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ANNUAL ACTIVITY PLAN 2026

Overall objective: Strengthening the achievements of the ACO to ensure the long-term sustainability of its interventions

Specific objectives :

- 1) Strengthening the institutional and human capacities of the ACO
- 2) To bring consumer associations into the fold of national consumption and development policies;
- 3) To improve the understanding of consumer organizations, governments, regional and sub-regional bodies, the business community and Technical and Financial Partners (TFPs) on the major issues and topics related to consumption in Africa for their consideration in policies.
- 4) Organizing the 2026 World Citizens' Day

No.	ACTIVITIES	TASKS	RESPONSIBLE PARTIES	TARGETS	EXPECTED RESULTS	PERFORMANCE INDICATORS
1. Strengthen the institutional capacities of ACO human resources						
1.1	Finalize the procedures for the legal recognition of the ACO with the Chadian Authorities	Follow up with the Minister in charge of the Administration of Chad	President and Executive Director	Ministry of Administration	New receipt issued	Authorization to operate from the Chadian government Headquarters agreement
1.2	Expand the membership base	Update the database of African consumer associations by 2025 and national, sub-regional and regional institutions in charge of consumption regulation, integration and financing.	Executive Director	Consumer associations of Africa and national, sub-regional and regional institutions responsible for regulating consumption, integration and financing	Good mapping of members and partners	Updated database of African consumer associations and partners
		Continue recruiting new consumer organizations	The Board of Directors with the support of the Executive Direction	Consumer Associations of Africa	Ongoing exchanges with members	A list of new members is compiled.
		Identify consumer associations in countries not yet members of the ACO	The Board of Directors with the support of the Executive Direction	Consumer Associations of Africa	Effective membership of members	New consumer associations in Africa have formalized their membership
		Continue the activation of the website				Website created and active

1.3	Maintaining the ACO's virtual exchange space	Create personal pages for ACO members;	The Board of Directors, with the support of the Executive Direction	Consumer associations in Africa and website visitors	enhanced exchanges and sharing of information between members and visitors	Number of visitors Number of articles published Interactive Listserv
		Finalize the implementation of the thematic working groups	The Board of Directors, with the support of the Executive Direction		Use of ACO's internal skills	Number of working groups established and number of member associations
1.4	Equip the headquarters with the necessary equipment	Negotiate institutional support from potential partners	The Board of Directors, with the support of the Executive Direction	Technical and financial partners		UAC headquarters available
1.5	Create a logo for members' use	Define a Terms of Reference for the design of the new logo and launch and monitor the design process.	The Board of Directors, with the support of the Executive Direction	THAT And of		Logo for member use available
1.6	Organize the JMDC	Organization of the JMDC coupled with the publication of the results of the financial services survey	The Board of Directors, with the support of the Executive Direction	Consumer associations in Africa, financial institutions, regulators, and ministries of finance	The results and recommendations of the investigation will be taken into account by the relevant authorities.	Recommendations taken into account
1.7	To take action to ensure the ACO is recognized as a credible interlocutor with governments, the media and partners	Continue contacts with international, governmental and UN institutions	The Board of Directors, with the support of the Executive Direction	Governments, parliaments, regulators, companies producing and providing consumer goods and services, NGOs from member countries, regional and international organizations. Technical and financial partners	Information and communication materials available and distributed	Leaflets, product information sheets and distribution
		Organize interviews/broadcasts with local, pan-African and international media	The Board of Directors, with the support of the Executive Direction The heads of the member OCs in each country	African radio and TV, Vox Africa, Africa 24, RFI, BBC, Africable, Afrique Media, Business 24, AfricaNews, CCCTV (Chinese channel), Sikka TV, RFI,	Recognition of the ACO as a credible and reference platform	Number of interviews and appearances in magazines and newspapers.
		Organize missions for establishing contacts, gathering information, and exchanging information. Negotiations for collaborative partnerships with certain local institutions	The Board of Directors, with the support of the Executive Direction The heads of the member OCs in each country	African radio and TV, Vox Africa, Africa 24, RFI, BBC, Africable, Afrique Media, Business 24, AfricaNews, CCCTV (Chinese channel), Sikka TV, RFI, Vol America	Awareness and visibility of the ACO	Number of institutions contacted Recognition by the African Union and sub-regional and international institutions as partners Many institutions recognize the ACO as partners on consumer issues
		Participation in regional, sub-regional and international meetings	The Board of Directors, with the support of the Executive Direction The heads of the member OCs in each country	Regional institutions, PTF and various meeting promoters	Enhanced consumer representation	Number of entries Number of contacts made Benefits in terms of partnership Etc.
1.8	Strengthening the governance of the ACO	Finalize the administrative, accounting and financial procedures manual, the strategic plan and the various governance and operational policies of the ACO	The Board of Directors, with the support of the Executive Direction and the effective involvement of the members	The Board of Directors The DE The members of the ACO	The ACO	Governance and Direction documents and manuals produced and adopted by the Council
1.9	Mobilizing resources to ensure the operationalization and institutional sustainability of the ACO	Develop a resource mobilization strategy Develop relevant project ideas that take into account the expectations of the ACO and the priority funding areas of partners and governments	The Board of Directors, with the support of the Executive Direction	-Technical financial partners - Foundations	Resource availability for Action	Project ideas identified and available Projects developed and submitted to partners

2. To empower consumer associations to influence consumption and development policies at the national level

2.1	Develop a guide for resource mobilization for consumer associations	Conducting a study on best practices in financing cooperatives	The Board of Directors, with the support of the Executive Direction The heads of the member OCs in each country	-Members Governments -Technical financial partners	Best practices for financing consumer associations and identified funding opportunities	Report of the study on best practices in financing available
		Organize a workshop to validate the resource mobilization guide	The Board of Directors, with the support of the Executive Direction The heads of the member OCs in each country	Members	Guide approved	Project guide for resource mobilization
		Publication and distribution of the guide	The Board of Directors, with the support of the Executive Direction The heads of the member OCs in each country	-Members -Technical financial partners	Enhanced OC capacity	Resource mobilization guide published and distributed
2.2	Designing consumer satisfaction survey projects in highly sensitive consumer sectors	Conducting customer satisfaction surveys for financial services, insurance, health, visas... Conducting benchmarks on pricing or certain practices in Africa	The Board of Directors, with the support of the Executive Direction The heads of the member OCs in each country	Members of the ACO and organizations in the relevant sectors	The role of the OCs became more important	Positive testimonials from partners and consumers regarding the actions of the OCs
2.3	Strengthening the capacity of CSO leaders on relevant consumer issues and in leadership, mobilization, and advocacy techniques	Developing a training plan for members Organize training sessions for members Develop alliances with other partners who share consumer concerns	The Board of Directors, with the support of the Executive Direction The heads of the member OCs in each country	UAC members, journalists, NGOs, parliamentarians, communities, quality control laboratory technicians, partners	Revitalizing the OCs Improved managerial and operational capabilities	Number of training sessions organized
3. Improve the understanding among consumer organizations, governments, regional and sub-regional bodies, the business community, and Technical and Financial Partners (TFPs) of key issues and topics related to consumption in Africa, so that these can be taken into account in policies.						
3.1	Equip the ACO with a communication and advocacy strategy	A working group has been established to develop the campaign strategy.	The Board of Directors, with the support of the Executive Direction	- Members of the ACO -African Union -Regional and sub-regional organizations	Effectiveness in interventions	Strategy available and validated
3.2	Promoting dialogue on the promotion of consumer rights	Organize webinars	The Executive Direction	-Governments, -Regional and sub-regional organizations Think Tank Civil societies	Enhanced OC capacity Dialogue strengthens	Webinar Report and Recommendations
	Celebrating the JMDC	Organization of various activities	The Executive Direction	-Governments, -Regional and sub-regional organizations Think Tank Civil societies	Improved understanding of consumer issues	Activity Report
3.3	Organize international thematic advocacy meetings	Organizing seminars and workshops on various topics in different countries	The Board of Directors, with the support of the Executive Direction and the effective involvement of the members	Members of the ACO -African Union -Regional and sub-regional organizations -National and Pan-African media -Multinational companies present in Africa	Advocacy made on topics related to consumer protection	Number of meetings organized