

CONSUMER WATCH



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KNOW YOUR CONSUMER RIGHTS

- Right to safety
- Right to be informed
- Right to redress
- Right to choose
- Right to be heard
- Right to healthy environment

World Food Safety Day 2026: Taking Food Safety Messages to the Market



By: Josephine Tembo

CUTS International Lusaka, alongside partners, participated in a World Food Safety Day 2026 Market Outreach at City Market, engaging traders and consumers on the importance of safe food handling practices.

Held under the theme “From Burden to Solutions: Safe Food Everywhere,” the outreach focused on practical measures to prevent food contamination, promote proper hygiene and strengthen food safety practices across the food value chain.



The engagement highlighted the important role of informed consumers and food traders in protecting public health. By bringing food safety messages directly to the market, CUTS and its partners are contributing to greater awareness and encouraging safer practices within everyday food environments.

Food safety begins with informed communities. Together, we can help build food systems where safe food is accessible, affordable and available to everyone.

Cleaner Markets, Safer Food: Strengthening Chilenje Market

By: Josephine Tembo



For consumers and informal food traders, urban markets are essential to accessing affordable food and sustaining livelihoods. However, poor waste management and inadequate preservation of perishable foods can create risks for food safety, public health and trader incomes.

At Chilenje Market, the AfriFOODlinks Project is addressing these challenges through the provision of waste skip bins and insulated coolers, which are practical solutions designed to improve market hygiene, reduce food spoilage and strengthen safer food handling.

The handover, involved Hivos, Lusaka City Council, CUTS International, ICLEI Africa, market representatives and informal traders, this demonstrates the value of partnerships in translating food-system challenges into practical community-level solutions.

Speaking during the event, CUTS Consumer Welfare Officer Victor Sikombe said the donation of two bins and 8 food storage containers to traders will better waste management, reduce the accumulation of organic waste, pests and potential sources of food contamination, while the insulated coolers support traders in preserving perishable products under safer conditions.



Commitment to Improved Water and Sanitation at the University of Zambia



By: Victor Sikombe

The Lusaka Water Supply and Sanitation Board of Directors reaffirmed its commitment to reliable water and sanitation services following an inspection of ongoing infrastructure rehabilitation works at the University of Zambia (UNZA) Main Campus.

Led by Board Chairperson Eng. Watson N'gambi, the inspection assessed progress on the replacement of ageing water and sewer pipelines by Zambia National Service (ZNS), working alongside Lusaka Water technical teams. The upgrades were expected to reduce water losses, minimise sewer failures and improve the reliability and sustainability of services across the campus.

The rehabilitation highlighted the importance of resilient water and sanitation infrastructure in protecting public health, promoting hygiene and creating safe learning environments. During the works, Lusaka Water deployed water bowzers to ensure students and staff continued to have access to water.

The project demonstrated the importance of sustained investment in essential public services that protect consumer welfare, health and the environment while supporting a reliable learning environment at UNZA.



BE MONEY SMART CONSUMERS

5 Ways to Becoming a Money-Smart Consumer

- **Budget Your Money** – Plan your income and expenses to avoid unnecessary spending.
- **Compare Before You Buy** – Check prices, quality and alternatives before making a purchase.
- **Prioritise Needs Over Wants** – Spend on essential items first and limit impulse purchases.
- **Understand Before You Sign** – Read contracts, loan terms, fees and conditions carefully before committing.
- **Save and Spend Wisely** – Set aside money regularly and avoid purchases that could strain your finances.

CCPC Alerts Consumers on Land Rover Vehicle Recall Over Potential Airbag Risk



By:Josephine Tembo

The Competition and Consumer Protection Commission (CCPC) has alerted consumers in Zambia to a global recall affecting certain Land Rover Defender, Discovery and Range Rover vehicles from model years 2020 to 2026.

The recall followed information received from the COMESA Competition and Consumer Commission (CCCC) concerning a potential safety issue involving the driver's airbag connection.

The global recall affects 250,857 vehicles, with CCCC confirming that 11 affected vehicles were imported into Zambia. CCPC has engaged Jaguar Land Rover importers and distributors in Zambia to support the identification of affected vehicles and ensure consumers receive the necessary remedial action.

Owners of potentially affected vehicles have been urged to visit an authorised Jaguar Land Rover dealership or local importer/distributor, where a preventive lubricant will be applied to the connector terminals at no cost.

Zambia and COMESA Advance Regional Cooperation on Artificial Intelligence



By:Victor Sikombe

Zambia and the Common Market for Eastern and Southern Africa (COMESA) strengthened regional cooperation on Artificial Intelligence (AI) through a sensitisation workshop held in Lusaka under the Inclusive Digitalization in Eastern and Southern Africa (IDEA) Programme. The engagement focused on strengthening awareness, institutional capacity and stakeholder participation in shaping regional AI policies and regulatory frameworks.

The discussions highlighted AI's potential to drive innovation and improve services across sectors such as agriculture, healthcare, education and finance. At the same time, stakeholders emphasised the importance of addressing emerging concerns around data governance, ethical AI, cybersecurity, digital skills and consumer protection.

The consultations are expected to inform Zambia's national AI agenda and contribute to the development of the COMESA Regional Artificial Intelligence Strategy, supporting a responsible, inclusive and consumer-centred digital transformation across the region.

Strengthening Food Systems Through Inclusive Dialogue



By: Josephine Tembo

CUTS International Lusaka participated in the National Food Systems Technical Dialogue on Scalable Success Models and Convergence Initiatives in Zambia, held at the Mulungushi International Conference Centre in Lusaka. The dialogue brought together government, development partners, civil society, research institutions and the private sector to explore practical approaches to transforming Zambia's food systems.

Representing CUTS, Mr. Sajeev Nair emphasised the importance of placing consumers and communities at the centre of food systems governance, noting that their experiences and priorities should inform policy and accountability.

Discussions focused on policy and governance, financing, and Monitoring, Evaluation and Learning (MEL), reinforcing the need for inclusive and evidence-based approaches that promote safe, nutritious, affordable and sustainable food for consumers.



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