International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

DRAFT AGENDA FOR THE 39TH MEETING OF COPOLCO

18 May 2017 – Pullman Hotel City Centre, Kuala Lumpur, starting at 8:30

Welcome message: Representatives of DSM and the Ministry of Science, Technology and Innovation

Item		Document	Action*	Rapporteur
1.	Opening of the meeting	-	N	R. Nadarajan
2.	Adoption of the agenda	N275	C	R. Nadarajan
3.	**Key developments across ISO**	Oral report	C	**J. Walter**
4.	Tabling of the minutes of the 38th COPOLCO meeting held in Geneva on 18 June 2016	N236	C	R. Nadarajan
5.	Chair's and Secretary's reports on items not otherwise covered in the agenda	N276	C	R. Nadarajan D.Kissinger-Matray
	New work items and issues – general matters			
6.	Raising the profile of consumer interests in the ISO system (awareness and capacity building)	N277	D	R. Devi Nadarajan D. Kissinger-Matray
7.	Strategy implementation for ISO/COPOLCO	N278	D	R. Devi Nadarajan
8.	2017 workshop – Results and follow-up actions	N279	D	R. Nadarajan TBD
	New work items and issues – working groups			
9.	Working group on standardization of services • Policy recommendations • Revision of ISO/IEC Guide 76	N280 N281	D	Liu Chengyang A. Pindar
10.	Key areas working group	N282	D	T. Nakakuki
11.	Consumer protection in the global marketplace working group	N283	D	B. Dee
12.	Product safety working group	N284	D	K. Both E. Moon
13.	Consumer participation and training group	N285	D	S. Homer G. Zucal
14.	Revision of ISO/IEC Guide 14	N286	D	D. Kissinger-Matray
15.	Revision of ISO/IEC Guide 41	N287	D	S. Herrera, C. Heemskerk

(Continued overleaf)

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* **Action needed: N = note, C = comment, D = discussion/decision**

Item		Document	Action*	Rapporteur
16.	**Reports from liaison organizations and regional initiatives**			
16.1	International Electrotechnical Commission	288	N	*To note*
16.2	Activities of Consumers International with respect to standardization	289	N	A. Serra
16.3	Recent activities of the Organisation for Economic Co-operation and Development (OECD) - Committee on Consumer Policy (CCP)	290	N	*To note*
16.4	Developments of consumer interest in European standardization: Report by an ANEC representative	Oral report	N	A. Pindar
16.5	Developments of consumer interest in the Asia-Pacific: Report by a representative of the Asia-Pacific members of COPOLCO	Oral report	N	E. Moon
16.6	Developments of consumer interest in the Latin American region: report by a representative of COPANT CT 153	295	N	G. Zucal
16.7	Developments of consumer interest in the African Region	292	N	*To note*
17.	**Written reports to note from other ISO bodies of consumer interest**			
17.1	Conformity assessment (CASCO)	293	N	*To note*
17.2	Developing country matters (DEVCO)	294	N	*To note*
18.	**Any other business**	Oral report	C	R. Nadarajan

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* **Action needed: N = note, C = comment, D = discussion/decision**

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AGENDA ITEM 5   REPORT OF THE CHAIR AND SECRETARY

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> **COPOLCO ACTION**   COPOLCO is invited to comment / approve the report.
>
> TO NOTE:
>
> 1. Reviewing governance roles and responsibilities influences how ISO's consumer policy committee (ISO/COPOLCO) works.
> 2. Regional Engagement Initiatives (REI): COPOLCO should help integrate regional consumer needs and promote consumer involvement in regional standards and standardization forums. Thus updates from the Asia Pacific (AP COPOLCO); the Middle East and Africa (African Organisation for Standardization's Consumer Committee ARSO COCO, UNCTAD MENA, and Saudi Standards, Metrology and Quality Organization SASO); the Association of Southeast Asian Nations (ASEAN Consultative Committee on Quality ACCP ACCSQ); Pacific Area Standards Conference (PASC); Pan American Standards Commission (COPANT); and the Organisation for Economic Co-operation and Development (OECD) could be usefully sought to support information exchange.
> 3. The Developing country committee's (ISO/DEVCO) revised Terms of Reference (TOR) and strategy – Consumers are least represented in developing countries' National Quality Infrastructure (NQI). Consumer representation strengthening initiatives need to be integrated with NQI strengthening projects or programmes under DEVCO and ISO Academy.
> 4. The Conformity Assessment committee (ISO/CASCO) – the first stakeholder forum with the insurance sector in London, on 25 November 2016: has bearing on consumers especially for personal, life, property and car insurances etc – as well as access and cost.
> 5. ISO/COPOLCO visibility strengthening – to determine an approach and integrate these with other communication and marketing initiatives.

1   ISO/COPOLCO Chair's activity

1.1   Representation

The COPOLCO Chair actively engaged meetings to promote consumer participation, both in person and via teleconference. Notably, she participated in several WebEx meetings hosted by the ISO Central Secretariat and the ISO Singapore Regional Office to engage with ISO members and raise awareness of COPOLCO and consumer issues. She will provide further oral updates at the meeting.

1.2   Updates on the 103rd Council Meeting, 15-17 March 2017, Geneva

Acting Secretary-General Mr Kevin McKinley is ending his term in ISO on 30 April 2017.

We thank Kevin for stepping in as Secretary-General during a difficult time and for successfully handing over to the incoming Secretary-General and Deputy Secretary-General. We also commend the ISO Central Secretariat for running the day-to-day operations with professionalism despite leadership uncertainties.

A revised organization structure of ISO Central Secretariat was presented to Council:

ISO/CS ORGANIZATION CHART
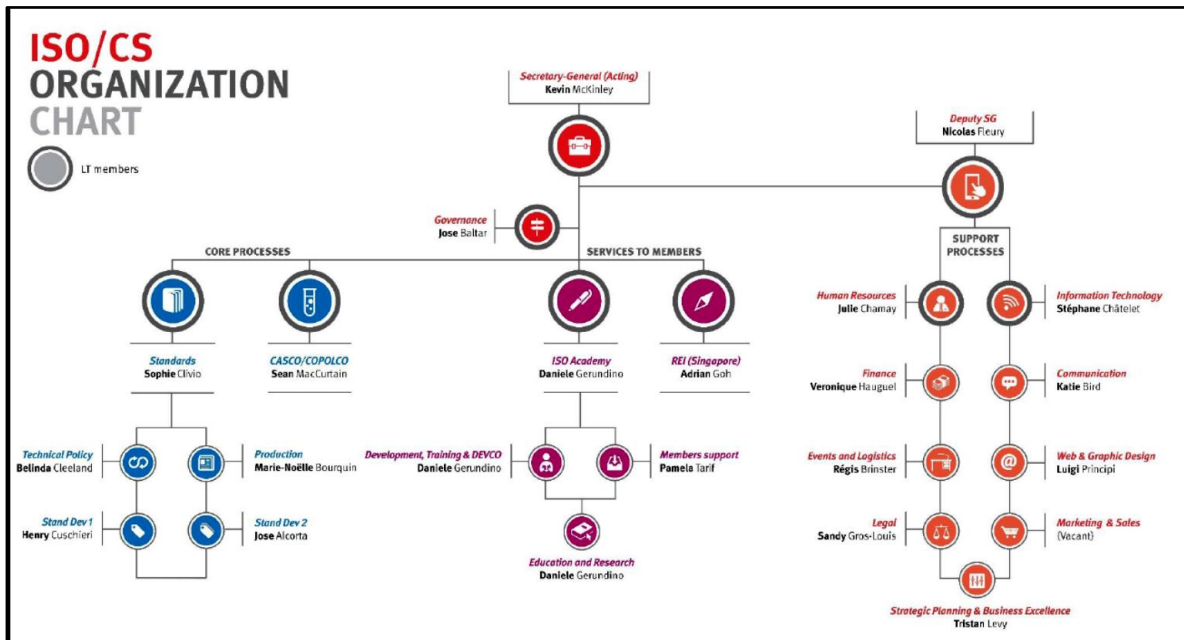
Key initiatives

Review of governance roles and responsibilities resulting in:

- Amending the ISO Council Strategy and Policy Committee (CSC/SPC) TOR
- New selection process – applied first for the selection of the next COPOLCO Chair
- Guidance on indicators – for managing the ISO 2016-2020 strategy indicators
- ISO standards development process and environment

[NOTE The activities and initiatives above all influence how ISO/COPOLCO works.]

The COPOLCO Chair presented at ISO/Council during its March meeting, and participated actively in the Council's final interviews of short-listed candidates to fill the position of ISO Secretary-General. As announced to the ISO members in early April, Sergio Mujica, currently Deputy Secretary General of the World Customs Organization, will take up his duties at the ISO Central Secretariat in July 2017.

Another item of particular interest is ISO/Council Resolution 5/2017 approving the Regional Engagement Strategy and inviting collaboration with the secretaries of regional and sub-regional standards organizations for its further development. Furthermore, in the framework of the 2017 General Assembly in Berlin, DIN will organize a one-day workshop dedicated to the theme of regional engagement in international standardization.

[NOTE: ISO/COPOLCO should provide inputs to integrate regional level consumer needs and promote consumer involvement in regional standards and standardization forums. Thus updates from UNCTAD (MENA) / ARSO COCO / SASO / ACCP/ AP COPOLCO, OECD and PASC/COPANT could be useful to support information exchange].

Highlights from other Policy Development Committees (PDCs)

Developing Countries – The new DEVCO chair, Mrs Lena Dargham, presented initiatives and the revised TOR and structure to be presented at the ISO General Assembly in September 2017. The DEVCO workshops and meetings will among others include a keynote address on the refugee crisis and break-out sessions on:

- Standards, regulations and public policy
- ISO Governance and policy issues of interest to developing countries and
- ISO Member Bodies' role in the NQI with specific focus on conformity assessment

[NOTE: Consumers are least represented in developing countries' NQI. Consumer representatives' strengthening initiatives need to be integrated with NQI strengthening projects or programmes].

Conformity matters – CASCO hosted its 1st Stakeholder Forum on 25 November 2016 in London to explore the role and benefits of standards and conformity assessment for the insurance industry in managing risk. Speakers cited the benefits they receive in adopting International Standards for example in managing risk.

[NOTE: this has bearing on car insurance too. Billions of dollars are paid for road accident claims. Can ISO standards help consumers and insurance reduce high accident rates?]

Outstanding matters: visibility initiative (to close with planned activities)

This exercise aims to enhance the visibility of COPOLCO among ISO members – especially those who are members BUT who do not attend or participate actively in COPOLCO work (either through meetings or by correspondence).

The target audience for this is CEOs of National Standards Bodies (NSBs) and, if applicable. their nominated representatives of ISO/COPOLCO.

The outcome is to have these NSBs and their representative(s) attend meetings or increase correspondence in:

- Commenting COPOLCO documents
- Participating in working groups and ad hoc groups
- Responding to studies / surveys etc

Activities to strengthen COPOLCO's visibility among targeted stakeholders should be ongoing and reviewed (perhaps annually) to ensure activities are relevant and effective.

Please refer to item 6.

1.3   COPOLCO Chair's succession

The Chair's second term concludes in December 2017. As described in N262, COPOLCO members were invited to submit candidacies for the position by 8 March 2017.

Two candidacies have been received.

At its meeting on 15-17 March 2017 in Geneva, Council approved establishing a Nomination Review Committee to review nominations for ISO governance bodies/positions, including the COPOLCO Chair (Council Resolution 10/2017). This new Committee will be chaired by the ISO President and composed of President's Committee members and three member body representatives on Council selected by the Committee Chair. Members of the Nomination Review Committee are currently being selected. The review of nominations for the COPOLCO Chair together with nominations for all the other ISO governance bodies/positions is planned in June 2017. In line with the nomination process for chairs of policy development committees, the Nomination Review Committee and the outgoing COPOLCO Chair will review and consider the nominations. The names of all candidates meeting the criteria will be communicated to Council along with one recommended nominee for the position. Based on this recommendation, Council will appoint the next COPOLCO Chair at its meeting in Berlin in September 2017.

Further updates on this will be provided at the COPOLCO meeting.

## 2	ISO/COPOLCO Secretary's activity

### 2.1	Meeting follow-up

COPOLCO's Secretariat followed up on the 2016 COPOLCO meeting: correspondence, surveys, circulating the minutes and workshop proceedings, and implementing the resolutions (Annex 1). The Secretariat also organized the Chair's Group and related meetings in November 2016. The team is currently composed of Dana Kissinger-Matray, Katia Kerswell (60%) and Madeleine Emorine (50%).

### 2.2	Work programme and reporting

The COPOLCO Secretariat supports the Chair in drafting reports and presentations for the ISO/Council, ISO/TMB, ISO/DEVCO and ISO/CASCO several times per year.

In 2017, the Secretary reported to the ISO Council on the status of items appearing in the 2016 work programme, according to the new template introduced by the ISO President's Committee, as part of her usual reporting to Council. Council approved it by correspondence (Council 37/2016) and COPOLCO was advised accordingly in January 2017 (N261/2017). Please find the approved work programme at Annex 2.

The Chair and Secretary also worked with the Chair's Group to take into account members' comments on the draft COPOLCO application of the ISO Strategy (see item 7).

### 2.3	Communications

COPOLCO's mandate puts it in a special position to help ISO's consumer and public interest stakeholders and wider audiences appreciate the value of standardization.

The Secretary has been coordinating with *ISOfocus* editor, Elisabeth Gasiorowski, to keep consumer views in the spotlight within the editorial planning for the *ISOfocus* magazine. A number of COPOLCO experts have been invited to contribute. The back issues are easily downloadable from iso.org. Members are especially invited to read the March issue of the ISOfocus, dedicated to active ageing.

COPOLCO's dedicated Web page, "ISOConsumers" (facebook.com/ISOConsumers) has 2'650 followers and its Twitter account (twitter.com/ISOConsumers) over 2'500 followers. COPOLCO's electronic newsletter, *ISO Consumer update* has a direct English-language readership of approximately 1'800. A French version is distributed to AFNOR and its network, and to the Réseau Normalisation et Francophonie (RNF). Katia Kerswell, project manager, is managing the social media and newsletter activity.

2.5   Collaboration with CASCO

The consumer policy and the conformity assessment units work together on specific projects, and two CASCO colleagues, Sean MacCurtain, Director, conformity assessment and consumer matters, and Anna Korolova, project manager, will attend the COPOLCO meeting and related events in 2017.

On 28 April, CASCO is holding a workshop on standardization of services in Vancouver jointly with the Technical Management Board (TMB), in conjunction with its plenary meeting, *Growing the services industry with service standards*. In addition to standardization of services, CASCO and COPOLCO share interest in the integrity of the supply chain, confidence in certification, as well as sustainability and other kinds of labelling.

At the initiative of the COPOLCO Chair, CASCO and COPOLCO set up ISO/CASCO/COPOLCO JWG 49 on ethical labelling. Their purpose is to assess the current situation and credibility of ethical labelling and consider the scope for further actions by ISO. CASCO and COPOLCO responded to calls for member nominations in September. The JWG, co-convened by Jennifer Hillard (SCC, Canada) and Nigel Carter (BSI, United Kingdom), met on 13-14 December 2016, supported by the CASCO and COPOLCO Secretariats. The group's report and recommendation – that ISO produce a Technical Specification on ethical labelling outlining the required elements of a credible ethical label – will be discussed further within the committees' respective Chairman's Advisory Groups.

COPOLCO was last involved in this issue with its 2007 workshop on fair trade and ethical labelling (and follow-up – a fact-finding joint working group involving COPOLCO member representatives from AFNOR and ABNT, Consumers International, and ISEAL which culminated in a workshop and final report).

2.6   Representation

The COPOLCO Secretary continues to be part of a team receiving delegations from ISO members who come to ISO's Central Secretariat to learn more about ISO's work. One such occasion was a presentation to ISO members participating in the "New Rights" programme in June 2016.

The Secretary worked with the Chair and past Chair of COPOLCO, and ISO Member Services, to organize an information cocktail on consumer policy in Beijing on 10 September 2016, just before the General Assembly. For the invitation, she targeted the delegations of countries that are nominally P members of COPOLCO, but which have not been active (attending or participating in meetings or working groups) over the past five years. Over 60 people attended this event, which was hosted by Norma McCormick, past COPOLCO Chair, and Lili Cao (SAC, China). The Chair and Secretary are following up contacts made at that meeting.

The Secretary also took advantage of an invitation from the International Consumer Protection Enforcement Network (ICPEN) to present COPOLCO's activities at a conference entitled "Uniting Enforcers in the Digital Era", linked to their bi-annual meeting on 30 September 2016. A report which she prepared for the Chair's Group is available upon request.

2.7   Training events

Since May 2016, COPOLCO's Secretariat has cooperated with ISO Academy to organize two more training events: one in Vienna, Austria in December 2016 for representatives of Eastern

European and Central Asian countries; and one on 16 May 2017 prior to the plenary for representatives of Asian and South Asian countries.

More details appear under item 14.

2.8   Publication of ISO/IEC Guide 46

ISO/IEC Guide 46, *Comparative testing of consumer products and related services,* was published in February 2017. The enquiry to ISO Member Bodies and IEC National Committees closed on 17 September 2016, with unanimous approval and some comments. The Chair, who convened this working group, and Secretary dealt with comments on 11 November 2016 by WebEx.

ISO/IEC Guide 46 sets out general principles for comparative testing. These principles are applicable to consumer products, services and a combination of both. They can be used by bodies and associations which conduct comparative testing programmes. The purpose is to enable meaningful test results, and present information in a way which helps consumers and others to make informed choices suitable to their needs. The products and services tested can be local, national or international and the characteristics tested can be either specific or broad, provided that the range and limits are clearly stated.

The Secretariat has also been heavily involved in revising ISO/IEC Guides 14, 41, and 76; covered under items 9, 14 and 15.

2.9   Membership of COPOLCO
COPOLCO currently has 124 members, of which 72 are P-Members and 52 are O-Members.

Draft resolutions:

COPOLCO Resolution x/2017
COPOLCO

<u>approves</u> the Chair's and Secretary's report (COPOLCO N276).

Annexes:
Annex 1 – Follow-up to the resolutions
Annex 2 – 2017 COPOLCO Work Programme
Annex 3 – COPOLCO member list
Annex 4 – Terms of reference of COPOLCO's standing groups

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39TH MEETING OF ISO/COPOLCO – RESOLUTIONS
Follow-up to the resolutions

COPOLCO Resolution 1/2016

COPOLCO

approves the Chair's and Secretary's report (COPOLCO N207/2016).

COPOLCO Resolution 2/2016

COPOLCO

thanks the Acting Secretary-General and the ISO Vice-President, Finance, for their presentations.

No follow up needed.

COPOLCO Resolution 3/2016
Visibility of COPOLCO within the ISO system and implementation of the ISO Strategy 2016-2020

COPOLCO

notes the COPOLCO Chair's report appearing at COPOLCO N205/2016,

invites members to comment further in writing on the draft implementation plan at Annex to COPOLCO N206/2016 by 22 July 2016,

requests the Chair and the Chair's Group to highlight the involvement of national standards bodies and national stakeholder interests within the draft implementation plan,

further requests the Chair's Group to consider the draft plan in light of members' comments, at the next Chair's Group meeting.

The Secretary invited members to comment with N231 in July 2016. At its November meeting the Chair's Group considered COPOLCO members' comments and noted support for enhanced use of IT tools to improve stakeholders' ability to participate in national consultations.

See Agenda items 6 and 7.

COPOLCO Resolution 4/2016
COPOLCO WG 18, Consumer issues in services standardization (1) – Survey findings
COPOLCO

notes the usefulness of the information provided by the survey in improving understanding of COPOLCO members' priorities,

requests ISO/COPOLCO WG 18 to consider the key issues of service provision suggested by COPOLCO members, when redrafting ISO/IEC Guide 76,

further requests COPOLCO WG 18 to develop recommendations for COPOLCO's consideration, based on the survey results and outcomes of the workshop, *Global services – ISO standards as solutions.*

The Secretary circulated a report containing the final results of the workshop through the September issue of the ISO Consumer update and circular N241.

More information appears under Agenda item 9.

COPOLCO Resolution 5/2016
COPOLCO WG 18, Consumer issues in services standardization (2) – ISO/IEC Guide 76

COPOLCO

approves the proposed restructuring and planned actions outlined in this report,
invites ISO/COPOLCO WG 18, *Consumer issues in services standardization* to take account of 2016 Plenary discussions in revising ISO/IEC Guide 76,

requests members to comment on the revision of ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues* when balloted to members.

The COPOLCO Secretary sent a reminder to the members of COPOLCO with N234 for comments on ISO/IEC Guide 76 and coordinated with the co-convenors of COPOLCO WG 18. A revised working draft was made available for consideration at the Chair's Group meeting. The Secretary supported WG 18 to develop a Committee Draft.

More information appears under Agenda item 9.

COPOLCO Resolution 6/2016
ISO Workshop, "Global services, ISO standards as solutions" (1)

COPOLCO

expresses its appreciation for the opportunity to collaborate with the ISO Technical Management Board and other stakeholders in ISO, in holding a joint workshop in an area of strategic interest to ISO,

suggests the following areas for further investigation and action in the area of service standardization:

– test current definitions and concepts for service standardization: reconsider whether current definitions of "service", "service standard" and general categories of service standards are fit for purpose.

– develop capacity and empowerment of stakeholders:

- encourage uptake of service standards through clear guidance and user-friendly outreach to project leaders, experts and national standards body staff who are new to standardization or new to ISO,
- prepare messages to communicate easily with NSBs on how to engage new members and consumer stakeholders (ISO),

- share examples of how NSBs are creating awareness and packaging information about standards and raising awareness of stakeholders at all stages in the development process (NSBs),
- focus on revising ISO/IEC Guide 76 into a tool that is durable, credible and easy to use as an instrument for services standards (COPOLCO),
- review the Process Evaluation Group content on ISO's website to ensure it is current, add best practices where needed, and to promote it to the ISO members (ISO/TMB).

– adapt the marketing and promotion of service standards to current realities

- assess and promote implementation of standards after development (current messages and platforms are not enough),
- develop a consistent messaging and marketing strategy for its standards for use by all members (ISO/Marketing and Communications), and
- promote new standards to NSBs by adopting and replicating best practices (NSBs with ISO).

– incorporate these actions in implementing ISO's 2016-2020 Strategy

- COPOLCO for its own strategy
- ISO's other governing bodies for the application of ISO's strategy on services.

The COPOLCO Secretariat conveyed this resolution as part of COPOLCO's report to the Technical Management Board on 1 August 2016.

COPOLCO Resolution 7/2016
ISO Workshop, "Global services, ISO standards as solutions" (2)

COPOLCO

proposes that ISO consider the following potential new areas for services standardization:

- renovation services (e.g. plumbing, electricity), especially competence of persons; and taking into consideration insurance/bonding services
- cultural tour packages
- use of online trustmarks to provide confidence for cross-border retail transactions
- cross-border online dispute resolution
- use cases to illustrate consumer needs, in innovative IT areas such as Internet of Things
- trampoline parks.

The COPOLCO Secretariat conveyed this resolution as part of COPOLCO's report to the Technical Management Board on 1 August 2016.

COPOLCO Resolution 8/2016
Key areas for consumers (1) – Handbook

COPOLCO

approves the revised handbook appearing at Annex 2 to COPOLCO N210/2016.

COPOLCO Resolution 9/2016
Key areas for consumers (2) – Approval of key areas

COPOLCO

supports the idea of a more dynamic approach for approving a new key area,

approves the new approval process for a new key area, namely:

• four week consultation amongst the WG 2 members
• WG 2 final recommendation,
• notification to COPOLCO members.

The COPOLCO Secretariat has implemented this practice and such consultations will be carried out with the Committee Internal Balloting application in the future.

COPOLCO Resolution 10/2016
Key areas for consumers (3) – New activity template

COPOLCO
approves the revised version of the ISO/COPOLCO activity template for common use amongst members and within working-groups,
encourages COPOLCO members to use the new template and give feedback on improvements to the working group,
invites concerned COPOLCO members to translate the template into other languages such as Spanish and French.

The COPOLCO Secretariat notified a revisable version of the activity template as N247 to the members of ISO/COPOLCO, as part of a circular (N249) on 28 October 2016.

COPOLCO Resolution 11/2016
Key areas for consumers (4) – Standards for consumers update and key areas

COPOLCO
thanks COPOLCO working group 2, Key areas for consumers, for its report and annexes,

approves the report "Standards for consumers – Update"; and

further approves the project overview and proposal to add the following standardization work as new key areas: Preparation of instructions for use, sustainable cocoa, 3D Printing, e-cigarettes (including vape and vapour products), consumer warranties and guarantees, healthcare services, and robotics,

expresses its appreciation to key persons for their efforts and reporting,

further expresses its great appreciation to Merete Murvold (SN–Norway) for her excellent contribution as co-convenor of the working group, in advance of her end of term in December 2016.

The COPOLCO Secretariat has updated the project overview according to this decision and worked closely with Takashi Nakakuki, convenor, to follow up the working group's activity.

See Agenda item 10.

COPOLCO Resolution 12/2016
Global marketplace working group (1) – Privacy by design standard

COPOLCO

<u>approves</u> the privacy gap analysis appearing at COPOLCO N211/2016 and its annex,

<u>recognizes</u> the importance of employing privacy by design principles for consumer protection,

<u>invites</u> the global marketplace working group to develop a new work item proposal on digital design for privacy in goods and services,

<u>supports</u> establishing a consumer privacy network to contribute to developing the proposal and coordinate input into future work in the privacy area,

<u>thanks</u> Peter Eisenegger for his report and his continuing work on privacy issues for consumers in the ISO standards arena.

The Secretary, Bill Dee and Pete Eisenegger have coordinated extensively. The Chair's Group considered a report on the NWIP at its November 2016 meeting, and a consumer privacy network was set up as ISO/COPOLCO WG 19, whose members commented on early drafts of the NWIP.

See Agenda item 11.

COPOLCO Resolution 13/2016
Global marketplace working group (2) – Consumer representation on JTC1

COPOLCO

<u>requests</u> the participation of a consumer representative in JTC 1 to contribute the consumer perspective on all digital issues impacting consumers,

<u>welcomes</u> the suggestion from the ISO Vice-President, Finance, to propose the nomination of a consumer representative to participate in Council's ad hoc group (AHG) on developing ISO's strategy on IT.

The Secretariat coordinated the input of Pete Eisenegger into the June meeting of the ISO/IEC JTC1 Joint Advisory Group and arranged representation of consumer interests by Erland Overby (SN – Norway) for the November JTC1 plenary.

See Agenda item 11.

COPOLCO Resolution 14/2016
Global marketplace working group (3) – Collaborative economy

COPOLCO

<u>notes</u> the need for rapid action to have an impact on consumer concerns in this area,

<u>approves</u> the activity template on the collaborative economy appearing at Annex 2 to COPOLCO N211/2016,

<u>invites</u> the Global marketplace working group to develop a new work item proposal, taking account of research and further discussions as the basis for a future workshop on this topic.

SCC held a successful IWA conference for this item in March 2017.

See Agenda item 11.

COPOLCO Resolution 15/2016
Global marketplace working group (3) – vulnerable consumers

COPOLCO

notes the result of the consultation on vulnerable consumers (COPOLCO N197/2016) appearing at Annex 3 to COPOLCO N211/2016,

invites the Global marketplace working group to develop a new work item proposal on vulnerable consumers, taking into account working group discussions, and comments made at the Plenary.

The Consumer protection in the global marketplace group completed the New Work Item Proposal draft and the Secretary coordinated the release of the NWIP for ballot on 14 February 2017.

See Agenda item 11.

COPOLCO Resolution 16/2016
Global marketplace working group (4) – Financial literacy for youth

COPOLCO

notes the result of the consultation on financial literacy for youth (COPOLCO N196/2016) appearing at Annex 4 to this report, and lack of strong support for the proposal,

invites the Global marketplace working group to suspend further work on this proposal for the present time.

No action needed.

COPOLCO Resolution 17/2016
Global marketplace working group (5) – Revision of ISO/IEC Guide 14 into an International Standard

COPOLCO

notes the positive results of the Committee Draft consultation on ISO/IEC Guide 14, *Purchase information on goods and services intended for consumers*

thanks ISO/COPOLCO WG 15 for its work on revising this Guide,

requests the Global marketplace working group to develop a proposal for the consideration of the ISO Technical Management Board, requesting the conversion of ISO/IEC Guide 14 into an International Standard.

The COPOLCO Secretary reported this decision to the ISO Technical Management Board in its reports for the September and March meetings.

See Agenda item 14.

COPOLCO Resolution 18/2016
Product safety working group (1) – Risk management of consumer product safety

COPOLCO

approves the report of the Product safety working group at COPOLCO N212/2016,

supports its proposed work projects,

further approves the development of a new activity template on liquitabs,

notes the submission at Annex 3 to COPOLCO N212/2016, *General Principles for Risk Management of Consumer Product Safety*,

requests the Product safety working group to set up a task group to discuss the proposal further, taking into account already-existing standards, e.g. ISO 31000*, Risk management – Principles and guidelines*, ISO 10393, *Consumer product recall – Guidelines for suppliers*, and ISO 10377, *Consumer product safety – Guidelines for suppliers*.

recognizes the importance of other safety issues presented in COPOLCO N212/2016,

invites the group to submit a progress report for members' consideration at the 2017 COPOLCO Plenary.

The Secretary circulated a call for task group members among the membership of the Product Safety working group, by e-mail on 9 September. The task group and product safety group have been consulted.

See Agenda item 12.

COPOLCO Resolution 19/2016
Product safety working group (2) – co-convenorship

COPOLCO

expresses its appreciation to Robyn Easton (SA – Australia) for her ongoing commitment and outstanding contributions to product safety matters in COPOLCO,

thanks Karin Both for her willingness to take over the responsibility as co-convenor of the Product safety working group,

appoints Karin Both as co-convenor of this working group.

No action needed.

COPOLCO Resolution 20/2016
Consumer participation and training group (1) – ISO Directory of consumer interest participation

COPOLCO

notes the forthcoming launch of the revised and updated ISO Directory of consumer interest participation, including a new input form on participation,

thanks the ISO/COPOLCO secretariat and IT team for completing this task,

encourages all ISO COPOLCO members to complete the online form with detailed information to provide accurate and updated data to support COPOLCO's work,

invites all ISO COPOLCO members to use this valuable resource.

Further development of the resource will take place in 2017 and members will be consulted to fill in data. More information will be given at the meeting.

COPOLCO Resolution 21/2016
Consumer participation and training group (2) – CI World Congress

notes the outstanding success of the joint ISO and CI training, outreach and associated standards events at Consumers International's 20th World Congress,

thanks the Swedish International Development Cooperation Agency (SIDA), the ISO Secretary General and ISO staff for their support in delivering the event,

highlights the ongoing importance of collaboration with the consumer movement and with consumer stakeholders to build credible ISO standards.

The Secretary worked with the ISO Academy and the co-convenors of the COPOLCO participation and training group to organize a training course of representatives of East European and Central Asian countries, in Vienna on 7-9 December 2016.

See Agenda item 13.

COPOLCO Resolution 22/2016
Consumer participation and training group (3) – MoU with the World Bank

COPOLCO

notes the Memorandum of Understanding signed between ISO and the World Bank on 16th March 2016,

emphasizes its mandate to raise consumers' awareness and involvement in the development, adoption and use of international standards that promote open, fair and transparent trade,

further notes consumers are a key stakeholder with a significant role in the success of these activities,

recognizes the lack of consumer participation at national and international levels, particularly in developing countries,

asks ISO to draw the World Bank's attention to the need to engage consumers in their joint efforts to strengthen national quality infrastructures in achieving the UN Sustainable Development Goals.

The World Bank was an invited keynote speaker at ISO's 2016 General Assembly. The Secretary and Chair are monitoring the relationship for future opportunities.

COPOLCO Resolution 23/2016
ANEC

COPOLCO,

refers to its Plenary Resolution 21/2015 on safety of household appliances for all consumers (removal of the "exclusion clause" in IEC 60335 series of standards),

thanks Arnold Pindar (ANEC President), for reporting ANEC activities and in particular for its efforts in removing the "exclusion clause" in EN 60335 series of standards on safety of electrical household and similar appliances,

notes the progress made by IEC TC 61, Safety of household appliances, on the issue of surface temperature levels of household appliances, which is of particular importance for older consumers and children,

encourages COPOLCO members to continue to support the IEC TC 61 revision of the relevant IEC 60335 series of standards on safety of electrical household and similar appliances, based on the work done in CENELEC in order to take into account the needs of vulnerable consumers, and to encourage IEC TC 61 to accelerate the process of adopting surface temperatures limits for IEC 60335 Parts 2 in line with IEC Guide 117:2010 *Electrotechnical equipment – Temperatures of touchable hot surfaces.*

No action needed.

Special resolution 1/2016

Thanks SNV for its ongoing support to ISO/COPOLCO.

No action needed.

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2017 COPOLCO work programme
(as approved under Council Resolution 37/2016)

	Actions	Expected result	Responsible	Target	Status
1	Increase the visibility and impact of consumer interests' role in ISO, especially among developing countries: • Hold a training event in conjunction with the COPOLCO plenary meeting and related events • Conduct outreach to ISO member CEOs and other representatives during ISO meetings and visits to ISO premises.	Increase capacity of members and make the role of consumer interests in the ISO system at the policy and technical levels more fully understood.	Chair and Secretary with COPOLCO WG 03, "Consumer participation and training", with support by the ISO Academy	• May 2017	
2	Contribute to ISO's technical and policy work on services standardization: • Write recommendations for future initiatives on standardization of services, based on 2016 workshop results and further research into COPOLCO members' priorities .	Contribute to adapting policy on services standardization in ISO better to respond to stakeholders' needs.	COPOLCO WG 18 "Consumer issues in service standardization"	• May 2017	
3	Organize a workshop to explore a theme of consumer interest to assess relevance for standards work (annual event).	Discern market trends and market demand for potential new standardization areas	COPOLCO WG 01 "Chair's Group"	• May 2017	

	Actions	Expected result	Responsible	Target	Status
4	Improve profile, networking and coordination among consumer representatives in the ISO System. • Publication of *Standards and consumers – Update 2017* • Launch *the ISO Directory of consumer interest participation,*	Reliable and easily visible indicators of representation by the consumer stakeholder group in ISO's policy and development work.	COPOLCO WG 02, "Key areas group" COPOLCO WG 03, "Consumer participation and training", Secretariat	• May 2017 • September 2017	
5	Conduct a gap analysis of existing ISO deliverables on risk management for consumer products	Determine need for a additional risk management standards to enhance consumer product safety	COPOLCO WG 04 "Product safety"	• May 2017	
6	Study the feasibility of new standards work for liquid detergent capsules	Address safety issues for small children arising from accidental exposure to or ingestion of these products	COPOLCO WG 04 "Product safety"	• May 2017	
7	Address consumer protection and privacy issues for the global digital marketplace,: • Develop a new work item proposal on incorporating privacy by design concepts in standards for products using digital technology • Develop a new work item proposal on a guidance standard for consumer needs in the collaborative economy	Market-relevant proposals for policy and deliverables on privacy and personal data and the collaborative economy, to be considered by ISO in collaboration with its partners.	COPOLCO WG 05 "Consumer protection in the global marketplace"	• May 2017	

	Actions	Expected result	Responsible	Target	Status
8	Develop a new work item proposal on a standard for vulnerable consumers, based on British Standard BS 18477.		COPOLCO WG 05 "Consumer protection in the global marketplace"	• May 2017	
9	Develop awareness and education materials on anti-counterfeiting from the consumer point of view	Increased awareness of risks to consumers of using counterfeit products	COPOLCO WG 05 "Consumer protection in the global marketplace"	• December 2017	
10	Circulate the Enquiry Draft of ISOIEC Guide 41, Packaging – Recommendations for addressing consumer needs to the members of ISO and IEC.	Align consumers' needs with state of the art in safety, sustainability and product information aspects of packaging	COPOLCO WG 16 "Revision of ISO/IEC Guide 41"	• December 2017	
11	Develop an Enquiry Draft of ISO/IEC Guide 76.	Make good guidance available to technical committees and policy groups on services standardization from the end-user's perspective.	COPOLCO WG 18 "Consumer issues in service standardization"	• December 2017	
12	Conduct outreach to the broader community about the benefits of ISO standards: • Publish quarterly Newsletter, ISO Consumer update • Maintain and feed *ISOConsumers* Facebook and Twitter accounts.	Raise ISO's profile and publicize market relevance of standards as aids to consumer protection	COPOLCO Secretariat	• Newsletter: 4x a year • Social media: several times a week	

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Members of COPOLCO – 39th meeting

P-members

Algeria	IANOR
Argentina	IRAM
Australia	SA
Austria	ASI
Bahrain	BSMD
Bangladesh	BSTI
Barbados	BNSI
Botswana	BOBS
Brazil	ABNT
Bulgaria	BDS
Canada	SCC
Chile	INN
China	SAC
Colombia	ICONTEC
Costa Rica	INTECO
Cyprus	CYS
Czech Republic	UNMZ
Denmark	DS
Ecuador	INEN
Egypt	EOS
Fiji	DNTMS
Finland	SFS
France	AFNOR
Germany	DIN
Ghana	GSA
India	BIS
Indonesia	BSN
Iran, Islamic Republic of	ISIRI
Ireland	NSAI
Israel	SII
Italy	UNI

Jamaica	BSJ
Japan	JISC
Kazakhstan	KAZMEMST
Kenya	KEBS
Korea, Republic of	KATS
Malawi	MBS
Malaysia	DSM
Malta	MCCAA
Mauritius	MSB
Mexico	DGN
Mongolia	MASM
Namibia	NSI
Netherlands	NEN
Nigeria	SON
Norway	SN
Oman	DGSM
Pakistan	PSQCA
Panama	COPANIT
Peru	INACAL
Portugal	IPQ
Romania	ASRO
Russian Federation	GOST R
Saudi Arabia	SASO
Serbia	ISS
Singapore	SPRING SG
Slovenia	SIST
South Africa	SABS
Spain	UNE
Sri Lanka	SLSI
Sudan	SSMO
Sweden	SIS
Switzerland	SNV
Thailand	TISI
Trinidad and Tobago	TTBS
Tunisia	INNORPI
Turkey	TSE

United Arab Emirates	ESMA
United Kingdom	BSI
United States	ANSI
Uruguay	UNIT
Zimbabwe	SAZ

O-Members

Albania	DPS
Armenia	SARM
Azerbaijan	AZSTAND
Belarus	BELST
Belgium	NBN
Bolivia	IBNORCA
Bosnia & Herzegovina	BAS
Brunei Darussalam	ABCI
Burundi	BBN
Cameroon	ANOR
Côte d'Ivoire	CODINORM
Croatia	HZN
Cuba	NC
Dominica	DBOS
Dominican Republic	INDOCAL
El Salvador	OSN
Ethiopia	ESA
Gabon	AGANOR
Gambia	TGSB
Greece	NQIS ELOT
Hungary	MSZT
Iceland	IST
Iraq	COSQC
Jordan	JSMO
Latvia	LVS
Lebanon	LIBNOR
Lithuania	LST
Luxembourg	ILNAS

Macao	CPTTM
Mali	AMANORM
Moldova, Republic of	ISM
Montenegro	ISME
Morocco	IMANOR
Mozambique	INNOQ
Myanmar	DRI
Nepal	NBSM
New Zealand	NZSO
Palestine	PSI
Philippines	BPS
Poland	PKN
Qatar	QS
Saint Lucia	SLBS
Senegal	ASN
Seychelles	SBS
Sierra Leone	SLSB
Slovakia	SOSMT
Swaziland	SWASA
Tanzania, United Rep. of	TBS
Uganda	UNBS
Ukraine	DSTU
Viet Nam	STAMEQ
Zambia	ZABS

TERMS OF REFERENCE: ISO/COPOLCO STANDING GROUPS

Chair's group

Purpose:

The purpose of the Chair's Group is to assist the Chair in advancing the work of ISO/COPOLCO and fulfilling COPOLCO's mandate.

Roles and responsibilities include:

- Planning the next COPOLCO workshop and plenary in collaboration with the host country;
- Reviewing progress reports from COPOLCO working groups, discussing the content and quality of their work programmes, verifying that expected actions are being taken, and helping resolve issues that may arise;
- Monitoring the implementation of the resolutions from the previous plenary meeting; discussing required actions, tracking progress, and providing direction to establish priorities;
- Providing advice and counsel to the Chair on specific matters and making recommendations for resolution or action;
- Reviewing requests for liaison from organizations and evaluating these against established criteria to determine suitability for acceptance;
- Encouraging and facilitating the active participation of all members of COPOLCO working groups.

Members:
- Current and past chairs of COPOLCO, and the COPOLCO secretariat;
- Convenors of COPOLCO working groups;
- Designated representatives of COPOLCO P-members who wish to contribute to the Chair's Group and who contribute actively to COPOLCO, with particular emphasis on members from developing countries;
- Representatives of organizations with which COPOLCO has formal liaison or a close working relationship.

Invited by the Chair:
- COPOLCO member hosting the next year's COPOLCO meeting and workshop;
- COPOLCO member who hosted the immediate past meeting and workshop;
- Person(s) invited by the Chair to provide expertise pertaining to specific subjects/issues on the agenda;
- Attendees to the working group meetings held in conjunction with the Chair's Group who are not already participating in the Chair's Group meeting.

Corresponding:
COPOLCO members wishing to be kept informed of the Chair's Group activity by correspondence or by teleconference.

Meetings:
A Chair's Group meeting will be held approximately six months after the annual plenary.

Review:
These Terms of Reference shall be reviewed on a regular basis.

COPOLCO WG 02 "Key areas for consumers"

The Working Group on Key areas for consumers operates as a standing committee under the authority of ISO/COPOLCO. It supports the ISO COPOLCO Chair and Secretary by providing information on key areas of work in standardization relevant to consumers, working towards continuous improvement in the delivery of this mandate, while taking account of the needs of developing countries and emerging economies.

Mandate:

- To identify and monitor key areas of standards work in ISO and IEC of interest to consumers including emerging areas, horizontal issues, and mature technical committee work;
- To raise awareness of these areas and disseminate information to the ISO membership, the ISO/COPOLCO members, consumer organizations and consumer representatives, standards development organizations, and members of technical committees and subcommittees;
- To facilitate networking amongst individuals interested in areas of consumer interest.

COPOLCO WG 03 "Consumer participation and training"

The Consumer participation and training working group is a standing committee under the authority of ISO/COPOLCO, in support of the COPOLCO work programme and relevant parts of the ISO Strategic Plan. Its objectives are to increase and promote effective consumer involvement in standardization relevant to consumers, taking account of the needs of developing countries and emerging economies.

Mandate:

- To promote awareness of standardization amongst consumers and consumer organizations;
- To promote an understanding of consumer issues and the value of consumer participation in standardization amongst standards bodies and other standards stakeholders;
- To explore and address barriers to consumer participation in standards policy, technical work and the processes involved, and encourage active participation;
- To encourage and develop training and supporting materials to facilitate the achievement of the preceding activities.

COPOLCO WG 04 "Product safety"

The Product safety working group operates as a standing committee under the authority of ISO/COPOLCO. The group investigates how adequately the issue of safety is being addressed within ISO's system of standardization.

The PS WG supports ISO/COPOLCO's Chair and Secretary by providing information on the safety of products for consumers and by highlighting current and future areas of concern, particularly for developing countries and emerging economies.

Mandate:

- to promote the design, manufacture, assembly, sale and disposal of safer consumer products via COPOLCO and ISO;
- to develop greater consistency and coherence in requirements for safety in standards;
- to encourage networking and communication between COPOLCO and ISO members on issues of safety to respond to calls for information and advice on product safety issues.

COPOLCO WG 05 "Consumer protection in the global marketplace"

To develop proposals in the consumer interest for both online and conventional transactions in the global marketplace.

COPOLCO WG 18 "Consumer issues in services standardization"

- To promote awareness and understanding of services standardization among consumers and consumer organizations;
- To promote understanding of important consumer issues in services standardization within ISO, among standards bodies and other standards stakeholders;
- To identify consumer issues and needs in standardization in services;
- To explore and address issues of consumer participation in standardization of services.

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COPOLCO N277/2017

AGENDA ITEM 6   RAISING THE PROFILE OF CONSUMER INTERESTS IN THE ISO SYSTEM (AWARENESS AND CAPACITY BUILDING)

_____

> **COPOLCO ACTION:** COPOLCO is invited to note/comment on this report and approve the proposed resolution.

As mentioned in the Chair's report at item 5, the Chair proposes to develop a series of actions to bring consumer and COPOLCO activities to the attention of National Standards Body (NSB) CEOs and, if applicable, their nominated ISO/COPOLCO representatives. The goal is to increase involvement of their organizations in response to consultations, surveys, and working group participation. More generally, the objective is for consumer stakeholders at all levels to be seen as valued and credible partners for market-relevant standards development in the ISO system.

Proposed actions

1 Outreach events

Plan outreach events at the ISO General Assembly and regional events where there is likely to be a high concentration of CEOs and other NSB executives: one highly successful example was a reception given at the 2016 GA in Beijing. Further details appear in the Secretary's report at item 5. Other ISO officers go to meetings where NSB executives gather. Briefings and materials may be given to them (also see 5, below, and "ISO/COPOLCO updates" at Annex 1).   Events held by or for regional organizations are also a good opportunity to reach out to a large number of interested CEOs or other NSB executives (please see examples of presentations at such events in 2016, at Annexes 3 and 4).

Events associated with COPOLCO plenary meetings are also an excellent opportunity to hold press events (also see Annex 1 for more details).

2 Reinforce outreach to liaisons and other international organizations

Attending and making presentations at meetings of targeted international organizations will have the effect of putting consumer representation in an international arena and influence decision-making in these organizations. These organizations in turn have contact with NSBs. COPOLCO has already discussed expanding its outreach to organizations other than current liaisons, but there is also potential to increase the number of meetings attended by COPOLCO representatives, the Chair and Secretary.

3 Increase engagement with Technical Committees

Involvement with TCs and constructive exchanges with TC chairs and secretariats on subjects of consumer interest. This is also proposed as part of the strategy implementation.

4 Provide subject area expertise in capacity building

Offer resources and assistance in ISO/Academy programmes with subject matter expertise to aid in capacity-building. See more about this under item 13 and "Capacity building" at Annex 1.

5 Enhance communications tools

See Annex 1 which mentions contributions to the ISOfocus and other ISO communications as a way to highlight consumer issues.

As a new initiative the Secretariat added a resources section on ISOConnect last year in order to create a central repository of information and a helpful resource for COPOLCO members. The Secretary informed members of this in October 2016. Further suggestions on its content or presentation are welcome.

More information about other communications tools appears in the Secretary's report at item 5.

The COPOLCO Secretary released a SurveyMonkey questionnaire in May 2016 which yielded some interesting results. These were discussed in the ISO/COPOLCO Chair's Group in the November 2016 meeting. First, many members appreciate circular letters and the e-newsletter as means of communication. Possibly as a reaction to information overload, many requested a more regular and structured type of communication to stay informed of ISO consumer policy and relevant standards work, and to conduct committee business. The full results appear at Annex 2.

With the support of the Chair's Group, the Secretariat is now publishing the ISO Consumer update once every two months rather than quarterly.

In response to the question: *Do you have any suggestions on improvements for ISO/COPOLCO in relation to its work based on its Terms of Reference?*, members volunteered some suggestions oriented around increased training and closer interaction between consumer representatives and NSBs. Some other ideas were:

- Assist NSBs with strengthening their national committees to improve consumer representatives' participation in consumer related work and standardization
- COPOLCO-based recommendations from the national mirror committee tend not to be given much attention in the management structures of the NSB. This may be because the COPOLCO mirror committee is treated as just another mirror committee of an ISO TC, which it is not. There may be benefit in recommending that COPOLCO mirror committees be chaired by a management member of the NSB.

Members are invited to consider the above.

6 Develop a "calling card"

We propose to revise the current publication of the information booklet, *ISO and the consumer* to be more compact (e.g. in A5 format), and to include a "fact sheet" about ISO/COPOLCO. This could be useful for ISO Central Secretariat or NSB officers to take with them to committee or stakeholders' meetings as a kind of "calling card" to explain COPOLCO's purpose and general scope of work.

COPOLCO Resolution x/2017
Visibility of COPOLCO within the ISO system

COPOLCO

notes the report appearing at COPOLCO N276/2017, approves the proposals, taking into account comments made at the meeting.

Annex 1   Annex 2   Annex 3   Annex 4

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ANNEX 1 TO COPOLCO N277/2017

COPOLCO'S VISIBILITY AND ADDED VALUE TO MEMBERS

Next steps for the TG and Chairs Group:

1. **Propose: recommendations, communication materials, communication plan among others for the Chair's Group approval; and**

Visibility Activities	Forum	Materials	Frequency / Timeline	Responsibility
ISO COPOLCO Updates	• ISO COPOLCO • ISO GA • DEVCO and CASCO Meetings • And TC Plenaries (TCs in the Key areas list)	• Newsletter prints • Infographics (one page) - Key areas - Also based on forum themes	Annual	CG and ISO CS (secretary and marketing and communication)
Capacity building	• ISO COPOLCO plenary and • Other planned sessions (regional) • ISO Secretaries and Chairs training week	• Training modules • Online learning platforms • Infographics (one page) - key areas - also based on forum themes	Annual	CG and ISO CS (secretary and marketing and communication)
ISO Focus	Quarterly or half yearly consumer focus issues (road safety, collaborative economy, fintech etc)	Articles (written from stakeholder perspectives – consumer, industry and government and NSBs)	Quaterly / half yearly	CG and ISO CS (secretary and marketing and communication)
NSB / ISO COPOLCO representatives press conference (by hosts of ISO COPOLCO meetings)	At relevant plenary and related sessions	Info materials	When needed	CG and ISO CS (secretary and marketing and communication) and relevant NSBs.

2. **Carry out trials and launch the programme with the support of the ISO CS Communication team**

Plenary to approve above recommendations and following activities to begin:

1. Key areas one page infographic
2. ISO Focus on road safety – post plenary
3. ISO COPOLCO infographics

Completed by September 2017 GA and to be shared with all ISO members, and where possible gather feedback on the materials.

ISO/COPOLCO's visibility and added value

Q1 How long has your National Standards Body (NSB) been a COPOLCO member?
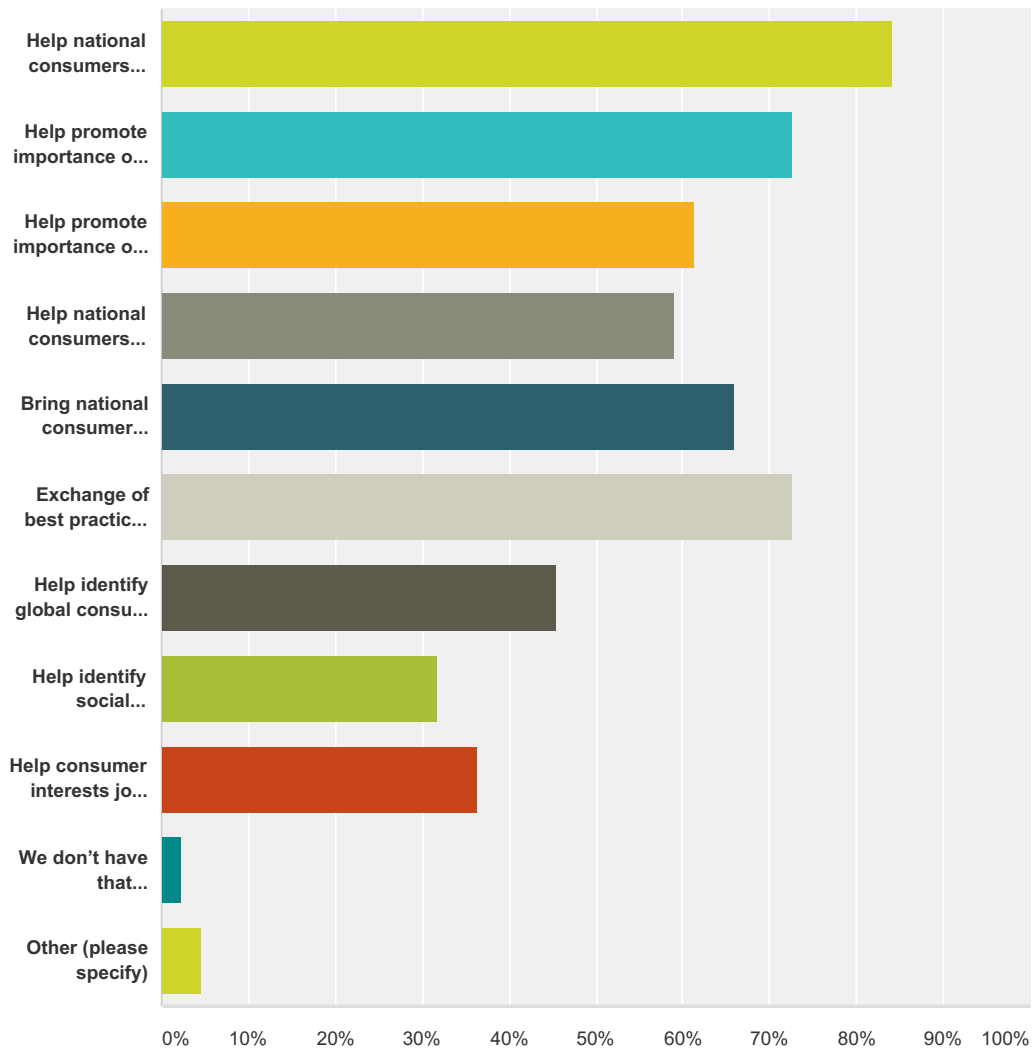
Answered: 44   Skipped: 0
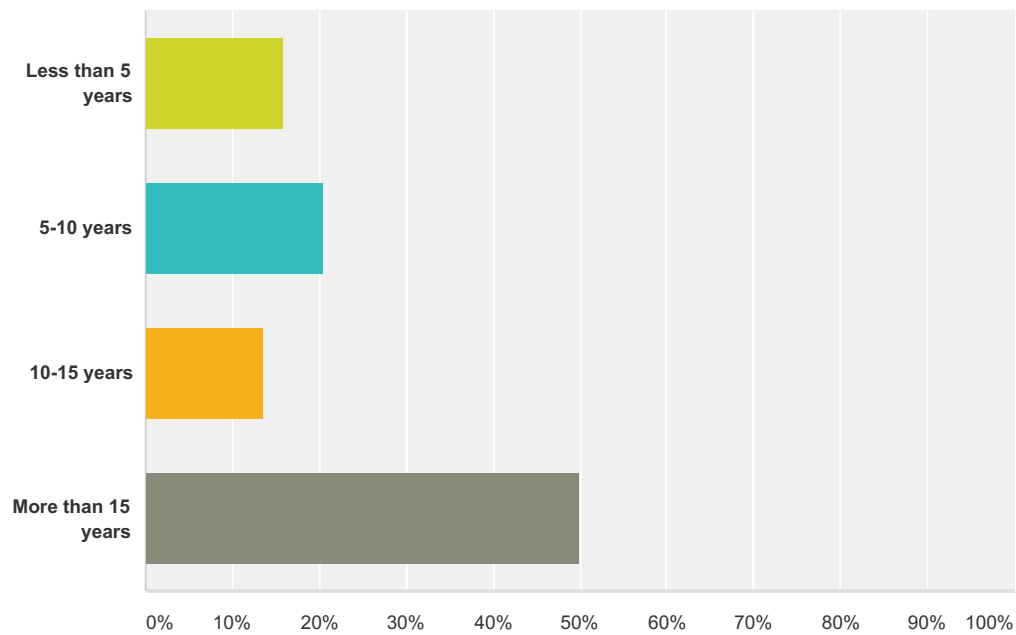
Answer Choices	Responses	
Less than 5 years	**15.91%**	7
5-10 years	**20.45%**	9
10-15 years	**13.64%**	6
More than 15 years	**50.00%**	22
Total		**44**

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Q2 Why did your NSB become an ISO/COPOLCO member?

Answered: 44   Skipped: 0

Answer Choices	Responses	
Help national consumers benefit from standards	**84.09%**	37
Help promote importance of standards to national consumers	**72.73%**	32
Help promote importance of standards to consumer government agencies	**61.36%**	27
Help national consumers participate in national standards development	**59.09%**	26
Bring national consumer interests to international standards development	**65.91%**	29
Exchange of best practices between NSBs and consumer representatives	**72.73%**	32
Help identify global consumer issues in international standards development	**45.45%**	20
Help identify social (non-economic) benefits of standards	**31.82%**	14
Help consumer interests join an international network	**36.36%**	16

We don't have that information.	**2.27%**	1
Other (please specify)	**4.55%**	2
Total Respondents: 44		

#	Other (please specify)	Date
1	To represent the NSB in COPOLCOs important work on future consumer policy priorities within ISO.	6/5/2016 4:19 PM
2	Raise awareness among members of the importance of consumer participation in the process of national and international standardization	5/26/2016 1:21 AM

Q3 What benefits did you / NSB / country get from being an ISO COPOLCO member?

Answered: 43   Skipped: 1
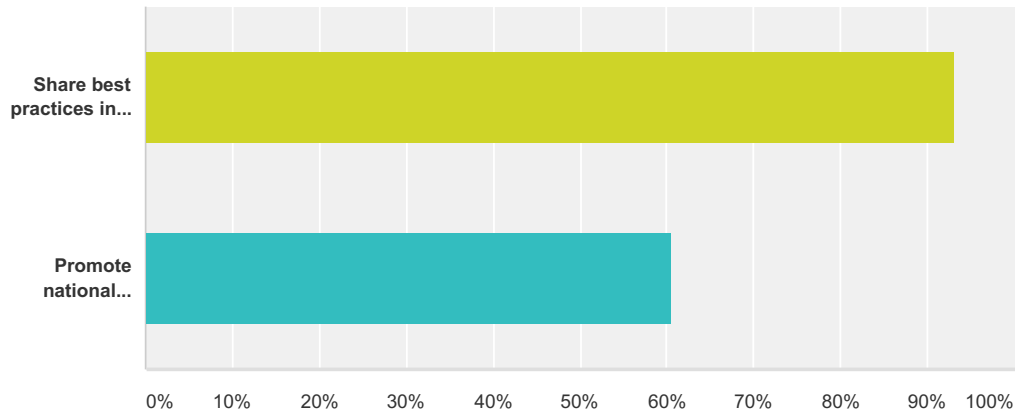
Answer Choices		Responses	
Share best practices in promoting consumer involvement in standards development		**93.02%**	40
Promote national consumer issues to ISO COPOLCO and ISO		**60.47%**	26
Total Respondents: 43			

#	Other (please specify)	Date
1	With the two mentioned above, it leads to the NSB being strengthened thus able to provide better effective services to other Pacific Island Countries. Getting experts from ISO CS and other NSBs to ensure we as a developing country are also up to par if not right there with other developed countries.	7/11/2016 11:26 PM
2	Regional training opportunities in Consumer Protection issues	6/8/2016 8:28 PM
3	We have not really fully participated in COPOLCO and as such has not really seen the benefits.	6/8/2016 5:22 PM
4	The ability to influence and assist COPOLCO, raising awareness of global issues. The element of learning what things are important (and prioritised) at the global level. Recognition that many of our own issues are actually cross-border issues.	6/8/2016 7:20 AM
5	The possibility to promote important global consumer challenges that are adequately adressed by international standards. The possibility to influence important consumer tools for the global marketplace, eg. standards and COPOLCO guides. The possibility to share national experiences from the consumer policy area.	6/5/2016 4:19 PM
6	Since we joined we have noticed emerging interest from some consumers bodies in Malawi to participate in COPOLCO.	6/1/2016 11:15 AM
7	Learn best practices from others NSBs	5/25/2016 9:42 PM
8	NSB Network Knowledge of new fields of standardization of interest to consumers Information to national consumer committee	5/25/2016 2:40 PM

Q4 What are your expectations from ISO/COPOLCO, in light of the new ISO strategy?
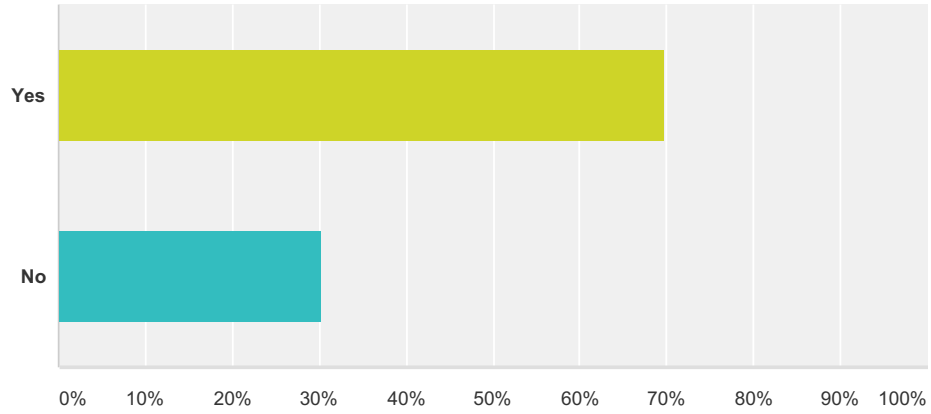
Answered: 44   Skipped: 0
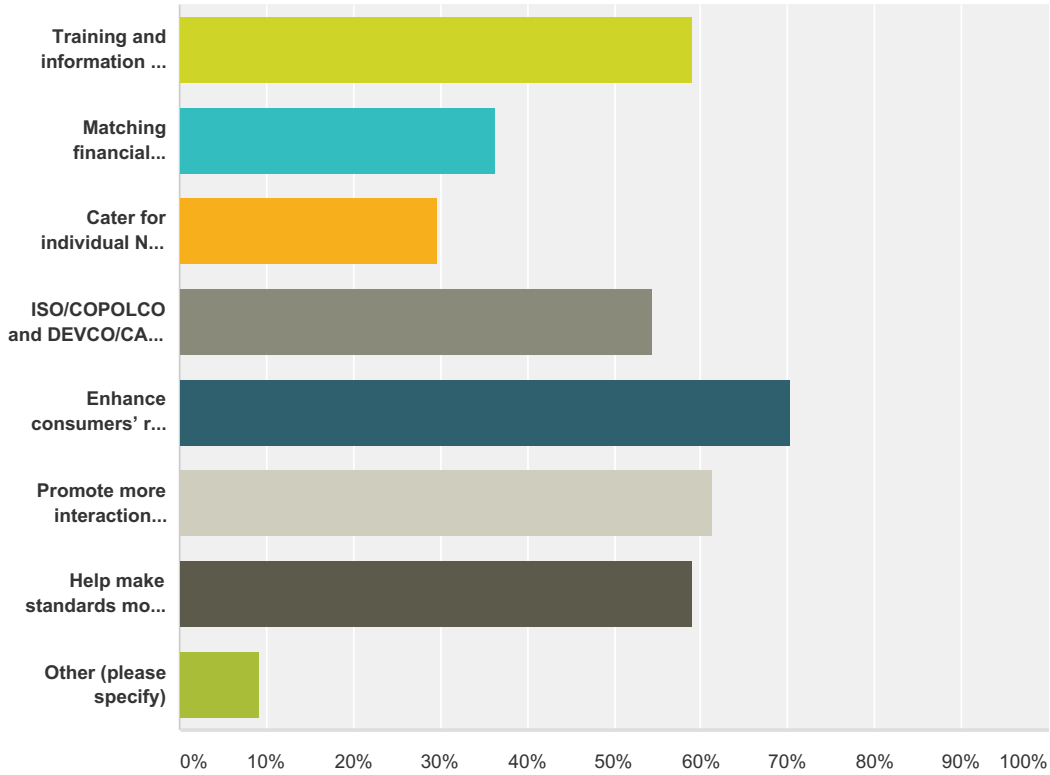
Answer Choices	Responses	
Training and information on consumers participation in standards development	**59.09%**	26
Matching financial resources to promote consumer involvement in COPOLCO and key areas of standards development (food safety, energy management, water efficiency, e-commerce etc.)	**36.36%**	16
Cater for individual NSB needs	**29.55%**	13
ISO/COPOLCO and DEVCO/CASCO work to communicate/exchange consumer issues	**54.55%**	24
Enhance consumers' role in promoting compliance / use of standards	**70.45%**	31
Promote more interaction between ISO/COPOLCO and Technical Committees relevant to consumer issues / Key areas	**61.36%**	27
Help make standards more market-relevant	**59.09%**	26
Other (please specify)	**9.09%**	4
Total Respondents: 44		

ISO/COPOLCO's visibility and added value

#	Other (please specify)	Date
1	Help tp ensure that items uptaken are globally relevant for both consumers and other stakeholders. This will enhance the participation during the development of the standard and the acceptation afterwards.	6/10/2016 1:41 PM
2	To facilitate market demand-side input into standards development	6/8/2016 7:20 AM
3	To identify suitable initiatives and areas addressing the challenges in the global consumers markets.	6/5/2016 4:19 PM
4	Engage B2B, B2C strategies for our country	5/25/2016 9:42 PM
#	Other (please specify)	Date

Q5 Do you have a national consumer committee where you discuss COPOLCO issues?

Answered: 43   Skipped: 1

Answer Choices	Responses	
Yes	**69.77%**	30
No	**30.23%**	13
Total		**43**

Q6 If yes, please tick the member categories represented.

Answered: 32   Skipped: 12
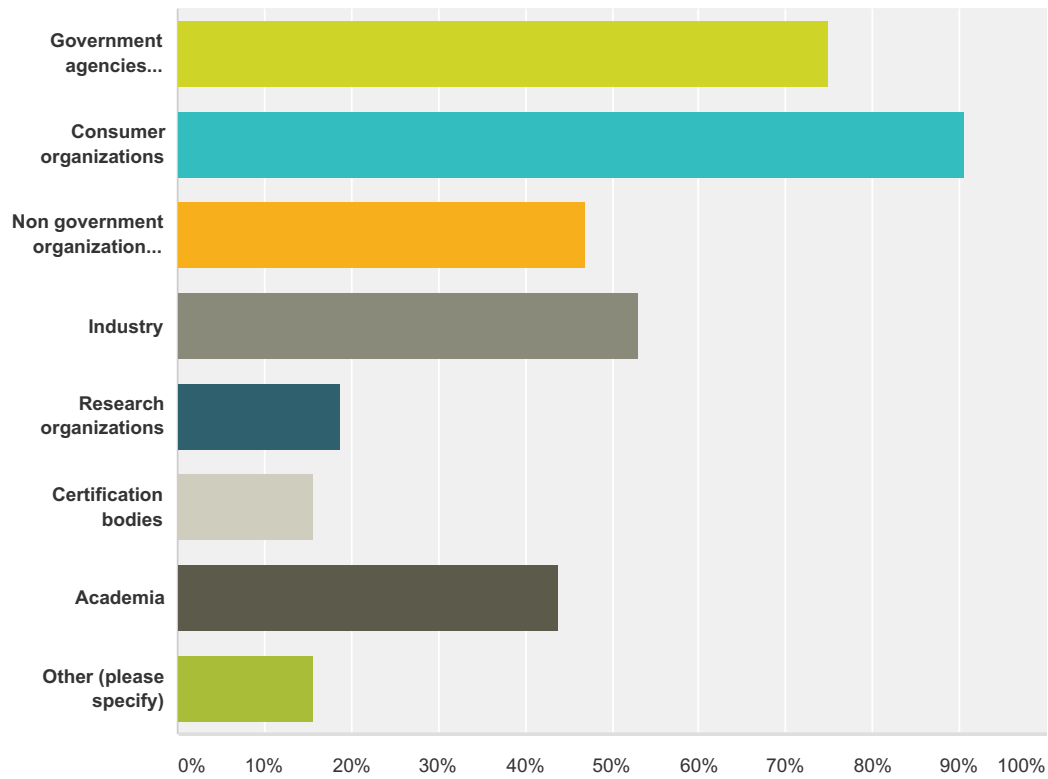
Answer Choices	Responses	
Government agencies (consumer protection)	**75.00%**	24
Consumer organizations	**90.63%**	29
Non government organizations (environment, child protection etc.)	**46.88%**	15
Industry	**53.13%**	17
Research organizations	**18.75%**	6
Certification bodies	**15.63%**	5
Academia	**43.75%**	14
Other (please specify)	**15.63%**	5
Total Respondents: 32		

#	Other (please specify)	Date
1	National inspection authority	6/10/2016 1:41 PM
2	Note - we refer to our Committee as the Ministry of Business, Innovation and Employment Consumer Protection Partnership Forum	6/9/2016 8:38 PM
3	There is a consumer committee promoting consumer representation in standards but at present no systematic work on coordinating COPOLCO issues nationally. But there are discussion of establishing a national fora within the NSB to better address issues in relation to the NSB membership of COPOLCO.	6/5/2016 4:19 PM

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| 4 | standards writing organizations | 5/27/2016 4:12 PM |
| 5 | National (informative) labelling institute (private) | 5/25/2016 2:40 PM |

Q7 If yes, do you have a nominated expert / representative to participate in ISO/COPOLCO meetings and events?

Answered: 35   Skipped: 9
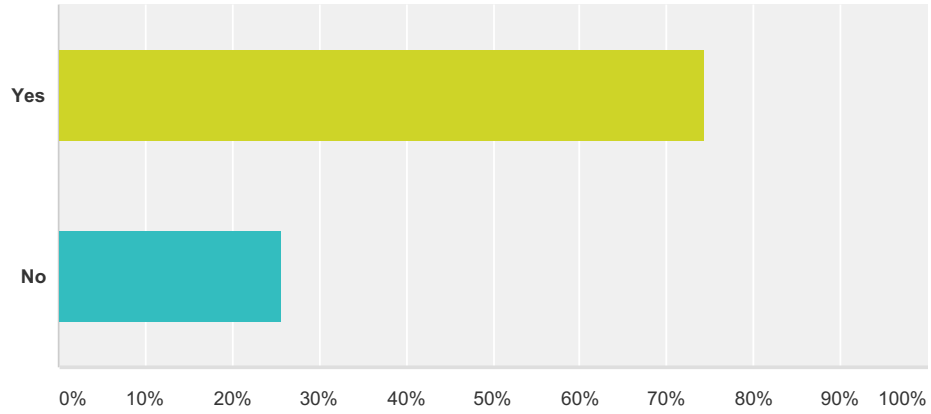
Answer Choices	Responses	
Yes	**74.29%**	26
No	**25.71%**	9
Total		**35**

Q8 If yes which category does he/she come from?

Answered: 28   Skipped: 16
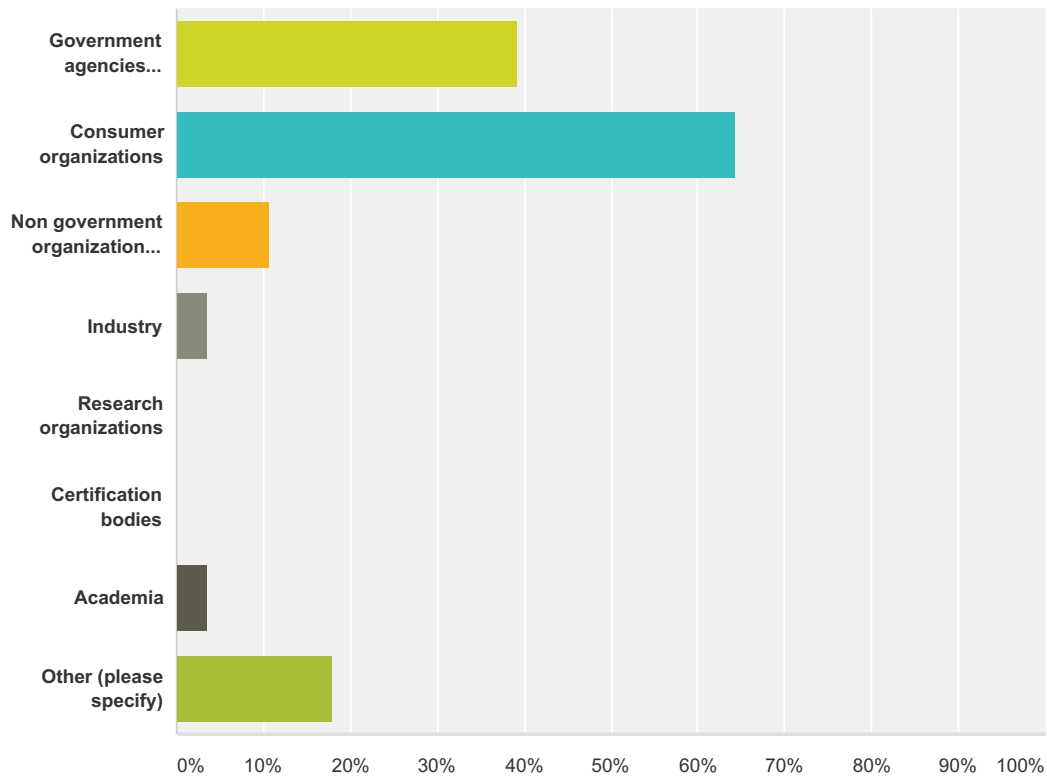
Answer Choices	Responses	
Government agencies (consumer protection)	**39.29%**	11
Consumer organizations	**64.29%**	18
Non government organizations (environment, child protection etc.)	**10.71%**	3
Industry	**3.57%**	1
Research organizations	**0.00%**	0
Certification bodies	**0.00%**	0
Academia	**3.57%**	1
Other (please specify)	**17.86%**	5
Total Respondents: 28		

#	Other (please specify)	Date
1	NSB	6/10/2016 1:41 PM
2	DIN Consumer Council	5/27/2016 5:22 PM
3	we haven't succeeded every year ...	5/27/2016 4:12 PM
4	varies depending on what category the chair of the Consumer Interest Forum originates from	5/27/2016 4:51 AM

| 5 | NSB | 5/25/2016 2:03 PM |

Q9 How do you share information about ISO/COPOLCO with the NSB and the NSB CEO?

Answered: 43   Skipped: 1
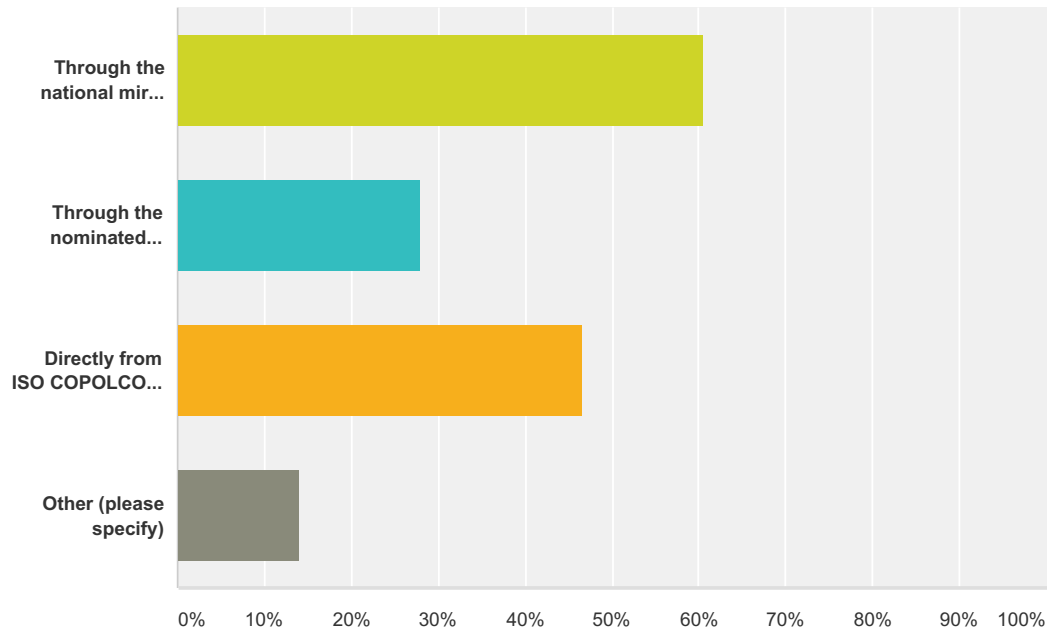
Answer Choices		Responses	
Through the national mirror committee (NMC) or national consumer committee		**60.47%**	26
Through the nominated expert		**27.91%**	12
Directly from ISO COPOLCO secretariat		**46.51%**	20
Other (please specify)		**13.95%**	6
Total Respondents: 43			

#	Other (please specify)	Date
1	The SA employee responsible for coordinating the COPOLCO mirror committee alerts the executive to any current projects/agendas/issues	6/8/2016 7:20 AM
2	Reporting from meetings to the management level of the NSB.	6/5/2016 4:19 PM
3	Through emails and circulation of documents such events reports and others. we also share through publications such the MBS magazine.	6/1/2016 11:15 AM
4	DIN Consumer Council is the national mirror committee	5/27/2016 5:22 PM
5	We are the NSB	5/25/2016 9:42 PM
6	we are part ofNSB	5/25/2016 2:03 PM

Q10 Do you have any suggestions on improvements for ISO/COPOLCO in relation to its work based on its Terms of Reference?

Answered: 44   Skipped: 0
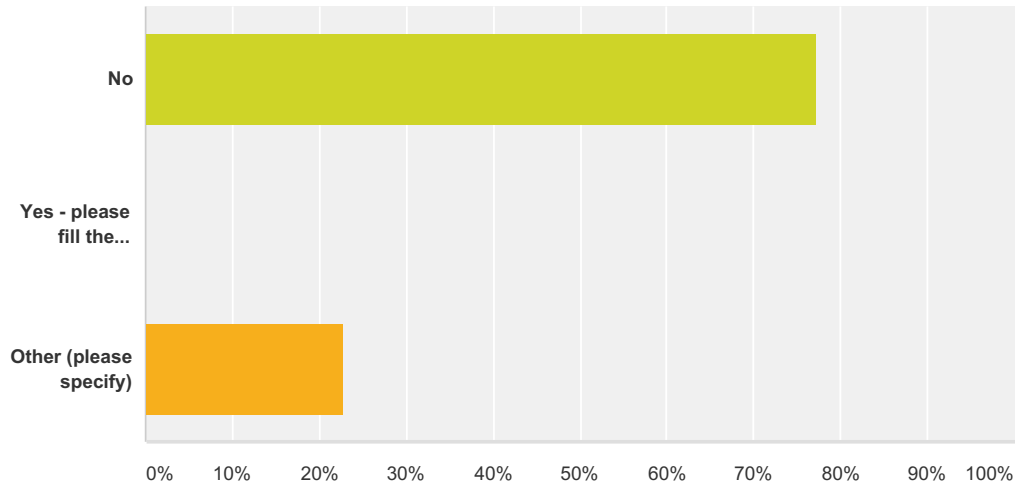
Answer Choices	Responses	
No	**77.27%**	34
Yes - please fill the comment box below	**0.00%**	0
Other (please specify)	**22.73%**	10
Total		**44**

#	Other (please specify)	Date
1	We still have to strengthen consumer representative interaction with the NSB.	6/13/2016 8:47 AM
2	Holding training course(e-learning with certificate) about COPOLCOS Terms of Reference & other related issues	6/12/2016 10:23 AM
3	ISO/COPOLCO can support LDC countries to participate physically in COPOLCO meeting, seminar or workshop programme. Hope this will increse participation in COPOLCO matters.	6/9/2016 5:39 AM
4	The role of the global market working group should be clarified. The role of COPOLCO in promoting sustainability and more specifically sustainable consumption should be addressed in the terms of reference.	6/5/2016 4:19 PM
5	Increase frequency of trainings on consumer participation on standards development.	5/30/2016 10:38 AM
6	Very practical one - we would like to have Copolco documents in eCommittees and NTC, in order to make the dissemination of documents easier.	5/27/2016 4:12 PM
7	please assist NSB with strengthening their national committees to improve consumer representatives participation in consumer related work and standarddization	5/26/2016 9:38 AM
8	We need to know and engage more in COPOLCO activities	5/25/2016 9:42 PM
9	COPOLCO-based recommendations from the national mirror committee tend not to be given much attention in the management structures of the NSB. This may be because the COPOLCO mirror committee is treated as just another mirror committee of an ISO TC, which it is not. There may be benefit in recommending that COPOLCO mirror committees be chaired by a management member of the NSB.	5/25/2016 5:23 PM
10	Have more participants direct linked with the NSB	5/25/2016 2:03 PM

Q11 What types of information about ISO/COPOLCO, and frequency of dissemination, do you prefer?

Answered: 20   Skipped: 24
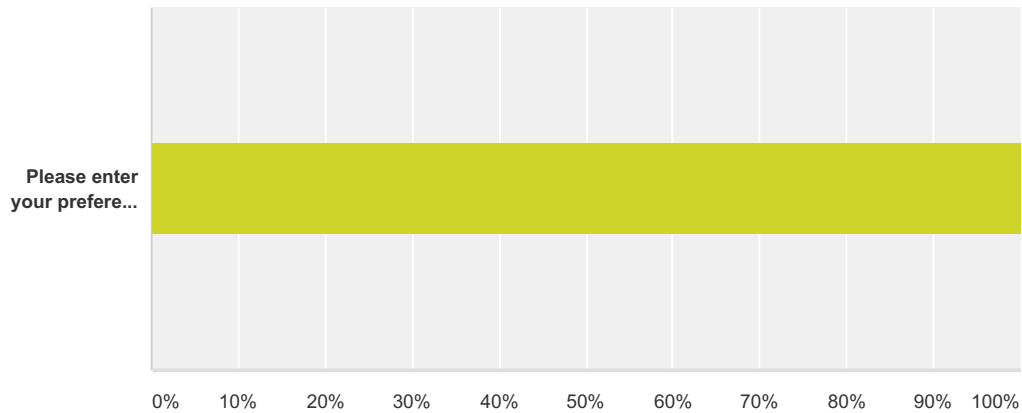
Answer Choices	Responses	
Please enter your preference below:	100.00%	20
Total		20

#	(e.g. group e-mail notifications, newsletter, circular letters, ISOTC postings, social media)	Date
1	Group e-mail notification, newsletter, circular letters, social media and as frequently as possible as it as and when something happens.	7/11/2016 11:26 PM
2	email; circular letters	6/15/2016 3:09 PM
3	Best practices and as often as changes or improvements are made via group e-email and newsletters	6/14/2016 10:26 PM
4	Group e-mail notification.	6/13/2016 8:47 AM
5	We prefer social media	6/12/2016 10:23 AM
6	This depends on the type of information and the objectives	6/10/2016 1:41 PM
7	e-mail notifications, newsletter, ISOTC postings-weekly	6/10/2016 8:19 AM
8	Group email notifications, newsletters, ISOTC posting, social media	6/9/2016 8:38 PM
9	e-mail and newsletter, social media	6/9/2016 10:48 AM
10	Email notificatrions is enough. In some cases hard copy sending to the developing countries as promotional activities purposes.	6/9/2016 5:39 AM
11	Email notifications Circular letters	6/8/2016 8:28 PM
12	group e-mail notifications, newsletter, circular letters	6/8/2016 5:22 PM
13	at least once a month by e-mail notification - as a news item	6/8/2016 4:38 PM
14	We prefer to have the ISO/COPOLCO information by newsletter and circular letters.	6/8/2016 10:46 AM
15	newsletters, social media	6/8/2016 10:07 AM
16	Newsletters are great - and they can be forwarded to the correct people.	6/8/2016 7:20 AM
17	e-mail notification, newsletter, circular letters once in a month	6/7/2016 2:37 AM
18	Newsletter, e-mails notifications	6/6/2016 12:26 PM

19	A continuously updated "activity document" to easily follow the priorities, work allocation and timing of all COPOLCO work. Important initiatives and consultations should be mailed to the NSBs and the delegates represented in COPOLCO. Important developments and work should be communicated in newsletters and even outside the membership when appropriate eg. through social media.	6/5/2016 4:19 PM
20	We prefer the notification and circular letters. One month will be better for the frequency of dissemination.	6/3/2016 4:49 AM
21	group e-mail notifications, ISO TC postings	6/2/2016 12:36 PM
22	circular letters, ISOTC postings	6/2/2016 9:54 AM
23	E-mail notifications, newsletters	6/1/2016 4:15 PM
24	newsletter, ISOTC postings, social media	6/1/2016 2:16 PM
25	group emails notifications, newsletter, circulation and social media	6/1/2016 11:15 AM
26	email notifications, circular letter social media,newsletter	5/30/2016 10:38 AM
27	Newsletter .....1 time, every month Guidelines for consumers.....2 times, every year	5/30/2016 2:54 AM
28	NTC	5/27/2016 4:12 PM
29	all of the above...we are trying to reach many levels of consumers and organizations and what works for one may not for another	5/27/2016 4:51 AM
30	Email.	5/26/2016 2:13 PM
31	group e-mail notifications, newsletters	5/26/2016 10:42 AM
32	newsletters, email notification, social media	5/26/2016 9:38 AM
33	social media, newsletter, magazine	5/26/2016 8:23 AM
34	Group e -mail notifications, News letter and ones a month	5/26/2016 4:26 AM
35	Developing standards, developed guides, publications on consumer issues. The frequency may be monthly, corresponding to the meetings of the National Mirror Committee.	5/26/2016 1:21 AM
36	Activities in other countries (monthly) Circular letters (monthly) Social media (Facebook, Twitter, Linkedin, Google+) Blogs (monthly) Direct mail (for specific topics)	5/25/2016 9:42 PM
37	E-mail notifications and newsletters sent directly to mirror committee members.	5/25/2016 5:23 PM
38	e-mail notifications, newsletter, circular letters ..	5/25/2016 2:40 PM
39	Case studies showing how consumers can contribute with standards and how they can choose where participate	5/25/2016 2:03 PM

Q12 WhichCOPOLCO member organization do you represent(optional)?

Answered: 34   Skipped: 10

#	Responses	Date
1	BNSI	6/15/2016 3:09 PM
2	NEN	6/10/2016 1:41 PM
3	TSE	6/10/2016 8:19 AM
4	Standards NZ, Consumer Protection and Standards, Ministry of Business, Innovation & Employment	6/9/2016 8:38 PM
5	GSA	6/9/2016 10:48 AM
6	BSTI, National Standards Body	6/9/2016 5:39 AM
7	NSB	6/8/2016 8:28 PM
8	Dominica	6/8/2016 5:22 PM
9	Standards Council of Canada	6/8/2016 4:38 PM
10	TISI, THAILAND	6/8/2016 10:46 AM
11	Standards Australia	6/8/2016 7:20 AM
12	ASRO	6/7/2016 12:06 PM
13	Department of Standards Malaysia (DSM)	6/7/2016 2:37 AM
14	UNI - Italian national Standard Body	6/6/2016 12:26 PM
15	SIS	6/5/2016 4:19 PM
16	SAC	6/3/2016 4:49 AM
17	SIST	6/2/2016 12:36 PM
18	Ligue Camerounaise des Consommateurs	6/1/2016 4:15 PM
19	Albanian General Directorate of Standardization - DPS	6/1/2016 2:16 PM
20	Malawi Bureau of Standards	6/1/2016 11:15 AM
21	Gambia	5/30/2016 10:38 AM
22	SASO	5/27/2016 7:27 PM
23	DIN Consumer Council	5/27/2016 5:22 PM
24	SFS	5/27/2016 4:12 PM
25	ANSI	5/27/2016 4:51 AM
26	ANSI	5/26/2016 2:13 PM
27	QS -Qatar	5/26/2016 10:42 AM
28	Botswana Bureau of Standards	5/26/2016 9:38 AM
29	CYS	5/26/2016 8:23 AM
30	KATS	5/26/2016 4:26 AM
31	National Standardization Body	5/25/2016 9:42 PM
32	SABS (Mirror Committee Chair)	5/25/2016 5:23 PM
33	DS	5/25/2016 2:40 PM
34	ABNT	5/25/2016 2:03 PM

ISO/COPOLCO Plenary meeting and related events Kuala Lumpur, Malaysia
15-18 May 2017

By Ratna Devi Nadarajan, ISO/COPOLCO Chair

REI WebEx meeting
Friday, 24 February 2017

Outline schedule
ISO/COPOLCO Plenary and related events

Date	Event	Description
14 May 2017	Set-up Chair's Group meeting	 Coordination and strategy
15 May 2017	ISO/COPOLCO Working Group meetings	Product safety, Consumer participation, Key areas, Consumer participation and training, Consumer protection in the global marketplace, services standardization priorities (Guide 76)
16 May 2017	• Opening ceremony • Dialog Session with domestic participants • Revision of ISO/IEC Guide 41 on packaging • Capacity Building Workshop • CI members meeting	**Capacity building workshop:** for ISO members from the Asian and South Asian region. **Objectives** • Strengthen consumer involvement in standards and road safety issues • Promote ongoing participation in COPOLCO's activity by NSBs and stakeholders.
17 May 2017	International workshop, *Road safety by design*	**Objectives:** See how International Standards can help; establish synergies and cooperation between standards organizations, consumer groups and international agencies.
18 May 2017	Plenary	Resolutions on Workshop outcomes and discussions, and way forward for respective WGs.

![ISO logo]

ISO/Academy/COPOLCO
Capacity-Building Workshop
16 May

Profile

- Interactive training for 30-35 participants from Asian and South Asian regions on standards, consumer participation and road safety issues
- Direct interface with road safety experts from leading agencies, TCs.

Objectives

- raise awareness of standards as a means to safeguard consumer interests;
- enhance the role of consumer representatives in the standards-setting process;
- encourage representatives of National Standards Bodies (NSBs), consumer organizations and consumer protection agencies to identify road safety issues and work together on national solutions;
- enable participants to help formulate recommendations from COPOLCO at the international workshop occurring on 17 May.
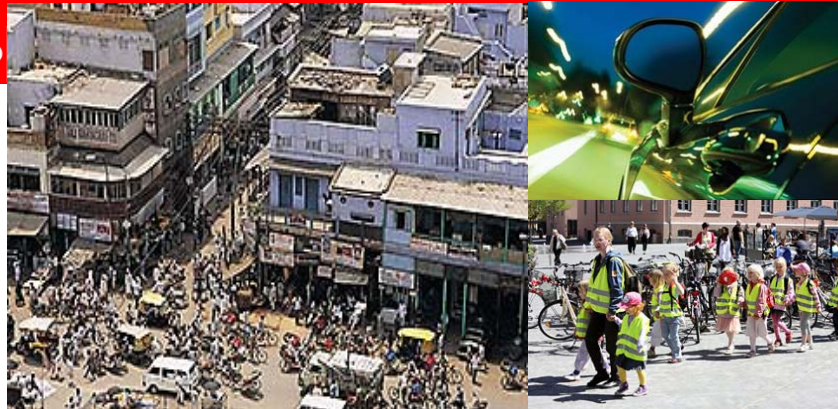
- 52 countries were part of UN Forum for Harmonization of Vehicle Regulations in 2010.
- Only 30 countries take part in an New Car Assessment Programmes.
- Few vehicles are designed with the vulnerable road user in mind. *"2013 report"*

2013

Number of deaths
- ≤1000
- 1001–5000
- 5001–10 000
- 10 001–50 000
- >50 000
- Not applicable
- No data
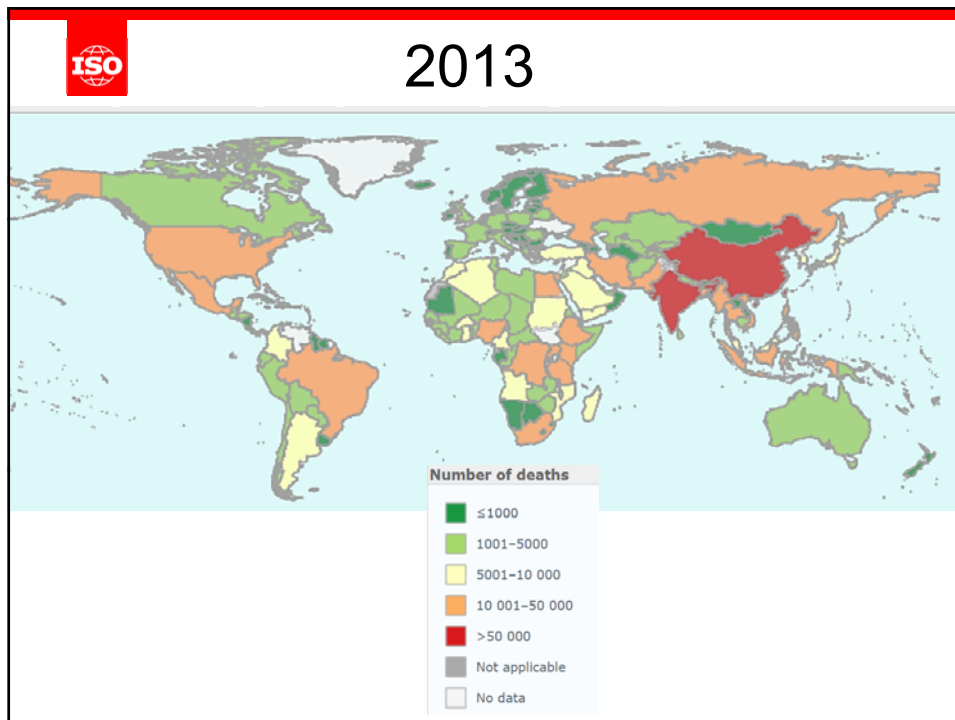
DK1

International workshop
Road safety by design
17 May

Aims: to decide on priorities and recommendations for road safety; to promote best practices and cooperation to reduce the catastrophic toll on human life and health caused by traffic-related incidents around the world.

Methods: presentations, panel sessions, discussions, examination of best practice cases from different regions

Topics addressed:

- Traffic incidents: current status – future trends
- Supporting road safety targets for the UN Decade of Action and SDG 3 and 11
- Building in road safety by design through International Standards
- What are the key priorities and necessary features for ensuring safe vehicles?

THANK YOU!

Questions?

Copolco@iso.org

or

ratna@standardsusers.org

ISO Stakeholder Engagement

COPANT INTERNSHIP IN INTERNATIONAL STANDARDIZATION PARTICIPATION

24-27 October 2016

Presentation on 27 October 2016

Steven Cornish, ANSI

Dana Kissinger-Matray, ISO Central Secretariat

ISO STRATEGY 2016 - 2020
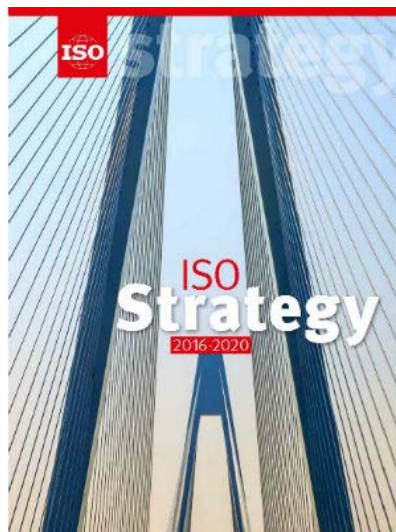
ISO **ISO STRATEGY 2016 - 2020**

"Stakeholder engagement and the challenges . . . will continue to be both a key opportunity and risk for ISO"

"Effective and wide-reaching stakeholder engagement is essential in order to maintain ISO's credibility and the relevance of International Standards."

"This means ensuring that all ISO members can successfully drive stakeholder participation in addition to effectively engaging with global and regional partners."

"Stakeholders must see their national members as the pathway to ISO, as organizations that engage them on important issues with other national stakeholders and connect them to the global standards debate."

- **Improve ISO member engagement** with stakeholders,
- **Strengthen the input** of as many members and their stakeholders as possible
- **Promote ISO's credibility** and improve its ability to attract stakeholders, including **younger-generation contributors**
- **Enhance the traceability** of ISO standards to stakeholder needs.

ISO **DEFINITIONS (FROM ISO 26000)**

stakeholder

individual or group that has an interest in any decision or activity of an organization

stakeholder engagement

activity undertaken to create opportunities for dialogue between an organization and one or more of its stakeholders, with the aim of providing an informed basis for the organization's decisions

Why involve stakeholders?
Who are they?

7 categories of stakeholders

Consumers · Standards application · Government · NGOs · Labour · Industry and commerce · Academic and research bodies

ADDED VALUE OF STAKEHOLDERS (CONSUMERS)

ISO GUIDANCE FOR ISO NSBs

Guidance for ISO national standards bodies
Engaging stakeholders and building consensus

---

1. STAKEHOLDER ENGAGEMENT – NEW ISO PROJECTS

PRINCIPLES

- Proposers **indicate relevant stakeholders** in the proposal.
- Relevant stakeholders **will vary** between subjects.
- NSBs are expected to **inform and seek input** from relevant stakeholders.
- All relevant stakeholders should have **equal opportunity**
- NSBs must **inform** stakeholders as **early** as possible.
- Engagement process should **accommodate** stakeholders' **needs.**
- NSB **decisions** on the proposal and on whether to participate must be **based on stakeholder input.**
- **Comments** from NSBs should **reflect national consensus.**

ISO

1. STAKEHOLDER ENGAGEMENT – NEW ISO PROJECTS

GUIDANCE

- Engage stakeholders in a step-wise fashion:
    1. **Identify** potential national stakeholders
    2. **Inform** the stakeholders - What are standards? What is this project? How could it impact you? How will it be applied?
    3. **Collect feedback** from stakeholders
    4. **Identify** stakeholders willing to participate
- Develop a recommended **national response** to the proposal based on stakeholder input
- Engage stakeholders through **many channels** – postal service, email, press releases, teleconferences/webex meetings, web sites, social media – be proactive and flexible
- **Consult** with other NSBs for **advice** and **best practices**

ABNT

WHAT DOES ABNT DO TO HELP CONSUMERS' PARTICIPATION?

Social Media

Twitter
@abntoficial

Followers: **8.695**
Following: **269**
Tweets: **2.176**

Facebook
Abnt Normas
Técnicas

Participants:
627.524

Youtube
www.youtube.com/abntweb

Videos: **46**
Subscribers: **293**
Views: **46.714**

Linkedin
ABNT-
Associação
Brasileira de
Normas Técnicas

Followers:
13.869

@abnt_oficial

Followers: **140**

10

ISO ***2. STAKEHOLDER ENGAGEMENT & CONSENSUS DECISION-MAKING IN ISO WORK***

PRINCIPLES

- The NSB determines and is **responsible for its national process** for developing its positions on ISO work.
- Approaches or processes may vary and should continually be **reviewed and improved**, but any approach should be based on stakeholder engagement and consensus.
- A description of how the NSB determines its national positions should be **publicly available** or provided to stakeholders on request.
- Forming a **new National Mirror Committee** is a common and **recommended approach**, and at times other existing NMCs may need to be consulted.
- Where possible, NSBs should **rely on existing NMCs**
- All national stakeholders have **equal rights to engagement** and consideration.
- All stakeholders and participants should **respect national consensus positions.**
- NSBs should have a **procedure for dispute resolution** and abstention as needed.

ISO ***2. STAKEHOLDER ENGAGEMENT & CONSENSUS DECISION-MAKING IN ISO WORK***
GUIDANCE

- Rely on the ISO definition of consensus: the aim of consensus is to **balance relevant interests** in order to maximize acceptance and application of the standard.
- Arguments **for and against** existence of a standard are addressed at the **project proposal stage**, not throughout development of the standard.
- NSBs should address and try to **resolve all views** expressed
- NSBs should keep a record of **which national stakeholders** were involved.
- NSBs should **communicate decided positions** clearly to all stakeholders.
- **Appeals** of NSB decision should be **solved informally** if possible
- Any formal **appeal** process should be **fair, transparent and neutral.**
- **Engage different means** to establish consensus (postal service, email, press releases, teleconferences/webex meetings, web sites, social media) – be **proactive and flexible.**
- **Consult** with other NSBs **for advice** and **best practices.**

QUALITY INFRASTRUCTURE - FRAMEWORK

Conmetro

10 Ministers
+
CNI
CNC
IDEC
ABNT

Inmetro
Executive Secretariat

CPCON
Consumers Policies

Advisory Committees

| Metrology CBM | Conformity Assessment CBAC | Standardization CBN | Codex Alimentarius CCAB | Regulatory CBR | Technical Barriers to Trade CBTC |

13

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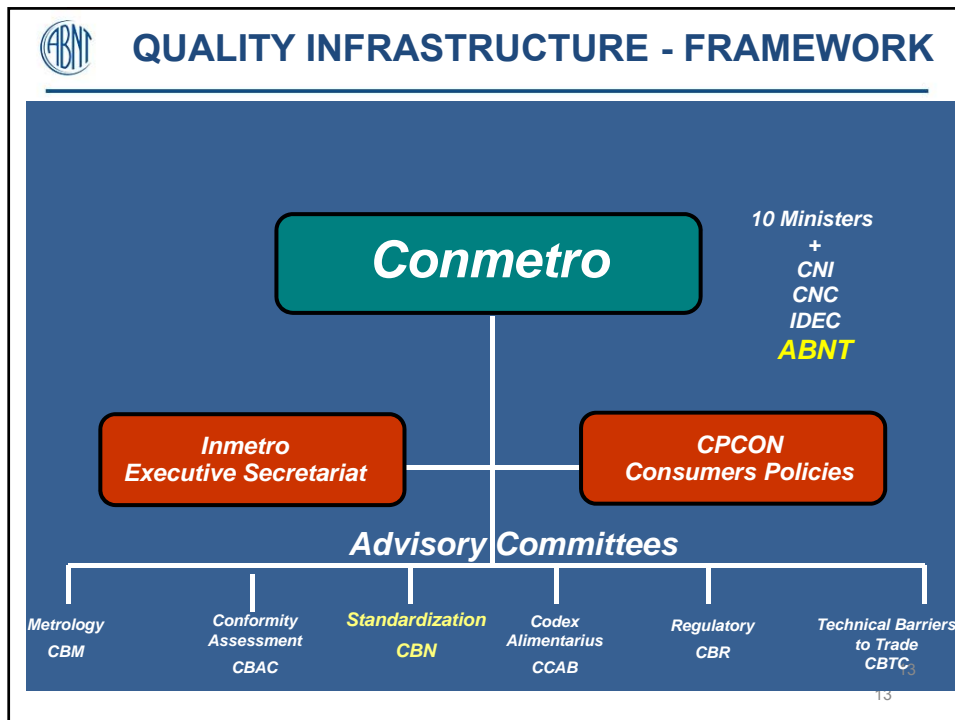
3. PARTICIPATION IN ISO MEETINGS

PRINCIPLES

- National delegations / experts are **appointed by NSBs**
- Delegation / experts should be **identified by the NMC** or by equivalent means by the NSB.
- All relevant stakeholders who are NMC members should be given **fair and equitable consideration** to serve as an delegate or expert.
- The NSB delegation should be composed to represent **all aspects of the national position** and comments.
- All members of the delegation speak with **one voice.**
- National experts to an ISO WG should be **selected on** the basis of their **technical expertise.**

3. PARTICIPATION IN ISO MEETINGS
GUIDANCE

- Delegates and experts should be selected from **actively engaged** NMC members.
- **Technical expertise**, effective **communications skills**, **funding** and **willingness** to participate and provide **continuity of participation** over time are important.
- Any **funding** mechanisms for delegates and experts should be **fair and equitable** to any who need funding support.
- The NSB/NMC should try to be **broadly represented** by various stakeholders.

Engaging stakeholders – Argentina (IRAM)

CO1 CO2 CO3 CO3 CO4 CO5 CO6

Consumer Committee
(around 15 Consumer Organizations)
Coordinator from IRAM

The CC follows standards that are priority for consumers and makes proposals

The coordinator or a delegate makes the proposal to the TC

TC1   TC2   TC3   TC4
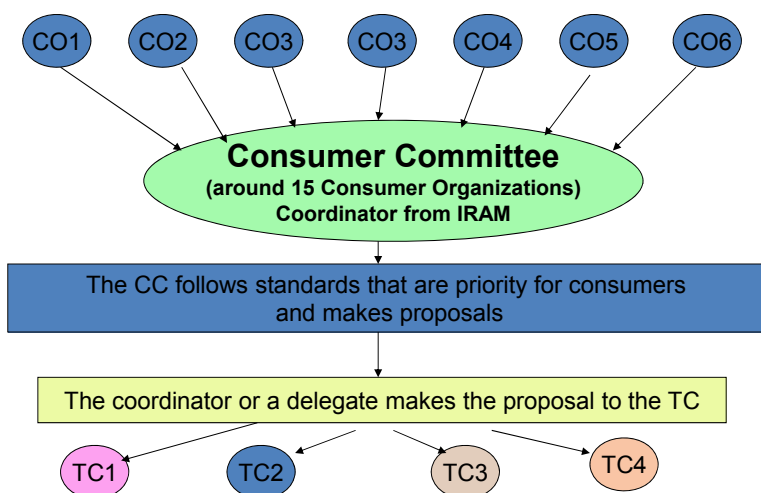
4. ESTABLISHING AND OPERATING NMCs

PRINCIPLES

- **Internal procedures** for establishment / operations of NMCs should exist and be **publicly available.**
- The **NMC** should be established as **early as possible with no size limit**.
- **Stakeholders** involved in early consultations should **be invited to participate** in the NMC.
- The **composition** of the NMC should broadly represent the **range of interested stakeholders** throughout the process.
- All NMC members should have **equal rights to information** and participation.
- Attempts should be made to achieve **stakeholder balance without dominance** by any one stakeholder category.
- NMC **membership** should be **reviewed regularly.**

4. ESTABLISHING AND OPERATING NMCs

GUIDANCE

- Relevant stakeholders should be **contacted** and **invited to participate**, using a range of communications approaches, including internet searches, networks, social media and other channels.
- **Procedures** for establishing the NMC should be **publicly available.**
- Any stakeholder should be able to comment on ISO work but it is the responsibility of the NMC to **establish the national consensus position.**
- Any **participation fees should be reasonable** / fair and information on funding mechanisms for underrepresented stakeholders should be **clearly communicated.**
- **Fee waiver** or fee reduction options are **recommended.**

Engaging Stakeholders – Ecuador
(INEN)

"Do more with less resources for more people"

- Virtual Webinars
- Consumer input
- Surveys
- Online invitations
- Webex

Engaging stakeholders

- COPOLCO Committee

| IRSE | Consumers | SCPM | SAE | Advocacies |

| CPCSS | Academia | Pro Ecuador |

Near future…
Registration platforms

National Mirror Committees

National Technical Committees
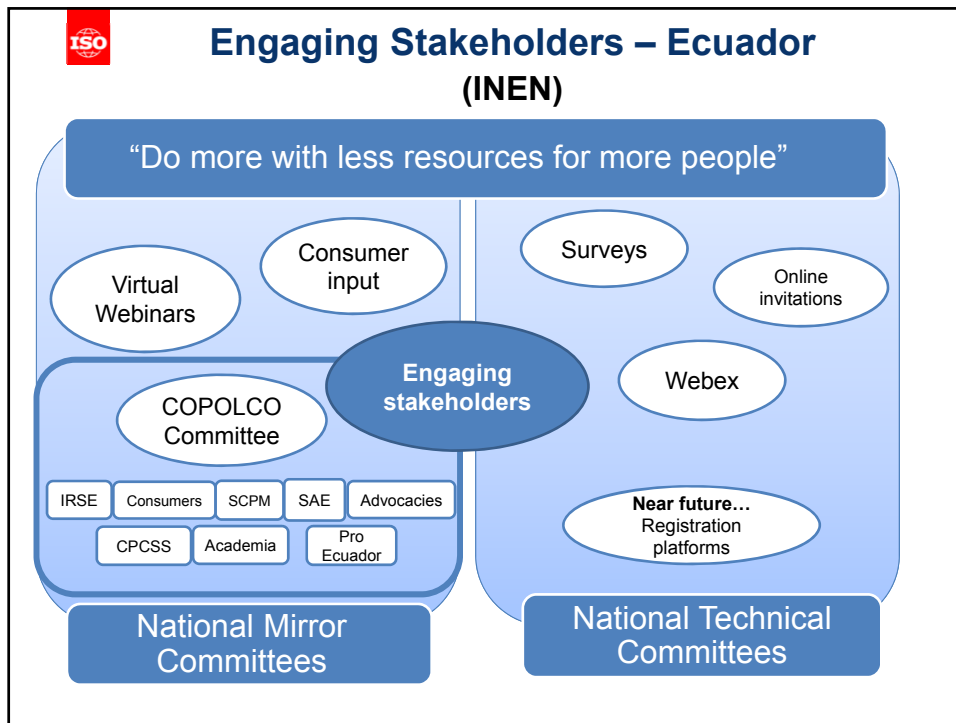
Chilean Technical Committee
CL 020 Consumers

INSTITUTO NACIONAL DE NORMALIZACION

CL020

SC1 - Product safety

SC2 – Safety of toys

SC3 - Consumer protection

The selection of standards of interest, comes mainly from studies conducted by the National Consumer Protection Agency (SERNAC) and internal prioritization.

CL020 has 3 Subcommittees.

Consumer Associations, Government; Academia and other interested parties are invited to participate. CL020 has worked on the following topics:

- Adoption of International Standards ISO 8124-1, ISO 8124-2, ISO 8124-3, ISO 8124-4, ISO 10393 and 10377 as Chilean Standards.

- Developing and review of Chilean Standards for the safety of strollers, cribs, high chairs, changing tables, infant bedding, baby furniture, pacifiers, school materials and playground for public use.

Participating in international standardization

- Participation in international standardization is a complex and costly proposition that must be undertaken with careful consideration
- For each NSB it is critical to:
  - **Identify national priorities** (key economic sectors, measures of public welfare)
  - **Define standardization strategies** and work plans to closely match national priorities
  - **Select appropriate mechanisms** to address them (participation in international standardization vs. adoption of international standards Vs. development of national standards)
  - Connect with and engage key national stakeholders.
  - **Allocate resources** to meet national priorities (as much as possible) in a sustainable way.

CONCLUSION

Involving stakeholders in ISO's work:

- ➢ Adds value to the quality of standards
- ➢ Results in safer, fairer, better quality products and services for the market
- ➢ Helps businesses understand their products and services from the stakeholder's perspective.

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

AGENDA ITEM 7   STRATEGY IMPLEMENTATION OF ISO/COPOLCO

COPOLCO ACTION: Members are invited to:

- comment/support the suggested actions below
- approve/comment on the draft ISO Strategies implementation at Annex.

The COPOLCO 2016 Plenary considered a draft of ISO's 2016-2020 Strategy implementation (Annex to N206/2016):

COPOLCO

<u>notes</u> the COPOLCO Chair's report appearing at COPOLCO N205/2016,

<u>invites</u> members to comment further in writing on the draft implementation plan at Annex to COPOLCO N206/2016 by 22 July 2016,

<u>requests</u> the Chair and the Chair's Group to highlight the involvement of national standards bodies and national stakeholder interests within the draft implementation plan,

<u>further requests</u> the Chair's Group to consider the draft plan in light of members' comments, at the next Chair's Group meeting.

The Secretariat invited further comment from ISO/COPOLCO members on the implementation plan (N231), but only one comment was received (INEN – Ecuador). The Chair's Group considered this and noted possible further actions:

1. Highlight relevant consumer standards to members and stakeholders during the enquiry phase to allow focused input of consumer views into the standards of greatest priority. This especially helps NSBs with few staff to prioritize resources.

2. Prioritize effective use of IT and tools to allow members to do more with less resources, for more people and organizations (for example INEN uses webinars extensively to involve national stakeholders).

   Chair's Group members noted current technologies do not always facilitate participation in an optimal fashion (WebEx is effective for short, focused meetings, but has limitations) and that an ISO/Council ad hoc group, *Future of standards development* was considering solutions to improve virtual meeting facilities for the 2016-2020 horizon.

   NOTE: in March 2017 ISO/Council approved the recommendations of the ISO ad hoc group on IT Strategy which set as one of ISO's top priorities the implementation of a more efficient collaborative working environment for standards development, including enhanced virtual meeting facilities.

3. Develop a short information paper or infographic on COPOLCO's Strategy implementation, summarizing its main points as a communications tool, to share with stakeholders. It could also be shared with ISO/Council, or technical committees where the legitimacy of the consumer voice is sometimes questioned, in contradiction with ISO's Strategy and Guidelines for effective stakeholder engagement.

4. Explore and support alternative ways of conveying views than membership of an entire technical committee. One short term solution is communicating through a direct channel, i.e. for the COPOLCO Chair or convenors to correspond with TC chairs and secretaries.

The Chair's Group noted that for views to be considered, it was often necessary to be a full member of a TC (parent committee) rather than only a subcommittee or working group member, e.g. for voting on a draft. This is a disadvantage to consumer and developing country representatives who often have the means or interest to participate only in a subset of the full committee.

Conclusion:

The ISO/COPOLCO Strategy (2016-2020) implementation is aligned to meet consumer needs in international standardization and ISO Strategy implementation.

The ISO/COPOLCO Chair's Group and the relevant working groups should use this as guidance to carry out its activities and report accordingly.

Council with the assistance of CPC/SPC is in the midst of developing indicators to guide the implementation of the ISO Strategy. Thus, the ISO/COPOLCO strategies should be updated accordingly where relevant.

The ISO/COPOLCO Chair's Group and Secretary could consider preparing a one page update for Council members and ISO Members, at the Council meeting and ISO General Assembly respectively.

How COPOLCO can support the ISO 2016-2020 Strategy – Version 2016-10-21 (Revised)

ISO Strategy 2016-2020 Reference to the strategic directions in the strategy	COPOLCO activities in line with consumers' needs and the ISO Strategy 2016-2020	Responsible	Target	Status
1 ISO standards used everywhere				
1.1 Producing International standards in a clear, understandable language, that are easy to read and user-friendly and ISO/COPOLCO deliverables are timely and used by intended users	1.1.1 Inform COPOLCO members of relevant consumer standards during enquiry (ISO/DIS) and encourage members to comment on the drafts, (note: when it comes to plain and clear language, consumers can easily take this role in standards development and can, where possible (given availability of resources), produce communication materials for consumer representatives and NSBs, on use / implementation / impact of a published standard or new work etc 1.1.2 Inform COPOLCO members about the "plain-language-initiative" in ISO (reference Norma McCormick's report on ISO/TC 223 activities, which is one of three test committees for plain language)	COPOLCO Secretariat WG 2 Key areas for consumers WG Consumer participation Relevant WGs (depending on work area) COPOLCO Secretariat and ISO/CS COPOLCO Secretariat and ISO/CS (TMB?) COPOLCO Secretariat, ISO/CS and TMB	Running item 2016-2020	

	1.1.3 Get input from ISO/CS on how many ISO/COPOLCO generated standards have been referenced, used, adopted, sold etc. Review ICS for consumer facing standards.		
1.2 Enabling ISO members to successfully reach their markets, promote the use of ISO standards and deliver ISO content to their customers	Identify ISO standards of relevance to consumers. Inform COPOLCO members on relevant and ongoing standardization work, published standards and standards up for review relevant to consumers. Explain their impact / benefits and how they can be used.	COPOLCO Secretariat WG 2 Key areas for consumers and relevant WGs (depending on work area)	Running item 2016-2020
1.3 Increasing the uptake of standards as business performance tools	Explain benefits of conformity to standards from a consumer point of view for economic, health and values aspects	COPOLCO Secretariat WG 2 Key areas for consumers (all relevant WGs under COPOLCO)	
1.4 Identifying and meeting the changing needs of customers with a focus on how they would like to use and access ISO standards	1.4.1 Identify new and emerging issues; and explore opportunities for relevant standards deliverables to address these. 1.4.2 Address the needs of consumers in new and ongoing standardization through the COPOLCO workshop each year in May/June 1.4.3 Address the consumer issues in ongoing standardization work within a Key Area	COPOLCO Secretariat and COPOLCO Chair's Group (workshop theme) Relevant WGs (depending on work area) Members (regional organizations ARSO, COPANT, AP COPOLCO *also newly approved SARSO*) – coordinated by COPOLCO Secretariat and Chair's Group	May/June: Arrange a COPOLCO workshop addressing consumer needs in existing or new ISO standardization area July:Ask COPOLCO members for workshop theme for the following year November: Chair's Group develops workshop programme for the following year based on member input

	1.4.4 Encourage information exchange among COPOLCO members on research and reports on emerging consumer issues in their country or regions			
2 Develop high-quality standards through ISO's global membership				
2.1 Developing market-relevant standards that address the needs of industry, regulators, consumers and other stakeholders	2.1.1 Produce justification studies for NWIPs coming from COPOLCO. Suggest new activities in ISO and address consumer needs when ISO is developing new fields, including participating in the development of ISO and WSC workshops in subject areas affecting consumers (e.g. services, smart cities…) 2.1.2 Monitor and update "New activity template" to justify COPOLCO proposals 2.1.3 Develop mechanisms to identify and improve outreach to relevant stakeholders (regulators, business, and other stakeholders). This is a WG-wide approach. 2.1.4 For NWIs approved by COPOLCO: Develop mechanisms to identify and improve outreach to relevant stakeholders (regulators, business and other stakeholders).	Relevant COPOLCO WG CAG

Chair's Group and COPOLCO Secretariat initiatives under Marketing, Communication and Information (MCI) COPOLCO Secretariat and ISO/CS

Relevant WGs (depending on work area) with additional help from MCI (under the ISO Strategies) COPOLCO Chair's Group and Secretariat and ISO/CS WG Consumer participation and training. Work with ISO/CS MCI Chair's Group and COPOLCO Secretariat | Running item 2016-2020 2017

2018

2017

Running item

Running item, but a target for 2017: 70 % of COPOLCO members | |

2.1.5
Encourage consumer participation in ongoing standardization work relevant for consumers by training, awareness (ISO Connect, Facebook, Liaisons, CI, ANEC and other international organizations).

2.1.6
Establish contact and liaison with regional consumer affairs / protection networks (e.g. OAS/ARSO COCO, SARSO, CIS and ASEAN CCP/CCSQ).

2.1.7
Advocate and share information on sustainable financial/policy models for supporting consumer representatives. (Encourage COPOLCO delegates to register in ISO Directory of consumer interest participation)

2.1.8
Contribute to work in SPC and TMB to review the process for introducing new work into ISO.

2.1.9
Incorporate consumer related questions/criteria for surveys or questionnaires (where relevant) in research or surveys of use of existing standards' purchase and use. (see also CASCO five year communication strategy and surveys). Take guidance from environment for standards development and ISO TMB guidance on new work.

2.2 Strengthening the ability of ISO committees and their leaders to build consensus among experts from different countries, cultures and stakeholder categories	Promote greater use of the ISO/IEC Guides, consider making them mandatory at Secretary and Chairs training and workshop sessions. Plug into regional engagement initiatives. Where possible incorporate or integrate consumer representative capacity building in national or regional Quality Infrastructure strengthening projects / programmes.	NSBs WG Participation and Training COPOLCO Secretariat / ISO Academy		
3 Engage stakeholders and partners				
3.1 Strengthening the input of as many members and their stakeholders as possible in ISO development process including under-represented groups	3.1.1 Encourage consumer participation in ongoing standardization work relevant for consumers 3.1.2 Engage liaison organizations and partners to promote input from developing country members 3.1.3 Inform COPOLCO members of important consumer standards during enquiry to gain consumer input during the development of a standard (also see 1.1.1)	WG Consumer participation and training WG Key Areas and CP		

4 People and organization development				
4.1 Governance				
4.2 Capacity building	Work with ISO Academy to identify training priorities for consumer interests at national and regional organizations and the Singapore office. Integrate national consumer representatives strengthening needs into APDC implementation and CASCO strategies.	CAG, COPOLCO Secretariat and ISO Academy		
5 Technology				
6 Communication				
6.1 Developing high-quality effective and easy-to-understand communication materials in a range of media for use by ISO members	6.1 Evaluate, and revise if necessary, COPOLCO brochures and material 6.2 Evaluate and change if needed, the COPOLCO area on www.iso.org Explore use of IT to reach out to members and engage with members effectively – beginning with quarterly Webex. Explore use of webinars etc. [visibility strategy]	COPOLCO Secretariat and Chair's Group (work with the MCI and IT group) WG Consumer Participation		

6.2 Helping members build strong relationships with their government, local business and leaders of key stakeholder groups	6.2.1 Facilitate networking between consumer stakeholders and ministries of consumer affairs by encouraging participation at COPOLCO workshops and plenary meeting events	COPOLCO Secretariat CAG (with CS on Regional Engagement Initiatives of ISO)		
7 Ensuring success				
7.1 …specific plans for its policy work in areas such as consumers….	7.1.1 Develop a COPOLCO action plan to support ISO strategy (= THIS DOCUMENT)	COPOLCO Secretariat and Chair's Group		
7.2 …measure performance of the organization in its implementation of the Strategy	Develop annual programme and milestones for COPOLCO action plan to support ISO strategy, measure performance and report to ISO annually Develop clear governance procedures for COPOLCO – for chairs, CAG members and convenors (ToR, nominations, selection etc)	COPOLCO Secretariat and Chair's Group		

AGENDA ITEM 8   2017 COPOLCO WORKSHOP – RESULTS AND FOLLOW-UP ACTIONS

About the 2017 workshop

COPOLCO ACTION COPOLCO is invited to consider actions to recommend for future development within COPOLCO or ISO, based on workshop conclusions.

Road safety has become an urgent public health and safety issue around the world, with particularly deleterious effects in low- and middle-income countries. The ever-greater number of motorized vehicles and volume of traffic on the roads sets the stage for even more casualties. Can improved technology, greater awareness and dissemination of best practices address this challenge satisfactorily?

The Workshop,"Road safety by design" on 17 May will attempt to answer that question. COPOLCO participants are invited to participate actively and take advantage of this excellent opportunity to consider how international organizations, government agencies, consumer groups and standards organizations can work together to develop lasting solutions to the direct and indirect harm caused by road accidents. Workshop conclusions will be discussed further during the Plenary and give rise to recommendations that ISO and COPOLCO can take forward.

The workshop programme will have a mix of presentations and interactive sessions, including table discussions and panel debates. The detailed programme will be available in the coming weeks. All are invited to participate actively in the discussion.

Please find the draft programme at Annex 1.

A list of past workshops is at Annex 2.

Annex 1: Draft 2017 workshop programme
Annex 2: List of past workshops

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

ISO/COPOLCO WORKSHOP, Road safety by design

Pullman Hotel City Centre, Kuala Lumpur, Malaysia, 17 May 2017

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Part 1 Setting the scene	
8:30-9:00	**Welcome and introductions**
9:15-10:30	**Presentations** Concerted action for safer roads Supporting road safety targets for the UN Decade of Action What are the key priorities and necessary features for ensuring safe vehicles?
10:00-10:30	*Coffee/tea break*
10:30-11:30	Building in road safety by design through International Standards Q & A

Finding solutions: Part 1 – setting priorities and building partnerships	
11:30-12:00	**Panel discussion, short reports, general discussion**
12:00-13:00	**Summary and briefing, followed by table discussions on building partnerships**
13:00-14:00	**Lunch**
14:00-14:30	**Reporting back from tables**

Finding solutions: Part 2 – promoting good practice	
14:30-15:30	**Short case study presentations on best practices and programme implementation from regions** **General discussion and Q & A** **Briefing for discussion tables**
15:30-16:00	*Coffee/tea break*
16:00-16:45	**Table discussions:** • **What are your recommendations for ISO or its members going forward?** • **What useful "takeaway" will you implement at home?**
16:45-17:25	**Reporting back, General discussion, Q & A**
17:25	**Concluding remarks**
17:30	**Close of the workshop**

LIST OF COPOLCO WORKSHOPS 1979 – 2017

- 1979   *Product safety*, Geneva, Switzerland
- 1980   *Consumer information*, Tel Aviv, Israel
- 1981   *Packaging and the consumer*, Paris, France
- 1982   *Energy conservation and the consumer: The role of standardization*, Geneva, Switzerland
- 1983   *Standards and child safety*, Copenhagen, Denmark
- 1984   *Certification and the consumer: Present systems and future trends*, Geneva, Switzerland
- 1985   *Sports – more fun, less risk: A challenge for international standardization*, Berlin, Germany
- 1986   *The car and the consumer – The impact of standards*, Göteborg, Sweden
- 1987   *Burning issues – Towards greater public consumer needs*, Toronto, Canada
- 1988   *Quality in the market place – meeting consumer needs*, Geneva, Switzerland
- 1989   *Good safe food – How can standards help?,* Ankara, Turkey
- 1990   *World standards: A good bargain for consumers*, Florida, USA
- 1991   *Consumer needs in environmental labelling and product assessment*, Helsinki, Finland
- 1993   *Preventing accidents and promoting safety – The role of standardization*, Geneva, Switzerland
- 1994   *Information technology and telecommunications – Global standards serving the consumer*, The Hague, Netherlands
- 1995   *Services – A challenge for international standardization*, Beijing, China
- 1996   *Conformity assessment: meeting consumer needs*, Geneva, Switzerland
- 1997   *Consumers in standards work*, London, United Kingdom
- 1998   *Product labelling – its role in trade and standardization*, Tunis, Tunisia
- 1999   *Meeting the needs of ageing populations – Enhancing the quality of life through standards,* Washington D.C., USA
- 2000   *Consumer protection in the global market – Using standards as a safeguard,* Kyoto, Japan
- 2001   *Improving services for consumers – How can standards help?,* Oslo, Norway
- 2002   *Corporate social responsibility – Concepts and solutions*, Port of Spain, Trinidad & Tobago
- 2003   *Consumer confidence and the role of standards – Principles and ethical practices*, Bangkok, Thailand
- 2004   *Regulation, co-regulation, or deregulation: Who's at risk? Legislation and standards, partners in consumer protection,* Prague, Czech Republic
- 2005   *A safer world for consumers – How can standards help?,* Toronto, Canada
- 2006   *How can environmental standards promote sustainable consumption?,* Kuala Lumpur, Malaysia
- 2007   *Can consumers rely on fair trade claims?,* Salvador de Bahia, Brazil
- 2008   *Standards for a sustainable world: How can consumers influence a sustainable energy future?,* Seoul, Republic of Korea
- 2009   *Interoperability: does it fit, will it work, and can standards help?*, New Delhi, India
- 2010   *Restoring consumer confidence in global financial services – Can standards help?,* Bali, Indonesia
- 2011   *Homes for tomorrow – Building through standards,* London, United Kingdom
- 2012   *How do consumers know what they are getting?,* Nadi, Fiji
- 2013   *Innovating food products – How can standards ensure consumer protection?,* Valletta, Malta
- 2014   *Building confidence in a business-to-consumer relationship: roles and expectations,* Milan, Italy
- 2015   *The connected consumer in 2020: Empowerment through standards,* Geneva, Switzerland
- 2016   *Global services – ISO standards as solutions,* Geneva, Switzerland
- 2017   *Road safety by design*, Kuala Lumpur, Malaysia

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AGENDA ITEM 9 REPORT OF COPOLCO WORKING GROUP 18, CONSUMER ISSUES IN SERVICES STANDARDIZATION

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COPOLCO ACTION: Members are invited to comment/approve the report, annexes and draft resolution.

As noted in ISO/COPOLCO's 2017 work programme, and as decided by COPOLCO Resolutions 4 and 5/2016, ISO/COPOLCO WG 18 has two main tasks on its agenda: develop recommendations for further action in services standardization, and continue its work to develop ISO/IEC Guide 76.

The services working group has accordingly developed a first set of recommendations on actions to promote standardization of services for COPOLCO's discussion and approval. Some of these actions are proposed for COPOLCO; others are suggestions for ISO.

These recommendations are at annex.

ISO/COPOLCO WG 18 also discussed a second working draft 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 ISO/IEC Guide 76. This draft appears as N281, annexed to this report. At this writing, the COPOLCO Secretary was preparing a Committee Internal Ballot consultation of ISO/IEC Guide 76 as a parallel consultation with IEC. This consultation will likely conclude between mid- and end June 2017.

The working group made a great effort to adapt this revision of ISO/IEC Guide 76 to current needs for simplicity, usability and consumer priorities. A summary of changes 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.

Members are invited to vote and comment with the balloting application once the draft is released. COPOLCO WG 18 will then hold a meeting to resolve comments and develop an enquiry draft in the second half of 2017.

Draft resolution X/2017

COPOLCO

approves the suggested actions appearing at annex to COPOLCO N280, taking into account comments made during the meeting,

notes ISO/IEC CD Guide 76 appearing at N281, currently under consultation among the membership,

invites its members to vote and comment on the draft.

International Organization for Standardization
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RECOMMENDATIONS ON STANDARDIZATION OF SERVICES

1   Survey of international standards needs in services

At its 2016 meeting ISO/COPOLCO expressed its appreciation for the survey launched by Working Group 18 "Consumer issues in standardization of services" and encouraged the working group to develop a set of recommendations based on these results and the discussion at the international workshop, *Global services – ISO standards as solutions.*

COPOLCO Resolution 4/2016
COPOLCO WG 18, Consumer issues in services standardization (1) – Survey findings

COPOLCO

notes the usefulness of the information provided by the survey in improving understanding of COPOLCO members' priorities…..

….further requests COPOLCO WG 18 to develop recommendations for COPOLCO's consideration, based on the survey results and outcomes of the workshop, *Global services – ISO standards as solutions.*

Below is a set of proposed recommendations for consideration by ISO/COPOLCO for further action and to report to the ISO/Council.

1   Run an updated survey on international standardization needs

In accordance with earlier results, the working group proposes further investigation of some specific areas in services for international standardization needs. The following questions are proposed:

Health care services
In this area, which aspects are in need of international standards?
☐ Health care examination   ☐ Psychological care   ☐Elderly care
☐ Others, please specify: _____

Financial services
In this area, which aspects are in need of international standards?
☐ Consumer privacy protection ☐ consumer financial education
☐ Financial services technology
☐ Others, please specify: _____

Tourism services
In this area, which aspects are most in need of international standards?
☐ Hotel facilities and services   ☐Tourist attractions services ☐Travel agency services
☐ Others, please specify: _____

Recommendation 1: The ISO/COPOLCO Chair will 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.

Recommendation 2: ISO/COPOLCO will consider the feasibility of proposing a new Project Committee to improve service quality specifically in health care services.

2   Consider services in the sharing economy

With the development of the internet, the sharing economy is developing rapidly as a new model. In March 2017, Standards Council of Canada (SCC) organized a workshop to develop an International Workshop Agreement (IWA) on the sharing economy. The sharing economy is gradually changing consumer psychology and behaviors. Since it has a great influence on consumers, protecting them is a very important issue.

Recommendation 3: ISO/COPOLCO will set up an ad hoc group within WG 18 to consider consumer protection in the context of the sharing economy.

3   Encourage service related TCs and PCs to improve consumers' participation

ISO has established 310 TCs and PCs. There are 15 TCs and PCs involved with services (as listed in Table 1). Consumers value and place a high priority on getting better service quality than at any time in the past. They need to express their support for standards development in services more strongly.

Committee	Title	Committee	Title
ISO/TC 68	Financial services	ISO/TC 222	Personal financial planning – STANDBY
ISO/TC 224	Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators	ISO/TC 232	Learning services outside formal education
ISO/TC 260	Human resource management	ISO/TC 267	Facility management
ISO/TC 268	Sustainable cities and communities	ISO/TC 269	Railway applications
ISO/TC 289	Brand Evaluation	ISO/TC 292	Security and resilience
ISO/PC 294	Guidance on unit pricing	ISO/TC 297	Waste management, recycling and road operation service
ISO/PC 303	Guidelines on consumer warranties and guarantees		

Table 1 List of service-related TCs and PCs

Recommendation 4: the ISO/COPOLCO Chair will communicate with service-related TCs and PCs to enhance the participation of consumers in standards development.

4   Recommend that ISO hold an international workshop on services in 2018

In 2016, the ISO/TMB held a joint international workshop on services with ISO/COPOLCO. In April 2017, the ISO/TMB will hold an international workshop on services with jointly with ISO/CASCO. Both workshops attracted a great deal of attention and raised the profile of service standardization at the ISO level. Since services account for a large proportion of the world

economy's GDP and international standardization in services has become more important than ever, there is a need to expand the scope of influence so as to gain more support.

Recommendation 5: ISO/COPOLCO will suggest that ISO holds another international workshop in 2018 on services with an international organization, such as CI, WTO, or the OECD.

5   Develop a deliverable for SMEs to improve service quality through standards

In service sectors, SMEs occupy a large proportion of service providers. Helping SMEs improve their service quality through standards is a big challenge and is also vital to consumers.

In order to solve the problem, some guidance needs to be given.

Recommendation 6: ISO/COPOLCO will propose to ISO to develop a handbook or guide for use by SMEs to improve service quality.

Revision of ISO/IEC Guide 76 (E)

ISO/COPOLCO

Development of service standards – How to address consumer issues

CD stage

Warning for WDs and CDs

This document is not an ISO International Standard or ISO/IEC Guide. It is distributed for review and comment. It is subject to change without notice and may not be referred to as an International Standard.

Recipients of this draft are invited to submit, with their comments, notification of any relevant patent rights of which they are aware and to provide supporting documentation.

Contents

Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) are worldwide federations of national standards bodies (ISO member bodies and IEC national committees). The work of preparing International Standards is normally carried out through ISO and IEC technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO or IEC, also take part in the work. ISO collaborates closely with IEC on all matters of electrotechnical standardization.

International Standards are drafted in accordance with the rules given in the ISO/IEC Directives, Part 2.

Draft Guides adopted by the responsible Committee or Group are circulated to the member bodies for voting. Publication as a Guide requires approval by at least 75 % of the member bodies casting a vote.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received. www.iso.org/patents.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2. www.iso.org/directives

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

ISO/IEC Guide 76 was prepared by the ISO Committee on consumer policy (ISO/COPOLCO).

This second edition of ISO/IEC Guide 76 cancels and replaces ISO/IEC Guide 76:2008 which has been technically revised.

The main changes compared to the previous edition are 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.

Introduction

0.1 Consumers are a key stakeholder in the standards development process. Guide 76 gives service standards developers the opportunity to understand the consumer perspective, even when a consumer representative cannot be present. It is intended for use by those involved in the preparation and revision of all service standards, whether they are national or International, or for use in developed or developing countries. Guide 76 aims to help all stakeholders on service standards committees gain a better understanding of consumer needs, and ensure that they consider key consumer issues when developing standards for services.

0.2 The Guide enables standards developers to prepare service standards that take the needs of all consumers into account, regardless of their circumstances or ability. This might include those who have different needs such as children, older people, those with a disability, from different ethnic and cultural heritages or those who may be considered to be in vulnerable circumstances due to illness, bereavement or other personal circumstances. To design standards that are truly international, service standards developers must take into account regional and national characteristics and cultural differences between countries.

0.3 Application of this Guide will ensure a consistent approach to the development of service standards. It will benefit service providers as well as users of those services. Consumers are the end users of many services covered by standards. Delivering services that address key consumer issues is essential to a successful business.

0.4 Standards are increasingly being developed to cover services. This reflects the increasing importance of services to the economies of both developed and developing countries. Services accounted for over 70% of global Gross Domestic Product (GDP), or approximately USD 55 trillion in 2014[1].

0.5 Developing standards for services, and ensuring they make a positive contribution to the globalization of the services sector, is one of the priorities of the ISO Strategy 2016-2020. The Strategy pinpoints ISO's major strategic directions, a key objective of which is to eliminate global barriers and prejudices by making sure ISO International Standards can be used everywhere by government, business and society.

0.6 Standards for services can reduce customer complaints, and the business costs incurred as a result of poor service. They underpin trust, provide safeguards, and offer protection for the customer. Standards are increasingly used to complement regulation or used as an alternative to regulation. One example is the World Trade Organisation's Technical Barriers to Trade Agreement which obliges governments to use International Standards as a basis for promoting greater regulatory alignment on a global scale, for improving the efficiency of production and facilitating international trade, as well as encouraging the development of such standards.

0.7 By definition, services are very different to products. Services are complex, intangible and changing all the time. Standards developers need to recognise these differences and adopt a suitable approach. Service providers range from large international organizations providing cross border services, to millions of small businesses whose sole purpose is to provide local services. Services might be provided by private organizations, or by the public and charitable sectors. Services might involve one-off purchase (e.g. booking a holiday or eating in a restaurant), an ongoing relationship (e.g. a contract with a mobile phone or energy provider) or a long term commitment (e.g. a mortgage). There may or may not be a formal contract in place. The service might be paid for directly or indirectly.

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[1] World Development Indicators, World Bank 2014.

0.8 Consumers are individuals with different needs and characteristics, but collectively they are all world citizens. ISO Guide 76, and standards developed using it, can help businesses to address public concerns at a global level – including ethical and environmental issues.

Development of service standards – How to address consumer issues

1 Scope

This Guide provides guidance on how to meet the needs of consumers in the development of service standards. This Guide is beneficial to anyone involved in the development of service standards, and can be applied to any service.

This Guide is relevant to the full range of services, whether or not a formal contract is entered into or purchase price paid. It also has relevance for public or charitable services in which there is a consumer, a user or a participant, but not necessarily a purchase, e.g. education, health and care provision.

The Guide relates to the provision of services so does not include specific reference to management systems or professional competence requirements.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

3.1 accessible formats
different presentations which can make services accessible by those with disabilities

NOTE   Adapted from ISO/IEC Guide 71.

3.2
complainant
person, organization or its representative, making a complaint

[SOURCE:ISO 10002:2004, 3.1]

3.3
consumer
individual member of the public purchasing or using a service, for personal, family or household purposes

3.4
consumer satisfaction
consumer's perception of the degree to which the service provider has fulfilled their requirements

NOTE 1 to entry: Consumer complaints are a common indicator of low consumer satisfaction, but their absence does not necessarily imply high consumer satisfaction.

NOTE 2 to entry: Even when consumer requirements have been agreed with the customer, and fulfilled, this does not necessarily ensure high consumer satisfaction.

3.5
contract
agreement by which one or more parties are obligated towards one or several other parties to provide a service

3.6
customer
individual or organization receiving a service

NOTE 1 to entry: A customer can be internal or external to the organization, e.g. consumer, client, end user, retailer, beneficiary or purchaser.

NOTE 2 to entry: For the purposes of this Guide, use of the term "customer" includes potential customers.

3.7
customer service
interaction of an organization with the customer throughout the phases of service provision and after sales service

3.8
delivery
action of providing a service

3.9
feedback
opinions, comments and expressions of interest in the service or the complaints-handling process

3.10
service
result of any activity undertaken or performed by a supplier and the internal activities carried out by the supplier for the benefit of, or to meet the needs of, the consumer.

NOTE: This definition will be suitable in most circumstances, but due to the variety and complexity of some services, a standard might need to define "service" differently depending on the particular circumstances of the service being provided.

3.11
service provider
entity that offers one or more services

NOTE to entry: The entity can be an individual or an organization.

3.12
safeguard
precaution taken to prevent or reduce the impact of a failure in some aspect of service provision

3.13
vulnerable situation
circumstances in which a consumer may be placed at a disadvantage, or at risk of detriment, when dealing with a service provider.

NOTE to entry: Vulnerability may be temporary or permanent, and caused by a wide range of factors including illness, disability, or bereavement.

4 Using Guide 76

4.1 Consumer interests in services

This Guide provides an overview of how consumer interests should be identified and taken into account in the development of standards for services. Standards may be developed at an international, regional or national or local level. They may address horizontal issues, that can be applied to a range of services, or they may be sector-specific. This Guide indicates the areas in which detailed requirements may be drawn up for particular sector-specific standards.

4.2 Structure

Guide 76 outlines the process standards developers should follow to ensure that consumer interests are taken into account at all relevant stages of their work:

- **Clause 5** outlines a process which standards developers may use to address the key areas of consumer interest, including the needs of older persons and persons with disabilities. It also gives guidance on how to ensure consumer interests are taken into account in the process of making a standard.
- **Clause 6** identifies the key consumer issues that need to be addressed at all stages where there is an interaction between the service provider and the consumer.
- **Clause 7** identifies the common elements of service provision of direct interest to consumers
- **Clause 8** describes how to apply the consumer principles to key elements of service.

4.3 Complementary Guides

There are many ISO Guides that give more detailed information about specific topics and should form part of the toolkit for the standards developer. These Guides, and relevant standards, should complement the use of Guide 76 and are referenced at the appropriate points throughout this document, and in the Bibliography.

4.4 Benefits of using Guide 76

The application of Guide 76 can have widespread benefits for service standards developers, entities using those standards, and the consumers that use those services,

Table 1: Benefits of standards to all stakeholders

To standards developers	To industry	To consumers
❑ Consumer stakeholder insight - checklist of key consumer issues to include	❑ Give consumers what they want and need	❑ Better quality services – higher levels of satisfaction
❑ Expert advice – in line with best practice	❑ Keep existing customers and win new ones	❑ Safer, more accessible services
❑ Provides a template for writing standards – saves time and effort!	❑ More efficient processes - save money	❑ Increased transparency e.g. costs, terms and conditions
❑ Holistic approach e.g. reminding of relevant standards, legislation and key horizontal issues	❑ Avoid common problems and reduce complaints	❑ More effective redress systems
❑ Ensure consistency	❑ Enhanced credibility and brand reputation	❑ Increased confidence and trust in service providers
❑ Provide mechanism for continuous improvement	❑ Maintain and enhance customer satisfaction	❑ Increased confidence and trust in services that are continually improving and respond to customer feedback

5   Before starting work on a standard

5.1   When drafting a service standard, it is important to ensure that the document deals with all relevant aspects of the service. Before starting work it can be helpful to think about the following questions:

  a) **WHAT** does the actual service consist of?
This describes the core elements of the service provision and what is on offer to customers. A service that offers something a consumer wants or needs, is the main reason for consumers to consider using the service.

  b) **WHO** is the service provider?
The service provider is the entity (individual or organization) ultimately responsible for the service provided and the entity that needs to comply with the service level of the standard, offer guarantees of

compliance and be held liable in case of non- compliance. No matter whether other intermediaries have participated in the process, the service provider is responsible in the case of non- compliance with the contract terms or committed service level. In the event of the service provision being totally or partially outsourced, the service standard can incorporate statements with regard to the responsibility of compliance with the service requirements and how the outsourced organization is monitored.

c) TO WHOM is the service provided?

The customer receiving the service whose needs and expectations the service intends to fulfil. It is very important that the profile of the customer to whom the standard is addressed is clearly identified. The customer can be an individual or a group, a person or an organization with legal entity. There could be consecutive customers with the provider's objective being to satisfy all of them.

It might be necessary to narrow the range of customers to whom the service is addressed. If there are customers, children for example, to whom the service is not addressed this should be indicated in the scope. Once the target group of customers has been identified research should be conducted to identify their needs and expectations. It is particularly important that research is done to identify the specific needs of people in vulnerable situations.

d) WHERE the service is provided?

The place, physical or virtual, where the service is provided. Is the built environment or the online environment safe and accessible? Will equipment need to be provided? If so their safety and accessibility issues need to be addressed.

e) WHEN is the service provided?

The moment or period of time when service provision is carried out. The beginning and termination of a service do not necessarily take place at a specific moment in time and can vary from one service sector to another. Services can be provided in the form of a single event (e.g. parcel delivery) or as a continuous provision (e.g. telephone line); it can be composed of just one single core service (e.g. buying an ice cream) or several (e.g. accommodation) and can also include levels or options (e.g. premium or standard service)

f) HOW is the service provided?

The way in which the service is provided, including the methodology, sequence or process. Are staff involved in the provision of the service? At what points of the service do staff interact with customers?

Committees may find the process [2] outlined in **Table 2** helpful in ensuring that key consumer issues are identified and addressed when developing a new service standard or at each revision of an existing one. The process reads from left to right, with guidance on achieving each objective provided in the columns underneath.

Table 2: Consideration of consumer issues at service standard development stage

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[2] Based on a process described in ISO/IEC Guide 71.

STAGE 1: Define standards project	STAGE 2: Create Committee	STAGE 3: Develop content of standard	STAGE 4: Review progress	STAGE 5: Publish standard
Identify: • The purpose, scope and field of application of the standard • The different types of entity that provide the service • Who is likely to use the service? Who is it intended for? • What are the current levels of satisfaction with the service, and are there any common problems that need to be addressed?	Ensure: • Training is provided for committee members who are unfamiliar with the process of standards development • Committee members are made aware of, and have access to, relevant Guides • Committee has balanced representation from service providers and others with interests in the service provided • There are consumer representatives on committee • Consideration is given to data regarding the consumer experience of the service e.g. consumer complaints and accident data • The Committee makes use of information from other sources such as service providers, user groups, user surveys/focus groups, market surveillance	Ensure: • It has addressed the needs of the widest range of potential consumers • It has minimised possible safety and security hazards and has ensured information is provided on those hazards that cannot be eliminated • It has maximised the accessibility to the widest range of users, including the use of assistive technology where relevant • There are appropriate methods for evaluating against consumer expectations which will also drive continuous improvement	Ensure: • Usability requirements have been addressed by consulting organizations that represent these groups of consumers • Draft is circulated to a wide range of user stakeholders	Ensure: • Standard can be reproduced in alternative formats • There is a plan for the application and promotion of the standard

6 Key consumer principles to be addressed

6.1 General

The key consumer principles, or consumer rights, form the foundation of the consumer interest and should be considered at every point of service planning, design and delivery where there is likely to be contact between consumers and service providers (see Clause 7). The considerations of these principles throughout the development of service standards will help service providers to ensure they are addressing consumer needs and will drive continuous improvements.

6.2 Choice

Promoting consumer choice is fundamental to consumer policy. Consumers should be offered comparable and realistic options so they are able to choose the service that best meets their requirements. In standardization, this means that a standard should not favour any one particular supplier or be unnecessarily restrictive of the form of service provision. Various characteristics of a service will be balanced with the need to maintain value for money and a competitive market.

6.3 Access and accessibility

Access to services is a function of consumers' ability to afford the things they need or want, at a time that is convenient for them. Services should be made available to the widest possible range of consumers regardless of location, social and economic considerations and physical or mental impairment. Essential services should be accessible to all. The interests of the full range of consumers from children, older persons, people with variations in physical and mental abilities and those with different cultural and ethnic backgrounds and their particular needs should be included in the development of relevant standards. Standards should ensure that services do not unreasonably discriminate against any particular group of consumers.

NOTE See ISO/IEC Guide 71, *Guide for addressing accessibility in standard*s

6.4 Information

Without clear, accurate, simple, relevant and timely information, in accessible formats, consumers cannot make informed choices about the services they use. Information and its communication play a crucial role in the selection, provision and effective use of services because, unlike products, there are less tangible elements to assist the consumer in gauging quality, fitness for purpose, value for money, etc. Communication of information, especially prior to purchase decision or contract signature, and the manner of doing it (including the attitude of staff) is a fundamental consideration.

NOTE See ISO/IEC Guide 14 - *Purchase information on goods and services intended for consumers*

6.5 Safety

Consumers have the right to expect, and will assume, that all services provided are safe. Where the service has inherent risks e.g. adventure holidays, then at the pre-purchase stage consumers shall be provided with information explaining those risks that are inherent in the provision of the service. Safety covers hygiene and physical safety but also privacy and online security, for example in areas such as financial services and e-commerce. This is particularly important when considering people who may be in vulnerable situations.

NOTE 1 See ISO/IEC Guide 51,*Safety aspects -- Guidelines for their inclusion in standards*

NOTE 2 See ISO/IEC Guide 50, *Safety aspects — Guidelines for child safety*

6.6 Redress

Consumers need to feel confident that, should something go wrong, there are appropriate provisions in place to handle any concerns or complaints, irrespective of whether the service is provided nationally or cross-border. Organizational procedures should ensure the provision of accessible and effective systems for complaints and feedback, and access to impartial dispute resolution services for complaints that cannot be resolved by the internal complaints process. Customer feedback should be used by the service provider to drive continual improvement in their service provision.

NOTE 1 See ISO 10002:2014, *Quality management -- Customer satisfaction -- Guidelines for complaints handling in organizations*

NOTE 2 See ISO 10003:2007, *Quality management -- Customer satisfaction -- Guidelines for dispute resolution external to organizations*

6.7 Sustainability

Services should be developed in a way that meets the needs and aspirations of the present consumers without compromising the ability of future consumers to meet their own needs.[3] Sustainability covers a wide range of social, environmental and ethical issues from supporting local communities to protecting global resources. For example, workers should be treated fairly and organizations should minimise the negative impact of their businesses on local communities. Organizations should also consider their carbon footprint and impact on the environment by reducing waste and minimising the use of resources such as water and energy use.

NOTE 1 See ISO Guide 82:2014 , *Guidelines for addressing sustainability in standards*

NOTE 2 See ISO 26000:2010, *Guidance on social responsibility*

NOTE 3 See the United Nations Sustainable Development Goals

6.8 Representation

Consumers have the right to be heard. Standards development organizations should ensure that consumers are represented in all technical committees or working groups where the subject matter has an effect on consumers. If this is not feasible, they should use other ways to ensure that consumer interests are taken into account. This could be by consulting COPOLCO members, while national representatives could consult their local consumer organizations. Service providers should listen to the consumer voice and ensure that the needs of their customers are central when developing services, and that customer feedback is used to improve services.

6.9 Quality

The quality of services is a subjective issue and is not a consumer right as such. For example, some consumers may accept a lower quality for reasons of price. The key issue is that services should meet or exceed consumer expectations.

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[3] Brundtland Report

7   Common elements

7.1   It is appreciated that service standards may need to address issues that do not have a direct impact on consumers. However, this Guide focuses on the common elements of service provision that have a direct impact on them at each point where there is an interaction between the service provider and the consumer.

7.2 . When selecting, purchasing or engaging with a service, consumers may ask a variety of questions at each stage of service provision. The development of standards that address such questions is likely to increase consumer confidence in the entities that adhere to such standards. Entities should also utilize customer feedback in the form of surveys and complaints data to ensure that the requirements in a service standard adequately address the areas that consumers using that particular service consider important**.**

7.3   Table 3 illustrates the questions that consumers may have at each stage of service delivery and maps them onto the common elements of service. These consumer questions, and the issues that they raise, should be considered when developing any standard for a consumer service. The questions relate to three main stages:

a) Pre-service delivery - the service prior to purchase or engagement,
b) Service delivery – the period of time during which the service is being delivered to the consumer
c) Post service delivery - after sales or engagement, which may be after the contract term has ended, or when it is terminated prematurely.

The list of questions is not exhaustive; further questions may arise in relation to particular service sectors, which can be mapped across to service elements in the same way.

Table 3: – Service elements, consumer principles and related consumer questions.

SERVICE MATRIX - GUIDE 76			
Common service provision elements & delivery phases **(Pre-, Delivery, Post)**	**Description of service provision elements**	**Relevant consumer principles**	**Consumer Questions**
Service planning and design **Pre-**	Understanding customers, identifying adequate resources (people, money, equipment), emergency planning, safeguarding	Access, choice, representation, safety, sustainability	Am I eligible for the service? Does the service provider take into account my specific needs, *preferences* and/*or* limitations?
Strategy and principles **Pre-, Delivery, Post-**	Organizational strategy, guiding principles, aims and objectives, *target user*	Access, choice, information, representation, safety, sustainability	What added value/value proposition does this service have for me?
Service environment **Pre-, Delivery**	Risk assessments, building accessibility, computing systems, equipment used by consumers	Access, safety	*Is equipment for service delivery adequate and in good condition?* *Am I able to access the*

			service?
Communication with consumers **Pre-, Delivery, Post-**	Sales, marketing and advertising, provision of information, customer contact channels, social networking sites, *customer service policies*	Access, information	Do I have enough information about the service to make the right decision? Can I understand it? Is it honest? Is it in accessible formats? *Have I been informed of safety risks?*
Staff and resources **Pre-, Delivery, Post-**	Recruitment of competent staff, training and support	Information, safety,	Are the staff knowledgeable, courteous and helpful?
Privacy and security **Pre-, Delivery, Post-**	Personal data, confidentiality, computer systems *Safety of service provision*	Choice, information, safety	*Is use of my personal data restricted to stated and preauthorized use?* Are emergency services available if needed?
Contracts and billing **Pre-, Post-**	Terms and conditions, contracts, cancellation, customer rights, billing information	Access, choice, information	Do I understand the contract or implied contract? Does the contract give me enough information to make an informed decision? *E.g. rights and responsibilities of provider, buyers and any third party, cancellation rights* Are there different methods of payment and is this made clear? Are bills provided in accessible formats and able to be understood easily?
Feedback and complaints **Post-**	Complaint systems, staff feedback systems, dispute resolution	Access, information, redress	Is it easy to feedback views, including complaints and are there a variety of ways to do so? Do the staff dealing with complaints deal with them promptly, courteously and knowledgeably? Is there an independent third party to deal with complaints if the service provider is unable to resolve it satisfactorily?
Continual improvement **Pre-, Delivery, Post-**	Performance monitoring, internal audit, communication between staff and management, responsive to feedback, implementing change		Does the service provider use complaints to drive continual improvement in the service offered?

8   Applying the consumer principles to common elements of service

When developing service standards, the consumer principles should be considered at all stages of service design and delivery, to ensure that the standard meets consumer needs.

The consumer principles may be applied to any service, although this Guide recognizes that every industry is different and may have specific needs that need to be taken in to account.

See Annex A for a case study of how to apply the consumer principles to specific types of service. This an example only and the questions are not necessarily exhaustive.

Annex A
(informative)

Example of an immediate/ one-off service: Hotel

The following format is a suggestion of how to apply consumer principles across the common elements of service to the hospitality industry (see Table 3).

Service provision elements	Questions for the service provider to consider
Service planning and design	General: Who is likely to visit the hotel and use its services? What might they want and need from your hotel? Access: Are facilities accessible for the widest possible range of customers? Safety: Are there adequate emergency plans in place for fire and evacuation? And have these been communicated to all relevant members of staff? Sustainability: Has due attention been given to minimising the use of energy and water?
Staff and resources	General: A wide range of personnel will be needed, including administrative, cleaning and food preparation staff. There should be clear roles and responsibilities for staff Safety: Have staff been adequately briefed and trained? Are there clear requirements for their qualifications, experience and skills? Sustainability: Where possible can products and services used by the hotel be resourced locally?
Service environment	General: This will include public areas, grounds, private rooms and any equipment used by customers (e.g. swimming pools, gyms, televisions). Safety: Do all of the above meet health and safety requirements? Do electrical installations meet legal requirements? Are there written procedures in place for emergency evacuation and what to do in the event of a fire? Are smoke alarms and other safety systems regularly inspected and maintained? Are procedures for kitchens and food preparation areas adequate to meet hygiene requirements? Access: Is there adequate access for people with disabilities in all public areas with dedicated rooms that are fully accessible? Sustainability: Are procedures for rubbish and waste disposal as sustainable as possible including recycling facilities?

Communication with consumers	Information: What information does the hotel give to consumers on its website, in printed literature and advertisements? Is it fair and accurate? Safety: Are the evacuation procedures clearly communicated to all guests and members of staff? Access: is all the information available in alternative formats? Are communication facilities available to people with disabilities?
Privacy and security	What information does the hotel ask customers to supply and is it all necessary? Safety: are all computer systems secure and regularly maintained? How does the hotel store and manage customer data? Is accessibility to this data restricted? Are there adequate systems in place to protect personal data? Are there adequate mechanisms in place to protect customers' payment card details? Information: Are customers told how their information may be used? Choice: Are customers given a choice about the level of data they provide and how it can be used?
Billing and contracts	Information: Does the hotel clearly communicate its terms of reservation and cancellation? Are bills clearly presented with different services broken down? Access: Are bills available in accessible formats? Choice: Are customers offered a range of different payment methods?
Feedback and complaints	Redress: Is feedback from staff and customers on possible improvements positively encouraged? Are customers encouraged to provide feedback, including complaints? Does the hotel have a clear internal complaints procedure? Is there a form to evaluate customer satisfaction? Are these available in accessible formats?
Continual improvement	Are there procedures in place to analyse all feedback and complaints and make improvements? Are there procedures in place for performance monitoring of all staff?

Bibliography

[1]   ISO/IEC Guide 14, *Purchase information on goods and services intended for consumers*

[2]   ISO/IEC Guide 50, *Safety aspects — Guidelines for child safety*

[3]   ISO/IEC Guide 51, *Safety aspects — Guidelines for their inclusion in standards*

[4]   ISO/IEC Guide 71:2001, *Guidelines for standards developers to address the needs of older persons and persons with disabilities*

[5]   ISO/IEC Guide 82:2014, *Guidelines for addressing sustainability in standards*

[6]   ISO10002 guidelines on complaint handling

[7]   ISO 10003:2007, *Quality management – Customer satisfaction- Guidelines for dispute resolution external to organizations*

[8]   ISO 26000:2010, *Guidelines on social responsibility*

[9]   MEESTERS, B. and DE VRIES, H.J., "ISO 9000 scores in professional soccer — but who is the customer?", *ISO Management Systems*, **Vol. 2** No. 6, November-December 2002, ISO Central Secretariat, Geneva, pp. 51-55

[10]   United Nations Sustainable Development Goals 2015

International Organization for Standardization
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DRAFT AGENDA OF THE WG 2 KEY AREAS FOR CONSUMERS MEETING ON 15 MAY 2017 IN KUALA LUMPUR, MALAYSIA

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Date/time: **15 May, 14-15:30**
Place: **Pullman Hotel City Centre, Kuala Lumpur, Malaysia**

Chair: **Mr Takashi Nakakuki**

Item		Document	Rapporteur
1.	Introductory remarks and adoption of the agenda		Takashi Nakakuki
2.	**For information:** Minutes from the November meeting • Follow up actions	N171	Takashi Nakakuki
3.	**For approval:** New key areas (if any submissions)		Takashi Nakakuki
4.	**For approval:** Revised handbook and template with key area deletion process	N176 Annex 1 Annex 2 Annex 3	Takashi Nakakuki
5.	**For approval:** Follow up actions from the Key areas report in "Standards for consumers – Update" and "Project overview" • Review list of Key areas and Key Persons • Review new structure of the project overview Other comments on the project overview? - Contact centers	N 183	Takashi Nakakuki
6.	**For approval:** WG 2 report to the Chair's Group		Takashi Nakakuki
7.	**For information:** Update on potential new key areas		10 minutes each, including Q&A
	• Aging societies: Existing and upcoming initiatives	N159, N160	Remi Reuss
	• Wearables: Update on IEC Advisory group		Suzanna Ersoy
	• Sharing economy	N179	Suzanna Ersoy
	• Fine bubble technology		Damian Fisher
	• IWA on use of Guidance on social responsibility in management systems	N180, N 182	Takashi Nakakuki
	• Other new initiatives in ISO/IEC - Vulnerable consumers	N181	Christine Heemskerk
8.	**For approval:** Next meeting • Choice of key areas to be presented • Preparation/homework		Takashi Nakakuki
9.	Any other business		Takashi Nakakuki
10.	Concluding remarks		Takashi Nakakuki

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COPOLCO N282/2017
May 2017

AGENDA ITEM 10 REPORT FROM THE WORKING GROUP ON KEY AREAS FOR CONSUMERS

1   Seeking a twinning convenorship

This working group is chaired by Mr Takashi Nakakuki (Japan), and a twinning convenorship is still expected as he appreciates teamwork and working in collaboration to contribute to achieving the group's goals. If you are interested in working with him, please contact the COPOLCO secretariat.

REQUESTED ACTION 1:   *COPOLCO is invited to consider the twinning convenorship.*

The working group has 40 individual members representing the following 17 ISO Members: Australia, Belgium, Canada, Chile, Denmark, France, Germany, India, Italy, Japan, Malaysia, The Netherlands, Republic of Korea, Singapore, Switzerland, United Kingdom and the United States.

2   Mandate and deliverables

The mandate of this working group is to ensure that consumers' perspectives are adequately included in International Standards, in line with COPOLCO's strategic objectives (the detailed mandate is shown in the "Handbook").

To fulfil the mandate, key areas needing special attention from the consumer's perspective have been identified based on proposals submitted by COPOLCO members using a template.

Key persons have then been assigned to observe the relevant standards' development and report observations back to the working group. Thanks to their efforts, the working group can take adequate actions to complete its mandate. Therefore, the role of a key person is vital for the working group.

This whole process is described in the "Handbook". An overview of identified key areas and assigned key persons appears in the "Project overview" and the details are presented in the key areas annual report compiled from key persons reports: the "Standards for consumers – Update". A "List of consumer standards" where COPOLCO has contributed to their development is updated regularly to be shared among COPOLCO members (Annex 4).

These deliverables, except for the "Handbook", are available at https://www.iso.org/copolco.html.

3   Meetings and activities in brief

Since the 2016 Plenary, one working group meeting was held in November 2016 in conjunction with the Chair's Group and other working group meetings in Geneva. The following items were discussed:

1) Clarifying conditions for deleting a key area
2) Dealing with missing key persons in some key areas
3) Restructuring the "Project overview" to allow better monitoring and management of key areas
4) Identifying actions to ensure adequate consumer input in areas of consumer interest
5) Particular actions to promote progress of standards relevant to consumers
6) Potential new key areas

Based on the result of the discussion at the November meeting, the group has been working on follow-up actions, as below.

4   Follow-up actions

1) Clarifying conditions for deleting a key area

In November, the working group recognized the need to clarify conditions for deleting a key area, to better manage key areas, when monitoring was no longer possible and/or necessary, eg when no key person was found for the key area, and/or when the key area no longer required attention.

Conditions for deletion were drafted as follows; the Handbook and the Template have been revised accordingly (see these documents at Annex 1).

Deletion of a key area may be proposed when:

- No progress of the relevant activities for standardization has been recognized for one year
- A key person cannot be found following wide consultation within the COPOLCO membership
- Relevant consumers' views have been successfully included in the relevant standards
- Experts recognizing the importance of consumers' views in standardization are involved in the relevant TC/SC/WGs, such as: the chair, convenor, secretary, or consumer representative
- Consumer representatives are involved in the relevant national mirror committees or working groups
- The relevant standards setting is almost complete (eg going to FDIS stage) etc

REQUESTED ACTION 2:   *COPOLCO is invited to note/comment the conditions for deleting a key area, and the draft revised handbook and template.*

In line with the above conditions, the following key areas can be deleted:

- **Consumer contact centers**

The following FDISs are under enquiry by 8 of May 2017:
- **ISO/FDIS 18295-1,** *Customer contact centres – Part 1: Requirements for customer contact centres*
- **ISO/FDIS 18295-2,** *Customer contact centres – Part 2: Requirements for clients using the services of customer contact centres*

- **E-commerce**

ISO 10008:2013, *Quality management – Customer satisfaction – Guidelines for business-to-consumer electronic commerce transactions,* has already been published. It will be moved to the "List of consumer standards", to be flagged at the next systematic review.

- **Mechanical contraceptives**

The work has been stopped in France for lack of funding, and no further development is expected.

REQUESTED ACTION 3:   *COPOLCO is invited to note/comment on deleting the key areas.*

2) Dealing with missing key persons in some key areas

There are key persons vacancies in: contact lens care products, cosmetics/sun protection, and food safety (See attached latest "Project overview"). Key persons play a vital role. We have called for key persons within the working group and COPOLCO, and, if no key person is found, we reluctantly have to delete these topics as key areas (see Annexes 5 and 6).

REQUESTED ACTION 4: *COPOLCO is invited to note/comment on the deletion of these key areas.*

3) Restructuring the "Project overview" to allow better monitoring and management of key areas

To monitor and manage key areas effectively, the "Project overview" is being restructured by increasing the visibility of expected outcomes for each area so that we can monitor achievements against expected outcomes. This will clarify appropriate next actions such as deleting a key area if objectives are met, identifying an area that is missing or needs priority. In line with this, the "Checklist for key persons reporting" has already been slightly modified to emphasise reporting the achievements (See Annex 7). The restructuring is still under discussion within the working group.

REQUESTED ACTION 5: *COPOLCO is invited to note/comment the project overview.*

4) Identifying actions to ensure adequate consumer input in consumer interest areas

This working group monitors consumer representation to ensure adequate input in key areas from the consumer's perspective. The following key areas/ISO technical committees were highlighted of particular concern at the last meeting:

- Robotics (TC 299)
- Safety of machinery (TC 199)
- Additive manufacturing (3D printing) (TC 261)
- Electronic cigarettes, vape and vapor products (TC 126)
- Furniture (TC 136)
- Healthcare administration (TC 304)

The working group chair has written to the committee chairs asking them to consider:

a) Appointing consumer representatives in the international work
b) Boosting consumer representatives in the corresponding national mirror committees; and, most importantly
c) Ensuring consumer participation aligns with the *ISO Guidelines for stakeholder participation*

We received positive responses from most committees; TC 136, TC 199, TC 299, and TC 304 (see letters sent and responses at Annex 8).

In response, we wrote to working group and COPOLCO members to encourage them to consider:

a) Appointing consumer representatives in their interesting international committees in key areas including the above and/or in the corresponding national mirror committees
b) Setting up a COPOLCO mirror or consumer interest committee to promote COPOLCO activities and effective consumer representation in national and international standards (Annexes 5 and 6).

REQUESTED ACTION 6: *COPOLCO is invited to note/comment actions by the working group, and responses, to encourage consumer participation.*

It was also pointed out at the November meeting the necessity for TC/SC chairs and secretariats to recognize the importance of consumers' involvement in standards-setting through the relevant programmes. TMB intends to make this training more systematic and adequate; a good chance for us to improve this. This is still being discussed within the working group.

REQUESTED ACTION 7: *COPOLCO is invited to comment the actions to be taken.*

5) Particular actions to progress relevant standards for consumers

Please see Item 4 in the attached letter sent to members of COPOLCO. Additional information for COPOLCO members to note is:

Elderly & persons with disabilities
- ISO/NP 24500-3, *Ergonomics – Accessible design – Part 3: Accessibility of digital information visually displayed on consumer products,* has recently been proposed.

Services –Tourism services
The following standards have recently been proposed:
- ISO/NP 22525, *Tourism and related services – Medical Tourism – Services requirements*
- ISO/NP 22483, *Tourism and related services – Accommodation: Hotels – Service requirements*

REQUESTED ACTION 8: *COPOLCO is invited to note/comment this information.*

5   Potential new key areas
The following issues have so far been recognized as potential new key areas, and updated information will be presented at the forthcoming meeting in May 2017:

- Aging societies
- Wearables
- IWA on the use of the Guidance on social responsibility in management systems
- Fine bubble technology
- Sharing economy

6   Enhancing communication

To fulfil the working group mandate, more communication is expected with TC/SCs in key areas.

This means communication with key persons, working group members, and COPOLCO members will be needed more than ever to properly respond to TC/SCs, especially to improve the effectiveness and relevance of consumer participation.

That is because no longer are we solely judging TCs for their effective consumer participation – TC/SCs too are beginning to evaluate the effectiveness and relevance of consumer participation.

Furthermore, successful communication will surely contribute to more proposals for developing consumer-facing International Standards from other COPOLCO WGs.

Enhancing communication within the COPOLCO "family" seems a worthwhile topic to explore in future.

REQUESTED ACTION 9: *COPOLCO is invited to note/comment improving communication.*

COPOLCO Resolution x/2017
Key areas for consumers (1)
COPOLCO
<u>notes and considers</u> the arrangement of the twinning convenorship.

COPOLCO Resolution x/2017
Key areas for consumers (2)
COPOLCO
<u>approves</u> the conditions for deleting a key area and revised handbook and template accordingly,
<u>approves</u> the deletion of the key areas: Consumer contact centers, E-commerce, Mechanical contraceptives, Contact lens care products, Cosmetics-sun protection, and Food safety.

COPOLCO Resolution x/2017
Key areas for consumers (3)
COPOLCO
<u>highly appreciates</u> the efforts made by key persons as playing vital role of the working group,
<u>approves</u> the present "Project overview",
<u>further supports</u> the idea of restructuring the "Project overview", and
<u>notes</u> the working group's further work on this aspect.

COPOLCO Resolution x/2017
Key areas for consumers (4)
COPOLCO
<u>supports</u> actions being taken by the working group to TC/SCs to ensure adequate consumer input in areas of consumer interest,
<u>appreciates</u> the responses from the TC/SCs,
<u>encourages</u> COPOLCO members to promote consumer representatives' involvement at the international and/or a national level in key areas standards' development, especially in ISO TC 126, TC 136, TC 199, TC 261, TC 299 and TC 304.
<u>notes</u> the necessity of improving effectiveness and relevance of consumer participation.

COPOLCO Resolution x/2017
Key areas for consumers (5)
COPOLCO
<u>supports</u> the idea of drawing TC/SC chairs' and secretariats' attention to the importance of consumers' involvement in standard setting,
<u>notes</u> the working group's further consideration on reflecting the idea into relevant ISO training programmes.

Annexes:
1) Draft revised Handbook and Template
2) Project overview (April version)
3) Standards for consumers –Update (April version)
4) A list of consumer standards (April version)
5) Letter to members of the key area working group
6) Letter to members of COPOLCO
7) Modified checklist for key persons reporting
8) Letters to TC/SCs and their responses

International Organization for Standardization
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ISO Committee on Consumer Policy (COPOLCO)

WG 2 Key areas for Consumers

Handbook

Version 2017-03-01

Table of Contents

0 Introduction

This handbook presents ISO/COPOLCO's Key areas for consumers working group, serving as guidance for all involved in its activities.

The working group is a standing committee of COPOLCO. It ensures consumers' perspectives are adequately included in international standards, in line with COPOLCO's strategic objectives.

It identifies key areas of international standardization from the consumers' point of view, recommends COPOLCO approve these, and monitors progress through reports by the key persons it has appointed.

To publicize its activities, the working group creates four deliverables:

1) **Handbook**
2) **Project overview**
3) **Report "Standards for consumers – Update"**
4) **List of published consumer standards**

We expect these deliverables to help raise awareness of standards for consumers, improve consumer participation in standardization and support COPOLCO members in their consumer work.

1   About the Key areas for consumers working group

1.1   Terms of reference

Our terms of reference, approved by the Chair group in November 2013, read as follows:

The working group "Key areas for consumers" operates as a standing committee under the authority of ISO COPOLCO. It supports the ISO COPOLCO Chair and Secretary by providing information on key areas of work in standardization relevant to consumers, working towards continuous improvement in the delivery of this mandate, while taking account of the needs of developing countries and emerging economies.

Mandate:
- To identify and monitor key areas of standards work in ISO and IEC of interest to consumers including emerging areas, horizontal issues, and mature technical committee work;
- To raise awareness of these areas and disseminate information to the ISO membership, the ISO COPOLCO members, consumer organizations and consumer representatives, standards development organizations, and members of technical committees and subcommittees;
- To facilitate networking amongst individuals interested in areas of consumer concern.

1.2 Cooperation with other COPOLCO working groups

Within COPOLCO, several working groups (WGs) exist besides the Key areas for consumers working group, see figure 1:

ISO/COPOLCO Structure
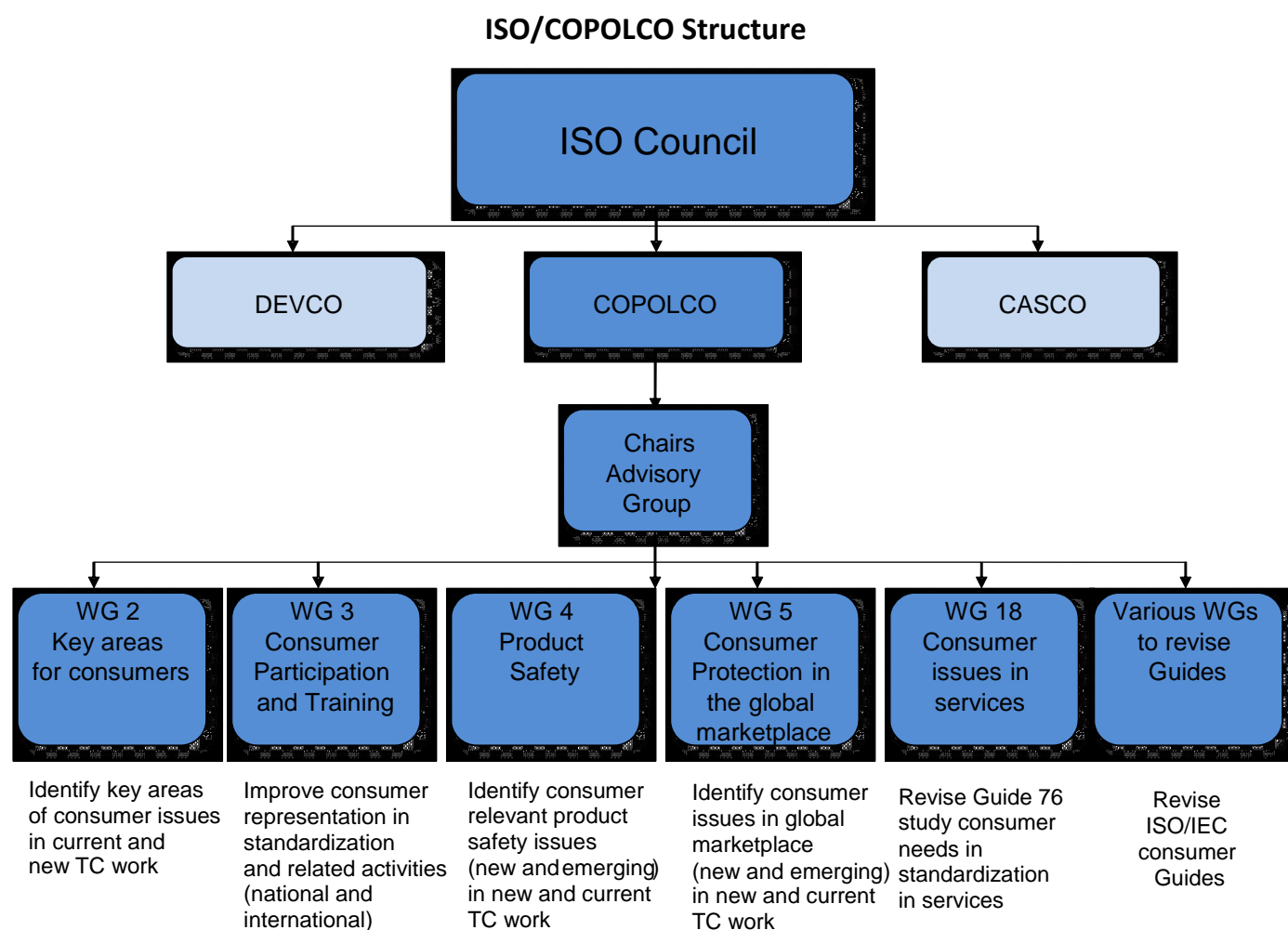
Figure 1 — The ISO COPOLCO structure

WG 2, Key areas, cooperates with the other working groups in different ways. Below, we briefly show the linkage/difference between each working group, to help you understand this working group's role within COPOLCO's structure:

- **COPOLCO WG 3 on Consumer participation and training** has a mandate to promote awareness of standardization among consumers and consumer organizations and understanding of consumer issues and the value of consumer participation in standardization. It addresses barriers to consumer participation to encourage active participation, and develops training and support materials. Its mandate supports consumer participation, and understanding consumer issues in already identified key areas.
- **COPOLCO WG 4 on Product safety** focuses on consumer product safety in areas not yet registered as key areas. It raises new product safety issues in already notified key areas. It seeks to harmonize international requirements within existing key areas (for example on toys). WG 4 proposes possible new key areas to WG 2.
- **COPOLCO WG 5 on Consumer protection in the global marketplace** develops proposals in the consumer interest for both online and conventional transactions in the global marketplace. It develops new projects; while the Key areas group identifies existing standardization work. When project ideas from WG 5 become active standardization work, WG 5 proposes WG 2 add these as new key areas.
- **COPOLCO WG 18 on Services** focuses on consumer issues in service standards. It develops Guide 76 (see page 16). WG 18 proposes WG2 to add new ISO/IEC activities in services as new key areas.
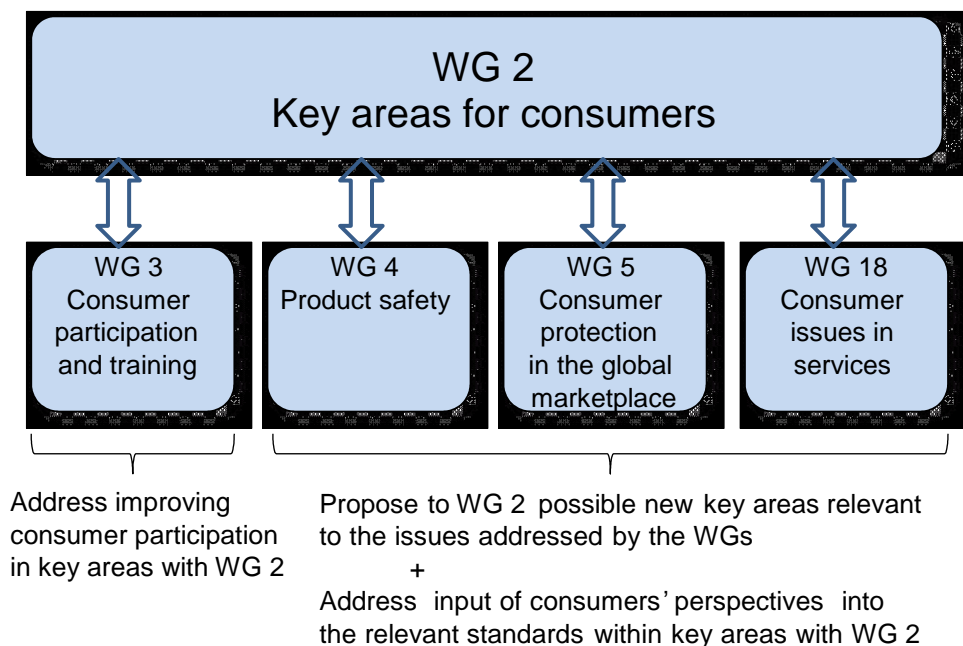
Figure 2 — Relationship between WG 2 and the other WGs

2   Process of key areas setting

2.1   General

A key area is a subject of international standardization relevant for consumers. A key area can be broad and horizontal eg health issues or product safety, or narrow vertical eg unit pricing or cosmetics. To become a key area, it has to be approved by the WG and reported to COPOLCO members for confirmation. The process and criteria used for key areas setting follows these guidelines:

- Ensure each area is evaluated according to criteria and a rationale documented for each key area; and,
- Use straightforward and effective mechanisms;
- Include only active work in ISO/IEC, including revision of consumer Guides.

The Working Group revises key areas during its November meeting for confirmation by the COPOLCO Plenary in May. Confirmed key areas serve as a basis for next year's report "Standards for consumers – Update".

There are inherent limitations in identifying and prioritizing issues. A process can become inflexible and onerous if used too rigidly and routinely in situations or with issues that are continuously evolving. Key area-setting processes cannot replace evidence, analysis or common sense, judgement or leadership. In addition, it should be recognized that COPOLCO has limited resources for consultation, outreach, and policy research and analysis. Therefore the WG's established process is designed to be both efficient and effective and the criteria based on reasonable and well-established benchmarks for consumer issues.

2.2   Criteria for setting new key areas

To decide if a topic should be considered to be a key area, it must be of sufficient interest to consumers. This section and clause 2.3 provides guidance when considering new key areas:

- Justifying a key area;
- Identifying key consumer issues within it.

The following criteria provide a start to assess issues for consideration by the working group:

- Are there consumer issues/interests in this area of work? (see next section)
- Are these important in terms of numbers of consumers or the degree of seriousness/level of risk involved?
- Do these consumer issues/interests require action at an international level?
- Would international standards help address gaps in consumer protection between developed and developing/transitional economies?

2.3   Identifying consumer interests and issues

The following are examples of relevant issues for consumers:

Safety
What are the hazards and levels of risk? Are they sufficiently serious to warrant inclusion in a Standard? (ISO/IEC Guide 51 provides guidelines for the inclusion of safety aspects in standards).

Performance
Are there consumer issues/interests related to performance that need to be included in a Standard? Consideration should be given to:
- Fitness for purpose;
- Efficiency;
- Durability;

- Maintainability;
- Ease of use;
- Packaging (ISO/IEC Guide 41 provides guidelines for the inclusion of consumer requirements in standards for packaging).

Design for all users
Are there consumer issues/interests for all likely users and people who may come into contact with the product or service that need to be included in a Standard? Consideration should be given to all foreseeable uses, including misuse, and the following groups of people:

- Young children (ISO/IEC Guide 50 provides general guidelines on including child safety in standards)
- Older people and persons with disabilities (ISO/IEC Guide 71 assists standards developers in addressing the needs of these consumers).

Information and traceability
Consider the following:

- Are there needs for product marking and/or point-of-sale and/or pre-purchase information, including fitness for purpose, other products or services or hazard warnings needed? (ISO/IEC Guide 14 helps in including product information for consumers in standards).
- Is user information – including instructions for assembly, use, maintenance and disposal – required? (ISO/IEC Guide 37 provides guidance on including instructions for use in standards).
- Description of service(s) (ISO/IEC Guide 76 gives recommendations for addressing consumer issues in service standards).
- Traceability of products.

Choice
Are there requirements in (draft) Standards that will make the product or service unreasonably expensive for any or all likely users? Are requirements design-restrictive?

Sustainability
What are the environmental, economic and social issues? Consider the following:

- Materials and processes of manufacture
- Can materials be recycled?
- Use of products – impact on the environment; pollution (air, water, noise, waste); energy efficiency
- Disposal
- Economic issues
- Social and social responsibility issues (see ISO 26000)

Protection of personal data
Are there issues related to privacy and protection of personal data? How can this be addressed by design?

Developed/Developing countries
Are there consumer issues/interests important for developing countries that differ from or add to those of developed countries? The interests of developing countries in particular standards may differ from developed countries and may require the introduction of additional aspects to address issues such as climate and culture. See also Annex A.

Realistic Requirements and Test Methods
Where (draft) Standards already exist, are the requirements relevant to the product or service under consideration? Is the minimum number of requirements specified to achieve the objective and are they set at appropriate, practical levels? Are there, or will there be, validated test methods to determine conformity to each requirement?

2.4   Deletion of a key area
Deletion of a key area may be proposed when:

- No progress of the relevant activities for standardization has been recognized for one year.

- A key person cannot be found following wide consultation within the COPOLCO membership.
- Relevant consumers' views have been successfully included in the relevant standards.
- Experts recognizing the importance of the input of consumers' views in standardization are involved in the relevant TC/SC/WGs, such as: the chair, convenor, secretary, or consumer representative.
- Consumer representatives are involved in the relevant national mirror committees or working groups.
- The relevant standards setting is almost complete (eg going to FDIS stage), etc.

2.5 Process for proposing a new key area and revising or deleting a key area

Step 1 – Submissions
A proposal to add, revise or delete a key area may be made to the Key areas for consumers working group by any COPOLCO member, Consumers International, or Key areas working group member. Reasons are to be given as to why the subject should be made a key area or why revision or deletion of a key area is necessary; with supporting evidence. To assist proposal for key areas, a submissions template has been created (Annex B).

Step 2 – Consultation and Decision
The Key areas for consumers working group will consider the proposal with a draft decision of the chair (or the co-chairs) of WG 2, by correspondence or meeting, taking into consideration objective criteria, as far as possible. Data provided by the proposer will be assessed along with any further information obtained. The assessment will consider the consumer issues listed above (safety, performance…) and horizontal issues (ie those subjects of broad consumer interest that cut across the work of more than one technical committee, and possibly more than one industry sector).

The resource implications and availability of a key person willing to lead a proposal will also be evaluated. Normally, a proposal will not receive key area status if the position of key person cannot be filled.

In step 2, if the proposal is considered out of the scope of the working group (eg it is to be a new area of work for ISO/IEC), it will be sent for the Chair's Group consideration.

The proposer will be informed of the results of the decision.

Step 3 – Reporting to COPOLCO
The results of the decision will be reported to COPOLCO members by correspondence and the revised list of key areas will be reported to the members at the Plenary for confirmation.

Step 4 – Monitoring
Once the key areas are approved by COPOLCO, the working group monitors their progress through reports by key persons (for more detail see the section on roles and responsibilities), and adequate actions will be taken when any concerns are identified. The working group consolidates the reports from the key persons and makes them available to the full membership of COPOLCO.

Actions
Possible actions could be:
- Alert COPOLCO members, ANEC, Consumers International and others;
- Raise awareness for the need for consumer representatives (in cooperation with WG 3);
- Raise awareness about concerns in a topic;
- Discuss the issue with other COPOLCO WGs;
- If work is finalized → Delete the key area and add the standard to the "list of consumer standards";
- Recruit additional key person(s);
- Other actions.

Figure 3 shows the key area setting and monitoring process as described above.

Key Area setting and monitoring process
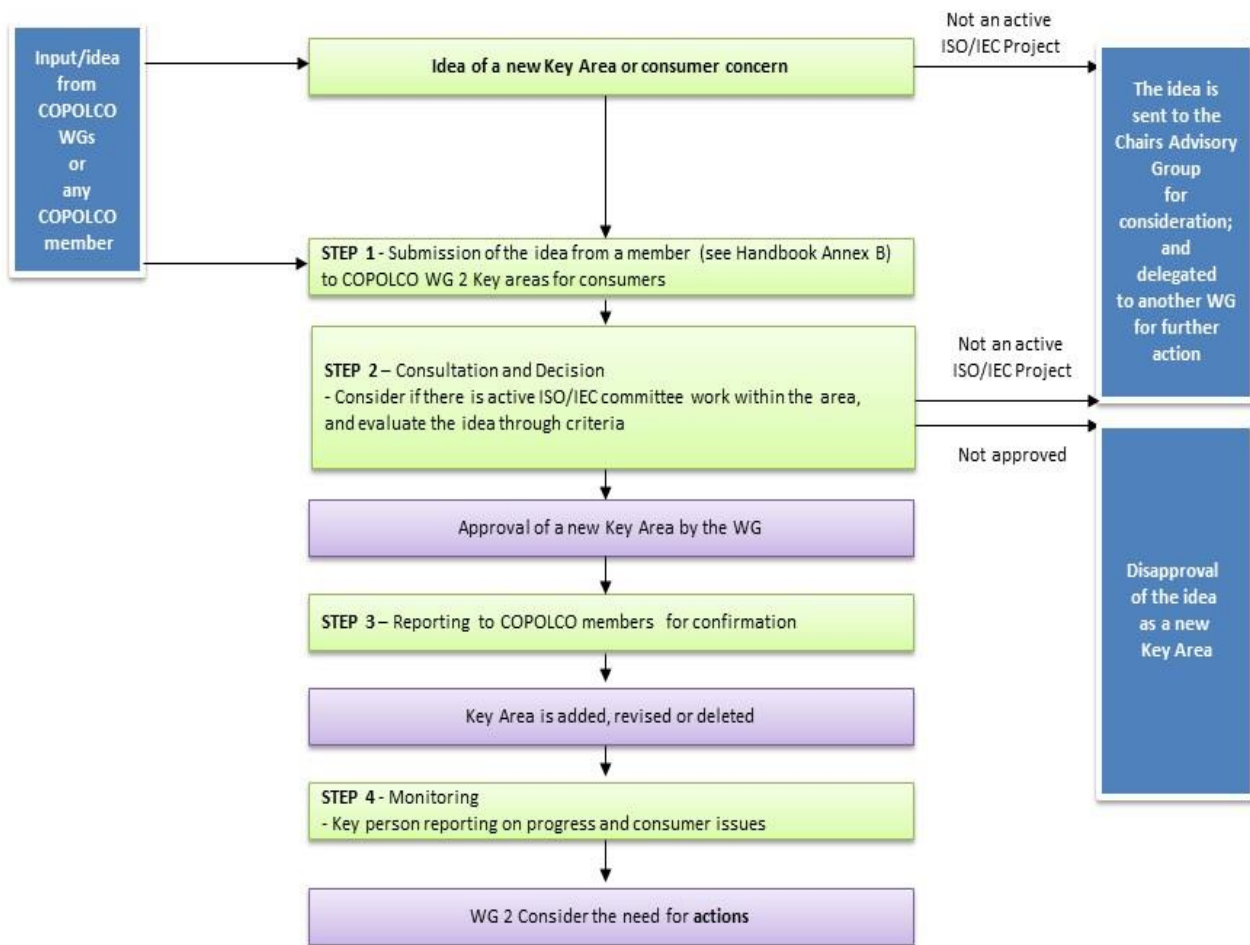
Figure 3 — Key Area setting and monitoring process

3   Working Group membership, roles and responsibilities

3.1   Chair and members

The working group (WG) is led by a convenor, but the COPOLCO Chair can also request a co-convenor lead or a twinning arrangement with a developing country member. It is supported by ISO/COPOLCO's Secretariat.

Membership is drawn from interested COPOLCO members, including representatives of member bodies and liaisons such as Consumers International. ISO/COPOLCO members from developing countries are particularly encouraged to participate and contribute to the work of the group, to ensure input from all geographic regions and interest groups (see annex A).

All members willing to join the working group need to inform COPOLCO's Secretariat so that experts can be added to ISO's Global Directory. This cannot be done by the National Standardization Body (NSB).

Other participants matter to the success of the key areas, including consumer representatives from national standards bodies or other consumer organizations involved at national or international levels in a COPOLCO key area, for example Consumers International and ANEC.

ISO/COPOLCO has no direct access to ISO technical committees and therefore normally uses its influence to encourage consumer participation in these committees through national standards bodies. However, Consumers International can participate in international standards development in COPOLCO key areas and liaise with relevant ISO technical committees.

3.2   Method of working

WG meetings shall be timed and located to maximize involvement by members' representatives. For example, it will meet in conjunction with COPOLCO's Plenary and Workshop in May/June and meetings of the Chair's Group in October/November. In addition communication shall take place electronically to ensure regular communication between members.

3.3   Deliverables

The WG reports annually to COPOLCO and presents an interim report verbally to the Chairs Group.

In addition to this Handbook, the WG produces a separate **project overview** of all approved key areas. It includes information on who the key person(s) is (are) and notes for example when the key area was approved.

Based on the approved Key Areas the working group collects reports from key persons and produces a report outlining the status of Technical Committee work in the key areas; "**Standards for consumers – Update**." Produced in March for COPOLCO's Plenary in May/June, it is also published on ISO's Website.

The WG also produces a short **list of published consumer standards**. This contains standards COPOLCO has contributed to. It is also on ISO's Website. Consumer standards developed under a key area deleted because of no activity, can be added to the list of consumer standards (for example ISO 26000). In this way, the key area can easily be added again when revision starts.

To raise awareness of COPOLCO's key areas, the working group also produces a brief communiqué from time to time as new developments occur.

Annex C lists supporting material for the WG.

3.4   Roles and Responsibilities

With the limited resources available, it is important that operations are streamlined and that deliverables are concise and user-friendly. WG success depends on the coordination and cooperation of the various

participants involved: Working Group, Chair/Co-Chairs, Secretariat and Key Persons. This section outlines the roles and responsibilities of each.

Working Group

The responsibilities of the **Working Group** and its members include:
- Reporting annually to COPOLCO on key areas of consumer interest;
- Recommending COPOLCO establish processes and criteria for setting and monitoring key areas in the consumer interest;
- Identifying key areas for consumers in both the developed and developing countries;
- Evaluating progress of existing key areas;
- Fostering consumer participation and communication between consumer representatives;
- Contributing to the effective and efficient operation of the Working Group;
- Submitting templates for possible new key areas;
- Reviewing Working Group deliverables.

Chair/Co-Chairs

The responsibilities of the **Chair/Co-Chairs** include:
- Chairing WG meetings in an effective and consensual way;
- Preparing a draft agenda no later than 4 weeks before the WG meeting;
- Preparing documents for the WG meetings;
- Working with COPOLCO's Secretariat to ensure effective processes;
- Reporting to the Chair's Group;
- Reporting to COPOLCO's Plenary;
- Encouraging ISO members from developing countries to become members of the WG.

Secretariat

The responsibilities of the **Secretariat** include:
- Coordinating the preparation of documents to the COPOLCO Plenary (usually in May), including a collated report of individual progress reports from key persons;
- Providing administrative support to the Working Group, including: arranging meetings, preparing agendas, recording minutes, and sharing information and documents;
- Working with the Chair/Co-Chairs to ensure effective and efficient operation of the Working Group;
- Sharing documents and ISO/IEC new work items in progress (NWIP) related to possible new key areas;
- Encouraging ISO members from developing countries to become members of the WG.

Key Persons

Key Persons are appointed by the Key areas for consumers working group to act as the focal point in agreed key areas. Their primary responsibilities are to:
- **Exchange information** with other consumer representatives interested in the subject area;
- **Report annually to COPOLCO** on matters of consumer interest; activities and progress relevant to international standardization in their key area;
- **Monitor progress** within their area of responsibility and report to the Key areas for consumers working group. No rigid procedure is specified, although key persons will be expected to report against the criteria and should identify any new consumer issues arising during the reporting period.

Progress is to be monitored by the Key Person responsible for the key area as follows:
- Progress of the work within the technical committee(s) through the ISO or IEC project stages;
- Progress in meeting consumer concerns identified at the outset and as the work develops. Work progress monitoring indicates how the committee work is developing, whilst the focus

on consumer issues will provide evidence of the success or otherwise in developing international standards which meet consumer needs and evidence of when the key area may be removed as a key area;

- Reporting to the Key areas for consumers working group will normally be annually in January/February, although the Working Group may request a report at any time. A report form will be supplied by the Key areas for consumers working group to assist uniform presentation of reports from all Key Persons;
- Report changes in the scope of ISO/IEC committees, which affect the key areas.

Key Persons are also encouraged to, if time allows:
- Be directly/closely involved at national or international level in the relevant standards work of the key area;
- Establish, and act as, the focal point for an information network between the consumer representatives;
- Co-ordinate and promote consumer activities in the area;
- Raise, where appropriate, any major issue that may require COPOLCO's direct input, with the Key areas for consumers working group;
- Recruit developing countries representatives through their NSB (National Standardization Body), ISO/DEVCO or their international and COPOLCO network if possible;
- Key Persons, with the support of the Key areas for consumers working group, should encourage developing country participation in key areas when opportunities arise. They should also bear in mind the key interests of these countries in particular standards, may well differ from developed countries. It may be necessary to introduce additional aspects to address issues such as climate or culture. Where consumer representatives from developing countries declare an interest in a key area, the key person should take every effort to promote communication; and, as a minimum, inform the representative about drafts for comment. This will assist developing country representatives to comment draft standards and to present their views to other participants within the key area. It should be noted that electronic communication is rapidly increasing the opportunities for such information exchange;
- Keep Consumers International informed of their activities, particularly at critical stages in standards development when wide consumer support would be valuable. In addition, Key Persons should be aware that Consumers International would consider placing representatives on technical committees in key areas, assuming funding can be obtained. Consumers International places observers on ISO/IEC technical committees, although its ability to do so is limited as no direct funds are available for them to support this activity.

Note: It is recognized that Key Persons are volunteers and may have limited resources. Where appropriate, for example, where the work is split into more than one specialist subject or where the workload is high, the key person may share their responsibilities with other participants.

Annex A – Developing Countries

The interests of developing countries are critical for international standards development. Developing countries account for over 70% of ISO membership, and are increasing their participation in ISO technical work. Even so, developing country NSBs adopt relatively few international standards – and even fewer implement standards effectively. This leads to economic divides and barriers to international trade. The interests of consumers in developing countries are equally important in developing relevant international standards. The Key areas for consumers working group thus welcomes and encourages developing countries representatives' involvement in its work and considers developing countries' interests when recommending key areas. Developing country participation in the working group has been encouraged in recent years for both leadership roles and committee membership.

To strengthen this participation, the Key areas for consumers working group recommends developing countries initiate positive dialogue with national consumer organizations to receive their input.

Annex B – Template for new key area submissions

Submission prepared by: _____

1 Description / Nature of the Problem:
- *How did the problem come to your attention?*
- *What is the need, and what evidence exists?*
- *How serious is the problem and what is the level of risk?*
- *Is this a horizontal issue or is it product specific?*

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2 Can International Standards Address the Problem?
- *Does this issue require action at the international level?*
- *What is the value to society of an international standard – what are the benefits?*
- *Who would be affected by international standards in this area?*
- *Are international standards or other ISO/IEC deliverables the appropriate solution?*
- *Are you aware of relevant national regulations related to this area?*
- *Is the area being covered by a regional standard (such as an EN standard)?*

Note: if the answer to 2 is "no", please go to question 7

3 Can the problem be addressed in an existing Technical Committee or other structure?
See **ISO Technical Committees**

If yes:
- *Is standards work in this area already occurring within an existing Technical Committee(s)?*
- *Do you think that the problem is adequately addressed in the relevant international standards? If not, in what way, do you think, the standards should address the issue?*
- *Should there be consumer participation on that committee to raise issues related to this problem?*
- *Is there a Technical Committee(s) that potentially could address the issue but has not done so?*
- *What are the reasons why this Technical Committee(s) should address the problem?*
- *What Technical Committee(s) or other structures should be identified as potentially, or actually, working on the problem?*
- *Should this be a new key area for COPOLCO (see question 8)?*

If no:
- *Is this a completely new area of technical work for ISO?*
- *Should ISO/COPOLCO consider developing a proposal for a new work item proposal for ISO (*see *question 8)?*
- *Is there another standardizing organization which is addressing this issue? Which one?*

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4 Estimate of Time and Resources Required:
How urgent is the need?
What support exists for this area of work? What experts/organizations could contribute?
What would be the impact of resources allocated to this area?
What kinds of resources (time, talent, research, funds, and expertise) are needed?

5 Potential Key Person:

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6   What are the consumer interests?

Please identify the consumer interests, such as: safety and health, performance, fitness for purpose, likely users and usage (eg needs of children, older persons and persons with disabilities), information, choice, protection of the environment, needs of developing countries.

7   Next steps

What do you propose as the next steps for COPOLCO?
- *Monitor the problem by adding it to the list of Key Areas*
- *Conduct a feasibility/justification study*
- *Propose a new area of work for ISO*
- *A specific recommendation for ISO to address the problem*
- *Other _____*

Recommendation by Key Areas WG

Date submitted: _____

Date of initial review: _____

Date of recommendation: _____

Annex C – Relevant Publications

Policy statements
ISO/IEC statement, *Consumer participation in standardization work*
ISO/IEC/ITU, *Policy on Standardization and accessibility*

Guides
ISO/IEC Guide 14, *Purchase information on goods and services intended for consumers*
ISO/IEC Guide 37, *Instructions for use of products by consumers*
ISO Guide 41, *Packaging – Recommendations for addressing consumer needs*
ISO/IEC Guide 46, *Comparative testing of consumer products and related services – General principles*
ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety in standards and other specifications*
ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards*
ISO Guide 64, *Guide for addressing environmental issues in product standards*
ISO/IEC Guide 71, *Guide for addressing accessibility in standard*s
ISO/IEC Guide 74, *Graphical symbols – Technical guidelines for the consideration of consumers' needs*
ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues*
ISO Guide 82, *Guidelines for addressing sustainability in standards*

Informative Publications and Resources
Involving consumers – Why and how: Practical guidance for standards development bodies

Your voice matters – Why consumers need to participate in standards making …and how to get involved: 2003

How ISO/IEC Guides add value to international standards

The consumer and standards – Guidance and principles for consumer participation in standards development: 2003

ISO and the consumer

ISO Directory of consumer interest participation

Consumers and standards: partnership for a better world

The international language of graphical symbols

eNewsletter: ISO Consumer update

ISO Consumers Facebook page

ISO Consumers Twitter page

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

New Suggestions for ISO/COPOLCO Activity

Template

Version – *26 July 2016*

SUBJECT:

ISO COPOLCO welcomes all suggestions for topics of consumer concern which might be addressed by International Standardization.

This template allows us to more easily consider these.

It may be that, at this stage, not all aspects are relevant to your proposal. However, the more you complete, the better. If you are unsure or need help, please contact the ISO COPOLCO Secretariat who will assist you.

Please fill Part B if you would like the project to become a new COPOLCO Key Area.

Please submit the template to the ISO COPOLCO Secretariat (copolco@iso.org).

Thank you

SUGGESTING NEW ISO COPOLCO ACTIVITY – GUIDANCE
_____

A. Complete a pre-submission check to ensure that:

- ✓ All sections of the form are complete as far as practicable.
- ✓ The need for the standard and its benefit to the public interest are fully articulated.
- ✓ Personnel, resources and timeline are shown.
- ✓ Any supporting documentation is attached to the proposal.

B. Seek guidance from the ISO/COPOLCO Secretariat to ensure all sections of the template have been completed to requirements.

C. Submit the completed proposal with all supporting documents by e-mail to the ISO/COPOLCO Secretariat.

TEMPLATE
_____

Part A.   New suggestions for COPOLCO activity

What is the name of the new area?
_____

1. Proposer's Details

Name: *Email:* *Telephone:* *Associated National Standards Body (NSB)/Organization*:

2. Description of consumer issue

What is the consumer issue? *What evidence do you have (for example: statistics, consumer detriment)* *What is the consumer interest(s), such as: safety and health, performance, fitness for purpose, likely stakeholders (for example children, older persons and persons with disabilities), information, environment, and developing countries?* *Does this issue require action at the international level?*

3. Expected results

4. Need for an international standard

Why do you think an international standard might be useful in addressing the issue?

5. Benefit to consumers or the public interest

> *What is the added value for consumers/public interest of the work?*
> *Check that your proposal fits COPOLCO's terms of reference:*
>
> - *Terms of reference*
>   - o To study means of helping consumers to benefit from standardization, and means of improving consumer participation in national and international standardization.
>   - o To provide a forum for the exchange of information on the experience of consumer participation in the development and implementation of standards in the consumer field, and on other questions of interest to consumers in national and international standardization.
>   - o To advise ISO Council as to the consolidated viewpoints of consumers on matters relevant to ISO's current and potential standardization and conformity assessment work.
>   - o To advise ISO Council on the need for new or revised policies or actions within ISO as they relate to consumers' needs.

6. Possible existing relevant standards work

> *Include any existing standards or standards development activity which is – or could be – relevant to the issue, such as:*
>
> 1. *Are there any relevant national, regional, international standards or ISO/IEC deliverables?*
> 2. *Are any Technical Committees (TCs) of ISO/IEC already addressing this issue?*
>   *2-1 If yes, is this issue properly addressed by the TC in your opinion?*
>   *2-2 If, no, how should the TC address the issue?*
> 3. *Can any Technical Committee of ISO/IEC address this issue?*
>   *3-1 If so, why should they do so?*
> 4. *Should there be consumer participation in the TC to raise the issues?*
> 5. *Is there any other organization besides ISO/IEC which addresses the issue?*
> 6. *Is there any relevant regulation related to this issue?*

7. Personnel & Resources

> *If ISO/COPOLCO approves the proposal, would you be able to contribute to the work?*
>
> 1. *Mention any consumer representatives, technical experts or national standards bodies who you think may wish to be involved.*
> 2. *What kinds of resources (time, talent, research, funds and expertise) are needed?*

8. Other information

Next steps
What do you propose as the next steps for COPOLCO? For example; • *Conduct a feasibility/justification study* • *Prepare a scoping document/paper summarizing the project or project objectives with appropriate references and facts* • *Propose a new area of work for ISO* • *A specific recommendation for ISO to address the problem* • *Monitor the technical work (If you think monitoring is the next step, please go to Part B).*

Recommendation – To be completed by the Chair's Group

Date submitted: _____

Date of initial review: _____

Date of recommendation: _____

Part B.   NEW KEY AREA

| *Do you wish this suggestion to be considered a new Key Area?*
If so, why do you believe this should be added to the list of Key Areas?

Note: Once the subject is approved as a new Key Area within COPOLCO, monitoring by COPOLCO will start. To become a Key Area, the subject has to be an area of standards work within the ISO/IEC fora and of interest to consumers. In effect, the Key Areas for Consumers WG will propose the Key Areas and Key Persons for decision by COPOLCO.

The Key areas for consumers WG's mandate is, in effect, to inform on key areas of work in standardization relevant to consumers, working towards continuous improvement in the delivery of this mandate, while taking account of the needs of developing countries and emerging economies:

• *To identify and monitor key areas of standards work in ISO and IEC of interest to consumers including emerging areas, horizontal issues, and mature technical committee work;*
• *To raise awareness of these areas and disseminate information to the ISO membership, the ISO/COPOLCO members, consumer organizations and consumer representatives, standards development organizations, and members of technical committees and subcommittees;*
• *To facilitate networking amongst individuals interested in areas of consumer interest.*
• *To bring the activities/consumer concerns to be noticed of COPOLCO* |

Potential Key Person …………………..

Recommendation – To be completed by COPOLCO WG 2 Key Areas for consumers

Date submitted: _____

Date of initial review: _____

Date of recommendation: _____

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

ISO/COPOLCO WG 2 Key areas for consumers
PROJECT OVERVIEW
Version 2017-04-06

The Working Group provides information on key areas of ongoing standards work in ISO and IEC of interest to consumers. The following key areas (in alphabetical order) are identified as being very relevant for consumers and where consumers currently are working:

No.	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Key Person(s) reporting to COPOLCO, NSB/Liaison	Consumer repre-sentative(s) [From ISO GD and key persons report]	Notes
1.	**Consumer warranties and guarantees**	ISO/PC 303 Guidelines on consumer warranties and guarantees	Ms. Saral James Maniam, DSM	Saral James Maniam	Added 2016-06-15
2.	**Contact lens care products**	ISO/TC 172/SC 7/WG 9 Contact lenses	(To be decided)	Christian de Thuin Xavier Subirana	Seeking a new key person. If none found, delete in May 2017.
3.	**Cosmetics** – Sun protection	ISO/TC 217 WG 7 Sun protection test methods	(To be decided)	No	Seeking a new key person. If none found, delete in May 2017
4.	**Customer contact centres**	ISO/PC 273 Customer contact centres Customer Contact Centre standards ISO 18295-1 and ISO 18295-2 vote on 8 May.	Mr. Clif Johnston	Gerd Klang (Consumers Association, Sweden) Kristina Unverricht ANEC — Liaison	When published, delete from Key areas and move to consumer standards

					standards list *Be aware at next systematic review.*
5.	**Elderly & persons with disabilities** – Products, services and environment	ISO/TC 173 Assistive products for persons with disability ISO/TC 59/SC 16 Accessibility and usability of the built environment ISO/TC 159 Ergonomics ISO/TC 122 Packaging ISO 11156 Packaging –- Accessible design – General requirements ISO 17480, Packaging – Accessible design - Ease of opening ISO/IEC JTC 1 Information technology ISO/NP 24500-3, Ergonomics – Accessible design – Part 3: Accessibility of digital information visually displayed on consumer products	Mr. Ken Sagawa, JISC	ISO/TC 159 – Yes (BSI Consumer rep, ANEC and World Blind union) The other TCs - No	
6.	**Electronic Cigarettes, vape and vapour products**	ISO/TC 126/SC 3 Vape and vapour products CEN/TC 437 Electronic cigarettes and e-liquids	Ms. Christine Heemskerk, BSI	BSI has appointed a consumer representative. Canada has appointed a consumer rep. Korea is running a large consumer campaign on the safety of e-	Added 2016-06-15 Letters sent to Chairs of TC 126 and SC 3 to ask for greater consumer

				cigs so may be interested to contribute. Christine Heemskerk (BSI, UK) is active in European work.	representatio n on 2017-02-13.
7.	**Environmental issues** – labelling, environmental footprint	ISO/TC 207 SC3 environmental labelling has just drafted a standard ISO/DIS 14026 (Environmental labels and declarations – Principles, requirements and guidelines for communication of footprint information (carbon and water footprint) ISO/TC34 SC12 Sensory analysis NWIP 20784, Guidance on substantiation for sensory and consumer claims	Mr. Franz Fiala, ASI Dr. Daegyun Oh, KATS	(No information available)	Call for a key person for ISO/TC34 SC12 discussing claims about sensory analysis.
8.	**Fire safety**	ISO/TC 21 Equipment for fire protection and firefighting ISO/TC 38 Textiles ISO/TC 61 Plastics ISO/TC 92 Fire safety ISO/TC 136 Furniture	Mr. Rae Dulmage, SCC	(No information available)	
9.	**Food safety**	ISO/TC 34 Food products ISO/TC 34 SC 12 Sensory Analysis NWIP 20784, Guidance on substantiation for sensory and consumer claims Antibiotics in food is another concern. Monitor the Codex Alimentarius and WTO/SPS agreements and activity.	(To be decided)	Guillermo Zucal	Seeking a new key person. Phil Creed (BSI) was asked on 2017-02-17. Elizabeth Nielsen can

					provide updates on food labelling from 2017-02-22.
10.	**Furniture**	ISO/TC 136 Furniture TC 136/WG 6 Children's and nursery furniture established with scope at 22 July 2016 plenary "The development of safety requirements and test methods for children's and nursery furniture. Technical specifications, reports and standards in regards of general safety and ergonomics for children and infants."	Ms. Benedicte Federspiel, DS Ms. Imola Ferro, NEN	--------------------------- TC 136 WG 6: Kjeld Bülow Maria Holmberg, Swedish Consumer Agency Mariotti, Kelly, USA Trofe, Lis, USA	Children's furniture The Chair responded favourably to the call for greater consumer participation on 2017-03-24
11.	**Graphical symbols**	ISO/TC 145 Graphical symbols ISO/TC 145 / SC 1 Public information symbols ISO/TC 145 / SC 2 Safety identification, signs, shapes, symbols and colours ISO/TC 145 / SC 3 Graphical symbols for use on equipment IEC/SC 3C ISO/TC 145-IEC/SC 3 JWG 11 Graphical symbols for use on equipment ISO/IEC Guide 74 Revision Group	Mr. John Perry, BSI	John Perry Susan Woodhouse Gordon Hayward	
12.	**Healthcare services**	ISO/TC 304 Healthcare administration	Vacant		Added 2016-06-15 Secretary Lee Webster agreed that

					consumer representative(s) be added (2017-02-07); and reported back after their first plenary meeting on 2017-02-17.
13.	**Health informatics**	ISO/TC 215 Health informatics	Mr. Rae Dulmage, SCC	(No information available)	Privacy is the main concern.
14.	**Household appliances (performance)**	IEC/TC 59 Performance on household appliances	Ms. Karin Both, DIN	Karin Both G. Heilmann (ANEC) J. Kjeldgaar	
15.	**Household appliances (safety)** – Electrical accessories and gardening appliances	IEC/TC 61 Safety of household and similar electrical appliances IEC/TC 23 Electrical accessories IEC/TC 34 Lamps and related equipment IEC/TC 35 Primary cells and batteries ISO/TC 86 Refrigeration and air-conditioning	Mr. John Drengenberg, ANSI Mr. Jun Young Choi, KATS	Garcia Fernandez (CI)	Safety of household appliances eg fires are being addressed by COPOLCO's Product Safety Group.
16.	**Image safety** – Ergonomics of human-system interaction	ISO/TC 159 SC4 Ergonomics of human-system interaction	Mr. Ken Sagawa, JISC,	NCOS (Japan)	
17.	**Mechanical contraceptives**	ISO/TC 157 Non-systemic contraceptives and STI barrier prophylactics	Vacant (CI participation)	Charles Babin	The work in France has stopped and no more reporting will

				occur (2017-03-15). Find another key person or delete as a key area.
18.	**Nanotechnology**	ISO/TC 229/WG 3 Health, Safety and Environmental Aspects of Nanotechnologies	Ms. Elizabeth Nielsen, SCC Ms. Sue McGinty, BSI	Sue McGinty	Labelling, societal and common issues. Call for more experts.
19.	**Online reputation**	ISO/TC 290 Online reputation	Mr. Rémi Reuss, AFNOR	Ratna Devi Nadarajan Julie Hunter Ehud Peleg Michela Vuerich	Added 2014-05-13 DIS is expected soon.
20.	**Packaging**	ISO/TC 122/SC 5 Packaging	Ms. Helen Amundsen, DS	Franz Fiala	Related to child safety. See item 5 above for accessible packaging. Call for more experts.
21.	**Preparations for instruction for use**	IEC/TC 3 – ISO/TC 10 JWG 16	Mr. John Perry, BSI	Mr. John Perry, BSI	Added 2016-06-15
22.	**Product safety (horizontal issues)** – Safety aspects – Guidelines for child safety – Safety aspects – Guidelines for their inclusion in standards	ISO/IEC JWG for the revision of ISO/IEC Guide 50 ISO/IEC JWG for the revision of ISO/IEC Guide 51 ISO/IEC JTAG for the revision of ISO/IEC Guide 71 IEC/TC 59, 61 Performance and safety of household and similar electrical appliances	Ms. Alison Scotland, SA Ms. Eunsook Moon, KATS	Ensook Moon	

23.	**Protection of personal data**	CEN/TC 225 AIDC technologies CEN/TC 224 Personal identification, electronic signature and cards and their related systems and operations (Standards are published as EN ISO-standards) ISO/IEC/JTC 1/SC 27 IT Security techniques.	Mr. Peter Eisenegger, BSI	Peter Eisenegger Erland Overby, SN	
24.	**Road vehicle safety systems**	ISO/TC 22/SC 12 + SC 5 Road Vehicles	Ms. Helen Amundsen, DS	Henry Görlitz Mike Hayes	
25.	**Road Transport: Safety and Sustainability** – Road traffic safety management systems – Electric vehicles	ISO/PC 241 Road traffic safety management systems IEC TC 69 Electric road vehicles and electric industrial trucks	Dr. Kwei Quaye Mr. Peter Glowacki, SCC	PC 241 – Representatives of road safety organizations No	Call for more experts. Is the 2017 COPOCO workshop theme.
26.	**Robotics**	ISO/TC 299 Robotics ISO TC 199 WG 12 Human-machine-interactions	Mr. Brian Tranter, BSI	Mr. Brian Tranter, BSI	Added 2016-06-15. Chairs agreed to call for greater consumer awareness and participation in TC 299 and TC 199 (2017-02-10 and 2017-02-27). TC 199 plenary resolution (São Paulo 12, 2017-03-31).

27.	**Safety of toys**	ISO/TC 181 Safety of toys	Ms. Helen Amundsen, DS	Helen Amundsen Antonio Bonacruz	The standard was on DIS enquiry in June/July 2016. ISO 8124-8 Safety of toys – Part 8: Age determination guidelines published in 2016 (also in CEN).
28.	**Second hand goods**	ISO/PC 245 Cross-border trade of second-hand goods	Mr. Sadie Homer, CI Mr. Rae Dulmage, SCC	Rae Dulmage	Approved for conversion to an International Standard. Call for more experts, especially from developing countries.
29.	**Security**	ISO/SAG-S ISO/TC 292 Security	Ms. Norma McCormick, SCC --"— Mr. Hyeonho Park, KATS	Norma McCormick	
30.	**Services – Energy services**	ISO/TC 242/WG 5 Energy services	Mr. Robin Simpson, CI Ms. Jai Ok Kim, KATS		
31.	**Services – Financial services** – Mobile banking	ISO/TC 68/SC 7 Core banking ISO/TC 68/SC 7 WG 10 Mobile Banking / Payments	Mr. Sri Ram Khanna, BIS Mr. Robin Simpson, CI	No Susan Pandy P.G.L.Potgieser	Standard is almost ready.
32.	**Services – Tourism services**	ISO/TC 228 Tourism and related services ISO/TC/14 Accessible Tourism	Mr. Keith Lewis, BSI	Keith Lewis	New working group on accessible

		ISO/NP 22525 Tourism and related services – Medical Tourism – Services requirements ISO/NP 22483 Tourism and related services – Accommodation: Hotels – Service requirements.			tourism – WG 14, meeting on 13-14 February in Madrid.
33.	**Sustainable cocoa**	ISO/TC 34/SC 18 Cocoa CEN/TC 415 Sustainable and Traceable Cocoa	Ms. Imola Ferro, NEN	ANEC	Added 2016-06-15
34.	**Unit pricing**	ISO/PC Guidance on unit pricing	Mr. John Furbank, SA	John Furbank	Added 2015-05
35.	**3D Printing**	ISO/TC 261 Additive manufacturing	Ms. Alison Scotland, SA		Added 2016-06-15 Improve safety. Letter sent to TC 261 to highlight consumer issues and encourage them to appoint consumer representatives on 2017-03-03.

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ISO COPOLCO

ANNEX 3 TO COPOLCO N282/2017

ISO/COPOLCO/WG 2 N 173

New Suggestions for ISO/COPOLCO Activity

Template

Version – *26 July 2016*

SUBJECT:

ISO COPOLCO welcomes all suggestions for topics of consumer concern which might be addressed by International Standardization.

This template allows us to more easily consider these.

It may be that, at this stage, not all aspects are relevant to your proposal. However, the more you complete, the better. If you are unsure or need help, please contact the ISO COPOLCO Secretariat who will assist you.

Please fill Part B if you would like the project to become a new COPOLCO Key Area.

Please submit the template to the ISO COPOLCO Secretariat (copolco@iso.org).

Thank you

SUGGESTING NEW ISO COPOLCO ACTIVITY – GUIDANCE
_____

A. Complete a pre-submission check to ensure that:

- ✓ All sections of the form are complete as far as practicable.
- ✓ The need for the standard and its benefit to the public interest are fully articulated.
- ✓ Personnel, resources and timeline are shown.
- ✓ Any supporting documentation is attached to the proposal.

B. Seek guidance from the ISO/COPOLCO Secretariat to ensure all sections of the template have been completed to requirements.

C. Submit the completed proposal with all supporting documents by e-mail to the ISO/COPOLCO Secretariat.

TEMPLATE

Part A.   New suggestions for COPOLCO activity

What is the name of the new area?
_____

1. Proposer's Details

> *Name:*
> *Email:*
> *Telephone:*
> *Associated National Standards Body (NSB)/Organization*:

2. Description of consumer issue

> *What is the consumer issue?*
> *What evidence do you have (for example: statistics, consumer detriment)*
> *What is the consumer interest(s), such as: safety and health, performance, fitness for purpose, likely stakeholders (for example children, older persons and persons with disabilities), information, environment, and developing countries?*
> *Does this issue require action at the international level?*

3. Need for an international standard

> *Why do you think an international standard might be useful in addressing the issue?*

4. Benefit to consumers or the public interest

What is the added value for consumers/public interest of the work?
Check that your proposal fits COPOLCO's terms of reference:

- *Terms of reference*
  - o To study means of helping consumers to benefit from standardization, and means of improving consumer participation in national and international standardization.
  - o To provide a forum for the exchange of information on the experience of consumer participation in the development and implementation of standards in the consumer field, and on other questions of interest to consumers in national and international standardization.
  - o To advise ISO Council as to the consolidated viewpoints of consumers on matters relevant to ISO's current and potential standardization and conformity assessment work.
  - o To advise ISO Council on the need for new or revised policies or actions within ISO as they relate to consumers' needs.

5. Possible existing relevant standards work

Include any existing standards or standards development activity which is – or could be – relevant to the issue, such as:

1. *Are there any relevant national, regional, international standards or ISO/IEC deliverables?*
2. *Are any Technical Committees (TCs) of ISO/IEC already addressing this issue?*
   2-1 If yes, is this issue properly addressed by the TC in your opinion?
   2-2 If, no, how should the TC address the issue?
3. *Can any Technical Committee of ISO/IEC address this issue?*
   3-1 If so, why should they do so?
4. *Should there be consumer participation in the TC to raise the issues?*
5. *Is there any other organization besides ISO/IEC which addresses the issue?*
6. *Is there any relevant regulation related to this issue?*

6. Personnel & Resources

If ISO/COPOLCO approves the proposal, would you be able to contribute to the work?

1. *Mention any consumer representatives, technical experts or national standards bodies who you think may wish to be involved.*
2. *What kinds of resources (time, talent, research, funds and expertise) are needed?*

3. Other information

Next steps

> *What do you propose as the next steps for COPOLCO? For example;*
>
> - *Conduct a feasibility/justification study*
> - *Prepare a scoping document/paper summarizing the project or project objectives with appropriate references and facts*
> - *Propose a new area of work for ISO*
> - *A specific recommendation for ISO to address the problem*
> - *Monitor the technical work (If you think monitoring is the next step, please go to Part B).*

Recommendation – To be completed by the Chair's Group

Date submitted:

Date of initial review:

Date of recommendation:

Part B. PROPOSAL FOR KEY AREA

> *1. Do you wish this suggestion to be considered a new Key Area?*
> *If so, why do you believe this should be added to the list of Key Areas?*
> *Note: Once the subject is approved as a new Key Area within COPOLCO, monitoring by COPOLCO will start. To become a Key Area, the subject has to be an area of standards work within the ISO/IEC fora and of interest to consumers. In effect, the Key Areas for Consumers WG will propose the Key Areas and Key Persons for decision by COPOLCO.*
>
> *The Key areas for consumers WG's mandate is, in effect, to inform on key areas of work in standardization relevant to consumers, working towards continuous improvement in the delivery of this mandate, while taking account of the needs of developing countries and emerging economies:*
>
> - *To identify and monitor key areas of standards work in ISO and IEC of interest to consumers including emerging areas, horizontal issues, and mature technical committee work;*
> - *To raise awareness of these areas and disseminate information to the ISO membership, the ISO/COPOLCO members, consumer organizations and consumer representatives, standards development organizations, and members of technical committees and subcommittees;*
> - *To facilitate networking amongst individuals interested in areas of consumer interest.*
>
> *2. Do you wish to revise or delete the existing area?*
>
> *If so, why do you wish to do so?*
>
> Potential Key Person …………………..

Recommendation – To be completed by COPOLCO WG 2 Key Areas for consumers

Date submitted: _____

Date of initial review: _____

Date of recommendation: _____

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KEY AREAS FOR CONSUMERS – CONSUMER STANDARD OVERVIEW

_____

Background

At its November 2014 meeting the Key areas group decided to publish a list of consumer standards which COPOLCO has either originated, or contributed heavily to, on www.iso.org/consumer–standards–resources.html

Please find an overview of these standards. The list has active links to an **abstract** of the standard, **news articles** and the relevant **Technical Committee homepage**. Note that some of these will be published imminently (so abstracts and news articles might not be available yet).

The list is updated with input from the members and the COPOLCO Secretariat as of 2017–04–06.

Best regards,

Takashi Nakakuki
ISO/COPOLCO WG 2 Key areas for consumers

--

Social Responsibility
ISO 26000: 2010, *Guidance on social responsibility*
Read an abstract of ISO 26000 here
On ISO homepage for ISO 26000 you can explore more

The standard was developed in ISO/TMB/WG SR.

Customer satisfaction and complaints handling

ISO 10001:2007, *Quality management – Customer satisfaction – Guidelines for codes of conduct for organizations*
Read an abstract of ISO 10001 here

ISO 10002:2004, *Quality management – Customer satisfaction – Guidelines for complaints handling in organizations*
Read an abstract of ISO 10002 here

ISO 10003:2007, *Quality management – Customer satisfaction – Guidelines for dispute resolution external to organizations*
Read an abstract of ISO 10003 here

ISO 10004:2012, *Quality management – Customer satisfaction – Guidelines for monitoring and measuring*
Read an abstract of ISO 10004 here
Read the article Measuring customer satisfaction with new ISO Techinal Specification

ISO 10008:2013, *Quality management – Customer satisfaction – Guidelines for business–to–consumer electronic commerce transactions*
Read an abstract of ISO 10008 here

The standards on customer satisfaction and complaints handling were developed in ISO/TC 176.

Recall of consumer products

ISO 10393:2013, *Consumer product recall – Guidelines for suppliers*
Read an abstract of ISO 10393 here
Read the article Recall alert – A message to all
Read the article Attentions consumers! ISO Standards tackle product safety and recalls
The standard was developed in ISO/PC 240 Product recall.

Consumer product safety

ISO 10377:2013, *Consumer Product Safety – Guidance for suppliers*
Read an abstract of ISO 10377 here
Read the article Consumer product safety
Read the article Attentions consumers! ISO Standards tackle product safety and recalls
The standard was developed in ISO/PC 243 Consumer product safety.

Network service billing

ISO 14452:2012, *Network services billing*
Read an abstract of ISO 14452 here
Read the article No more bill shocks thanks to new ISO standard
Read the article Bill shock – Customer complaints down, satisfaction up
The standard was developed in ISO/PC 239 (ISO/TMBG).

Financial services

ISO 22222:2005, *Personal financial planning – Requirements for personal financial planners*
Read an abstract of ISO 22222 here
Read the article Can you trust them? ISO standard for sizing up personal financial planners
The standard was developed in ISO/TC 222.

ISO 12812: 2017, Part 1, *Core banking – Mobile financial services – Part 1: General framework*
Read an abstract of ISO 12812:2017 here.
Read the article A step towards financial inclusion for all with ISO standards
This standard was developed in ISO/TC 68/SC 7

Note: This standard belongs to a five–part series:

- ISO 12812–1, *Core banking – Mobile financial services – Part 1: General framework*
- ISO/TS 12812–2, *Core banking – Mobile financial services – Part 2: Security and data protection for mobile financial services*
- ISO/TS 12812–3, *Core banking – Mobile financial services – Part 3: Financial application lifecycle management*
- ISO/TS 12812–4, *Core banking – Mobile financial services – Part 4: Mobile payments–to–person*
- ISO/TS 12812–5, *Core banking – Mobile financial services – Part 5: Mobile payments to business*

Utility services

Water:

ISO 24510:2007, *Activities relating to drinking water and wastewater services –
Guidelines for the assessment and for the improvement of the service to users*
Read an abstract of ISO 24510 here
Read the article What users think – ISO Guidelines keep water flowing

Read the article The water challenge – How ISO standards help
The standard was developed in ISO/TC 224.

Energy:

ISO 50007:2017, *Assessment and improvement of the energy service to users*
Read an abstract of ISO 50007 here.

The standard was developed in ISO/TC 301.

Second hand goods

ISO/TS 20245:2014, *Cross–border trade of second–hand goods*
Read an abstract of ISO/TS 20245 here
The standard was developed in ISO/PC 245
Read the article on this Technical Specification Second–hand goods get an A+

Read the article What to expect when buying second hand goods.

Adventure tourism

ISO 21101:2014, *Adventure tourism – Safety management systems – Requirements*
Read an abstract of ISO 21101
The standard was developed in ISO/TC 228
Read an article Adventure Tourism – more excitement, less risk

Customer contact centres

ISO 18295: 2017, Part 1, *Customer contact centres – Requirements for customer contact centres*
Read an abstract of ISO 18295–1 here

ISO 18295: 2017, Part 2, *Customer contact centres – Part 2: Requirements for clients using the
services of customer contact centres*
Read an abstract of ISO 18295–2.

The standard was developed in ISO/PC 273.

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Ch. de Blandonnet 8 | CP 401, 1214 Vernier | Geneva, Switzerland | T: +41 22 749 01 11 | central@iso.org | www.iso.org

Ref.   N 178

TO THE KEY AREAS WORKING GROUP

2017-03-03

Update on the key areas programme and call for consumer participation

Dear Member,

I greatly appreciate your ongoing contribution as a member of ISO COPOLCO WG 2, *Key areas for consumers.* I am writing today because your help is needed to progress our activities and complete a number of follow-up actions arising from our meeting in November 2016.

Kindly contact me and the COPOLCO secretariat with your comments and/or expression of interest to support this work.

1   Call for key persons and new key areas

As you will see from our updated project overview, the areas in red lack a key person: contact lens care products, cosmetics-sun protection, and food safety.

As you know, key persons play a vital role in fulfilling the mission of the working group. If there is no volunteer to be found by the next COPOLCO plenary, we reluctantly have to delete the topic as key area.

ACTION 1 – Please consider candidates and inform me by April 1.

Is there any key area to be added? If you have a proposal, let us know, using the template enclosed.

ACTION 2 – Kindly submit any new area of particular interest to consumers by April 1.

Every year, key persons report main items of concern in these selected committees in the *Standards for consumers – update* circulated to a range of stakeholders; and freely available online.

ACTION 3 – Find ways to publicize the 2017 report widely when it is made available at the end of March.

2   Ensuring adequate consumer representation in areas of interest

Consumer representatives have unique views that differentiate us from other stakeholders. So, I believe our input can change the world of standardization for the better. Unfortunately, you will see areas in red in the updated project overview show no consumer representation. I would be grateful if you could consider filling these gaps.

ACTION 4 – Please consider appointing consumer representatives in the relevant international work by consulting with the concerned person(s) in your country.

At our working group's last meeting in November, the following key areas / ISO technical committees were highlighted as of particular concern:

> Robotics (TC 299),
> Safety of machinery (TC 199),
> Additive manufacturing (3D printing) (TC 261),
> Electronic cigarettes, vape and vapour products (TC 126),
> Furniture (TC 136).

In addition, new committees, such as TC 304 *Healthcare administration,* were encouraged to seek consumer representation in the early stages of setting up their work; and to appoint a key person to report back.

I have responded by sending letters to the relevant committees, explaining how consumers' views are vital to the successful outcomes of their work, introducing key persons in charge, and asking them to consider:

   a) appointing consumer representatives in the international work;
   b) boosting representation in national mirror committees as well.

ACTION 5 – Please consider appointing consumer representatives in these relevant national mirror committees by consulting the person concerned at the national level.

3   TC/SC chairs and secretaries to be recognized for the importance of involving consumers through the relevant ISO training programme

Now TMB seems to be in a mode of making the training be more systematic and adequate. It will be a good chance for us to reflect our intention in the training programme.

ACTION 6 – I would like to call for a volunteer to work with me on proposals for improving the training of TC Chairs and Secretaries (to be done in consultation with the Consumer Participation and Training working group).

4   Modification of the project overview

The last November meeting requests us to consider the action, namely "The project overview should include expected outcomes, perhaps a high level summary of issues, and dates of the next systematic review. It was agreed to move to a project rather than an issues based format".

ACTION 7 – I would like to call for a volunteer to work with me on improving the project overview as well.

Thanking you for your consideration, I am looking forward to your response.

Yours faithfully,

中久木 隆治

Takashi Nakakuki

Chair of the Key Areas working group

Encls

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Ch. de Blandonnet 8 | CP 401, 1214 Vernier | Geneva, Switzerland | T: +41 22 749 01 11 | central@iso.org | www.iso.org

ISO/COPOLCO N 274

Ref.　　N 274

TO MEMBERS OF COPOLCO

2017-03-31

Update on the key areas programme and call for consumer participation

Dear Member,

As convenor of ISO COPOLCO's WG 2, *Key areas for consumers,* I am writing today*, because your help is needed to progress our activities.

This working group's mission is to ensure consumers' perspectives are adequately included in international standards, in line with COPOLCO's strategic objectives.

To do so, we identify key areas of standardization of interest to consumers; coordinating consumer representation and ensuring effective input of consumer views in selected technical committees, in line with ISO's guidelines on stakeholder participation.

Together we ensure the effectiveness of consumer participation in a range of emerging issues, to improve the relevance and quality of ISO standards, and achieve better societal impact: we do this through a yearly programme to ensure adequate consumer representation in key areas of particular relevance to consumers, given their health and safety implications, for example.

The Key areas group identified a number of follow-up actions from its November 2016 meeting, for which we would like to invite input from the full COPOLCO membership.

We also welcome input on these issues at the plenary in May.

1　　Call for key persons and new key areas

Every year, our key persons report main items of concern in selected committees (in key areas) in the *Standards for consumers – update* circulated to a range of stakeholders; and made freely available online.

ACTION 1 – Please find ways to publicize the 2017 report widely when it is made available.

As you will see from our updated project overview, some areas lack a key person. Key persons play a vital role in fulfilling the mission of the working group (the enclosed handbook and reporting template describe the key person's role in more detail).

If no volunteer is found by the next COPOLCO plenary, we reluctantly have to delete the topic as a key area. Vacancies are in: contact lens care products, cosmetics – sun protection, and food safety.

ACTION 2 – If you are interested in – or have any question on ─ the role of a key person, please contact us.

We welcome information on existing key areas and your ideas for new key areas.

New areas from last year include: vape and vapour products, additive manufacturing (3D printing), robotics, and healthcare services. As potential new key areas, the topics which have been raised

/17108005

are: aging societies, wearable computing, fine bubble technology, use of ISO 26000 Guidance on social responsibility in management systems, collaborative economy, ethical labeling, and micro-bubbles.

ACTION 3 – If you have any ideas, kindly submit any new key area of particular interest to consumers, using the template at Annex 1.

2   Ensuring adequate consumer representation in areas of interest

The value consumers bring is described on ISO's website and in the distance learning module *Consumers and Standards: Partnership for a better world*.

Consumer representatives have unique views that differentiate us from other stakeholders. So I believe their input can change the world of standardization for the better.

More precisely, consumer reps bring a unique skill set in considering broader implications and concerns in designing specifications from the end-user perspective, to help ensure business is not hit by costly product safety scandals, for example; or deaths of children, an emotive issue. In tune with changing societal expectations too, consumers can "make the link" between different areas of work, and bring fresh new perspectives to a working group, and connections with broader work in other national, regional, and international fora.

The Key areas working group monitors consumer representation as reported in the attached action plan at Annex 2. Now you will see areas in red show no consumer representation.

At our working group's last meeting in November, the following key areas / ISO technical committees were highlighted as of particular concern:

- ・ Robotics (TC 299)
- ・ Safety of machinery (TC 199)
- ・ Additive manufacturing (3D printing) (TC 261)
- ・ Electronic cigarettes, vape and vapour products (TC 126)
- ・ Furniture (TC 136)

Concerns raised at the November meeting ranged from child deaths to furniture toppling over, to privacy and health and safety issues (see the enclosed reports for details).

In addition, new committees, such as TC 304 *Healthcare administration,* were encouraged to seek consumer representation in the early stages of setting up their work; and to appoint a key person to report back.

I have responded by sending letters to the relevant committees asking them to consider:

- a) appointing consumer representatives in the international work;
- b) boosting representation in national mirror committees as well;
- c) and, most importantly, ensuring consumer participation aligns with the ISO Guidelines for Stakeholder Participation.

ACTION 4 – I would be grateful if you could appoint consumer representatives in interesting international work, especially in the areas highlighted in red and/or, appoint consumer representatives in your relevant national mirror committees by consulting the concerned person in your country.

3   Setting up your COPOLCO mirror or consumer interest committee

Work in standards bodies has been facilitated by setting up a national mirror committee or body within the structure of the national standards body. This greatly facilitates the further promotion of COPOLCO activities and effective consumer representation in national and international standards. A reference document is enclosed at Annex 3.

ACTION 5: Please consider setting up a mirror committee or consumer interest committee if none already exists.

4   Reporting Progress on standards of relevance to consumers

Issues raised at our last working group meeting in November are:

1) Second hand goods: ISO 20245, *Cross-border trade of second-hand goods* is in DIS stage.

ACTION 6: Comments especially from developing countries are encouraged.

2) Unit Pricing: PC 294, *Guidance on Unit Pricing* is developing ISO 21041, *Guidance on Unit Pricing*, now at WD stage.

ACTION 7: Experts more from developing countries are expected. P member participation would be ideal, and even O member participation would be welcome, so that PC 294 can reflect the views in the guidance.

3) Energy services: ISO 50007, *Energy services – Guidelines for the assessment and improvement of the energy service to users* is in FDIS stage, expected to be published soon.

4) Tourism: ISO TC 228, *Tourism and related services* has created a new WG 14 on accessible tourism. The first meeting was in February 2017 in Madrid.

ACTION 8: Please consider further involvement in the TC, especially the new WG.

5) Sustainable cocoa

Please be aware that the following standards are at DIS stage:

- ISO 2292, Cocoa beans – Sampling
- ISO 2451, Cocoa beans – Specification and quality requirements
- ISO 34101-1, Sustainable and traceable cocoa beans – Part 1: Requirements for sustainability management systems
- ISO 34101-2, Sustainable and traceable cocoa beans – Part 2: Requirements for performance (related to economic, social, and environmental aspects)
- ISO 34101-3, Sustainable and traceable cocoa beans – Part 3: Requirements for traceability
- ISO 34101-4, Sustainable and traceable cocoa beans – Part 4: Requirements for certification schemes

6) Sensory claims
Sensory claims like "Nothing is liked better", "The preferred taste" and "Tastes delicious!" can be found on any product. ISO TC 34 SC12 has created a WG in November 2016 to develop guidelines

for sensory claims. The WD is planned by the end of 2017. SC12 welcomes the participation of consumer experts.

ACTION 9*: Please consider boosting consumer involvement in ISO TC 34 SC 12, such as by appointing consumer representatives in the international work and/or of appointing consumer representatives in the relevant national mirror committees by consulting the concerned person in your country.*

5   Your concern is COPOLCO's concern as well

As for consumer issues, especially but not exclusively those issues raised as key areas, please let us know if there is any concern and/or any relevant outstanding movement in your country from a consumer protection perspective.

Emerging issues should be shared and considered among the COPOLCO family.

ACTION 10: *Please let us hear your voice.*

Thanking you for your consideration, we look forward to your response.

Yours faithfully,

Takashi Nakakuki

Chair of the Key Areas working group

Encls

International Organization for Standardization
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CHECKLIST FOR KEY PERSONS REPORTING

Section 1)

Please add a summary of information on:

a)*

- Why this subject is important to consumers (describe the main consumer concerns/issues in the area, the background and the relevant movements).
- What the key consumer objectives to be addressed in the relevant standards are.
- Why consumer participation is needed (because there is no input of consumers' perspectives?).

*This will be helpful in planning social media campaigns and attracting consumer participation.

b) Then subsequently write if the key consumer objectives are reached or not.
(Example: The key consumer objective is to include requirements on surface temperatures. This is now included in the standard. If not, why not?)

The target audience is: public interest groups, consumer organizations, COPOLCO members, NSBs, mirror committees, and all related stakeholder groups.

Section 2)

Please inform on the relevant consumer standards and committees leading this work: committee number and title (TC, SC, PC and WG when relevant), standard affected (show the standard or working draft/NWIP number and title), and a brief description of progress and/or issues addressed during this reporting year (note any key dates for action e.g. voting periods or advancement in stage e.g. CD to DIS).

If there is no change in status or involvement for a given standard, do not add any information.

Please use one table row per standard (add cells to the table as necessary).

Section 3)

Please add relevant hyperlinks to articles, committee pages, national standards body and other.

If possible, please limit your comments to approximately 1/2 of a A4 page.

Section 4)

Please tell us when the latest information dates from (e.g. the dates of the last meeting of your working group or technical committee) in yyyy-mm-dd format, and when the next meetings will take place : yyyy-mm-dd (or is proposed e.g. in 18 months, date tbc). It is also useful to know the name of a consumer representative (if different to the key person) and any other consumer organizations/representatives present.

NOTE - COPOLCO has defined the term consumer to mean "an individual member of the general

public, purchasing or using goods, property or services, for private purposes". A consumer representative is someone who can represent consumers' perspectives; such as a designated representative of a consumer organization.

Key Persons Reporting Form

Key area:…*Title of the area (Added by COPOLCO)*…………………………

1a.   Summary of why this work is important to consumers

1b.   Summary of current work in the committee of significance

2.   Standards work

Technical Committee/ Title/ WG	Working draft or standard (number and title)	Progress or change during reporting year Any action to be taken

3.   Relevant links

4.   Information of meetings and consumer participation

Committee No./Title	Date of last meeting (yyyy/mm)	Date of next meeting (yyyy/mm/dd)	WG/ Standard(s)	Consumer representative(s) (Name, organisation/ affiliation) involved in the key area

5.   Key person

a) Are there changes to your contact details?   Yes ☐ No ☐

If yes, please complete the table below:

Name:	*Please enter your name*		
Position: Organization: Address:	*(Added by COPOLCO)*	Tel: Fax: E-mail:	*(Added by COPOLCO)*

Please return the form by e-mail to copolco@iso.org **by 19 March 2017**

DGUV

Fachbereich Holz und Metall
Berufsgenossenschaft
Holz und Metall

Sachgebiet
Maschinen, Anlagen,
Fertigungsautomation

Berufsgenossenschaft Holz und Metall, Postfach 37 80, 55027 Mainz

Mr. Takashi Nakakuki
Chair of ISO COPOLCO WG 2

Ihr Zeichen:	
Ihre Nachricht vom:	
Unser Zeichen:	
Ansprechpartner/in:	Mr. D.-I. Preuße
Telefon:	+49 6131 / 802 - 14148
E-Mail:	c.preusse@bghm.de

Sent by e-mail to: katarina.widstrom@sis.se

Datum: 14.03.2017

Consumer interest representation on ISO/TC 199, Safety of machinery

Dear Mr. Nakakuki,

thank you very much for your letter from 2017-02-10.
As ISO/TC 199 has its meeting end of March this year, we are happy, to consider strengthening consumer participation in the field of the TC itself and the WG 12 (*Human-machine interactions*).
We welcome Mr. Brian Tranter (ISO COPOLCO WG 2) as a new liason-officer in TC 199 (*Safety of machinery*). In our fourthcoming meeting of ISO/TC 199 end of March this year in Sao Paulo, Brasil, we will ask theTechnical Committee to welcome a liason from ISO/TC 199 to ISO COPOLCO WG 2 as well.

We are also looking forward to collaborating in a fruitful manner.

Yours faithfully,

Christoph Preuße
Chair of ISO/TC 199

Deutsche Gesetzliche
Unfallversicherung e. V. (DGUV)

Spitzenverband der gewerblichen
Berufsgenossenschaften und der
Unfallversicherungsträger der
Öffentlichen Hand
FBHM-MAF-Brief2015-04.dotx

Hausadresse:
Berufsgenossenschaft Holz und Metall
Isaac-Fulda-Allee 18
55124 Mainz
Telefon: +49 6131 802 - 11442
E-Mail: sg-maf.fbhm@bghm.de

Internet: www.dguv.de/fb-holzundmetall

Ref.   Individual correspondence/2017

2017-02-10

Mr Christoph Preuße
Chair, ISO/TC 199, Safety of machinery

Sent by e-mail: christian.thom@din.de

Consumer interest representation on ISO/TC 199, Safety of machinery

Dear Mr Preuße,

I am writing as Chair of ISO COPOLCO WG 2, *Key areas for consumers,* which is tasked with identifying areas of standardization of interest to consumers, coordinating consumer representation and ensuring effective input of consumer views in key technical committees, in line with ISO's guidelines on stakeholder participation.

During our meeting last November, TC 199 and especially its WG 12 on *Human-machine-interactions* attracted our attention as being particularly relevant to consumers. Since outcomes of the work will have a direct impact on consumers, we have a special interest in the requirements or guidelines your committee sets.

We believe it necessary for consumers' views to be considered within your committee because we believe consumer views can truly contribute to your work, for example, by bringing fresh perspectives relevant to the safety of consumers as potential end-users of machinery.

We are pleased to confirm your work has been identified of "key interest to consumers", and this year, we have a key person, Mr Brian Tranter (BSI, United Kingdom), who will report the main items of consumer concern in our annual "Standards for consumers – update" which is circulated to a range of stakeholders, and is directly available online.

We would greatly appreciate if your committee could consider strengthening consumer participation in the relevant works e.g. by adding the participation of experts from the consumer stakeholder group in TC 199 or encouraging the TC 199 members to have consumer representatives in their national mirror committees.

Thanking you for your consideration, we look forward to your response, and look forward to a fruitful collaboration.

Yours faithfully,

Takashi Nakakuki

Chair of the Key Areas working group

Encl

/17014162

From: Marco Fossi [mailto:Marco.Fossi@federlegnoarredo.it]
Sent: 2017-03-24 11:54 AM
To: Copolco <copolco@iso.org>; Nakakuki Takashi Mr. <nakakuki@jsa.or.jp>
Cc: Anna Caterina ROSSI <ROSSI@iso.org>; Tacca Fabrizio Mr <fabrizio.tacca@uni.com>
Subject: Attn. Mr. Takashi Nakakuki - Your letter of March 13 on consumer interest representation in ISO/TC 136

Dear Mr. Nakakuki,

thank you for your letter of March 13, concerning consumer interest representation in ISO/TC 136 "Furniture".

I am pleased to see that our committee has been identified as key interest to consumers. The consumer's point of view has always been taken into careful consideration in our TC 136 activity, especially when the end-user's safety is at stake. As a matter of fact, almost all TC 136 standards cover issues related to the mechanical safety of furniture products.
Even so, I am planning to circulate your letter to all TC 136 members, taking this opportunity to invite them to strengthen consumers representation in their delegations. I am also planning to invite ANEC (representing the European consumers) to consider a direct participation to some TC 136 activities. Other international consumers organizations would obviously be welcome as well.

As for the specific issue of storage furniture stability, we are currently working on a revision of ISO 7171:1998. The revised draft, submitted to DIS enquiry in June 2016, considerably improves the assessment of stability as it is based on the experience accumulated over several decades with the use of more recent regional standards on this subject. This DIS got a great majority of positive votes and we believe it already represents a significant step forward. We plan to solve the remaining issues at a meeting of the responsible Working Group, which we will call for the autumn of this year, and then quickly proceed to the following stages towards publication.

If you need more detailed information – or if you have further suggestions - please do not hesitate to contact me again. Any contribution on your part would be more than welcome.

Yours faithfully,

Marco Fossi
Ufficio Ambiente Normativa e Sicurezza

FLA
FEDERLEGNOARREDO

Foro Buonaparte 65
I - 20121 Milano
tel (+39) 02 80604 353
fax (+39) 02 80604 395
mob (+39) 331 4870 858
federlegnoarredo.it

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

Ch. de Blandonnet 8 | CP 401, 1214 Vernier | Geneva, Switzerland | T: +41 22 749 01 11 | central@iso.org | www.iso.org

Ref.   Individual correspondence/2017

2017-02-13

Mr Marco Fossi
Chair, ISO/TC 136, Furniture

Sent by e-mail: fabrizio.tacca@uni.com

Consumer interest representation on ISO/TC 136, Furniture

Dear Mr Fossi,

I am writing as Chair of ISO COPOLCO WG 2, *Key areas for consumers,* which is tasked with identifying areas of standardization of interest to consumers, coordinating consumer representation and ensuring effective input of consumer views in key technical committees, in line with ISO's guidelines on stakeholder participation.

During our meeting last November, TC 136 attracted our attention as being particularly relevant to consumers, especially child safety. You might have heard the reports of child deaths in Canada and the US when furniture produced by a global Nordic company, tipped over. The company decided to recall this furniture in Canada and the US as it does not comply with the safety requirements in ASTM 2057-14, *Standard Safety Specification for Clothing Storage Units.* However no recalls were made in countries such as China, Korea and Japan. Apparently, International Standard ISO 7171:1988, *Furniture — Storage units — Determination of stability,* does not include child safety. Since your committee has an interest in child furniture, we are interested in how this standard will be revised in future, and how the discussion on child furniture will develop.

Besides this specific interest, and since the outcomes of your work will directly impact consumers, in areas like safety and health, performance and fitness for purpose, and the environment, among other emerging issues; we have a special interest in the requirements or guidelines your committee sets. We believe it necessary for consumers' views to be considered within your committee because these can contribute to your work by bringing fresh perspectives relevant to the end-users; and help anticipate solutions to issues arising from the broader societal context.

We are pleased to confirm your work has been identified of "key interest to consumers", and this year, Mr Rae Dulmage (SCC, Canada) will report fire safety concerns; and Ms Benedicte Federspiel (DS, Denmark) and Ms Imola Ferro (NEN, Netherlands) will report the main items of consumer concern in our annual "Standards for consumers – update" which is circulated to a range of stakeholders, and is directly available online.

We would greatly appreciate if your committee could consider strengthening consumer participation in this work e.g. by adding the participation of experts from the consumer stakeholder group in TC 136 or encouraging the TC 136 members to have consumer representatives in their national mirror committees.

Thanking you for your consideration, we look forward to your response, and to a fruitful collaboration.

Yours faithfully,

Takashi Nakakuki,
Chair of the Key Areas working group

/17014162

From: Staffan Elfving [mailto:staffan.elfving@se.abb.com]
Sent: den 24 februari 2017 15:03
To: Copolco ; Nakakuki Takashi Mr.
Cc: Dana KISSINGER-MATRAY ; Katia KERSWELL ; Katarina Widström (SIS) ; Henrik Jerregård
Subject: RE: Letter to the Chair of ISO TC 299, on consumer representation in the committee

Dear Mr Takashi,

We agree – it would be valuable to strengthen the consumer involvement in TC299.
Could you pls share the **key potential benefits & support** that you foresee and can contribute with?
We could also invite Mr Brian Tranter (BSI, United Kingdom) to the TC299 – Katarina, could you pls support with practical details how this can be done?

BR
/Staffan Elfving

From: Katarina Widström (SIS) [mailto:katarina.widstrom@sis.se]
Sent: den 10 februari 2017 16:55
To: Staffan Elfving <staffan.elfving@se.abb.com>; Henrik Jerregard <henrik.jerregard@se.abb.com>
Cc: Copolco <copolco@iso.org>; Dana KISSINGER-MATRAY <KISSINGER@iso.org>; Nakakuki Takashi Mr. <nakakuki@jsa.or.jp>; Katia KERSWELL <KERSWELL@iso.org>
Subject: FW: Letter to the Chair of ISO TC 299, on consumer representation in the committee

Dear Henrik and Staffan,

Please find enclosed a letter to the Chair of ISO/TC 299 from the Chair of ISO COPOLCO WG 2, Key areas for consumers, Mr. Takashi Nakakuki.

Dear Mr. Takashi Nakakuki and Ms. Katia Kerswell. In TC 299 we are about to get a new chair, Mr Staffan Elfving. Therefore I have forwarded the letter to both Mr. Elfving and Mr. Jerregård.

Kind Regards
Katarina Widström

Secretary of ISO/TC 299 Robotics

SIS, Swedish Standards Institute
Box 45443
SE-104 31 Stockholm

Visiting address:
Solnavägen 1 E/Torsplan, 113 65 Stockholm, Sweden

Phone office: +46 8 555 520 00
Direct: +46 8 555 522 83
Mobile: +46 73 680 78 30
sis.se

Ref.   Individual correspondence/2017

2017-02-10

Mr Henrik Jerregård
Chair, ISO/TC 299, Robotics

Sent by e-mail: katarina.widstrom@sis.se

Consumer interest representation on ISO/TC 299 Robotics

Dear Mr Jerregård,

I am writing as Chair of ISO COPOLCO WG 2, *Key areas for consumers,* which is tasked with identifying areas of standardization of interest to consumers, coordinating consumer representation and ensuring effective input of consumer views in key technical committees, in line with ISO's guidelines on stakeholder participation.

During our meeting last November, TC 299 attracted our attention as being particularly relevant to consumers. Since outcomes of your work have a huge scope that will directly impact consumers, in broad areas including safety, ergonomics, the ethical use of robots, and the programmes that allow them to interact with users, such as the fair use of consumer data; and many other emerging issues, we have a special interest in the requirements or guidelines your committee sets.

We believe it necessary for consumers' views to be considered within your committee because we believe consumer views can truly contribute to your work by bringing fresh perspectives relevant to the end-users of robots; and help anticipate solutions to issues arising from the broader societal context.

We are pleased to confirm your work has been identified of "key interest to consumers", and this year, we have a key person, Mr Brian Tranter (BSI, United Kingdom), who will report the main items of consumer concern in our annual "Standards for consumers – update" which is circulated to a range of stakeholders, and is directly available online.

We would greatly appreciate if your committee could consider strengthening consumer participation in this work e.g. by adding the participation of experts from the consumer stakeholder group in TC 299 or encouraging the TC 299 members to have consumer representatives in their national mirror committees.

Thanking you for your consideration, we look forward to your response, and to a fruitful collaboration.

Yours faithfully,

Takashi Nakakuki

Chair of the Key Areas working group

Encl

/17014162

Mr. Nakakuki,

On behalf of ISO TC 304 for Healthcare Administration, I welcome the interest that the COPOLCO consumer policy working group has about our technical committee. Our first plenary meeting will occur on February 17th. At that time the committee members will discuss and approve establishing liaison relationships with other committees and organizations. I will encourage them to support establishing a relationship with your working group as they begin their work in developing healthcare standards. I am confident that the committee will agree that incorporating the views of consumers is essential when developing meaningful healthcare administration standards. Once the plenary meeting has concluded, I will provide you a summary of the major decisions and resolutions that were made.

Please contact me if you have any other questions or comments.

Yours faithfully,

Lee

Lee S. Webster
Secretary, ISO TC 304 Healthcare Administration
University of Texas Medical Branch at Galveston
2200 Market Street
Galveston, TX 77573
(409) 747-4867 Office
(409) 747-4719 Fax
(703) 867-0721 Cell
lswebste@utmb.edu
www.utmb.edu

Mr Lee Webster

Secretary, ISO/TC 304, Healthcare administration

Ref.   Individual correspondence/2017

2017-01-30

Sent by e-mail: lswebste@utmb.edu

Consumer interest representation on ISO TC 304, and reporting this key area to a wider consumer audience

Dear Mr Webster,

I am writing as Chair of ISO COPOLCO WG 2, *Key areas for consumers,* which is tasked with identifying areas of standardization of interest to consumers, coordinating consumer representation and ensuring effective input of consumer views in key technical committees, in line with ISO's guidelines on stakeholder participation.

During our meeting last November, the newly-established ISO TC 304 attracted our attention as being particularly relevant to consumers. Since outcomes of your work will directly help to improve health services for consumers, we have a special interest in the requirements or guidelines your committee sets.

We believe it necessary for consumers' views to be considered within your committee because a requirement or a guideline set without consumers' views will not truly contribute to the improvement of health services for consumers.

We realize that TC 304's first meeting will take place soon and work has not yet begun, but we would greatly appreciate if the TC could consider consumers' views e.g. by adding the participation of experts from the consumer stakeholder group in TC 304 or encouraging the TC 304 members to have consumer representatives in their national mirror committees.

We would be grateful if you could inform us of important decisions taken at the first TC 304 meeting, so that we can include this information in COPOLCO's annual report, the "Standards for Consumers update". We believe this would interest a wider audience not only COPOLCO's members but those outside the ISO community. We invite you and interested committee members to peruse it online.

On a related matter, and if possible at this stage, we would also greatly appreciate if TC 304 could appoint a regular contact person (a "key person") to update us of your activities in the future. We are enclosing a handbook with more details about this role (please see 3.4, *Roles and Responsibilities* on Page 12), and the attached reporting form.

Thanking you for your consideration, we look forward to your response and wish you a successful meeting.

Yours faithfully,

Takashi Nakakuki

Chair of the Key Areas working group

Enclosures

/17014162

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Ch. de Blandonnet 8 | CP 401, 1214 Vernier | Geneva, Switzerland | T: +41 22 749 01 11 | central@iso.org | www.iso.org

Mr Jörg Lenz
Chair, ISO/TC 261, Additive Manufacturing

Ref.　　　Individual correspondence/2017

2017-03-03

Sent by e-mail: lutz.wrede@din.de

Consumer interest representation on ISO/TC 261 Additive manufacturing

Dear Mr Lenz,

I am writing as Chair of ISO COPOLCO WG 2, *Key areas for consumers,* which is tasked with identifying areas of standardization of interest to consumers, coordinating consumer representation and ensuring effective input of consumer views in key technical committees, in line with ISO's guidelines on stakeholder participation.

During our last November meeting, TC 261 attracted our attention as being particularly relevant to consumers, since outcomes of your work have a huge scope that will directly impact consumers – especially their health and safety. Indeed, consumer products manufactured using 3D printing technology by industry or – a new trend – directly by consumers themselves, raises issues of the safety of raw materials, safe use of the technology, and the safety of the final products for consumers. Safety education is a necessary consideration as well. We therefore have a special interest in the requirements or guidelines your committee sets.

We believe it necessary for consumers' views to be considered within your committee because we believe consumer views can truly contribute to your work by bringing fresh perspectives relevant to end-users; and help anticipate solutions to issues arising from the broader societal context.

We are pleased to confirm your work has been identified of "key interest to consumers" (please see the attached new key area submission for 3D printing); and this year, we have a key person, Ms Alison Scotland (SA, Standards Australia), who will report the main items of consumer concern in our annual "Standards for consumers – update" which is circulated to a range of stakeholders, and is directly available online.

We would greatly appreciate if your TC could consider strengthening consumer participation in this work e.g. by adding the participation of experts from the consumer stakeholder group in TC 261 or encouraging the TC 261 members to have consumer representatives in their national mirror committees.

Thanking you for your consideration, we look forward to your response and to a fruitful collaboration.

Yours faithfully,

Takashi Nakakuki

Chair of the Key Areas working group

Encl

/17014162

Ref.   Individual correspondence/2017

2017-03-13

Mr Rémi Parola
Chair, ISO/TC 126 / SC 3, Vape and vapour products

Sent by e-mail: remi.parola@fivape.org

Consumer interest representation on ISO/TC 126/SC 3 Vape and vapour products

Dear Mr Parola,

I am writing as Chair of ISO COPOLCO WG 2, *Key areas for consumers,* which is tasked with identifying areas of standardization of interest to consumers, coordinating consumer representation and ensuring effective input of consumer views in key technical committees, in line with ISO's guidelines on stakeholder participation.

During our meeting last November, the new TC 126 SC 3, *Vape and vapour products*, attracted our attention as being particularly relevant to consumers. Since outcomes of this work will directly impact consumers, in broad areas including safety and health, performance and fitness for purpose, labelling requirements – and many other emerging issues, such as child safety and protection of the environment; we have a special interest in the requirements or guidelines your committee sets.

We believe it necessary for consumers' views to be considered within your committee because we believe consumer views can truly contribute to your work by bringing fresh perspectives relevant to the end-users; and help anticipate solutions to issues arising from the broader societal context.

We are pleased to confirm your work has been identified of "key interest to consumers", and this year, we have a key person, Ms Christine Heemskerk (BSI, United Kingdom), who will report the main items of consumer concern in our annual "Standards for consumers – update" which is circulated to a range of stakeholders, and is directly available online.

We would greatly appreciate if your committee could consider strengthening consumer participation in this work e.g. by adding the participation of experts from the consumer stakeholder group in TC 126 SC 3 or encouraging the TC 126 SC 3 members to have consumer representatives in their national mirror committees.

Thanking you for your consideration, we look forward to your response, and to a fruitful collaboration.

Yours faithfully,

Takashi Nakakuki

Chair of the Key Areas working group

Encl

/17014162

Mr Henning Lutz
Chair, ISO/TC 126, Tobacco and related products

Ref.   Individual correspondence/2017

2017-02-13

Sent by e-mail: claudia.laabs@din.de

Consumer interest representation on ISO/TC 126, Tobacco and related products

Dear Mr Lutz,

I am writing as Chair of ISO COPOLCO WG 2, *Key areas for consumers,* which is tasked with identifying areas of standardization of interest to consumers, coordinating consumer representation and ensuring effective input of consumer views in key technical committees, in line with ISO's guidelines on stakeholder participation.

During our meeting last November, the new TC 126 SC 3, *Vape and vapour products*, attracted our attention as being particularly relevant to consumers. Since outcomes of this work will directly impact consumers, in broad areas including safety and health, performance and fitness for purpose, labelling requirements – and many other emerging issues, such as child safety and protection of the environment; we have a special interest in the requirements or guidelines your committee sets.

We believe it necessary for consumers' views to be considered within your committee because we believe consumer views can truly contribute to your work by bringing fresh perspectives relevant to the end-users; and help anticipate solutions to issues arising from the broader societal context.

We are pleased to confirm your work has been identified of "key interest to consumers", and this year, we have a key person, Ms Christine Heemskerk (BSI, United Kingdom), who will report the main items of consumer concern in our annual "Standards for consumers – update" which is circulated to a range of stakeholders, and is directly available online.

We would greatly appreciate if your committee could consider strengthening consumer participation in this work e.g. by adding the participation of experts from the consumer stakeholder group in TC 126 SC 3 or encouraging the TC 126 SC 3 members to have consumer representatives in their national mirror committees.

Thanking you for your consideration, we look forward to your response, and to a fruitful collaboration.

Yours faithfully,

Takashi Nakakuki

Chair of the Key Areas working group

Encl

/17014162

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DRAFT AGENDA OF THE CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE MEETING ON IN KUALA LUMPUR, MALAYSIA

_____

Date/time: **15 MAY 2017, 11:30 – 13:00**

Place: **Pullman 1, Pullman Hotel City Centre, Kuala Lumpur, Malaysia**

Chair: **Mr Bill Dee**

Item		Document	Rapporteur
1.	Introductory remarks and adoption of the agenda		Bill Dee
2.	New Initiatives • Privacy • Sharing Economy • Consumer Vulnerability • Communicating with consumers • Counterfeiting Any new proposals		
3.	Update on standards under development • Mobile banking • Energy Services • Contact Centres • Unit Pricing • Consumer product warranties		
4.	Any other business		
5.	Concluding remarks		Bill Dee

International Organization for Standardization
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COPOLCO N283/2017
April 2017

AGENDA ITEM 11   REPORT FROM THE WORKING GROUP ON CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE TO COPOLCO PLENARY

COPOLCO ACTION: members are invited to comment/approve the proposals and draft resolutions in this report.

New initiatives

Privacy

Privacy by Design work for ISO COPOLCO is underway with drafting of the New Work Item Proposal and preliminary outlining of a standard structure for privacy by design (PbD) of consumer goods and services. This continues with good feedback from ANEC and COPOLCO members.

The draft has been circulated to BSI's Security and Privacy TC - IST 33 to gauge industry interest and their views on the technical structure of the standard.

More existing ISO security standards are coming to light of direct relevance to COPOLCO's proposal; for example, standards for products about reporting and handling of vulnerabilities that can be maliciously exploited.

The BSI Consumer and Public Interest Unit is viewing the COPOLCO NWIP as the top Consumer Digital Trust activity and seeking BSI's active support for that.

An updated NWIP and general outline of the proposed standard is being circulated to COPOLCO members for comment.

Action at fringe meeting: Decide further action on NWIP

Sharing Economy

Standards Council of Canada (SCC) considered the idea to work nationally and internationally with Canadian and international stakeholders to develop a guidance standard through an international workshop agreement (IWA).

The Chair of the WGGM attended the first meeting held in Toronto on 20-24 March 2017.

The meeting hosted by the Canadian Standards Association (CSA) in Toronto on 21-23 March 2017 had 50 participants with 15 countries represented.
The purpose was to develop an International Workshop Agreement (IWA) for the sharing economy. An IWA is a document developed outside the normal ISO committee system to enable market players to negotiate in an "open workshop" environment. IWAs are typically administratively supported by an ISO member, in this case the CSA. The published agreement includes an indication of the participating organizations involved in its development. An International Workshop Agreement has a maximum lifespan of six years, after which it can be either transformed into another ISO deliverable or is automatically withdrawn.

The sharing economy has grown rapidly over the past five years and is capturing significant market share in various sectors. Powered by the rapid evolution of mobile internet technology, sharing

economy firms are providing consumers with quick and easy access to an array of goods and services. Many offer individuals the opportunity to engage in new economic activities through online marketplaces, such as short-term accommodation rentals and ride-sourcing, both as traditional customers and as providers.

Despite the benefits of the sharing economy, its emergence has created challenges as governments and regulators struggle to fit these activities into existing governance frameworks. To date, most of these efforts have been piecemeal and fragmented. Moreover, while numerous governments around the world have attempted a range of regulatory approaches, few jurisdictions have succeeded in developing flexible, effective regulatory responses in a timely fashion.

The main objectives of the CSA 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

The Guideline's purpose is to set principles and a practical implementation framework for making participation in the sharing economy a *positive* experience for all interested and affected parties.

About the document

Introduction

The introduction summarizes what the sharing economy is, and its developments. It covers the benefits and challenges for the various stakeholders including customers, providers, platform providers and government. Specifically it states:

- Customers may find improved prices, options and social interaction, but question trustworthiness, quality and reliability

- Providers may welcome flexible work arrangements, but face responsibilities for benefits, insurance and security

- Platform providers welcome broader market access and economic opportunities, but face issues of technological reliability, data integrity and customer privacy

- Governments welcome these broader contributions to economic growth, innovation and improved social trust networks, but need to formulate public policy, institute taxation mechanisms, and address collateral disruptions and transformations to traditional businesses

Terms

There was much discussion to define "Sharing Economy". It was agreed to be precise and, if needed, put more detail in the notes. The version finally agreed is:
A form of economic activity where platforms enable providers and customers to exchange, often underutilized, goods and services using information technology.
Notes:
   a) Often peer-to-peer
   b) For a fee or for free
   [c) Often sequential use]
   [d) Mutually beneficial]

Principles

The guidelines provide platform operators and peer providers with principles to adhere to, including:

Integrity

Transparency

Accountability

Accessibility

Responsiveness

Health and Safety

Confidentiality, privacy and security

Capacity

Competence

Continuous Improvement

Text in the IWA guides the outcomes each principle should achieve.

Decision-making and Action Framework

The guidelines suggest operators and peer providers should structure their activities to a decision-making and action framework, which should include:

(a) commitments or codes of conduct to be communicated to peer customers and others affected by their activities

(b) policies and processes for fair, effective and efficient operation and continuous evaluation of this

(c) mechanisms for ensuring compliance with commitments, policies, processes and related laws and regulations

(d) approaches for selecting and deploying personnel, and adequate training, resourcing and other activities, obtaining feedback, complaints handling and dispute resolution

The guidelines suggest the framework and its implementation should operate in accordance with the guiding principles and address the following points:

(a) Peer Customers

(b) Labour

(c) Government

(d) Environment

(e) Broader societal and community impacts

The guideline then advises how each area should be addressed.

Review, feedback and improvement

The guidelines suggest platform operators and peer providers should regularly review their decision and action framework and implementation, with a view to continuous improvement, and ensure mechanisms are in place to allow for feedback from all interested parties, and consider evolving laws,needs and expectations.

Annexures

Short annexures were developed to support the principles. These cover:

- Indicators for platform providers and peer providers on what to consider when implementing the principles

- Operationalizing the principles

- Complaints handling and feedback

Next steps

- The IWA is still a draft
- No additional face-to-face. Webex meetings can be held, if required
- Final draft is to be completed in three months
- ISO editing: one month to final publication
- Revised after three years
- Can be changed to a standard at any time if an NWIP is agreed

Action at fringe meeting: consider next actions following IWA meeting

Consumer vulnerability

An NWIP was circulated to National Standards Bodies for a vote by 14 May 2017. COPOLCO will announce the result.

BSI (United Kingdom) is prepared to act as secretariat for a PC.

Action at Fringe meeting: To decide the next step for this initiative

Communicating with consumers

This initiative grew out of the COPOLCO workshop in Milan in May 2014. Strong support for a standard on communicating with consumers came from the two major presenters, CI Secretary-General Amanda Long and Professor Jonathan Freeman of London University. Amanda Long reported the collaborative economy was an emerging issue and how to get information to consumers in this area was important, as was how information is to be trusted.
In drafting a standard, as opposed to revising a guide, more interested parties need to get involved. Standards, unlike guides, are the "gold standard" for business (by way of example ISO 10002 on complaints handling had a higher uptake because it is a standard).

A task group was set up at the 2014 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, referenced as Annex 1 to COPOLCO 18/2015, at the 2015 Plenary.

In the meantime, excellent work has been going on to revise ISO/IEC Guide 14, but there is also strong support for a standard on the matter. At its meeting in 2015, the COPOLCO Chair's Group also agreed to its revision into an International Standard upon completion.

When the COPOLCO Secretary submitted her report to ISO's Technical Management Board (ISO/TMB) in January, the TMB Secretariat indicated that it would submit the revised Guide to a three-month vote by ISO members before the TMB's decision on its transformation into an International Standard.

Action at fringe meeting: Note the latest developments

Counterfeiting

The COPOLCO workshop in Fiji in 2012 drew attention to this issue. It was during this period that the first 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.

Update on standards under development

Mobile banking

The standard series was published in March 2017; see the press release.

A description of the standard's five parts follows:

Part 1 – General Framework ISO 12812-1

This general paper clarifies liability as a consumer protection mechanism — a vital point for Consumers International (CI) — which may be strengthened at next review, as elaborated in part 2 below. This comes in the key sentence of the introduction which sets out as a goal of the standard: Promote consumer protection mechanisms including fair contract terms, rules on transparency of charges, clarification of liability, complaints mechanisms and dispute resolution.

CI also obtained references to remittances and utility payments and treatment of dormant assets in particular in the event of the death of an accountholder.

Part 2 – Security and data protection for mobile financial services

Technical Specification ISO TS 12812-2

This paper was heavily negotiated and technical. CI's key concern on the protection of consumers in the event of a breach was well summed up by the following paragraph, arguably the most important in the entire suite of papers.

The liability arising from any breach of privacy should extend beyond actions taken directly by the Main Financial Services Provider (MFSP) and include other handlers of the information including authorized agents. MFSPs should put in place an effective mechanism guaranteeing the security of customer information and accepting liability for breaches even when attributable to their authorized agents.

This wording should serve in the event of an upgrade from Technical Specification to International Standard status on review. This is further strengthened by reference in Informative Annex A (Liability Policy) to the OECD 1999 E-commerce Guidelines, which support limitations of consumer liability for unauthorized or fraudulent use of payment systems. Robin Simpson wrote to the editors to suggest reference to the new OECD Guidelines (2016).

Part 3 – Financial application lifecycle management TS 12812-3

This was largely a technical paper CI played little part in.

Part 4 – Mobile payments-to-persons TS 12812-4

This contains useful recommendations on transparency in remittances. Annex A on financial inclusion drafted by CI now looks outdated. However, the content remains valid. Annex B on intra- and inter-jurisdictional issues reiterates the sub-paragraph of Part 1 above.

Part 5 – Mobile payments to businesses TS 12812-5

This title marks CI's main defeat in negotiations as it argued for Consumer-to-Business (C2B), now the widely accepted term of art. CI argued, correctly, that the title had been agreed as C2B/B2C but it were overruled and the final title is a compromise. This episode reflects the lack of decision sheet/minute taking in the WG. The title may come to seem inappropriate in due course given the spread of C2B.CI gained important safeguards on logging transactions and receipts, with electronic logs being kept available. CI drafted Annex B on dispute resolution referring to relevant ISO standards.

Summary

CI felt able to support the eventual version but the process was not easy and suffered from moments of great confusion. CI encountered serious resistance to even basic or optional consumer protection issues being included and it had to remind the convenor (whose diplomatic skills proved vital) that CI had been invited to join the WG as the lack of consumer protection knowledge was acknowledged.

Nevertheless, ably assisted by colleagues in Australia and Kenya, CI gained specific points which had clearly not occurred to other working group members, such as dormant assets; liability policy; transparency in remittances; electronic transaction logs; and CI drafted three informative annexes which may form the basis for further content at the first review. CI came close to gaining nothing at all, as a result of the first DIS ballot, and the formula of keeping Part 1 as the IS proved to be the right one. CI will need to consider its position when it comes to the review.

Energy services

The Draft International Standard Enquiry closed on ISO 50007, *Assessment and improvement of energy services to users*, with 93% approval (25 Yes, 2 No). ISO will publish a related standard on consumer satisfaction with energy service providers (such as utilities) in mid-November 2017.

A Working Group meeting in Stockholm during the week of 13 June 2017 discussed comments. Most of the points CI made in its last submission were accepted. CI were disappointed that the suggestion of an Ombudsman-style agency was not taken up. It should arguably have been dealt with before the DIS stage as it is a policy innovation. It may be raised when the standard comes up for 5 year review.

A summary of ISO 50007, the **International Standard on energy access**

There are 1.4 billion people without access to electricity and one billion more whose supply is unreliable. Consumers International (CI) knew this needed to change. It proposed, worked on and even drafted the first version of an International Standard on access to energy.

The Standard paves the way for a better deal for a range of different consumers:

People without energy access: The Standard states that the responsible body (usually the government) should provide citizens with access to energy (for example kerosene, sustainably harvested firewood, gas cylinders), even if they do not have access to an energy supply (the networked wires and pipes). It also moves the emphasis on energy subsidies which currently go to people already with a supply, often richer consumers, to being able to help people connect to energy supplies, more likely poorer consumers.

People with intermittent supply: Often consumers in poorer areas suffer from energy outages disproportionately compared to those living in richer ones. The new standard states interruptions to energy services, if they need to happen, must be distributed fairly.

People who already have an energy supply: The Standard sets out better customer service principles; more access to redress, the ability to appeal, clearer billing and better metering procedures, as well as fairer and more transparent tariffs. CI argued for specific issues to be addressed in the Standard, for example, companies being held to account for mis-selling of energy, a serious problem in open markets.

The Standard sets a new precedent, moving away from a seller/buyer relationship between the companies and consumer where the objective is to sell as much energy as possible, to one of advisor/user. Energy companies now need to give advice about conserving energy and improving efficiency, to sell less energy where possible for the same level of use and comfort. CI has worked on similar standards in the past and has seen how successful they can be, for example the Standard on access to water and sanitation has increased consumer rights and improved industry practice, particularly in Latin America where it has been widely adopted. CI hopes the energy Standard will have a similar effect.

Contact centres

Committee Drafts (CDs) of the following two standards were circulated to Project Committee members in June and July 2015 respectively for approval to be circulated as Draft International Standards (DIS).

- ISO 18295-1, *Customer Contact Centres – Part 1: Requirements for customer contact centres*
- ISO 18295-2, *Customer Contact Centres – Part 2: Requirements for organizations employing the services of customer contact centres*

Both parts of the contact centre standard are currently at FDIS stage, and voting closes on 8 May 2017. We should therefore have a final result (and hopefully a publication date) by the COPOLCO plenary.

Unit pricing

The standard intends to improve the accuracy and usability of unit pricing for consumers, by retailers (and others in the supply chain), and regulators by-establishing best practice for displaying and disclosing the unit price of products including what unit prices are, and how they can be used. This includes:

- Defining unit pricing systems and types of labels and promotions to which it may apply

- Assisting retailers (and others in the supply chain) and regulators to improve their current unit pricing systems

- Enhancing transparency of price information to consumers

This Standard also includes:

- Where and how unit prices should be displayed

- The quantities used to express unit price including; weight, length, volume, count, area, and other forms of measure

- The principles of prominence and legibility of unit price presentation

- Communication and implementation of unit pricing as per the guidance provided in the International Standard by the key stakeholders

The focus of this International Standard is applicable to pre-packed consumer products and consumer products sold from bulk where the price is displayed, including:

- At the point of sale, including in-store and online

- Other communications about the product, including advertising by any means

The third meeting of ISO/PC 294 was in Tokyo (29 November to 1 December 2016). A fourth meeting is scheduled for 27-29 June 2017 in Sydney, Australia.

At the third meeting PC 294 WG 1 made significant progress including rearranging the layout to provide a more logical progression through the standard, and how the main principles may be achieved. The added material includes the provision of unit price, units of measure, displaying the unit price and specific requirements for in-store and on-line selling.

Consumer product warranties

The initial meeting was held in Kuala Lumpur on 21-23 November 2017 with minimal participation of four P-members (Malaysia, South Korea, Singapore and China via Webex).

Members discussed the New work item proposal ISO NP 22059 and a Committee Internal Ballot (CIB) vote of 2 months ended on 11 February 2017 with participation by 10 P-members. It is at working draft stage.

PC 303 is looking forward to hosting two meetings in 2017 (the WG 1 meeting in May/June 2017 and plenary in November 2017) – pending a host. Presently no country has proposed to do the hosting.

PC 303 encourages active participation from members to complete the standard within 36 months. The COPOLCO Secretariat is helping to promote this, and attract more members.

Proposed resolutions for the COPOLCO plenary

Resolution x/2017
Global marketplace working group (1) – privacy
COPOLCO
approves the report appearing at COPOLCO N /2017,
invites COPOLCO members to provide comments on the NWIP and the attached draft standard outline.

Resolution x/2017
Global marketplace working group (2) – sharing economy
COPOLCO
congratulates SCC and CSA for hosting the development of an IWA on the Sharing Economy
COPOLCO review the IWA's status at the next plenary in 2018.

Resolution x/2017
Global marketplace working group (3) – vulnerable consumers
COPOLCO
notes the results of the vote on the NWIP,
considers any follow-up action based on these results.

Resolution x/2017
Global marketplace working group (4) – mobile banking and energy services
COPOLCO
notes the publication of the standards on these matters
thanks CI's involvement and the work of Robin Simpson on these matters
encourages COPOLCO members to promote the adoption of these standards in their jurisdiction.

Resolution x/2017
Global marketplace working group (5) – Consumer product warranties
COPOLCO
Notes the work being undertaken by PC 303
Encourages COPOLCO members to become involved in the development of this standard.

Annex 1 - NWIP Privacy by Design of Consumer Goods and Services

Annex 2 - Outline of the PbD standard

Annex 3 – Form 04 New work item proposal - vulnerable consumers

NEW KEY AREA SUBMISSION:

Vulnerable consumers

Submission prepared by:

Tessa Russell

1   Description/Nature of the Problem:

What is consumer vulnerability?

Any consumer can be vulnerable at any time. Consumer vulnerability is caused by a variety of factors; such as illness, disability or a change in personal circumstances. Vulnerability might be long or short term, temporary, permanent or sporadic. Vulnerable consumers are at greater risk of detriment when choosing or using products or services.

Why it is an important area

If consumer vulnerability is not taken into account by organizations, it can lead to consumers being denied access to a service; being treated unfairly; losing money; or suffering a psychological or emotional impact. It can mean people not being given what they need to make safe choices or the best, most informed decisions for themselves or their families.

An organization's ability to identify, and respond appropriately to, consumers in vulnerable situations is particularly important in accessing essential services – such as financial, energy, water, or telecommunications services – where a consumer being treated unfairly, or denied access, could severely detriment them.

Factors that can contribute to consumer vulnerability

- Old age
- Living alone or in an isolated community
- Physical impairment
- Learning difficulties e.g. dyslexia
- Sensory impairment e.g. deafness, blindness
- Dementia e.g. Alzheimers, serious illness of self, partner or family member
- Mental health issues, e.g. chronic depression, bipolar disorder
- Bereavement
- Previous victim of financial crime
- Unemployment/redundancy
- Caring responsibilities
- Low level of literacy or numeracy
- In debt

---

2   How Problem Came to Your Attention:

There is an existing British standard BS 18477:2010, *Inclusive service provision – Requirements for identifying and responding to consumer vulnerability,* that has worked successfully to help organizations identify consumers in vulnerable situations, and to develop processes and procedures to deal with vulnerable consumers.

BS 18477:2010 can be used by any service provider that interacts with members of the public. It supports legislation and provides guidance on: policies, flexible services, staff training, fair marketing, sales activities, contact methods, and information provision.

3   Can International Standards Address the Problem?

A current New Work Item Proposal (NWIP) for a new International Standard on inclusive service/vulnerable consumers, based on BS 18477:2010, is currently out for vote to ISO members.

An international standard would help organizations to minimize consumer detriment by:

- raising awareness and understanding of consumer vulnerability
- giving guidance on how to identify consumers in vulnerable circumstances
- establishing processes and procedures to help organizations respond to consumers in vulnerable situations in a fair and flexible way
- providing a service that can be used by all consumers equally, regardless of their health, age or personal circumstances

The standard would identify all factors that may contribute to consumer vulnerability at all stages of service provision, including pre-transaction, service delivery and post-transaction.

It would provide guidance on how to identify and address risks and strategies for incorporating this concept in business systems. The standard could also include case illustrations to help users understand the complexity of the issue and how to tackle it.

4   Can the problem be addressed in an existing Technical Committee or other   structure?

See above.

5   Estimate of Time and Resources Required:

To be determined. If the international standard is pursued, few extra resources will be required.

6   Potential Key Person:

Tessa Russell, British Standards Institution

7   What are the consumer interests?

The key consumer interests are:

- Access to goods and services
- Safety and health
- Information and communication
- Choice
- Disputes and redress

8   Next steps

Monitor the problem by adding it to the list of key areas.

Recommendation by Key Areas WG

We are awaiting the Vulnerable Consumers NWIP voting result on 14 May 2017, so this new key area proposal will be decided at the forthcoming WG2 meeting on 15 May 2017 in Kuala Lumpur, under the item "New Key areas". This area is welcome.

Date submitted: 31 March 2017

Date of initial review: (None)

Date of recommendation: 15 May 2017

Ch. de Blandonnet 8, CP 401, 1214 Vernier, Geneva, Switzerland | T: +41 22 749 01 11 | iso.org | central@iso.org

Form 4: New Work Item Proposal

Circulation date: Click here to enter text. Closing date for voting: Click here to enter text.	Reference number: Click here to enter text. (to be given by Central Secretariat)
Proposer (e.g. ISO member body or A liaison organization) Click here to enter text.	**ISO/TC** Click here to enter text.**/SC** Click here to enter text. ☒ Proposal for a new PC
Secretariat Click here to enter text.	**N** The standard needs cross TC and SC expertise to contribute directly

A proposal for a new work item within the scope of an existing committee shall be submitted to the secretariat of that committee with a copy to the Central Secretariat and, in the case of a subcommittee, a copy to the secretariat of the parent technical committee. Proposals not within the scope of an existing committee shall be submitted to the secretariat of the ISO Technical Management Board.

The proposer of a new work item may be a member body of ISO, the secretariat itself, another technical committee or subcommittee, an organization in liaison, the Technical Management Board or one of the advisory groups, or the Secretary-General.

The proposal will be circulated to the P-members of the technical committee or subcommittee for voting, and to the O-members for information.

IMPORTANT NOTE: Proposals without adequate justification risk rejection or referral to originator.
Guidelines for proposing and justifying a new work item are contained **in Annex C of the ISO/IEC Directives, Part 1.**

☐   The proposer has considered the guidance given in the Annex C during the preparation of the NWIP.

Proposal (to be completed by the proposer)

Title of the proposed deliverable. **English title:** Consumer Protection: Privacy by Design for Consumer Goods and Services **French title (if available):** Click here to enter text.   *(In the case of an amendment, revision or a new part of an existing document, show the reference number and current title)*

Scope of the proposed deliverable.

Specification of the design process to provide consumer goods and services that meet consumers' domestic processing privacy needs as well as the personal privacy requirements of Data Protection.

In order to protect consumer privacy the functional scope includes security in order to prevent unauthorized access to data as fundamental to consumer privacy, and consumer privacy control with respect to access to a person's data and their authorized use for specific purposes.

The process is to be based on the ISO 9001 continuous quality improvement process and ISO 10377 product safety by design guidance as well as incorporating in a manner suitable for consumer goods and services privacy design JTC1 security and privacy good practices.

Purpose and justification of the proposal*

Purpose

Consumer Protection

To provide a standard whereby product (i.e. goods and services) designers and providers can demonstrate through consumer protection fulfilling the need to protect consumers from fraud, ransom demands, and other forms of privacy invasion and privacy breaking exploits resulting from lost and stolen personal data and high-jacking of consumer devices. Particularly of concern is the protection of children and the more vulnerable consumer.

Societal Protection improvements associated with privacy by design of consumer goods and services

In addition, given that consumer digitally connected devices have been harnessed by hackers to attack organizations, including critical infrastructure there is a vital need to prioritize a standard specific to the scoped privacy challenges of consumer goods and services design.

Incorporating the consumer perspective

There is a need for a consumer centric privacy by design standard for consumer protection in addition to organizational centric standards.

Justification

(1) Protection of consumers is a separate product discipline when designing for their network connected homes, network connected cars and presence in public places with their mobile devices and wearables.

The consumer domestic environment is very different from that of the organization. Consumers have low understanding of the technology, are often unskilled, use unmanaged, devices without formal update and maintenance processes, have significant human vulnerabilities and limited capabilities that can be exploited, and use products in unexpected ways.

Consumers have specific privacy needs that design processes need to have considered and addressed. COPOLCO have identified 70 consumer privacy needs. *note attach list*

While many of the issues to be addressed are similar to those faced by organizations, consumer goods and services design have significantly different challenges compared to the design of corporate infrastructures, systems and applications.

Due to the many consumer factors above, the approach proposed by COPOLCO for this privacy by design standard is to emphasize technical design embedding consumer protection and control rather than human dependent risk mitigation actions.

> *For example: the range of goods and services in the connected smart home is rapidly expanding and much current security good practice recommends unique and high strength passwords for each device and service and yet consumers cannot cope with many different complex passwords. There are technical good practice solutions that could be adopted which need to replace the proposed use of many different passwords, which is impractical from the consumer perspective.*

(2) Societal protection improvements

As described in (1) above the more effective approach to consumer protection is through technical solutions incorporated directly into product design rather than human dependent actions. This requires protection against those aspects of privacy invasion that threaten societal security whereby consumer goods and services may be suborned to attack others.

> *As an example of technical solutions:*
>
> *Consumers are poor at keeping their security measures up to date, for a number of reasons such as updates interfering with the ways of using equipment that consumers are familiar with, or the complexity of the update process provided. There are a number of consumer needs and requirements that should be met in product design to address this aspect through technology design including simplified user controls with reduced human action to accept and install online delivered security software updates.*

Consider the following: Is there a verified market need for the proposal? What problem does this standard solve? What value will the document bring to end-users? See Annex C of the ISO/IEC Directives part 1 for more information.

See the following guidance on justification statements on ISO Connect: https://connect.iso.org/pages/viewpage.action?pageId=27590861

Preparatory work (at a minimum an outline should be included with the proposal)

☐   A draft is attached   ☒   An outline is attached ☒   An existing document to serve as initial basis

The proposer or the proposer's organization is prepared to undertake the preparatory work required:

☐ Yes   ☐ No

If a draft is attached to this proposal,:

Please select from one of the following options (note that if no option is selected, the default will be the first option):

☐   Draft document will be registered as new project in the committee's work programme (stage 20.00)

☐   Draft document can be registered as a Working Draft (WD – stage 20.20)

☐   Draft document can be registered as a Committee Draft (CD – stage 30.00)

☐   Draft document can be registered as a Draft International Standard (DIS – stage 40.00)

Is this a Management Systems Standard (MSS)?

☐ Yes ☐   No

NOTE: if Yes, the NWIP along with the Justification study (see Annex SL of the Consolidated ISO Supplement) must be sent to the MSS Task Force secretariat (tmb@iso.org) for approval before the NWIP ballot can be launched.

Indication(s) of the preferred type or types of deliverable(s) to be produced under the proposal.

☐   International Standard   ☐   Technical Specification

☐   Publicly Available Specification   ☐   Technical Report

Proposed development track

☐ 1 (24 months)   ☐ 2 (36 months - default)   ☐ 3 (48 months)

Note: Good project management is essential to meeting deadlines. A committee may be granted only one extension of up to 9 months for the total project duration (to be approved by the ISO/TMB).

Known patented items (see ISO/IEC Directives, Part 1 for important guidance)

☐ Yes ☐   No

If "Yes", provide full information as annex

Co-ordination of work: To the best of your knowledge, has this or a similar proposal been submitted to another standards development organization?

☐ Yes ☐   No

If "Yes", please specify which one(s):

Click here to enter text.

A statement from the proposer as to how the proposed work may relate to or impact on existing work, especially existing ISO and IEC deliverables. The proposer should explain how the work differs from apparently similar work, or explain how duplication and conflict will be minimized.

See Annexes A-C for analysis for how the NWIP positions with respect to current JTC 1 work

A listing of relevant existing documents at the international, regional and national levels.

See list in Annex xx

Please fill out the relevant parts of the table below to identify relevant affected stakeholder categories and how they will each benefit from or be impacted by the proposed deliverable(s).

	Benefits/impacts	Examples of organizations/companies to be contacted
Industry and commerce – large industry	**i.** Improved consumer and regulator trust from demonstration that good privacy by design practices have been followed for consumer goods and services **ii.** Reducing cyber attack risks from consumer devices	Click here to enter text.
Industry and commerce – SMEs	As per i. and ii. above	Click here to enter text.
Government	As per i. and ii. above	Click here to enter text.
Consumers	Better information on the data implications of products, better maintained product security, more privacy sensitive default settings and user friendly controls for managing data flows.	Click here to enter text.
Labour	Click here to enter text.	Click here to enter text.
Academic and research bodies	Click here to enter text.	Click here to enter text.
Standards application businesses	Click here to enter text.	Click here to enter text.
Non-governmental organizations	As per i. and ii. above	Click here to enter text.
Other (please specify)	Click here to enter text.	Click here to enter text.

Liaisons:

A listing of relevant external international organizations or internal parties (other ISO and/or IEC committees) to be engaged as liaisons in the development of the deliverable(s).

Click here to enter text.

Joint/parallel work:

Possible joint/parallel work with:

☐   IEC (please specify committee ID)

Click here to enter text.

☐   CEN (please specify committee ID)

Click here to enter text.

☐   Other (please specify)

Click here to enter text.

A listing of relevant countries which are not already P-members of the committee.
Click here to enter text.
Note: The committee secretary shall distribute this NWIP to the countries listed above to see if they wish to participate in this work

Proposed Project Leader (name and e-mail address)	**Name of the Proposer** (include contact information)
Click here to enter text.	Click here to enter text.

This proposal will be developed by:

☐   An existing Working Group (please specify which one: Click here to enter text.)

☐   A new Working Group (title: Click here to enter text.)

(Note: establishment of a new WG must be approved by committee resolution)

☐   The TC/SC directly

☐   To be determined

Supplementary information relating to the proposal

☐   This proposal relates to a new ISO document;

☐   This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item;

☐   This proposal relates to the re-establishment of a cancelled project as an active project.

Other:

Click here to enter text.

☐   Annex(es) are included with this proposal (give details)

Annex A - NWIP position with respect to current JTC 1 work and PC 243 Consumer Product Safety

A1.1. The Personal Data Processing from the consumer perspective

Figure A1.1 Provides key background to the different domains in which goods and services process personal data (PII).

Figure A1.1 – Product domains in which PII is processed
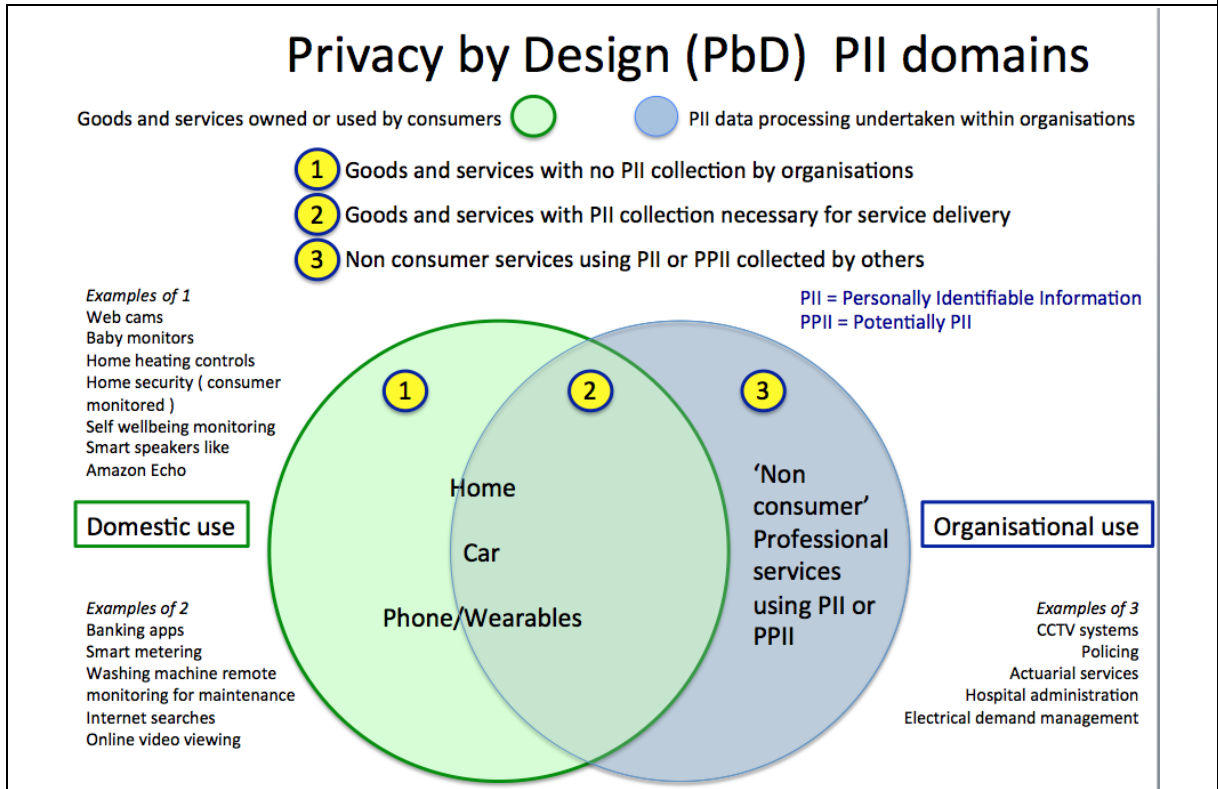
The green domain in the Venn diagram illustrates consumer domestic activities that involves the use of goods and services that are digitally connected. The blue/grey domain indicates the goods and services where personal data PII is processed by organizations and protected by Data Protection law and regulation.

Domain 1 shows the goods and services where there is no need for data collection by a 3rd party for the purposes of delivering the usefulness that the consumer is seeking. For example in this domain devices connected via domestic wifi to 'apps' on smartphones, tablets and desktops are found and may be for entertainment (e.g. music round the house). Also typically various forms of domestic 'self' monitoring that is entirely managed by the consumer for house security and personal health reasons.

Data protection law and the JTC 1 Privacy Framework ISO/IEC 29100 poorly address these types of good and service. Consumers are like data controllers when undertaking processing for domestic purposes, however ISO/IEC 29100 explicitly excludes natural persons who use data for personal purposes thereby leaving consumer domestic processing poorly addressed for the purposes of privacy by design.

Additional information/questions

Click here to enter text.

Domain 2 is the overlap between the green and the blue grey areas showing those goods and services where organizations interact with consumers data that is used in order to deliver service to the consumer.

Domain 3 shows those services where PII is processed by organizations to provide professional services to other organizations and the public, but not to provide direct service to consumers as such.

In domain 3 PII is sourced mainly by :-

- data passed on from original PII collection that meet the original purpose for that collection
- monitoring devices and networks that can observe people such as CCTV networks, traffic control systems, security services

A1.2. The differences in technical environment between organizations and the domestic environment

The technical environments of the organization and the consumer are illustrated in Figure A1.2.

Figure A1.2 Privacy by Design technical environments
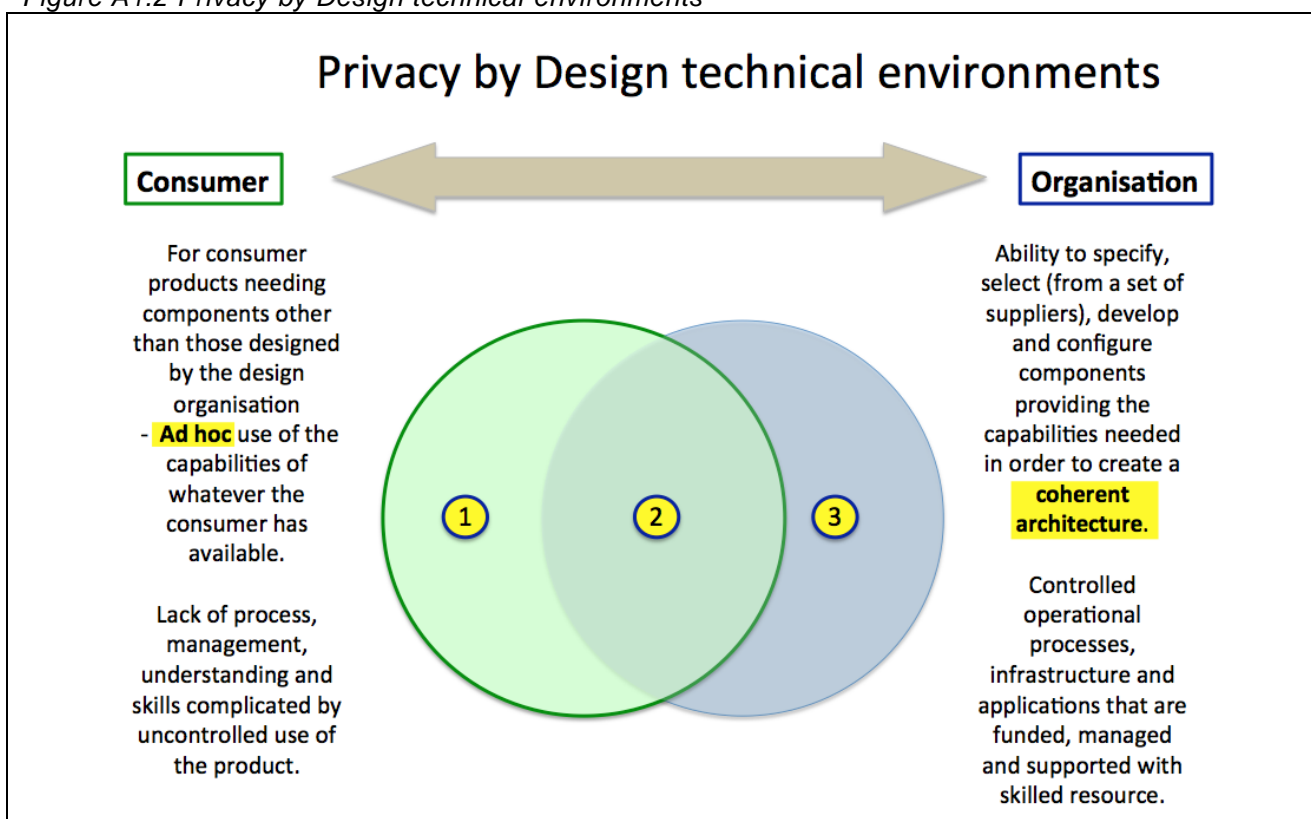
Any hardware and software residing in the uncontrolled domestic environment (the green domain - house, car or wearable) has to fit within an ad-hoc set of other consumer goods and services which will be suitable to varying degrees for use with the product provided.

Where domestic data has been collected and processed within organizations (including contracted 3rd party processors), as in domain 2, any application software running within the organization should be running on a coherent and controlled infrastructure.

These are two very different design environments with different requirements and risks to be addressed through design.

The services that use personal data in domain 3 are not directly 'consumed' by consumers but may none the less be of concern where agencies collect consumer data from 3rd parties or by observing individuals in order to process personal data about individuals. However this secondary use of

personal data and remote observation take place in managed environments with different societal objectives and so are not included in the scope of this proposal

Annex B – Organization-centric and consumer-centric perspectives

The current JTC 1 Security and Privacy standards address domain 3 and a number of aspects of domain 2 with their organization centric approach. The Industry perspective is illustrated in figure A1.3

Figure A1.3 The current Industry perspective with respect to privacy
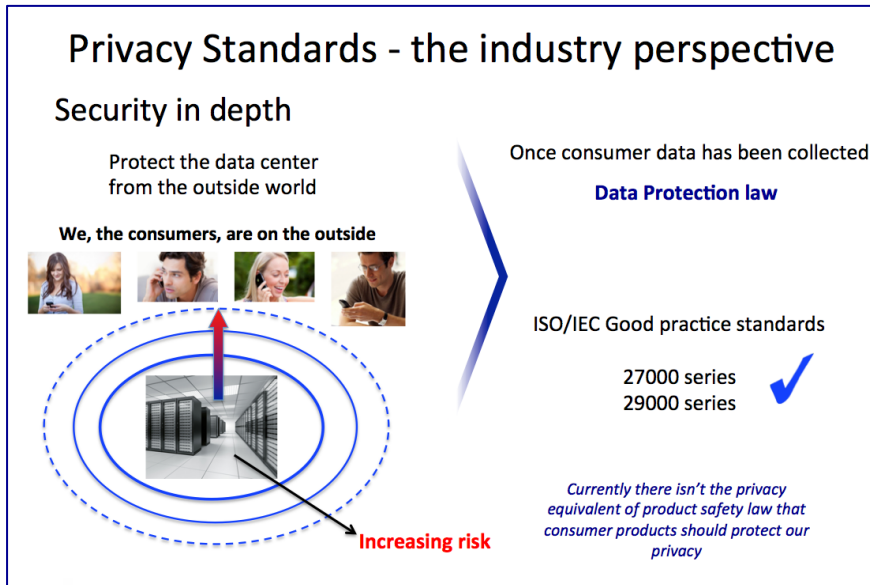
The COPOLCO NWIP places the consumer at the centre of the design process with all organizations at the periphery. The NWIP is intended to protect the consumer when interacting with the rest of the world in a manner that delivers products that meet their domestic privacy needs, addressing consumers use of products and technically addressing consumer capabilities and vulnerabilities that impact security and privacy control.

Figure A1.4 The Consumer centric perspective with respect to privacy
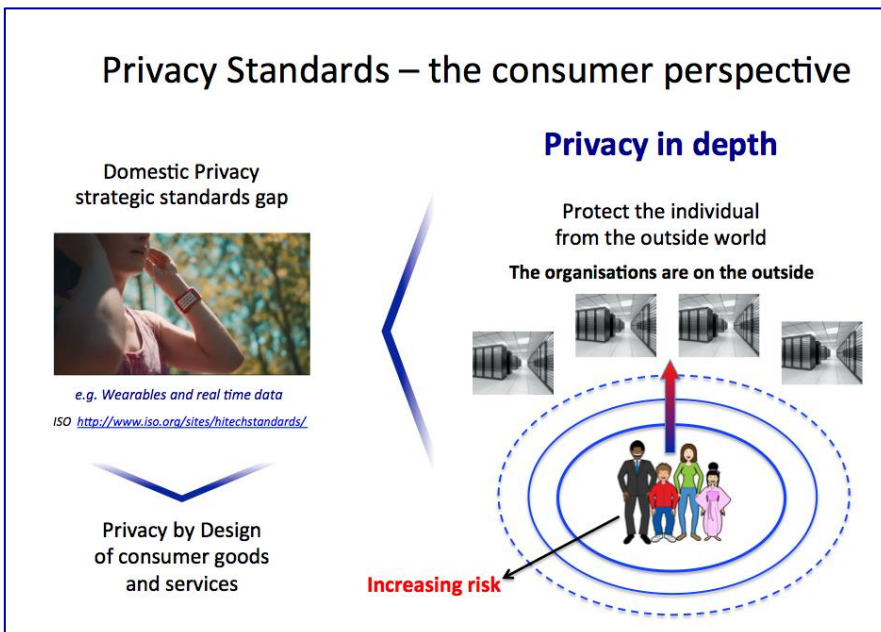
Annex C Relationship between consumer centric protection design and JTC 1 work related to consumer domestic privacy.

The common ground between the NWIP proposal that needs most care, management and cooperation are those JTC 1 standards that relate to the application software code design that runs within the controlled systems and infrastructures of organizations and the input/output communications provided by an organization for consumers to communicate digitally with the application software running in their domain.

Overall impact of consumer centric design
With personal / domestic processing excluded from current standards based on ISO/IEC 29100 the new and different ground of the COPOLCO NWIP is the privacy by design of domestic hardware, software running on domestic hardware and any domestic communications equipment used by consumers in the consumer context.

Making use of current ISO privacy and security standards
The consumer centric focus and inclusion of consumer domestic environment protection requires current security controls such as those in ISO/IEC 27001 Annex A to be reviewed and adjusted in order to be suitable for consumer goods and services privacy design. See Box 1 for 2 examples

Box 1 an initial view on 2 examples of changes needed to security controls in order to be suitable for consumer goods and services privacy design

Potential changes to security controls that could be needed for the privacy by design of consumer goods and services are shown in blue are provided for an example from ISO 27001

ISO/IEC 27001 Annex A
Example 1
A 6.2 Mobile devices
Objective: To ensure the security of ~~teleworking and~~ use of mobile devices as or for consumer products.
A.6.2.1 Mobile device policy: Control - ~~A policy and supporting~~ security measures shall be adopted to manage the privacy risks introduced by using mobile devices to access an organization's applications for both domestic and organizational processing purposes.

A.6.2.2 ~~Teleworking~~ Mobile device domestic environment processing: Control- ~~A policy and supporting~~ security measures shall be implemented to protect domestic information accessed, processed or stored in the domestic environment (homes, cars and wear-ables and portables) ~~at teleworking sites.~~

Example 2
A.8.1.1 Inventory of assets - Control – Assets associated with information and information processing facilities shall be identified including consumer product design as an asset and an inventory of these assets shall be drawn up and maintained.

A.8.1.2 Ownership of assets - Control - Assets maintained in the inventory shall be owned. Asset records shall include the ownership of equipment and product design responsibly within the organization and also design responsibility for that of 3rd party interworking assets (equipment) used by the consumer to achieve full product functionality .

The implications of interworking of products in the domestic environment
Another factor[1] in the privacy design for the consumer environment is the interworking between system components that are designed differently from the standards in use in the peripheral hardware and software being designed. Both the core design work and the privacy impact assessment of the design, that is part of the overall privacy by design process, need to address the practicalities of that potential mismatch.

This means that in the privacy by design process areas where devices depend on interworking with other 3rd party products care needs to be taken to ensure that the security and privacy control capabilities of those 3rd party products known and utilized effectively across all the interworking interfaces needed to deliver the product's overall functionality.

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[1] The interworking of potentially not fully compatible designs was highlighted in the work to develop the CEN RFID Privacy Impact assessment standard EN 19571

Use of the Privacy Impact Assessment guidance standard ISO/IEC 29134
Much good practice has been articulated in the JTC 1 PIA standard that can be incorporated into the privacy by design standard through requirements to undertake and document the majority of elements that apply directly to the consumer goods and services privacy by design process.

There is the potential for the new consumer goods and services privacy by design standard to enhance the 29134 PIA practices in a few place places with aspects that arise from the lessons learnt from the Consumer Centric aspects of the CEN RFID PIA EN 16571 such as the generic privacy risks arising from devices that can be illicitly powered up or down without the users knowledge and a risk assessment framework based on ISO/IEC 27005 that provides consumers with a consistent numeric privacy risk score, essential for product comparison and consumer choice.

Ultimately many different product areas will need to make use of the NWIP as indicated in Annex D that lists the 'ISO only' TC's that in time will need to make use of the standard.

Annex D. List of Consumer Product TC's outside JTC1 needing privacy coordination

ISO/TC 20   Aircraft and space vehicles
ISO/TC 21   Equipment for fire protection and fire fighting
ISO/TC 22   Road vehicles
ISO/TC 29   Small tools
ISO/TC 31   Tyres, rims and valves
ISO/TC 34   Food products
ISO/TC 38   Textiles
ISO/TC 42   Photography
ISO/TC 68   Financial services
ISO/TC 76   Transfusion, infusion and injection, and blood processing equipment for medical and pharmaceutical use
ISO/TC 83   Sports and other recreational facilities and equipment
ISO/TC 84   Devices for administration of medicinal products and catheters
ISO/TC 86   Refrigeration and air-conditioning
ISO/TC 92   Fire safety
ISO/TC 94   Personal safety -- Protective clothing and equipment
ISO/TC 106   Dentistry
ISO/TC 122   Packaging
ISO/TC 126   Tobacco and tobacco products
ISO/TC 133   Clothing sizing systems - size designation, size measurement methods and digital fittings
ISO/TC 136   Furniture

ISO/TC 219   Floor coverings
ISO/TC 222   Personal financial planning
ISO/TC 225   Market, opinion and social research
ISO/TC 228   Tourism and related services
ISO/TC 232   Learning services outside formal education
ISO/TC 241   Road traffic safety management systems
ISO/TC 242   Energy Management
ISO/PC 245   Cross-border trade of second-hand goods
ISO/PC 252   Natural gas fuelling stations for vehicles
ISO/TC 254   Safety of amusement rides and amusement devices
ISO/TC 257   Evaluation of energy savings
ISO/TC 260   Human resource management
ISO/TC 264   Fireworks
ISO/TC 268   Sustainable development in communities
ISO/TC 269   Railway applications
ISO/PC 273   Customer contact centres
ISO/TC 274   Light and lighting
ISO/PC 283   Occupational health and safety management systems
ISO/PC 288   Educational organizations management systems - Requirements with guidance for use
ISO/TC 290   Online reputation
ISO/TC 291   Domestic gas cooking appliances
ISO/TC 292   Security and resilience

Annex D continued – TC's outside JTC 1 that may process PII needing privacy coordination

ISO/TC 46	Information and documentation
ISO/TC 69	Applications of statistical methods
ISO/TC 70	Internal combustion engines
ISO/TC 121	Anaesthetic and respiratory equipment
ISO/TC 130	Graphic technology
ISO/TC 146	Air quality
ISO/TC 147	Water quality
ISO/TC 154	Processes, data elements and documents in commerce, industry and administration
ISO/TC 159	Ergonomics
ISO/TC 163	Thermal performance and energy use in the built environment
ISO/TC 171	Document management applications
ISO/TC 176	Quality management and quality assurance
ISO/TC 184	Automation systems and integration
ISO/TC 194	Biological and clinical evaluation of medical devices
ISO/TC 199	Safety of machinery
ISO/TC 203	Technical energy systems
ISO/TC 212	Clinical laboratory testing and in vitro diagnostic test systems
ISO/TC 224	Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators
ISO/TC 251	Asset management
ISO/TC 262	Risk management
ISO/TC 267	Facilities management
ISO/TC 272	Forensic sciences
ISO/PC 277	Sustainable procurement
ISO/PC 278	Anti-bribery management systems
ISO/TC 279	Innovation management
ISO/PC 280	Management Consultancy
ISO/TC 282	Water re-use
ISO/PC 286	Collaborative business relationship management -- Framework
ISO/TC 289	Brand evaluation
ISO/PC 294	Guidance on unit pricing
ISO/PC 295	Audit data collection

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

DRAFT AGENDA OF THE PRODUCT SAFETY MEETING ON 15 MAY 2017 IN KUALA LUMPUR, MALAYSIA

_____

Date/time: **8.30 a.m. – 10.00 a.m.**

Place: **Pullman 1, Pullman Hotel City Centre, Kuala Lumpur, Malaysia**

Chair: **Ms Karin Both and Ms Eunsook Moon**

Item		Document	Rapporteur
1.	Introductory remarks and adoption of the agenda		Co-Chairs
2.	Report on PS WG activities, updates		
3.	Discussion of 2017 work programme		
4.	New consumer product safety concerns from members		From the floor
5.	Any other business		From the floor
6.	Closing remarks – actions summary		Co-Chairs

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

AGENDA ITEM 12   COPOLCO PRODUCT SAFETY WORKING GROUP REPORT

_____

Co-Chairs: Dr. Eunsook Moon, Korea, *mooneu21@gmail.com*
Ms. Karin Both, Germany *karin.both@din.de*

Mandate:

- to promote the design, manufacture, assembly, sale and disposal of safer consumer products via COPOLCO and ISO
- to develop greater consistency and coherence in requirements for safety in Standards
- to encourage networking and communication between COPOLCO and ISO members and to coordinate with IEC on safety issues for common areas of interest on issues of safety and emerging issues
- to respond to calls for information and advice on product safety issues.

Membership: 20 countries (as of 2017 April)

Table) List of members

#	Name of country	NSB	#	Name of country	NSB
1	Argentina	IRAM	11	Israel	SII
2	Australia	SA	12	Italy	UNI
3	Canada	SCC	13	Japan	JISC
4	Chile	INN	14	Korea	KATS
5	China	SAC	15	Malaysia	DSM
6	Denmark	DS	16	Netherland	MEN
7	France	AFNOR	17	South Africa	SABS
8	Germany	DIN	18	Switzerland	SNV
9	India	BIS	19	UK	BSI
10	Iran	ISIRI	20	US	ANSI

Introduction

At the ISO/COPOLCO meeting convened in June and November in 2016, the Working Group on Product Safety held a fringe meeting to discuss and to prioritize issues as identified by the Working Group and confirm overall future directions. The summary of this meeting was presented to the COPOLCO 38th Plenary and it was ratified by COPOLCO Resolutions 18/2016 and 19/2016.

2017 COPOLCO RESOLUTIONS

COPOLCO Resolution 18/2016
Product safety working group (1) – Risk management of consumer product safety

COPOLCO

approves the report of the Product safety working group at COPOLCO N212/2016 and its proposed work projects,

further approves the development of a new activity template on liquitabs,

notes the submission at Annex 3 to COPOLCO N212/2016, *General Principles for Risk Management of Consumer Product Safety*,

requests the Product safety working group to set up a task group to discuss the proposal further, taking into account already-existing standards, e.g. ISO 31000*, Risk management – Principles and guidelines*, ISO 10393, *Consumer product recall – Guidelines for suppliers*, and ISO 10377, *Consumer product safety – Guidelines for suppliers*.

recognizes the importance of other safety issues presented in COPOLCO N212/2016,
invites the group to submit a progress report for members' consideration at the 2018 COPOLCO Plenary.

The Secretary circulated a call for task group members among the membership of the Product Safety working group, by e-mail on 9 September. The Secretariat is collating responses and establishing the group. More information will be given at the Chair's Group meeting.

COPOLCO Resolution 19/2016
Product safety working group (2) – co-convenorship

COPOLCO

expresses its appreciation to Robyn Easton (SA – Australia) for her ongoing commitment and outstanding contributions to product safety matters in COPOLCO,

thanks Karin Both for her willingness to take over the responsibility as co-convenor of the Product safety working group,

appoints Karin Both as co-convener of this working group.

PSWG ACTIVITY UPDATES in 2017

A. NEW PROJECTS IN ACTIONS

Risk Management of Consumer Product Safety

- The issue

SAC (China) has proposed a possible new standard explaining a mathematical model for calculating risk assessments.

Justification for new international standard provided by SAC; Guide 51, ISO 31000 and the Safety Guide for Manufacturers present principles only and are less feasible to implement. A new international standard will comprise detailed articles on the method of calculating safety risk evaluation for consumer products which will offset the lack of feasibility in present safety evaluations of consumer products in the world.

- Progress

SAC has drafted a template submission (General Principles for Risk Management of Consumer Product Safety) as a new topic for evaluation as a possible NWIP.

There was, in general, support for the proposal, noting that it has a good intention although it relies heavily on existing standards and guides. Some members questioned whether we require more critical guidance, given the excellent references that are in current use. As another suggestion, the proposal could be forwarded to ISO/TC 262 and be possibly considered in a revision of applicable standards.

- *ISO/TC 262 Risk management*
- *ISO 31000:2009 Risk management - Principles and guidelines*
- *IEC 31010:2009 Risk management - Risk assessment techniques*

Upon a request of the PSWG for clarification, SAC re-drafted the originally submitted template. Further action is using the relevant content of the proposal to be considered when the ISO 10377 and ISO 10393 (product recall) are up for systematic review in 2018.

Following **COPOLCO Resolution 18/2016**, the PSWG set up a task group to discuss the proposal further, considering already-existing standards, e.g. ISO 31000*, Risk management – Principles and guidelines*, ISO 10393, *Consumer product recall – Guidelines for suppliers*, and ISO 10377, *Consumer product safety – Guidelines for suppliers*.

ISO/COPOLCO/TG 04 Consumer product safety risk management was formed with experts from KATS (Korea), NEN (Netherlands), SA (Australia), SAC (China), and SCC (Canada).

- Progress since June 2016

All relevant documents have been distributed to TG members. Two main questions and any other comments were asked to TG members for further discussion.

1. Is a separate standard for consumer product risk management necessary as proposed by China?
2. Should the NWIP's content be used to revise existing standards? Which parts?

The PSWG has received one answer that a separate standard is not necessary and that annex and texts in the proposal, which are specific to consumers such as injury assessment, can be integrated to the existing standards and guides when they are in 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.

During the 39th COPOLCO meeting, ISO/COPOLCO/TG 04 will hold the first meeting and the result will be shared with PSWG members. If there is no active support from TG 4 members, the topic will be deleted from the PSWG work programme. The PSGW convenors decided to arrange a TG 4 meeting on Tuesday 16th of May in Kuala Lumpur to discuss the way forward.

Appointed by	Country		Name
KATS	Korea, Republic of	Ms	Chungha, Koh
NEN	Netherlands	Mrs.	Ferro, Imola
SA	Australia	Ms	Scotland, Alison
SAC	China	Ms	Lili
SCC	Canada	Mr	Dulmage, Graham Rae
SCC	Canada	Mr	Huzar, Bill
SCC	Canada	Ms	Iafano, Maria
SCC	Canada	Mr	Mangalam, Srikanth
SCC	Canada	Ms	Simpson, Christine H.

- References

The list of references on risk assessment methodologies in the ISO 10377: 2013, *Consumer product safety - Guidelines for suppliers* is as follows:

- [45] *Applying the R-Map Method to Product Safety and Risk Management*, Japan
- [46] EMARS, *Best Practice Techniques in Market Surveillance*, http://www.emars.eu/
- [47] *European Commission Decision of January 26, 2010, Risk Assessment Guidelines for Non-food Consumer Products*, http://europa.eu/sanco/rag/help/Journal.pdf

- [48] European Commission *Risk Assessment Guidelines for Consumer Products* contained in Commission Decision of 16 December 2009 EC 2010/15/EU: *Laying down guidelines for the management of Community Rapid Information System 'Rapex'* established under Article 12 and of the notification procedure established under Article 11 of Directive 2001/95/EC (the General Product Safety Directive)

- [49] European Commission, *Establishing a Comparative Inventory of Approaches and Methods Used by Enforcement Authorities for the Assessment of the Safety of Consumer Products* Covered by Directive 2001/95/EC on General Product Safety and Identification of Best Practices, February 2006.

- [50] IEC Advisory Committee on Safety, *Development of a standard for safety related risk assessment in the area of low voltage*

- [51] *Product Safety in Europe: A Guide to Corrective Action Including Recalls* ec.europa.eu/consumers/cons_safe/action_guide_en.pdf

B.   ISSUES under the template stage

1. Nappy Sacks

• The issue

Nappy sacks are scented plastic bags used to contain then discard used disposable nappies. This product can cause death via suffocation and we see this is a foreseeable use since a child would be attracted to a scented bag. The plastic sacks are very tactile and scented, and babies and toddlers are drawn to them. With no breathing holes, these sacks present an ideal hazard that can easily result in suffocation.

• Progress

It was noted that ISO/IEC Guide 41 (Packaging) is currently under revision and may be able to address the problem. The PSWG contacted the Chair of the Guide 41 revision group to raise this matter. It was forwarded to **COPOLCO WG 16** (revision committee of ISO/IEC Guide 41, *Packaging - Recommendations for addressing consumer* needs). But this is not only packaging issues and PSWG decided to work on new PC.

BSI submitted the template for CG and PSWG members' review (see Annex 1). It was agreed to forward an NWIP for fringe and plenary consideration.

• Actions

The PSWG conveners encourage members to send data on accidents in their country to Ms. Heemskerk who volunteered to receive all the information and to check with the UK Secretary of TC 122 SC 3, Pitar Lutzagic.

Unfortunately she did not receive any data on incidents from other members. There has been one more fatality in the UK. As a result of the inquest and coroner's report the UK government want a solution and to that effect a multi stakeholder event has been set up for early April to discuss the

issues. Stakeholders invited include child accident prevention groups, RoSPA, the government, industry and market surveillance. Ms. Heemskerk is representing Trading Standards (market surveillance) and the Consumer and Public Interest Network and will give a short presentation on a possible standards solution as well as potential enforcement action. This meeting result will be shared with members at the fringe meeting in 2017.

2. Liquitabs/washing pods

- **The issue**

Liquid laundry detergent capsules or 'laundry pods' contain highly concentrated liquid detergent in water-soluble packaging that releases on contact with moisture. Laundry capsules are small and often colorful, making them attractive to young children.

A child can easily burst the laundry capsule and release the entire contents onto the skin or mouth with only a small amount of saliva or pressure. Irritation incidents are occurring and there can be more serious chemical burns of the mouth and lungs if the contents are ingested, although manufacturers have taken action in making pods opaque and harder to open,

- **Progress**

On the EU level, **COMMISSION REGULATION (EU) No 1297/2014** covers safety of liquitabs/laundry detergent capsules and their packaging sold in the EU.
The regulation lays down the following requirements.

- take more than six seconds to dissolve

- have a coating that is impregnated with a bittering agent

- packaged in non-transparent boxes

- packaged in boxes that are printed with warnings and have a child-resistant closing mechanism

This new regulation came into effect on 1 June 2015. Manufacturers have been given six months to comply with the new regulations: There is also an ASTM committee on this issue and OECD has been conducting global campaign on this as well to make them bitter and less attractive. Up to now **ISO/TC 91 Surface active agents** did not cover safety topics and had not discussed the problem of liquitabs.

The PSWG contacted the secretary of ISO TC 91 and was advised they do not deal with special products or "safety issues" until now. ISO TC 91 was interested in a NWIP submission.

COPOLCO approved the development of a new activity template on liquitabs in June 2016. **DIN** submitted the template for CG and members review (see Annex 2). This topic was discussed again at the PSWG meeting in November 2016 based on the template.

- **Actions**

On EU level, COMMISSION REGULATION (EU) No 1297/2014 covers safety of liquitabs/laundry detergent capsules and their packaging sold in the EU. In the US, an ASTM standard F3159-15 Standard safety Specification for Liquid Laundry Packets covers the topic. The ASTM standard contains the same requirements as the EU regulation and advice on warning labels. It also describes several test methods. A NWIP could be submitted to ISO/TC 91 Surface active agents, with the aim to adopt the ASTM standard as ISO standard or use it as basis document.

C.   NWIP In Discussion

1.   Choking hazards of small component parts

- The issue

Since the introduction of plastic bottles (disposable and re-usable) with a "sports cap" that a user can close and open with his/her teeth, some manufacturers have received complaints that parts of the cap could be accidentally inhaled and cause a potential choking hazard. There has been similar concern that the end-caps of USB memory sticks, which may be shaped like toys or other child-appealing designs, could pose a potential choking hazard to infants and young children in the same way as detachable parts of toys.

Existing standards such as the BS pen cap standard and the ISO toy standard do not cover these hazards for a wide age range, from adults to children. Nor do they consider the small dimensions and possible attachment to a larger product, such as presented by the cap of a sports drink container.

Under the lead of Gordon Hayward (UK), and invited expert Mike Hayes, the scoping document on this topic was ratified to form the basis for a NWIP in 2014.

The NWIP, *Components of consumer products or packaging likely to be removed or held by mouth – Safety requirements and mechanical test methods*, was edited and submitted to the ISO TMB in July 2014. Upon receipt the secretariat decided this new work proposal would be best dealt with via a direct submission to ISO TC 10, for the committee's consideration. The PSWG resubmitted the NWIP to TC 122 (Packaging) and they responded that it was not in the scope of the committee.

For the next step, it was forwarded to COPOLCO/WG 16, Revision of ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs.*

Three options for further actions was suggested from members at the Fringe meetings in 2016.
- a horizontal standard to cover many products (ISO TMB can then allocate it to an appropriate TC)
- a national standard for an International Standard (e.g. HB 295.3.25-2008, Product Safety Framework – Choking from small parts)
- cooperating with CEN(CEN/TR 13387-3, General safety guidelines – Mechanical hazards)

- Progress since June 2016

At the PSWG meeting in November 2016, the topic of "Choking hazards of small parts" was discussed again. It was decided that Guide 50, CEN TR 13387-3, and the Australian Handbook should be checked to see if chocking problems are dealt with in that documents.

- **ISO / IEC Guide 50 Safety aspects - Guidelines for child safety in standards and other specifications**

Clause 7.7.1 of Guide 50 deals with "small objects". Hazardous situations in relation to small objects are described and strategies to avoid or reduce risks due to small parts are listed. Guide 50 does not contain any requirement and test method regarding small objects.

- **CEN/TR 13387-3 General safety guidelines - Mechanical hazard**

This Technical Report addresses the most known mechanical hazards and is intended to provide guidance when drafting standards for child use and care articles.

Clause 10.2 of CEN/TR 13387-3 deals with "hazards due to small components". Requirements, test equipment and test methodology are laid down in the Technical report. The first part of the test intends to identify (small) components which can be removed. The ability (of a child) to grip components is assessed and a torque test and tensile test have to be performed. Removed components or parts of a component are then tested whether they fit in the small parts cylinder or not. Small components should not fit entirely within the small parts cylinder (Ø 31,7 mm)

Clause 10.4 Airway obstruction is an additional test for products or parts of a product partially passing through the palatopharyngeal arch into the pharynx. Requirements, test equipment and test methodology are described. The product or any part of a product should not pass through template A which is a slot (50 mm X 35 mm) and no part of the product should protrude past the base of template A. If the product or part of the product has a nearly spherical, hemispherical od cylindrical end it should not pass through template B, which is a hole (42,7 mm) and no part of the product should protrude past the base of template B.

Clause 12.2 deals with Ingestion of small components and describes a similar procedure as in clause 10.2 (ability to grip components, torque test, tensile test and small parts cylinder)

- **Australian Handbook. Product safety framework part 3.25: Choking from small parts**

The intent of that document is to remove the possibility of a small part which is incorporated into a product or forms a product in itself being accessible to a vulnerable user who may place the product in their mouth and put themselves at risk of choking.
In the document a small parts test is described which is the same as in 10.2 and 10.4 of CEN/TR 13387-3 and uses the same small part cylinder and templates A and B. It is not described how to identify components which can be removed (torque test, tensile test).
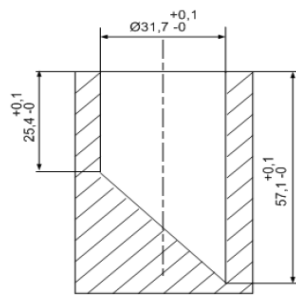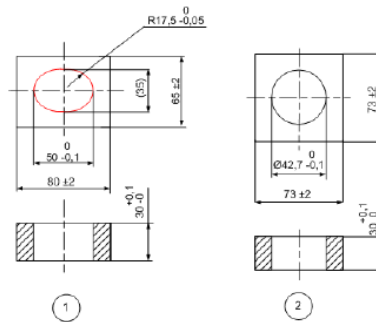
Small part cylinder   1 = template A, 2 = template B

- Recommendation

All three documents deal with the topic of choking hazards of small parts. ISO/IEC Guide 50 only gives general Guidelines whereas the CEN technical report and the Australian document describe detailed test methods and requirements. The documents only take into account children, respectively small children (CEN/TR 13387-3). The Australian Handbook takes into account "vulnerable users", but the test equipment (e. g. small parts cylinder) is exactly the same (same measures) as in CEN/TR 13387-3.

An upgrading of Guide 50 to an International Standard seems not reasonable as the content is only informative and does not contain any requirements or test methods.
A separate standard dealt with by a separate TC or PC would make more sense. That standard should be based on the tests and requirements laid down in CEN/TR13387-3 and Australian Handbook, Product safety framework part 3.25

- Reference

Standards Australia, *HB 295.3.25-2008 Product Safety Framework, Part 3.25: Choking from small parts.*

D.   WATCHING BRIEF PROJECTS

1.   Trampoline parks

Australia is developing a national standard on trampoline parks, a new phenomenon causing lots of injuries. There have been no fatalities yet but many accidents for children – Australia has statistics for these but not young adults or adults generally.

- Progress since June 2016

SA welcomes 1) any accident data available as some of these companies have associations with other countries; and, 2) is anyone developing a standard? The issue has been separated from amusement parks in general as they have more facilities for entertaining people generally (climbing

walls etc.). It covers mobile trampolines going to summer fairs for example. So is a watching brief, looking for information at this stage.

A comprehensive Publicly Available Specification (a quasi-standard) covering trampoline is in consultation process in UK. The SA organized Trampoline Parks Committee and its activity will be shared with the members at the Fringe meeting in 2017.

This item was forwarded to the Key areas working group.

2. Vertical axis top loading washing machines

Upon the request of China (CN, IEC National Committee) for additional safety requirements regarding opening of the lid or door during spinning, IEC TC 61 (*Safety of household and similar electrical appliances)* decided to create the new WG 38 at the Nov. 2015 meeting.

IEC TC 61/WG 38 (60335-2-7 Washing machines) is preparing a DC to cover additional requirements for top loading agitator and impeller-type washing machines for restarting the spin cycle after stopping it by lifting the lid. The scope of WG 38 is restricted to safety requirements during spinning. Nevertheless, it is a good chance for the Product Safety Working Group to have oversight of vertical axis top loaders, if additional safety requirements are needed such as complete cessation of the agitator when the lid is lifted, automatic emptying of water when the lid is lifted, etc.
The PSWG suggested that consumer representatives actively participate in **IEC TC 61/WG 38.**

More information on IEC TC 61 WG 38 60335-2-7 *(Household and similar electrical appliances - Safety - Part 2-7 Particular requirements for washing machines* - Washing machines): http://www.iec.ch/dyn/www/f?p=103:14:0::::FSP_ORG_ID,FSP_LANG_ID:13190,25

- Progress since June 2016

TC 61/WG 38 (60335-2-7 Washing machines) is still working on that topic. WG 38 evaluated the US standard UL 2157 *Electric Clothes Washing machines and Extractors,* which deals with that topic. A DC should have been submitted to TC61 by Feb 2017, but is still not available.

The PSWG would like to suggest that consumer representatives actively participate in IEC TC 61/WG 38

E. NEW CONSUMER PRODUCT SAFETY CONCERNS

1. Accident Investigation

Product safety accidents could do with governance, the culture of the organization, working conditions. These contexts should be investigated to prevent accidents recurrence. Japan proposed to standardize principles of accident investigation to prevent recurrences.

Japan presented the proposal at the Plenary in June 2016. The purpose of the international standard

proposed is to describe the principles and procedures for the methodology behind systematic accident investigations regarding the safety of consumers' lives and bodies. The standard guideline for consumer accident investigations is a tool provided to analyze the primary causes of occurrence of consumer accidents, improve safety condition, and prevent recurrence of the accident.

- Progress since June 2016

Japan will circulate the proposed scope of consumer accidents and draft guidelines upon request of PSWG meeting in November 2016. Feedback from other countries on whether similar issues exist is welcomed. The COPOLCO Chair will approach Jay Jackson for an update on work at the OECD CCP and Product Safety working party.

2. Table saws (US)

3. Safe sleeping conditions (Australia)

F.   TOPIC FOR INFORMATION

DIN Consumer Council study on children´s head injuries

The study "Children´s head injuries by accidents in domestic environments caused by certain products" was initiated in spring 2016 by the DIN Consumer Council and is now available. The study empirically investigated cases of children´s head injuries up to the age of 14 years in Germany and Austria. The focus was on head injuries that were caused by accidents in a domestic environment and had been treated in hospital. The aim was to identify those products that caused the accidents and to show their risks in a household with children.

The data originated from the European Injury Data Base (IDB) for cases of injury in Germany and Austria documented between 2006 and 2015. The sample comprised about 4.000 cases.

For nine conspicuous products, proposals are made to amend standards for changing units, bunk beds, children's high chairs, children's cots, prams, carrycots, infant carriers, trampolines and safety barriers.

A copy of the full report (in German only) and an abstract (in English) can be requested (free of charge) by writing to verbraucherrat@din.de (see Annex 3)

G.   ACHIEVEMENTS

1. Inadequacies of instructions for maintenance and assembly

ISO/IEC JWG 16, IEC TC 3 discussed this proposal at the plenary meeting in November 2015 and proposed that the main aspects of the NWIP should be integrated in the revision of IEC 82079-1. In the Working Draft of IEC 82079-1 Ed.2, an annex for self-assembly products was introduced.

At the 4th meeting in March 2016, ISO/IEC JWG 16 decided that the annex was too comprehensive and should be condensed to general requirements. JWG 16 also decided that it should be inserted in the main body of the Committee Draft of the IEC 82079-1 Ed.2.

- Progress since June 2016

ISO/IEC JWG 16 is working on a revision of IEC 82079-1. The main content of the former COPOLCO new work item proposal is included now in the 2nd CD.

2nd CD of IEC 82079-1 Ed2 addresses instructions for self-assembly products in sub clause 7.11. On the background of the ISO/COPOLCO NWIP IEC/TC3 JWG 16 worked out general requirements addressing this issue in a comprehensive way.

The following text is included in 2nd CD of IEC 82079-1:

7.11 Instructions for self-assembly products
The instructions shall present the sequence of assembly actions in the form of one-step-at-a-time sequence of illustrations, each accompanied by text positioned adjacent to that step. Where necessary, explanatory or advisory information and warnings shall be provided. Additional supporting assembly guidance may be provided in other media, for example video demonstrations. The information for use shall specify instructions for each assembly step as follows:
a) the components and other objects involved in that step;
b) how components are to be aligned and oriented;
c) the actions the assembler needs to perform to shape, attach or connect the components;
d) the appropriate tools required;
e) safety precautions to take or foreseeable errors to avoid during this step; and
f) how to confirm correct mating of components and that their attachment has the required strength.

NOTE: Consumers find it easier to understand assembly actions illustrated in 3-dimensional line drawings than photographs or 2-dimensional views. The directions in which components need to be aligned or moved towards mating points should usually be indicated by arrows.

If assembly or erection requires special skills, this shall be clearly indicated in the information for use by a warning such as "for assembly by a qualified electrician" or "assembly by adults required". Foreseeable errors by an assembler that probably compromise the safety of the completed product – or the safety of a person while undertaking the assembly – shall be subject to risk management. Assessment of whether the instructions adequately address these risks should include usability testing.

2. Safety of ride-on toys

An Annex (safety requirements of ride on toys) was proposed to IEC-TC 61 for inclusion in new edition of IEC 62115. In IEC/EN 62115 – Safety of electric toys (2nd ed.) CDV, Annex J - Safety of remote-controls for electric ride-on toys was included with support of Israel Consumer Council, CI and ANEC.

- Progress since June 2016

The standard for electric ride-on toys was finally voted positively and approved on 3rd of March 2017.

Vote for P-Members				
P-Members Voting	P-Members In favour	In favour %	Criteria	Result
36	35	97.2	>=66.7%	APPROVED

All Votes				
Total Votes Cast	Total Against	Against %	Criteria	Result
42	1	2.4	<=25%	APPROVED

Voting Result   **APPROVED**

Document 61/5319/FDIS

Project : IEC 62115 ED2

IEC 62115 ED2: Electric toys - Safety

Reference	Circulation date	Closing date	Downloads
61/5319/FDIS	2016-12-23	2017-02-03	
Compilation of Comments			
CC file			

COPOLCO X/2017
Product safety working group (1)

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N 284 and its proposed work projects,

invites the PSWG to develop a NWIP on liquitabs,

further invites the PSWG to develop a second NWIP on choking hazards of small component parts based on CEN/TR 13387-3 and the Australian Handbook, *Product Safety Framework* part 3.25,

recognizes the importance of other safety issues presented in COPOLCO N284, asks the group to submit a progress report for members' consideration at the 2018 COPOLCO Plenary.

COPOLCO X/2017
Product safety working group (2) – Risk management of consumer product safety

COPOLCO

notes the Product safety WG task group (ISO/COPOLCO/TG 4) to discuss the proposal regarding risk management of consumer product safety.

recognizes that there is inadequate support for developing a separate standard on risk management of consumer product safety,

asks TG 4 to prepare a proposal on integrating consumer-specific aspects of the NWIP, such as injury assessment, into existing International Standards and Guides, e.g. ISO 31000, ISO 10393 and ISO 10377, when they undergo revision.

Or

asks the PSWG to delete risk management of consumer product safety from its work programme.

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

New Suggestions for ISO/COPOLCO Activity

Template

Version – *26 July 2016*

SUBJECT:

ISO COPOLCO welcomes all suggestions for topics of consumer concern which might be addressed by International Standardization.

This template allows us to more easily consider these.

It may be that, at this stage, not all aspects are relevant to your proposal. However, the more you complete, the better. If you are unsure or need help, please contact the ISO COPOLCO Secretariat who will assist you.

Please fill Part B if you would like the project to become a new COPOLCO Key Area.

Please submit the template to the ISO COPOLCO Secretariat (copolco@iso.org).

Thank you

SUGGESTING NEW ISO COPOLCO ACTIVITY – GUIDANCE
_____

A. Complete a pre-submission check to ensure that:

  ✓ All sections of the form are complete as far as practicable.
  ✓ The need for the standard and its benefit to the public interest are fully articulated.
  ✓ Personnel, resources and timeline are shown.
  ✓ Any supporting documentation is attached to the proposal.

B. Seek guidance from the ISO/COPOLCO Secretariat to ensure all sections of the template have been completed to requirements.

C. Submit the completed proposal with all supporting documents by e-mail to the ISO/COPOLCO Secretariat.

TEMPLATE
_____

Part A.   New suggestions for COPOLCO activity

What is the name of the new area? **Safety of Nappy Sacks**
_____

1. Proposer's Details

Christine Heemskerk **cheemske@gmail.com** **BSI**

2. Description of consumer issue
_____

Nappy sacks, small plastic bags used to dispose of soiled nappies, can pose a risk to babies and young children.

In the UK there have been at least 16 deaths involving these items since 2001, where babies have suffocated after a nappy sack covered their mouth and nose, or have choked after putting a nappy sack in their mouth.

Parents and carers are generally aware of the dangers posed by plastic bags, but may not make the link to nappy sacks posing similar risks. Nappy sacks or bags tend to be fragranced, are made of a much more flimsy material, and do not rustle in the same way as plastic bags meaning they can be easily grasped and breathed in by young babies without parents realising.

Babies and small children are most at risk from choking because they examine things around them by putting them in their mouths.

This is an international issue as more and more of these products are sold and used globally.

3. Need for an international standard

Currently there are no standards addressing the safety of these products . Ideally a standard could address issues like suitable warnings, presentation and packaging of the nappy sacks such as warnings to

- Always keep nappy sacks and other plastic bags or wrapping away from babies and young children
- Never place nappy sacks in or near a baby's cot or pram
- Be aware nappy sacks are extremely light and flimsy and can be easily blown off a high surface or across a room by a draught or by opening or shutting a door

    and improved packaging i.e. to ensure the nappy sacks are supplied on a roll.

4. Benefit to consumers or the public interest

Improved consumer protection

5. Possible existing relevant standards work

None that I am aware of. In Europe the safety of nappy sacks could be addressed using the General Product Safety Directive. However the lack of any standards makes it very difficult for the relevant authorities to assess the risks and hazards posed and conclude the sacks are an unsafe product.

6. Personnel & Resources

I am sure BSI would be involved in any potential standards work

Next steps

- Propose a new area of work for ISO

Recommendation – To be completed by the Chair's Group

Date submitted: _____

Date of initial review: _____

Date of recommendation: _____

Part B.   NEW KEY AREA

Do you wish this suggestion to be considered a new Key Area?
If so, why do you believe this should be added to the list of Key Areas?

Note: Once the subject is approved as a new Key Area within COPOLCO, monitoring by COPOLCO will start. To become a Key Area, the subject has to be an area of standards work within the ISO/IEC fora and of interest to consumers. In effect, the Key Areas for Consumers WG will propose the Key Areas and Key Persons for decision by COPOLCO.

The Key areas for consumers WG's mandate is, in effect, to inform on key areas of work in standardization relevant to consumers, working towards continuous improvement in the delivery of this mandate, while taking account of the needs of developing countries and emerging economies:

- *To identify and monitor key areas of standards work in ISO and IEC of interest to consumers including emerging areas, horizontal issues, and mature technical committee work;*
- *To raise awareness of these areas and disseminate information to the ISO membership, the ISO/COPOLCO members, consumer organizations and consumer representatives, standards development organizations, and members of technical committees and subcommittees;*
- *To facilitate networking amongst individuals interested in areas of consumer interest.*

Potential Key Person …………………..

Recommendation – To be completed by COPOLCO WG 2 Key Areas for consumers

Date submitted: _____

Date of initial review: _____

Date of recommendation: _____

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

ANNEX 2 to COPOLCO N284/2017

New Suggestions for ISO/COPOLCO Activity

Template

Version – *26 July 2016*

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Please submit the template to the ISO COPOLCO Secretariat (copolco@iso.org).

Thank you

SUGGESTING NEW ISO COPOLCO ACTIVITY – GUIDANCE
_____

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- ✓ The need for the standard and its benefit to the public interest are fully articulated.
- ✓ Personnel, resources and timeline are shown.
- ✓ Any supporting documentation is attached to the proposal.

B. Seek guidance from the ISO/COPOLCO Secretariat to ensure all sections of the template have been completed to requirements.

C. Submit the completed proposal with all supporting documents by e-mail to the ISO/COPOLCO Secretariat.

TEMPLATE
_____

Part A.   New suggestions for COPOLCO activity

What is the name of the new area? Liquitabs / washing pods
_____

1. Proposer's Details

Name: Karin Both *Email: karin.both@din.de* *Telephone:+49 30 2601 2663* *Associated National Standards Body (NSB)/Organization*: DIN Consumer Council

2. Description of consumer issue

What is the consumer issue? *What evidence do you have (for example: statistics, consumer detriment)* *What is the consumer interest(s), such as: safety and health, performance, fitness for purpose, likely stakeholders (for example children, older persons and persons with disabilities), information, environment, and developing countries?* *Does this issue require action at the international level?*

Liquitabs/washing pods have become more and more popular in many countries. They are single-use laundry detergent products that contain a liquid detergent enclosed in a water soluble outer layer. On one hand they help to use just the right amount of detergent and can provide over dosage but on the other hand, they are dangerous for children as they contain highly concentrated toxic detergent.

Children are highly attracted to these small colourful packets, which can resemble play items. The soft and colourful product can be easily mistaken by a child for sweets.

In many countries accidents have been reported where children got access to these products and put them in their mouth. The problem is, that these products can easily burst and they have a water soluble outer layer. The alkaline chemicals in the liquitab cause an immediate chemical burn.

Children who have ingested detergent have required medical attention and hospitalization for loss of consciousness, excessive vomiting, drowsiness, throat swelling and difficulty breathing. Eye contact has also resulted in reports of injury, including severe irritation and temporary loss of vision.

In the first six months of 2015, poison-control centers in the US received 6,046 reports of children 5 and younger ingesting or inhaling liquitabs, or getting the contents on their skin or in their eyes, according to the American Association of Poison Control Centers

In the UK there were 1486 incidents involving liquitabs between May 2009 and July 2012, equating to more than one a day. In France there were 7500 reports between 2005 and 2013, and Ireland experienced 200 incidents in 2012 and 2013

3. Need for an international standard

Why do you think an international standard might be useful in addressing the issue?

An international standard could help, but some countries already have regulations or voluntary agreements.

- EU regulation 1297/2014 on classification, labelling and packaging of substances and mixtures:

3.3 **Liquid consumer laundry detergents in soluble packaging for single use**

Where a liquid consumer laundry detergent in dosages for single use is contained in a soluble packaging, the following additional provisions shall apply:

3.3.1. Liquid consumer laundry detergents contained in soluble packaging for single use shall be contained in an outer packaging. The outer packaging shall fulfil the requirements of section 3.3.2 and the soluble packaging shall fulfil the requirements of section 3.3.3.

3.3.2. The outer packaging shall:

(i) be opaque or obscure so that it impedes the visibility of the product or individual doses;

(ii) without prejudice to Article 32(3), bear the precautionary statement P102 "Keep out of reach of children" at a visible place and in a format that attracts attention;

(iii) be an easily reclosable, self-standing container;

(iv) without prejudice to the requirements of section 3.1, be fitted with a closure that:

 (a) impedes the ability of young children to open the packaging by requiring coordinated action of both hands with a strength that makes it difficult for young children to open it;

(b) maintains its functionality under conditions of repeated opening and closing for the entire life span of the outer packaging.

3.3.3. The soluble packaging shall:

(i) contain an aversive agent in a concentration which is safe, and which elicits oral repulsive behaviour within a maximum time of 6 seconds, in case of accidental oral exposure;

(ii) retain its liquid content for at least 30 seconds when the soluble packaging is placed in water at 20 °C;

(iii) resist mechanical compressive strength of at least 300 N under standard test conditions.'

It has been reported at the last product safety WG meeting, that ASTM in the US was working on a standard. ASTM F3159 "Standard Safety Specification for Liquid Laundry Packets" was published in 2015. The standard provides requirements for household Liquid Laundry Detergent Packet safety to help reduce unintentional exposures to the contents of the packets, especially to children. Unfortunately the content of that standard is unknown.

4. Benefit to consumers or the public interest

What is the added value for consumers/public interest of the work?
Check that your proposal fits COPOLCO's terms of reference:

- *Terms of reference*
  - o To study means of helping consumers to benefit from standardization, and means of improving consumer participation in national and international standardization.
  - o To provide a forum for the exchange of information on the experience of consumer participation in the development and implementation of standards in the consumer field, and on other questions of interest to consumers in national and international standardization.
  - o To advise ISO Council as to the consolidated viewpoints of consumers on matters relevant to ISO's current and potential standardization and conformity assessment work.
  - o To advise ISO Council on the need for new or revised policies or actions within ISO as they relate to consumers' needs.

An international standard in that field could help all those countries that have no standard or regulation and would protect children.

5. Possible existing relevant standards work

Include any existing standards or standards development activity which is – or could be – relevant to the issue, such as:

1. *Are there any relevant national, regional, international standards or ISO/IEC deliverables?*
2. *Are any Technical Committees (TCs) of ISO/IEC already addressing this issue?*
   2-1 If yes, is this issue properly addressed by the TC in your opinion?
   2-2 If, no, how should the TC address the issue?
3. *Can any Technical Committee of ISO/IEC address this issue?*
   3-1 If so, why should they do so?
4. *Should there be consumer participation in the TC to raise the issues?*
5. *Is there any other organization besides ISO/IEC which addresses the issue?*
6. *Is there any relevant regulation related to this issue?*

There is no international standard for these products. ISO TC 91 "surface active agents" does not deal with that topic so far.

6. Personnel & Resources

If ISO/COPOLCO approves the proposal, would you be able to contribute to the work?

1. Mention any consumer representatives, technical experts or national standards bodies who you think may wish to be involved.
2. What kinds of resources (time, talent, research, funds and expertise) are needed?

In case we decide to submit a NWIP we need consumer representatives, who are willing to work on that topic.

3. Other information

Next steps

What do you propose as the next steps for COPOLCO? For example;

- *Conduct a feasibility/justification study*
- *Prepare a scoping document/paper summarizing the project or project objectives with appropriate references and facts*
- *Propose a new area of work for ISO*
- *A specific recommendation for ISO to address the problem*
- *Monitor the technical work (If you think monitoring is the next step, please go to Part B).*

Recommendation – To be completed by the Chair's Group

Date submitted: 2016-10-26

Date of initial review:

Date of recommendation:

Part B. NEW KEY AREA

Do you wish this suggestion to be considered a new Key Area?
If so, why do you believe this should be added to the list of Key Areas?

Note: Once the subject is approved as a new Key Area within COPOLCO, monitoring by COPOLCO will start. To become a Key Area, the subject has to be an area of standards work within the ISO/IEC fora and of interest to consumers. In effect, the Key Areas for Consumers WG will propose the Key Areas and Key Persons for decision by COPOLCO.

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- *To facilitate networking amongst individuals interested in areas of consumer interest.*

Potential Key Person …………………..

Recommendation – To be completed by COPOLCO WG 2 Key Areas for consumers

Date submitted: _____

Date of initial review: _____

Date of recommendation: _____

DIN-Consumer Council

DIN

Children´s head injuries by accidents in domestic environments caused by certain products

- Abstract-

Abstract

This **retrospective study** empirically investigated cases of children´s head injuries up to the age of 14 years in **Germany and Austria**. The focus here lay on head injuries that were caused by accidents in a domestic environment and that had been treated in hospital. The aim was to **identify those products that caused the accidents** and to reveal the dangers of their presence in a household with children. In addition to that, suggestions are made to avoid these dangers.

The data being used originate from the **European Injury Data Base (IDB)** where cases of injuries from Germany and Austria were documented between 2006 and 2015. With the help of the features stored in the IDB the sample could be reduced down to the **study population**: **children up to the age of 14 years** with **head injuries** as a result of an accident that **occurred in the home environment** and that was **caused by certain products**. The relevant sample comprises **about 4,000 cases** with a record of the **circumstances of the accident (narrative)**.

By analysing these narratives, which were recorded as free text, **20 product groups** could be identified that were more frequently involved in accidents with head injuries.

Unless already coded, different kinds of injuries were given **ICD-10 codes**, which by the aid of medical professionals were assigned to **degrees of severity**. In this way, the injuries could be related to the degree of severity, the age of the child and the products associated with the accident.

For 9 conspicuous product groups suggestions are made to amend the DIN standards: for baby´s changing units, loft and bunk beds, children's high chairs, children's cots, prams, carrycots, infant carriers, trampolines and staircase safety gates.

The results of the study support the long-standing appeal of paediatricians and child protection organisations for **taking baby walkers off the market entirely in the European Union**.

For another **10 product groups**, typical scenarios of injury are exemplarily depicted. Amendments of the DIN standards are not required here.

The study is also addressed to **associations, authorities and manufacturers**, who strive for more safety for children in the home. **Suggestions** are made **for campaigns** to raise awareness and to inform caregivers of potentially dangerous products. Also, in order to **achieve a change in the way of using a product**, the instructions of use should contain a corresponding note.

This applies to the following **10 product groups**: **parent's beds and sofas, staircases, wardrobes and dressers, hard edges of the bed, swings, bathtubs and showers, Bobby-Cars, swivel chairs, baby rockers and walking bikes**.

In addition to the verbal report, a **comprehensive volume of Excel-tables** was produced which upon request can be made available to interested readers.

The recommendations on **extending or changing of existing DIN standards** cover:

Baby´s changing units (DIN EN 12221 „Changing units for domestic use")

- Mandatory permanent affixing of a standardised **graphical symbol** „Never leave your child unattended",

- Installing an **additional barrier** against falling located at that side of the unit, from which the nappies are changed,

- Recommendation for the instructions of use: Cover the floor below the changing unit additionally with **a soft rug or carpet**.

Loft and bunk beds (DIN EN 747 „Furniture - Bunk beds and high beds")

- **Magnifying of the standardised graphical symbol** „For children of 6 years and above" from now 15 x 15 mm to the size of 25 x 25 mm,

- **Access** through the opening in the fall protection to the upper or high bed **from the foot end** (recommendation for the instruction of use),

- **Elevation of the safety barrier** in the top bed (currently 160 mm only),

- Use of **non-slip surfaces** for ladder rungs or stairs.

Children's cots (DIN EN 716 " Children's cots and folding cots for domestic use")

- Renewed **technical verification** whether the **required minimum distance of 500 mm** between the upper side of the mattress base and the upper edge of the cot side is really sufficient to prevent falls,

- The instruction of use should **mandatorily** contain this note: Do not put **large objects** into the baby cot (e.g. large cuddly toys) which could serve **as a climbing aid**,

- An easy way to **remove some bars** for safe climbing in and out the bed for children aged 24 months and over,

- Recommendation of a **soft bedside rug** for additional safeguarding of children.

Children's high chairs (DIN EN 14988 "Children's high chairs - Safety requirements and Test methods")

- Equipment of the **rear chair legs with rollers** to prevent dangerous wobbling and tilting,

- Highchairs should be constructed so that autonomous climbing is made impossible for children up to 18 months.

Prams (DIN EN 1888:2012: „Wheeled child conveyances - Safety requirements and test methods")

- Recommendation for the instruction of use: Do not use **prams in the home as a depository of the baby over prolonged periods**,

- All prams should be equipped with a child restraint system,

- Novel **proposal for examining the lateral stability**: Define a maximum allowable ratio between the height of the centre of gravity and track width of the pram,

- Proposal for a new locking mechanism, which brakes automatically if the childcare person re-leases the handle.

Carrycots (DIN EN 1466 "Carry cots and stands ")

- Flexible handles of a carrycot should be additionally held together by means of a **Velcro strap**,

- **All carrycots** should be equipped with a **child restraint system**,

- Permanent and clearly visible **affixing of standardised graphical symbols** „Always use the re-straint system", „Up to 4 month of age and maximum weight up to 9 kg".

Infant carriers (ECE-R 44 and ECE-R 129 „Uniform provisions concerning the approval of enhanced Child Restraint Systems used on board of motor vehicles (ECRS)")

- Children in infant carriers used **outside vehicles should be restrained anyway** (additional pictogram).

- Additional **warnings for the instruction of use**: It is dangerous to use the infant carrier on an elevated surface, e.g. a table. Always use the restraint system, also outside vehicles.

Trampolines (DIN EN 71-14:2015-03: „Safety of toys - Part 14: Trampolines for domestic use")

- Trampolines (also mini-trampolines with a diameter under 1500 mm) should **not be used at all by children under 36 months** of age (permanent affixing of a corresponding pictogram),

- Mini-trampolines (without enclosures) should be validated, whether the frame and the sus-pension system are padded sufficiently, as required by the DIN standard,

- Recommendation: For smaller indoor-trampolines without enclosure a **padded robust floor mat around the trampoline** should be offered **optionally**.

Staircase safety gates (DIN EN 1930:2012 „Safety barriers- Safety requirements and test methods")

- Staircase safety gates should **always** have an integrated **self-closing and self-locking** feature,

- It has to be made impossible for children **up to 36 months** of age to open the interlock,

- **Staircase safety gates** should be designed and constructed so that a safe use for children **up to 36 months** is possible and should be recommended in the standard (instead of the current 24 months),

- Should always open in the **opposite direction of the stairs** only.

General Principles for Risk Assessment of consumer Product Safety

(Draft)

Contents

Foreword

Annex A, B, C and D in this standard are informative annexes.

This standard was proposed by and is under the jurisdiction of China National Institute of Standardization.

Drafting organizations of this standard:

The drafters of this standard:

Foreword

This standard is the general standard for safety risk assessment of consumer product, and can provide a guide for consumer safety risk assessment in related fields.

This standard is formulated in reference to EU regulations, international standards, national standards and industry standards, as well as relevant literatures.

Annex A and Annex B respectively list the processes and methods for risk assessment of physical, chemical and biological hazards of consumer product.

Annex C gives an example of risk grade classification method for hazard of consumer product.

General principles for risk assessment of consumer product safety

1 Scope

This standard specifies the principles, procedures, content and requirements of safety risk assessment of consumer product.

This standard applies to risk assessment of consumer product in the normal use and reasonably foreseeable misuse.

2 Terms and definitions

For the purposes of this standard, the terms and definitions apply.

2.1 Consumer product

A type of products designed and manufactured for, but not limited to, personal use, including components, parts, accessories, packaging and instructions for use.

[ISO 10377-2013, definition 2.2].

2.2 Injury

Injury to human health.

2.3 Hazard

Potential cause to injury.

2.4 Hazardous situation

A situation that human exposed to hazards.

2.5 Risk

Comprehensive measurement of injury, including the probability and severity of injuries.

2.6 Safety

The state exempted from an unacceptable risk.

[GB/T 20000.4-2003, definition 3.1]

2.7 Tolerable risk

Acceptable risks within a certain range according to present social value orientation.

[GB/T 20000.4-2003, definition 3.7]

2.8 Risk estimation

A process of assessment of probability of injury and severity of its consequences.

2.9 Risk analysis

A process of determination of hazards and assessment of risks by use of existing information in a systematic manner.

2.10 Risk evaluation

A process of determining the realization of tolerable risks based on the results of risk analysis.

[GB/T 20000.4-2003, definition 3.11]

2.11 Risk assessment

A whole process including risk analysis and risk evaluation.

2.12 Hazard characterization

Qualitative or quantitative (if applicable) description of inherent characteristics of a chemical substance that may cause potential harmful impacts. Hazard characterization includes dose-response assessment and associated uncertainties.

2.13 Exposure assessment

Evaluation on consumer exposure to chemicals (and their derivatives).

2.14 Risk characterization

A qualitative and quantitative description of probability of known or potentially adverse health impact on consumers produced by chemical substances under certain exposure conditions and relative uncertainty.

3 General requirements for risk assessment

3.1 Effective information

Collect relevant information extensively before risk assessment, continue to investigate and supplement the relevant information in the assessment process, and ensure the authenticity, reliability and timeliness of the information.

3.2 Combination of qualitative and quantitative analysis

Risk assessment can be carried out by means of qualitative analysis, quantitative analysis, or combination of both methods. A quantitative approach to risk assessment shall be given priority when appropriate data are available.

3.3 Comprehensive measurement

The scientific, economic, and knowledge development level shall be taken into account for risk assessment to determine the degree of hazard and risk tolerance, and shall conduct repeated review to determine the degree of risk tolerance.

4 Procedure, content and requirements for risk assessment

4.1 Procedures of risk assessment

General procedure for risk assessment includes: Preparation before assessment, hazard identification, risk estimation, risk evaluation, etc.

For the procedure for safety risk assessment of consumer product, see Figure 1 (the risk assessment process of physical, chemical and biological hazards can be refined on the basis of this process, and see Annex A and Annex B).
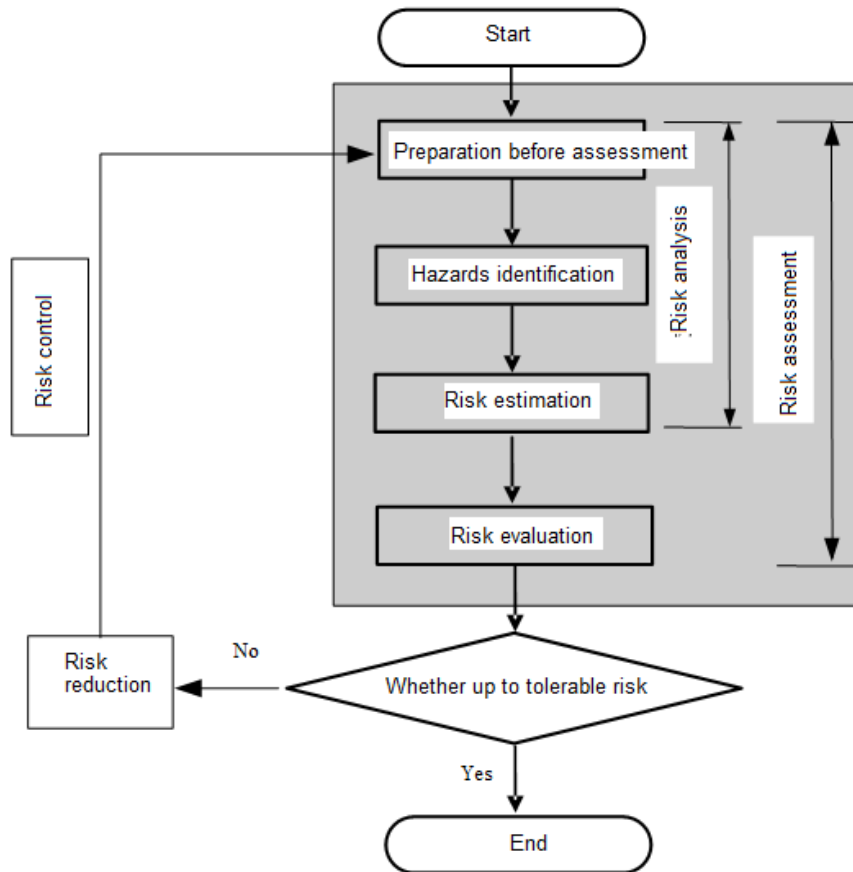
Note: The shaded part in Figure 1 is the general procedure for risk assessment.

Figure 1 Flow Chart for Safety Risk Assessment of Consumer Product

4.2 Preparation before assessment

Preparation before risk assessment includes:

a) Determine the operating environment, service life, users, usage quantity, etc. of the target consumer product.

b) According to the domestic and international relevant laws and regulations, standards, literature, expert experiences, etc., determine the tolerable risk of safety risk assessment of consumer product in consideration of social and economic development level.

4.3 Hazards identification

Identify the hazards of consumer product in the normal use and reasonably foreseeable misuse.

For hazards and injury type of consumer product, see Annex A and Annex B of GB/T 28803-2012 Directives for Risk Management of Consumer Products Safety.

The methods of hazard identification mainly include:

a) Published regulations and standards;

b) Technical and technological data;

c) Incident reports;

d) Consumer complaints;

e) Media;

f) Experiment and testing;

g) Expert opinions, etc.

4.4 Risk estimation

4.4.1 Injury severity

The severity of injury to human body caused by consumer product is normally divided into four grades, i.e., very serious, serious, moderate and slight, see Table 1.

Table 1 Classification of Injury Severity

Grade		Description of characteristics
High ↑ ↓ Low	Very serious	Cause catastrophic injury. Such injury can cause death, physical disabilities, etc.
	Serious	Cause irreversible injury (such as scars), which shall be treated in the emergency room or hospital. Such injury will cause serious adverse impact on human body.
	Moderate	The injury is treated in outpatient service. Such injury causes moderate impact on human body.
	Slight	Such injury can be treated at home, without medical treatment, but it causes a certain degree of discomfort to human body. Such injury causes light impact on human body.

4.4.2 Probability of injury

Particular hazard situation corresponding to injury can be divided into several

stages, each of which corresponds to a potential stage to cause injury and the probability of each stage constitutes the probability of injury. See Annex C.

The information needed to calculate the probability of injury can be obtained by:

a) Relevant historical data;

b) Test simulation;

c) Expert judgement, etc.

The probability of injury can be divided into eight types, see Table 2.

Table 2 Probability of Injury

Probability		Description of characteristics
High↕Low	I	The injury events are of high probability, and occur repeatedly in any case.
	II	Injury events occur frequently.
	III	There is certain probability of injury events, which are not small probability events.
	IV	There is certain probability of injury events, which are small probability events.
	V	There will be a few injury events, but with less probability
	VI	There will be a few injury events, but with minimum probability.
	VII	It generally does not occur, but may occur in very few specific cases
	VIII	There will be no injury in any case.
Note: According to the actual situation, the specific value of the probability of injury in the table can be determined.		

4.5 Risk evaluation

For a certain hazard, according to the probability and severity of injury, risk grade of hazard of consumer product can be estimated. The risk grade classification of hazard of consumer product can be generally determined by matrix method, see Annex D.

If a consumer product has two or more than two kinds of hazards, the risk evaluation should be carried out for each hazard, with the highest risk level of

various hazards as safety risk level of consumer product

4.6 Risk assessment document

Safety risk assessment of consumer product shall be reflected in the form of documents, and the specific content can include:

a) Information preparation before risk assessment;

b) The objective of risk assessment;

c) Hazard types;

d) Discrimination of injury severity;

e) Discrimination of probability of injury;

f) Determination of risk assessment level;

g) The impact of uncertainty in the use of data on risk assessment.

Annex A

(Informative Annex)

Process and method for risk assessment of physical hazards of consumer product

A.1 Process of risk assessment
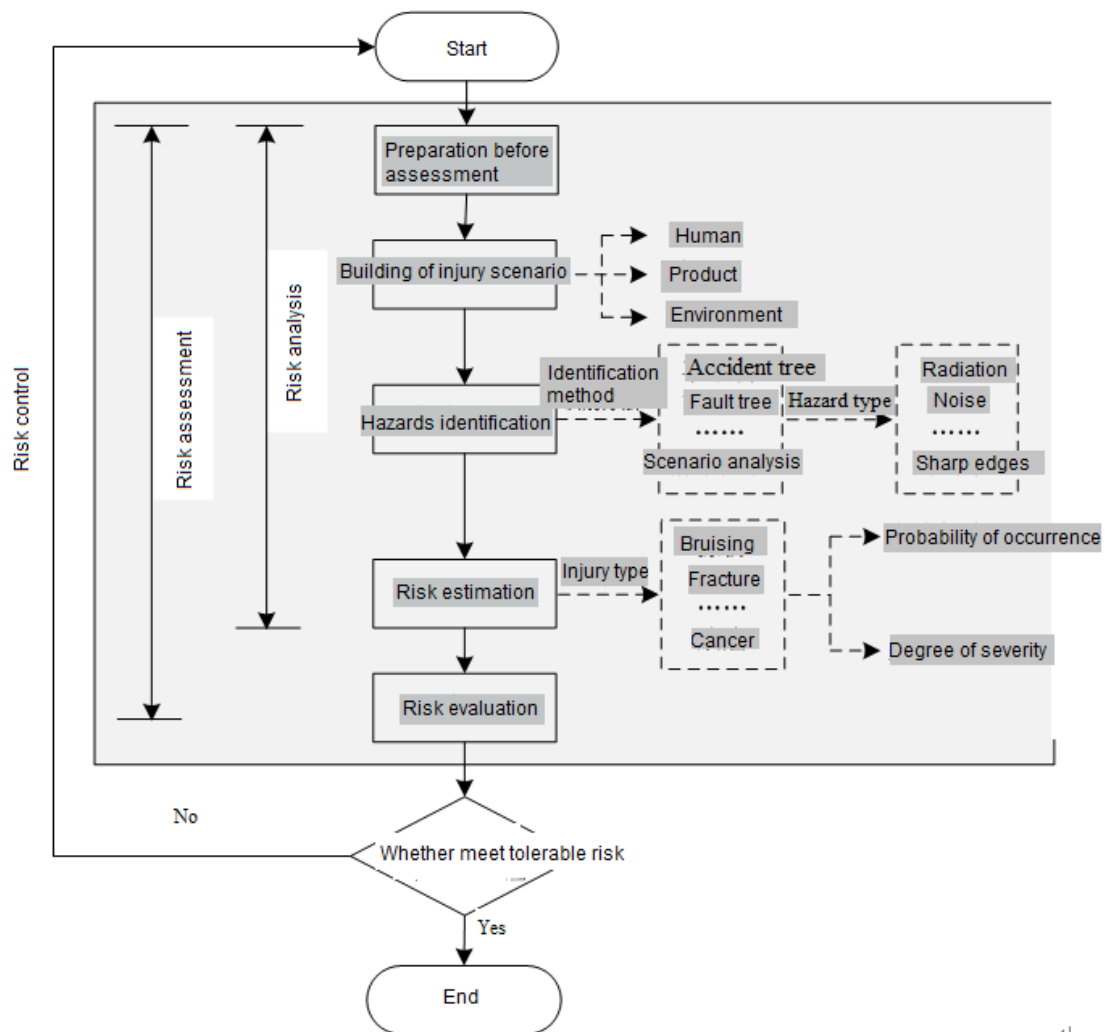
A.2 Methods of risk assessment

A.2.1 The methods used in risk assessment include but are not limited to the following:

Table A.1 Common Methods of Risk Assessment

Risk Assessment Method	Instructions
Brainstorming and Structured Interviews	A method for collecting various views and evaluating them in a team. Brainstorming can be triggered by tips, one-to-one, and one-to-many.
Delphi Method	A method of synthesizing the views of various experts and promoting them to be consistent, the views can help support the identification of risk sources and effects, the analysis of probability and consequences, and risk evaluation. Need independent analysis and expert voting.
Analytic Hierarchy Process (AHP)	The combination of qualitative and quantitative analysis is suitable for the decision making of complex systems with multi objectives, multi levels and multi factors.
Scenario Analysis	On the basis of imagination and speculation, describe the possible future scenario. Scenario analysis can be carried out either formally or informally, qualitatively or quantitatively.
Checklist	A simple risk identification technology provides a series of typical uncertain factors that need to be considered. The user may refer to the previous list of risks, regulations or standards.
Preliminary Hazard Analysis (PHA)	PHA is a simple inductive analysis method, and the goal is to identify risks and hazards that may be hazardous to specific activities, equipment or systems.
Failure Modes and Effects Analysis (FMEA)	FMEA is a technique to identify failure modes, mechanisms and effects. There are several types of FMEA: Design (or product) FMEA for parts and products; System FMEA; Process FMEA for machining and assembly processes; There are service FMEA and software FMEA.
Hazard and Operability Analysis (HAZOP)	HAZOP is a comprehensive risk identification process used to identify deviations that may deviate from the expected performance, and assess the degree of hazard of deviation. It uses a guide word based system.
Hazard Analysis and Critical Control Point (HACCP)	HACCP is a systematic, forward-looking and preventive technique to ensure quality, reliability of product and safety of the process by measuring and monitoring the specific characteristics that shall be within the specified limits.
Protective Layer Analysis Method	The analysis of protective layer, also known as obstacle analysis, can evaluate control and effect.
Structured Hypothesis Analysis (SWIFT)	A technique used to motivate a team to identify risks and is commonly used in a guided seminar and used in risk analysis and evaluation.
Risk Matrix	Risk matrix is a way to combine consequence classification and risk probability.
Human Reliability Analysis	Human reliability analysis (HRA) focuses on the role of human factors in system performance, which can be used to evaluate the impact of human error on the system.
Reliability Centered Maintenance	Reliability Centered Maintenance (RCM) is a kind of technique to optimize maintenance strategy based on reliability analysis technology, and the goal is to satisfy safety, environmental technical requirements and operational

	requirements while obtaining minimum maintenance resource consumption of the products. Through the work, the user can find out the parts of the system that have the greatest impact on system performance and the way of maintenance.
Root Cause Analysis	Analyze the individual losses to understand the cause of the loss and how to improve the system or process to avoid similar losses in the future. The analysis shall take into account the risk control methods that can be used in the event of loss and how to improve the risk control method.
Sneak Circuit Analysis	Sneak Circuit Analysis (SA) is a technique used to identify design errors. A potential pathway is a state that can lead to undesirable functions or inhibit the desired function. The characteristics of these undesirable states are arbitrary and are not necessarily detected in the most stringent standardized system.
Risk Index	Risk Index can provide an effective tool for risk grade classification.
Fault Tree Analysis	Start with the analysis of the adverse event (top event) and determine all possible ways of the event, and show it in the form of a logical tree. After the fault tree is established, consider how to reduce or eliminate the potential risk sources.
Event Tree Analysis	Inductive reasoning is used to convert the probability of various initial events into possible outcomes.
Causal Analysis	Comprehensively use fault tree analysis and event tree analysis, and allow time delay. The causes and consequences of the initial events shall be considered.
Decision Tree Analysis	Provide a clear graphic illustration of the details of the decision problem.
Bow-tie Method	A simple graphical description to analyze various types of paths for the risk to develop from danger to result, and audit risk control measures. It can be considered as the combination of the fault tree to analyze the cause of event (represented by the knot of the butterfly graph) and the event tree to analyze the result.
FN Curve	The FN curve is used to represent the risk through the area block, and can be used to compare the risk, and can be used for system or process design and management of existing systems.
Markov Analysis Method	Markov Analysis is usually used for the analysis of repairable complex systems which exist in a variety of states (including various degraded states).
Monte-Carlo Simulation Method	Monte Carlo Method is used to determine the changes in the system, changes come from change in a plurality of input data, each of input data has definite distribution, and input data and output results have a clear relationship. The method can be used to determine the specific model of the interaction between different input data. According to the characteristics of the uncertainty represented by the input data, the input data can be based on various distribution types. Triangular or beta distribution commonly used in risk assessment.
Bayesian Analysis	Bayesian analysis is a statistical procedure that uses a priori distribution data to evaluate the probability of the results, and the accuracy of the inference depends on the accuracy of the prior distribution. The bayesian belief networks simulates the cause and effect by capturing the probability relationship between the various input data that produce certain results.

A.3 Building of injury scenario

It includes but is not limited to the following content:

-- Consumer characteristics (age, gender, education level, health status)

-- Consumer behavior

-- Characteristics of consumer product

-- Operating environment

-- Injury type

-- Frequency of application

A.4 Risk grade classification

Refer to Annex C for risk grade classification.

Annex B

(Informative Annex)

Process and method for risk assessment of chemical hazards and biological hazards of consumer product

B.1 Process of risk assessment

Process of risk assessment is shown in Figure B.1.
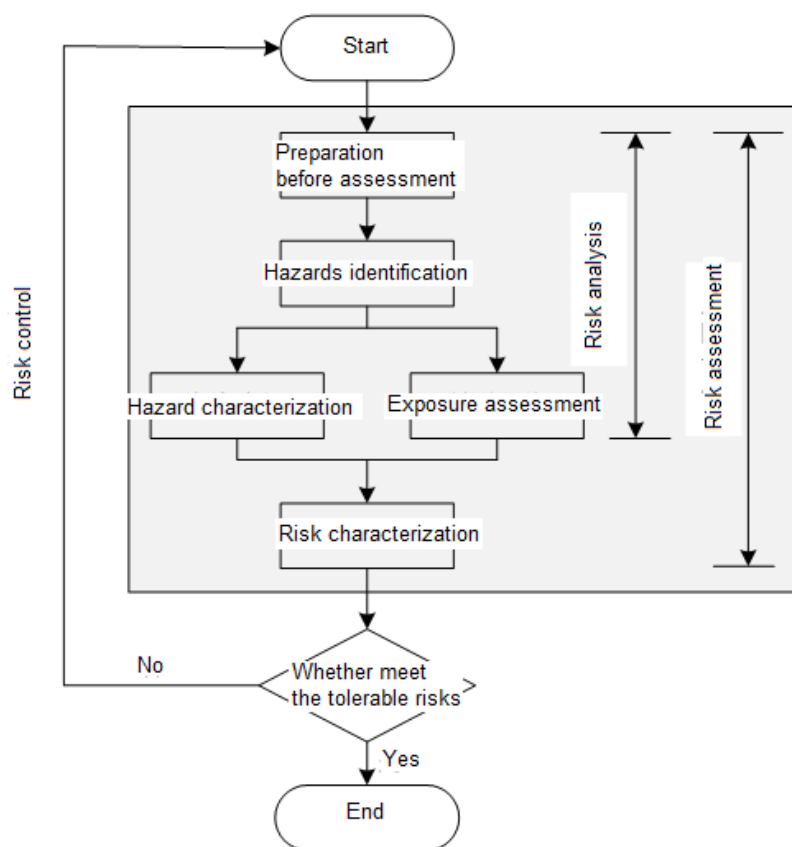
Figure B.1 Process for risk assessment of chemical hazards and biological hazards of consumer product

B.2 Hazards identification

It is possible to make a qualitative evaluation and description of the adverse effects of the exposed population by reference to epidemiological studies, animal experiments, short term and in vitro tests.

B.3 Hazard characterization

The method of dose-response analysis is used to characterize the chemical hazards, and the threshold risk assessment method is usually used to show the non-carcinogenic risk of general toxicity and reproductive development toxicity. For some carcinogens, the mechanism of effect acts with DNA not directly but indirectly, and the threshold dose-effect assessment method is also used. For harm confirmation, some certain chemical substances that are not carcinogenic or carcinogenic but without genetic toxicity shall also be considered to have threshold when animals are repaired without harmful influence, and the evaluation method with threshold should be adopted.

B.4 Exposure assessment

Exposure assessment can be divided into two parts:

a) Determination or prediction of the concentration of chemical substances in consumer product humans are likely to breathe, ingest, and contact.

b) Fully consider physiological characteristics of the exposed human or group (such as weight, respiration) action feature (the residence time or frequency in exposed area), food intake and other exposure factors, and predict chemical intake.

B.5 Risk characterization

B.5.1 Quantitative risk characterization

Quantitative risk characterization shall be characterized by comparing the estimated exposure value of target chemical hazards in related exposure scenario and DNEL value causing major health effects, that is, the risk quantitative characterization of the exposure population, exposure pathway and other related exposure patterns shall be conducted.

B.5.2 Qualitative risk characterization

When there is no data to infer DNEL or DMEL of dose effect for health effects of exposure to specific population, but there are qualitative toxicity data, qualitative risk characterization shall be conducted. The end point of qualitative risk characterization mainly includes irritation, corrosiveness, sensitization, acute toxicity, carcinogenicity and mutagenicity.

Annex C

(Informative Annex)

Example of risk grade classification method for hazard of consumer product

The risk grade of hazard of consumer product is classified in accordance with probability and severity of injuries. Table D.1 gives the value of probability of injury, and provides a reference for risk grade classification of specific hazards of consumer product. The severity of injury can be determined according to Table 1 of this standard. See Table D.1 for risk grade classification of hazard of consumer product.

Table D.1 Risk Grade Classification for Hazard of Consumer Product

Probability of injury	Severity of Injury			
	Very serious	Serious	Moderate	Slight
I	S	S	S	M
II	S	S	S	L
III	S	S	S	L
IV	S	S	M	A
V	S	M	L	A
VI	M	L	A	A
VII	L	A	A	A
VIII	A	A	A	A

Illustration
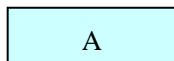
S	Serious risk
M	Moderate risk
L	Low risk
A	Acceptable risk

References

[1] GB/T 15706.1-2007 Safety of Machinery-Basic Concepts General Principles for Design-Part 1: Basic Terminology Methodology

[2] GB/T 16856-1997 Safety of Machinery Principles for Risk Assessment

[3] GB/T 20000.4-2003 Guide for Standardization-Part 4: Safety Aspects for their Inclusion in Standards

[4] GB/T Directives for Risk Management of Consumer Products Safety

[5] ISO 14971 Medical devices-Application of risk management to medical devices

[6] Risk assessment guidelines for consumer products (Draft of 20 November 2007),
http://ec.europa.eu/consumers/safety/committees/ra_guidelines_workshop111 22007.pdf

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International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

DRAFT AGENDA OF THE CONSUMER PARTICIPATION AND TRAINING MEETING ON 15 MAY 2017 IN KUALA LUMPUR, MALAYSIA

_____

Date/time: **10.30 a.m – 11.30 a.m**

Place: **Pullman 1, Pullman Hotel City Centre, Kuala Lumpur, Malaysia**

Chairs: **Ms Sadie Homer Mr Guillermo Zucal**

Item		Document	Rapporteur
1.	Introductory remarks and adoption of the agenda		
2.	Funding task group – verbal report		Guillermo Zucal / Rémi Reuss
3.	ISO action plan for Developing countries – feedback on CPT report	CPT report	Sadie Homer
4.	ISO Directory of consumer interest participation and ISO connect – update and verbal report		Dana Kissinger
5.	Regional consumer engagement strategies – verbal report and contributions from WG		Guillermo Zucal
6.	Update of distance learning material and proposed COPOLCO materials	CPT report	Sadie Homer
7.	Regional training workshops – feedback	CPT report	Sadie Homer / Antonino Serra
8.	COPOLCO and UNCTAD		Sadie Homer / Dana Kissinger
9.	Confirmation for resolutions for COPOLCO plenary	CPT report	Sadie Homer
10.	Any other business		
11.	Concluding remarks		

/

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

COPOLCO N285/2017

AGENDA ITEM 13   CONSUMER PARTICIPATION AND TRAINING GROUP

1 Working Group structure and terms of reference

The group is co-chaired by Sadie Homer, CI and Guillermo Zucal, IRAM - Argentina. The principal on going activities relate to funding, training, awareness raising and promoting the ISO Directory. The ISO Strategic Plan 2016-2020 and the ISO Action Plan for Developing Countries will form a basis for an action plan for the working group.

The Consumer Participation & Training Working Group (CP & T WG) Terms of Reference were confirmed at the 2014 Plenary (Resolution 7/2014).

2. Funding consumer participation

Many NSBs and consumer groups are struggling to either maintain or find sufficient funding to be able to provide consumer participation into national standards work. There are additional resource requirements for regional and international work.

Guillermo Zucal (IRAM - Argentina) and Rémi Reuss (AFNOR - France) lead the Funding Task Group and will provide a verbal update at the meeting. The need for a fundraising task group was confirmed at the June 2016 meeting.

The task group monitors the following topics with a short update

- ISO - World Bank MOU – this in its early stages and being monitored for internal cooperation at the appropriate time
- ISO Academy to highlight opportunities for consumers in developing countries – the WG chairs and CI representative continue to collaborate with ISO Academy in the preparation and selection of delegates to attend consumer training events
- Innovative fundraising activities – follow the ANEC research on diversification of funding
- Monitor and promote the Directory of consumer interest (funding) – continue to encourage NSB's to update their entries
- Contribute to the work to promote broader awareness of COPOLCO – on-going activity

3. ISO Action plan for developing countries 2016-2020

The action plan and its key outputs were noted at the June 2016 meeting. The WG convenors requested information from the ISO Academy who shared the following information :

- *Number of consumers attending TCs sponsored through Academy*
  Over 3000 delegates are sponsored by ISO Academy each year to attend TC's of key interest to developing countries, including NSB related training. Two thirds of delegates are from stakeholder groups but there is currently no facility to identify and track individual stakeholder groups. This may become available in the future when the investment for the required technology becomes available.

- *Information on new standards projects in DEVCO*
  Training for NSB's focusing on stakeholder participation is a project where the WG may be able to support the ISO Academy. The Academy are exploring ways to offer training looking at the reality in individual countries and adapting to meet local situations that may vary substantially even in between countries in the same region.

- *Information on supported IT platforms and tools to share with COPOLCO*
  Supported tools are focused on improving the Quality infrastructure within developing countries.

4. Balanced representation on TC/WGs

Following discussions at the last meeting in November 2016, the potential value of data on stakeholder participation in standards development was recognized as an essential tool for an open and transparent process and to enable targeted actions to be taken based on real data. There are challenges in collecting this data and NSB's need to be encouraged to collect and provide data to ISO, but also to invest in tracking their own committees and national delegations. This will help to build confidence and credibility in the development of consensus based standards.

This WG could request that ISO COPOLCO members make their NSB's aware of the importance of this data and encourage them to work to improve procedures to collect and provide the data.

5. ISO Directory of consumer interest participation and ISO connect

Dana Kissinger and her team lead this activity.

The WG chairs have asked Dana to provide a verbal update on progress and a reminder of the content and use of both the ISO Directory of consumer interest participation and ISO Connect, a convenient portal bringing everything together in one place.

6. Collaboration with other organizations

Information produced by Consumers International on the updated UNCPG was distributed to ISO COPOLCO members and highlighted in ISO social media.

The WG noted at the last meeting that ISO COPOLCO should be encouraged to build cooperation with UNCTAD. This will be requested in a resolution to the plenary meeting. See draft resolutions

Guillermo Zucal will provide a verbal update on regional consumer engagement strategies.

7. Best practices Guidance document for succession planning

A link to the ANSI event held in October 2016 was added to the succession best practice guidance. The guide still needs to be highlighted in the e-newsletter and made available via a link.

8. Update on the ISO COPOLCO Distance learning Module

CEN/CENELEC have a WG to develop e-learning tools for societal interests which were made aware of the ISO COPOLCO tool after the last meeting. The group decided to base their material on this. The WG are adapting the material to reflect the European context for which it will be used and also to reflect the needs of each of the societal groups represented by ANEC, ECOS and ETUK. An online e-learning module has already been developed for SME's. The material will first be adapted for consumers and the other groups may take a little longer.

The European material will reference and link to the ISO COPOLCO material and this has highlighted the need to revise the current version which is now 5 years old. The WG should discuss how to progress this during 2017.

The WG should also discuss how to action the proposal to develop COPOLCO material based on the BSI materials produced for consumers.

9. Regional/national training workshops

In December 2016, the ISO Academy held an East Europe/Central Asia consumer-training event in Vienna. The COPOLCO Consumer participation and training group and Consumers International collaborated with the Academy and COPOLCO secretariat to deliver the workshop.

Engaging consumers in standards development was organized in the framework of the *ISO Action Plan for Developing Countries 2016-2020* in collaboration with the ISO Committee on consumer policy (ISO/COPOLCO), with generous funding provided by the Swedish International Development Cooperation Agency (Sida). The workshop was hosted by the Austrian Standards Institute (ASI) for the benefit of ISO members in Central and Eastern Europe.

This workshop represented a unique opportunity for representatives from National Standards Body (NSB), consumer organizations and government ministries from countries in Eastern Europe and Central Asia to work together and explore how standards can address societal and economic concerns with a specific focus on the consumer stakeholder.

Aims of the workshop

- raise awareness of standards as a means to safeguard consumer interests;

- enhance the role of consumer representatives in the standards-setting process at the national, regional and international levels; and

- promote dialogue between representatives of National Standards Bodies (NSBs), consumer organizations and consumer protection agencies from ISO member countries in Eastern-Central Europe and Central Asia, so that they may work together effectively on consumer protection issue

There were 21 sponsored representatives from NSBs, consumer organizations and government ministries responsible for economic affairs or consumer protection. One representative funded his own participation. One or two representatives were selected from the following countries: Albania, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Former Yugoslav Republic of Macedonia, Lithuania (self-funded), Georgia, Montenegro, Moldova, Kazakhstan, Kyrgyzstan, Serbia, Tajikistan, and Ukraine.

The participants indicated concerns with safety and quality of both imported and domestic products. Specific examples included shoes, safety of toys, cosmetics, food safety, tourism services and overall quality of products and services. A lack of testing laboratories and other resources contribute to inadequate market surveillance.

Many clearly saw the benefit of bringing together organizations and agencies who work on consumer protection issues to collaborate and find positive outcomes from working together and using standards as a tool to produce solutions. NSB's planned contacting and visiting different stakeholders to 'cross the bridge' between stakeholders and the NSB. Workshops, training days and outreach through traditional and social media were mentioned.

In 2017 the ISO Academy has organized a regional workshop on consumer involvement**: Consumers and standards for road safety solutions** to be held on **16 May 2017 in Kuala Lumpur.** This event is taking place as part of the ISO/COPOLCO meeting week held at the invitation of DSM and the Malaysian Association of Standards Users. In addition to the common aims outlined above for the Vienna event , the workshop also aims to enable participants to participate in developing road safety related recommendations to take forward to the ISO COPOLCO workshop in the area of road safety occurring on 17 May.

Draft Resolutions

COPOLCO Resolution x/2017

Consumer participation and training group (1) – ISO guidance on stakeholder participation

COPOLCO

<u>notes</u> 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.

<u>requests</u> COPOLCO members to raise awareness of the ISO Guidance and Additional Guidance on Stakeholder engagement, within their NSB's.

<u>further requests</u> 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

Consumer participation and training group (2)

<u>highlights</u> 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,

<u>asks</u> the ISO/COPOLCO Chair, with the support of the COPOLCO Secretariat, to explore opportunities to engage with UNCTAD.

COPOLCO Resolution x/2017

Consumer participation and training group (3)

<u>welcomes</u> 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"

<u>notes</u> that the ISO COPOLCO material was published in 2009 and updated in 2013,

<u>notes</u> that the CEN/CENELEC will reference and link to the ISO COPOLCO module,

<u>asks</u> ISO COPOLCO to support a proposal to update the content of the material in synchrony with the European work.

COPOLCO N286/2017
April 2017

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

AGENDA ITEM 14   REVISION OF ISO/IEC GUIDE 14

COPOLCO ACTION: COPOLCO is invited to note the results of the Draft Guide enquiry and consider nominating a project leader for the conversion of ISO/IEC Guide into an International Standard.

Since the last COPOLCO meeting, ISO/COPOLCO WG 15 passed a few important milestones. The Committee Draft consultation finished on 14 May 2016 with unanimous acceptance. The working group, convened by Michele Althoff (ANSI), then held a meeting in Washington DC on 11-12 September at the invitation of ANSI to discuss comments and produce a draft for the final enquiry.

A great deal has changed in the area of product information since the last revision of this Guide; this edition will take into account inter alia important technological innovations such as Quick Response (QR) codes and Radio Frequency Identification (RFID); Internet best practices for customer satisfaction, language policy and needs of vulnerable consumers.

More information about this Guide, along with some helpful background about Guides in general, appears in a presentation which has been updated for the current development phase of the project, at Annex 1.

COPOLCO launched the DIS (DGuide) ballot on ISO/IEC Draft Guide 14, *Product information for consumers*, on 16 December 2016. The ballot concluded on 7 April 2017 and the results appear at Annex 2. At this writing, the WG 15 had not yet set a date to handle comments and develop the final draft for publication.

Publication of ISO/IEC Guide 14 is anticipated for end 2017 or early 2018. After publication, the *Consumer protection in the global marketplace working group* will prepare a New Work Item Proposal proposing its conversion into an International Standard. The ISO TMB will then ballot the item among the ISO members, after which it will decide on the question of its conversion into an International Standard, either in a Project Committee or within a currently-existing Technical Committee.

The future NWIP will require the name of a proposed project leader. COPOLCO members are therefore already invited to consider nominating an expert to this role.

1

ISO

Product information for consumers

Michele Altoff, Convenor, COPOLCO WG 15

« Revision of ISO/IEC Guide 14 »

ANSI Consumer Interest Forum

1 October 2015

ISO

About ISO and ISO/IEC Guides

What are they?

Guide --- Definition (*ISO/IEC Directives, Part 2, Clause 3.1.6)*
document published by ISO or IEC giving rules, orientation, advice or recommendations relating to international standardization
Note 1 to entry: Guides can address issues of interest to all users of documents published by ISO and IEC.

What do they do?

Guides are documents that provide advice:
* to standards writers on how to deal with specific issues when drafting standards; OR
* to national standards bodies on how to deal with issues specific to standardization principles.

ISO

Where can I find out more?

List of ISO and ISO/IEC Guides:

http://www.iso.org/iso/guides-list

(many are publicly available)

Informative brochure:

ISO - ISO/IEC Guides: What they are and what they can help you achieve

http://www.iso.org/iso/iso-iec_guides.pdf

ISO

List of COPOLCO Guides
(or COPOLCO participation)

ISO/IEC Guide 14 – *Purchase information on goods and services intended for consumers*

ISO/IEC Guide 37 – *Instructions for use of products by consumers*

ISO/IEC Guide 41 – *Packaging -- Recommendations for addressing consumer needs*

ISO/IEC Guide 46 – *Comparative testing of consumer products and related services -- General principles*

ISO/IEC Guide 50 – *Safety aspects -- Guidelines for child safety in standards and other specifications*

ISO/IEC Guide 51 – *Safety aspects -- Guidelines for their inclusion in standards*

ISO/IEC Guide 71 – *Guide for addressing accessibility in standards* (**TMB TAG**)

ISO/IEC Guide 74 – *Graphical symbols -- Technical guidelines for the consideration of consumers' needs*

ISO/IEC Guide 76 – *Development of service standards -- Recommendations for addressing consumer issues*

ISO Guide 82 – *Guidelines for addressing sustainability in standards* (**TMB TAG**)

Background of Guide 14 Revision

COPOLCO Resolution 2/2013

ISO/IEC Guides revision

COPOLCO,

<u>notes</u> the report on ISO/IEC Guides referenced as COPOLCO 9/2013,

<u>decides</u> to propose the revision of two ISO/IEC Guides to the ISO Technical Management Board:

- ISO/IEC Guide 14, *Purchasing information on goods and services intended for consumers*, and
- ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs*

Main issues included:

- Accessibility – provisions for persons with disabilities
- The role of the Internet in purchasing decisions
- Evolution of technologies to support product information

WG composition and work methods

Althoff, Michele - Convenor	ANSI – USA
Harmon, Craig (†)	ISO/TC 122, *Packaging*
Hailey, Victoria	SCC – Canada
Hawthorne, Rachel	ANSI – USA
Herrera, Sandra	ICONTEC – Colombia
Hunter, Julie	BSI – United Kingdom
Johnston, Clif	SABS – South Africa
Nielsen, Elizabeth	SCC – Canada
Reuss, Rémi	AFNOR – France
Roed, Jan	DS – Denmark
Zucal, Guillermo	IRAM – Argentina

Meetings conducted almost exclusively by WebEx.
Tools: ISOTC server, e-mails, and pilot Collaborative Authoring Tool

Structure and content

- **Foreword**
- **Introduction**
- **Scope**
- **Terms and definitions**
- **Purchasing information**
  (Objectives of purchasing information, General principles, Minimum contents and presentation, Performance and conditions of use, Dependability considerations, Second-hand goods).
- **Methods of conveying information**
  (Written and printed information, online information, verbal information).
- **Formats and design principles**
- General, Fundamental Principles, Use of diagrams, symbols and pictograms, scales and tables; recognizability and uniformity.
- **Bibliography**

Current revision: what has changed?

- Improved scope and introduction
- Mention of new consumer information labelling tools, such as QR codes or RFID tags, available on the packaging of the product.
- Relationship established with Guides 37 and 41 (Instructions for use, packaging)
- Consideration for vulnerable persons' product information needs
- Content added on recycling and second-hand goods
- Improved treatment of risk, sustainability and privacy issues
- Addition of new clauses on performance and conditions of use, dependability considerations
- Updating of references and addition of new ones
- Deletion of purchase information bodies and purchase information systems (obsolete content)

ISO **Guide 14 revision: What's next?**

- Coordinate with IEC on the CD consultation*
- Launch ISO/IEC Committee Draft consultation (2 months)*
- Consider comments (WebEx or physical meeting)*
- Produce the Draft Guide for final Enquiry*
- Launch Draft Guide Enquiry (4 months)*, (Translation to French)
- Consider comments (WebEx or physical meeting)
- Produce final draft for last checks
- Publication

* *Completed as of April 2017*

NOTE: NO FDIS STAGE FOR ISO/IEC GUIDES

ISO

Product information in the digital age: What prospects for ISO/IEC Guide 14?

- The "Digital Age" is changing the landscape for consumers
- Social networks make consumers agents as well as recipients of information about goods and services
- Many more factors influence product information than before (on-line reputation, sustainability, accessibility, technology), therefore it is increasingly important.
- An IS on product information for consumers will also benefit the emerging "collaborative economy", as a confidence-builder.
- ISO/IEC Guides have low visibility; they are usually for technical experts or NSB's, not manufacturers and suppliers.
- Therefore an International Standard on product information for consumers would be more relevant than a Guide.

ISO **Guide 14 revision: What's next?**

6

COPOLCO Resolution 17/2015

Global marketplace working group (1)

COPOLCO

thanks the global marketplace working group for its report at COPOLCO 18/2015,

approves the activity template on business-to-consumer communication appearing at Annex 1 to COPOLCO 18/2015,

notes the ongoing revision of ISO/IEC Guide 14, *Purchase information on goods and services intended for consumers,*

supports future conversion of ISO/IEC Guide 14 into an International Standard, upon its publication.

A project leader is needed to back up the NWIP for conversion of ISO/IEC Guide 14 into an International Standard!

ISO

Thank you for your attention

Questions? Comments?

Ballot Information

Reference	ISO/IEC DGuide 14 (Ed 3)	**Committee**	ISO/COPOLCO
Edition number	3		
English title	Product information for consumers		
French title	Information sur les produits pour les consommateurs		
Start date	2016-12-16	**End date**	2017-04-07
Opened on	2016-12-16 00:00:16	**Closed on**	2017-04-09 00:00:58
Status	Closed		
Voting stage	Enquiry	**Version number**	1
Vote in parallel with	IEC		
Note			

Result of voting

P-Members voting: 47 in favour out of 48 = 98 % (requirement >= 66.66%)

(P-Members having abstained are not counted in this vote.)

Member bodies voting: 1 negative votes out of 49 = 2 % (requirement <= 25%)

Approved

Votes by members

Country	Member	Status	Approval	Disapproval	Abstention
Algeria	**IANOR**	**P-Member**	X		
Argentina	**IRAM**	**P-Member**			X
Australia	**SA**	**P-Member**	X		
Austria	**ASI**	**P-Member**			X
Bahrain	**BSMD**	**P-Member**	X		
Bangladesh	**BSTI**	**P-Member**			
Barbados	**BNSI**	**P-Member**			X
Botswana	**BOBS**	**P-Member**			X
Brazil	**ABNT**	**P-Member**			X
Bulgaria	**BDS**	**P-Member**	X		
Canada	**SCC**	**P-Member**	X *		
Chile	**INN**	**P-Member**			X

China	SAC	P-Member	X		
Colombia	ICONTEC	P-Member	X *		
Costa Rica	INTECO	P-Member	X		
Cyprus	CYS	P-Member	X		
Czech Republic	UNMZ	P-Member	X *		
Denmark	DS	P-Member	X		
Ecuador	INEN	P-Member	X		
Egypt	EOS	P-Member	X		
Fiji	DNTMS	P-Member			
Finland	SFS	P-Member			X
France	AFNOR	P-Member			X
Germany	DIN	P-Member		X *	
Ghana	GSA	P-Member	X		
India	BIS	P-Member	X *		
Indonesia	BSN	P-Member	X		
Iran, Islamic Republic of	ISIRI	P-Member	X		
Ireland	NSAI	P-Member			X
Israel	SII	P-Member			X
Italy	UNI	P-Member			
Jamaica	BSJ	P-Member	X		
Japan	JISC	P-Member	X		
Kazakhstan	KAZMEMST	P-Member	X		
Kenya	KEBS	P-Member	X		
Korea, Republic of	KATS	P-Member	X *		
Malawi	MBS	P-Member	X		
Malaysia	DSM	P-Member	X		
Malta	MCCAA	P-Member	X		
Mauritius	MSB	P-Member	X		
Mexico	DGN	P-Member			X
Mongolia	MASM	P-Member	X		
Namibia	NSI	P-Member	X		
Netherlands	NEN	P-Member	X		
Nigeria	SON	P-Member			
Norway	SN	P-Member	X		
Oman	DGSM	P-Member			
Pakistan	PSQCA	P-Member	X		
Panama	COPANIT	P-Member	X		

Peru	INACAL	P-Member	X		
Portugal	IPQ	P-Member			X
Qatar	QS	O-Member	X		
Romania	ASRO	P-Member			X
Russian Federation	GOST R	P-Member	X		
Saudi Arabia	SASO	P-Member	X		
Serbia	ISS	P-Member	X		
Singapore	SPRING SG	P-Member	X		
Slovenia	SIST	P-Member	X		
South Africa	SABS	P-Member			X
Spain	UNE	P-Member			X
Sri Lanka	SLSI	P-Member	X		
Sudan	SSMO	P-Member	X *		
Sweden	SIS	P-Member	X		
Switzerland	SNV	P-Member	X *		
Thailand	TISI	P-Member	X *		
Trinidad and Tobago	TTBS	P-Member	X		
Tunisia	INNORPI	P-Member	X		
Turkey	TSE	P-Member			
United Arab Emirates	ESMA	P-Member			X
United Kingdom	BSI	P-Member	X *		
United States	ANSI	P-Member	X *		
Uruguay	UNIT	P-Member			X
Zimbabwe	SAZ	P-Member			X
P-Member TOTALS Total of P-Members voting: 48			47	1	18
TOTALS			48	1	18
(*) A comment file was submitted with this vote					

Comments from Voters			
Canada	SCC	P-Member	ISO_IEC DGuide 14 (Ed 3)_SCC.doc
Colombia	ICONTEC	P-Member	ISO_IEC DGuide 14 (Ed 3)_ICONTEC.doc
Czech Republic	UNMZ	P-Member	ISO_IEC DGuide 14 (Ed 3)_UNMZ.doc
Germany	DIN	P-Member	ISO_IEC DGuide 14 (Ed 3)_DIN.doc
India	BIS	P-Member	ISO_IEC DGuide 14 (Ed 3)_BIS.doc

Korea, Republic of	KATS	P-Member	ISO_IEC DGuide 14 (Ed 3)_KATS.doc
Sudan	SSMO	P-Member	ISO_IEC DGuide 14 (Ed 3)_SSMO.doc
Switzerland	SNV	P-Member	ISO_IEC DGuide 14 (Ed 3)_SNV.doc
Thailand	TISI	P-Member	ISO_IEC DGuide 14 (Ed 3)_TISI.docx
United Kingdom	BSI	P-Member	ISO_IEC DGuide 14 (Ed 3)_BSI.doc
United States	ANSI	P-Member	ISO_IEC DGuide 14 (Ed 3)_ANSI.doc

Comments from Commenters	
ANEC	ISO_IEC DGuide 14 (Ed 3)_ANEC.doc
ISO	ISO_IEC DGuide 14 (Ed 3)_ISO.doc

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COPOLCO N287/2017

AGENDA ITEM 15   REVISION OF ISO/IEC GUIDE 41, PACKAGING – RECOMMENDATIONS FOR ADDRESSING CONSUMER NEEDS

The Draft ISO/IEC Guide 41, *Packaging — Recommendations for addressing consumer needs*, is being prepared by the ISO Committee on consumer policy (COPOLCO) Working Group 16, co-convened by Christine Heemskerk (BSI) and Sandra Herrera (ICONTEC) . The group held a first meeting in Reston, Virginia, on 29-30 July to commence the review. It was followed by smaller, informal meeting of group members in Washington DC on 10 October 2016, and the last meeting was held in Geneva 28th February/1st March 2017. This third edition cancels and replaces the second edition (ISO/IEC Guide 41:2003).

Guide 41 has gone out for a Committee Draft consultation in March 2017. Initial comments will be considered at a WG meeting in Kuala Lumpur during the COPOLCO plenary meeting in May. There is also a meeting planned in July in Geneva to consider the final comments with a view to developing a Draft Guide for circulation. The final guide should be published by the end of 2017.

Packaging of products is of consumer interest, the cost of which is borne indirectly by the consumer. Standardization of aspects of packaging should therefore address such factors as safety, intended purpose, and reliability, as well as such general needs as protection of the environment and energy conservation.

The Guide will have improved and updated provisions on human and environmental safety of packaging, suitability for intended purpose, conservation of resources and energy. It also refers to ISO/IEC Guides 50 (child safety), 51 (safety aspects in standards), Guide 71 (accessibility) and ISO 18601 and related documents on packaging and the environment.

The main changes compared to the previous edition are as follows:

- Expansion of the scope to include secondary and tertiary packaging, and other aspects such as labelling information and distribution channels,
- Additional provisions on safety and sustainability of packaging, to address needs of vulnerable consumers,
- Reference to ISO 18601 and related documents on packaging and the environment,
- Additional guidance for suitability for intended purpose,
- Integration of the iterative process of risk assessment and risk reduction using the approach of ISO/IEC Guide 51,
- Updated references to other ISO/IEC Guides on product information for consumers, instructions for use of consumer products, child safety, safety aspects in standards and accessibility, and
- Addition of clauses on presentation of information, recognizability and uniformity, and legibility of text.

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AGENDA OF WG 16 MEETING TO REVISE ISO/IEC GUIDE 41
16 MAY 2017 IN KUALA LUMPUR, MALAYSIA

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Date/time: **16 May,** 10:30 am – 13 pm

Place: **Pullman 10, Pullman Hotel City Centre, Kuala Lumpur, Malaysia**

Chairs: **Ms Christine Heemskerk and Sandra Herrera**

Item		Document	Rapporteur
1.	Introductory remarks and adoption of the agenda		C. Heemskerk S. Herrera
2.	**Reviewing comments on the CD**		C. Heemskerk S. Herrera
3.	For approval: Next meeting		C. Heemskerk S. Herrera
4.	Any other business		C. Heemskerk S. Herrera
5.	Concluding remarks		C. Heemskerk S. Herrera

AGENDA ITEM 16.1 REPORT FROM THE INTERNATIONAL ELECTROTECHNICAL COMMISSION (IEC)

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The IEC (International Electrotechnical Commission) is the world's leading organization that prepares and publishes globally relevant International Standards for all electric and electronic devices and systems. It brings together 170 countries (83 Members and 87 Affiliates), representing 98% of the world population and 96% of world energy generation. Close to 20 000 experts cooperate on the global IEC platform. The IEC also supports all forms of conformity assessment and administers four Conformity Assessment Systems (IECEE, IECEx, IECQ and IECRE).

IEC members are National Committees (NCs) representing the entire range of electrotechnical interests in their country, notably companies and businesses, industry associations, educational bodies, governmental and regulatory bodies and consumers.

Hereafter is an update on IEC activities of potential interest to ISO/COPOLCO.

Wearable Smart Devices (WSD)

The proposal for a new IEC TC 124, *Wearable Electronic Devices and Technologies*, has been approved in January 2017, with the following provisional scope:
Standardization in the field of wearable electronic devices and technologies which include patchable materials and devices, implantable materials and devices, edible materials and devices, and electronic textile materials and devices. Excluded: Standardization for specific items in the field of the following IEC TCs: TC 47, TC 62, TC 100, TC 108, TC 110, TC 119, SyC AAL and relevant areas of JTC 1.

The IEC Standardization Management Board (SMB) assigned the secretariat of TC 124 to Korea and the call for nomination for Chair of TC 124 is due on 2017-05-26.

Low Voltage Direct Current (LVDC)

The proposal for a new Systems Committee (SyC) on *LVDC and LVDC for Electricity Access* has been approved in January 2017 and Mr Vimal Mahendru (IN) appointed as Chair.

LVDC, a disruptive technology that fundamentally changes and accelerates energy access, has the potential to transform lives, livelihoods and leisure by helping millions of people gain access to electricity. The IEC is driving the development of LVDC, making this technology safe and broadly accessible. The work of the IEC has a direct impact on 12 of the 17 SDGs (UN Sustainable Development Goals) – it provides the technical foundation for the whole energy chain and all equipment that is driven by electricity.

The IEC with the Kenya Bureau of Standards (KEBS) will be hosting an LVDC Conference on Sustainable Electricity Access on 22-23 May 2017 in Nairobi, Kenya.

Active Assisted Living (AAL)

The IEC Systems Committee on AAL (SyC AAL), will have WG and plenary meetings in Beijing, China, in the week starting 17 April 2017. A first collection of the SyC AAL terminology has recently been approved at enquiry stage as a future IEV part: IEC CDV 60050-871, *International electrotechnical vocabulary – Part 871: Active assisted living (AAL)*. WG 1 is in the process of analysing and consolidating the use cases collected by the SyC AAL. The use cases provide information on needs regarding interoperability and standards, and make it clear where existing standards can be used and highlight where further standardization work is needed. Amongst other

things, the analysis has highlighted the vast and diverse number of actors involved in an AAL system. The list includes people actors (such as AAL users, beneficiaries, assistive persons), animal and robotic actors (assistive animals and robots), organizations, technical components actors, service actors, and the list goes on, and part of the analysis is to categorize the numerous actors. The results of the analysis will be published in the form of a Technical Specification; the standards gaps analysis will be performed in collaboration with the relevant IEC and ISO product committees.

The recently created WG 5 is tasked with looking into functional safety in the AAL connected home environment, and in so doing is taking into account aspects of safety, security, privacy, accessibility and risk. One of the broader objectives of SyC AAL is to foster wider involvement of and coordination with IEC technical committees, external SDOs and stakeholders. In this context it is liaising with the ISO SAG on Ageing societies, and at the beginning of April made a contribution to the APEC Silver Economy Workshop in Sydney.

Recent articles in the IEC *e-tech* magazine cover topics on the SyC AAL expanded scope and robots for home-care needs.

Smart Home/Office Building Systems

In accordance with the recommendations given by SMB ahG 66, the SMB agreed to set up a new Systems Evaluation Group (SEG) on *Smart Home/Office Building Systems*, with the tasks to:

- Evaluate technology trends and market evolution trends
- Review the inventory of existing standards and standardization projects within the IEC and external to the IEC, and advise the SMB where duplication of activity and potential dilution of technical resources is occurring.
- Evaluate and prioritize gaps in standardization.
- Recommend to the SMB the structure most appropriate for standardization of Smart Home/Office Building Systems.

SEG 9 will benefit from the openness of Systems Evaluation Groups by involving the best communication technology experts from the IEC community as well as from external organizations or consortia.

Use of electrical products by vulnerable consumers

The paper provided by Thomas Blewitt on the "Use of electrical products by vulnerable persons" (2017-02-01) will be reviewed at the ACOS meeting in June 2017 in Tokyo. ACOS determined that it would be beneficial to share this information with other IEC TCs so that they may consider the completed work of IEC TC 61 when addressing vulnerable persons. ISO/IEC Guide 51 describes vulnerable consumer as a "consumer at greater risk of harm from products or systems, due to age, level of literacy, physical or mental condition or limitations, or inability to access product safety information."

Mr Blewitt's paper describes how the electrical appliance standards maintained by IEC TC 61 have broadened the safety requirements to encompass the vulnerable consumer.

In recent years, the marketplace has been studying the needs of a vulnerable consumer who may not be fully able to take advantage of the safety measures that otherwise adequately mitigate the risk of hazard to the typical healthy adult. This additional marketplace information and perspective on vulnerable consumers has been used to inform relevant changes to the electrical appliance safety standards.

The paper addresses instructions, marking letter sizing, devices intended to stop operation of appliance and choking hazard from small parts.

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AGENDA ITEM 16.2   ACTIVITIES OF CONSUMERS INTERNATIONAL – REPORT BY A CI REPRESENTATIVE

Julie Hunter, Consumers International's nominated expert to ISO/TC 290 *Online reputation* and Chair of the ANEC Services Group, continues her representation as the consumer stakeholder and looking at what the revision of ISO/IEC Guide 76 – *Development of service standards–Recommendations for addressing consumer issues* can offer as a tool to develop credible services standards that meet the needs of the demand side of service businesses - consumers.

CI member meeting

As usual Consumers International will be holding a member meeting prior to the plenary to discuss CI's engagement and priorities in COPOLCO, and work of common interest in matters relating to standards, as well as in the broader context of the consumer movement.

Many organizations, working in the interest of consumers are able to join CI, as a member or in our new category as a 'supporter'. The supporter category provides a unique opportunity for individuals and organizations who are sympathetic to our cause and are keen to support our fight for a fairer, safer and more sustainable future for all consumers, to have stronger links with CI. If you are interested, please come along to the meeting and learn more about the global consumer movement. Look out for announcements but this usually takes place during the workshop.

CI's Strategy 2015 - 2020: unlocking consumer power on a global scale

We continue to work within the strategy set for 2015-2020. Our Key Priorities Issues for 2016 will be Digital and Trade, while we continue to work in other issues that are relevant for CI and CI members, such as food, consumer justice and protection, and sustainable consumption.

We will work to promote and contribute these KPI in relevant fora and activities, through communications and member empowerment

You can read about our strategy here:
http://www.consumersinternational.org/who-we-are/strategic-plan/

New logo and institutional image

CI has now a new logo. The logo is an evolution from the previous logo and represents the idea of 'Symbiosis' – the way that Consumers International works closely with members and other partners to deliver benefit for consumers that we all serve. The circular, interlocking and graduated nature of

the logo visually represents our core mission of coming together for change.

You'll see that the central concept is about coming together for change. This concept is rooted in our agreed strategy and has been a central theme of the important dialogue we've been having with members over the past three years. The concept is also reflected in the use of colour, photography style and the circle motif. It is reflected in the logo too, which also maintains some of the global aspects of the previous logo. The language we use to tell our story will be simple, concise, real world and consumer focused.

WCRD 2017: We want to build a #BetterDigitalWorld consumers can trust

Digital technology is having a dramatic impact on consumers around the world, creating many new benefits including better communication, access to information and greater choice and convenience. Whilst consumers undoubtedly benefit from these technologies, there are questions about how to establish access to the internet for the many consumers who are not connected, how to improve the quality of services, which online services and products consumers can trust and what happens to the data they share online.

To address some of these issues and promote access, participation and innovation in digital technology Consumers International are working to create a **#BetterDigitalWorld**. Throughout the next year and beyond we will be working on a range of projects that will help build an online world that consumers can trust.

You can see our activity, resources and reports at:

http://www.consumersinternational.org/our-work/wcrd/wcrd-2017/
http://www.consumersinternational.org/wcrd-2017-resource-pack/
http://campaigns.consumersinternational.org/better-digital-world/

Connecting with Consumers - Empowerment through standards

This joint ISO-CI training one day programme, supported by ISO and SIDA was dedicated to helping create valuable connections between standards development organizations and consumer representatives with the two-fold aim: to strengthen standards setting organizations' capacity to engage with consumers, and to enhance consumer stakeholders' ability to participate in technical areas of consumer interest. Another objective of this training event was to help consumer associations interact more effectively with standards development organizations and participate in the activities of ISO and Consumers International, in areas where standards have a favourable impact on consumer protection. Amanda Long, CI's DG opened the afternoon outreach session event and endorsed the importance of the role of standards in consumer protection. High profile panelists included two CI presidents and past COPOLCO Chair, Kim Jai Ok.

The day comprised a training event in the morning, followed by an open outreach session in the afternoon. Both events attracted not only the sponsored participants but many delegates from more than 500 attending the CI World Congress.

A panel session during the main congress focused on **_'Standards today, Legislation tomorrow – how can the international consumer movement have better impact'_** which included an interview with Mr Kevin McKinley, Acting Secretary-General.

Consumers International is continuing its bid for UN recognition of World Consumer Rights Day.
After the adoption of the revised UN Guidelines for Consumer Protection that was achieved in December 2015, an Intergovernmental Group of Experts (IGE) was set by UNCTAD, as a forum to discuss the implementations of the Guidelines. CI is an observer to the IGE. Its first meeting was held in Geneva, in October 2016. The final report of the meeting stated that governments should carry on consultations to declare March 15th an official UN international day. The next meeting will be in July 2017, in Geneva, and we will continue our work to have the World Consumer Rights Day declared and adopted by the UN General Assembly.

The activities of Consumers International within the policy and technical work of international standards are given below:

COPOLCO

Consumers International has liaison status with COPOLCO and attends COPOLCO meetings and the COPOLCO Chair's Group. Sadie Homer (senior policy advisor) continued her work until February 2017, when she left CI to start working with BSI. Antonino Serra Cambaceres was appointed to replace Sadie, and will take her place at COPOLCO meetings and Chair's Group. Sadie will still be co-convenor for training activities within the Consumer participation and training group.

CI has also been active in the Global Marketplace WG, with Robin Simpson and Sadie contributing to the further development of standards developed under the GMWG, on mobile payments (ISO TC 68) and energy – service to users (ISO TC 242). Please see GMWG report for details.

Corporate Social Responsibility (ISO SR WG)

CI continues to co-ordinate the consumer stakeholder group, and also monitors closely any development. We were engaged in the ISO International Workshop Agreement (IWA) on using ISO 26000 guidance on social responsibility in management systems, through webinars and in the meeting held in Sweden in March 2017.

ISO TC68 SC7 WG10: Mobile payments

Consumers International established liaison D status to WG10 in September 2012. Robin Simpson and Sadie Homer were accepted as experts to the WG. CI has continued to actively participate in WG10 meetings since this time, including in Chicago in September 2014 where CI made good progress in including comments from their members and ensuring that key consumer protection issues were addressed by the standard.

On ISO 12812 Core Banking – Mobile financial services, CI's main activity during 2016 was making sure that text that had been negotiated over a four-year period was not lost or substantially amended. There was also great debate over the status of the standard and a compromise was reached in that Paper 1 (the framework standard) had IS status while the other four were technical specifications. The final wording of the five papers was agreed with our support and it has gone to the Central Secretariat for final publication.

ISO/PC 294: Guidance on unit pricing

Ian Jarrett (CFA), CI's nominated expert on the project committee for Unit Pricing participated in Tokyo on December 2nd. Here's Ian's report of the meeting:

SUMMARY OF DISCUSSIONS

1) Introduction of compulsory provision of unit pricing by some retailers for some products in the 1970s

Unit pricing was seen by Japanese consumers and the national government as a way to assist consumers to respond to the rapid price inflation and very difficult economic conditions arising from the oil embargo in October 1973. Japan obtained information about unit pricing from the USA, where some states had introduced compulsory unit pricing for similar reasons.

Consumer organizations campaigned very actively for the provision of unit pricing for packaged grocery products by retailers. The national Government decided that compulsory provision by retailers would be beneficial for consumers and the economy but that local governments should be responsible for introducing any required legislation and for monitoring/enforcing compliance with legislation.

2) Current situation

Currently, 7 cities and 17 Prefectures have legislation requiring certain retailers to provide unit prices for certain products and specified units of measure must be used to show the unit prices of products. There are significant differences in the requirements between different cities and prefectures which makes provision more difficult for national retailers and reduces consumer use.

Monitoring and enforcement of provision by retailers appears to be low priority and low key. Some cities and prefectures question the need to continue to require the provision of unit pricing. Nagano prefecture no longer requires provision. The need for regulated provision is being questioned by some retailers.

The meeting agreed that many unit prices are in very small print and difficult for consumers to use and that compliance with unit price provision and unit of measure requirements are variable, which also reduces consumer use.

3) Usefulness of unit pricing to consumers

One person considered that Japanese consumers might have less need for, or ability to use, unit pricing than consumers in other countries because they are better at mental arithmetic and they are more conscious of quality.

However, I advised participants that research shows that consumers can, and do, use the unit price as a possible indicator of quality. And, that provision of the unit price for packaged products can be seen as a desirable phase in the evolution of price/value transparency information for consumers, since the unit price (price per unit of measure) must normally be provided for products sold loose from bulk. Overall, participants agreed that more effective unit pricing would be of substantial benefit to Japanese consumers for many reasons, including that the number of people in poverty is increasing. Also, because the population is aging and thus less able to read or bend down to read unit prices displayed in very small print.

4) Conclusions

Holding the workshop was great initiative by JSA because this was probably the first time for many years that Japanese consumers and other stakeholders had discussed unit pricing.

The workshop was a very successful because it greatly increased stakeholder awareness of the history and current situation of unit pricing in Japan and of the needs and opportunities for improvement. The consumer organizations present agreed that a campaign was needed to improve and extend the currently very sub optimal system and to increase consumer awareness and use of unit pricing.

They also recognized that such a campaign would only occur if initiated by consumer organizations. However, there was no clarity about what the campaign would consist of, or how it would be conducted. Hopefully, the participating and other consumer organizations will now consider when and how such a campaign can be planned and implemented.

The success of such a campaign will be greatly increased if consumer organizations can cooperate on it and present a united front to governments (national, city and prefectural) and to industry.

Also, a campaign is more likely to be successful if consumer organizations collect information to show clearly the potential benefits of effective unit pricing (for example information about differences in unit prices and how these could be used by consumers) and about deficiencies with the present system (for example small print, intermittent/non-uniform provision, and inconsistent units of measure).

ISO 242: Guidelines for the assessment and improvement of energy services to users

After several years of negotiation this standard on customer care for users of energy services has been adopted and has gone to the Central Secretariat for publishing. Its completion was marked by a seminar in Seoul in February 2017 which CI were unable to attend as we do not have the financial resources. CI recommended that we and COPOLCO be represented at the seminar by Mrs Kim, until recently of Consumers Korea and vice-president of CI. Without her support the work on the standard would never have been able to take off.

However, our colleague and working party member David Goldstein of the Natural Resources Defense Council of the US spoke there about the evolution of energy services from being simply the provision of energy to the consumer to being an integrated energy advice and efficiency service.

The standard incorporates many of the conventional consumer care elements (billing, connection and disconnection, service interruptions, network extension, consumer representation) that we also introduced into the ISO standard for water and sanitation services ISO 24510, on which CI also laboured mightily from 2002 to 2009. As a result of that work CI prepared the first draft of the energy standard, having been encouraged to do so by COPOLCO and by Mrs Kim. Indeed, we have made history in that this is the first IS to be successfully put forward by COPOLCO and the first to be introduced by an NGO. Without the support of ISO COPOLCO, the standard would never have been initiated and without the support of our members, notably in Korea and Malaysia and the Korean chairmanship of the Working Group, we could not have made the impact that we did. But we must recognize that this is not our standard – our colleagues in the Working Group both in industry and in other groups such as the US Natural Resources Defense Council picked up what we had started and turned it into something much better.

CI /ANEC project

ANEC are supporter members of CI and continue to cooperate under the terms of an MOU on a variety of standards work. Please see ANEC report for more details on these topics

IWA on Sharing Economy

CI/ANEC participate in the International Workshop Agreement launched on Sharing Economy. Two experts, Amaya Apesteguía and Andrew Evelyn were nominated to follow the discussions, and Mr. Evelyn will participate in person in the workshop that will be held in Canada, on March 21-23.
CI/ANEC contributed with comments on the proposed IWA, and also prepared a Position Paper on the subject to be presented during the workshop.

ISO TC 290, Online reputation

Work continues on the development of this standard. Julie Hunter, the CI/ANEC expert attended the last Plenary and WG meeting in Berlin in September 2016, and have participated in approximately 10 WebEx meetings since then to review WG comments and finalize the draft for DIS. The DIS consultation begins on 17th April, for 12 weeks.

IEC TC 61, Safety of electrical household products

The CI/ANEC representative continues to attend IEC TC 61. ANEC has carried out research and also works at CENELEC level to ensure that the standard reflects consumer needs and issues, specifically those of vulnerable consumers. The project is supported by ANEC with the support of CI/ANEC members from Spain, Australia and Hong Kong.

IEC TC 181, Safety of toys

CI/ANEC continues to work within the ISO 181 committee. This work is supported by CI/ANEC member experts from Australia, Denmark and Sweden, who have been coordinating to improve the standard.

IEC ACOS

The CI/ANEC representation to ACOS has continued through correspondence and participation.

Vehicle and traffic safety

UNECE WP29 and GRSP

ANEC co-ordinate the representation of consumers, on behalf of CI at these meetings.
A full report on these items can be found in the ANEC report.

ISEAL

ISEAL are a supporter member of CI. Sadie Homer sits on their steering committee developing good practice guidance on claims made by and about sustainability standards systems, which will be published this year. She also participated in the steering committee, which developed ISEAL's credibility principles. See their website for details.

Product safety @ OECD

- OECD = 35 member countries
  - Europe: 22 EU members, Iceland, Norway, Switzerland, Turkey
  - Americas: Canada, Chile, Mexico, US
  - Asia, Oceania, Africa: Japan, Korea, Australia, New Zealand, Israel
- Key partners
  - Brazil, China, India, Indonesia, South Africa
- Scope of work
  - Committee on Consumer Policy
    - Working Party on Consumer Product Safety
      1. Identifying safety issues at an early point
      2. Sharing practices and policy law developments
      3. Addressing safety concerns in a consistent way
      4. Supporting global and regional fora

Before I get started with the OECD's GlobalRecalls portal, let me briefly recall that the Working Party on Consumer Product Safety's membership includes OECD members, as well as non-members, such as Brazil, Costa Rica, Colombia, Egypt, India, Latvia and Peru. Key priority work items include:

1.Identifying safety issues at an early point (in the area of, for example, product recalls, and more recently, new technologies)

2.Sharing practices and policy law developments

3.Addressing safety concerns in a consistent way

4.Supporting global and regional fora

OECD GlobalRecalls portal
http://globalrecalls.oecd.org/

- Increased cross-border trade and more globalised supply chains have been coupled with a growing range of product safety concerns

- Portal launched in 2012 to
  - Identify and address safety issues at an early point
  - Improve awareness of dangerous non-food products at global level

- Brings together information on worldwide mandatory and voluntary product recalls issued by governments and made publicly available

- Contains more than 16000 records from Australia, Canada, Israel, Japan, US, EU RAPEX, and United Arab Emirates

- Uses GS1's GTIN and GPC

Why did the OECD decide to create the GlobalRecalls portal back in 2012?

It did so taking into account the increased consumer product safety risks that globalisation across industries has introduced as products move along the supply chains up to the final consumer. In today's economy, many more countries import a significant proportion of goods with importers having far less visibility and awareness of the origin of goods and their component parts in comparison to goods that are not imported. And this is even more true in today's digital economy with the emergence of new technology-driven consumer products and markets, such as 3D printing and the Internet of Things.

In such a complex environment, the OECD GRP aims to help reduce injuries related to consumer products by improving detection and reaction to consumer product safety issues within and across jurisdictions. It displays information on mandatory and voluntary non-food-related product recalls from around the world that are issued by governmental bodies and made publicly available.

As such, the portal aims to stimulate stronger knowledge-based approaches to regulation and enforcement and to develop coherent responses to consumer product safety issues globally.

The backbone of the portal is GS1's standard Global Identification Number (GTIN) and Global Product Classification code (GPC), which are very useful standards that enable data interoperability between a great number of jurisdictions that don't have the same recalls and product categorisation systems in place, or that do not have any domestic database.

Here you can see the current - but now, old version of the search form of the portal.
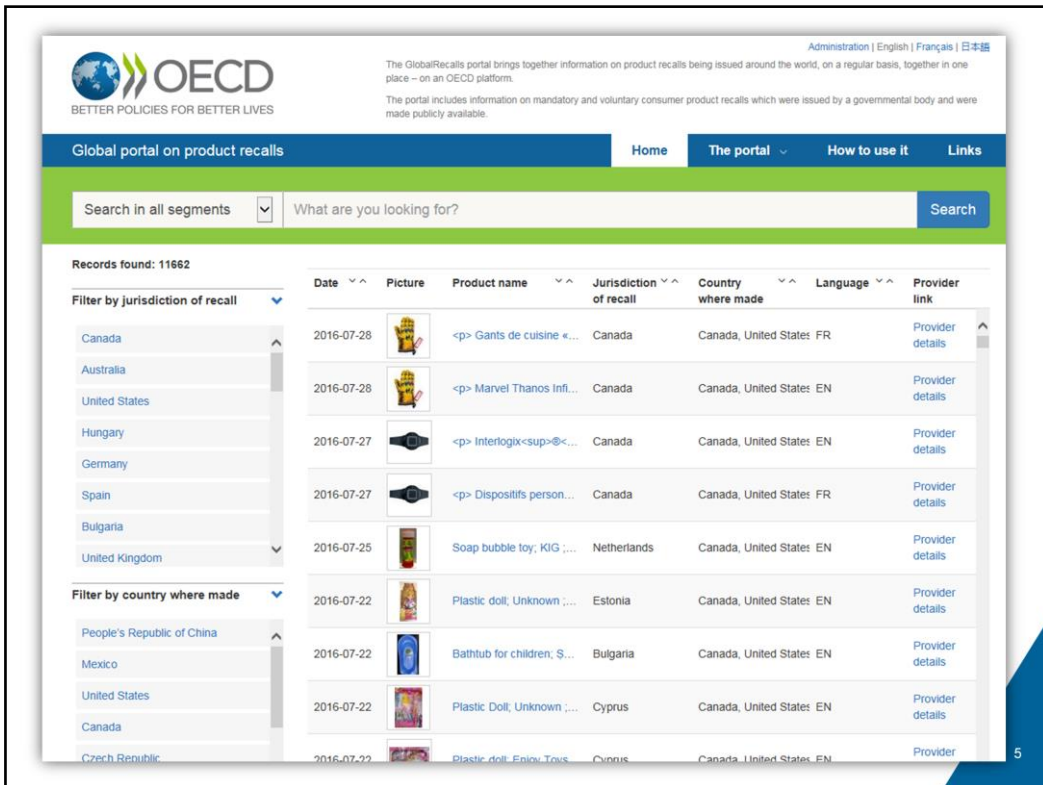
- And here is the new design of the search form which should be live in end of July this year. The redesign the portal is more than a new look and feel, it includes dynamic filters on all recalls with filters by Product Category, Jurisdiction where recalled, Countries where manufactured or time range.

This is to show you how users will be able to narrow down their search, by selecting one or several jurisdictions.

How to search by a particular country of manufacture.

This shows the level of details you can get on a specific product. Under the new interface, as shown by the arrow on the right hand side of the screen, users will be able to get more information on the product categorisation, at segment, class and brick level.

http://globalrecalls.oecd.org/

In the first screenshot, the arrow shows the product categorisation.

In the second screenshot you can see the tags that have been selected, and the resulting list of products included on those categories.

Benefits & Challenges

- Facilitates information exchange in an interoperable manner
- Accessible in different languages
- Fosters use of existing international standards on the classification of products
  - Requires that jurisdictions map their products to GS1 Global Product Classification
  - But jurisdictions do not have to be members of the GS1
- Provides a real-time alert system
- Respects differences in regulatory frameworks
  - Disclaimers state that the same or similar looking products do not have to be universally subject to the same safety recalls, warnings, etc.

http://globalrecalls.oecd.org/

I indicated in one of my previous slides that the portal contains more than 16000 records from Australia, Canada, Israel, Japan, US, EU RAPEX, and United Arab Emirates. Currently the data is uploaded manually by the WP Secretariat in XLM files.

In 2015, some 43000 sessions were recorded which included 73% of new visitors and about 20% of returning visitors.

With continuous promotion of the GRP to regulators and consumers, as well as upgrades to improve the speed and efficiency of the GRP these numbers should continue to increase. We are also working on increasing the number of jurisdictions reporting recall notifications to us in the Secretariat. We are hoping to do so not only with our Members and non-members individually, but also with other regional and international organisations which have expressed interest in linking their recalls portal with that of the OECD; we have been discussing this with the ASEAN Secretariat which has recently provided the OECD Secretariat with a compiled list of official and voluntary recalled products that are available on their own website; and there is also interest from the Organisation of American States, and the World Customs Organisation to do so.

Phase 1 (finalised in June 2016)

- GPC updates
  - Import automation of the latest version of the GPC in English Oxford version
- GPC report
  - Automation of report identifying orphaned categories currently used in the portal
  - Lists recalls impacted by the new categorisation
- « Manufacturer website » new field
  - Additional non-mandatory URL field for "Manufacturer website"
    - i.e. direct link to manufacturer website
    - i.e. direct link to regulating government organisations

In terms of the technical and functional changes that have been and are to be made to the portal:

In December 2015, work started on the first phase of the portal's enhancements, which ended in last June and included:

- the manual import and synchronisation of the latest version of the English and French version of GS1's Global Product Classification (GPC); and I would like to thank again Mike and GS1 France for giving OECD access to such latest versions of the GPC.

- The changes also included the removal of redundant and irrelevant links in the portal; as well as

- Changes made to the content and schema of the portal where new search fields (such as manufacturer and EU/EEA jurisdictions of recall) have been added.

In November 2016, a second phase of improvements has started, which is to be concluded at the end of July, and which primarily focuses on the complete redesign of the interface, which I showed you in previous slides, and which is to be accessible *via* mobile devices; it will also introduce the first step of a **global product recall taxonomy work**.

1. the free text search

2. Filtering options by product category

3. The displaying of classification information in the recall details page and the possibility to extend further the search result for a specific product sub-category

Phase 2 (to be concluded end July)

- Disclaimers
  - Disclaimers on Jurisdictional scope and categorisation
- Categorisation remediation
  - To assist the Jurisdictions in the product categorisation

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We also aim at introducing disclaimers informing users about limitations in jurisdictional coverage or gaps due to differences in product recall categorisations across jurisdictions

Phase 2: Global taxonomy work

→ Using semantic technologies to leverage smart search

- Create a bilingual (en+fr) taxonomy of products and parts of products
- Used by machines to tag automatically the recalls
- Used by users to search against tagged recalls

As i noted, we have started new work on the development of a **global product recall taxonomy** in both English and French. The taxonomy, which aims to enrich the lexical terminology used in the portal, is being built based on terminology and concepts in GS1's GPC, existing recalls in the portal, and concepts used in major online retail platforms. It will focus on toys, automotives, clothing and electronic products, which are the four main product recall categories available on the portal.

Phase 2: Global taxonomy work - Goals

- Break through national languages (search in French, find French AND English recalls
- Break through levels of language (search « puppet », find also « doll »
- Expand automatically queries (search « marionette », find also « finger puppet » and « glove puppet »)

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This is a taxonomy about products – which will allow for a more accurate and automatic tagging of recalls, for enhanced search and filtering capabilities with so many new sub-concepts, as well as the possibility to create specific filters for example for products intended for children, or adults. It will also help to resolve problems with language ambiguity or "faux-amis."

- Get rid of language aspects (= conceptual search)
- Search grainly across recalls, not only through the GPC bricks
- Discover similarities of recalls across GPC segments

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We will develop the taxonomy in 3 phases:

- The first one that is being currently conducted, which consists of developing the lexical corpus of the portal.

- A second which should start in a couple of months, where we will be testing the quality of the taxonomy and tagging. We will invite input from the jurisdcitions active in the portal as well as all other interested WP delegations.

- During a final third phase; we will integrate the new scheme into the portal and make it live.

Phase 3 (to be launched end 2017)

- Increase number of reporting jurisdictions
- Improve search capabilities
- Currently data is uploaded manually but efforts will be made to automate the process
- Expand languages
- Linking with other fora's global recalls and other initiatives
- Linking with work of other OECD bodies
  - OECD work on Global Value Chains
  - OECD work on chemicals

http://globalrecalls.oecd.org/

Data Submission — Metadata Enrichment — Data Delivery — Multilingual Enrichment
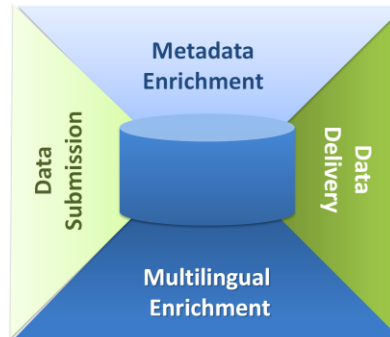
- In addition to integrating the new taxonomy, one of the key changes to be made under phase III will be to enable jurisdictions to submit their recall data directly to the portal without Secretariat support.

- We will also work on expanding language capabilities to enable users to look for recalls using their own language and obtain the results in English or French.

Thank you for your attention!

Contact: Brigitte.acoca@oecd.org
Visit: http://globalrecalls.oecd.org/

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

AGENDA ITEM 16.4   REPORT BY ANEC, THE EUROPEAN VOICE IN
STANDARDISATION

1.   Horizontal Issues

ANEC General Assembly 2016 and 21st anniversary event

The annual meeting of the ANEC General Assembly took place on 14-15 June 2016 in Brussels. A dinner to mark the association's 21st anniversary was held on the evening of 14 June at the Thon Hotel EU. At its meeting on 14-15 June, the ANEC General Assembly received the Annual Review 2015, providing a summary of the previous calendar year, with hyperlinks to supporting documentation. The Annual Review was also made available in an accessible pdf version.

To mark the 21st anniversary, a special insert to the Annual Review was published, comprising 21 testimonials from European institutions and partners. The Participants included General Assembly members and observers, key European partners and former ANEC officers. A dinner to mark the association's 21st anniversary was held on the evening of 14 June.

A full set of testimonials, featuring congratulations from many ANEC experts of long-standing, is publicly available.

Further to ANEC President Arnold Pindar's welcome, keynotes were given by European Commissioner Vera Jourová and European Free-Trade Association (EFTA) Deputy Secretary-General Dag Wernø Holter. Amanda Long, Consumers International Director-General, and former ANEC Secretary-General, Bruce Farquhar, sent best wishes by video message. CEN-CENELEC Director-General, Elena Santiago, presented Mr Pindar with a plaque recording appreciation of the CEN and CENELEC communities on ANEC's "outstanding contributions" over 21 years.

The video messages and a selection of photos from #ANEC21 are available online.

Serbia admitted as a full member of CEN-CENELEC

In November 2016, the General Assemblies of CEN and CENELEC agreed to admit Serbia as the 34th full member of both European Standardization Organizations with membership starting on 1 January 2017. The Institute of Standardization for Serbia (ISS) (will represent Serbia.

ISS membership of CEN and CENELEC comes in direct support of the negotiations for Serbia's accession to the EU. The Republic of Serbia applied for EU membership in 2009 and was granted candidate country status for EU membership in March 2012.

ANEC is seeking the appointment of a Serbian member to the ANEC General Assembly ahead of its meeting in June 2017.

ANEC Work Programme 2017

The programme 2017 sets out the activities ANEC plans to undertake this year. It lists detailed areas of activity under seven sectoral priority areas – Accessibility, Child Safety, Digital Society, Domestic Appliances, Services, Sustainability, and Traffic & Mobility – as well as the horizontal area of Policy.

These priorities take note of the Annual Union Work Programme 2017, published in June 2016.

Joint Initiative on Standardization

The Joint Initiative on Standardization (JIS) is part of a European Commission (EC) Communication, *European Standards for the 21st century*, published as part of a Standardization Package II on 1 June 2016 (five years to the day after publication of the first which included the proposal for a Regulation on European Standardization, later Regulation (EU) 1025/2012).

Other parts of the Package included the *Annual Union Work Programme for Standardization 2017* and the long-awaited *Communication on Service Standards*.

ANEC signed the JIS *Vision* in Amsterdam on 13 June 2016. The ceremony was part of a Single Market Forum hosted by the Dutch Presidency of the EU. President Arnold Pindar signed on behalf of ANEC. Other signatories included Commissioner Bieńkowska on behalf of the European Commission; the EFTA Member States; CEN, CENELEC and European Telecommunications Standards Institute (ETSI); National Standardization Bodies, various European business federations and the three other "Annex III Organizations" recognised under Regulation (EU) 1025/2012 (European Environmental Citizens Organization – ECOS, European Trade Union Confederation – ETUC, and Small Business Standards – SBS). More organizations signed on to the principles of the JIS in Brussels on 12 July 2016. EU Member States signed in the margins of a meeting of the Competitiveness Council under the Slovakian Presidency of the EU in September 2016.

Actions are now being developed to implement the vision signed in Amsterdam. ANEC is a member of the Steering Group established to refine the actions and monitor their implementation through to 2020.

On 13 October 2016, the European Commission hosted an event in the margins of the 80th International Electrotechnical Commission IEC General Meeting in Frankfurt. A video recording can be found on the YouTube page of the IEC General Meeting. In association with CEN & CENELEC, the EC has also published a short video on the JIS.

Making standards serve society

On 13 October 2016; the eve of World Standards Day – ANEC, ECOS and ETUC hosted a conference to explore how the interconnected system of European regulation and standardization needs to change if standards are to better serve society. This was the first event co-organized by the three European representatives of societal stakeholders recognised under Annex III of Regulation (EU) 1025/2012.

The conference brought together participants from the European institutions, the standardization community, and economic and societal interests to examine the degree to which European standards meet the needs of civil society, including the support standards provide to legislation and to policies of public interest. Discussions also focused on possible solutions to make the European Standardization System more inclusive. Speakers included Marlene Mizzi MEP, European Parliament Rapporteur for the Standardization Package II. The three organizations issued a report after the event.

An Opinion on draft standards

In November 2016, CEN and CENELEC granted ANEC, ECOS and ETUC the right to submit an Opinion on draft standards submitted to Enquiry or Formal Vote. The right was implemented on 1 January 2017.

The Opinion does not affect the decision on the adoption of a European Standard (EN), which remains with CEN-CENELEC members through the national delegation principle. However, the Opinion allows each SSO to express whether it supports the adoption of a standard through a

"Favourable" or "Not Favourable" statement, accompanied by comments as needed. The parent Technical Committee must consider the Opinion and report to the relevant Technical Board.

The right to submit an Opinion is an additional right that does not affect the usual submission of comments, either during the development of a standard or during the voting stage.

ANEC has also prepared a leaflet with further information on the Opinion.

Transatlantic Consumer Dialogue resolution on Technical Barriers to Trade to trade in the Transatlantic Trade and Investment Partnership

On 9 September 2016, the Transatlantic Consumer Dialogue (TACD) published a new policy resolution on Technical Barriers to Trade (TBTs) in the context of the proposed Transatlantic Trade and Investment Partnership (TTIP).

It includes examination of the differences between the US and EU standards-making models and makes recommendations to EU and US negotiators on how these distinct approaches could be reconciled to bring about more cooperation, without lowering essential safety levels. ANEC drafted the EU aspects of the paper.

ANEC signs MoU with BEUC, CI and ICRT

On 11 October 2016, ANEC Secretary-General, Stephen Russell, met with his peers from Bureau Européen des Unions de Consommateurs (BEUC), Consumers International (CI) and International Consumer Research & Testing Ltd (ICRT), to sign an MoU between the four "sister" associations.

The MoU aims to deepen collaboration to multiply impact, prevent overlaps and, where possible, secure further sources of income.

International Product Safety Week 2016

European Commission Directorate General on Justice and Consumers hosted the International Product Safety Week (IPSW) in Brussels from 14 to 18 November 2016.

On 15 November, Tania Vandenberghe, ANEC Senior Programme Manager, presented the consumer view on safety-by-design during the ICPHSO International Symposium. During a conference on the safety of products sold online the next day, Chiara Giovannini, ANEC Senior Manager, moderated a panel on practices to survey the safety of products bought online. This highlighted good practices in authorities and explored cooperation between stakeholders and authorities. Chiara also spoke during a panel on product safety enforcement, lessons learnt and ways forward.

Ruling of the European Court of Justice on Harmonized Standards

In 2014, the European Court of Justice (ECJ) was asked whether it was competent to examine a Harmonised Standard (James Elliott Construction, case C-613/14). In January 2016, the Advocate General gave a positive opinion as Harmonised Standards are implicitly connected to a Directive or Regulation. A more recent ruling of the Court of Justice has confirmed the opinion of the Advocate General, at least partly – although it is specific to construction standards and the related legislation (itself a special example of New Approach/New Legislative Framework legislation).

The ECJ confirms it has jurisdiction over (construction) standards as "*a harmonised standard,…, adopted on the basis of Directive 89/106/EEC, the references to which have been published in the Official Journal of the European Union, forms part of EU law, since it is by reference to the*

provisions of such a standard that it is established whether or not the presumption laid down in Article 4(2) of Directive 89/106/EEC applies to a given product".

Nevertheless, the ECJ adds that (construction) standards are not binding in the case examined.

A legal analysis of the ruling and its possible implications is expected.

World Consumer Rights Day 2017

15 March is World Consumer Rights Day (WCRD). In 2017, the theme was *Building a digital world consumers can trust*. On the occasion, ANEC, CEN-CENELEC and Germany's DIN Consumer Council collaborated and produced an infographic: *European Standards building a #BetterDigitalWorld consumers can trust*.

In addition, for the first time, this year's G20 Presidency included a G20 Consumer Summit (#G20Consumers). Sadie Homer, BSI Consumer and public interest policy executive, shared with the G20 Consumer Summit how standards can help 'deliver digital' and build consumer trust. The Summit – *Building a digital world consumers can trust* – on 15 March in Berlin, was organized by the German Federal Ministry of Justice and Consumer Protection (BMJV), the Federation of German Consumer Organizations (vzbv) and Consumers International.

European Consumer Day 2017

The 2017 European Consumer Day was held in St Julian's, Malta, on 21 March 2017, organized by the European Economic and Social Committee (EESC). This year the conference focused on *The Digital Single Market: How does it benefit consumers?* The detailed programme is available at this link.

ANEC was represented by Jens Henriksson, Swedish member of the ANEC/GA, who spoke on the need for the digital society to encompass all consumers, regardless of age or ability. His presentation was part of a panel on the threats and opportunities of the Digital Single Market.

2. Child Safety

#SafeWindowCovering

An OECD global awareness-raising campaign on corded window coverings ran from 23 to 30 June 2016, to inform consumers of the dangers these cords pose to young children and encourage preventive action in homes – including holiday homes – where young children live or visit. ANEC joined OECD in warning of the dangers of window blind cords with the press release, *Window blind cords can kill.*

Roller, or other window blinds, are found in many homes. Sadly, children risk injury – and strangulation – from the cords used to operate blinds. Even more regrettably, there have been cases of children dying after becoming entangled in cords. Following a request from ANEC in 2010, work in CEN, led to the adoption of three European Standards that introduced requirements for safety devices to stop cords or chains from forming a hazard; for the installation and testing of these devices; for warnings and instructions; and packaging and point-of-sale information. ANEC was delighted to help CEN develop these standards in the public interest. Nevertheless, blinds already installed in homes continue to cause concern. We believe heightening public awareness is vital to counter the risk and hence we support the OECD #SafeWindowCovering campaign.

More information and campaign materials can be found at http://goo.gl/hDSZUE.

Child seating

At the beginning of 2017, ANEC welcomed CEN's adoption of revised European standards for high chairs and table-mounted chairs. EN 14988, *Children's high chairs – Requirements and test methods*, and EN 1272, *Child care articles – Table mounted chairs – Safety requirements and test methods*, were both revised under Mandate M/527, *Certain seating for children*. ANEC followed the work and submitted comments during the Enquiry stage. As most of our comments were accepted, we expressed support for the final drafts, and submitted 'Favourable' Opinions.

In 2016, the first standard under M/527, EN 16120:2012 and A1:2014/A2:2016, *Child use and care articles – Chair mounted seat*, was adopted. ANEC welcomed approval of this amendment. This was further to a change made to the amendment after its submission to public enquiry in 2015 when ANEC opposed the draft as it provided lateral protection for children only up to 18 months of age, in conflict with EU Commission Decision (2013/121/EU) on safety requirements for certain seats for children. The Commission Decision indicates that the chair *"must also be fitted with side armrests that are high enough to ensure that a child remains in the seat when he or she leans in any direction"*. It does not state an age restriction. The deletion of the age limit from the amendment enabled ANEC to support its adoption.

Work continues developing a standard for children's chairs in CEN/TC207/ WG2, *Children's nursery furniture*.

Child Products – launch of the SAMNIC MOOC

Since 2015, ANEC has been one of five members of a consortium that has received funding under the European Commission Erasmus+ programme to develop training on the Safety Assessment and Management of New and Innovative Children's Products (SAMNIC).

As there is presently no training that provides a global vision for the safety of children's products, the main objective of SAMNIC is to develop an innovative tool – a MOOC (Massive Open Online Course) – to provide training on the safety of children's products to technical staff in industry (especially SMEs) and consumer associations. The MOOC will be online with unlimited participation, and open and free access.

The website of the course, www.samnicmooc.com, is available for users in English, French, Spanish, Italian, Portuguese and Czech.

Besides training, the SAMNIC MOOC provides forums to facilitate the exchange of experience and collaborative learning, to help create a SAMNIC community of child safety professionals (consumer associations, industry, research centres, universities and consumer authorities).

The MOOC was officially launched at the closing of the project in Alicante, Spain on 20 October 2016.

Formaldehyde limits in the Toy Safety Directive

As reported last year, in March 2016 ANEC issued its position on formaldehyde limits in toys, discussing possible limits for formaldehyde in toys intended for children under 36 months, or in toys intended to be placed in the mouth, taking into account food contact materials legislation to be added to Appendix C (Article 46 of the Toy Safety Directive).

In September 2016, an updated version included recommendations for the leather components of toys.

For these, we believe it advisable to establish a requirement in line with the provisions of EN 71-9 concerning formaldehyde in paper and textile products (i.e. a limit of 30 mg/kg), using EN/ISO 17226-

1, *Leather – Chemical determination of formaldehyde content – Part 1: Method using high performance liquid chromatography*, for the testing.

New European standard for domestic mini pools

ANEC welcomes the adoption by CEN of EN 16927, *Mini pools – Specific requirements including safety and test methods for mini pools*, prepared by CEN/TC 402, *Domestic pools and spas.* ANEC participated in drafting the standard and supported its adoption. A mini pool is a non-permanently installed artificial pool, whose characteristics include a maximum effective water volume of less than $6m^3$, and where filtration and water treatment are not required.

The publication of EN 16927 is the latest in a series of European Standards for swimming pools, addressing requirements for in-ground and above-ground pools, and requirements and test methods for filtration; circulation and treatment of water, systems.

ANEC participates in continuing work in TC 402 on drafting a standard for hot tubs and spas.

New standards for child furniture

At the start of 2017, CEN adopted two new standards for children's furniture.

EN 716-1, *Furniture – **Children's cots and folding cots** for domestic use – Part 1: Safety requirements*, specifies requirements for children's cots for domestic use with an internal length between 900mm and 1400mm. The standard applies to a cot that is fully assembled and ready for use, and does not apply to carry cots, cribs or cradles for which other standards exist. The new EN 716-1 supersedes EN 716-1:2008 and A1:2013.

A warning to not add an additional second mattress has been introduced: parents sometimes put an extra mattress on top of the (very thin) folding cot mattress, which can create a risk as the sides of folding cots are flexible and the child can become stuck between the mattress and the cot.

EN 16890, *Children's furniture – **Mattresses for cots and cribs** – Safety requirements and test methods*, specifies requirements and test methods for mattresses, including bases and toppers, used in cots, travel cots, cribs and suspended baby beds, for domestic and non-domestic use.

ANEC participated in developing these standards, and gave a "Favourable Opinion" on each.

Study to investigate the migration of children's products from the domestic to the non-domestic sector

ANEC commissioned a technical study in 2016 to determine whether children are at increased risk of serious injury as a result of domestic products being used in non-domestic settings to evaluate if further requirements or standards are needed.

The determination and characterisation of products (children's nursery furniture and child use and care articles) used in domestic settings that are commonly used in non-domestic ones was made, as well identifying non-domestic settings where these products are used.

Available injury data did not contribute significantly to the research because of its nature.

Surveys (through questionnaires) were conducted to obtain data about child care products in different non-domestic settings (kindergartens, hotels, restaurants, amusements parks, etc), asking for information about child care products in use, safety aspects, incidents, general opinion etc.

AIJU, the contractor of the study, concluded that high chairs, prams and pushchairs, changing tables, cots, bunk beds and baby beds are more frequently involved in incidents, considering all sources of information consulted.

After the identification of hazards not covered in European standards and increased risks to non-domestic use, the proposal of a set of safety requirements and test methods to be covered by these products was prepared. Aspects like stability, structural integrity and durability were identified as crucial points to improve the safety of these products in non-domestic settings.

The opinions expressed in the study are those of the authors and do not necessarily reflect the views of ANEC. ANEC will monitor which proposals from the study can be used when relevant standards are being revised.

The study will be made available on the ANEC website.

3.   Accessibility

Web Accessibility Directive adopted

On 26 October 2016, the European Parliament adopted a Directive on the accessibility of websites and apps in the public sector.

Several years ago, we joined with AGE Platform Europe, the European Blind Union, and European Disability Forum in calling on the European Commission (EC) to make a legislative proposal that would deliver web accessibility for all.

The European Parliament, in agreement with the European Council, made significant improvements to the original Commission proposal published in December 2012. These include the scope of websites covered, enforcement provisions, and addition of access from a handheld mobile device as well as mobile apps, in line with ANEC's position.

The [Web Accessibility Directive][1] was then published in the *Official Journal* in December 2016, with the requirement that all public sector mobile applications are accessible by June 2021. Deadlines for existing and new public sector websites are September 2020 and September 2019 respectively.
In December 2016, the EC consulted on a draft standardization request to implement the Directive. ANEC sent comments and nominated an expert to **Standardization Requests – Ad-hoc Group** (SRAHG) eAccessibility.

The Directive on the accessibility of the websites and mobile applications of public sector bodies ('Web Accessibility Directive') was adopted at the end of 2016. To advise the Commission in the execution of its implementing powers, a Committee and Expert Group (WADEX) have been set up, comprised of Member States. In addition, a sub-group of stakeholders has also been created. Bart Simons will represent ANEC, the European Disability Forum (EDF), European Blind Union (EBU) and AGE Platform Europe in the stakeholder sub-group.

ETSI Special Task Force 488 to identify the functional needs of people with learning disabilities

ANEC welcomes the success of ETSI Special Task Force (STF) 488 in identification of the functional needs of people with learning disabilities (dyslexia, dementia and other cognitive impairments) when using mobile ICT devices (DTR/HF-00151). Having proposed the work item, we believe good progress has been made. The standards[2] fully document the STF's systematic approach to the

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[1] https://goo.gl/5h67Eg

[2] TR 103 349, *Human Factors (HF); Functional needs of people with cognitive disabilities when using mobile ICT devices for an improved user experience in mobile ICT devices*, and EG 203 350, *Human Factors (HF).*

identification of user needs that guidelines need to support. The external reaction to the STF's work has been universally positive. The topic of cognitive disabilities is new and standards to help technology developers address such disabilities are needed. A similar approach is being followed by ISO/TC173/WG10, *Assistive products for persons with cognitive disabilities*, and we are also following its work.

Work on cognitive accessibility requirements/guideline is still ongoing in the W3C Cognitive Accessibility Task Force and ISO/TC137/WG10. Several people, inside and outside the STF, have identified the potential benefits in looking at the collective, and developing, insights from the three standards bodies and seeing how this can best be exploited. The ideal scenario would be for the output from ETSI, W3C and ISO to be compatible and complementary. ANEC is proud of the work done which is innovative and could be used for the Web Accessibility Directive.

Third International Conference on Universal Design

ANEC participated in the third International Conference on Universal Design, held on 21-24 August 2016 in York, UK. The aim was to allow leading practitioners and researchersto discuss universal design, design for all and inclusive design from both practical and theoretical viewpoints.

Jennifer Darzentas, Chair of the ANEC Accessibility Working Group, presented a paper *Educating Students About Standardization Relating to Universal Design*. It examines this standardization education, rarely taught to students in the design disciplines, and elaborates on possible reasons for this situation. Moreover, it gives an example of how students may be instructed and encouraged to further their interests in standards and the standards-making as a means for increasing Universal Design in practice.

All papers presented can be found in the publication, *Ebook: Universal Design 2016: Learning from the Past, Designing for the Future.*

International Day of Persons with Disabilities

On 3 December, the International Day is observed. In 2016, the focus was on the seventeen United Nations Sustainable Development Goals and how they can create a more inclusive and equitable world for persons with disabilities.

It is a basic consumer right to have access to products and services. ANEC believes that standards are a suitable tool to overcome this discrimination if Design for All (DfA) principles are applied. To this end, we are leading standards work on access to the built environment to make every city in Europe accessible.

We have also participated in work on the first European Standard for accessible ICT products and services under Mandate M/376. EN 301 549, *Accessibility requirements suitable for public procurement of ICT products and services in the Europe*, will be used to implement the Directive on the Accessibility of Public Sector Bodies' websites and apps, and ANEC will also contribute to the update of relevant standards to include apps. The Web Accessibility Directive was published in the Official Journal of the EU in December 2016, with the requirement that all public sector mobile applications are accessible by June 2021. The deadlines for existing and new public sector websites are September 2020 and September 2019 respectively.

Recommendations for the design and development of mobile ICT devices and their related applications for people with cognitive disabilities.'

FprEN 81-70:2016, *Safety rules for the construction and installation of lifts — Particular applications for passenger and goods passenger lift — Part 70: Accessibility to lifts for persons including persons with disability*

Despite ANEC's fundamental disagreement to the launch of the Formal Vote of FprEN 81-70:2016, CEN TC 10, *Lifts,* decided to proceed. ANEC, which has supported and participated in the revision of EN 81-70 since its beginning, does not agree with a specific clause of the standard changed after the enquiry.

This is the determination of minimum contrast level (LRV) of symbols on control buttons and the requirements for touch-screen destination control systems with the accessibility button to activate the audio mode. Following intense discussions on the contrast issue, the agreed 60 as minimum LRV point difference was changed to a minimum contrast value of 30 as a requirement with a recommendation to apply 60, which is better than today's practice. ANEC sees this as a fundamental last minute change. ANEC supports a requirement of 60 points because this is the minimum requirement for contrast of text information e.g. ISO 21542, *Building construction – Accessibility and usability of the built environment*, 35.1 General Table 5 LRV difference ≥ 60 points (Michelson Contrast of 0,6 and minimum reflectance value of lighter surface Y ≥70).

This is a Harmonised Standard providing presumption of conformity to the EU Lifts Directive.

ANEC supports ISO proposal on service to vulnerable consumers

ANEC has given its strong support to the COPOLCO proposal for an ISO Standard on service to vulnerable consumers, based on BS 18477, *Inclusive service provision: Requirements for identifying and responding to consumer vulnerability*.

4. Domestic Appliances (DOMAP)

ANEC at Sixth Carbon Monoxide Round Table

The Sixth Carbon Monoxide Round Table was held on 1 June 2016 in the European Parliament. The event, hosted by MEPs Linda McAvan and Marian Harkin, was divided into three: the first session on safety of gas appliances; the second on safety of tourism accommodation; the third on data collection and compilation of incidents involving carbon monoxide (CO).

ANEC spoke during the second session. We presented an update on initiatives to prevent the indoor use of barbecues. We marked the Round Table by issuing the press release: A barbecue grill can kill: do not use it indoors, in which we urge consumers never to take a charcoal barbecue inside because of the risk of CO poisoning. It is not unusual for consumers who go camping or caravanning to take the barbecue inside, either to cook in the case of bad weather; or to heat the accommodation. Sadly, most are unaware that the indoor use of charcoal barbecue grills creates an accumulation of carbon monoxide which can kill or permanently disable.

In the meantime, CEN worked on an amendment to the standard EN 1860-1, *Appliances, solid fuels and firelighters for barbecueing – Barbecues burning solid fuels – Requirements and test methods*, to introduce a pictogram on the barbecue to warn consumers not to use it indoors. ANEC took part in this work. See below.

EN 1860-1:2013/prA1:2015, *Appliances, solid fuels and firelighters for barbecuing – Part 1: Barbecues burning solid fuels — Requirements and test methods*

ANEC submitted comments on the Enquiry of EN 1860-1:2013/prA1:2015 which contained the pictogram to prevent **indoor use of barbecues**. Our support for EN 1860-1:2013/prA1:2015 was given under the condition that the standard would be immediately revised, as the draft amendment did not meet ISO 3864-3 safety sign design principles. An analysis from the ISO TC 145 SC 2, *Safety identification, signs, shapes, symbols and colours,* confirmed our concerns.

We therefore welcomed a decision of CEN/TC281/WG1*,* **Barbecues burning solid fuels,** at its September 2016 meeting to delete the original pictogram (red crossed-circle) from EN1860-1:2013/prA1:2015 and replace it with an ISO-approved warning.

Hence, ANEC was able to submit a "Favourable" Opinion when EN 1860-1/FprA1 was out for Formal Vote in early 2017. The voting result was positive and the standard adopted. We trust the introduction of this pictogram on barbecues will save many lives from carbon monoxide poisoning.

ANEC welcomes improved lawnmower standards

ANEC welcomes the adoption of two amendments aimed at improving the safety of lawnmowers. The amendments – EN ISO 5395-2/A2 and EN ISO 5395-3/A2 – focus on improving the guarding of the cutters on the two types of internal combustion-engine powered lawnmowers, pedestrian-controlled and ride-on. The requirements for each type are similar. These amendments provide clarity as to what is intended and do not change the objective of the original standards. They make careless operation more difficult and give manufacturers freedom to come forward with still safer designs.

CENELEC TC 61 WG1*, Relation with standardization and legislation*

Following finalization of the work of CENELEC TC 61 WG4 on the exclusion clause at the end of 2015, CENELEC decided to set up a new working group (WG 1). The kick-off meeting was held in Copenhagen on 9 and 10 November 2016 and ANEC attended .

The focus of the discussions dealt with the forthcoming addition of the ZZ Annex to CLC standards falling under the recently revised Low Voltage Directive (LVD). Further annexes covering not only the LVD, but also Radio Equipment Directive, Medical Devices (MD) and Electromagnetic Compatibility (EMC) Directive (EMCD), were discussed too. ANEC contributed to all these discussions.

IEC TC61 MT4*, Temperature limits and resistance to heat and fire*

Four web conferences of IEC TC61 MT4 were held in November, December 2016 and January 2017. CI/ANEC played an active role in the discussions. Key interventions included achieving an understanding that lower temperatures are not just required for children but also other vulnerable persons, notably the elderly (with thinner skin and slower reaction times). At the end of February 2017, CI/ANEC submitted comments on the draft MT4 guidance document, as well as on several IEC TC 61 proposals and draft standards in relation to surface temperature limits. CI/ANEC will attend the next meetings of IEC TC 61 MT4 and IEC TC 61 which will take place in Toronto, Canada, during the first half of June 2017.

PROSAFE Joint Action (JA) on electrical household appliances

The kick-off meeting for the PROSAFE joint market surveillance action on electrical household appliances was held in Brussels on 4 October 2016. The Joint Action will deal with toasters, mixers and blenders. ANEC presented at the meeting. There are Formal Objections to the EC from Member States pending for both EN 60335-2-9 (toasters) and EN 60335-2-14 (blenders): ANEC supports these Formal Objections against the standards giving presumption of conformity, as their surface temperature limits exceed those in CENELEC Guide 29, *Temperatures of hot surfaces likely to be touched – Guidance document for Technical Committees and manufacturers*.

For toasters, ANEC asked the JA to test the products against CENELEC Guide 29 and to test the surface temperatures of handles and knobs. For blenders, ANEC referred to the meeting on the Formal Objection to EN 60335-2-14 that took place in January and asked the JA to test the stopping times of blenders. Risk assessment is done in a different way by manufacturers and authorities, which is not beneficial to consumers. We proposed PROSAFE involve manufacturers during the risk assessment phase of the JA, and asked for reasonable foreseeable use and on-line sales to be addressed.

Gas Appliances Regulation

In January 2016, the European Parliament adopted the proposal for a Gas Appliances Regulation. ANEC was pleased by amendments adopted on prevention of carbon monoxide (CO) poisoning, e.g. by indicating that the gas appliance needs to be designed and constructed so as not to cause a concentration of CO or other substances harmful to health; and for manufacturers to state in the customer instructions that it is advisable for installation or maintenance to be done by professionals. Nevertheless, we were disappointed no limit values were set for combustion gas parameters to address indoor air quality, and that there is no specific reference to the periodic servicing of appliances.

In October 2016, the EC invited ANEC and other Annex III Organizations to comment on the draft standardization request for gas appliances and their fittings.

Sunbeds – the time for action

Following a request from the European Commission (EC), the Scientific Committee on Health, Environmental & Emerging Risks (SCENIHR) updated an Opinion from 2006, of the Scientific Committee on Consumer Products, on biological effects of ultraviolet (UV) radiation relevant to health, with particular reference to sunbeds for cosmetic purposes.

In April 2016, ANEC supported an SCENIHR Preliminary Opinion and believes attention needs to be drawn to the key findings on carcinogen effects of UV radiation and the effects on younger users, as well as the potential for harm to outweigh any benefits.

The [SCHEER Opinion](#), of November 2016, finds UV radiation – including that emitted by sunbeds – to be a "complete carcinogen", as it acts both as an initiator and promoter of cancer. It goes on to state UV radiation, "causes cutaneous melanoma and squamous cell carcinoma at all ages and that the risk for cancer is higher when the first exposure takes place in younger ages". The Opinion finds "moderate evidence" that exposure to UV radiation, including that emitted by sunbeds, also increases the risk of basal cell carcinoma and ocular melanoma. The Opinion concludes that there is "no safe limit" for exposure to UV radiation from sunbeds, and the use of sunbeds to encourage production of Vitamin D is redundant as there are alternative sources of Vitamin D.

Given these findings, which confirm earlier concerns, ANEC urges the EC, the Member States and the standardization bodies not to delay action to protect the health of consumers.

Electric toys

FprEN 62115 and IEC 62115/Ed2, *Electric toys – Safety*, were out for parallel vote in CENELEC (FV) and in IEC (FDIS) until 3 February 2017. Consumers International and ANEC supported the CDV in April 2016. During the CENELEC Enquiry in 2015, CI/ANEC submitted a comment to strengthen the requirement for access to batteries, which was accepted. Also, ANEC, CI and COPOLCO successfully supported Annex J, related to safety of remote controls for electrical ride-on toys. We therefore welcomed the parallel adoption of the standard by IEC and CENELEC.

5.   Digital Society

ANEC at Global Language of Business (GS1) Forum

The GS1 Global Forum 2017 took place in Brussels from 20-24 February 2017.

On 22 February as part of the GS1 European Regional Forum, ANEC presented the consumer perspective on the role of standards in product safety in the digital economy.

Safety of IT audio-video equipment

ANEC convened IEC TC 108 WG 11 in its development of **IEC 62949,** *Particular safety requirements for equipment to be connected to information and communication networks*, intended to replace EN 41003.

We also contributed to **EN 50332-3:2017,** *Sound system equipment: headphones and earphones associated with personal music players – maximum sound pressure level measurement methodology – Part 3: measurement method for sound dose management*, to create a dosage measurement system in ensuring safe sound levels to protect consumers.

Limits in EMF standards

Following an ANEC request, the European Commission has confirmed the limits of the Council Recommendation of 12 July 1999, on the limitation of exposure of the general public to electromagnetic fields (0 Hz to 300 GHz), are still considered state of the art. Hence, the Commission agrees the Recommendation should be the basis for the work of CENELEC TC 106X, *Electromagnetic fields in the human environment*, on product standards prepared under Mandate M/536. The standards work was suspended because of a lack of agreement on setting limits in standards. ANEC welcomes the confirmation that the Recommendation is still considered definitive and looks forward to the rapid development of standards, noting the Radio Equipment Directive itself became applicable in mid-June 2016.

ANEC proposal on Smart Cities agreed

The ETSI TC, *Human Factors*, (HF) met on 15-16 June 2016 in Dublin. ANEC presented its proposal of a New Work Item for a Technical Report dealing with open issues for consumers and citizens in smart cities and the need for standardization actions to be initiated. We are pleased that, following clarification of the scope, the proposal was supported by ETSI TC HF.

Public enquiry on draft CEN CWA SATORI

SATORI is a 45-month project, comprising 17 partners from 12 countries, including an intergovernmental organization, which aims to improve respect of ethics principles and laws in research and innovation, and to make sure that they are adequately adapted to the evolution of

technologies and societal concerns. ANEC is pleased to be part of the SATORI project Advisory Board. As part of the project Work Packages, a draft CEN Workshop Agreement on ethics assessment for research and innovation has been developed. The draft CEN CWA has two parts: CWA SATORI – *Ethics assessment for research and innovation – Part 1 Ethics assessment unit*, and CWA SATORI – *Ethics assessment for research and innovation – Part 2 Ethical impact assessment framework*.

On 15 September 2016, the draft CEN CWA SATORI documents were published for public comments, for a period of two months, to 15 November 2016.

The comments received were discussed at the SATORI CWA meeting in Ljubljana in January 2017 after which the document will be published.

CEN Workshop ISAEN and CEN-CENELEC Workshop CRISP

ANEC nominated Representatives to two CEN Workshops:

CEN Workshop ISAEN, *Unique Identifier for Personal Data Usage Control in Big Data*, seeks to operationalize the bourgeoning policy initiatives related to personal data usage, in particular in relation to personal data management and the protection of individuals' fundamental rights. This work is set against the backdrop of the rapidly expanding digital era of personal data usage and the evolving European Digital Single Market. In 2017, a CWA will be produced consisting of a set of specifications, good practice and interoperability guidelines for describing a self-sovereign identifier for the use of policy-makers, companies and individuals.

CEN-CENELEC Workshop CRISP – *Towards embedding socio-legal requirements in the certification of security systems: Guidelines for the evaluation of installed security systems, based on S-T-E-Fi criteria,* has been launched under the FP7-funded project CRISP (*Evaluation and Certification Schemes for Security Products*) to develop a novel evaluation and certification methodology for security systems that integrates technical, social and legal dimensions (Security, Trust, Efficiency and Freedom Infringement, S-T-E-Fi) as assessment criteria. The final deliverable (CWA), including a best practices document for further standardization efforts, is expected to be published in 2017.

Privacy and security in smart metering

The CEN-CENELEC-ETSI Smart Meters Coordination Group has published its fourth report on privacy and security. It includes a summary of minimum security requirements, an update on the European Commission's work in this field and an update of the status of European security standardization.

ANEC commented the draft, noting that ongoing work to strengthen privacy will be required alongside the testing of data protection measures.

We also highlighted the current approach for addressing actual security issues in standardization relies on Member States notifying the standardization bodies, and is therefore entirely reactive. We therefore recommended a more proactive approach whereby the Smart Meter Coordination Group actively seeks information from Member States on security and privacy issues that impact standardization.

The report has been launched together with the *Report on Minimum Security Requirements for smart metering* and the Repository with links to the original requirements from member states with the minimum requirements. For more see http://goo.gl/fUlPuo.

#Toyfail campaign

Internet-connected toys have found their way into Father Christmas's sack during the past couple of years. With another Christmas on the horizon, the Norwegian Consumer Council (NCC) decided to examine the terms and conditions and technical features of the connected toys, My friend Cayla and i-Que. The results of their research (#toyfail) show what seem to be breaches of the Unfair Contract Terms Directive, the Data Protection Directive and possibly the Toy Safety Directive.

The NCC found spoken data, collected during the use of the toys, may be shared with unnamed third-parties and used for targeted advertising. More worryingly, our colleagues found it possible to use a mobile phone to speak to a child through the toys, using a Bluetooth connection, with the link maintained up to 20 metres away.

As part of the #toyfail campaign, joined by BEUC and other BEUC members alongside the NCC, ANEC issued a [press release](#) and wrote a common letter with BEUC to the European Commission (EC) to express concern.

Since the campaign was launched on 6 December 2016, large chains in the Netherlands and Belgium have stopped selling the toys, while stores in Denmark, Norway and Sweden have offered refunds to consumers. Amazon has stopped sales through its European online outlets. Germany followed suit in 2017, making it an offence to own Cayla.

ANEC, BEUC and their members, including the Norwegian Consumer Council, are now in discussions with the EC to ensure the framework of legislation and standards is able to meet the challenges posed by innovative toys.

For more information, please visit the [campaign's website](#) or watch the [video](#).

6.   Services

ANEC interviewed on service standards

CEN-CENELEC partnered with ISO in a social media campaign on service standards from 13 – 17 June 2016. During the campaign, they promoted the topics of customer service, finance, IT, tourism and public services.

Service standardization is an area of priority for ANEC. Hence, we contributed to the campaign through two short video testimonials on *What do services bring to consumers?* In the first, ANEC Secretary-General, Stephen Russell, spoke on [why European standards for services are important to consumers](#). He noted that, as the free movement of services is one of the four fundamental freedoms of the EU, consumers are entitled to receive services in a different Member State from their country of residence. Although ANEC believes a European legislative framework on the safety of services is needed to ensure a level regulatory playing field – as in the case of products – European standards can nevertheless contribute to the protection of consumers across Europe.

In the second video, he reviewed [ANEC priorities in 2016-2017 in service standardization](#): horizontal services standardization; healthcare and support services, and the improvement of consumer experiences in cross border services related to e-commerce.

Cross border e-commerce – How International Standards can help

In a joint statement, ANEC and CI welcomed publication of the European Commission communication on online platforms, and proposals for new e-commerce rules.

The EC presented a plan to create a stronger regulatory framework, supported by standards, to protect consumers and increase confidence in online markets. To boost e-commerce, the Commission proposes to tackle geoblocking, make cross-border parcel delivery more affordable and efficient, and promote customer trust through better protection and enforcement.

Moreover, further to the collection of stakeholder feedback on online platforms, to which ANEC also contributed at the start of 2016, the EC issued a *Communication on online platforms and the Digital Single Market*. This is underpinned by a Staff Working Document formulating the Commission's policy approach to online platforms and identifying areas where action or further assessment may be necessary.

ANEC and CI drew attention to the vital role service standards can play in European consumer protection, underpinning legislation and providing the detailed guidance that organizations need to deliver services which respond to consumer expectations. Online platforms are a part of everyday life for millions of European consumers who use the internet to buy goods and services (such as transport, accommodation, holidays, financial services and healthcare).

ANEC and CI are collaborating in the development of the new International Standard for Online Reviews in ISO/TC 290.

Postal services: Keep me posted EU campaign

At its September 2016 plenary, the European Parliament adopted an Own Initiative Report on the application of the Postal Service Directive, developed by the EP Transport and Tourism Committee, which includes the adopted Opinion of the Internal Market and Consumer Protection Committee (IMCO). The latter explicitly mentions the Keep Me Posted EU campaign: "*IMCO Committee […] recognizes the changes in customer expectations and the benefits of the Keep Me Posted EU campaign to promote consumer choice*".

ANEC and KMPEU supporters are delighted by this recognition of their efforts.

The EP report also covers aspects of major relevance to ANEC as expressed in our 2015 paper on European Cross Border delivery. It calls on the EC and Member States to improve transparency on public pricing and service performance. It stresses the importance of improving the quality of the service and the protection of consumers' rights; draws attention to the need for simple, effective cross-border complaints procedures and dispute settlement arrangements. The report also promotes the use of European standards for integrated tracking systems, with a view to improved interoperability.

CEN workshop on services

ANEC President, Arnold Pindar, participated in the *CEN stakeholder workshop, From products to services. The evolving role of standards*, on 26 October 2016. He presented the challenges encountered by consumers in the European services market and put forward suggestions as to how services standards can tackle these challenges, keeping consumer principles at their core.

He drew attention to new trends faced by consumers: information overload; difficulty in identifying accurate information; lack of transparency about collection and use of data. He also addressed emerging consumer-to-consumer services that need further attention, and referred to ANEC's longstanding call for a EU legislative framework for the safety of services.

The event included participants from the European Commission and from a wide range of service providers (from car sharing and digital services, to fire safety and funeral services). Discussions in

breakout sessions reflected on the trends and challenges encountered by stakeholders in the services sector and how to prioritize those where standards have potential to support the performance of the service provision.

It also looked at fine-tuning a draft European strategy for services standardization.

New ANEC study on use of service standards by supervising authorities

Services are one of the main drivers of the European economy and account for around 70 percent of GDP. Standards can ensure the quality of services, but only if they exist and are used. ANEC has published a report on use of service standards by authorities in market surveillance.

Commissioned by ANEC, the Swedish Service Research Centre, Karlstad University, looked at both how the development of service standards could be encouraged and how authorities approach the surveillance of services through standards.

ANEC and CI contribute to ISO Workshop on Sharing Economy

The Standards Council of Canada proposed development of an International Workshop Agreement (IWA) on the Sharing Economy. Its aim is to set out standardized solution(s) to the challenges associated with the sharing economy. It focuses on for-profit sharing economy business models.

The editing work started by correspondence in February 2017, and its completion was discussed in a workshop on 21-23 March 2017 in Canada which a CI Representative attended.

Ahead of the workshop, ANEC and CI developed comments on the draft IWA and published a detailed paper on the collaborative economy. In this *Position Paper on Sharing Economy – Input to Draft International Workshop Agreement*, we proposed a review of the definitions of actors involved to improve clarity of the responsibilities in this new economic model and thus facilitate a more precise framework. The paper goes on to address the role of standards in such a framework and our expectations from the IWA in building consumer trust.

7. Sustainability

European standardization on chemical safety of consumer products

ANEC continued its involvement in European technical bodies in the area of chemical safety of consumer products. Between November 2016 and March 2017 in particular we contributed to the meetings of the CEN TC 437 Plenary, *Electronic cigarettes and e-liquids*, and CEN TC 436, *Cabin Air Quality on civil aircraft – Chemical Agents*, TG 1, *Chemical marker compounds*, where for the time being progress is limited due to difficult agreement among participants.

ANEC also renewed its support to the *Guide for addressing chemicals in standards for consumer-relevant articles* under completion at the March 2017 Stakeholder Panel meeting of the *CEN SABE/ENIS project – Tailored support – chemicals in product standards*. The project is co-led by the Consumer Council of the Austrian Standards Institute (ASI), the Austrian member of ANEC.

EU Policy related to chemicals and sustainability legislation

Safety of materials in contact with drinking water

At the end of February 2017, the EC published a Roadmap for revision of the Drinking Water directive (98/83/EC). It aims to inform stakeholders about the Commission's work and allow them to provide feedback on the intended initiative.

ANEC commented on the Roadmap, in light of our contributions to earlier consultations on the evaluation of the Drinking Water Directive, and reflecting our position on the chemical safety of materials in contact with water.

'From bashing to praising ecodesign' event

On 15 June 2016, ANEC and BEUC hosted an event during European Sustainable Energy Week (EUSEW). Under the title, *'From bashing to praising ecodesign – the true benefits to consumers'*, the event looked at the tangible benefits that Ecodesign policies have delivered to households in order to burst the bubble of misconceptions spread by some media outlets about consumer detriment. We gave the preliminary findings of a study commissioned to Ecofys on eco-design economic benefits.

Critics often present Ecodesign as EU interference in the everyday lives of Europeans and an intrusive editing of free-market choice. Such claims are rarely substantiated and ignore the benefits in terms of savings.

Panellists debated means to improve policies by matching real-life conditions to consumer needs. The main conclusions were that Ecodesign makes products more innovative and allows consumers to achieve financial savings. Hence communication to consumers is key.

ANEC-BEUC show Ecodesign savings

A study by ANEC and BEUC confirms how crucial it is to safeguard Ecodesign. Indeed, a typical household saves at least 330 euros annually thanks to Ecodesign, and by doing nothing! This is because Ecodesign laws have enabled manufacturers to produce less energy-hungry products. And if consumers choose the top class of the Energy Label, their savings can jump to over 450 euros per year.

In addition to economic benefits, Ecodesign delivers benefits such as quieter vacuum cleaners. The study also highlights that savings for consumers could be far higher if Ecodesign requirements were more ambitious and timely in their delivery.

- Our factsheet
- ANEC/BEUC study executive summary
- The full ANEC/BEUC study

Towards a common EU framework of core indicators for the environmental performance of buildings'

In October 2016, ANEC responded to the consultation, *Towards a common EU framework of core indicators for the environmental performance of buildings*, and published a position paper.

An EC Communication on Resource Efficiency Opportunities in the Building Sector identified the need for a common EU approach to the assessment of the environmental performance of buildings. The starting point would be a 'common framework of core indicators' to drive improvement in

performance and allow for comparison between buildings. A study was initiated by the EC to develop an initial framework of core indicators, with the idea that they would be flexible in their use, so could potentially be incorporated into new and existing assessment schemes, or be used on their own by a diverse range of stakeholders.

We regret the consultation gave a biased interpretation of the indicators to consider in the construction sector. We consider the suggested approaches questionable or only partly suitable. In addition, several critical issues were not addressed.

EC "Winter Package"

On 30 November 2016, the EC published its "Winter Package", proposing '*new rules for consumer-centred clean energy transition'.*

The measures relevant for consumers focus on:

- setting the framework for improving energy efficiency in general
- improving energy efficiency in buildings
- improving the energy performance of products (Ecodesign) and providing information to consumers (energy labelling)
- finance for energy efficiency, with the smart finance for smart buildings proposal

ANEC finds the measures relating to energy efficiency in buildings of particular interest. Based on earlier consultations, the EC has proposed a review of the Energy Performance of Buildings Directive (EPBD) and relevant articles of the Energy Efficiency Directive (EED): *Proposal for a revised energy performance of buildings Directive [COM(2016)765]; Proposal for a revised energy efficiency Directive [COM(2016)761].* ANEC contributed to the public consultation on the Evaluation of the Energy Performance of Buildings Directive (EPBD) last year and released the position paper, *Laying the foundations for sustainable buildings.* We called for development of a European strategy for sustainable construction to achieve reliable sustainable performance assessment of buildings, and provision of meaningful measurement indicators and information. We welcome the intention to encourage the energetic retrofitting of buildings. Quality and comparability of Energy Performance certificates (EPCs) remain to be improved in light of the enhancement foreseen in the proposal, and the intention to set up EPC databases.

New standards on material efficiency aspects

CEN-CENELEC Joint Working Group 10 has started work on *Energy-related products – Material Efficiency Aspects for Ecodesign.* A kick-off meeting was held in September 2016 and its Project Teams met at the end of November 2016 to plan work.

About twenty deliverables are to be developed by JWG 10 by March 2019. The most challenging exercise may be to produce horizontal standards that are applicable to all product groups as the EC mandate (M/543) requires. ANEC is a member of Project Team (PT) 2 on durability; PT 3 on upgradability, ability to repair, facilitate re-use, use of re-used components, and PT 7 on documentation.

ANEC and ECOS join forces in Ecodesign standardization

Under a one-year action, ANEC and ECOS are collaborating in 2017 to ensure the effective participation of stakeholders, representing environmental and consumer interests, in standardization work arising from the Ecodesign and Energy Labelling Directives.

ANEC will focus on items of high consumer relevance, including work in CEN-CENELEC JWG 10 on material efficiency aspects for Ecodesign, and Ecodesign aspects of product groups, such as white goods & smart appliances in CENELEC/TC 59X.

Report on implementation of the Circular Economy Action Plan

The European Commission has issued a *report on implementation of the 2015 Circular Economy Action Plan*. Of particular relevance to ANEC's work on sustainability is the progress of legislative proposals on waste; the Ecodesign Working Plan 2016-2019; European standardization of material efficiency, and circular economy principles in new initiatives in the construction sector.

ANEC awaits two initiatives the EC has committed to deliver in the coming year: a strategy on plastics and an analysis of the interface between chemicals, products and waste legislation and identification of policy options. The latter is key in the development of the non-toxic environment strategy announced in the 7th Environment Action Programme and sought by ANEC.

8.   Traffic & Mobility

ISO work on bicycles

ISO TC 149 SC 1, *Cycles and major sub-assemblies*, and its Working Groups met in Shanghai on 10-13 May 2016.

Revision of the standards EN ISO 4210: 2014, EN ISO 8098: 2014 (city-trekking, mountain, racing and young adult bicycles), ISO 8090: 1990, *Cycles – terminology*, as well as a new standard for Electrically Power Assisted Cycles (EPACs), were discussed.

Before the meeting, ANEC wrote with proposals for the new standard on EPACs, including that it be based on EN 15194, the European Standard for EPACs, and ensures compliance with the Machinery Directive 2006/42/EC. We also proposed to add "mountain EPACs" with specific requirements for their components, and to add requirements for interoperable plug & socket solutions for charging. We will continue to participate in both the ISO and CEN work on bicycles.

ANEC also participated in the revision of ISO 11243 on luggage carriers for bicycles. Most ANEC comments on strengthening the provisions (e.g. including maximum load, durability and strength tests) were taken into account and the standard was published on 15 June 2016.

CI-ANEC expert addresses WHO workshop on road safety

Ronald Vroman, who represents CI-ANEC in UNECE work on vehicle safety, was a guest speaker at a World Health Organization (WHO) workshop on improving road safety legislation.

The workshop was held on 11-12 October 2016 in Geneva.

Annually, as part of a project funded by Bloomberg Philanthropies, WHO brings together lawyers and other individuals involved in road safety legislative and regulatory improvement in a workshop on road safety at the WHO Headquarters. This year's workshop focused on improving national laws and regulations on child restraint systems (CRS) and seatbelts. CI-ANEC gave a presentation on

child restraint standards highlighting the basic principles, effectiveness and legal requirements, as well as best practice criteria on CRS laws, challenges and the way forward.

New EN on fuel labelling

With the increasing number of alternative fuels available, consumers are sometimes confused as to the type of fuel to use in their cars. Thus, following an EC Standardization Request, CEN was asked to develop a standard on fuel labelling, taking into account the directive on the deployment of alternative fuels infrastructure (2014/94/EU). ANEC participated in this work from the outset.

EN 16942 has now been adopted and details harmonized graphical symbols for liquid and gaseous fuels. It will provide consumers across Europe with information on the compatibility between their vehicles and the fuels available in filling stations, as established in Article 7 of Directive 2014/94/EU.

In January 2017, work in CEN TC 301 WG 14, *Electricity Fuel Labelling*, to develop a standard for the charging of electric vehicles under the same directive (2014/94/EU). It is aimed to be finalized in summer 2017.

Car seats become more consumer-friendly

ANEC and Consumers International (CI) welcomed adoption of the second phase of Regulation 129 (R129) on enhanced child restraint systems (the "I-size Regulation") by UNECE (United Nations Economic Commission for Europe) World Forum for the Harmonization of Vehicle Regulations (WP 29) at its 170th session held in Geneva on 15-18 November 2016.

The second phase of R129 covers non-integral enhanced child restraint systems, i.e. child seats with optional Isofix attachments in which children are secured with the car seat belt. Children taller than 100cm will be better protected from frontal impact, and especially side impact, as booster seats will need to be equipped with backrests for children of at least 135cm height.

At the same WP 29 session, the ANEC/CI proposal to withdraw Isofix from Regulation 44 (R44) was also adopted in order to reduce overlap with R129 and avoid the sale of products offering different levels of safety. Hence, as of 1 September 2017, integral Isofix child seats will no longer be approved under R44. This is a welcome step towards phasing out the old Regulation R44.

9.   Communications in 2016

ANEC Position Papers

20 ANEC Position Papers[3] were published during the year. Each was posted on the ANEC website and linked to social media (Facebook, Twitter, LinkedIn).

ANEC e-Newsletter

9 editions[4] of ANEC's e-Newsletter were published in 2016. Each was posted on the ANEC website and linked to social media (Facebook, Twitter, LinkedIn). A link was sent by email to almost 900 subscribers.

New ANEC website

The new ANEC website went live on 13 February 2017 (www.anec.eu). Replacing the website of 2003, it includes contemporary functionalities (e.g. a search function, inbuilt Google translate, Twitter feed). The website content will be revised during 2017 to ensure an optimal experience for the visitor and full use of the functionalities.

COPOLCO ACTION:

COPOLCO is invited to note/comment on the report.

Annexes:

- ANEC proposal for a COPOLCO resolution on removal of "exclusion clause" and lower surface temperature limits in IEC 60335 series of standards on safety of electrical household and similar appliances

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[3] ANEC Position Papers, http://www.anec.eu/publications/position-papers

[4] ANEC Newsletters, http://www.anec.eu/publications/newsletters

International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

ANEC proposal for an ISO/COPOLCO resolution on removal of "exclusion clause" and lower surface temperature limits in IEC 60335 series of standards on safety of electrical household and similar appliances

ISO/COPOLCO meeting 18 May 2017, Kuala Lumpur, Malaysia

COPOLCO passed **Resolution x/2017:**

COPOLCO,

Refers to its Resolution 23/2016 (Plenary) on safety of household appliances for all consumers (removal of the "exclusion clause" in IEC 60335 series of standards)

Thanks ANEC for the report about ANEC activities and in particular for its efforts in removing the "exclusion clause" in EN 60335 series of standards on safety of electrical household and similar appliances,

Notes the progress made by IEC TC 61, Safety of household appliances, on the issue of surface temperature levels of household appliances, which is of particular importance for older consumers and children,

Encourages COPOLCO members to continue to support the IEC TC 61 revision of the relevant IEC 60335 series of standards on safety of electrical household and similar appliances, based on the work done in CENELEC in order to take into account the needs of vulnerable consumers, and to encourage IEC TC 61 to accelerate the process of adopting surface temperatures limits for IEC 60335 Parts 2 in line with IEC Guide 117:2010, Electrotechnical equipment – Temperatures of touchable hot surfaces.

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REPORT from the Pan American Standards Commission (COPANT)
COPANT GF-COPOLCO

COPOLCO ACTION: COPOLCO is invited to note/comment on the report.

1   Mission of the COPANT GF-COPOLCO

The COPANT GF-COPOLCO has the mission to promote consumer participation in standardization within the National Standards Bodies (NSBs) of the COPANT region, and at the same time, to share and promote the activities, resolutions and developments of ISO/COPOLCO.

There is little contact among members because of the long distances and the multiple activities that representatives must manage. The main contact between NSB representatives is by mail.

2   Activities

The activities of the different National Standards Bodies will be updated during the Plenary in Malaysia.

3   Members

The following NSBs are active members (26) in COPANT GF-COPOLCO:

Argentina (IRAM), Barbados (BNSI), Belize (BBS), Bolivia (IBNORCA), Brazil (ABNT), Canada (SCC), Chile (INN), Colombia (ICONTEC), Costa Rica (INTECO), Cuba (NC), Dominican Republic (INDOCAL), Ecuador (INEN), El Salvador (OSN), Guatemala (COGUANOR), Guyana, (GNBS), Honduras (OHN), Jamaica (BSJ), (UNIT), México (DGN), Nicaragua (MIFIC), Panamá (DGNTI), Paraguay, Perú (INACAL), Uruguay (INTN), Saint Vincent and the Grenadines (SVGBS), Spain (AENOR), Trinidad and Tobago (TTBS), United States (ANSI).

COPANT

African Organisation for Standardisation
Organisation Africaine de Normalisation
ARSO Central Secretariat
3rd Floor, International House
Mama Ngina Street.

P. O. Box 57363-00200,
Nairobi, Kenya
Tel.   +254-20-224561/
311641/ 311608
E-mail:arso@arso-oran.org/
info@arso-oran.org
Web: www.arso-oran.org

ARSO COCO REPORT TO THE COPOLCO PLENARY MEETING AND RELATED EVENTS – KUALA LUMPUR, MALAYSIA – 15-18 May 2017.

1. Background Information.

ARSO is an intergovernmental body established by the Organisation of African Unity (OAU, currently African Union (AU)) and United Nations Economic Commission for Africa (UNECA) in 1977 and mandated to promote standardization and related activities in Africa to facilitate intra-African and international trade of safe and quality goods and services. Currently ARSO has 36 member States **(Benin, Botswana, Burkina Faso, Cameroon, Cote d'Ivoire, Congo Brazzaville, Democratic Republic of Congo, Egypt, Ethiopia, Gabon, Ghana, Guinea Bissau, Guinea, Kenya, Liberia, New State of Libya, Madagascar, Malawi, Mauritius, Namibia, Niger, Nigeria, Rwanda, Senegal, Seychelles, Sierra Leone, Sudan, South Sudan, South Africa, Swaziland, Tanzania, Togo, Tunisia, Uganda, Zambia and Zimbabwe).**

1.1 ARSO Consumer Committee (ARSO COCO - *www.arso-coco.org*)
Under its Strategic Framework 2012-2017, ARSO established the ARSO Consumer's Committee to act as the African consumer voice in Standardization. The Committee is responsible for promoting and protecting African consumer interest in national, regional and continental standardisation.

1.1.1 ARSO COCO Objectives
(i) Provide a forum for the exchange of information and experience on standards and consumers' participation
(ii) Provide information on how standardisation benefits consumers
(iii) Mobilise African consumer bodies to participate in National and Regional standards setting
(iv) Provide standardisation informational materials on consumer issues
(v) Ensure the African standards produced are relevant to the market
(vi) Ensure a standardisation process that protects the consumers' health and safety.

1.1.2. ARSO COCO Membership:
Membership is open to Consumers, Representatives from NSBs, Private Institutions, Regional Economic Communities and the Consumer organisations. Currently the members are from **Cote D'Ivoire, DR Congo, Egypt, Ethiopia, Gabon, Ghana, Guinea, Kenya, Mauritius, Namibia, Nigeria, Cameroon, Rwanda, Senegal, South Africa, Tanzania, Zambia and Zimbabwe).**

1.1.3. ARSO COCO/ISO COPOLCO Cooperation

ARSO recognises the role of ISO/COCPOLCO in promoting and encouraging consumer interests in standards and has enjoyed the mutual cooperation between ARSO COCO and ISO COPOLCO for the benefit of African Consumers voice in Standardisation. For example, on 14th August 2015 under the theme **"Consumers in Africa Making a difference in Standards"** ISO/COPOLCO and ARSO COCO co-organised a one day event on the sidelines of the 21st ARSO General Assembly at the African Union Headquarters, Addis Ababa, Ethiopia. The focus was on Consumer participation in standards development; Consumer and Food Safety; Consumer and Public Service; and the Cosmetics Safety Evaluation and its relevance to the African Consumer. **Speakers included, Ms. Dana Kissinger-Matray, ISO/COPOLCO Secretary and Ms. Sadie Homer, Senior Policy Advisor, Consumers International and with Mr. David Bell, British Standards Institution**

2. Current ARSO COCO Activities
2.1. Supporting Harmonisation of standards under the 13 ARSO Technical Harmonisation Committees to ensure safe quality and reliable products.

- The ARSO COCO is involved in identifying standardisation areas of priority interest to African consumers and work to promote and coordinate consumer representation in those areas within the ARSO THCs.

- Within its 13 Technical Harmonisation Committees, including THC02 – Agriculture and Food Products; THC 03 – Construction and Civil Engineering; TH05 Chemical and Chemical Engineering; THC07 Textile and Leather; THC 13 African Traditional Medicine, ARSO continues to develop and harmonise standards which facilitate the development and trade of products and services which meet consumers' expectations for safety and health, fitness for purpose, environmental protection and other qualities.

2.2. Awareness creation among the Consumers

ARSO continues to publish and share with ARSO member's relevant information on its website and newsletter to create awareness among the Consumers. For example, in the COCO website the following postings have been made:

- Banned products in some African countries (Botswana, Kenya, Rwanda, Uganda, South Africa): *- http://www.arso-coco.org/?page_id=143.*
- Certified Products In Africa *- http://www.arso-coco.org/?page_id=147*
- WTO/TBT Notifications *- http://www.arso-coco.org/?page_id=538*
- Consumer News& Challenges *- http://www.arso-coco.org/?page_id=21*

2.3. Development of Policy Documents

Ongoing consultations on the development of policy documents of interest to Africa consumers with regards to:
- (i)   Child product safety
- (ii)   Food safety
- (iii)   Household appliances

(iv)   Eco- labelling
(v)   Elderly and People with Disabilities Policy Document
(vi)   Graphical Symbols policy Document

3. Conclusion and Way forward:

Focusing on the ARSO Strategic Plan 2017 -2022, ARSO COCO will continue to engage the African Consumers in standards development; Awareness creation on the importance of standardisation; focus on producing standards development guides, policy statements and informational publications on issues of importance to consumers.

Given the expertise, reputation and level of performance of ISO COPOLCO as a reference organization in matters of Consumers and based on the 1985 and 1999 guidelines of the United Nations Guidelines for Consumer Protection (UNGCP), ARSO COCO in collaboration with the African Consumer Organisations will continue to seek greater Cooperation With The ISO COPOLCO and the other International Organisations (Consumer International) to jointly address the African Consumer Concerns through:

(i)   Convening of open awareness mobilisation workshops and Training Seminars for creating awareness on the benefits of standards and certification schemes for safe products during the 2017 year of African Quality Infrastructure.

(ii)   Exchange of information and experience on standards and conformity assessment issues of interest to African Consumers.

(iii)   Facilitation of involving consumers in standards development activities

(iv)   Developing Africa's Consumer policies, guidelines or actions relevant to the Consumer's needs.

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COPOLCO N293/2017

AGENDA ITEM 17.1   REPORT OF ISO/CASCO TO COPOLCO

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1.   32nd CASCO plenary and workshop on services

The 32nd CASCO Plenary will be hosted by Standards Council of Canada (SCC) from 26-28 April 2017 in Vancouver, Canada. It will be preceded by the CASCO bi-annual policy groups' meetings:

- The Chairman's Policy and Coordination Group (CPC), that coordinates the technical work of CASCO;
- The Technical Interface Group (TIG) that liaises with other ISO technical committees (TCs) to ensure a harmonized approach to conformity assessment; and
- The Strategic Alliance and Regulatory Group (STAR) that provides a forum for industry sectors and regulators to interact with CASCO.

The COPOLCO Chair, Ms Ratna Devi Nadarajan, is a member of the STAR and CPC groups.
The ISO/CASCO week will close with the Workshop on 'Growing the services industry with ISO standards', organized in collaboration with the ISO Technical Policy team (TMB).

2.   On-going CASCO technical work

CASCO technical projects are progressed by their respective WGs and include the development of the following documents:

- **ISO/IEC 17025:2005** *General requirements for the competence of testing and calibration laboratories* (Revision/DIS, next meeting in July)
- **ISO/IEC TS 17021-10**, *Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 10: Competence requirements for auditing and certification of occupational health and safety management systems* (WD 2 completed in January 2017, on hold until ISO 45001 document completes 2nd DIS)
- **ISO/IEC 17029,** *Conformity assessment – General requirements for bodies performing validation and verification activities* (WD1 and next meeting in May)

One NWIP ballot is open at the time of this report to revise **ISO/IEC 17000:2004,** *Conformity assessment - Vocabulary and general principles* submitted by ANSI.

CASCO is also actively participating in two JWGs, under the lead of :
- **ISO/PC 302** "Guidelines for auditing management systems", responsible for the revision of **ISO 19011** (CD stage and parallel CIB launched in CASCO).
- **COPOLCO,** doing a preliminary research on what was perceived as a lack of consumers' understanding of ethical labels (Experts reviewed existing literature and good practices and drafted a recommendation that will presented to the CASCO/CPC and COPOLCO Chair's Group respectively in April and May).

3.   ISO/CASCO published standards

In 2016 ISO/CASCO published 2 International Standards and 1 Technical Specification:

- **ISO 17034**, *General requirements for the competence of reference material producers* was published in November and replaces the ISO Guide 34:2009.

- **ISO/IEC TS 17021-9,** *Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 9: Competence requirements for auditing and certification of anti-bribery management systems*, is a new Technical Specification published in October which complements the existing requirements of ISO/IEC 17021-1.

- **ISO/IEC 17021-2,** *Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 2: Competence requirements for auditing and certification of environmental management systems,* was published in December and replaces the ISO/IEC TS 17021-2:2012.

Since the beginning of the year, 3 CASCO Working Groups (WGs) completed their work and the following CASCO standards have been/will be published in the forthcoming months:

- **ISO/IEC 17021-3:2017** *Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 3: Competence requirements for auditing and certification of quality management systems (*Published in March)

- **ISO/IEC 17028:2017** *Conformity assessment - Example of a certification scheme for services (*To be published in April)

- **ISO/IEC 17011:2017** *Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies (*To be published in May)

4.   Topical issues currently being addressed in CASCO

In addition to developing and maintaining the CASCO Toolbox, CASCO manages a number of projects.

CASCO hosted its 1st Stakeholder Forum on the 25th November in London to explore the role and benefits of standards and conformity assessment in managing risk for the insurance industry. The session included international speakers from Zurich, Mitsubishi Corporation, INAIL, Intertek and WADA as well as UK based experts from Z/Yen Group, Liberty Global, Pyrology and Howden Insurance Brokers. Many of the speakers from the sector cited the benefits that they receive having adopted international standards and CASCO will continue to work together with the insurance sector to ensure that these benefits have a wider reach, and to ensure that the standards development process can better support how insurers manage risk.

CASCO published the 2015 ISO Survey of Management System Standards with a total of 9 standards surveyed this year. It's the first year the survey has been done in-house.

A **FAQ document** on management system and competency based standards has been finalized and is now available from ISO.org. The goal of this publication is to provide assistance to ISO/TCs in understanding the two types of standards, including the types of activities to which they can apply, so that they can make an informed decision on the type of standard they will develop.

CASCO continues to issue its **eNewsletter** on a regular basis with 3-4 issues a year. With a subscription list of just over 2900 CASCO will continue to issue the eNewsletter as needed to update the conformity assessment community. Subscription is freely available from the CASCO Resources page.

The **IAF-ILAC-ISO Joint Strategic group** met two times in 2016 and continues to monitor the implementation of their strategic plan.

5.   Promotion of the CASCO Toolbox and 2015 workshops

Over 2016, the CASCO Chair and Secretariat have continued to promote the CASCO Toolbox and highlighted the importance of implementing well established and recognized conformity assessment practices in different events, among which:

- ➢ BIPM, OIML, ILAC, ISO Quadripartite meeting, Paris, November 2016/March 2017
- ➢ CAB meeting at the 80th IEC General Meeting, Frankfort, 10 October 2016
- ➢ TC 276 meeting (Biobanks), Dublin, 24 November (WebEx) 2016
- ➢ IAF and ILAC meetings, India, October/November 2016
- ➢ IAF-ILAC-ISO JSG meeting, India, November 2016
- ➢ UNECE 26th Annual Session of Working Party on Regulatory Cooperation and Standardization Policies (WP.6), Geneva, 2 December 2016.

6.   CASCO membership

CASCO maintains category A liaison with 22 international organizations. In 2015, CASCO established D-liaison with PEFC, ISEAL Alliance and WADA, in the framework of the revisions of ISO/IEC 17011 and ISO/IEC 17025.

As of March 2017, CASCO has 135 members, including 99 P-members and 36 O-members. The full CASCO membership is available from here.

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AGENDA ITEM 17.2   DEVELOPING COUNTRIES MATTERS – REPORT OF DEVCO

1   ISO Action Plan for developing countries 2016-2020

The implementation of the ISO Action Plan for developing countries 2016-2020 was initiated in January 2016, and its first annual activity plan was based on the results of a needs assessment survey conducted with DEVCO members in December 2015 and March 2016. The purpose of the survey was to understand the priorities of developing countries with regard to the activities to be conducted in 2016 under the five main objectives e.g. expected outcomes of the Action Plan. These are listed below:

1. Standardization has a recognized, effective role in support of public policies
2. National standards bodies' strategic capabilities strengthened
3. National standards bodies' capacity strengthened at the operational and technical levels
4. Increased involvement of developing country members in international standardization
5. Coordination and synergies with other organizations and among projects implemented

The survey results show that standards and public policy (outcome 1) is the focus area of highest priority to members, participation in technical work (outcome 4) comes next, and building NSB capacity at the operational and technical levels (outcome 3) is in third place.

With regard to specific activities requested by members, sponsorships to attend ISO TC/SC and WG meetings is at the top of the list, workshops on the role of standards in support of public policies comes next, and guidance on how to develop studies on the benefits of standards is in third position. Training in the use of ICT tools in support of standardization activities is also considered a high priority by the 72 NSBs that responded to the survey, representing 58% of developing country members in ISO.

2   Results from the first year of implementation (2016)

A total of 134 technical assistance and training activities were carried out in 2016 and kCHF 2 056 was spent for their implementation, representing an increase of over 30% compared to the results achieved in 2015. Some 3000 participants took part in the activities, 33% from NSBs and 67% representing various stakeholder groups.

In 2016, a number of key training modules were re-designed and new materials developed. A solid monitoring and evaluation framework is now in place, and key performance indicators (KPIs) defined for assessing the results from the implementation of the Action Plan 2016-2020.

3   Support to COPOLCO related activities under the Action Plan

A capacity building workshop was held on 7-9 December 2016 in Vienna (Austria) to promote consumer participation in standards development. 21 participants from the following countries were sponsored to attend the event: Albania, Armenia, Belarus, Bosnia and Herzegovina, Kazakhstan, Kyrgyzstan, Moldova, Montenegro, Serbia and Ukraine.

As part of the on-going series of training events to increase the participation of consumer representatives in standardization activities, a workshop will be held on 16 May 2017 in conjunction with the COPOLCO plenary meeting taking place in Kuala Lumpur (Malaysia). Developing countries from the region will be sponsored under the Action Plan 2016-2020 to attend the event. The aim of the workshop is to:

- raise awareness of standards as a means to safeguard consumer interests;
- enhance the role of consumer representatives in the standards-setting process at the national, regional and international levels; and
- encourage representatives of NSBs, consumer organizations and consumer protection agencies to identify road safety issues and work together on national solutions.
- enable participants to help formulate recommendations from COPOLCO in the area of road safety at the international workshop occurring on 17 May.

4   Revised DEVCO terms of reference, and DEVCO Chair's Advisory Group (CAG)

The CAG consists of 8 members from developing countries and 3 members from developed countries, selected by the DEVCO Chair, in agreement with the Secretary-General, for a two-year term of office, renewable once. The CAG supports DEVCO in the monitoring of the Action Plan for developing countries and sets the agenda for the annual DEVCO meeting.

Mrs Lena Dargham, LIBNOR (Lebanon) was appointed DEVCO Chair by the ISO Council in September 2016 with immediate effect, and for the term 2017-2018. The current CAG is composed of the following members:

- Mrs Fadilah Baharin, DSM (Malaysia)
- Mrs Tatjana Bojanic, ISS (Serbia)
- Mr César Díaz Guevara, INEN (Ecuador)
- Mrs Eve Gadzikwa, SAZ (Zimbabwe)
- Mr Jean Paul Karama, ABNORM (Burkina Faso)[1]
- Mrs Pascale Mienville, AFNOR (France)
- Mrs Carina Svensson, SIS (Sweden)
- Mr Abderrahim Taibi, IMANOR (Morocco)
- Mr Hiroo Wakai, JISC (Japan)
- Dr Mkabi Walcott, SLSI (Saint Lucia)

In March 2017, recommended by the DEVCO Chair, in consultation with the Acting Secretary-General, and with the support of the CAG, the DEVCO terms of reference were amended to strengthen DEVCO's policy development role. The revised terms of reference were approved by Council (Council Resolution 18/2017).

5   Membership of DEVCO and next plenary meeting

As of January 2017, 150 ISO members are members of DEVCO (100 P-members and 50 O-members). The 51st meeting of DEVCO will take place in Berlin (Germany) on Tuesday 19 September 2017, followed by the 40th ISO General Assembly.

COPOLCO ACTION   COPOLCO is invited to note the above report.

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[1] Membership of ABNORM (Burkina Faso) is currently suspended for non-payment of membership dues

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Ch. de Blandonnet 8 | CP 401, 1214 Vernier | Geneva, Switzerland | T: +41 22 749 01 11 | central@iso.org | www.iso.org

Our ref.	DEVCO terms of reference
Date	2017-04-03

TO THE MEMBERS OF DEVCO

Amended DEVCO terms of reference

Dear Member,

I am pleased to inform you that Council has approved the following terms of reference of the ISO committee on developing country matters (DEVCO) under its Resolution 18/2017 below for ease of reference.

COUNCIL RESOLUTION 18/2017

DEVCO

1.   Identifies the needs and requirements of members in developing countries in all fields of standardization and matters related to the national quality infrastructure (NQI), and assists in defining the priorities for technical assistance and capacity building in these areas.

2.   Provides a forum for members to discuss standardization and related matters of interest to developing countries, and for the exchange of information, experience and best practice between developing countries as well as among developed and developing countries.

3.   Recommends the ISO Action Plan for developing countries to Council for approval, and monitors its implementation.

4.   Advises the ISO Council on matters affecting members in developing countries relative to ISO governance and policy decisions, and provides guidance on issues of specific interest to developing countries.

This resolution supersedes Council Resolution 46/2003.

The purpose of the revision is to strengthen the policy development role of DEVCO.

Best regards,

Sari Rajakoski
DEVCO Secretary

cc: DEVCO Chair

DEVT /16848662