4 September
17:00 Registration
18:00- Welcome reception (organized by Tokushima Prefectural Government)

5 September
8:30 Registration
9:00 Opening remarks and Photo

**Panel 1: Adjusting Policy to Rapidly-Changing Technologies**
Chair: Mr. Susumu SAKATA
Director General, Consumer Affairs Agency, Japan

Mr. Thomas BLÖINK
Head of Directorate, - Consumer Policy, Digital Society -, Federal Ministry of Justice and Consumer Protection, Germany

Ms. Marie-Paule BENASSI
Acting Director, Directorate General Justice and Consumers, European Commission

Ms. Mette Rose SKAKSEN
Deputy Director General, Competition and Consumer Authority, Ministry of Business and Growth, Denmark

Ms. Kristina VAKSMAA-TAMMARU
Director of Division, Consumer Protection and Technical Regulatory Authority, Estonia

Mr. Dirk PILAT
Deputy Director, Directorate for Science, Technology and Innovation, OECD
10:45- Coffee break
11:15- Panel 2: Strengthening Cross-border Cooperation
12:30 Chair: Mr. Susumu SAKATA
   Director General, Consumer Affairs Agency, Japan

   Mr. Andrew Hunter HADLEY
   Assistant Director Consumer Policy, Policy and International, Competition and Markets Authority, United Kingdom

   Mr. Hugh STEVENSON
   Deputy Director for International Consumer Protection, Federal Trade Commission, United States

   Mr. Lars GRØNDAL
   Acting Deputy Director General, Department of Consumer Religious and Life Stance Affairs, Ministry of Children and Families, Norway

   Mr. Brian Muletambo LINGELA
   Director Consumer Protection, Competition and Consumer Protection Commission, Zambia

12:30- Lunch
13:45- Lunch Time Session: Report from G20 Ibaraki-Tsukuba Ministerial Meeting on Trade and Digital Economy
14:00 Chair: Mr. Yoichi IIDA
   Deputy Director General, G7/G20 Relations Co-Chair of G20 Digital Economy Task Force, Ministry of Internal Affairs and Communications, Japan

14:00- Panel 3: Enhancing the impact of product recalls in the Digital Age
15:15 Chair: Mr. Susumu SAKATA
   Director General, Consumer Affairs Agency, Japan

   Mr. Neville MATTHEW
   General Manager, Consumer Product Safety, Australian Competition and Consumer Commission, Australia

   Mr. Euan FRASER
   Science, Technology and Product Safety Risk Manager, Department for Business, Energy and Industrial Strategy, United Kingdom

   Ms. Marie-Paule BENASSI
   Acting Director, Directorate General Justice and Consumers, European Commission

   Mr. Dirk PILAT
   Deputy Director, Directorate for Science, Technology and Innovation, OECD
15:15- 16:30  Panel 4: Dispute Resolution and Redress and New Technologies  
Chair:  Mr. Susumu SAKATA  
Director General, Consumer Affairs Agency, Japan

Mr. Nobuyuki HARA  
Director, Product Safety Division, Ministry of Economy, Trade and Industry, Japan  
Mr. Yoshifumi AYUSAWA  
Director, Consumer Safety Division, Consumer Affairs Agency, Japan

Mr. Alexandre Carneiro PEREIRA  
Coordinator for Articulation and Institutional Relations, Ministry of Justice and Public Security, Brazil  
Mr. Taehyung LEE  
Assistant Manager, General Consumer Redress Team, Department of Consumer Redress, Korea Consumer Agency, Korea  
Ms. Anna KOROLEVA  
Consultant, Department of Science and International Cooperation, Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing, Russia  
Ms. Ana Catarina FONSECA  
Director General, Consumer Directorate General, Ministry of Economic Affairs, Portugal

16:30-  17:00  Coffee break

17:00- 18:15  Panel 5: The Role of Consumer Protection Agencies in Attaining the Sustainable Development Goals  
Chair:  Mr. Susumu SAKATA  
Director General, Consumer Affairs Agency, Japan

Mr. Fernando BLANCO MUIÑO  
National Director on Consumer Protection, Ministry of Production and Labor, Argentina  
Mr. Ryusuke TAKASHIMA  
Director General, Consumer Affairs Agency, Japan  
Ms. Mia OHLSSON  
Head of Department, Swedish Consumer Agency, Sweden  
Ms. Teresa MOREIRA  
Head, Competition and Consumer Policies Branch, UNCTAD

18:30-  Dinner
6 September
9:00-  Panel 6: Protecting Vulnerable Consumers in the Digital Age
10:15  Chair: Ms. Akiko ITO
Commissioner, Consumer Affairs Agency, Japan

Mr. Abhay KUMAR
Director, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, India

Mr. Omar Mohammed Al SUHAIBANI
Deputy Minister for Consumer Protection, Ministry of Commerce and Investment, Saudi Arabia

Mr. Andrew Hunter HADLEY
Assistant Director Consumer Policy, Policy and International, Competition and Markets Authority, United Kingdom

Ms. Satu TOEPFER
Senior Legal Adviser Consumer Protection, The Finish Competition and Consumer Authority, Finland

Mr. Herbert FUNG
Senior Director, Business & Economics Division, Competition and Consumer Commission of Singapore, Singapore

Ms. Helena LEURENT
Director General, Consumer International (CI)

10:15-  Coffee break
10:30-  Tokushima session: Promoting Consumer Education to young people (organized by Tokushima Prefecture)
12:00  Moderator: Dr. Takao NISHIMURA
Emeritus Professor, Yokohama National University, Japan

Mr. Kamon IIZUMI
Governor of Tokushima Prefecture, Japan

Dr. Yuka SAKAMOTO
Associate Professor, Graduate School, Naruto University of Education, Japan

Dr. Antonios KARAISKOS
Associate Professor, Graduate School of Law/Faculty of Law, Kyoto University, Greece

Dr. Jinsook LEE
Head of Team (Consumer Information Management Team), Department of Consumer Information & Education, Korea

Consumer Agency, Korea
12:00-  Closing remarks
12:15

Mr. Omar Mohammed Al SUHAIBANI
Deputy Minister for Consumer Protection, Ministry of Commerce and Investment, Saudi Arabia

Ms. Akiko ITO
Commissioner, Consumer Affairs Agency, Japan

12:30-  Lunch and Study Tour
16:00