

**CIF 17-013
MAY 3, 2017**

**DRAFT AGENDA
ANSI CONSUMER INTEREST FORUM (CIF) WEBEX MEETING**

**THURSDAY, MAY 11, 2017
2:30 PM TO 3:30 PM (EASTERN)**

Add to Calendar

When it's time, start your meeting.

Meeting number (access code): 735 857 530

Join by phone:

- 1-866-469-3239 Call-in toll-free number (US/Canada)
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AGENDA:

- 1. Welcome and Introductions (Kathleen Thuner, ANSI CIF Chair)**
- 2. Review of the Purpose of this Webex (Kathleen Thuner)**
- 3. ANSI Delegation Members for ISO COPOLCO 2017 – Linda Golodner, Steven Cornish, Michaela Miller**
- 4. Review of ISO COPOLCO 2017 Business and Proposed ANSI Positions/Comments – See Below (Steven Cornish)**
- 5. Any Other Business (Kathleen Thuner)**
- 6. Adjournment**

**ISO COPOLCO & SUBGROUP MEETINGS
PULLMAN HOTEL CITY CENTRE, KUALA LUMPUR, MALAYSIA
MAY 15 TO 18, 2017**

- 1. Opening of the Meeting (For Information)**

Background and ANSI Position/Comments:

Representatives of the Malaysian national standards body DSM and the Malaysia Ministry of Science, Technology and Innovation will make welcoming remarks, as will the COPOLCO Chair. The COPOLCO Secretary will call the roll of ISO members and liaison organizations in attendance. No ANSI positions/comments necessary.

- 2. Adoption of the Agenda (For Comment)**

Background and ANSI Position/Comments:

To approve the COPOLCO agenda as presented.

3. Key Developments across ISO (For Comment)

Background and ANSI Position/Comments:

The ISO President-Elect will welcome attendees and provide an informational report on ISO in general and its higher level strategic directions. No ANSI positions/comments necessary.,

4. Tabling of the Minutes of the 38th COPOLCO Meeting Held in Geneva on 18 June 2016 (For Comment)

Background and ANSI Position/Comments:

To approve the COPOLCO minutes as presented.

5. Chair's and Secretary's Reports on Items Not Otherwise Covered in the Agenda (For Comment)

Background and ANSI Position/Comments:

To approve the reports of the COPOLCO Chair and Secretary as presented.

6. Raising the Profile of Consumer Interests in the ISO System – Awareness and Capacity Building (For Discussion/Decision)

Background and ANSI Position/Comments:

To approve the recommendations for raising the profile of consumer interest issues within ISO as detailed on [page 30](#) of the supporting documents.

7. Strategy Implementation for COPOLCO (For Discussion/Decision)

Background and ANSI Position/Comments:

To approve the recommendations for COPOLCO actions to support the ISO Strategic Plan for 2016 to 2020 as detailed on [pages 65 to 71](#) of the supporting document.

8. 2017 Workshop – Results and Follow-up Actions (For Discussion/Decision)

Background and ANSI Position/Comments:

On May 17 in Kuala Lumpur, COPOLCO will hold a workshop on “Road Safety by Design”. As it is not yet clear what results or follow-up actions will result from the workshop, the ANSI delegates are free to react to them as appropriate. Alternatively, if this is felt to be necessary, the ANSI delegation may request deferment of any decisions to allow for broader consultations at home in ANSI and in other countries.

9. Working Group on Standardization of Services – Policy Recommendations & Revision of ISO/IEC Guide 76 (For Discussion/Decision)

Background and ANSI Position/Comments:

COPOLCO WG18 (Standardization of Services) will meet in Kuala Lumpur on either Monday, May 15 or Tuesday, May 16 in advance of the COPOLCO plenary meeting on Thursday, May 18.

ISO/COPOLCO Working Group 18 is proposing to conduct an updated survey to further investigate some specific areas in services for international standardization needs (i.e. healthcare, financial, and

tourism services). Based on the results of this survey:

1. Send the results of the survey on the needs in financial services and tourism services to the chairs and secretaries of ISO/TC68 and ISO/TC 228 to encourage them to consider consumer needs in both areas.
2. Consider the feasibility of proposing a new Project Committee to improve service quality specifically in health care services.
3. Set up an ad hoc group within WG 18 to consider consumer protection in the context of the sharing economy.
4. Communicate with service-related TCs and PCs to enhance the participation of consumers in standards development.
5. Suggest that ISO holds another international workshop in 2018 on services with an international organization, such as CI, WTO, or the OECD.
6. Propose to ISO to develop a handbook or guide for use by SMEs to improve service quality.

In relation to these recommendations:

- In relation to point 2 above, the survey should ask for input on the need for such a Project Committee. Furthermore, there are formal processes in ISO for proposing and new ISO Project Committee and collecting indications of support to support such a decision; this proposed survey is not the appropriate approach under ISO rules for doing so. Furthermore, it should be noted that last year ISO formed ISO/TC 304 on Healthcare Administration, which could already serve as an appropriate committee to address improving the quality of healthcare services.
- In relation to point 3 above, SCC in Canada recently conducted an ISO IWA workshop in the sharing economy which should lead to the publication of an ISO IWA on this subject this year. After that, we understand the intention of SCC to seek the formation of a PC to convert the IWA into an ISO standard. What would the purpose of this WG18 ad hoc group be?
- In relation to point 6 above, what would be the appropriate group within ISO to develop a handbook for SMEs on improving service quality? This document should not be an ISO Guide as it is directed at an external audience (SMEs), not internally to ISO committees, which is the purpose of ISO Guides.

COPOLCO WG 18 also presented a second working draft of Guide 76 for discussion at the COPOLCO Chair's Group and related meetings in November 2016. Comments made during the meeting were taken on board for development of the latest draft of ISO/IEC Guide 76. [This latest draft](#) is presented in the supporting documents. The working group made great efforts to adapt this revision of ISO/IEC Guide 76 to current needs for simplicity, usability and consumer priorities.

A summary of changes in the draft Guide 76 is as follows:

- Addition of consumer principles based on Consumers International's eight fundamental consumer rights;
- Addition of basic elements of service provisions;
- Integration of service provision elements with consumer principles within a table;
- Updating of bibliographical references;
- Addition of a "who, what, when, where and why" approach to developing a service standard;
- Simplification of the Guide, for greater ease of use.

The current draft of Guide 76 is undergoing ISO Committee Draft consultation, and after the voting closes, WG18 will consider the results and determine appropriate revisions to the draft Guide for the next level of voting. CIF members and other ANSI stakeholders were encouraged to comment to ANSI on the draft Guide 76 by the deadline of May 9, 2017.

10. Key Areas Working Group (For Discussion/Decision)

Background and ANSI Position/Comments:

COPOLCO WG2 (Key Areas) will meet in Kuala Lumpur on Monday, May 15 in advance of the COPOLCO plenary meeting on Thursday, May 18.

The following issues and actions are being considered and/or proposed by WG2 and COPOLCO during the meetings in Kuala Lumpur:

- A possible new co-leader for WG2 to twin and work with Mr. Takashi Nakakuki in leading WG2.
- COPOLCO will be invited to comment on/approve:
 - The proposed conditions for deleting a key area as presented on [page 102](#) of the supporting document.
 - The draft revised handbook and template.
 - The deletion of the following key areas for various reasons: customer contact centers, e-commerce, mechanical contraceptives, lens care products, cosmetics/sun protection, and food safety.
 - Improvements to the project overview process for key areas.
 - Efforts by WG2 to improve consumer participation in ISO committees.
- COPOLCO will be invited to approve a series of draft resolutions related to WG2 efforts as presented on [page 105](#) of the supporting document.

The ANSI delegates will support the actions and draft resolutions noted above.

11. Consumer Protection in the Global Marketplace Working Group (For Discussion/Decision)

Background and ANSI Position/Comments:

The subject COPOLCO WG will meet in Kuala Lumpur on Monday, May 15 in advance of the COPOLCO plenary meeting on Thursday, May 18.

The following issues and actions are being considered and/or proposed by this WG and COPOLCO during the meetings in Kuala Lumpur:

Privacy by Design

An [ISO New Work Item Proposal and preliminary outlining of a standard structure](#) for privacy by design of consumer goods and services have been drafted and are available in the supporting documents. Do CIF members and especially our ANSI experts Joanne McNabb and Stephen Kwan have any comments that the ANSI delegates should offer in Kuala Lumpur?

Sharing Economy

The Standards Council of Canada (SCC) proposed the development of an ISO IWA on this subject, which was approved by the ISO/TMB, and SCC held the first workshop to develop this ISO IWA in late March 2017. The main objectives of the SCC ISO IWA workshop were to:

- foster the sharing of knowledge and best practices on meeting the challenges
- support innovative responses across multiple service sectors
- articulate high-level principles for the sharing economy

SCC is currently preparing the draft IWA based on the first workshop, and no additional face-to-face workshops are expected. The ISO IWA is expected to be finished and published within 4 months.

Communicating with consumers

This initiative grew out of the COPOLCO workshop in Milan in May 2014. A task group was set up at the 2014 COPOLCO plenary to consider the feasibility of a standard on business-to-consumer communication.

The task group presented a paper to the COPOLCO Chair's Group, which subsequently agreed to prepare an activity template for COPOLCO on this subject. COPOLCO approved this template at the 2015 COPOLCO plenary meeting, but this effort has not advanced further since that time.

Counterfeiting

The 2012 COPOLCO workshop focused on this issue, and it was during this period that the first ISO anti-counterfeiting standards were released, helping to identify products with holograms. A first draft of an outline brochure on anti-counterfeiting is being developed. The COPOLCO Secretariat has renewed contact with a pool of experts who have provided insight on ideas put together based on past content.

Vulnerable Consumers

As a result of discussions in this COPOLCO WG, BSI developed and submitting a proposal to ISO for a new ISO standard related to vulnerable consumers. Voting by ISO members on this proposal closed on May 14, 2017 and the results of voting and possible next steps will be reported at this WG meeting and at the COPOLCO plenary meeting in Kuala Lumpur. Please note that the ANSI position and comments submitted to ISO on the BSI proposal, based on input from a number of US stakeholders, was as follows:

- ANSI votes negatively on the ISO new work item proposal for an ISO Guideline for inclusive service - identifying and responding to consumers in vulnerable situations, with the following comments:
- This work moves into the realm of public policy with national laws already established in many countries to protect vulnerable citizens and consumers.
 - The benefit to governments is cited as, "Some jurisdictions have updated their consumer protection laws and in these jurisdictions there may be greater demands on businesses and enforcement agencies to ensure that the interests of vulnerable consumers are considered." In these jurisdictions, use of a private ISO standard does not take the place of nor will it supersede meeting national consumer protection laws.
 - The NWIP states, "The standard would identify all factors that may contribute to consumer vulnerability , which should be considered at all stages of service provision, including pre-transaction, service delivery and post transaction" and "(a)nyone can be vulnerable at any time . . . Consumer vulnerability is any circumstance that puts consumers at greater risk of detriment when choosing or using products or services . . . (,) can be caused by a variety of factors . . . (and) might be long or short term, temporary, permanent or sporadic." Since vulnerability can occur to anyone, at any time, for any duration of time, composing an exhaustive list of all factors will be difficult, if not impossible.
 - Vulnerability is a self-identifying state and relative to the individual and situation, and it may not be appropriate that an international standard describes what does or does not make someone vulnerable.
 - ANSI hears from industry that they face the very real challenge of trying to keep up with changes in the standards world. Writing new standards with such a narrow, generic focus separate from the specific product or service standards adds to this problem. For the benefit of the industry, the additional requirements or guidance regarding serving vulnerable consumers should be included in the specific product or service standards, not as a separate generic standard. ISO/IEC Guide 51 already details how this is to be addressed. Furthermore, there are limited resources for standards development activities. With revisions of existing projects occurring every five years, it is challenging enough for industry engaged in existing standardization work.
 - There are provisions for addressing vulnerable consumers in ISO/IEC Guide 51. A standard for vulnerable consumers alone will be duplicative and unnecessary. As Guides are written to support the standards writing of ISO and IEC committees, perhaps the approach should be for

ISO to strongly encourage committees to use Guide 51 in their work to address consumer vulnerability in their specific product and service standards.

However, if this proposal is approved:

- The responsible ISO committee shall ensure that the standard and its content are developed in compliance with the ISO Directives Part 1 Supplement, Annex SO on Principles for developing ISO and IEC Standards related to or supporting public policy initiatives.
- Please register ANSI (isot@ansi.org) initially as an observing (O) member of the new ISO Project Committee, if formed, until such time that ANSI establishes a national mirror committee and can request participating (P) membership status.

A series of draft resolutions for approval at the COPOLCO plenary meeting related to this WG are presented on [page 173](#) of the supporting document, and the ANSI delegates should support these resolutions.

12. Product Safety Working Group (For Discussion/Decision)

Background and ANSI Position/Comments:

The subject COPOLCO WG will meet in Kuala Lumpur on Monday, May 15 in advance of the COPOLCO plenary meeting on Thursday, May 18.

The following issues and actions are being considered and/or proposed by this WG and COPOLCO during the meetings in Kuala Lumpur:

Risk Management of Consumer Product Safety

SAC (China) has proposed consideration of this subject for consideration by the WG, potentially to lead to the development of an ISO standard. Two main questions were asked of WG members for further discussion:

- Is a separate standard for consumer product risk management necessary?
- Should the NWIP's content be used to revise existing standards? Which parts?

The WG received one answer that a separate standard is not necessary and that annex and texts in the proposal can be integrated into the existing standards and guides when they undergo systematic review. Considering the current review of standards development environment and new approach to introducing new work, the proposal may face difficulties in getting support to move forward. If there is no active support from members, the topic will be deleted from the WG work program. A task group of the WG will meet on Tuesday, May 16 to further consider this possible proposal.

Additional issues under consideration within the WG:

- Nappy Sacks
- Liquitabs/washing pods
- Choking hazards of small component parts
- Trampoline parks
- Table saws (ANSI delegates should be prepared with appropriate input from Sally and David on this subject)
- Accident Investigation
- Germany's (DIN) Consumer Council study on children's head injuries

A series of draft resolutions for approval at the COPOLCO plenary meeting related to this WG are

presented on [page 193](#) of the supporting document. The ANSI delegates should support these resolutions, noting that one may be revised appropriately if COPOLCO does not support further consideration of the SAC proposal on risk management for consumer products.

13. Consumer Participation and Training Group (For Discussion/Decision)

Background and ANSI Position/Comments:

The subject COPOLCO WG will meet in Kuala Lumpur on Monday, May 15 in advance of the COPOLCO plenary meeting on Thursday, May 18.

As a result of this WG's work and reporting, the following draft resolutions are proposed for approval during the COPOLCO plenary meeting in Kuala Lumpur:

COPOLCO Resolution x/2017

COPOLCO

- Notes the importance of stakeholder participation in the ISO process and in its developing country training activities, including the opportunity to seek support for sponsored experts to attend ISO Technical work.
- Requests COPOLCO members to raise awareness of the ISO Guidance and Additional Guidance on Stakeholder engagement, within their NSB's.
- Further requests COPOLCO members from developing countries to explore opportunities for consumer representatives in their technical work to participate in ISO technical work , through the sponsorship made available through ISO Academy.

COPOLCO Resolution x/2017

COPOLCO

- Highlights the discussions within the Consumer participation and training group of the benefits and opportunities that closer co-operation with UNCTAD could bring to developing country capacity building through standards,
- Asks the ISO/COPOLCO Chair, with the support of the COPOLCO Secretariat, to explore opportunities to engage with UNCTAD.

COPOLCO Resolution x/2017

COPOLCO

- Welcomes the CEN/CENELEC initiative to develop e-learning material for societal stakeholders, based on the ISO/COPOLCO distance learning module, "Consumers and Standards – partnership for a better world"
- Notes that the ISO COPOLCO material was published in 2009 and updated in 2013,
- Notes that the CEN/CENELEC will reference and link to the ISO COPOLCO module, asks ISO COPOLCO to support a proposal to update the content of the material in synchrony with the European work.

The ANSI delegates will support the three draft resolutions presented above.

14. Revision of ISO/IEC Guide 14 (For Discussion/Decision)

Background and ANSI Position/Comments:

Since the 2016 COPOLCO plenary meeting, the committee draft of Guide 14 was approved with unanimous acceptance. A meeting was held in September 2016 to consider comments and finalize the DIS text. The member voting on the DIS closed on April 7, 2017, and was also approved. The WG

responsible for Guide 14 has not yet scheduled a meeting to consider the comments received and to finalize the document for publication. COPOLCO is asked to note this progress and to consider that a willing ISO national standards body and project leader should be identified to develop a new work item proposal if there is support to have ISO vote on converting the Guide into an ISO standard. Please note that ANSI voted approval on both the CD and DIS versions of the Guide.

15. Revision of ISO/IEC Guide 41 (For Discussion/Decision)

Background and ANSI Position/Comments:

The draft Guide 41 was issued for an ISO Committee Draft consultation in March 2017. Initial comments received will be considered at a WG meeting on May 16 in Kuala Lumpur. There is also a meeting planned in July 2017 in Geneva to consider the final comments with a view to developing a draft Guide for DIS vote. The final guide should be published by the end of 2017. The guide will have improved and updated provisions on human and environmental safety of packaging, suitability for intended purpose, conservation of resources and energy. ANSI voted approval on the Committee Draft version of the Guide.

16. Reports from International and Regional Organizations

Background and ANSI Position/Comments:

As the following are informational reports, no ANSI positions/comments are necessary. ANSI delegates are free to comment as they may wish based on the information presented in these reports.

- **Report from the International Electrotechnical Commission (For Information)**
- **Activities of Consumers International with Respect to Standardization (For Information)**
- **Recent Activities of the Organization for Economic Co-Operation and Development (For Information)**
- **Developments of Consumer Interest in European Standardization: Report by an ANEC Representative (For Information)**
- **Development of Consumer Interest in the Asia-Pacific Region: Report by a Representative of the Asia-Pacific Members of COPOLCO (For Information)**
- **Development of Consumer Interest in the Latin American Region: Report by a Representative of the Latin American Members of COPOLCO (For Information)**
- **Development of Consumer Interest in the African Region: Report by a Representative of the African Members of COPOLCO (For Information)**

17. Reports from Other ISO Bodies of Interest to COPOLCO

Background and ANSI Position/Comments:

As the following are informational reports, no ANSI positions/comments are necessary. ANSI delegates are free to comment as they may wish based on the information presented in these reports.

- [Report from ISO CASCO on Conformity Assessment Issues \(For Information\)](#)
- [Report from ISO DEVCO on Developing Country Issues \(For Information\)](#)

18. Any Other Business

Background and ANSI Position/Comments:

The ANSI delegates are free to react as appropriate to proposals for other business made by other participants. If any proposed action not anticipated before the meeting might benefit from broader consultations back home within ANSI or other countries, the ANSI delegates may request deferment of the decision to allow for such consultations.