS PRESENT AT THE CONFERENCE IN MONTREUX 2002

COUNTRY	ORGANISATION
Australia }	Australian Competition & Consumer Commission Consumer Affairs Division, The Treasury
Austria	Ministry of Justice, Directorate for Consumer Protection
Belgium	Federal Administration for Economic Inspections
Canada	Industry Canada, Competition Bureau, Fair Business Practices
Denmark	The Danish Consumer Ombudsman
Estonia	Consumer Protection Board
France	Direction Générale de la Concurrence de la Consommation et de la Répression des Fraudes
Finland	The Finnish Consumer Ombudsman
Germany }	Verbraucherzentrale Bundesverband e. V. Bundesministerium für Verbraucherschutz
Greece	Ministry of Development
Hungary	Fogyasztóvédelmi Főfelügyelőség
Ireland	Office of the Director of Consumer Affairs
Italy	Italian Competition Authority
Japan }	Japan Fair Trade Commission Cabinet Office
Korea }	Korea Consumer Protection Board Korea Fair Trade Commission
Latvia	Consumer Rights Protection Centre
Luxembourg	Ministère des Classes Moyennes

Mexico	Procuraduría Federal del Consumidor
New Zealand	Ministry of Consumer Affairs
Norway	The Norwegian Consumer Ombudsman
Poland	Office for Competition and Consumer Protection
Portugal	Instituto Nacional de Defesa do Consumidor
Spain	Instituto Nacional del Consumo
Sweden	Swedish Consumer Agency
Switzerland	State Secretariat for Economic Affairs (seco)
United Kingdom }	Office of Fair Trading Department of Trade and Industry
United States of America	Federal Trade Commission
Organisation for Economic Co-Operation and Development	
Commission of the European Communities	

LIST OF IMSN PARTICIPANTS, REFERENCE DATE 19 MARCH 2002

COUNTRY	ORGANISATION
Australia }	Australian Competition & Consumer Commission Consumer Affairs Division, The Treasury
Austria	Ministry of Justice, Directorate for Consumer Protection
Belgium	Federal Administration for Economic Inspections
Canada	Industry Canada, Competition Bureau, Fair Business Practices
Czech Republic	Ministerstvo Prumyslu a Obchodu Ceske Republiky
Denmark	The Danish Consumer Ombudsman
Estonia	Consumer Protection Board
France	Direction Générale de la Concurrence de la Consommation et de la Répression des Fraudes
Finland	The Finnish Consumer Ombudsman
Germany }	Verbraucherzentrale Bundesverband e. V. Bundesministerium für Verbraucherschutz
Greece	Ministry of Development
Hungary	Fogyasztóvédelmi Főfelügyelőség
Ireland	Office of the Director of Consumer Affairs
Italy	Italian Competition Authority
Japan }	Japan Fair Trade Commission Cabinet Office
Korea }	Korea Consumer Protection Board Korea Fair Trade Commission
Latvia	Consumer Rights Protection Centre
Luxembourg	Ministère des Classes Moyennes

Malta	Department of Consumer Affairs
Mexico	Procuraduría Federal del Consumidor
Netherlands	Ministry of Economic Affairs
New Zealand	Ministry of Consumer Affairs
Norway	The Norwegian Consumer Ombudsman
Poland	Office for Competition and Consumer Protection
Portugal	Instituto Nacional de Defesa do Consumidor
Slovak	Republic Ministry of Economy of the Slovak Republic
Spain	Instituto Nacional del Consumo
Sweden	Swedish Consumer Agency
Switzerland	State Secretariat for Economic Affairs (seco)
United Kingdom }	Office of Fair Trading Department of Trade and Industry
United States of America	Federal Trade Commission
Organisation for Economic Co-Operation and Development	
Commission of the European Communities	

**LIST PORT DOUGLAS: ORGANISATIONS PRESENT AT THE CONFERENCE
IN PORT DOUGLAS 2003**

COUNTRY	ORGANISATION
Australia }	Australian Competition & Consumer Commission Consumer Affairs Division, The Treasury
Belgium	Federal Public Service Economy
Canada	Industry Canada, Competition Bureau, Fair Business Practices
Finland	The Finnish Consumer Ombudsman
Germany }	Verbraucherzentrale Bundesverband e. V. Bundesministerium für Verbraucherschutz
Ireland	Office of the Director of Consumer Affairs
Italy	Italian Competition Authority
Japan }	Ministry of Economy, Trade and Industry Japan Fair Trade Commission
Korea }	Korea Consumer Protection Board Korea Fair Trade Commission
Latvia	Consumer Rights Protection Centre
Mexico	Procuraduría Federal del Consumidor
New Zealand	Ministry of Consumer Affairs New Zealand Commerce Commission
Norway	The Norwegian Consumer Ombudsman
Sweden	Swedish Consumer Agency
Switzerland	State Secretariat for Economic Affairs (seco)
United Kingdom }	Office of Fair Trading Department of Trade and Industry
United States of America	Federal Trade Commission
Organisation for Economic Co-Operation and Development	

**LIST HELSINKI: ORGANISATIONS PRESENT AT THE MEETING IN
HELSINKI OCTOBER 10, 2003**

AUSTRALIA	Australian Competition and Consumer Commission Department of Treasury
AUSTRIA	Federal Ministry of Social Security
BELGIUM	FPS Economy, SMEs, Selfemployed & Energy
CANADA	Competition Bureau
DENMARK	Consumer Ombudsman
ESTONIA	Consumer Protection Board
FINLAND	Finnish Consumer Ombudsman
FRANCE	DGCCRF
GREECE	Ministry of Development
HUNGARY	General Inspectorate for Consumer Protection
IRELAND	Office of the Director of Consumer Affairs
ITALY	Italian Competition Authority
JAPAN	Quality-of-Life Policy Bureau, Cabinet Office Fair Trade Commission of Japan
LATVIA	Consumer Rights Protection Centre of Latvia
MEXICO	The Office of the Federal Attorney General for Consumer Protection
NETHERLANDS	Ministry of Economic Affairs
NORWAY	The Norwegian Consumer Ombudsman
POLAND	Office for Competition and Consumer Protection
PORTUGAL	Consumer Institute of Portugal

SOUTH KOREA	Consumer Protection Board Korea Fair Trade Commission
SPAIN	Instituto Nacional del Consumo
SWEDEN	Swedish Consumer Ombudsman
SWITZERLAND	State Secretariat for Economic Affairs (seco)
UNITED KINGDOM	Office of Fair Trading Department of Trade and Industry
USA	Federal Trade Commission
OECD	
EUROPEAN COMMISSION	

**LIST JEJU :
ORGANISATIONS PRESENT AT THE CONFERENCE IN JEJU 2006**

COUNTRY	ORGANISATION
<u>Member organisations :</u>	
Australia	Australian Competition & Consumer Commission
Belgium	DG Enforcement & Mediation, FPS Economy
Canada	Industry Canada, Competition Bureau
Chile	National Consumer Service (SERNAC)
Cyprus	Ministry of Commerce, Industry and Tourism
Denmark	Danish Consumer Ombudsman
Estonia	Consumer Protection Board
Japan }	Fair Trade Commission of Japan National Consumer Affairs Center Cabinet Office
Latvia	Consumer Rights Protection Center
Lithuania	National Consumer Rights Protection Board
Mexico	Procuraduría Federal del Consumidor (Profeco, Office of the Federal Attorney for Consumer Protection)
Netherlands	Netherlands Consumer Authority
New Zealand }	Commerce Commission Ministry of Consumer Affairs
Poland	Office of Competition and Consumer Protection
Republic of Korea }	Korea Consumer Protection Board Korea Fair Trade Commission Ministry of Finance and Economy
Switzerland	State Secretariat for Economic Affairs (seco)

United Kingdom } Office of Fair Trading
Department of Trade and Industry

United States of America Federal Trade Commission

Observer organisations :

Azerbaijan Department on Antimonopoly Policy, Ministry of
Economic Development

China State Administration for Industry and Commerce
(SAIC)

Organisation for Economic Co-Operation and Development

**LIST OF ICPEN PARTICIPATING ORGANISATIONS (Article 6 (b))
ON 23-24 OCTOBER 2006 (WARSAW CONFERENCE)**

Member organisations

COUNTRY	ORGANISATION
Australia	Australian Competition & Consumer Commission
Austria	Federal Ministry of Social Security, Generations and Consumer Protection
Azerbaijan*	Department on Antimonopoly Policy, Ministry of Economic Development
Belgium	DG Enforcement & Mediation, FPS Economy, SMEs, Self-employment and Energy
Canada	Canadian Competition Bureau
Chile	National Consumer Service (SERNAC)
China*	State Administration for Industry and Commerce (SAIC)
Cyprus	Competition and Consumer Protection Service, Ministry of Commerce, Industry and Tourism
Denmark	Danish Consumer Ombudsman
Estonia	Consumer Protection Board
Finland	Finnish Consumer Agency and Ombudsman
France	Direction Générale de la Concurrence, de la Consommation et de la Répression des Fraudes (DGCCRF)
Germany	Federation of German Consumer Organisations (VZBV)
Hungary }	General Inspectorate for Consumer Protection Hungarian Competition Authority
Ireland	Office of the Director of Consumer Affairs

Italy	Italian Competition Authority
Japan}	Fair Trade Commission National Consumer Affairs Center Cabinet Office Ministry of Economy, Trade and Industry
Latvia	Consumer Rights Protection Centre
Lithuania	National Consumer Rights Protection Board
Luxembourg	Ministère des Classes Moyennes
Mexico	Procuraduría Federal del Consumidor (PROFECO)
Netherlands	Netherlands Consumer Authority
New Zealand	Commerce Commission
Norway	Norwegian Consumer Ombudsman
Poland}	Office of Competition and Consumer Protection European Consumer Centre Council of Consumer Ombudsman
Republic of Korea}	Korea Consumer Protection Board Korea Fair Trade Commission
Spain	European Consumer Centre
Sweden	Swedish Consumer Agency and Ombudsman
Switzerland	State Secretariat for Economic Affairs (SECO)
United Kingdom}	Office of Fair Trading Department of Trade and Industry
United States of America	Federal Trade Commission

* Azerbaijan and China: membership status granted at the conference

Observer organisations

European Commission	DG Sanco
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OECD

CCP Secretariat

Non-member organisations

Croatia

Ministry of Economy, Labour and Entrepreneurship