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Direction de
la vérification,
de l'évaluation
et du contrôle

Audit,
Evaluation and
Control Branch

CONSULTATIONS WITH INDUSTRY AND
CONSUMER ASSOCIATIONS

TRADED GOODS REGULATIONS AFFECTING
PRE-PACKAGED AND NON-FOOD
CONSUMER PRODUCTS

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et Corporations
Canada

Consumer and
Corporate Affairs
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CONSUMER ASSOCIATIONS

TRADED GOODS REGULATIONS AFFECTING
PRE-PACKAGED AND NON-FOOD
CONSUMER PRODUCTS

Program Evaluation Division
Bureau of Policy Coordination
Consumer and Corporate
Affairs Canada
January 1986

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EXECUTIVE SUMMARY

- . Consultations were conducted with associations representing consumers and industries affected by the pre-packaged and non-food regulations administered by the Consumer Products Branch of CCAC.
- . The regulations are, in general, neither contentious nor problematical according to the associations interviewed.
- . Industry perceives import non-compliance to be a major concern and believes that the current level of enforcement activity is inadequate.
- . The need for bilingual labelling is widely accepted however, differences in federal and Quebec requirements combined with perceived disparities in federal and provincial enforcement activity may, according to industry, facilitate unfair market practices.
- . Program management and the fur industry agree that the regulations affecting fur garments need updating and this is being done.

1. Introduction

The Program Evaluation Division of the Department of Consumer and Corporate Affairs is presently undertaking a series of program evaluations to review regulations which affect consumer products in the marketplace. This report focuses on the regulations which affect pre-packaged and non-food consumer products. (Similar evaluation modules focussing on Traded Goods regulations in the food and the textile sectors have already been reported on in separate reports*).

Consultations were conducted with associations representing those affected by the legislation, both industry and consumers. The purpose of the interviews was to consult with affected parties with respect to certain issues identified with program rationale and objectives achievement.

This report presents the key findings of these interviews and makes recommendations regarding follow-up action.

2. Background

The pre-packaged and non-food consumer products "sector" is comprised principally of those products purchased and used by consumers which do not fall into the category of 'food' or 'textiles'. As pointed out in Table 1, this includes such items as fur garments, cosmetics, entertainment articles, automotive supplies, pet supplies, household cleaners, etc. These products are primarily affected by three Acts and sets of regulations which are the focus for this study:

- . The Consumer Packaging and Labelling Act (and Regulations)
- . The National Trade Marks and True Labelling Act (specifically the Fur Garments Labelling Regulations and Watch Jewels Marking Regulations); and
- . The Precious Metals Marking Act.

Unlike the latter two Acts which are narrowly focussed, the Consumer Packaging and Labelling Act affects a vast range of pre-packaged and non-food consumer goods.

*"Food Sector Evaluation Study Consultation Module" March 1985; and
"Textile Sector Evaluation: Consultations Module" March 1985.

Table 1

Pre-packaged and Non-food Consumer Products
Affected by CCAC Administered Regulations

<p><u>Consumer Packaging & Labelling Regulations</u></p> <ul style="list-style-type: none">. Cosmetics & Personal Care Supplies. Tobacco Supplies. Entertainment Articles (games, toys, athletics & sports equipment, camping equipment, records/tapes, hobbies and craft supplies & kits, camera equipment, art materials).. Pet Supplies. Household Furnishings & Supplies (appliances (personal care & kitchen), light bulbs, scissors, scales, clocks, power tools (lawn and garden), smoke detectors, fire extinguishers). Household Cleaning Supplies. Automotive Products. Paper & Plastic Products (tissues, napkins, bags, envelopes, ribbon, foil wraps). Other Household Supplies (fertilizers, seeds, pesticides, pens, batteries). Home Improvement (paints, wallpaper, floor coverings, roofing, insulation, plumbing/carpentry/electrical/masonry/metal work supplies)
<p><u>Precious Metals Marking Act</u></p> <ul style="list-style-type: none">. Precious Metal Articles (jewellery, luxury items, optical frames, watches)
<p><u>National Trade Mark and True Labelling Act</u></p> <ul style="list-style-type: none">i) Fur Garments Labelling Regulations<ul style="list-style-type: none">. Fur Garments. Fur-trimmed Articlesii) Watch Jewels Marking Regulations<ul style="list-style-type: none">. Watches

Several issues were identified at the outset of the evaluation as being of particular importance for this module. These included determining which (if any) regulations are problematical; the continuing relevance and need for these regulations; the degree of achievement of program objectives; the impacts and effects of these regulations; the adequacy of the existing consultation process for regulatory change; the extent of overlap with other federal and provincial programs; and suggestions for changes to improve the existing regulations.

Through consultations with associations representing industry and consumers, the module provided some insight into these evaluation issues from the perspective of those parties directly affected by the regulations.

3. Methodology

The target population was identified from listings supplied by the Consumer Products Branch of CCAC. In all, 30 face-to-face interviews and nine telephone interviews were conducted over August-September 1985 with representatives of industry and consumer associations (see Annex B for a list of the associations). A formal questionnaire based on the evaluation issues was used in the interviews (see Annex D).

Interviews with associations were carried out by two outside consultants. Upon completion, each presented a report and discussed the results with the Evaluation Advisory Committee (see Annex C for summaries of these reports). The evidence established through their efforts is highlighted in this report.

4. Evidence/Major Results

The evidence obtained to this point consists of interviews with representatives of associations affected by the regulations and with a few interested parties. As consumers generally were represented only by the Consumers Association of Canada, the evidence strongly reflects industry views.

Rationale/Continued Need For Regulations

- 1) The regulations are neither contentious nor problematic for any of the parties consulted.
- 2) Most industries support the regulations both as a means of limiting product misrepresentation and as a non-tariff barrier.
- 3) Under Fur Garment Regulations, the list comparing "fur trade names" to "true fur names" is considered outdated and superfluous.

Compliance and Enforcement

- 4) Current efforts to enforce the compliance of imported goods are perceived to be inadequate.
- 5) Compliance costs were considered sizeable during the adjustment period when the regulations were introduced, but are currently minor.

Consultation Process

- 6) CCAC's liaison efforts with respect to consultation on regulatory matters are fully satisfactory to industry. The Consumers Association of Canada feels that consumer views are neither adequately represented nor considered.

Overlap With Other Programs

- 7) Industry expressed considerable concern about the overlap in federal and Quebec bilingual labelling requirements giving rise to confusion.

Impacts and Effects

- 8) The regulations have caused "label clutter" for certain physically small items.

Extension of Regulations

- 9) Provision of quality and durability information would be practical for very few products.

- 10) Consumers of certain art supplies including adhesives expressed the desire to have labelling regulations for shelf-life and date stamping.

5. Key Findings

Key findings of the study are as follows:

- . The continued relevance of the regulations is widely accepted.
- . Industry perceives a serious inequity in trading practices between domestic and imported goods. They perceive that a disproportionately high number of imported goods fail to comply with federal regulations and attribute this to inadequate enforcement activity. This matter merits further study including measurement of import non-compliance using input from the Management Information System, Customs and Excise, and the Bureau of Policy Coordination. In addition, the level and emphasis of current enforcement activity should be reviewed.
- . The overlapping bilingual labelling requirements of the federal and Quebec governments are causing confusion in the market for nationally distributed goods. Distributors of nationally marketed goods who are based outside of Quebec expressed concern that the more stringent provincial requirements combined with disparities in federal and provincial enforcement activity may facilitate unfair market practices.
- . The ability of the Fur Garment Labelling Regulations to meet the twin objectives of protecting consumers against product misrepresentation and enhancing consumers' ability to differentiate among product choices is restricted by the voluntary nature of the labelling requirements. In addition, references in the regulations to fur trade names are considered obsolete and their value doubtful.

We note that program management is aware of these problems and is examining the following options: revising existing regulations; initiating mandatory labelling requirements; and supporting industry self-regulation.

The communications program under development is a useful measure to provide protection to consumers.

6. Follow-up

As follow-up to this study, we will undertake consultations with Customs and Excise to determine if a joint program evaluation study can or should be launched to address the matter of import compliance. We will report on this to the Deputy in due course.

ANNEX A: Summary of Legislation

LEGISLATION AFFECTING PRE-PACKAGED
AND NON-FOOD CONSUMER PRODUCTS

1. Consumer Packaging and Labelling Act

A pre-packaged product is any product packaged in such a way that it is normally sold to the consumer or used or purchased by him without repackaging. Examples include: cosmetics, personal care products, art materials, cleaning supplies, automotive products.

One set of regulations has been issued in conjunction with this Act - the Consumer Packaging and Labelling Regulations - which cover the following topics for non-food items.

- bilingual requirements;
- application of label to pre-packaged product;
- part of label on which information to be shown;
- size of print in which information to be shown;
- declaration of net quantity and exemptions;
- manner of declaring net quantity;
- pre-packaged products consisting of products packaged separately;
- advertisements;
- name and other information;
- declaration of nominal volume;
- standardization of container sizes;
- capacity of receptacles;
- tolerances;
- inspections;
- energy consumption labelling.

2. The National Trade Mark and True Labelling Act

The Act is designed to guarantee consumers a product that meets minimum quality standards by affixing a trade mark. The Act is not compulsory but if manufacturers use the trade mark, they must comply with the regulations. These cover matters such as licences, samples, characteristics, quality, advertising, labelling and application. There are seven sets of regulations of which two are of concern to this survey: Fur Garments Labelling Regulations and Watch Jewels Marking Regulations.

3. The Precious Metals Marking Act

The Act is designed to establish some control over marketing of precious metals in order to give the consumer a product commensurate with its selling price. The legislation is not compulsory and applies only if a quality mark is used.

ANNEX B: Interview Schedule

Ottawa and Montreal Interviews:

- 1) Automotive Industries Association
of Canada
Dean Wilson, President July 29, 1985
- 2) Canadian Association of Equipment
Distributors
Ed Orava, Vice-President, Hewitt Ltd. August 29, 1985
- 3) Canadian Crafts Council
Peter Weinrich, Executive Director August 8, 1985
- 4) Canadian Horticultural Council
Darry Dempster, Executive
Vice-President
Steve Whitney, Assistant to
Executive Vice-President August 9, 1985
- 5) Canadian Manufacturers of Chemical
Specialties
Jacques Chevalier, Executive
Director August 28, 1985
- 6) Consumers Association of Canada
Kathleen Henderson August 2, 1985
- 7) Canadian Paints and Coatings
Association
Dick Murray, President
Michael Cloghesy, Director,
Technical Services August 30, 1985
- 8) Retail Council of Canada
Mel Fruitman, Director of Research September 6, 1985
- 9) American Marketing Association
Ernest Jago, Senior Product
Manager, EB Eddy Co. July 31, 1985
- 10) Bureau of Non Prescription Drugs
National Health and Welfare
Dr. R. Smith, Chief Cosmetics and
Disinfectants Division August 27, 1985
- 11) Canadian Pulp and Paper Association
Albert Lacroix, Manager,
Trade Section August 29, 1985

- | | |
|--|--------------------|
| 12) Canadian Jewellers Association
John Theo, Executive Director | September 12, 1985 |
| 13) Canadian Toy Manufacturers
Association
Henry Wittenberg, President | August 16, 1985 |
| 14) Carleton University
School of Business
Georges Haines | August 22, 1985 |
| 15) Mr. Apse, Lawyer
Regulatory Expert | August 21, 1985 |

Letters Received from:

- 1) Canadian Sporting Goods Association
Keith Storey, Coghlan's Ltd.
B.G. Valde, Porcupine Creek Supply
- 2) Graphic Arts Industries Association
Willy Cooper, President
- 3) Fur Council of Canada
D. Haylock, Executive Director

Additional Conversations Held with:

- | | |
|---|-------------------|
| 1) Canadian Seed Growers Association
Larry Ritz
Jean Murphy | July 29, 1985 |
| 2) Canadian Construction Association
Mrs. Nelson | August 22, 1985 |
| 3) Canadian National Millers
Association
Don Smith, President, Dover Mills | August 26, 1985 |
| 4) Canadian Chamber of Commerce
Don Eldon | September 4, 1985 |
| 5) Canadian Tobacco Manufacturers
Council
Christopher Seymour, Executive
Secretary | September 5, 1985 |

- 6) Canadian Lumbermans Association
J.F. McCracken, Executive Director August 22, 1985
- 7) Consumer and Corporate Affairs
Consumer Products Branch
Geoff Lowe September 6, 1985

Toronto Area Interviews:

- 1) Canadian Chamber of Commerce
R.J. Knox August 1, 1985
- 2) Association of Canadian Advertisers
John Foss August 1, 1985
- 3) Canadian Artists Representation
(Ontario)
Gary Conway August 2, 1985
- 4) Motor Vehicle Manufacturers'
Association
Norman Clark August 2, 1985
- 5) Society of Plastics Industries
E.R. Evason August 6, 1985
- 6) Allied Beauty Association
Renee Vincent August 6, 1985
- 7) Canadian Recording Industry
Brian Robertson August 7, 1985
- 8) Confectionary Manufacturers'
Association
Irene Gibb August 14, 1985
- 9) Canadian Standards Association
Keith Sidwell August 19, 1985
- 10) Motorcycle and Moped Industry
Council
Walt McKay August 20, 1985
- 11) Automotive Parts Manufacturers'
Association
Patrick Lavelle August 20, 1985
- 12) Canadian Automotive Electric
Association
Linda Martin August 21, 1985

- 13) Canadian Photographic Trade
Association
Bill Johnston August 22, 1985
- 14) Canadian Paper Box Manufacturers
Association
W. Bainbridge August 29, 1985
- 15) Canadian Retail Hardware Association
Bruce Baldwin August 29, 1985
- 16) Allied Boating Association
Peter Jacobs August 29, 1985
- 17) Institute of Canadian Advertisers
Keith McKerracher September 3, 1985
- 18) Canadian Cosmetic Toiletry and
Fragrance Ass.
Kenneth Baker September 3, 1985

ANNEX C: Contractors' Reports
(Executive Summaries)

C.N. Watson & Associates Ltd., Toronto
Brenda Siegel, Ottawa and Montreal

C.N. Watson & Associates Ltd.
Toronto

0. EXECUTIVE SUMMARY

Interviews with 18 Toronto-based industry and other associations in the pre-packaged non-food sector with respect to problems and issues with the Consumer Packaging and Labelling Act and Regulations revealed that:

- . In general, the regulations were not of major concern to these associations. This was indicated by the small number of associations which could provide in-depth comments and the difficulty most respondents had in focussing on this legislation only.
- . The overwhelming concern of respondents with respect to this legislation was enforcement of imported products. Other major areas mentioned included cost of compliance and "label clutter".
- . The respondents had mixed views on the continuing relevance of the packaging and labelling legislation to their industries.
- . CCAC's liaison with industry is, in general, very good with most respondents satisfied with the consultation process.
- . The most frequently cited example of overlap with other legislation was the Quebec Language Act (Bill 101).
- . Information on quality and durability was opposed by the majority of respondents to that section, although two felt there was a need for that information.
- . Three respondents favoured the extension of regulations to additional products (i.e. brake linings, occupational health and safety equipment, etc.).

Brenda Siegel
Ottawa and Montreal

EXECUTIVE SUMMARY

This report presents the results of interviews held between July 29 and September 15th, 1985, principally with representatives of associations whose members are subject to regulations on packaging and labelling under the Consumer Packaging and Labelling Act, National Trade Mark and True Labelling Act, specifically the Fur Garment Marking Regulations, and the Precious Metals Marking Act.

The interviews were designed and carried out as part of the overall evaluation of the Traded Goods component of the activities within Consumer and Corporate Affairs, on behalf of the Program Evaluation Division of that Department.

The questionnaire which was used in these in-person interviews was designed by the Program Evaluation Division and approved by the Consumer Products Branch.

The questions dealt basically with problems of enforcement of, or compliance with, the regulations; impacts and effects of the regulations on the association's members; the continuing relevance of and need for the regulations; the consultation process in regulatory amendment; and the receptivity of respondents to the possibility of new regulatory initiatives in this area. An analysis of the responses shows that currently there are no major problems regarding compliance with or enforcement of, the regulations as perceived by the respondents.

In general, it was also felt that there is an ongoing need for these regulations in the marketplace and that the Consumer Packaging and Labelling Regulations continue to meet the objectives of preventing product misrepresentation, facilitating effective trade practices and enhancing product differentiation. Many specific comments on these aspects are included in section 2 of this report.

Everyone interviewed was satisfied with the process of consultation used by Consumer and Corporate Affairs on regulatory amendments. Almost everyone commented on the conflict between Federal and Quebec bilingual requirements for labelling. Respondents had quite differing views on the desirability and feasibility of the use of product quality indicators on labels.

The most consistent complaint was of the continued presence of imported products with non complying labels, and the lack of enforcement against the importers or retailers of non complying products.

The area of counterfeit packaging was raised in connection with these packaging and labelling regulations, although it is perhaps the non adherence to these regulations which makes package counterfeiting so simple in some product sectors.

All the respondents were very cooperative throughout the interviews, and most were quite knowledgeable about the specific regulations being discussed, the role of regulations in their industrial sector, and the views of their association members.

Recommendations for follow up work are made in the final section of the report. These recommendations include an analysis of the Department's policy with respect to import inspection, an investigation of marketing executives' understanding of labelling requirements and the possible conflict of quality labelling or standards with marketing strategies, and an investigation of the role of labelling requirements in preventing package counterfeiting.

ANNEX D: Questionnaire

Interview Guide: Pre-Packaged Non-Food Sector

A. Respondent Identification

1. Name and title of respondent _____
2. Name and location of organization _____
Ottawa ☐ 1 Toronto ☐ 2 00 _____
3. Date of interview _____
4. Phone number _____
5. Interviewed by _____
6. Which of the following best describes your organization? 01 _____
 - a) Industry ass'n ☐ 1 d) Retailer ☐ 4
 - b) Consumer ass'n ☐ 2 e) Manufacture ☐ 5
 - c) Educational ass'n ☐ 3 f) Other ☐ 6
specify: _____ 7

7. During this interview we would like to obtain your opinions concerning the role of Consumer and Corporate Affairs Canada in the pre-packaged non-food sector as prescribed by the Department's responsibilities under the Consumer Packaging and Labelling Act, the National Trade Mark and True Labelling Act, the Precious Metals Marking Act, and three sets of regulations which fall under these Acts: the Consumer Packaging and Labelling Regulations, the Fur Garments Labelling Regulations and the Watch Jewels Marking Regulations. These Departmental activities are primarily concerned with product packaging, labelling, standardization and the prohibition of false or misleading information on consumer goods packages.

The following list describes the major product groups within the pre-packaged non-food sector.

Which of the following product areas concern your association?

(CHECK ALL THAT APPLY)

a. Luxury items:

- 1) precious metal articles ☐ 02
- 2) fur garments ☐ 03
- 3) fur-trimmed articles ☐ 04

b. Personal consumption:

- 1) cosmetics and personal care ☐ 05
- 2) tobacco supplies ☐ 06

c. Entertainment/recreation:

- 1) games ☐ 07
- 2) toys ☐ 08
- 3) athletics and sports equipment ☐ 09
- 4) camping equipment ☐ 10
- 5) records, tapes, discs ☐ 11
- 6) hobbies and crafts supplies
and kits ☐ 12
- 7) camera equipment ☐ 13
- 8) art materials ☐ 14

d. Automotive products ☐ 15

e. Household goods:

- 1) pet supplies ☐ 16
- 2) household furnishings ☐ 17
- 3) cleaning supplies ☐ 18
- 4) improvement materials for home
use and miscellaneous supplies ☐ 19
- 5) paper and plastic supplies ☐ 20

f. All of the above

☐ 21

g. Other, not listed above ☐ 22

specify: _____

h. None of the above

☐ 23

B. Problem Identification

This section deals with the identification of problematic regulations regarding the labelling, packaging, and other disclosure of information for the consumer products which are of concern to you.

8. Do the regulations pose compliance problems for your product area with respect to:

a. labelling

1) No Don't Yes
 Know

☐ ☐ ☐ 24
1 2 3 —

2) If YES above, then why?

(DO NOT READ; CHECK ALL THAT APPLY)

i) the regulation specifically ☐ 25

ii) enforcement ☐ 26

iii) uniformity of interpretation ☐ 27

iv) cost of compliance ☐ 28

v) other (specify below)

_____ 29

1) Don't
 No Know Yes

1	2	3

30 _____

(DO NOT READ; CHECK ALL THAT APPLY)

- ### c. standardization of containers

- 1) No Don't Know Yes
- ☐ ☐ ☐ 36 _____
- 1 2 3

(DO NOT READ; CHECK ALL THAT APPLY)

- i) the regulation specifically ☐ 37 _____
- ii) enforcement ☐ 38 _____
- iii) uniformity of interpretation ☐ 39 _____
- iv) cost of compliance ☐ 40 _____

v) other (specify
below)

_____41

d. standardization of product composition

1) Don't
 No Know Yes
☐ ☐ ☐ 42 _____
 1 2 3

2) If YES, above, then why?

(DO NOT READ; CHECK ALL THAT APPLY)

i) the regulation specifically ☐ 43 _____

ii) enforcement ☐ 44 _____

iii) uniformity of interpretation ☐ 45 _____

iv) cost of compliance ☐ 46 _____

v) other (specify below) _____47

e. other requirements

specify _____

1) No Don't Yes
 Know
☐ ☐ ☐ 48 _____
 1 2 3

2) If YES above, then why?

(DO NOT READ; CHECK ALL THAT APPLY)

i) the regulation specifically ☐ 49 _____

- ii) enforcement ☐ 50 _____
- iii) uniformity of interpretation ☐ 51 _____
- iv) cost of compliance ☐ 52 _____
- v) other (specify below) _____ 53

C. Continuing Relevance and Need

The objectives of the regulations being discussed are meant to:

- 1) protect consumers from product misrepresentation;
- 2) enhance product differentiation; and
- 3) to facilitate trade practices.

9. a. In your opinion, are these regulations (administered by Consumer and Corporate Affairs Canada) still relevant and appropriate for your industry?

1 2 3 4 5

not at all somewhat very much

_____ 54

9. b. If you feel some regulations are no longer relevant, could you name them and explain why?

_____ 55

_____ 56

_____ 57

10. Are you aware of any regulations which are perceived to be of questionable value...

a. by industry?

No ☐ 1 Yes ☐ 2 58

Specify: _____ 59

b. by consumers?

No ☐ 1 Yes ☐ 2 60

Specify: _____ 61

c. Please elaborate:

_____ 62
_____ 63
_____ 64

11. a. Do you feel that the objectives of the regulations are appropriate to current conditions?

1 2 3 4 5
not at all somewhat very much 65

11. b. If NOT above, then what type of changes, if any, would you recommend?

_____ 66
_____ 67
_____ 68

12. What would you consider to be the minimum of information that a typical consumer requires to make a reasonable decision in the purchase of your products? In your product area what do you think consumers look for?

specify product: _____

(DO NOT READ; CHECK ALL THAT APPLY)

1) the price ☐ 2) brand ☐

3) size - weight, volume ☐ 4) ingredient listing ☐

5) manufacturer's name ☐ 69

6) other, specify: _____ 70

13. a. Do you think there is a need to provide more information for particular groups of consumers or to treat a particular product in a special way?

Yes ☐ 1 No ☐ 2 Don't know ☐ 3 71__

13. b. If YES above, please elaborate:

72__

73__

74__

D. Objectives Achievement

14. a. Do you believe that the regulations we have been discussing provide the consumer with an adequate amount of information given the program's objectives?

Yes ☐ 1 Maybe ☐ 2 No ☐ 3 Don't know ☐ 4 75__

14. b. Please elaborate:

76__

77__

78__

15. a. Are there any changes you would recommend to improve the ability of the regulations to achieve these objectives?

Yes ☐ 1 (specify) No ☐ 2 79__

15. b. If YES above, then what would these changes be?

80__

81__

82__

16. a. Do you believe that consumers use the information provided as intended?

Yes ☐ 1 Don't know ☐ 2 No ☐ 3 83

16. b. If NO above, why? _____

17. a. Can the government, in your opinion, do anything to encourage the correct use of information by those consumers who are not using it correctly?

Yes ☐ 1 (specify) Don't know ☐ 2 No ☐ 3 84

17. b. If YES above, how do you think that the government could do so?

_____ 85
_____ 86
_____ 87

18. a. To your knowledge are these regulations facilitating effective trade practices in your industry?

Yes ☐ 1 No ☐ 2 Don't know ☐ 3 88

18. b. If YES above, then please elaborate:

_____ 89
_____ 90
_____ 91

18. c. If NO above, how can the effectiveness of the regulations be improved?

_____ 92
_____ 93
_____ 94

E. Impacts and Effects

19. a. Have the regulations affected the efficiency, orderliness and/or economy of your industry?

1 2 3 4 5
•-----•-----•-----•-----•
not at all some very much
Don't know ☐ 0 95

19. b. Could you elaborate?

_____ 96
_____ 97
_____ 98

20. a. Have the regulations had any effect on the structure of your industry over the past decade, for example: the number of firms, range and variety of products, concentration of market power, and size of the import sector?

Yes ☐ 1 No ☐ 2 Don't know ☐ 3 99

20. b. If YES above, in what way?

(DO NOT READ)

	<u>Increased</u>	<u>Decreased</u>	<u>No change</u>	
i) number of firms	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	100
ii) range of products	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	101
iii) variety in product groups	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	102
iv) concentration of market power	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	103

v) Other comments: _____

21. Apart from any changes in the concentration of market power, what effects do you think that the regulations have had on small firms compared to large firms? (Specify)

a. small firms _____

b. large firms _____

22. How have the various types of regulations (labelling, packaging, and standards) affected producer costs and consumer prices?

	<u>Increase</u>	<u>Decrease</u>	<u>No change</u>	<u>Don't know</u>	<u>Example</u>	
22. a. producer cost	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	_____	104
22. b. consumer price	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	_____	105

23. Have the regulations either facilitated or prevented the importation of foreign products to the Canadian market? If so, could you cite any examples?

Prevented ☐ 1 example: _____

No effect ☐ 2 Don't know ☐ 3 106

Facilitated ☐ 4 example: _____

24. Have the regulations either facilitated or prevented the export of Canadian products to foreign markets?

Prevented ☐ 1 example: _____

No effect ☐ 2 Don't know ☐ 3 107

Facilitated ☐ 4 example: _____

25. Do the existing regulations on packaging, labelling and standardization constitute an important consideration in the development of new products or the introduction of new processes?

No ☐ 1

Don't know ☐ 2 108

Yes ☐ 3 specify: _____

F. Consultation Process

26. a. Given that the consultation process is meant to provide industry with an opportunity to participate in the review and amendment of regulations, are you satisfied that your industry is given adequate opportunity for this?

1	2	3	4	5	
_____	_____	_____	_____	_____	109
very	somewhat	indifferent	somewhat	very	
dissatisfied				satisfied	

Don't know ☐ 0

26. b. Could you explain why?

_____ 110

_____ 111
_____ 112

27. a. Once a need for change is identified, do you feel that amendments to existing regulations or the introduction of new regulations are made in a reasonable period of time?

Yes ☐ 1 No ☐ 2 Don't know ☐ 3 113

27. b. Could you give examples?

_____ 114

_____ 115
_____ 116

28. a. Do you use the Regulatory Agenda?

Yes ☐ 1 No ☐ 2 Don't know ☐ 3 117

28. b. Do you find it to be useful?

Yes ☐ 1 No ☐ 2 Don't know ☐ 3 118

28. c. Has the Agenda contributed towards improving the consultation process?

Please elaborate:

_____ 119
_____ 120
_____ 121

29. Can you suggest any way that the consultation process can be improved?

_____ 122
_____ 123
_____ 124

G. Overlap With Other Programs

30. a. In your view, do any of the regulations of which we have been speaking (labelling and packaging regulations and standards) conflict or overlap with:

- 1) other federal regulatory obligations?

Yes ☐ (specify) No ☐ Don't know ☐ 125
1 2 3
_____ 126
_____ 127
_____ 128

- 2) any provincial obligations?

Yes ☐ (specify) No ☐ Don't know ☐ 129
1 2 3
_____ 130
_____ 131
_____ 132

30. b. Can you suggest how to resolve conflict and overlap problems?

Yes ☐ (specify) No ☐ Don't know ☐ 133
1 2 3

134

135

136

30. c. Have you ever indicated the existence of conflicts or overlaps to Consumer and Corporate Affairs officials?

Yes ☐ No ☐ Don't know ☐ 137
1 2 3

30. d. If YES above, how did you go about it (e.g. letter, in-person, spoke to inspector, etc.)?

138

139

140

30. e. What was the outcome?

141

142

143

H. Product Performance Information (Quality and Durability)

NOTE - This section does not pertain to existing regulations.

31. a. Do you think that the industry generally feels that there is a need to identify product quality and/or durability information on product labels?

1 2 3 4 5 144
not at all some very much

31. b. If so, can you suggest which products this would apply to?

_____ 145
_____ 146
_____ 147

31. c. Do you think that consumers are interested in having this type of information?

1 2 3 4 5
_____ 148
not at all somewhat very much

32. a. Could producers provide meaningful information on product quality and/or durability for certain products?

Yes ☐ (specify) Maybe ☐ No ☐ Don't know ☐ 149
1 2 3 4
_____ 150
_____ 151
_____ 152

32. b. Would it be feasible to provide such information?

Yes ☐ (elaborate) Maybe ☐ No ☐ Don't know ☐ 153
1 2 3 4
_____ 154
_____ 155
_____ 156

33. a. If it was decided that information on product quality and durability should be provided, would it be preferable to do so by labelling or by setting standards?

Labels ☐ Standards ☐ Don't know ☐ 157
1 2 3

33. b. What practical concerns would you have in choosing between a voluntary as opposed to a mandatory requirement?

_____ 158
_____ 159
_____ 160

33. c. If a product quality and durability information were feasible and useful pieces of information, would industry favour self-regulation to government regulation in applying such information?

_____ 161
_____ 162
_____ 163

I. Range of Regulated Products

34. a. Could you suggest any products in the pre-packaged non-food sector for which the regulations for packaging, labelling or standardization administered by CCAC have not, in your opinion, proven to be worthwhile?

Yes ☐ (specify) No ☐ Don't know ☐ 164
1 2 3

34. b. Are you aware of any products which are presently unregulated which would benefit from regulation?

Yes ☐ (specify) No ☐ Don't know ☐ 165
1 2 3

35. For presently regulated products is there a need for any information which is not currently provided?

Yes ☐ No ☐ Don't know ☐ 166
1 2 3

i) date stamping ☐ 1

- ii) ingredient listing ☐ 2
- iii) other (specify) 167 _____
- _____
- _____
- _____ 3

J. Final Comments

36. Is there any other comment on any aspect of the regulations you would like to add to the above?
- _____ 168 _____
- _____
- _____

END OF INTERVIEW (DO NOT COMPLETE IN PRESENCE OF INTERVIEWEE)

K. Post-interview

37. How knowledgeable about the regulations would you say the interviewee was?
- 1 2 3 4 5 169 _____
- not at all some very

38. The respondent's answers were made primarily with respect to which of the following pieces of legislation:

- i) Consumer Packaging and Labelling Act/Regulations ☐ 1
- ii) Precious Metals Marking Act ☐ 2
- iii) National Trade Mark and True Labelling Act ☐ 3
- iv) Fur Garments Labelling Regulations ☐ 4
- v) Watch Jewels Marking Regulations ☐ 5 170 _____

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