



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

**ISO Committee  
on consumer policy  
(COPOLCO)**

40<sup>th</sup> meeting

Bali, Indonesia  
10 May 2018

---

Working documents

---



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

## **AGENDA ITEM 1    OPENING OF THE MEETING**



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

## **AGENDA ITEM 2      ADOPTION OF THE AGENDA**



## DRAFT AGENDA FOR THE 40<sup>TH</sup> MEETING OF COPOLCO

10 May 2018 – Bali Nusa Dua Convention Center, starting at 9:00

Item	Document	Action*	Rapporteur
1. Opening of the meeting	-	N	G. Zucal
2. Adoption of the agenda	N369	C	G. Zucal
3. <b>Key developments across ISO</b>	Oral report	C	<b>S. Mujica</b>
4. Tabling of the minutes of the 39th COPOLCO meeting held in Kuala Lumpur on 18 May 2017	N343	C	G. Zucal
5. Chair's and Secretary's reports on items not otherwise covered in the agenda	N370	C	G. Zucal D.Kissinger-Matray
<b>New work items and issues – general matters</b>			
6. Baseline review of COPOLCO's aims and methods	N371	D	G. Zucal
7. Strategy implementation for ISO/COPOLCO	N372	D	G. Zucal
8. 2018 workshop – Results and follow-up actions	N373	D	G. Zucal TBD
<b>New work items and issues – working groups</b>			
9. Task group on the sharing economy	N374	D	A. Serra
10. Working group on standardization of services <ul style="list-style-type: none"> <li>• Policy recommendations</li> <li>• Revision of ISO/IEC Guide 76</li> </ul>	N375 N376	D	Liu Chengyang A. Pindar
11. Key areas working group	N377	D	T. Nakakuki, J. Furbank
12. Consumer protection in the global marketplace working group	N378	D	B. Dee
13. Product safety working group	N379	D	K. Both E. Moon
14. Consumer participation and training group	N380	D	S. Homer A. Serra
15. Revision of ISO/IEC Guide 14	N381	D	D. Kissinger-Matray
16. Revision of ISO/IEC Guide 41	N382	D	S. Herrera, C. Heemskerk

(Continued overleaf)

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

Item		Document	Action*	Rapporteur
<b>17.</b>	<b>Reports from liaison organizations and regional initiatives</b>			
17.1	International Electrotechnical Commission	N383	N	To note
17.2	Activities of Consumers International with respect to standardization	N384	N	A. Serra
17.3	Recent activities of the Organisation for Economic Co-operation and Development (OECD) - Committee on Consumer Policy (CCP)	N385	N	To note
17.4	Developments of consumer interest in European standardization: Report by an ANEC representative	N386	N	A. Pindar
17.5	Developments of consumer interest in the Asia-Pacific: Report by a representative of the Asia-Pacific members of COPOLCO	N387	N	E. Moon
17.6	Developments of consumer interest in the Latin American region: report by a representative of COPANT	N388	N	G. Zucal
17.7	Developments of consumer interest in the African Region	N389	N	To note
<b>18.</b>	<b>Written reports to note from other ISO bodies of consumer interest</b>			
18.1	Conformity assessment (CASCO)	N390	N	To note
18.2	Developing country matters (DEVCO)	N391	N	To note
<b>19.</b>	<b>Any other business</b>	Oral report	C	G. Zucal

---

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



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

## **AGENDA ITEM 3    KEY DEVELOPMENTS ACROSS ISO**



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

**AGENDA ITEM 4      TABLING OF THE MINUTES OF THE 39<sup>TH</sup> COPOLCO  
MEETING HELD IN KUALA LUMPUR ON 18 MAY 2017**



## CONFIRMED MINUTES OF THE 39<sup>TH</sup> PLENARY OF COPOLCO Kuala Lumpur, Malaysia, 18 May 2017

---

<b>Chair:</b>	Ms. Ratna Devi Nadarajan (COPOLCO Chair; DSM, Malaysia)
<b>Participants:</b>	There were ca. 100 participants, both members and observers
<b>ISO Central Secretariat:</b>	Mr. Sean MacCurtain, Director of Conformity Assessment and Consumer Matters (CACM) Ms. Dana Kissinger, Secretary of COPOLCO Ms. Anna Koroleva, Project Coordinator, CASCO

---

### AGENDA ITEM 1            **Introductory Remarks**

1. Ratna Devi Nadarajan opened the meeting, referring to the agenda [N304](#), and welcomed all participants.
2. Dr Shaw Voon Wang, Director-General of the Malaysian Institute of Road Safety Research (MIROS), welcomed delegates, highlighting the importance of COPOLCO for ISO to protect consumer health and safety, and improve standards. He emphasized that ISO 39001, *Road traffic safety management systems*, is important and brings many benefits.
3. ISO is an excellent platform. Implementing ISO standards is key for relevance – conformity assessment is hence important.
4. Dr Voon Wang concluded by urging delegates to grab opportunities from recent progress to improve the system further. He asked “What do you want to take back from Kuala Lumpur? How can we make standards more relevant to consumers? How can we get the message across about standards consumers really need?” Consumers have an important role to play that must be reinforced.

### AGENDA ITEM 2            **Adoption of the Agenda**

5. [N304](#) was adopted without changes.



### **AGENDA ITEM 3                      Key developments across ISO**

6. ISO President-elect, John Walter (SCC – Canada) presented changes in ISO; and how COPOLCO can take a greater part in ISO going further; at [N326](#).

7. He thanked the organizers for the exceptional media coverage: the opening by the Minister of Science Technology and Innovation, the TV and radio interviews – all a great opportunity to highlight what ISO and COPOLCO are doing. Mr Walter recommended, having spent the last days talking about local road safety, that it is important to link this to, and tackle this at, the international level.

8. The question is how to enhance the role of policy committees in ISO COPOLCO is a valuable source for new ideas in ISO.

9. COPOLCO has a strong role to play in enhancing road safety, and many other areas such as vulnerable consumers and services, have a common theme.

10. COPOLCO has gained a significant reputation in Council.

11. Then, Mr Walter discussed the regional engagement strategy: ISO needs to assess how to best support ASEAN's regional organizations. This has to be driven by people in this region, as they know exactly what they need.

- Services are a significant percentage of GDP. A successful workshop in Vancouver, Canada, in April 2017 on *Growing the services industry with ISO standards*, has just addressed the gaps and opportunities, the current challenges and solutions standards can offer. The next step, to be decided by Council, is how to drive this process forward.
- The Smart Cities Forum, organized in November 2017 in Barcelona, Spain, has a huge impact on consumers, and is the theme for the next World Standards Day on 14 October 2017.
- Stronger cooperation between ISO and IEC is necessary, the opportunity to work more closely together is important for consumers, so we do not duplicate what we do, especially in the area of Information and Communications Technology, there are great opportunities to collaborate.

12. ISO had gone through changes. John Walter looks forward to working with the new Secretary General, Mr Sergio Mujica, who comes from a developing country, Chile. He will start in July 2017.

13. On nominations of COPOLCO Chairs, there have been some innovations in the governance processes to be discussed at the 2017 General Assembly. Council is to have a more prominent role, and will meet three times in different countries around the world. Council aims to be more open and aware of the needs of COPOLCO and other policy committees.

14. A new committee, the Nominations Review Committee, has President's Committee members and members from Council (France, Ecuador and Singapore), they will meet for the first time in June 2017.

15. Mr Walter concluded by praising the new team at ISO engaged with the staff to build the base and move the organization further, with a new dynamic, to deliver what ISO members need.

16. The plenary passed a resolution thanking Mr Walter for his speech:

**COPOLCO Resolution 1/2017**

COPOLCO

Thanks the ISO President-elect, John Walter, for his presentation.

**AGENDA ITEM 4                      Tabling of the minutes of the 38<sup>th</sup> COPOLCO meeting held in Geneva on 18 June 2016**

17. The minutes at [N236](#) were accepted with a small request from Singapore: to correct the spelling of Seah Seng Choon's name in the attendance list.

**AGENDA ITEM 5                      Chair's and Secretary's reports on items not otherwise covered in the agenda**

18. The Chair and Secretary presented [N276](#).

**Actions**

Sadie Homer (BSI – UK) requested an opportunity for a presentation to be made about COPOLCO's work with the ISO Academy at the regional engagement workshop during ISO's next General Assembly on 20-22 September 2017 in Berlin, Germany.

**COPOLCO Resolution 2/2017**

COPOLCO

approves the Chair's and Secretary's report (COPOLCO N276).

**New work items and issues – general matters**

**AGENDA ITEM 6                      Raising the profile of consumer interests in the ISO system (awareness and capacity building)**

19. The Chair and Secretary presented [N277](#).

**AGENDA ITEM 7                      Strategy implementation for ISO/COPOLCO**

20. The COPOLCO Chair presented [N278](#).

**Actions**

- [N277](#) has a long list of items, the intent is to identify specific items each year the Chair's Group can work on.

21. The plenary passed the following resolution:

**COPOLCO Resolution 3/2017**

*Visibility of COPOLCO within the ISO system, ISO Strategy implementation*

COPOLCO

approves the proposals in COPOLCO N277/2017 and N278/2017,

invites the COPOLCO Chair's group to develop and report back on actions at the 2018 Plenary meeting.

**AGENDA ITEM 8                    2017 workshop – Results and follow-up actions**

22. Ratna Devi Nadarajan reviewed [N279](#).

23. Suzanna Ersoy (SCC – Canada) reported outcomes of the road safety workshop at Annex 1.

24. Experts expressed concerns ISO needs to address: law enforcement, drivers' education and raising awareness are important issues in making our roads safer.

25. Standards implementation is crucial for policy makers at national and international level; an action plan should be put in place, with clear strategies and a connection with global initiatives to share best practices, experiences and tools (specifically databases). Support from the United Nations is needed.

26. The workshop discussed solutions:

- involve regulators, enhance national dialogue with National Standards Bodies (NSBs)
- promote strategies by government
- enhance cooperation at all levels, use new technologies to involve developing countries

27. The main takeaways:

- develop a handbook (toolkit) using workshop outcomes, and share it with all engaged stakeholders
- consider human, vehicle and road
- ISO should investigate the status of national adoptions of ISO 39001, *Road traffic safety (RTS) management systems – Requirements with guidance for use*, to make sure countries are implementing this useful tool. This can wait for the systematic review soon; one of the questions is on national adoption
- COPOLCO is to raise awareness about road safety concerns, issues and solutions brought up at the meeting
- see what is being done already and build on that
- support national level capacity building

28. Sadie Homer (BSI – United Kingdom) praised the capacity-building workshop: outputs should be shared further. Part of COPOLCO's remit is to raise awareness, through sending messages to Council to encourage asking NSBs to look at tools ISO already offers, to encourage them to reach out to regulators and policy makers. We need to alert them to the tools that are out there that they can use to reduce the bad statistics.

29. She recommended asking ISO Academy if they can reach out to NSBs in the ASEAN region noting the impact of car crashes here, and to offer some capacity building opportunities; make them aware of

the capacity-building workshop. Dana Kissinger recommended these documents should go to DEVCO first, asking them if they can join this activity.

30. Takashi Nakakuki (JISC – Japan) underlined one of the messages from the workshop is to increase consumer participation in committees at national and international level. This can be taken up by the Key areas group, to encourage COPOLCO members to strengthen consumer representation at national and international level, open the door, so relevant TCs in road safety welcome consumer reps. COPOLCO members need to think about it, as it has to go through them. One of the key areas is road safety.

31. Eunsook Moon (KATS – Korea) – COPOLCO has done some work in road safety already, PC 303 *Guidelines on consumer guarantees and warranties*, does not have strong support from members, and it is necessary to encourage them to participate better. Also consider the IWA on sharing economies; vehicle co-sharing is getting very popular, yet has safety issues and work needs to be done on this. Also ISO 26000, *Social Responsibility*, is working now on an IWA 26, *Using ISO 26000 guidance on social responsibility in management systems*, we should start regional and national campaigns.

32. The Chair of PC 303, Dr Rahmah Ismael, added her concerns about the difficult start to work and urged members to nominate experts to participate in the work, as the resulting standard would be beneficial for consumer confidence.

33. Seah Seng Choon (SPRING – Singapore) stated that sharing best practices should be encouraged – online or in other ways, instead of starting everything from scratch.

34. Antonino Serra Cambaceres (CI) said CI had a project on road safety, which its members are now promoting around the world. CI can provide a list of consumer associations working on this to share practices and get in contact to see how they can better interact with NSBs.

35. In response to a question on how the workshop outcomes will be taken forward, the COPOLCO Secretary said that the inputs will be put together, with ideas from the capacity-building workshop. She would share some ideas at the break, and submit them to the participants for comments.

36. Professor Wong is working on the development of ISO 39002, *Good practices for implementing commuting safety management*, and encouraged COPOLCO to be part of this revision. He added that the UN Decade of Action is ongoing, and that the UN Sustainable Development Goals for 2020 have been revised. He encouraged COPOLCO to look at this document.

37. Peter Hartzell, Secretary of ISO/TC 241, *Road traffic safety management systems*, praised these actions, and indicated that TC 241 is happy to coordinate with DEVCO and ISO Academy on a capacity-building workshop on road traffic safety.

38. John Walter, ISO President-elect asked where these actions fit into the whole ISO strategy and how this would be done. Where does this fit needs to be discussed.

39. Ms Nadarajan agreed we need to come up with concrete steps, and prioritize the work by splitting responsibility among COPOLCO working groups and coordinating with active international agencies.

40. Sean MacCurtain (Director, ISO Consumer and Conformity Assessment Matters) suggested this prioritization to be done in the Chair's Group, which should come up with a list of concrete actions and work plan. He suggested to make a recommendation from the plenary that this work goes to the Chair's Group, to analyse how these actions link to ISO Strategy and COPOLCO implementation, prioritize them, and report back to the members.

**Action:** The COPOLCO Chair and Secretary are to refine the recommendations, then ask the Chair's Group to pick up specific deliverables with a workplan to deliver on.

41. The plenary passed the following resolution:

**COPOLCO Resolution 5/2017**

*Workshop, Road safety by design*

COPOLCO

thanks the speakers, panelists, and facilitators for their contributions; and the sponsors and partners for their support to the workshop, *Road safety by design*,

notes the ideas and outcomes proposed,

decides on four main areas of action:

- **Assessing the current road traffic safety challenges**

asks the ISO Central Secretariat to perform a simple survey of use during the next systematic review of ISO 39001, *Road traffic safety management systems – Requirements with guidance for use*, and selected other standards related to road traffic safety, to develop a matrix of ISO members having adopted these standards; and,

requests the COPOLCO Secretary to circulate the results to COPOLCO members for further action.

- **Improving implementation**

urges its members to promote use and implementation of ISO standards related to road traffic safety.

- **Enhancing information sharing for awareness-raising**

requests the COPOLCO Secretary to consult COPOLCO members for nominations of an expert to investigate issues raised at the workshop and develop a report to inform road safety authorities, technical committees and other technical groups,

invites members to share material and best practices from workshops and other road traffic safety-related work on a website or repository for the ISO standards community, road traffic safety professionals, academics, consumer organizations and other stakeholders,

further invites the COPOLCO Chair to investigate links with international databases on road crashes.

- **Outreach efforts**

invites the ISO Academy to consider further capacity-building activities for developing country ISO members in the area of road traffic safety,

encourages COPOLCO members to promote consumer participation in technical committees,

requests the COPOLCO Chair to establish contact with international organizations and agencies that are active in road traffic safety in order to establish durable collaborative partnerships to improve road safety outcomes.

## New work items and issues – working groups

### AGENDA ITEM 9 Working group on services standardization

42. Liu Chengyang (SAC – China) referred to [N280](#), for the decisions and report of the working group, and then discussed [N281](#) on the recommendations for future actions and revision of ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues*.
43. She gave a presentation, [N325](#).
44. Takashi Nakakuki (JISC – Japan) added a service standard JISC want to propose to ISO, on refrigerated parcel delivery services.
45. On *Recommendation 3*, Michaela Miller (ANSI – USA) asked about the ad hoc group mentioned in WG 18; their suggestion was to have a task group to do this, and a need to determine what the task force will come up with? Bill Dee (SA – Australia) clarified that this should wait as the task group will report to the next plenary.
46. Suzanna Ersoy (SCC – Canada) agreed the publication of Guide 76 is good. But the group should also consider the ways of using the Guide and to make sure it is relevant. There are lots of guides.
47. Imola Ferro (NEN – Netherlands) reported that the task group issue was discussed at the working group meeting and Global marketplace group. It was agreed that to avoid excessive overlapping, the right place to deal with will be the Global marketplace group.
48. Michaela Miller (ANSI – USA) suggested that if the target is SMEs, a handbook is more appropriate, as a guide for the use of standards writers.
49. Discussion ensued on use and promotion of ISO/IEC Guides. Ms Ersoy recommends to clarify in the resolutions what the expectations from COPOLCO members are, what concrete actions they can take, as lots of actions are put on the ISO Central Secretariat.
50. Karin Both (DIN – Germany), asked why COPOLCO should write a handbook for SMEs? Dr Liu clarified that it was because the service providers are small SMEs that largely impact consumers.
51. Rémi Reuss (AFNOR – France) supported Dr Liu on the idea of a handbook for SMEs, but wondered if COPOLCO is the right place for such a guide? Imola Ferro (NEN – Netherlands) added that the decision from the discussions at the WG was to investigate what exists already and how it is received and used by SMEs, before developing anything else.
52. Sean MacCurtain stressed the need to coordinate with the ISO TMB, since it is doing lots of work on services and SMEs. The work has to fit into the whole ISO strategy.
53. The plenary passed the following resolution:

#### **COPOLCO Resolution 4/2017** *Standardization of services*

#### COPOLCO

notes WG 18's recommendations for COPOLCO's consideration,

expresses its appreciation for the working group's proposals on service standardization,

requests WG 18 members to await the outcome of ISO's deliberations on services standardization before proceeding further in developing its recommendations,

invites COPOLCO members to respond to the consultation on ISO/IEC CD Guide 76, *Development of service standards – Recommendations for addressing consumer issues*, before 24 June 2017.

## **AGENDA ITEM 10            Key areas working group**

54. Takashi Nakakuki (JISC – Japan) drew attention to the working document [N282](#). He then gave a presentation [N324](#) with the group's main decisions and resolutions.

55. New potential key areas are aging societies, sharing economy, the IWA on social responsibility in management systems, and fine bubble technology.

### **Aging societies**

56. Damian Fisher (SA – Australia) drew COPOLCO's attention to recommendations for aging societies emerging from the ISO Strategic Group and Technical Management Board, as well as work by APEC.

### **Fine bubble technology**

57. Damian Fisher (SA – Australia) reported. More consumer participation is welcomed in this area, COPOLCO should invite NSBs to get involved, and ask JISC for more details on the work programme. This is an emerging area of standardization, important to consumers, so really worth getting involved. There are industrial, environmental and safety implications, a big consumer element in this.

### **The categorization and management of key areas**

58. Eunsook Moon (KATS – Korea) had a process question on how to categorize and prioritize key areas, there was a full list with emerging priorities and watching briefs. She recommended having a prioritization system to improve monitoring of these areas. Mr Nakakuki noted this will be considered in restructuring the layout of the overview that will be presented at the group's next meeting in November 2017.

59. Suzanna Ersoy (SCC – Canada) reported the group agreed not to "delete" key areas as they always stay important areas, but need better prioritization. She asked that this be kept in the resolution. The group needs to reflect on what is meant by a "key area" since most standards have a consumer element. Better criteria should be created to define what has to be included and why.

60. Sadie Homer (BSI – UK) praised the key areas reports as a useful toolbox for consumer organizations: they know who to contact for a particular area they have an interest in, so BSI is not in favour of taking addressed areas away from the list. Sweden shared this position. Furthermore, consumer reps work on areas for a long time, and these sometimes return. We should reflect the key areas relevant for consumer groups around the world, and focus on these. COPOLCO should help bring consumer representation into areas of great importance to consumers and highlight these to the national level to have consumer reps involved in these areas. It's not up to COPOLCO to decide what these key areas are, it is the work of consumer organizations around the world.

### **Action item:**

- For consideration for the next meeting item: refine the Handbook criteria and definition of the key areas – more clarity is needed.

61. Mr Nakakuki agreed consumers need to better understand why areas are chosen as key, for consumer engagement, they need to understand what matters, and how they can be impacted by a standard.

62. John Furbank (SA – Australia) felt an archiving system is necessary, either in the *Consumer standards* list or another "waiting list".

63. The plenary passed the following resolutions:

**COPOLCO Resolution 6/2017**

*Key areas for consumers (1) – Appointment of co-convenor*

COPOLCO

thanks Mr John Furbank for his willingness to take responsibility as co-convenor of COPOLCO WG2, *Key areas for consumers*,

appoints Mr Furbank as co-convenor of this working group.

**COPOLCO Resolution 7/2017**

*Key areas for consumers (2) – vulnerable consumers*

COPOLCO

notes the result of the New Work Item Proposal vote on *Guideline for inclusive services: identifying and responding to consumers in vulnerable situations*.

approves "vulnerable consumers" as a new key area, with Ms Tessa Russell (BSI – UK) as possible key person.

**COPOLCO Resolution 8/2017**

*Key areas for consumers (3)*

COPOLCO

approves reviewing the status of key areas and revising the handbook and the template accordingly,

further approves the following key areas decisions:

- *Customer contact centres* : ISO/FDIS 18295-1 and ISO/FDIS 18295-2, and *E-commerce* : ISO 10008:2013 to be transferred to the *List of consumer standards*,
- *Contact lens care products* to be transferred to the *List of key areas* in an annex (e.g. as "Pending Items"),
- *Mechanical contraceptives*, *Cosmetics-sun protection* and *Food safety* to be retained as key areas with the expectation of finding key persons soon;

notes the concern that the completion of standards does not mean that the consumer issue has been definitively addressed, and that consumer issues recur in those areas through technological change and other reasons,

requests the key areas group to revisit the criteria for determining key areas.

**COPOLCO Resolution 9/2017**

*Key areas for consumers (4)*

COPOLCO

highly appreciates the key persons' efforts on behalf of the working group,

approves the *Standards for consumers – Update*, *Project overview*, and *List of consumer standards* to be updated and uploaded to iso.org.

further supports restructuring the *Project overview*, and,

notes the working group's further work.



**COPOLCO Resolution 10/2017**

*Key areas for consumers (5) – consumer participation in relevant TCs*

COPOLCO

supports actions undertaken by the working group towards consumer-relevant TC/SCs to ensure adequate consumer input in areas of consumer interest,

appreciates the positive responses from some of the TC/SCs;

encourages COPOLCO members to promote consumer representatives' involvement at the international and/or national level in key areas standards' development, especially in the field of *Robotics (ISO/TC 299)*, *Safety of machinery (ISO/TC 199)*, *Additive manufacturing (3D printing) (ISO/TC 261)*, *Electronic cigarettes, vape and vapor products (ISO/TC 126)*, *Furniture (ISO/TC 136)*, *Healthcare administration (ISO/TC 304)*, *Intelligent transport systems (ISO/TC 204)* and *Traffic safety management systems (ISO/TC 241)*.

notes the necessity of improving the effectiveness and relevance of consumer participation.

**COPOLCO Resolution 11/2017**

*Key areas for consumers (6) – TC training in consumer matters*

COPOLCO

supports drawing TC/SC chairs' and secretariats' attention to the importance of consumers' involvement in standard setting,

encourages the working group to liaise with the COPOLCO Participation and training group to reflect this suggestion into relevant ISO training programmes.

**AGENDA ITEM 11                      Consumer protection in the global marketplace working group**

64. Bill Dee (SA – Australia) presented the report [N283](#) and gave a presentation [N323](#).

65. **Consumer vulnerability** – the NWIP was approved on 14 May 2017, and BSI – UK have accepted to provide the Secretariat. Good consumer participation will be important to have on the new committee.

66. **Digital legacies** – Internet providers give consumers concerns over what happens with the online profiles, when people die, for example. Online services providers should improve their practices; a discussion paper would be a good start as this is a global consumer issue. A resolution was made to this effect.

67. BSI wanted the following to be minuted, in addition to the resolution:

- The NWIP should be sent, after incorporating any comments received by 30 May 2017, to the TMB for its review and comments.

68. The plenary passed the following resolutions:

**COPOLCO Resolution 12/2017***Global marketplace working group (1) – privacy*

COPOLCO

approves the report appearing at COPOLCO N283/2017,invites COPOLCO members to provide comments on the NWIP (Annex 1) and the attached draft standard outline (Annex 2) by 30 May 2017 to expedite its submission to the ISO Technical Management Board.**COPOLCO Resolution 13/2017***Global marketplace working group (2) – sharing economy*

COPOLCO

congratulates and thanks Standards Council of Canada and the Canadian Standards Association for hosting the development of an IWA on the sharing economy.**COPOLCO Resolution 14/2017***Global marketplace working group (3) – sharing economy (2)*

COPOLCO

notes the development of an IWA on the sharing economy,invites COPOLCO members to review the IWA and submit additional comments to a dedicated task group (as below),decides to establish a task group to:

- identify consumer detriments, challenges and priorities in the sharing economy contained in the IWA and other sources
- identify national and international methodologies in various countries in addressing some of the above detriments, challenges and priorities
- develop insights which can assist in the development of future work on this topic to ensure the inclusion of consumer priorities in the scope
- report on these issues in time for discussion at the 2018 Plenary
- liaise with relevant COPOLCO working groups

requests the Secretary to correspond with the members to identify volunteers for this group.**COPOLCO Resolution 15/2017***Global marketplace working group (4) – vulnerable consumers*

COPOLCO

notes the results of the vote on the New Work Item Proposal,encourages COPOLCO members and other NSBs to participate in the drafting committee.**COPOLCO Resolution 16/2017***Global marketplace working group (5) – mobile banking and energy services*

COPOLCO

- notes the publication of ISO 12812, *Core banking – mobile banking* (all five parts), and the imminent publication of ISO 50007, *Assessment and improvement of energy services to users*,
- thanks CI for its involvement,
- encourages COPOLCO members to promote the adoption of these standards in their jurisdiction.

**COPOLCO Resolution 17/2017**

*Global marketplace working group (6) – Consumer product warranties*  
COPOLCO

notes the work undertaken by ISO/PC 303, *Guidelines on consumer warranties and guarantees*,

urges COPOLCO members to coordinate the nomination of experts to participate actively in the development of this standard.

**COPOLCO Resolution 18/2017**

*Global marketplace working group (7) – Digital legacies*  
COPOLCO

tasks the Global marketplace working group with preparing a discussion paper on digital legacies for presentation at the 2018 Plenary.

**AGENDA ITEM 12            Product safety working group**

**Risk assessment of consumer product safety**

69. Co-convenors Karin Both (DIN – Germany) and Eunsook Moon (KATS – Korea) presented their report [N284](#) in their presentation [N317](#).

70. They reported outcomes of the task group fringe meeting:

71. China presented its proposed standard for consumer goods, with intense discussions on how to take this forward: through a NWIP to be launched by COPOLCO; to review standards that deal with the same topic? None of these seemed satisfactory, the group decided that it would be quicker and more efficient to contact China to submit the NWIP with input by COPOLCO.

72. The task group can be dissolved.

73. China's representative confirmed it is interested to do so and welcomed COPOLCO members' support on this.

**Choking hazards**

74. At its last meeting in November 2016, the group decided to put in place a new PC to develop a horizontal International Standard on choking hazards.

**Liquitabs/washing pods**

75. The group checked existing EU and ASTM regulation, which are similar. ISO TC 91, *Surface Active Agents*, said this was out of its scope. So the group decided to develop an NWIP based on the two documents mentioned, and to send it to TC 91.

**Accident investigation**

76. JISC – Japan want to launch an NWIP for a new standard. An ad-hoc group formed with representatives from Japan and Malaysia will work on this.

**Trampoline parks**

77. SA – Australia suggested this issue, and welcomes information from members on whether this is a topic in their countries. SA want to develop something and will share information.

### **Nappy sacks**

78. Bags without breathing holes suffocate children. The group tried to determine if this was a global problem or not, and will await the result of national work in the United Kingdom by a multi-stakeholder group working on a code of conduct. Once this is ready, it will be distributed to the group and it will decide whether to continue work or not.

79. The co-convenors called for any new issues from the plenary. None had been submitted at the fringe meeting.

### **New product safety issues**

#### **Table saws**

80. Michaela Miller (ANSI – USA) informed that the US Consumer Product Safety Commission raised the risks of using table saws, and will perform a performance standard. The Commission will vote a proposal, once the notice is published, the US rep will circulate it to COPOLCO for information.

#### **Personal mobility devices**

81. SPRING – Singapore reported these have security issues. Without standards, these can endanger users, circulating too fast, inattentively. It affects road safety as well. A new standard is needed and SPRING will submit a proposal for the working group's consideration.

82. The plenary passed the following resolutions:

#### **COPOLCO Resolution 19/2017**

*Product safety working group (1) – choking hazards*

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N284 and its proposed work projects,

invites the PSWG to develop a New Work Item Proposal on liquidabs,

further invites the PSWG to develop a second NWIP on choking hazards of small component parts based on CEN/TR 13387-3, the Australian Handbook, *Product Safety Framework* part 3.25 and ISO 8124-1, *Safety of toys*, to be developed by an ad hoc group, taking into account comments made during the PSWG meeting.

supports the proposal to set up an ad hoc group with the aim to write a New Work Item Proposal on "Accident Investigation" based on the Japanese proposal and taking into account the comments made during the PSWG meeting,

recognizes the importance of other safety issues presented in COPOLCO N284, and

asks the group to submit a progress report for members' consideration at the 2018 COPOLCO Plenary.

#### **COPOLCO Resolution 20/2017**

*Product safety working group (2) – Risk management of consumer product safety*

COPOLCO

recalls that the Product safety WG task group (ISO/COPOLCO/TG 4) was tasked with discussing the proposal on risk assessment of consumer product safety (COPOLCO Resolution 18/2016),

suggests that the most efficient way forward would be for SAC (China) to submit a New Work Item Proposal with an attached draft standard to the ISO Technical Management Board,

decides to disband ISO/COPOLCO TG4.

### **AGENDA ITEM 13            Consumer participation and training group**

83. Sadie Homer (BSI – UK) and Guillermo Zucal (IRAM – Argentina) presented the report [N 285](#). They gave presentation [N 322](#).

84. **Funding task group:** after their fringe meeting they had another session in a small group, which decided for a new funding strategy to find new sources of funding. They decided to prepare a new strategy explaining why it is important to have consumer representation. This document will help in knocking on potential donor doors, such as UNIDO, ISO, and others.

85. **ISO's Action plan for developing countries:** was discussed. Academy can support representatives but has to work with NSBs to get these sponsorships.

86. **Collaboration with other organizations:** enhance this with ASEAN, UNCTAD, WTO.

87. **Succession planning:** nothing new.

88. **Distance learning module:** since not everyone knows this, it is an excellent tool that should go on ISO's homepage. It needs updating. COPOLCO members will be asked for comments, on how to update and improve this useful tool.

89. **Regional/national training workshops:** were run in cooperation with ISO Academy in Vienna. They had a succesful capacity building workshop during the plenary week, for which the sponsors SIDA; ANEC, United Kingdom and India were thanked. Experts and organizers were thanked for their contributions.

90. SCC – Canada requested the outcomes of the training be shared, since many members run similar events, sharing resources would be useful.

91. The COPOLCO Secretary, Dana Kissinger, confirmed these resources will be posted on the ISO website. She also asked about having a module for consumers incorporated in the ISO training for Secretaries and Chairs, which is an action to keep in mind.

92. SA – Australia recommended that COPOLCO reaches out to DEVCO more formally, to try to reach out to these organizations in a joint effort.

93. The plenary passed the following resolutions:

#### **COPOLCO Resolution 21/2017**

*Consumer participation and training group (1) – ISO guidance on stakeholder participation*

COPOLCO

notes the importance of stakeholder participation in the ISO process and in its developing country training activities, including the opportunity to seek support for sponsored experts to attend ISO technical work,

requests COPOLCO members to raise awareness of ISO guidance and related materials on stakeholder engagement within their NSBs,

further requests COPOLCO members from developing countries to explore opportunities for consumer representatives in their technical work to participate in ISO technical work, through sponsorships made available through the ISO Academy.

**COPOLCO Resolution 22/2017***Consumer participation and training group (2)*

COPOLCO

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

**COPOLCO Resolution 23/2017***Consumer participation and training group (3)*

COPOLCO

welcomes the CEN/CENELEC initiative to develop e-learning material for societal stakeholders, based on the ISO/COPOLCO distance learning module, *Consumers and Standards – partnership for a better world* notes that the ISO/COPOLCO material was published in 2009 and updated in 2013, further notes that CEN/CENELEC will reference and link to the ISO/COPOLCO module, supports the consumer participation and training group's recommendation to update the content of the material in parallel with the European work.

**AGENDA ITEM 14                      Revision of ISO/IEC Guide 14**

94. The COPOLCO Secretary drew attention to [N286](#).

95. ANSI – USA suggested a resolution to note the progress of the guide and transform it into an International Standard.

96. The plenary passed the following resolution:

**COPOLCO Resolution 24/2017***Revision of ISO/IEC Guide 14*

COPOLCO

notes the progress of ISO/IEC Guide 14, *Product information for consumers*, recalls the Global marketplace working group's recommendation to convert ISO/IEC Guide 14 into an International Standard (COPOLCO Resolution 17/2016),

invites a willing ISO NSB to develop a New Work Item Proposal and nominate a project leader for this task upon publication of ISO/IEC Guide 14, pending support to launch a ballot to ISO members on Guide 14's conversion, and its subsequent approval.

**AGENDA ITEM 15                      Revision of ISO/IEC Guide 41**

97. Sandra Herrera (ICONTEC – Colombia) summarized and provided an update to the report [N287](#). Her presentation is at [N321](#).

98. The group discussed around 100 comments on the Committee Draft and formulated proposals to be discussed at its next meeting in July 2017, along with the way forward.

99. She noted the main changes in the revision:

- Expanded 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, *Packaging and the environment – General requirements for the use of ISO standards in the field of packaging and the environment*; 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, *Safety aspects – Guidelines for their inclusion in standards*
- 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
- Addition of clauses on presentation of information, recognisability and uniformity, and legibility of text

## **AGENDA ITEM 16      Reports from liaison organizations and regional initiatives**

### **AGENDA ITEM 16.1      International Electrotechnical Commission**

100. The report by Joyce Bleeker is at [N288](#).

101. Sadie Homer (BSI – UK) noted IEC work interacts with lots of areas COPOLCO is interested in. COPOLCO should keep welcoming active IEC participation, and inform them of COPOLCO work and consumers' recognition of their work.

### **AGENDA ITEM 16.2      Activities of Consumers International with respect to Standardization**

102. Antonino Serra presented an update to the report [N289](#).

103. The CI fringe meeting was productive, with members very engaged and enthusiastic about COPOLCO.

104. CI is changing its logo after more than 25 years. Digitization affects consumers a lot, and is a priority for CI. This year's World Consumer Day addressed the theme, *Building a digital world consumers can trust*. CI is calling upon the United Nations to declare March 15 as World Consumer Rights Day. He also mentioned the G20 summit run jointly with the G20 Presidency in Berlin on 15 March as a landmark occasion.

105. Mr Serra thanked Sadie Homer for all her hard work for standards and consumers.

**AGENDA ITEM 16.3      Recent activities of the Organisation for Economic Co-operation and Development (OECD) – Committee on Consumer Policy (CCP)**

106. Melanie Raymond drew attention to the reports [N290](#), [N301](#), and gave her presentation [N320](#).

107. The OECD Ministerial meeting in June 2016 was also on the digital economy. Two reports are publicly available and can be used in respective countries:

- Updated *Consumer Protection in E-Commerce* recommendation
- Report “*Protecting Consumers in Peer Platform Markets: Exploring the Issues*”

108. Following the Ministerial, the CCP has held round tables on how to implement e-commerce recommendations:

- Unfair contract terms
- Alternative dispute resolutions
- Consumer redress for non-monetary transactions

109. A survey on online trust mechanisms will be released in November 2017.

110. CPP discussed the consumer benefits and challenges of the Internet of Things, and did joint work with the working party on product safety.

111. For evidence-based policy, the CPP reported on the use of overall behaviour insights in consumer policy, and are examining its applicability to a sector. The CPP is also looking at the impact for consumer product safety of technology-driven products and supply chains. Participants at an April meeting of the CCP were informed of ISO work on 3D printing as one case.

**AGENDA ITEM 16.4      Developments of consumer interest in European standardization: Report by an ANEC representative**

112. Jens Henriksson (SIS – Sweden, and ANEC) gave an update on [N299](#) on the considerable work in priority areas to COPOLCO.

113. Cooperation between different consumers organizations is continuing, with important numbers of Memorandum of Understandings being signed, on different topics, including standards.

114. ANEC extends its support for the work to be done within ISO on vulnerable consumers and the sharing economy. On the exclusion clauses in electro-technical standards, ANEC is urging consumer movements to support the ANEC and CI objectives, to remove barriers for persons with disabilities.

**AGENDA ITEM 16.5      Developments of consumer interest in the Asia-Pacific: Report by a representative of the Asia-Pacific members of COPOLCO**

115. Ratna Devi Nadarajan (DSM – Malaysia) stressed the region’s mobilization for the workshop on road safety. A full report will be provided at the next meeting.



**AGENDA ITEM 16.6      Developments of consumer interest in the Latin American region: report by a representative of COPANT CT 153**

116. To the report, [N316](#), Guillermo Zucal (IRAM – Argentina) added COPANT CT 153 has a COPOLCO mirror committee with many countries. WebEx meetings will be used for countries to raise awareness on standards and their importance for consumers, as well as capacity building. The committee will try to promote a project to PTB and UNIDO to develop some national and regional developments for consumers.

**AGENDA ITEM 16.7      Developments of consumer interest in the African Region**

117. See the report [N292](#).

**AGENDA ITEM 17      Written reports to note from other ISO bodies of consumer interest**

**AGENDA ITEM 17.1      Conformity assessment (CASCO)**

118. Sean MacCurtain reported [N293](#), especially the revision of two major CASCO standards, ISO 17011 on competence of accreditation bodies; and ISO 17025 on competence of laboratory accreditation bodies.

119. The CASCO Strategic Alliance and Regulatory (STAR) group liaises with inter-governmental agencies, and has agreed to hold stakeholder days including one for the insurance industry in 2016.

120. Mr MacCurtain thanked the COPOLCO Chair, Ratna Devi Nadarajan, for her work, enhancing the cooperation between CASCO and COPOLCO, on behalf of members.

**AGENDA ITEM 17.2      Developing country matters (DEVCO)**

121. Highlights from [N294](#) is that DEVCO has new leadership, Ms Lena Dargham from Lebanon, and a new strategy that COPOLCO members should all look at. They are hosting a workshop in Berlin, Germany in conjunction with the ISO General Assembly.

**AGENDA ITEM 18      Any other business**

122. John Furbank (SA – Australia) mentioned it would be important to have the Organization of Legal Metrology (OIML) on board.

123. Rae Dulmage (SCC – Canada) drew members' attention to the revision of ISO TS 20245, *Cross border trade of second hand goods* into an International Standard; the project is currently at DIS stage.

124. Muti Sophira Hilman (BSN – Indonesia), showed a video and invited the COPOLCO members to hold the next meeting of COPOLCO in Malang, Indonesia in May 2018, at a date to be confirmed. The invitation was accepted with thanks.

## **CLOSE OF THE MEETING**

125. Ratna Devi Nadarajan thanked participants for their active involvement and the organizers of the road safety workshop in Malaysia.

126. The floor passed the following special resolutions:

### **COPOLCO Special Resolution 1/2017**

*Thanks to DSM*

COPOLCO

expresses its deeply felt gratitude and thanks to the Ministry of Science, Technology and Innovation, the Department of Standards Malaysia and to the Malaysian Association of Standards Users and other stakeholders, for their dedicated support, outstanding hospitality and excellent arrangements which contributed to an outstanding 2017 COPOLCO meeting week.

### **COPOLCO Special Resolution 2/2017**

*Thanks to the COPOLCO Chair*

COPOLCO

expresses its profound thanks to the COPOLCO Chair for her dedication, excellent work and leadership during her mandate, and wishes her all the best for the future.

## **Outcomes from the ISO/COPOLCO workshop, *Road Safety by Design*, 17 May 2017 in Kuala Lumpur, Malaysia**

### **Q1. Building partnerships**

#### **Greatest road safety priorities and how can we connect with global or regional initiatives to address these priorities?**

- Enforcement of regulations that already exist – this will change people’s behaviour e.g. seat belt wearing will become automatic
- Ongoing market surveillance – enforcement to prevent use of mobile phones while driving
- Product requirements should be consistent for the whole global supply chain
- More effective consumer education
- Need a regulatory and standardization dialogue involving consumers
- Basic criteria for drivers’ licenses
- General traffic mobility planning
- Law enforcement
- Drivers’ behaviour (insurance, incentives, laws, fines) / drivers’ culture and behaviour patterns
- Conditions of road / infrastructure / design
- Transformation from traditional production to new safer production
- Collaboration between standards and regulation authorities
- Sharing of best practices (regarding issues such as drunk driving, speeding, public mass transportation)
- Policy makers should be more involved in standards development and ISO COPOLCO
- Active participation in global regional and safety forums – UNECE activities
- Driver awareness about NCAP – drivers’ culture seminar / trainings
- Build awareness on this issue in the national context
- Develop and implement action plan
- Create global road safety targets
- Referral to standards in legislation
- Adopt relevant standards for road and for vehicle safety
- Education on distracted driving and road sharing – education is key
- Standards to be implemented for driving schools and obtaining a drivers’ licence
- Regulation and law enforcement is crucial / Have monitoring mechanisms
- Have strong and well represented consumer groups that can be a strong point of reference nationally
- To actively participate in international fora and share national concerns internationally / experience and practices

- Capacity building – organizing a training workshop
- Sharing information, ideas and case studies
- Make international commitments and implement nationally
- Use of technology to share ideas / experience
- No ‘one size fits all’ – future plans must be ‘flexible’; to follow use and implement at national level
- Take into consideration the input received from capacity building

**In summary:**

This is a global crisis that needs global collaboration to find the solutions and tools that can help ensure that consumers, in every country, travel safely on their roads: whether by car, bus, motorcycle, tuk-tuk or as pedestrians. Whether in developed or developing countries, it is certain that road safety is an issue across the globe.

During the first break out and workshop session, when we discussed **road safety priorities and how can we connect with global or regional initiatives to address these priorities,** it was noted that:

- Road safety priorities should center on law enforcement / drivers’ awareness (both of their environment and behaviour, more particularly the “**Human-Vehicle-Road-Environment**” – all contribute to making travelling by road safe for consumers – and ALL these elements need to be considered in parallel, when looking at solutions using regulations, standards, education or design. It was also clearly expressed that standards implementation, both national and international, is crucial; and that policy makers’ involvement with a concrete action plan is essential.
- Connection with global initiatives should be done through organizations; by sharing common practices (experiences and strategies), cases and databases. In addition approaches should be underpinned by relevant international agreements such as UN Sustainable Development Goals, UN Consumer Protection Guidelines, ISO 26000 Social responsibility, etc.

**Q2. Finding solutions – promoting good practices**

- Driver awareness – the vehicle, the environment, the human
- Standards in place to see a meaningful change in road accidents / death trends
- Getting more consumer organizations involved with CI to participate in COPOLCO and technical committees
- Have specific measures in place
- Inform policy makers of new standards for road safety
- 2<sup>nd</sup> hand recondition for cars – how to improve safety
- Promote more on the road safety management system (indirect tool for government)
- Involve more regulation authorities in ISO activities/events
- Consumers’ participation to be ensured in road safety standardization
- Promote understanding of ISO 39001 for all stakeholders

- Involve pressure groups to get more proactive participation from the government / stakeholders
- Encourage policy makers to have an active role in global and/or regional organizations like COPOLCO
- Use technology for law enforcement – e.g. speed limits

### **In Summary:**

When discussing the topic of finding solutions and promoting good practices, some of the discussions centered on:

- Enhance the involvement of the regulators in ISO activities and enhance national dialogue led by National Standards Bodies. This can bring together key national stakeholders to discuss how manufacturers, suppliers, government, road safety and enforcement agencies, emergency services and NGOs and others can come together to meet the needs of the demand side of the market for safe, accessible transport.
- Promote safety management systems by government by having specific strategies and targets in place. Enhance collaboration between national/regional/global organizations by using **emerging and existing technology** to enable innovative and accessible ways to allow developing country knowledge, experience and skills to participate in and add value to international decision making fora, such as the UN, ISO, IEC, OECD...

### **Q3, what are some recommendations for ISO – what useful takeaway will you implement at home?**

- Harmonization of ISO standards in all countries in encouraging change in road users' behaviour
- ISO technical committee(s) to establish more standards on safety of automotive/road vehicles
- Collaborate with consumer associations in standards development
- ISO standardization on road and car safety should be promoted in respective countries, especially for National Standards Bodies (NSBs)
- To conduct more consumer awareness related to road and vehicle safety – standards to boost consumer participation in standardization activities
- Intensive promotion and campaign on road safety standards for the education of concerned stakeholders
- National adoption of the relative standards on child restraint systems
- ISO to support NSBs to convince regulators of the importance of road safety management to be implemented
- National adoption of ISO 39001, *Road Traffic Safety management*
- Dissemination of road traffic safety issues and solutions to industry and consumers

- In one country, they adopted 5 pillars from the UN Decade of Action Plan into a Presidential Decree. They pushed the coordination among the ministries to achieve goals
- Should have a COPOLCO issue paper on this topic
- Ensure that national mirror committees adopt / update the standards of ISO/TC 241
- ISO to monitor (survey) the adoption of ISO 39001; its uses and impact on road safety
- To be reported to member bodies, published on ISO's website, and sent to COPOLCO members
- Consider an MOU similar to e-commerce that ISO / IEC / ITU / UNECE have
- ISO COPOLCO to develop a discussion document for delegates to take home and common understanding of expected outcomes
- Facilitate national discussions
- Collect statistics
- Set common visions after evaluating national policy roadmaps
- Adopt standards / develop standards / promote participation

**In summary, what are some recommendations for ISO and what useful takeaway will you implement at home?**

- ISO needs to monitor the adoption of ISO 39001
- NSBs should ensure countries are using and implementing ISO 39001
- COPOLCO is to raise awareness and have an Issue paper
- Capacity-building and raising awareness to facilitate and enhance national and international discussions

**Discussions: Secretary to submit to full report to ISO/COPOLCO**

Questions / Comments (from IRAM, BSI, SPRING, SA, SIS, KATS and CI): incorporate comments/suggestions from the capacity building workshop. SIS – suggested that an action plan be developed.

It was proposed that a one-pager with talking points be developed with actions to outreach to ISO Academy and ISO DEVCO, and also to government and international agencies involved with road traffic safety. In addition, ISO COPOLCO to review the action plan and ensure alignment with corresponding timeframes.



39th ISO COPOLCO Plenary Meeting

Venue# : Pullman City Centre Kuala Lumpur, Malaysia

Room# : Pullman 1

Time : 08:00 ~ 18:00

ATTENDANCE LIST

No	First Name	Last Name	Company	Country	Email Address	Signature (18 May 2017)
1	Abdul Waheed	Memon	PSQCA	Pakistan	awaheed23@yahoo.com	
2	Alec	Clark	SCC	Canada	kerswell@iso.org	
3	Anna	Koroleva	ISO/CASCO	Switzerland	koroleva@iso.org	
4	Annie	Mitin	Malaysian Association of Standards Users/SEACON	Malaysia	annie@uwalumni.com	
5	Antonino	Serra Cambaceres	Consumers International	United Kingdom	aserra@consint.org	
6	Asenaca	Kevu	Ministry of Industry, Trade and Tourism	Fiji	asenaca.kevu@govnet.gov.fj	
7	Ashim	Sanyal	Consumer VOICE	India	coo@consumer-voice.org	
8	Azzaharin	Allias		Malaysia	azzaharin@npj.gov.my	
9	Bill	Dee	Standards Australia	Australia	compliance@ozemail.com.au	
10	Candra	Ahsupi	The Embassy of the Republic of Indonesia	Indonesia	ekonomi@ubrikualalumpur.org	
11	Carlos Santos	Amorim Junior	ABNT	Brazil	vanessa.morais@abnt.org.br c-sa.morais@abnt.org.br	
12	Chalid	Alonto	BSN	Indonesia	alonto@bsn.go.id	
13	Che Sukri	Che Mat	Ministry of Domestic Trade, Co-operatives and Consumerism	Malaysia	che_sukri@kpdnkk.gov.my	
14	Chengyang	LIU	Standardization Administration of China	China	liucy@sac.gov.cn	
15	Cho-long	KANG	ISO	Republic of Korea	kang@iso.org	
16	Christine	Heemskerk	BSI	United Kingdom	cheemske@gmail.com	



39th ISO COPOLCO Plenary Meeting

Venue# : Pullman City Centre Kuala Lumpur, Malaysia

Room# : Pullman 1

Time : 08:00 ~ 18:00

ATTENDANCE LIST

No	First Name	Last Name	Company	Country	Email Address	Signature (18 May 2017)
17	Damaris	Pianetta	Copanit	Panama	damarispianetta@gmail.com	
18	Damian	Fisher	Standards Australia	Australia	damian.fisher@standards.org.au	
19	Dana	Kissinger-Matray	International Organization for Standardization	Switzerland	kissinger@iso.org	
20	Davina	Wong	SPRING Singapore	Singapore	Davina_Wong@spring.gov.sg	
21	Elaine	Attwood	Consumer Federation Australia	Australia	brianattwood@intermode.on.net	
22	Emmah	Monyanga	National Regulator for Compulsory Specifications	South Africa	Emmah.Monyanga@nrccs.org.za	
23	Erniningsih	Haryadi	BSN	Indonesia	ning@bsn.go.id	
24	Eunsook	Moon	KATS	Republic of Korea	mooneu21@gmail.com	
25	Eva	Rosita	Indonesian Consumers Organization	Indonesia	eva@ylki.or.id	
26	Faiyum	Ali	Land Transport Authority	Fiji	faiyum.ali@lta.com.fj	
27	François	Miéville	ISO	Switzerland	mieville@iso.org	
28	Gerald	Calderon	DTI-Consumer Protection Advocacy Bureau	Philippines	geraldcalderon@dti.gov.ph	
29	Gerard	Maxwell	Trinidad and Tobago Bureau of Standards	Trinidad and Tobago	gerard.maxwell@ttbs.org.tt	
30	Ghulam Umer	Kazi	PSQCA	Pakistan	umerkazi555@yahoo.com	
31	Guillermo	Zucal	IRAM	Argentina	gzucal@iram.org.ar	
32	Gukyung	Lee	KATS	Republic of Korea	jreh290@gmail.com	





39th ISO COPOLCO Plenary Meeting

Venue# : Pullman City Centre Kuala Lumpur, Malaysia

Room# : Pullman 1

Time : 08:00 ~ 18:00

ATTENDANCE LIST

No	First Name	Last Name	Company	Country	Email Address	Signature (18 May 2017)
33	Hamid	Torfehnejad	Road Maintenance and Transportation Organization (RMTO)	Islamic Republic of Iran	isiritc204@gmail.com	
34	Han	Li	China National Institute of Standardization	China	lihan@cnis.gov.cn	LI HAN
35	Hla Moe	Aung	Ministry of construction	Myanmar	hma.dawei@gmail.com	
36	Imola	Ferro	NEN	Netherlands	imola.ferro@nen.nl	
37	Ina	Wilken-Jonker	SANCU (SABS)	South Africa	ina@finbond.co.za	
38	Indrani	Thuraisingham	Consumers International	Malaysia	indrani.thuraisingham@gmail.com	Indrane
39	Irina	Chalaguina	Standards Council of Canada	Canada	chalaguinairina@hotmail.com	
40	Janine	Adordionisio	Department of Trade and Industry- Bureau of Philippine Standards	Philippines	JanineAdordionisio@dti.gov.ph	
41	Jens	Henriksson	The Swedish Consumers' Association	Sweden	jens.henriksson@sverigeskonsumenter.se	
42	John	Walter	ISO	Canada	copolco@iso.org	
43	John	Furbank	Consumer Federation Australia	Australia	johnfurbank@intermode.on.net	
44	Jorge	Rodriguez	copanit	Panama	jorge-1059@hotmail.com	
45	Karin	Both	DIN Consumer Council	Germany	karin.both@din.de	K. Both
46	Kiandokht	Kadkhodazadeh	Ministry of Road and Urban Development	Islamic Republic of Iran	kian_kad@yahoo.com	K. kadkhodazadeh
47	Kiattisak	Prasertsuk	Thai Industrial Standards Institute	Thailand	k_prasertsuk@hotmail.com	Wattana Prasertsuk
48	Kolin	Low	ISO	Singapore	low@iso.org	



39th ISO COPOLCO Plenary Meeting

Venue# : Pullman City Centre Kuala Lumpur, Malaysia

Room# : Pullman 1

Time : 08:00 ~ 18:00

ATTENDANCE LIST

No	First Name	Last Name	Company	Country	Email Address	Signature (18 May 2017)
49	Lili	Cao	China National Institute of Standardization	China	caoll@cniis.gov.cn	<i>Cao Lili</i>
50	Linda	Golodner	Consumer Interest Forum/ANSI	United States	lgolodner@verizon.net	
51	Liu	Xia	China National Institute of Standardization	China	liuxia010@163.com	<i>LIUXIA</i>
52	Ludivine	Coly-Dufourt	ALLDC - AFNOR	France	ludivine.coly@leolagrange.org	<i>[Signature]</i>
53	Madhav	Timalsina	Consumer Right Investigation Forum	Nepal	madhavt.consumeractivist@gmail.com	<i>Madhav</i>
54	Makiko	Kawamura	SHUFUREN	Japan	kawamura@shufuren.net	<i>[Signature]</i>
55	Marc	Taillefer	Standards Council of Canada	Canada	isotaillefer@gmail.com	
56	Marimuthu	Nadason	Malaysian Association of Standards Users	Malaysia	marimuthu@eraconsumer.org	
57	MD. Saidul	Islam	Bangladesh Standards and Testing Institution (BSTI)	Bangladesh	saidulbsti@gmail.com	<i>Saidul</i>
58	Melanie	Raymond	Office of Consumer Affairs	Canada	melanie.raymond@canada.ca	<i>M. Raymond</i>
59	Michaela	Miller	ANSI	United States	mmiller@ansi.org	<i>M. Miller</i>
60	Mohammad Tauhidur	Rahman	Bangladesh Standards and Testing Institution (BSTI)	Bangladesh	tauhid_stat@yahoo.com	<i>Tauhidur</i>
61	Mohd Affizul Ariff	Salim		Malaysia	AffizulAriff@jpk.gov.my	
62	Mr. Khongsak	Chuenkailars	Foundation for Consumers	Thailand	shotent@hotmail.com	
63	Muti Sophira	Hilman	BSN	Indonesia	muti@bsn.go.id	<i>[Signature]</i>
64	Nanang	Nilson	Indonesian consumer protection agency	Indonesia	presidentpkni@gmail.com	<i>[Signature]</i>



39th ISO COPOLCO Plenary Meeting

Venue# : Pullman City Centre Kuala Lumpur, Malaysia

Room# : Pullman 1

Time : 08:00 ~ 18:00

ATTENDANCE LIST

No	First Name	Last Name	Company	Country	Email Address	Signature (18 May 2017)
65	Nik Nazira	Nik Yahya	Department of Standards Malaysia	Malaysia	nazira@jsm.gov.my	
66	Nilupa	Kekulandera	Sri Lanka Standards Institution	Sri Lanka	nilupa@slsi.lk	
67	Patchara	Klaewkla			pklaewkla@gmail.com	
68	Pen	Tonat	Institute of Standards of Cambodia	Cambodia	pentonat007@yahoo.com	
69	Phouthasak	BAOCHANH	Department Of Standardization and Metrology, MOST	Lao People's Democratic Republic	Phouthasak333@gmail.com	
70	Premlal	Maharjan	National Consumer Forum	Nepal	premlalmaharjan@gmail.com	
71	Rae	Dulmage	Rae Dulmage	Canada	rdulmage@outlook.com	
72	Rahmat	Mulyana	LPUNI INDONESIA	Indonesia	agusyanti@gmail.com	
73	Ratna Devi	Nadarajan	DSM	Malaysia	ratna@standardsusers.org	✓
74	Rémi	Reuss	AFNOR	France	remi.reuss@afnor.org	
75	Richard	Collin	BSI	United Kingdom	richard.collin@bsigroup.com	
76	Rifana Erni	Arjakusumah	BSN	Indonesia	arifanaerni@yahoo.com	
77	Rizalino	Bautista	DTI-Fair Trade Enforcement Bureau	Philippines	rizalinobautista@dti.gov.ph	
78	Sabrina	Anthony	SPRING Singapore	Singapore	sabrina_anthony@spring.gov.sg	
79	Sadie	Homer	BSI	United Kingdom	sadie.homer@bsigroup.com	
80	Saluck	Pisuttipattaya	Thai Industrial Standards Institute	Thailand	saluck@tisi.go.th	



39th ISO COPOLCO Plenary Meeting

Venue# : Pullman City Centre Kuala Lumpur, Malaysia

Room# : Pullman 1

Time : 08:00 ~ 18:00

ATTENDANCE LIST

No	First Name	Last Name	Company	Country	Email Address	Signature (18 May 2017)
81	Sandra	Herrera	ICONTEC	Colombia	sherrera@icontec.org	
82	Saral	James	Malaysian Association of Standards Users	Malaysia	saral.james@standardsusers.org	
83	Seah	Seng Choon	SPRING/Consumer Association of Singapore (CASE)	Singapore	seahsc@case.org.sg	
84	Sean	Maccurtain	ISO	Switzerland	maccurtain@iso.org	
85	Siti Normaznie	Abdul Muttalib	Ministry of Domestic Trade, Co-operatives and Consumerism	Malaysia	normaznie@kpdnkk.gov.my	
86	Steven	Cornish	ANSI	United States	scornish@ansi.org	
87	Suzanna	Ersoy	Standards Council of Canada	Canada	suzanna.ersoy@scc.ca	
88	Syikin	Amin	Malaysian Association of Standards Users	Malaysia	syikin@standardsusers.org	
89	Tài	Trần	Directorate for standard, metrology, quality	Viet Nam	tranduytai@tcvn.gov.vn	
90	Takashi	Nakakuki	Japanese Standards Association	Japan	nakakuki@jsa.or.jp	
91	Tashi	Tenzin	Bhutan Standards Bureau	Bhutan	ttenzin@bsb.gov.bt	
92	Teresa	Curbin	Standards Australia	Australia	teresa.corbin@accan.org.com	
93	Tim	Salatzki	DIN	Germany	tim.salatzki@din.de	
94	Tsuneo	Matsumoto	National Consumer Affairs Center of Japan	Japan	tsuneo.matsumoto@nifty.com	
95	Turmunkh	Dagvadorj	MASM	Mongolia	Turmunkh@masm.gov.mn	
96	Van Hoc	Tran	Viet Nam Standards and Consumer Association (VINASTAS)	Viet Nam	tvhoc1950@gmail.com	



39th ISO COPOLCO Plenary Meeting  
 Venue# : Pullman City Centre Kuala Lumpur, Malaysia  
 Room# : Pullman 1  
 Time : 08:00 ~ 18:00

ATTENDANCE LIST						
No	First Name	Last Name	Company	Country	Email Address	Signature (18 May 2017)
97	Yanjinsuren	Sodnomdorj	Mongolian Agency for Standardization and Metrology	Mongolia	batzul@masm.gov.mn	
98	Yanti	Sri Agus	LPUNI INDONESIA	Indonesia	agusyanti@gmail.com	
99	Peter	<del>Hariter</del> HARTZELL	SIS/ISO	Sweden	peter.hartzell@sis.se	
100	Yusuke	Izuta	METI	Japan	izuta.yusuke@meti.go.jp	✓
101	Shahrul	Nashid Talib	BSM	MSIA	shahrul-met@jssn.gov.my	
102	Rahmat	Iskandar	UKM	M'sia	irchmah@ukm.edu.my	
103						
104						
105						
106						
107						
108						
109						
110						
111						
112						



39th ISO COPOLCO Plenary Meeting  
Venue# : Pullman City Centre Kuala Lumpur, Malaysia  
Room# : Pullman 1  
Time : 08:00 ~ 18:00

ATTENDANCE LIST						
No	First Name	Last Name	Company	Country	Email Address	Signature (18 May 2017)
97	Yanjinsuren	Sodnomdorj	Mongolian Agency for Standardization and Metrology	Mongolia	batzul@masm.gov.mn	
98	Yanti	Sri Agus	LPUNI INDONESIA	Indonesia	agusyanti@gmail.com	
99	Peter	HARTZEL	SIS/ISO	Sweden	PETER.HARTZEL@sis.se	
100	Yusuke	Izuta	METI	Japan	izuta-yusuke@meti.go.jp	Izuta
101						
102						
103						
104						
105						
106						
107						
108						
109						
110						
111						
112						



**AGENDA ITEM 5      CHAIR'S AND SECRETARY'S REPORTS ON ITEMS  
NOT OTHERWISE COVERED IN AGENDA**

## **AGENDA ITEM 5                      REPORT OF THE CHAIR AND SECRETARY**

---

### **1            Chair's report**

Guillermo Zucal (Argentina) began his term as newly-appointed Chair of COPOLCO in January 2018. In accordance with the revised Statutes and Rules of procedure, he appointed Seah Seng Choon (Singapore) as Vice-Chair, with support of the COPOLCO Chair's Group and SPRING.

The COPOLCO Chair is enthusiastic about leading COPOLCO, increasing its visibility and engagement with ISO's governing bodies and with relevant international organizations, and providing contributions as COPOLCO Chair at governance and policy meetings. So far, the Chair has participated at the following events:

- Virtual meeting of the ISO Council Strategy and Policy Committee (SPC) in January, at which a brochure giving guidance on the Regional Engagement Initiative was discussed. The inclusion of consumers as a stakeholder was suggested and several COPOLCO members and regional groups contributed case studies on consumer participation as examples.

These examples of regional or national participation came from regions around the world and are visible on the public information page of the ISOTC server COPOLCO work area.

- The ISO Council meeting from 26 February-1 March in Kuala Lumpur. The Chair presented on COPOLCO and participated in discussions of the main theme: the ISO Strategy 2016-2020. Discussions with the DEVCO and CASCO Chairs were very fruitful, and highlighted a need for better integration of the three Policy Committees in the ISO System.

The agenda of the next General Assembly was also discussed, and the Chair proposed that a virtual presentation about COPOLCO by webcast be held in conjunction with the GA.

- Invitation to a round table on 2 March organized by the Malaysian Association of Standards Users, with the participation of FOMCA, various government ministers and stakeholders.
- Virtual workshop on 9-10 April, with the collaboration of Sadie Homer, for the COPANT region (in Spanish and English) on an introduction to ISO/COPOLCO,
- Workshop held during the COPANT GA, in Jamaica, organized by the ISO Central Secretariat (ISO Capacity-building and COPOLCO Secretariat) on 20 April.
- CASCO STAR and Plenary, where an update on ISO/CASCO WG 53, which is developing ISO TS 17033 on credibility of ethical claims, will be presented.

### **2            Secretary's report**

#### **2.1        Follow-up of committee decisions, work programme and reporting**

An update on the follow-up to the resolutions appears at Annex 1.

The ISO Council approved the ISO/COPOLCO work programme by correspondence (see Annex 2).

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



## **2.2 Representation activity**

The Secretary has attended or participated virtually as COPOLCO representative in a variety of events since the last Plenary. As a guest speaker and panelist at the annual BSI CPIN summer event for consumer and public interest representatives, she updated the audience on standardization and innovation from the consumer perspective (presentation available [here](#)).

She also attended an ISEAL workshop, and via the introduction of Antonino Serra, she attended the second meeting of UNCTAD Intergovernmental Group of Experts on Consumer Law and Policy, in July 2017. The Secretary then joined a virtual group on e-commerce which will develop recommendations for approval at the UNCTAD IGE's plenary meeting. At these two meetings, she contributed information about ISO's published standards and work items under development.

Recently she made a presentation on COPOLCO at a WebEx meeting for African members of ISO (see agenda item 14), and will present COPOLCO by WebEx to the Asia-Pacific members of COPOLCO on 5 April.

At the initiative and with support of ISO's Singapore office, the Secretary and officials at the ASEAN Committee on Consumer Protection on (ACCP) had a first contact and mutual exchange of information by WebEx on 22 March 2018. Among the subjects discussed for further follow-up were capacity-building and considering standards for best practices and harmonizing regulations, e.g. for toy safety and wood-based products.

## **2.3 Training**

The ISO/COPOLCO Secretary is working with the Chair, the COPOLCO WG3 co-convenors, and the ISO capacity-building team to organize a training workshop on 20 April for representatives of the ISO membership and consumer organizations from the Latin American and Caribbean regions, in conjunction with the COPANT General Assembly. More details appear under agenda item 14.

## **2.4 Revision of ISO/IEC Guides**

### **2.4.1 ISO/IEC Guide 14, *Product information for consumers***

ISO/COPOLCO WG 15 held a meeting by WebEx on 16-17 October to deal with comments from the Enquiry and produce a new draft for publication. There were no significant issues to resolve and the Guide was published end March (see agenda item 15).

### **2.4.2 ISO/IEC Guide 37, *Instructions for use of consumer products***

As this Guide had last been published in 2012, it was due for systematic review. This five-year limit triggered a systematic review ballot to the COPOLCO members which has just concluded. The results appear at Annex 5.

These results indicate strong support for the Guide, whereas discussions that have taken place in meetings for the revision of other Guides, as well as some incoming comments, suggest revision. The latter course requires the members to commit experts as well as a project leader to take the work forward.

**For decision:** whether the ISO/IEC Guide 37 should be confirmed or revised.

### **2.4.3 ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs***

The COPOLCO Secretary launched the Draft Guide enquiry of ISO/IEC Guide 41 in August 2017. IOS/COPOLCO WG 16 held a meeting on 19-20 March 2018 to deal with comments on the enquiry and develop the final draft for publication (see agenda item 16).

#### **2.4.4 ISO/IEC Guide 76, *Development of service standards – How to address consumer issues***

ISO/COPOLCO WG 18 held a meeting on 5-6 November in London to deal with comments from the Committee Draft consultation. This item is covered under the report of the working group on consumer issues in services (agenda item 10).

#### **2.4.5 Position paper on ISO/IEC Guides**

The COPOLCO Secretary prepared a discussion paper for comment by the COPOLCO Chair's Group in November 2017, in view of its submission to the ISO Technical Management Board. The most recent version appears at Annex 6.

### **2.5 Joint efforts on credibility of ethical labelling with ISO/CASCO**

ISO/COPOLCO was first 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). Starting in December 2016, the COPOLCO and CASCO Secretariats jointly ran a task group on confidence in ethical labelling (ISO/CASCO/COPOLCO JWG 49) which was tasked with assessing the current situation and credibility of ethical labelling and considering the scope for further actions by ISO. JWG 49 delivered its recommendation for discussion and approval by the Chair's Advisory Groups of CASCO and COPOLCO: that ISO should develop a Technical Specification defining the fundamental elements of a credible ethical label.

After CASCO approved the proposal at its plenary, the COPOLCO and CASCO Secretariats collaborated to develop the New Work Item for the future ISO TS 17033 and communicate accordingly with their respective committees. In particular, the Secretary encouraged the COPOLCO members' consumer committees to liaise with the CASCO mirror committees in their country to provide consumer views and potential experts as part of the national member response (COPOLCO N347).

The ISO members approved the ballot in October 2017 and a new working group ISO/CASCO/WG 53 was set up, co-chaired by Nigel Carter (BSI) and Jenny Hillard (SCC), and joined by Mario Wittner (IRAM) to provide the developing country perspective. ISEAL is now represented on this working group, which held its first meeting in February 2018 and is now refining a working draft. The work is now taking place under the lead of ISO/CASCO with participation of nominated ISO/COPOLCO experts.

### **2.6 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.

A number of COPOLCO experts have contributed over the years to the ISOfocus, which is often has consumer-facing themes including on [water and sanitation](#) (other [back issues](#) are easily downloadable from iso.org).

The COPOLCO Secretariat is developing information brochures to support COPOLCO's increased visibility and capacity. "COPOLCO at a glance" was developed in 2017 and updated in 2018. "Getting started" for new or prospective COPOLCO members is also in advanced stages of development. An update on both will be given at the meeting.

COPOLCO's dedicated Web page, "ISOConsumers" ([facebook.com/ISOConsumers](https://facebook.com/ISOConsumers)) has 2'737 followers and its Twitter account ([twitter.com/ISOConsumers](https://twitter.com/ISOConsumers)) over 3'000 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.

Responding to stated interest, COPOLCO is publishing the virtual newsletter, [ISO Consumer update](#), six times per year.

The COPOLCO Secretariat is working with COPOLCO WG3 to complete the *ISO Directory of consumer interest participation* (see agenda item 14).

## **2.7 Membership of COPOLCO**

COPOLCO currently has 124 members, of which 73 are P-Members and 51 are O-Members.

### **Draft resolutions:**

#### **COPOLCO Resolution x/2017**

COPOLCO

approves the Chair's and Secretary's report (COPOLCO N370),

decides to (confirm) (revise) ISO/IEC Guide 37, *Instructions for use of consumer products*,

supports the COPOLCO proposals on Guides (Annex 6 to COPOLCO N370).

### **Annexes:**

Annex 1 – Follow-up to the resolutions

Annex 2 – 2018 COPOLCO Work Programme

Annex 3 – COPOLCO member list

Annex 4 – Terms of reference of COPOLCO's standing groups

Annex 5 – Systematic review results on ISO/IEC Guide 37

Annex 6 – COPOLCO position paper on ISO/IEC Guides



## **ANNEX TO THE SECRETARY'S REPORT FOLLOW-UP TO THE 39<sup>TH</sup> MEETING OF ISO/COPOLCO – RESOLUTIONS**

---

### **COPOLCO Resolution 1/2017**

COPOLCO

Thanks the ISO President-elect, John Walter, for his presentation.

*No follow-up needed.*

### **COPOLCO Resolution 2/2017**

COPOLCO

approves the Chair's and Secretary's report (COPOLCO N276).

*No follow-up needed.*

### **COPOLCO Resolution 3/2017**

*Visibility of COPOLCO within the ISO system, ISO Strategy implementation*

COPOLCO

approves the proposals in COPOLCO N277/2017 and N278/2017,

invites the COPOLCO Chair's group to develop and report back on actions at the 2018 Plenary meeting.

*The COPOLCO Secretary drafted materials in coordination with the COPOLCO Chair and circulated them for discussion to the Chair's Group. The Secretary provided assistance to the past Chair for her representation at the GA on behalf of COPOLCO. She also represented ISO/COPOLCO at several meetings of international organizations. Since 2018 she has worked with the current Chair on several initiatives (see COPOLCO N370).*

### **COPOLCO Resolution 4/2017**

*Standardization of services*

COPOLCO

notes WG 18's recommendations for COPOLCO's consideration,

expresses its appreciation for the working group's proposals on service standardization,

requests WG 18 members to await the outcome of ISO's deliberations on services standardization before proceeding further in developing its recommendations,

invites COPOLCO members to respond to the consultation on ISO/IEC CD Guide 76, *Development of service standards – Recommendations for addressing consumer issues*, before 24 June 2017.

*The Secretary compiled the results of the CD consultation on ISO/IEC Guide 76 and worked with the co-convenors to arrange a meeting in London at BSI premises on 6-7 November to handle comments arising from the consultation and follow-up actions for Guide 76's development. She is now preparing the reporting and compiling the contributions of members for the draft Guide enquiry.*

### **COPOLCO Resolution 5/2017**

*Workshop, Road safety by design*

COPOLCO

thanks the speakers, panelists, and facilitators for their contributions; and the sponsors and partners for their support to the workshop, *Road safety by design*,

notes the ideas and outcomes proposed,

decides on four main areas of action:

- **Assessing the current road traffic safety challenges**

asks the ISO Central Secretariat to perform a simple survey of use during the next systematic review of ISO 39001, *Road traffic safety management systems – Requirements with guidance for use*, and selected other standards related to road traffic safety, to develop a matrix of ISO members having adopted these standards; and,

requests the COPOLCO Secretary to circulate the results to COPOLCO members for further action.

- **Improving implementation**

urges its members to promote use and implementation of ISO standards related to road traffic safety.

- **Enhancing information sharing for awareness-raising**

requests the COPOLCO Secretary to consult COPOLCO members for nominations of an expert to investigate issues raised at the workshop and develop a report to inform road safety authorities, technical committees and other technical groups,

invites members to share material and best practices from workshops and other road traffic safety-related work on a website or repository for the ISO standards community, road traffic safety professionals, academics, consumer organizations and other stakeholders,

further invites the COPOLCO Chair to investigate links with international databases on road crashes.

- **Outreach efforts**

invites the ISO Academy to consider further capacity-building activities for developing country ISO members in the area of road traffic safety,

encourages COPOLCO members to promote consumer participation in technical committees,

requests the COPOLCO Chair to establish contact with international organizations and agencies that are active in road traffic safety in order to establish durable collaborative partnerships to improve road safety outcomes.

*The Secretary invited members to send material on best practices with a letter to the members (COPOLCO N350). In addition, all workshop materials were compiled and made available to members on a public access area of the ISOTC server. Further actions will be reported at the Plenary*

### **COPOLCO Resolution 6/2017**

*Key areas for consumers (1) – Appointment of co-convenor*

COPOLCO

thanks Mr John Furbank for his willingness to take responsibility as co-convenor of COPOLCO WG2, *Key areas for consumers*,

appoints Mr Furbank as co-convenor of this working group.

*No follow-up needed.*

### **COPOLCO Resolution 7/2017**

*Key areas for consumers (2) – vulnerable consumers*

COPOLCO

notes the result of the New Work Item Proposal vote on *Guideline for inclusive services: identifying and responding to consumers in vulnerable situations*.

approves “vulnerable consumers” as a new key area, with Ms Tessa Russell (BSI – UK) as possible key person.

*The new Project Committee 311 was established as a result of the vote. A first meeting took place in March to develop the future ISO 22485. The Secretary is following progress of the work.*

### **COPOLCO Resolution 8/2017**

*Key areas for consumers (3)*

COPOLCO

approves reviewing the status of key areas and revising the handbook and the template accordingly,

further approves the following key areas decisions:

- *Customer contact centres* : ISO/FDIS 18295-1 and ISO/FDIS 18295-2, and *E-commerce* : ISO 10008:2013 to be transferred to the *List of consumer standards*,
- *Contact lens care products* to be transferred to the *List of key areas* in an annex (e.g. as “Pending Items”),
- *Mechanical contraceptives*, *Cosmetics-sun protection* and *Food safety* to be retained as key areas with the expectation of finding key persons soon;

notes the concern that the completion of standards does not mean that the consumer issue has

been definitively addressed, and that consumer issues recur in those areas through technological change and other reasons,

requests the key areas group to revisit the criteria for determining key areas.

#### **COPOLCO Resolution 9/2017**

*Key areas for consumers (4)*

COPOLCO

highly appreciates the key persons' efforts on behalf of the working group,

approves the *Standards for consumers – Update, Project overview, and List of consumer standards* to be updated and uploaded to iso.org.

further supports restructuring the *Project overview*; and,

notes the working group's further work.

*The COPOLCO Secretariat has worked extensively with the co-convenors of COPOLCO WG 2 to overhaul the project overview in accordance with this resolution, and study the profiles and extent of consumer participation in key area technical committees. See agenda item 11).*

#### **COPOLCO Resolution 10/2017**

*Key areas for consumers (5) – consumer participation in relevant TCs*

COPOLCO

supports actions undertaken by the working group towards consumer-relevant TC/SCs to ensure adequate consumer input in areas of consumer interest,

appreciates the positive responses from some of the TC/SCs;

encourages COPOLCO members to promote consumer representatives' involvement at the international and/or national level in key areas standards' development, especially in the field of *Robotics (ISO/TC 299), Safety of machinery (ISO/TC 199), Additive manufacturing (3D printing) (ISO/TC 261), Electronic cigarettes, vape and vapor products (ISO/TC 126), Furniture (ISO/TC 136), Healthcare administration (ISO/TC 304), Intelligent transport systems (ISO/TC 204) and Traffic safety management systems (ISO/TC 241).*

notes the necessity of improving the effectiveness and relevance of consumer participation.

*Contacts with the above-mentioned technical committees are now complete. See agenda item 11 for more information.*

#### **COPOLCO Resolution 11/2017**

*Key areas for consumers (6) – TC training in consumer matters*

COPOLCO

supports drawing TC/SC chairs' and secretariats' attention to the importance of consumers' involvement in standard setting,

encourages the working group to liaise with the COPOLCO Participation and training group to

reflect this suggestion into relevant ISO training programmes.

*See agenda items 11 and 14.*

### **COPOLCO Resolution 12/2017**

*Global marketplace working group (1) – privacy*

COPOLCO

approves the report appearing at COPOLCO N283/2017,

invites COPOLCO members to provide comments on the NWIP (Annex 1) and the attached draft standard outline (Annex 2) by 30 May 2017 to expedite its submission to the ISO Technical Management Board.

*The COPOLCO Secretary incorporated final comments into the proposal and submitted the final version to the TMB Secretariat in August 2017. The proposal was then circulated to the ISO membership on 14 September for close of vote on 7 December. The Secretary reminded members to provide input into the member body vote with circular COPOLCO N354. The item was accepted and ISO PC 317 now established.*

### **COPOLCO Resolution 13/2017**

*Global marketplace working group (2) – sharing economy*

COPOLCO

congratulates and thanks Standards Council of Canada and the Canadian Standards Association for hosting the development of an IWA on the sharing economy.

*No follow-up action needed.*

### **COPOLCO Resolution 14/2017**

*Global marketplace working group (3) – sharing economy (2)*

COPOLCO

notes the development of an IWA on the sharing economy,

invites COPOLCO members to review the IWA and submit additional comments to a dedicated task group (as below),

decides to establish a task group to:

- identify consumer detriments, challenges and priorities in the sharing economy contained in the IWA and other sources
- identify national and international methodologies in various countries in addressing some



of the above detriments, challenges and priorities

- develop insights which can assist in the development of future work on this topic to ensure the inclusion of consumer priorities in the scope
- report on these issues in time for discussion at the 2018 Plenary
- liaise with relevant COPOLCO working groups

requests the Secretary to correspond with the members to identify volunteers for this group.

*The COPOLCO Secretary sent an invitation to the COPOLCO members shortly after the Plenary meeting (COPOLCO N327), requesting them to confirm volunteers and submit additional nominations. She subsequently set up ISO/COPOLCO/TG 5 and coordinated the launch of the group with the convenor, Antonino Serra. The group has been active since 31 August 2017. See agenda item 9.*

### **COPOLCO Resolution 15/2017**

*Global marketplace working group (4) – vulnerable consumers*

COPOLCO

notes the results of the vote on the New Work Item Proposal,

encourages COPOLCO members and other NSBs to participate in the drafting committee.

*See under COPOLCO Resolution 7/2017.*

### **COPOLCO Resolution 16/2017**

*Global marketplace working group (5) – mobile banking and energy services*

COPOLCO

- notes the publication of ISO 12812, *Core banking – mobile banking* (all five parts), and the imminent publication of ISO 50007, *Assessment and improvement of energy services to users*,
- thanks CI for its involvement,
- encourages COPOLCO members to promote the adoption of these standards in their jurisdiction.

*The COPOLCO Secretary wrote to the COPOLCO members about ISO 12812 and other consumer-facing standards work with circular COPOLCO N345.*

### **COPOLCO Resolution 17/2017**

*Global marketplace working group (6) – Consumer product warranties*

COPOLCO

notes the work undertaken by ISO/PC 303, *Guidelines on consumer warranties and guarantees*,

urges COPOLCO members to coordinate the nomination of experts to participate actively in the development of this standard.

*The COPOLCO Secretary reminded members to consider participating in the work through several circular letters COPOLCO N345, N354. ISO/PC 303 has since held several meetings. See agenda item 12 for more information.*

### **COPOLCO Resolution 18/2017**

*Global marketplace working group (7) – Digital legacies*

COPOLCO

tasks the Global marketplace working group with preparing a discussion paper on digital legacies for presentation at the 2018 Plenary.

*See agenda item 12.*

### **COPOLCO Resolution 19/2017**

*Product safety working group (1) – choking hazards*

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N284 and its proposed work projects,

invites the PSWG to develop a New Work Item Proposal on liquitabs,

further invites the PSWG to develop a second NWIP on choking hazards of small component parts based on CEN/TR 13387-3, the Australian Handbook, *Product Safety Framework* part 3.25 and ISO 8124-1, Safety of toys, to be developed by an ad hoc group, taking into account comments made during the PSWG meeting.

supports the proposal to set up an ad hoc group with the aim to write a New Work Item Proposal on "Accident Investigation" based on the Japanese proposal and taking into account the comments made during the PSWG meeting,

recognizes the importance of other safety issues presented in COPOLCO N284, and

asks the group to submit a progress report for members' consideration at the 2018 COPOLCO Plenary.

*See agenda item 13.*

### **COPOLCO Resolution 20/2017**

*Product safety working group (2) – Risk management of consumer product safety*

## COPOLCO

recalls that the Product safety WG task group (ISO/COPOLCO/TG 4) was tasked with discussing the proposal on risk assessment of consumer product safety (COPOLCO Resolution 18/2016),

suggests that the most efficient way forward would be for SAC (China) to submit a New Work Item Proposal with an attached draft standard to the ISO Technical Management Board,

decides to disband ISO/COPOLCO TG4.

*No follow-up action needed.*

### **COPOLCO Resolution 21/2017**

*Consumer participation and training group (1) – ISO guidance on stakeholder participation*

## COPOLCO

notes the importance of stakeholder participation in the ISO process and in its developing country training activities, including the opportunity to seek support for sponsored experts to attend ISO technical work,

requests COPOLCO members to raise awareness of ISO guidance and related materials on stakeholder engagement within their NSBs,

further requests COPOLCO members from developing countries to explore opportunities for consumer representatives in their technical work to participate in ISO technical work, through sponsorships made available through the ISO Academy.

*The COPOLCO Secretary wrote to the members about the roles of the COPOLCO contact person and mirror committees with circular letter COPOLCO N253.*

### **COPOLCO Resolution 22/2017**

*Consumer participation and training group (2)*

## COPOLCO

highlights the discussions within the Consumer participation and training group of the benefits and opportunities that closer co-operation with UNCTAD could bring to developing country capacity-building through standards,

asks the ISO/COPOLCO Chair, with the support of Consumers International, to explore opportunities to engage with UNCTAD.

*The CI representative to COPOLCO facilitated contacts with the UNCTAD secretariat, and the Secretary attended the 2nd meeting of the UNCTAD Intergovernmental Group of Experts on consumer law and policy in July 2017. She is also participating in a subgroup on e-commerce charged with developing recommendations for approval at their next plenary meeting.*

### **COPOLCO Resolution 23/2017**

*Consumer participation and training group (3)*

COPOLCO

welcomes the CEN/CENELEC initiative to develop e-learning material for societal stakeholders, based on the ISO/COPOLCO distance learning module, *Consumers and Standards – partnership for a better world*

notes that the ISO/COPOLCO material was published in 2009 and updated in 2013,

further notes that CEN/CENELEC will reference and link to the ISO/COPOLCO module,

supports the consumer participation and training group's recommendation to update the content of the material in parallel with the European work.

*The Secretariat is working with WG 3 on a planned update of the material.*

### **COPOLCO Resolution 24/2017**

*Revision of ISO/IEC Guide 14*

COPOLCO

notes the progress of ISO/IEC Guide 14, *Product information for consumers*,

recalls the Global marketplace working group's recommendation to convert ISO/IEC Guide 14 into an International Standard (COPOLCO Resolution 17/2016),

invites a willing ISO NSB to develop a New Work Item Proposal and nominate a project leader for this task upon publication of ISO/IEC Guide 14, pending support to launch a ballot to ISO members on Guide 14's conversion, and its subsequent approval.

*ISO/COPOLCO WG 15 held a meeting on 16-17 October to deal with comments from the Enquiry and produce a new draft for publication.*

*See agenda item 15.*

### **COPOLCO Special Resolution 1/2017**

*Thanks to DSM*

COPOLCO

expresses its deeply felt gratitude and thanks to the Ministry of Science, Technology and

Innovation, the Department of Standards Malaysia and to the Malaysian Association of Standards Users and other stakeholders, for their dedicated support, outstanding hospitality and excellent arrangements which contributed to an outstanding 2017 COPOLCO meeting week.

expresses its profound thanks to the COPOLCO Chair for her dedication, excellent work and leadership during her mandate, and wishes her all the best for the future.

*No follow-up needed.*

**COPOLCO Special Resolution 2/2017**

*Thanks to the COPOLCO Chair*

COPOLCO

expresses its profound thanks to the COPOLCO Chair for her dedication, excellent work and leadership during her mandate, and wishes her all the best for the future.

*No follow-up needed.*



## 2018 COPOLCO Work Programme (Draft)

	Actions	Expected result	Responsible	Target	Status
1	<p>Increase the visibility and impact of consumer interests' role in ISO, especially among developing countries:</p> <ul style="list-style-type: none"> <li>• Hold a training workshop in conjunction with the COPOLCO plenary meeting and related events</li> <li>• Develop information material about consumer interests in ISO for NSB CEOs.</li> </ul>	<p>Increase capacity of members to engage with PCs and TCs to facilitate understanding of consumers' interests and participation in the ISO system, at the policy and technical levels.</p>	<p>Chair and Secretary with COPOLCO WG 03, "Consumer participation and training", with support by the ISO Academy</p> <p>ISO Central Secretariat and COPOLCO Secretariat</p>	<ul style="list-style-type: none"> <li>• May 2018</li> </ul>	
2	<p>Identify priorities in consumers' needs in standardization of services, taking into account the report from the 2017 workshop, <a href="#">Growing the services industry with ISO standards</a> and related strategic decisions taken at ISO Technical Management Board and Council meetings.</p>	<p>Contribute to adapting policy on services standardization in ISO better to respond to stakeholders' needs.</p>	<p>COPOLCO WG 18 "Consumer issues in service standardization", with Chair and Secretary</p>	<ul style="list-style-type: none"> <li>• May 2018</li> </ul>	
3	<p>Organize a workshop to explore a theme of consumer interest to assess relevance for standards work (annual event).</p>	<p>Discern market trends and market demand for potential new standardization areas</p>	<p>COPOLCO WG 01 "Chair's Group"</p>	<ul style="list-style-type: none"> <li>• May 2018</li> </ul>	

4	<p>Improve networking and coordination among consumer representatives in the ISO System.</p> <ul style="list-style-type: none"> <li>• Develop a proposal for adding consumer participation into ISO's training programmes for Committee Chairs/Secretaries; incorporating the ISO/COPOLCO distance learning module</li> <li>• Explore ways to improve monitoring mechanisms of consumer participation in relevant standards</li> <li>• Publication of <i>Standards and consumers – Update 2018</i></li> <li>• Update the <i>Key areas Handbook</i></li> </ul>	<p>More effective participation and improved input by the consumer stakeholder group in ISO's standards work, through focused actions.</p>	<p>COPOLCO WG 02, "Key areas group"</p> <p>WG 02 with WG 03, "Consumer participation and training"</p> <p>COPOLCO WG 02</p>	<ul style="list-style-type: none"> <li>• May 2018</li> </ul>	
5	<p>Implement the recommendations emerging from the 2017 workshop, <i>Road safety by design</i>:</p> <ul style="list-style-type: none"> <li>• Develop a report about road traffic safety issues and workshop findings to inform the technical community, government agencies and international organizations about using standards and legislation to improve road traffic safety conditions</li> <li>• Develop collaborative partnerships with organizations and agencies active in road traffic safety issues.</li> <li>• Assess national adoption of key road safety standards (ISO 39001, ISO 39002, and others; based on systematic review responses)</li> <li>• Promote implementation of key standards through training programmes and materials</li> <li>• Set up an online portal containing information about road traffic safety issues and best practices for use by ISO members, and their stakeholders.</li> </ul>	<p>Improve road traffic safety outcomes for populations, especially in developing countries, through standards implementation and awareness-raising.</p>	<p>Expert or expert group appointed by COPOLCO Chair and Secretary.</p> <p>COPOLCO Chair</p> <p>COPOLCO WG 03, "Consumer participation and training group" with Secretary, ISO Academy and ISO/TC 22, 204, and 241.</p> <p>COPOLCO Secretary, ISO Central Secretariat</p>	<ul style="list-style-type: none"> <li>• May 2018</li> <li>• December 2018</li> <li>• Upon systematic review of relevant standards</li> <li>• December 2018, and ongoing</li> <li>• December 2018</li> </ul>	

6	Develop a new work item proposal for an International Standard on liquid detergent capsules	Address safety issues for small children arising from accidental exposure to or ingestion of these products	COPOLCO WG 04 "Product safety"	<ul style="list-style-type: none"> <li>May 2018</li> </ul>	
7	Develop a new work item proposal for an International Standard based on principles of accident investigation for accident prevention strategy.	Decrease risk to consumers through prevention of accidents	COPOLCO WG 04 "Product safety"	<ul style="list-style-type: none"> <li>May 2018</li> </ul>	
8	Develop a new work item proposal for an International Standard on choking hazards of small component parts, based on currently-existing documents.	Decrease risk to consumers through reduction of choking hazards	COPOLCO WG 04 "Product safety"	<ul style="list-style-type: none"> <li>May 2018</li> </ul>	
9	Monitor and report on the COPOLCO members' use and experiences with IWA 27, <i>Collaborative economy</i> , from the consumer's point of view	Effective market feedback on a new deliverable on the collaborative economy, for continual improvement.	Newly-appointed COPOLCO ad hoc task group	<ul style="list-style-type: none"> <li>May 2018</li> </ul>	
10	Develop a discussion paper on the current situation and best practices for online service providers regarding digital legacies	Basis for recommendations for consumers and providers to agree on how to handle personal data and legacies of deceased persons	COPOLCO WG 05, "Consumer protection in the global marketplace"	<ul style="list-style-type: none"> <li>May 2018</li> </ul>	
11	Publish ISO/IEC Guide 14, <i>Product information for consumers</i>		COPOLCO WG 15, "Revision of ISO/IEC Guide 14"	<ul style="list-style-type: none"> <li>June 2018</li> </ul>	



12	Develop a new work item proposal to convert ISO/IEC Guide 14 into an International Standard	Expand the readership and market relevance of ISO/IEC Guide 14 for better implementation.	COPOLCO WG 15, "Revision of ISO/IEC Guide 14"	<ul style="list-style-type: none"> <li>September 2018</li> </ul>	
13	Publish ISO/IEC Guide 41, <i>Packaging – Recommendations for addressing consumer needs</i> .	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"	<ul style="list-style-type: none"> <li>June 2018</li> </ul>	
14	Publish ISO/IEC Guide 76, <i>Development of service standards -- Recommendations for addressing consumer issues</i>	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"	<ul style="list-style-type: none"> <li>September 2018</li> </ul>	
15	Conduct outreach to the broader community about the benefits of ISO standards: <ul style="list-style-type: none"> <li>Publish e-Newsletter, <i>ISO Consumer update</i></li> <li>Maintain and feed <i>ISOConsumers</i> Facebook and Twitter accounts.</li> <li>Update the distance learning module, <i>Consumers and standards, Partnership for a better world</i></li> </ul>	Raise ISO's profile and publicize market relevance of standards as aids to consumer protection	COPOLCO Secretariat  COPOLCO WG 03 "Consumer participation and training group"	<ul style="list-style-type: none"> <li>Newsletter: 6x/year</li> <li>Ongoing</li> <li>December 2018</li> </ul>	



## 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

## ANNEX 3 TO COPOLCO N370/2018

## Page 2

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
Philippines	BPS
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	NSC
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
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.





# Systematic Review voting result

Reference	<b>ISO/IEC Guide 37:2012 (Ed 3)</b>	Committee	<b>ISO/COPOLCO</b>
Edition number	3	Vienna agreement	
English title	Instructions for use of products by consumers		
French title	Instructions d'emploi des produits par les consommateurs		
Start date	2017-10-15	End date	2018-03-05
Opened on	2017-10-15 00:22:06	Closed on	2018-03-07 00:25:26
Status	Closed		
Voting stage	Systematic review	Version number	1
Vote in parallel with	IEC, CEI		
Note			

## Questions

<b>Q.1</b>	Recommended action
<b>Q.2</b>	Has this International Standard been adopted or is it intended to be adopted in the future as a national standard or other publication?
<b>Q.3</b>	Is the national publication identical to the International Standard or was it modified?
<b>Q.4</b>	If this International Standard has not been nationally adopted, is it applied or used in your country without national adoption or are products/processes/services used in your country based on this standard?
<b>Q.5</b>	Is this International Standard, or its national adoption, referenced in regulations in your country?
<b>Q.6</b>	In case the committee decides to Revise/Amend, will/are you committed to participate actively in the development of the project?

## Votes by members

Country	Member	Status	Confirm	Revise / Amend	With-draw	Abstain lack of consensus	Abstain lack of national expert input	Q.2	Q.3	Q.4	Q.5	Q.6
Algeria	IANOR	P-Member					X	Yes	Identical		No	No
Argentina	IRAM	P-Member					X	No		No	No	No
Australia	SA	P-Member					X	No		No	No	No
Austria	ASI	P-Member					X	No		No	No	No
Bahrain	BSMD	P-Member					X	No		No	No	No
Bangladesh	BSTI	P-Member										

Votes by members												
Country	Member	Status	Confirm	Revise / Amend	Withdraw	Abstain lack of consensus	Abstain lack of national expert input	Q.2	Q.3	Q.4	Q.5	Q.6
Barbados	BNSI	P-Member					X	Yes	Identical		No	No
Belarus	BELST	O-Member					X	Yes	Identical		No	No
Botswana	BOBS	P-Member	X					No		No	No	No
Brazil	ABNT	P-Member				X		No		No	No	No
Bulgaria	BDS	P-Member					X	No		No	No	No
Canada	SCC	P-Member		X				No		No	No	Yes (experts nominated)
Chile	INN	P-Member					X	Yes	Identical		No	No
China	SAC	P-Member	X					No		No	No	Yes (experts nominated)
Colombia	ICONTEC	P-Member		X				Yes	Modified		No	Yes (experts nominated)
Costa Rica	INTECO	P-Member					X	Yes	Identical		No	No
Cyprus	CYS	P-Member	X					No		No	No	No
Czech Republic	UNMZ	P-Member	X					No		No	No	Yes (experts nominated)
Denmark	DS	P-Member	X					Yes	Identical		No	No
Ecuador	INEN	P-Member					X	No		No	No	No
Egypt	EOS	P-Member	X					Yes	Identical		No	No
Fiji	DNTMS	P-Member										
Finland	SFS	P-Member					X	No		No	No	No
France	AFNOR	P-Member		X				No		Yes	No	No
Germany	DIN	P-Member	X					No		No	No	No
Ghana	GSA	P-Member	X					No		No	No	No
India	BIS	P-Member	X					No		Yes	No	No
Indonesia	BSN	P-Member		X				Yes	Modified		No	No
Iran, Islamic Republic of	ISIRI	P-Member	X					Yes	Identical		No	No
Ireland	NSAI	P-Member	X					No		No	No	No

Votes by members												
Country	Member	Status	Confirm	Revise / Amend	Withdraw	Abstain lack of consensus	Abstain lack of national expert input	Q.2	Q.3	Q.4	Q.5	Q.6
Israel	SII	P-Member					X	No		No	No	No
Italy	UNI	P-Member					X	No		No	No	No
Jamaica	BSJ	P-Member					X	No		No	No	Yes (experts nominated)
Japan	JISC	P-Member	X					Yes	Identical		No	Yes (experts nominated)
Kazakhstan	KAZMEMS T	P-Member				X		No		No	No	No
Kenya	KEBS	P-Member										
Korea, Republic of	KATS	P-Member		X				Yes	Identical		No	Yes (experts nominated)
Luxembourg	ILNAS	O-Member					X	No		No	No	No
Malawi	MBS	P-Member										
Malaysia	DSM	P-Member					X	No		No	No	No
Malta	MCCAA	P-Member					X	No		Yes	No	No
Mauritius	MSB	P-Member		X				No		No	No	No
Mexico	DGN	P-Member	X					No		No	No	No
Mongolia	MASM	P-Member										
Namibia	NSI	P-Member	X					No		No	No	No
Netherlands	NEN	P-Member					X	No		Yes	No	No
Nigeria	SON	P-Member	X					No		Yes	No	Yes (experts nominated)
Norway	SN	P-Member	X					Yes	Identical		No	No
Oman	DGSM	P-Member										
Pakistan	PSQCA	P-Member					X	Yes	Identical		No	No
Panama	COPANIT	P-Member	X					No		No	No	No
Peru	INACAL	P-Member					X	No		No	No	No
Philippines	BPS	P-Member	X					Yes	Identical		No	Yes (experts nominated)
Portugal	IPQ	P-Member					X	No		No	No	No

Votes by members												
Country	Member	Status	Confirm	Revise / Amend	With-draw	Abstain lack of consensus	Abstain lack of national expert input	Q.2	Q.3	Q.4	Q.5	Q.6
Qatar	QS	O-Member					X	No		No	No	No
Romania	ASRO	P-Member					X	No		No	No	No
Russian Federation	GOST R	P-Member					X	No		No	No	No
Saudi Arabia	SASO	P-Member	X					No		No	No	No
Serbia	ISS	P-Member					X	No		No	No	No
Singapore	SPRING SG	P-Member					X	No		No	No	No
Slovenia	SIST	P-Member	X					No		No	No	No
South Africa	SABS	P-Member					X	No		No	No	No
Spain	UNE	P-Member					X	No		No	No	No
Sri Lanka	SLSI	P-Member	X					Yes	Identical		No	Yes (experts nominated)
Sudan	SSMO	P-Member	X					Yes	Identical		Yes	Yes (experts nominated)
Sweden	SIS	P-Member	X					No		No	No	No
Switzerland	SNV	P-Member					X	No		No	No	No
Thailand	TISI	P-Member		X				No		No	No	No
Trinidad and Tobago	TTBS	P-Member	X					Yes	Modified		No	Yes (experts nominated)
Tunisia	INNORPI	P-Member	X					Yes	Identical		No	No
Turkey	TSE	P-Member	X					Yes	Identical		No	No
United Arab Emirates	ESMA	P-Member					X	No		No	No	No
United Kingdom	BSI	P-Member		X				Yes	Identical		No	Yes (experts nominated)
United States	ANSI	P-Member										
Uruguay	UNIT	P-Member					X	No		No	No	No
Zimbabwe	SAZ	P-Member					X	No		No	No	No

<b>P-Members TOTALS</b>										
Total of P-Members voting (*) : 34										
Confirm : 26	26	8	0	2	30	20 Yes 46 No	17 Identical 3 Modified	5 Yes 41 No	1 Yes 65 No	13 Yes 53 No
Revise / Amend : 8										
Withdraw : 0										
<b>TOTALS</b>	26	8	0	2	33	21 Yes 48 No	18 Identical 3 Modified	5 Yes 43 No	1 Yes 68 No	13 Yes 56 No

(\*): P-Members having abstained are not counted

#### Answers to Q.1: "Recommended action" (all votes)

<b>0 x</b>	<b>Withdraw</b>	
<b>8 x</b>	<b>Revise / Amend</b>	Canada (SCC) Colombia (ICONTEC) France (AFNOR) Indonesia (BSN) Korea, Republic of (KATS) Mauritius (MSB) Thailand (TISI) United Kingdom (BSI)
<b>26 x</b>	<b>Confirm</b>	Botswana (BOBS) China (SAC) Cyprus (CYS) Czech Republic (UNMZ) Denmark (DS) Egypt (EOS) Germany (DIN) Ghana (GSA) India (BIS) Iran, Islamic Republic of (ISIRI) Ireland (NSAI) Japan (JISC) Mexico (DGN) Namibia (NSI) Nigeria (SON) Norway (SN) Panama (COPANIT) Philippines (BPS) Saudi Arabia (SASO) Slovenia (SIST) Sri Lanka (SLSI) Sudan (SSMO) Sweden (SIS) Trinidad and Tobago (TTBS) Tunisia (INNORPI) Turkey (TSE)
<b>2 x</b>	Abstain (consensus)	Brazil (ABNT) Kazakhstan (KAZMEMST)
<b>33 x</b>	Abstain (expertise)	Algeria (IANOR) Argentina (IRAM) Australia (SA) Austria (ASI) Bahrain (BSMD) Barbados (BNSI) Belarus (BELST) Bulgaria (BDS) Chile (INN) Costa Rica (INTECO) Ecuador (INEN) Finland (SFS) Israel (SII) Italy (UNI) Jamaica (BSJ) Luxembourg (ILNAS) Malaysia (DSM) Malta (MCCAA) Netherlands (NEN) Pakistan (PSQCA) Peru (INACAL) Portugal (IPQ) Qatar (QS) Romania (ASRO) Russian Federation (GOST R) Serbia (ISS) Singapore (SPRING SG) South Africa (SABS) Spain (UNE) Switzerland (SNV) United Arab Emirates (ESMA) Uruguay (UNIT) Zimbabwe (SAZ)

#### Comments

Barbados (BNSI) Ishmael, Anthea Mrs.	No feedback has been received from stakeholders to date.
Colombia (ICONTEC) Rodriguez, Consuelo	The instructions for use have high impact for consumers to be informed, that is why there are some aspects to add: -Guidelines that focus on reducing environment impact and animals. (4.1., 4.5, 5.1 and 7.12.1) - the instructions for use should include storage aspects. (5.8,5.9,6.6, table B1). - the instructions for use must have a durability equivalent to at least the useful life of the product (6.2 and 6.3). - To include information about the x-height because it is not clear at 7.2.4.
Egypt (EOS) Mostafa, Mervat Ms	We approve this Guide, and we take it as reference to modified our Standard .
France (AFNOR) Museux, Hervé M.	Proposal to introduce on the doc (Ch 4.6) : <ul style="list-style-type: none"><li>• Durability</li><li>• Availability of spare-parts</li><li>• Auto-repairability</li></ul>
Indonesia (BSN) Sagala, Konny Mrs	Please see our comment file as attached
Korea, Republic of (KATS) Moon, Eunsook Ms	'Instructions for use of products by consumers/ should be changed and strengthened in the digital market. Many new multifunctional products are introduced in markets. DIY products are getting popular with consumers. Overseas direct purchase by consumers is growing. These changes require new instructions and, accordingly, revision of the standard.
Malaysia (DSM) A.Subramaniam, Sharvin Mr	Due to lack of national expert input, we are unable to answer the 4 questions below. thank you.
Mauritius (MSB) Guness, Beejadhur Mr	The standard could be reviewed and either reconfirmed or revised/amended
United Kingdom (BSI) Homer, Sadie Mrs	It requires revision as there are direct references to ISO 82079-1 : 2012 which is being revised An annex specifically covering consumer product instructions, giving detailed guidance on product assembly instructions would add value

Answers to Q.2: "Has this International Standard been adopted or is it intended to be adopted in the future as a national standard or other publication?" (all votes)		
21 x	Yes	Algeria (IANOR) Barbados (BNSI) Belarus (BELST) Chile (INN) Colombia (ICONTEC) Costa Rica (INTECO) Denmark (DS) Egypt (EOS) Indonesia (BSN) Iran, Islamic Republic of (ISIRI) Japan (JISC) Korea, Republic of (KATS) Norway (SN) Pakistan (PSQCA) Philippines (BPS) Sri Lanka (SLSI) Sudan (SSMO) Trinidad and Tobago (TTBS) Tunisia (INNORPI) Turkey (TSE) United Kingdom (BSI)
48 x	No	Argentina (IRAM) Australia (SA) Austria (ASI) Bahrain (BSMD) Botswana (BOBS) Brazil (ABNT) Bulgaria (BDS) Canada (SCC) China (SAC) Cyprus (CYS) Czech Republic (UNMZ) Ecuador (INEN) Finland (SFS) France (AFNOR) Germany (DIN) Ghana (GSA) India (BIS) Ireland (NSAI) Israel (SII) Italy (UNI) Jamaica (BSJ) Kazakhstan (KAZMEMST) Luxembourg (ILNAS) Malaysia (DSM) Malta (MCCAA) Mauritius (MSB) Mexico (DGN) Namibia (NSI) Netherlands (NEN) Nigeria (SON) Panama (COPANIT) Peru (INACAL) Portugal (IPQ) Qatar (QS) Romania (ASRO) Russian Federation (GOST R) Saudi Arabia (SASO) Serbia (ISS) Singapore (SPRING SG) Slovenia (SIST) South Africa (SABS) Spain (UNE) Sweden (SIS) Switzerland (SNV) Thailand (TISI) United Arab Emirates (ESMA) Uruguay (UNIT) Zimbabwe (SAZ)
Comments		
Algeria (IANOR) Hales, Djamal Mr	NA ISO CEI GUIDE 37	
Argentina (IRAM) Santella, Mabel Mrs	it has not been adopted and it is not intended to be adopted	
Australia (SA) Faber, Natalie Ms	No comment	
Austria (ASI) Koellner, Gabriele Mrs	Instead of this International Standard and keeping in mind that the use of standards is not compulsory, either bilaterally agreed specifications (other documents than standards) or a relevant national/regional standard might be used instead of this International Standard.	
Bahrain (BSMD) Alsalman, Asma Mrs	It will be adopted in the near future	
Barbados (BNSI) Ishmael, Anthea Mrs.	Consideration is being given to its adoption.	
Belarus (BELST) Baravets, Yuliya Ms	-	
Botswana (BOBS) Pheresi, Tebogo Mr	intend to be adopted	
Brazil (ABNT) Caetano, Brian Mr	We are studying this subject.	
Bulgaria (BDS) Milanova, Kamelia Ms	no interest	
Canada (SCC) Redekop, Quinn Mr	Not applicable. This is a guide not an International Standard.	
Chile (INN) López, Marly Mrs.	NCh-ISO/IEC Guía 37:2014 Instrucciones para el uso de productos por los consumidores	
China (SAC) Cao, Lili Ms.	We have GB/T 5296 "Instructions for use of products of consumer interest".	
Colombia (ICONTEC) Rodriguez, Consuelo	GTC 260:2015. Instrucciones para el uso de productos destinados para el consumidor.	
Costa Rica (INTECO) Picado Jiménez, Susana Ms	In the future, will be adopted.	
Cyprus (CYS) Nicolaou, Marilena Ms	HELPFUL TOOL	
Czech Republic (UNMZ) Kuklova, Lydie Mrs.	This International Standard is not intended to be adopted.	
Denmark (DS) Agger, Maibritt Mrs	DS/ISO/IEC Guide 37	

Answers to Q.2: "Has this International Standard been adopted or is it intended to be adopted in the future as a national standard or other publication?" (all votes)	
Comments	
Ecuador (INEN) Maldonado, Michelle Ms	It has not been adopted. In Ecuador there are institutions that are in charge of creating consumer policies.
Egypt (EOS) Mostafa, Mervat Ms	We have ES 4698 /2008 and the referance is ISO Guide 37 /1995 .
Finland (SFS) Vahtila, Susanna Mrs	The earlier version was translated (as a guide), but not this one. As far as we know, it is not used at all.
France (AFNOR) Museux, Hervé M.	No comment
Germany (DIN) Committee Service Centre, DIN -	It exists DIN EN 82079-1
Ghana (GSA) Dankwa, Iris Mrs	N/A
India (BIS) Rao, Karlapalem Narasimha Mr	<b><i>The older version of above Standard , that is ISO/IEC Guide 37:1995 had been adopted as IS/ISO/IEC Guide 37:1995 by BIS in 2009 .</i></b>
Indonesia (BSN) Sagala, Konny Mrs	we intend to adopt the standard in the future
Iran, Islamic Republic of (ISIRI) Ghasemi, Elham Mrs.	it is intended to be adopted in the future as a national standard
Ireland (NSAI) Ryan, Victoria Ms	As a policy, NSAI does not adopt ISO publications unless they are also adopted by CEN or need to be adopted for other business reasons
Israel (SII) Maor, Revital Mrs	-
Italy (UNI) Tavolieri, Tiziana Ms	At the moment we do not envisage to adopt it.
Jamaica (BSJ) Smith, Tafara Ms	The international standard is being considered for adoption
Japan (JISC) Nakakuki, Takashi Mr.	JIS S 0137:2000: Guidelines for instructions for use of products of consumer interest (translated title in English) This standard is identical to ISO/IEC Guide 37:1995.
Kazakhstan (KAZMEMST) Abaiuly, Bolat Mr	no comment
Korea, Republic of (KATS) Moon, Eunsook Ms	KSAISOIEC GUIDE37
Luxembourg (ILNAS) Hoerold, Jérôme Mr	n/a
Malaysia (DSM) A.Subramaniam, Sharvin Mr	Due to lack of national expert input, we are unable to answer the question. thank you.
Malta (MCCAA) Farrugia, Francis P. Mr	No interest has been registered to adopt this standard as a national standard.
Mauritius (MSB) Guness, Beejadhur Mr	The standard would be proposed to the national technical committee for adoption
Mexico (DGN) Pacheco, Sofía Ms	No at this moment
Namibia (NSI) Scheffers, John Mr	Intended
Netherlands (NEN) Vermolen, Sylvia Mrs.	ISO/IEC Guide 37:2012 (Ed 3)

<b>Answers to Q.2: "Has this International Standard been adopted or is it intended to be adopted in the future as a national standard or other publication?" (all votes)</b>	
<b>Comments</b>	
Nigeria (SON) Orngudwem, Tersoo Mr	Used directly
Norway (SN) Thorkildsen, Hege Ms	It is intended in the future
Pakistan (PSQCA) Khan, Obaid Mr	we will adopt it.
Panama (COPANIT) Ortega, Aníbal Mr	In the future
Peru (INACAL) Uria, Rosario Mrs	No information
Philippines (BPS) Fernando, Ann M. Ms.	PNS ISO/IEC GUIDE 37: 2013
Portugal (IPQ) Isidoro, Alexandra Mrs	No comments
Qatar (QS) Zeedan, Mohsen Shaban Mr	It was not proposed.
Romania (ASRO) MOESCU, Mihaela Mrs	No, due to lack of national expert input
Russian Federation (GOST R) Deryabina, Anastasiya Mrs	<b>Due to lack of interest from experts</b>
Saudi Arabia (SASO) Babader, Ahmed Dr	N/A
Serbia (ISS) Kalinic, Tanja Ms	/
Singapore (SPRING SG) Christina, Choong Ms	lack of national expert comment
Slovenia (SIST) Opaskar, Gorazd	We do not have an interest.
South Africa (SABS) Thibedi, Neo Ms	no in use
Spain (UNE) Encabo, Elena Ms	No interest
Sri Lanka (SLSI) Senaratne, Theja Mrs	consideration for national adoption is being done
Sudan (SSMO) sokrab, awad mohamed ahmed sokrab Mr	planned 2018
Sweden (SIS) Edmark, Helene Ms	No, it has not been adopted and it is not a subject of discussion at this stage.
Switzerland (SNV) Meister, Helena Mrs	There is no request from national stakeholders.
Thailand (TISI) Nuangam, Krongtham Ms	This International Standard is not intended to be adopted in the future as a national standard.
Trinidad and Tobago (TTBS) Alleyne-Ash, Alana	It is expected to be used in other publications in the future
Tunisia (INNORPI) Ben Hamouda, Latifa Mrs	norme tunisienne NT110.253
Turkey (TSE) Inkaya, Tugba Ms	This international standard is intended to be adopted in the future



Answers to Q.2: "Has this International Standard been adopted or is it intended to be adopted in the future as a national standard or other publication?" (all votes)	
Comments	
United Arab Emirates (ESMA) AL smairan, bkhaitan Mr	na
United Kingdom (BSI) Homer, Sadie Mrs	Yes - Implemented as PD ISO/IEC GUIDE 37:2012
Uruguay (UNIT) Gómez, Fernando Mr	No
Zimbabwe (SAZ) Marunda, Romana Ms	No consultations have been made to adopt this IS.

Answers to Q.3: "Is the national publication identical to the International Standard or was it modified?" (all votes)	
<b>18 x Identical</b>	Algeria (IANOR) Barbados (BNSI) Belarus (BELST) Chile (INN) Costa Rica (INTECO) Denmark (DS) Egypt (EOS) Iran, Islamic Republic of (ISIRI) Japan (JISC) Korea, Republic of (KATS) Norway (SN) Pakistan (PSQCA) Philippines (BPS) Sri Lanka (SLSI) Sudan (SSMO) Tunisia (INNORPI) Turkey (TSE) United Kingdom (BSI)
<b>3 x Modified</b>	Colombia (ICONTEC) Indonesia (BSN) Trinidad and Tobago (TTBS)
Comments	
Colombia (ICONTEC) Rodriguez, Consuelo	There are mentioned at the first answer.
Indonesia (BSN) Sagala, Konny Mrs	they will be defined later
Trinidad and Tobago (TTBS) Alleyne-Ash, Alana	Modified to support labelling regulations

Answers to Q.4: "If this International Standard has not been nationally adopted, is it applied or used in your country without national adoption or are products/processes/services used in your country based on this standard?" (all votes)	
<b>5 x Yes</b>	France (AFNOR) India (BIS) Malta (MCCAA) Netherlands (NEN) Nigeria (SON)
<b>43 x No</b>	Argentina (IRAM) Australia (SA) Austria (ASI) Bahrain (BSMD) Botswana (BOBS) Brazil (ABNT) Bulgaria (BDS) Canada (SCC) China (SAC) Cyprus (CYS) Czech Republic (UNMZ) Ecuador (INEN) Finland (SFS) Germany (DIN) Ghana (GSA) Ireland (NSAI) Israel (SII) Italy (UNI) Jamaica (BSJ) Kazakhstan (KAZMEMST) Luxembourg (ILNAS) Malaysia (DSM) Mauritius (MSB) Mexico (DGN) Namibia (NSI) Panama (COPANIT) Peru (INACAL) Portugal (IPQ) Qatar (QS) Romania (ASRO) Russian Federation (GOST R) Saudi Arabia (SASO) Serbia (ISS) Singapore (SPRING SG) Slovenia (SIST) South Africa (SABS) Spain (UNE) Sweden (SIS) Switzerland (SNV) Thailand (TISI) United Arab Emirates (ESMA) Uruguay (UNIT) Zimbabwe (SAZ)
Comments	
France (AFNOR) Museux, Hervé M.	Partially, in the frame of comparative tests of consumers magazine.
India (BIS) Rao, Karlapalem Narasimha Mr	<b><i>The older version of above Standard, that is ISO/IEC Guide 37:1995 had been adopted as IS/ISO/IEC Guide 37:1995 by BIS in 2009.</i></b>
Malta (MCCAA) Farrugia, Francis P. Mr	This standard can be used in Malta by standards' users as needed.
Netherlands (NEN) Vermolen, Sylvia Mrs.	ISO/IEC Guide 37:2012 (Ed 3)
Nigeria (SON) Orngudwem, Tersoo Mr	Yes

Answers to Q.5: "Is this International Standard, or its national adoption, referenced in regulations in your country?" (all votes)
--

Answers to Q.5: "Is this International Standard, or its national adoption, referenced in regulations in your country?" (all votes)		
1 x	Yes	Sudan (SSMO)
68 x	No	Algeria (IANOR) Argentina (IRAM) Australia (SA) Austria (ASI) Bahrain (BSMD) Barbados (BNSI) Belarus (BELST) 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) 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) Korea, Republic of (KATS) Luxembourg (ILNAS) Malaysia (DSM) Malta (MCCAA) Mauritius (MSB) Mexico (DGN) Namibia (NSI) Netherlands (NEN) Nigeria (SON) Norway (SN) Pakistan (PSQCA) Panama (COPANIT) Peru (INACAL) Philippines (BPS) Portugal (IPQ) Qatar (QS) Romania (ASRO) Russian Federation (GOST R) Saudi Arabia (SASO) Serbia (ISS) Singapore (SPRING SG) Slovenia (SIST) South Africa (SABS) Spain (UNE) Sri Lanka (SLSI) Sweden (SIS) Switzerland (SNV) Thailand (TISI) Trinidad and Tobago (TTBS) Tunisia (INNORPI) Turkey (TSE) United Arab Emirates (ESMA) United Kingdom (BSI) Uruguay (UNIT) Zimbabwe (SAZ)
Comments		
Sudan (SSMO) sokrab, awad mohamed ahmed sokrab Mr		It is referenced in our regulation

Answers to Q.6: "In case the committee decides to Revise/Amend, will/are you committed to participate actively in the development of the project?" (all votes)		
13 x	Yes	Canada (SCC) China (SAC) Colombia (ICONTEC) Czech Republic (UNMZ) Jamaica (BSJ) Japan (JISC) Korea, Republic of (KATS) Nigeria (SON) Philippines (BPS) Sri Lanka (SLSI) Sudan (SSMO) Trinidad and Tobago (TTBS) United Kingdom (BSI)
56 x	No	Algeria (IANOR) Argentina (IRAM) Australia (SA) Austria (ASI) Bahrain (BSMD) Barbados (BNSI) Belarus (BELST) Botswana (BOBS) Brazil (ABNT) Bulgaria (BDS) Chile (INN) Costa Rica (INTECO) Cyprus (CYS) Denmark (DS) Ecuador (INEN) Egypt (EOS) Finland (SFS) France (AFNOR) Germany (DIN) Ghana (GSA) India (BIS) Indonesia (BSN) Iran, Islamic Republic of (ISIRI) Ireland (NSAI) Israel (SII) Italy (UNI) Kazakhstan (KAZMEMST) Luxembourg (ILNAS) Malaysia (DSM) Malta (MCCAA) Mauritius (MSB) Mexico (DGN) Namibia (NSI) Netherlands (NEN) Norway (SN) Pakistan (PSQCA) Panama (COPANIT) Peru (INACAL) Portugal (IPQ) Qatar (QS) Romania (ASRO) Russian Federation (GOST R) Saudi Arabia (SASO) Serbia (ISS) Singapore (SPRING SG) Slovenia (SIST) South Africa (SABS) Spain (UNE) Sweden (SIS) Switzerland (SNV) Thailand (TISI) Tunisia (INNORPI) Turkey (TSE) United Arab Emirates (ESMA) Uruguay (UNIT) Zimbabwe (SAZ)
Comments		
Canada (SCC) Redekop, Quinn Mr		Ms. Coro Strandberg at corocorostrandberg.com Mr. Rae Dulmage at Rdulmage@outlook.com
China (SAC) Cao, Lili Ms.		Mr. HOU Fei
Colombia (ICONTEC) Rodriguez, Consuelo		Mrs. Sandra Herrera, sherrera@icontec.org
Czech Republic (UNMZ) Kuklova, Lydie Mrs.		Mr. Libor Dupal, dupal@regio.cz
Jamaica (BSJ) Smith, Tafara Ms		dallen@cac.org.jm
Japan (JISC) Nakakuki, Takashi Mr.		Mr. Takashi Nakakuki, Japanese Standards Association (JSA) /JISC
Korea, Republic of (KATS) Moon, Eunsook Ms		Eunsook Moon / Representative of consumer group, co-convener of COPOLCO WG4(Product Safety)
Nigeria (SON) Orngudwem, Tersoo Mr		Mr. Tersoo I. Orngudwem (tersoo.orngudwem@son.gov.ng)
Philippines (BPS) Fernando, Ann M. Ms.		Atty. Victorio Mario A. Dimagiba

**Answers to Q.6: "In case the committee decides to Revise/Amend, will/are you committed to participate actively in the development of the project?" (all votes)**

**Comments**

Sri Lanka (SLSI) Senaratne, Theja Mrs	theja@slsi.lk
Sudan (SSMO) sokrab, awad mohamed ahmed sokrab Mr	head of national consumer committee
Trinidad and Tobago (TTBS) Alleyne-Ash, Alana	Ms. Carla Smith, Standards Officer, Implementation Division
United Kingdom (BSI) Homer, Sadie Mrs	to be confirmed

**Comment files from voters**

Canada (SCC) Redekop, Quinn Mr	<b>See linked comment file:</b> <a href="#">ISO IEC Guide 37 2012 (Ed 3) SCC.doc</a> (access restricted to ballot audience)
Denmark (DS) Agger, Maibritt Mrs	<b>See linked comment file:</b> <a href="#">ISO IEC Guide 37 2012 (Ed 3) DS.doc</a> (access restricted to ballot audience)
Indonesia (BSN) Sagala, Konny Mrs	<b>See linked comment file:</b> <a href="#">ISO IEC Guide 37 2012 (Ed 3) BSN.doc</a> (access restricted to ballot audience)
Japan (JISC) Nakakuki, Takashi Mr.	<b>See linked comment file:</b> <a href="#">ISO IEC Guide 37 2012 (Ed 3) JISC.doc</a> (access restricted to ballot audience)
Thailand (TISI) Nuangam, Krongtham Ms	<b>See linked comment file:</b> <a href="#">ISO IEC Guide 37 2012 (Ed 3) TISI.docx</a> (access restricted to ballot audience)

**Comments from commenters**

Commenter	Comment	Date
ANEC Russell, Stephen Mr.	<b>See linked comment file:</b> <a href="#">ISO IEC Guide 37_2012 (Ed 3)_ANEC.doc</a> (access restricted to ballot audience)	2018-03-02

## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
ANEC 1 001				ge	<p>Guide 37 is quite comprehensive. However, there is probably scope for improvement for the following broad reasons:</p> <ul style="list-style-type: none"> <li>Looking just at the title in a catalogue, potential users of the guide are likely to think that all it covers is instructions for use whereas it quite rightly goes beyond this, including information to support the selection of a product (point of sale information), marking and labelling, installation/assembly, use, repair, maintenance, disposal, etc. Perhaps the title could be made more comprehensive.</li> <li>In view of the first comment, there is probably a need to define what is meant by each of the terms that the guide covers.</li> </ul>		
ANEC 2 002				ge	<p>As far as we understand, IEC/ISO 82079-1:2012, 'Preparation of instructions for use – Structuring, content and presentation – Part 1: General principles and detailed requirements' is currently under revision. Guide 37 would need revision as it directly references individual clauses in 82079-1:2012.</p> <p>In addition, ISO/IEC Guide 14:2003 'Purchase information on goods and services intended for consumers', is currently at the FDIS stage of revision.</p> <p>Both these documents have a certain overlap with Guide 37. Having more than one document dealing with the same thing is confusing and difficult for</p>		

1 **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial

# Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
					<p>standards writers and users.</p> <p>A major restructuring of the various product information guides should be discussed so that they fit together better than at present. Some options:</p> <ul style="list-style-type: none"> <li>• a possible merging of Guides 14 and 37.</li> <li>• a single Guide with various Parts, each Part covering different aspect of the relevant information and a Part 1 that provides an introductory overview.</li> <li>• an annex to guide 37 (which is specifically for consumer product instructions) giving more detailed guidance for product assembly instructions than is available in 82079-1.</li> </ul>		
JP 003				ge	<p>Now IEC/ISO 82079-1 is under revision, refining the contents, to be completed in a year. The contents are more or less the same as the guide.</p> <p>It is recognized that the target users of the guide and the standard is different, However, I think, even for standard writers, it would be better for them to refer the updated standard instead of the guide. So, it might be necessary to consider the way forward about the two documents with the same contents.</p>		

1 **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial

## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
CA 004				ge	Destruction should not be used in the document.	Change all instances of destruction/disposal to reuse/recycle/disposal	
CA 005				ge	There is no reference to consideration of reuse as a second hand good. These goods are often cross border traded. Some products should not be reused and ISO 20245 does cover these.	Include in the revision appropriate reference to ISO 20245:2017	
CA 006		03		ge	ISO/IEC Guide 14 lacks a definition of the circular economy	Change: For the purposes of this document, the terms and definitions given in ISO/IEC Guide 14 apply, <u>along with the following new definition relevant to this guidance:</u> <u>Circular Economy:</u> <u>economy that is restorative and regenerative by design, and which aims to keep products, components and materials at their highest utility and value at all times, distinguishing between technical and biological cycles.</u>  [SOURCE: ISO 20400, Definitions page 1, Adapted from Ellen MacArthur Foundation <a href="https://www.ellenmacarthurfoundation.org/">https://www.ellenmacarthurfoundation.org/</a> ]	
CA 007		03		ge	ISO/IEC Guide 14 lacks a definition of disassembly.	Change: For the purposes of this document, the terms and definitions given in ISO/IEC Guide 14 apply, <u>along with the following new definition relevant to these instructions:</u> <u>Disassembly:</u> <u>the process of separating a product, e.g. machine, into its different parts</u>	
CA 008		04.01		ge	Purpose of instructions for use is missing environmental impacts and second or subsequent use of products, consistent with principles of the circular economy.	Change: 4.1 Instructions for use are an integral part of the delivery of the product. Their purpose is to reduce — the danger of injury or ill health to people or animals, and — the risks to the product (or other property) of	

<sup>1</sup> **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

<sup>2</sup> **Type of comment:** **ge** = general **te** = technical **ed** = editorial

# Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
						damage, malfunction or inefficient operation - <u>environmental impacts of product use</u> Their purpose is also to increase - <u>product longevity</u> - <u>product repair, reuse and recycling</u> - <u>circular economy adoption and take-up by consumers</u>	
CA 009		04.05	Bullet point 3	ed	Lack of an Oxford comma made this read as “signs of deterioration and signs of repair, instead of “repair and signs of deterioration.” I.e. it seemed to imply that consumers should be enabled to identify the need for repair, but not actually completing the repair. Propose to re-order to increase clarity.	Change to: “cleaning, maintenance, fault diagnosis, repair and signs of deterioration”	
CA 010		04.05	Bullet point 4	ge	Reference to only destruction/disposal appears to preclude possibility for disassembling products for separate collection of material types (e.g. instead of disposing a whole product (if it can't be reused), take it apart so that metal parts can go for scrap metal recycling, plastic parts can go for plastics recycling, hazardous materials like batteries can be safely disposed, and only the materials that have no recovery potential are disposed as garbage).  Additionally, from a circular economy perspective, nothing should be destroyed, so this word should be deleted.	Add a separate bullet point before or after: “disassembly of the product into constituent parts and/or materials for <del>destruction</del> /disposal, recycling, recovery and/or reuse with due regard to safety and environmental considerations”	
CA 011		04.06		ge	No reference is made to product re-use	Add a separate bullet point: “product reuse”	
CA 012		04.06		ge	No reference is made to product take-back programs	Add a separate bullet point: “product take-back programs”	

1 MB = Member body / NC = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

2 Type of comment: ge = general te = technical ed = editorial

## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
CA 013		04.06	Bullet point 1	ge	Reference to only destruction/disposal appears to preclude possibility for disassembling products for disposal/recycling/reuse of separate material streams.  Additionally, from a circular economy perspective, nothing should be destroyed, so this word should be deleted.	Add a separate bullet point: "disassembly of the product into constituent parts and/or materials for <del>destruction</del> disposal, recycling, recovery and/or reuse"	
CA 014		04.08		te	No language around including information with the product about where consumers can find or how they can access separate maintenance and repair manuals	Add "Include information on where consumers can find or access maintenance and repair manuals."	
CA 015		04.10		te	Missing language around including information with the product about where professionals can find or how they can access separate maintenance and repair manuals	Add: "Instructions requiring professional expertise should be clearly distinguished "and information on where professionals can find or access separate maintenance and repair manuals should be provided."	
CA 016		04.11		ge	Limited life is not defined. If there is an ISO standard on what should be considered limited life of product it should be referenced, alternatively, include a definition of limited life that does not inadvertently direct consumers to dispose products when they are still useful/functioning/valuable.	<del>For products that have a limited life (in terms of safety, quality of performance or economic benefit),</del> Clear information should be provided on the year of manufacture and/or on the date (and nature) of expiry "to enable consumers to redirect products when they are no longer desired, but may be useful, functioning or valuable to others." Please see related standards with ICS code 13.020.60 for references to product life-cycle.	
CA 017		04.11		ge	This section reflects the situation such as applies to circuit breakers and smoke alarms the former which once removed should not be reused and the latter has to be replaced and not reused after a stated number of years. In some circumstances the products may contain elements which require safe handling.  The gap then is the area of circular economy and the lack of examples and definitions	Retain clause but provide definitions of terms and insert examples. Add more clauses to deal with circular economy.	
CA		04.11		ge	In addition to providing info on the year of manufacture and/or date of expiry, it needs to be	Add: "Use of expiry dates should be used with caution, as consumers should not be guided to	

1 **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial



## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
018					clear what to do with products afterwards. Should be encouraged to avoid providing a “date of expiry” for products as much as possible. Don’t want to inadvertently guide consumers to dispose of products when they are still useful/functional/valuable.	dispose of products when they are still useful/functional/valuable.” Make sure it doesn’t conflict with ISO/IEC Guide 41 on Packaging.	
CA 019		04.14		ge	Suggest best practice is to make instructions for use available online always, or for consumers who do not have online access, provide info about how to request a new copy in writing or by phone. i.e. so information can be accessed even if consumers discard manuals. Instructions are often now only online or downloadable and for small products often this the only source of operational instructions as these are not put on the product. It is important to provide clearer guidance on the considerations to make in looking at this option. It is also important to provide clear direction on where to find these. They should be downloadable. If bandwidth is limited there has to be a means to obtain a print copy at a reasonable price.	Add: “Make instructions for use available online, and for consumers who do not have online access, provide information about how to request a new copy in writing or by phone, so that information can be accessed even if consumers discard manuals.”	
CA 020		05.01		te	The language “minimize harm” gives the impression that some harm to the environment will be inevitable. Better to frame as minimize or prevent harm.	Change to: “Standards should only specify the minimum information required by users to be able to <u>prevent</u> or minimize harm to people, property and the environment.”	
CA 021		05.01		te	Need to specify what is considered minimum information to support consumers using the product in the most sustainable way possible and to support consumers in making comparisons between product choices so they can make informed decisions about what to purchase if they are seeking to reduce their personal environmental footprint. This would need to be part of “point of sale information” or a “product information system”. E.g. include information about the water and energy use of the product incurred during its usage.	Add: “Where relevant, minimum information should include information about water use, energy use and discharges harmful to human animal or plant health associated with usage of the product to support consumers using the product in the most sustainable way possible and to help consumers choose environmentally-preferable products.”	

1 **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial

## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
CA 022		05.09		ge	Missing reference to disassembly for reuse/recycling/disposal, recycling and reuse. Additionally, from a circular economy perspective, nothing should be destroyed, so this word should be deleted.	Change to: "Where specific procedures are necessary for safe use, operation, assembly, disassembly, cleaning or maintenance of the product, or similarly for its <del>destruction</del> /disposal, <u>reuse, recycling, disassembly for reuse/recycling/disposal</u> , or disposal of waste materials, they should be specified in the product standard"	
DK 023		06.07			<p>The DS consumer committee is in favour of the approval of ISO/IEC guide 37 for continued use, but if the Guide is to be revised, we have the following minor comment:</p> <p>Given the fact that DVD as media has been phased out in all new computers which have been sold during the last couple of years, this clause should be amended to reflect this.</p> <p>Current text:</p> <p>6.7 Instructions for use in electronic format, e.g. video, digital video disc (DVD) or multimedia, should be designed for the widest possible audience, be easy to use and promote comprehension. DVDs and similar media can provide a range of sound track and subtitle options, including a sign language feature for consumers with a hearing impairment and an audio description for those with a sight impairment.</p>	<p>Proposed new text:</p> <p>6.7 Instructions for use in electronic format, e.g. video or multimedia, should be designed for the widest possible audience, be easy to use and promote comprehension. In particular it should be noticed that some media, such as DVD's now de-facto is outphased, so instructions delivered on this media should also be available on other media such as on the internet, and accessible by most browsers. It is important that a range of sound track and subtitle options, including a sign language feature for consumers with a hearing impairment and an audio description for those with a sight impairment is provided through accessible media.</p>	

<sup>1</sup> **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

<sup>2</sup> **Type of comment:** **ge** = general **te** = technical **ed** = editorial

## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
TH 024		07.02		ge	All instructions should be also specified in Braille letters with audio instruction accessed via website.		
TH 025	1	07.06.3		ed	“For on-product or on-packaging instructions the space available is often limited...” should read “For on-product or on-packaging instructions, the space available is often limited...”.		
TH 026		07.06.3		ge	This subclause mentions only the limitation with neither recommendations nor proposed solutions. Please reconsider or move 7.6.3 to be incorporated with 7.6.1.		
TH 027		07.06.7		ge	For better understanding, “The clarity (quality) of the language...” should read “The <b>quality (clarity)</b> of the language...”		
CA 028		07.08		te	The section on graphical symbols and the referenced standards therein are significantly out of date. All the symbols are searchable on the ISO Online browsing platform.	Significant revision is needed in this and related sections. Someone from ISO TC145, SC1, 2 and 3 needs to be consulted. Since ISO and IEC are insisting that all graphical symbols in standards be registered this is a critical consideration.	
CA 029		07.12.01		te	Repair information should include instructions on how to perform the repair, find instructions on repair and where to obtain replacement parts.	Add “Instructions should provide clear identification of how to perform the repair or where to find instructions on how to perform the repair, and where to obtain replacements parts if relevant.”	
CA 030		09		ge	Amend title to include other aspects beyond “use”.	Durability of instructions for use, <u>reuse</u> , <u>repair</u> , <u>recycling and disassembly</u>	
CA 031		09.02		ge	Amend reference to expected life of product to include circular economy aspect that products can have second lives.	Change: They should be designed and made to survive frequent handling by users during the expected life <u>and reuse</u> of the product in the environment where the product will be used and <u>reused</u> .	

<sup>1</sup> **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

<sup>2</sup> **Type of comment:** **ge** = general **te** = technical **ed** = editorial

## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
CA 032		09.03		ge	Amend reference to expected life of product to include circular economy aspect that products can have second lives.	It may be useful to mark such instructions, except those needed only for initial assembly or installation, "KEEP FOR FUTURE REFERENCE". However, replacement copies of all such instructions for use should be made available upon request by the producer/manufacturer throughout the expected life <u>and reuse</u> of the product.	
CA 033		10.04		ge	Need to include in evaluation testing of ease of repair and maintenance tasks associated with the product, not just normal use	Change: Interactive panel testing is a means of establishing how much help is given to the user by the instructions for use of a product, by answering any queries he may have when using it, including queries on safety and environmental aspects. This testing should establish the extent to which the instructions are complementary to the design, ergonomics and function of the product, <u>and ease of repair and maintenance tasks associated with the product, not just its normal use.</u>	
CA 034		Annex A	Table A.1	ge	Operating instructions Basic Functions list is missing environmental impacts, and disassembly instructions.	Add to 4.2 Operating instructions list, Basic Functions:  <ul style="list-style-type: none"> <li>- Complete for minimizing energy use, water use, discharges harmful to human, animal or plant health and/or other environmental impact</li> <li>- Disassembly instructions for separate disposal of parts for recycling and other forms of recovery vs. landfill and incinerator</li> </ul> Please see related standards with ICS code 13.020.60 for references to product life-cycle.	
CA 035		Annex A	Table A.1	ge	Operating instructions Disposal of Waste Products is missing disposal of disassembled parts.	Amend item 4.7 to say: Disposal of waste products <u>including correct disposal of disassembled parts by material type</u> Please see related standards with ICS code 13.020.60 for references to product life-cycle.	
CA 036		Annex A	Table A.1	ge	Operating instructions Maintenance and Cleaning is missing reference to repair and replacement parts.	Amend title to be "Maintenance, Cleaning and <u>Repair</u> " Add to 6. Maintenance and Cleaning list:	

1 **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial

## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
						<ul style="list-style-type: none"> <li>- Maintenance and repair instructions, or information about where to obtain these instructions</li> <li>- Information about where to obtain replacement parts</li> </ul> <p>Please see related standards with ICS code 13.020.60 for references to product life-cycle.</p>	
CA 037		Annex A	Table A.1	te	Missing reference to Repair	Amend item 6.2 to say "Maintenance, cleaning and repair by users"	
CA 038		Annex A	Table A.1	te	Missing reference to Repair	Amend item 6.3 to say "Maintenance, cleaning and repair by qualified people"	
CA 039		Annex A	Table A.1	ge	Missing environmental impact information.	<p>Amend title to be "Critical safety, health <u>and</u> <u>environmental impact</u> information"</p> <p>Add to 7. Critical safety and health information list:</p> <ul style="list-style-type: none"> <li>- Risk to environment of incorrect disposal of product and its packaging (e.g. potential threats to planetary, human, animal and plant health)</li> <li>- Risk to environment of incorrect usage (e.g. potential threats to planetary, human, animal and plant health)</li> <li>- Risk to environment even with correct usage (e.g. potential threats to planetary, human, animal and plant health)</li> </ul> <p>Please see related standards with ICS code 13.020.60 for references to product life-cycle.</p>	
CA 040		Annex A	Table A.2	ge	Item 11, Durability doesn't make reference to checking that a way to obtain a new set of instructions is provided.	<p>Add to 11. Durability</p> <ul style="list-style-type: none"> <li>- Users are directed to where/how they can obtain additional or replacement sets of instructions, including repair instructions</li> </ul>	

<sup>1</sup> **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

<sup>2</sup> **Type of comment:** **ge** = general **te** = technical **ed** = editorial

## Template for comments and secretariat observations

Date:2018-03-07

Document: COPOLCO N370, Annex 5

Project: ISO/IEC Guide 37

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
ID 041		Annex B	Table B.3	ge	For sentence under the column of “Guidance on what to include in any standard” in Table B.3, we thought it will be more efficient if there is agreement among association members about the specific instruction-writing guide, therefore we propose add “or Industry association” in to the sentence.	If no reference is made in the standard to a specific instruction-writing guide, then the presentation of the information (i.e. media, format, wording and visibility of the information) will be left for individual producers (or their graphic designers) <b>or industry associations</b> to decide, within the limitations of any specific requirements in the standard (e.g. examples Clause 2 above).	
CA 042		Introduction	Paragraph 9 (i.e. final paragraph)	ge	Asserts that reliance on only one medium, phrase or graphic to communicate a safety message is inadequate. It makes sense that safety is the top concern, but instructions for sustainable use and disposal should also be communicated in multiple ways to successfully reach consumers.	Add a sentence after this paragraph: “Similarly, if reliance is placed on just one medium, one phrase or one graphic to communicate sustainable use and disposal messages, then some proportion of consumers will not receive that message and another proportion will fail to take them into account when using and disposing the product.”	

D:\ISO\data\prod\_iso\_comment-collation\work\temp\ISO\_IEC Guide 37\_2012 (Ed 3)\_ANEC.doc: Collation successful

D:\ISO\data\prod\_iso\_comment-collation\work\temp\ISO\_IEC Guide 37\_2012 (Ed 3)\_BSN.doc: Collation successful

D:\ISO\data\prod\_iso\_comment-collation\work\temp\ISO\_IEC Guide 37\_2012 (Ed 3)\_DS.doc: Collation successful

D:\ISO\data\prod\_iso\_comment-collation\work\temp\ISO\_IEC Guide 37\_2012 (Ed 3)\_JISC.doc: Collation successful

D:\ISO\data\prod\_iso\_comment-collation\work\temp\ISO\_IEC Guide 37\_2012 (Ed 3)\_SCC.doc: Collation successful

D:\ISO\data\prod\_iso\_comment-collation\work\temp\ISO\_IEC Guide 37\_2012 (Ed 3)\_TISI.docx: Collation successful

Collation of files was successful. Number of collated files: 6

SELECTED (number of files): 6

PASSED TEST (number of files): 6

FAILED TEST (number of files): 0

1 **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial

## Template for comments and secretariat observations

Date:2018-03-07	Document: COPOLCO N370, Annex 5	Project: ISO/IEC Guide 37
-----------------	---------------------------------	---------------------------

MB/ NC <sup>1</sup>	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment <sup>2</sup>	Comments	Proposed change	Observations of the secretariat
------------------------	----------------	----------------------	----------------------------	---------------------------------	----------	-----------------	------------------------------------

CCT - Version 4.0/2015

1 **MB** = Member body / **NC** = National Committee (enter the ISO 3166 two-letter country code, e.g. CN for China; comments from the ISO/CS editing unit are identified by \*\*)

2 **Type of comment:** **ge** = general **te** = technical **ed** = editorial



## PROPOSAL FOR REPURPOSING ISO/IEC GUIDES

---

This paper proposes ways to improve the visibility – and fitness for purpose – of the Guides developed by ISO/COPOLCO; and as a second step, proposes actions for enhancing ISO and ISO/IEC Guides. It follows up an initial position paper on ISO/IEC Guides submitted to the TMB (Annex 2 to COPOLCO 13/2014) and actions subsequently taken up by COPOLCO and the TMB.

### Who develops Guides?

According to the ISO/IEC Directives, Part 1, Annex A, a Guide "may be prepared by an ISO Policy Development Committee, an IEC Advisory Committee or Strategic Group, an ISO group reporting to the ISO technical management board, or an ISO/IEC Joint Coordination Group".

COPOLCO does not have the mandate to produce International Standards or other lower-consensus documents, but may develop ISO or ISO/IEC Guides ("Guides"). One of COPOLCO's roles is to advise on broad areas of consumer interest and Guides have been the vehicle for this advice given to ISO and IEC technical committees. COPOLCO has developed Guides on child safety, comparative testing, graphical symbols, instructions for use, packaging, product information, safety aspects in standards, and consumer needs in services (complete list at Annex A).

### What is a Guide?

Anecdotal evidence indicates there is still confusion about what Guides are and what they are supposed to do. This situation is not helped by the current lack of a formal definition of a "Guide".

In the previous edition of the ISO/IEC Directives, Part 2, *Rules for the structure and drafting of international standards*, 2011 (6<sup>th</sup> edition), a Guide was defined as; "a document published by ISO or IEC giving rules, orientation, advice or recommendations relating to international standardization". A Note 1 to entry stated: "Guides can address issues of interest to all users of documents published by ISO and IEC".

This edition had been superseded by the ISO/IEC Directives, Part 2, *Principles and rules for the structure and drafting of ISO and IEC documents*, 2016 (7<sup>th</sup> edition) which had deleted this definition. However, the 8<sup>th</sup> edition of the ISO/IEC Directives, Part 2 (2018) will reinstate a definition of a Guide.

A definition now appears in an informative brochure published in 2014, [ISO Guides: Adding value to international standards](#); iso.org also has this description on a [dedicated page on Guides](#). This is:

*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.*

However, "Guide" is also used within the ISO system for different purposes. As a case in point, a search for "Guide" on ISO's Online Browsing Platform under "publications" generates a list of largely [information handbooks for standards users](#) such as SMEs; this result contrasts with the official [listed Guides](#). Furthermore, "Guide" can be confused with "Guidance" which often applies to other types of deliverables.

**Recommendation:** find another term for "Guide" and define its role more precisely.



**Do all Guides fit the current definition?**

Not all of the COPOLCO Guides easily fit the above working definition of a Guide as advice to national standards bodies or committee experts. Some, such as ISO/IEC Guide 14 (product information for consumers), ISO/IEC Guide 37 (instructions for use), and ISO/IEC Guide 41 (packaging), have interest outside the ISO technical community, e.g. for standards users such as consumer organizations, suppliers or retailers. Converting them into international standards or other deliverables would increase visibility on the outside and facilitate their promotion as credible content.

**Further proposed actions for Guides**

Furthermore, since Guides 14, 37 and 41 are chargeable in current sales policy, they should logically be converted into ISO deliverables to benefit from greater visibility and promotion, and consistent treatment in the ISO System. By extension, all chargeable ISO and ISO/IEC Guides would be logical candidates for this conversion.

COPOLCO should therefore review whether some of its "Guides" should be revised into other deliverables (as ISO/CASCO has largely done with its Guides). COPOLCO has already proposed this course of action for ISO/IEC Guide 14, *Product information for consumers* (with the understanding that future revisions would take place in a committee other than COPOLCO) to address the issue of its lack of visibility to suppliers as a Guide. One main factor in this decision is the intended audience and likely users of the Guide, but there may be others (to be discussed).

In other fields such as conformity assessment, Guides on specialized subjects have largely been converted into International Standards, with the remaining Guides currently under systematic review. The documents remain under CASCO's responsibility as CASCO has the mandate to develop International Standards.

Once decided, the process for conversion would take place according to Annex A.8 of the *ISO/IEC Directives and Consolidated ISO Supplement, Part 1, 2017 (8<sup>th</sup> edition)*

Alternatively, some COPOLCO Guides that are not chargeable, and that are not mandatory for use in IEC such as ISO/IEC Guide 50 (safety aspects in standards) and ISO/IEC Guide 51 (child safety) can be converted into information brochures or handbooks to increase their attractiveness, outreach potential and likely readership. For mandatory Guides, information could be supplemented.

In the longer term, Guides mandatory in IEC should be considered for conversion into additional parts of the ISO/IEC Directives, to enhance the likelihood of use.

**Recommendation 1:** that COPOLCO review its portfolio of Guides according to the current definition and use of Guides, and consider whether to propose converting some into other ISO deliverables, or informative publications.

**Recommendation 2:** that the ISO/IEC Directives Maintenance Team reconsider and possibly narrow its definition of "Guide", and apply this to a reevaluation of the entire portfolio of Guides, with a view to converting some into other ISO and ISO/IEC deliverables, additional parts to the ISO/IEC Directives or non-normative documents.

**Raising awareness in the technical community**

In the short term, there is a need for additional training on content and use of the Guides, both at national and international level. We therefore suggest training for new committee secretaries systematically includes an introduction to the leaflet, *Added value of ISO/IEC Guides*, as part of the [Getting started toolkit](#). Material for the ISO Central Secretariat's ISO Secretaries' training week should include a mention of Guides along with distribution of this leaflet, and it should be made

available to ISO members for national training. This is especially necessary as use of the Guides is not mandatory within ISO (as it is for some Guides within IEC).

### **Promoting free availability of eligible Guides**

Guides have always been available free of charge to the members of the technical community for standards development purposes, on request to the national standards body or the technical committee or working group leadership. However, confusion resulted from an inconsistent listing of these on the ISO website, with many appearing as chargeable publications.

Technical group experts did not understand they could access Guides freely through the member body, and this created barriers to use. To counter this, a certain number of Guides that were considered purely for standardization purposes were made publicly available on iso.org.

*According to the TMB Secretariat:*

At its 59<sup>th</sup> meeting, TMB agreed there was an inconsistent approach in charging for Guides, recalling that those that support committee activities (such as those referenced in the Directives) are intended to be available for free.

The TMB secretariat has therefore reviewed the list of Guides and pricing policy in conjunction with the marketing department at ISO/CS. It was decided to make an additional 14 Guides freely available, bringing the total to 19.

Freely available Guides (in blue, Guides that were previously freely available):

- *ISO/IEC Guide 2 – Standardization and related activities -- General vocabulary*
- *ISO/IEC Guide 15 – ISO/IEC Code of principles on "reference to standards"*
- *ISO/IEC Guide 21-1 – Regional or national adoption of International Standards and other International Deliverables -- Part 1: Adoption of International Standards*
- *ISO/IEC Guide 21-2 – Regional or national adoption of International Standards and other International Deliverables – Part 2: Adoption of International Deliverables other than International Standards*
- *ISO Guide 50 – Safety aspects – Guidelines for child safety*
- *ISO Guide 51 – Safety aspects – Guidelines for their inclusion in standards*
- *ISO/IEC Guide 63 – Guide to the development and inclusion of safety aspects in International Standards for medical devices*
- *ISO Guide 64 – Guide for addressing environmental issues in product standards*
- *ISO Guide 69 – Harmonized stage code system (Edition 2) – Principles and Guidelines for use*
- *ISO/IEC Guide 71 – Guidelines for standards developers to address the needs of older persons and persons with disabilities*
- *ISO Guide 74 – Graphical symbols – Technical guidelines for the consideration of consumers' needs*
- *ISO/IEC Guide 75 – Strategic principles for future IEC and ISO standardization in industrial automation*
- *Guide 76 – Development of service standards – Recommendations for addressing consumer needs*
- *ISO Guide 78 – Safety of machinery – rules for drafting and presentation of safety standards*
- *ISO Guide 82 – Guide for addressing sustainability in standards*
- *ISO/IEC Guide 98-1 – Uncertainty in measurement – Part 1: Introduction to the expression of uncertainty in measurement*

- ISO/IEC Guide 98-3 – Uncertainty of measurement -- Part 3: Guide to the expression of uncertainty in measurement (GUM:1995)
- ISO/IEC Guide 98-3/Suppl 1 – Propagation of distributions using a Monte Carlo method
- ISO/IEC Guide 98-3/Suppl 1/Cor 1 Propagation of distributions using a Monte Carlo method TECHNICAL CORRIGENDUM 1
- ISO/IEC Guide 98-3/Suppl 2 – Extension to any number of output quantities
- ISO/IEC Guide 98-4 – Uncertainty of measurement – Part 4: Role of measurement uncertainty in conformity assessment

---

The barrier remains for those Guides that are saleable, and experts do not always know that they can access these Guides by logging into the password-protected area.

### Survey results on Guides

Partly in response to COPOLCO's 2014 request, the Technical Policy unit launched a survey of TC experts. Technical Policy kindly provided summarized results as below:

As reported in [TMB 48/2014](#), a survey was launched to the TC community via the [TMB Communiqué \(Ed. 46\)](#) to evaluate experts' knowledge of Guides and promote their use. The low level of responses received is already an indicator of the interest that Guides hold in the TC community. However, based on the responses received, the TMB secretariat was able to determine the following:

- **88%** of respondents chose the multiple-choice answer: *Guides provide guidance to technical committees for the preparation of standards, often on broad fields or topics*
- **33.3%** believe Guides are mandatory, **36.4%** do not, **30.3%** do not know
- **68%** believe Guides are free for members of the technical community, **8%** do not, **23%** do not know
- **23%** of respondents do not know where to obtain Guides
- **29%** of respondents experienced difficulties in accessing Guides
- **62%** have used Guides for ISO standards work
- **41.4%** consult Guides if the committee needs to address a specific topic in a Standard, **41.4%** do not and **17.2%** were not aware of Guides' existence before the survey
- **54%** of respondents feel they are adequately informed when a Guide is published
- **67%** responded that ISO Guide 82 addresses sustainability, **25%** that it addresses global relevance and **8%** that it addresses disabled access
- **50%** of respondents require more information on Guides and how to obtain them

### Conclusions:

- There is clearly little interest in using Guides in the TC community
- It is clear that there are difficulties in obtaining Guides and confusion on what they are for, given that a third of respondents believe them to be mandatory
- Better communication is needed so that members of the technical community know they have access to Guides and where to obtain them from
- Guides may not address all needs, but it is important to note that 17.2% were not aware of their existence before the survey
- Roughly half of respondents feel they are adequately informed when a Guide is published. This figure should be improved

A number of actions have taken place since 2014 to raise awareness and use of Guides, including the above-mentioned enhancements to iso.org, publication of the Guides leaflet, use of *ISO Connect* and ISO e-newsletters to promote Guides, especially upon publication.

To gauge impact of these actions, a follow-up survey would be desirable.

**Recommendation:** launch a follow-up survey to TC experts to gauge their understanding and use of ISO/IEC Guides.

## Conclusions

In summary, COPOLCO proposes the following actions for consideration to improve coherence of ISO deliverables as a whole and to address the ongoing issues of Guides' lack of understanding and recognition both within and outside of the ISO (and possibly IEC) technical community:

### For COPOLCO

Review all COPOLCO Guides for possible conversion into other ISO deliverables or informative publications.

### For other ISO and IEC bodies:

- Consider an alternative term for "Guide" and application of its current definition.
- In the short term, include the leaflet *Adding value to International Standards* in all training for new TC secretaries and chairs.
- In the longer term, reconsider categorizing all currently published Guides as other types of deliverables.
- Consider whether content on important horizontal matters, such as safety issues, should be introduced directly into the ISO/IEC Directives as new parts, replacing the relevant ISO/IEC Guides.
- Eliminate ambiguity in some Guides' definition and role by transforming all chargeable Guides into other deliverables.

***The full list of ISO/IEC COPOLCO Guides is overleaf.***

**APPENDIX – ISO/IEC Guides produced by COPOLCO, ISO webstore sales (April 2014- December 2017)**

<b>Guides</b>	<b>Sales</b>
ISO/IEC Guide 14, <i>Purchase information on goods and services intended for consumers</i>	3
ISO/IEC Guide 37, <i>Instructions for use of products by consumers</i>	30
ISO/IEC Guide 41, <i>Packaging – Recommendations for addressing consumer needs</i>	3
ISO/IEC Guide 46, <i>Comparative testing of consumer products and related services – General principles</i>	3
ISO/IEC Guide 50, <i>Safety aspects – Guidelines for child safety in standards and other specifications</i>	Free (4)
ISO/IEC Guide 51, <i>Safety aspects – Guidelines for their inclusion in standards</i>	Free (39)
ISO/IEC Guide 74, <i>Graphical symbols – Technical guidelines for the consideration of consumers' needs</i>	3
ISO/IEC Guide 76, <i>Development of service standards – Recommendations for addressing consumer issues</i>	4



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

## **NEW WORK ITEMS AND ISSUES – GENERAL MATTERS**



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

## **AGENDA ITEM 6      BASELINE REVIEW OF COPOLCO'S AIMS AND METHODS**



## AGENDA ITEM 6 REVIEW OF COPOLCO'S AIMS AND METHODS

<b>COPOLCO ACTION</b>	COPOLCO is invited to note the report.
-----------------------	--

The COPOLCO Chair has invited the Chair's Group to attend a meeting on 6 May to consider how COPOLCO can best support ISO's strategy, taking into consideration its own strategy, structure and activities. In his statement below, the Chair articulates his thinking behind this "baseline review".

The Chair will report on the outcome of this work at the Plenary meeting.

### Statement from the ISO/COPOLCO Chair:

ISO promotes a 2016-2020 Strategy whose main objectives are those of ISO/COPOLCO (using standards everywhere, having high quality standards and engaging stakeholders). In the sense of COPOLCO, our vision is that with wide use of standards, consumers will be safer and more secure. High quality standards are those that contain requirements to satisfy consumers' needs, and it is our main objective to involve consumers in this.

COPOLCO is a policy committee of ISO where the objectives of ISO 2016-2020 have been established and applied for many years, perhaps since its creation. And for that, COPOLCO has its standing working groups to achieve those objectives. As ISO is striving to reach these objectives, it is time for COPOLCO to apply a similar strategy that ISO has, to be in harmony, to speak the same language.

For this reason, because of an incipient demand from some COPOLCO members to incorporate new ways of working and new ideas for consideration, I decided to send a survey asking the members of the Chair's Group how they imagine COPOLCO and what it should adopt into its work.

When someone is new in a role it is time to propose ideas, and if there is something new that can be useful to improve the work, it is time to do it. COPOLCO is part of ISO, and in the ISO Strategy, COPOLCO needs to play a very important role. COPOLCO is in contact with consumers and for that reason COPOLCO can be the window through which society can see into ISO. If COPOLCO expands and strengthens its role, consumers will benefit.

We need to communicate within and outside of ISO that we are here to support the work of ISO NSB members, helping them to bring the voice of the consumer to the table. At the same time we need to hear from consumers around the world, to advise ISO on consumers' needs and what standards are needed in the future.

And for this, in this new world, many things are changing. There are already several organizations sharing efforts that will contribute to a better world, so it is necessary to work strategically and efficiently towards that goal.

It is my opinion that the working groups must be well integrated to discuss a common strategy. As a first step, I have proposed a Chair's Executive Group whose task is to follow this global strategy.

Following on the theme of the last General Assembly, we should not fear change. It's always time to change, remembering that standards need consumers and consumers need standards.





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

## **AGENDA ITEM 7      STRATEGY IMPLEMENTATION FOR ISO/COPOLCO**



## AGENDA ITEM 7 STRATEGY IMPLEMENTATION FOR ISO/COPOLCO

---

**COPOLCO ACTION** COPOLCO members are invited to note/comment on the report and annex.

At its meeting in November 2017, the COPOLCO Chair's Group approved strategic orientations and implementation measures for COPOLCO to enact in 2018 in support of the ISO Strategy 2016-2020. They comprise three main elements to support the "Engage stakeholders and partners" pillar of the Strategy, as follows:

- Strengthening capacity and motivation of National Standards Bodies to engage with national consumer stakeholders,
- Encouraging current COPOLCO members to participate actively in working groups, consultations, awareness-raising activities, and wider consumer issues beyond the direct scope of COPOLCO's work, and
- Raising the profile of COPOLCO and consumer matters to decision-makers in ISO.

The 2018 Implementation Plan appears at Annex.

The Chair also plans to hold a dedicated meeting on 6 May conduct a review of COPOLCO's aims and methods, in order to examine these orientations and assess if COPOLCO's activities are properly aligned with them.

An oral update on results of the 6 May Chair's Group meeting will be given at the Plenary, under agenda item 6.

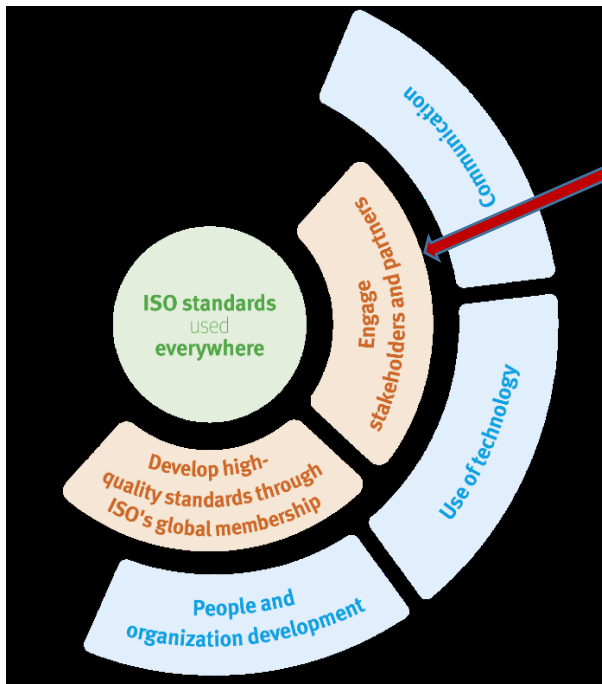
## 2017-2018 ISO/COPOLCO APPLICATION OF THE ISO STRATEGY 2016-2020

The 2017-2018 COPOLCO application of the ISO Strategy 2016-2020 implements the recommendations in COPOLCO N277 and N278 as approved in the ISO/COPOLCO plenary meeting on 18 May 2017 by Resolution 3/2017.

This application document includes: actions to raise the visibility of COPOLCO (COPOLCO CG N200), consumer-facing regional activities to mirror ISO's regional engagement strategy and actions to increase consumer interest engagement with ISO's standards development activity. This document applies COPOLCO's terms of reference and complements its current work programme.

### Positioning COPOLCO's strategy application

COPOLCO's strategy application primarily supports one of the main pillars of the overall ISO Strategy: "Engage stakeholders and partners"



There are a number of activities and actions that COPOLCO members, groups and leadership can undertake to support "Engage stakeholders and partners". Current actions outlined below focus on achieving the following goals:

- 1) strengthening capacity and motivation of National Standards Bodies to engage with national consumer stakeholders,
- 2) encouraging current COPOLCO members to participate actively in working groups, consultations, awareness-raising activities, and wider consumer issues beyond the direct scope of COPOLCO's work, and
- 3) raising the profile of COPOLCO and consumer matters to decision-makers in ISO.

### 1) Engaging national consumer stakeholders

Strengthening the capacity and motivation of National Standards Bodies to engage with national consumer stakeholders is vitally important as it is a precondition for consumer stakeholders' participation at the national level. This in turn is the basis for international participation and overall impact on the ISO system. Effective consumer participation and their feedback contributes to the development of high quality and market relevant standards.

One measure of commitment to engaging with national consumer stakeholders is the setting up of a COPOLCO mirror committee or consumer consultative committee. According to a survey of the COPOLCO membership in 2016, 13 out of 43, or 30% of members responding, had no such committee.

There is room for improvement in the level of some NSBs' engagement with national stakeholders, including consumers. Participation in ISO COPOLCO helps to develop the capacity of national consumer stakeholders to effectively participate in national, regional and international standards development.

The *ISO Directory of consumer interest participation* will provide other metrics for assessing the nature and extent of consumer interest involvement in ISO. The baselines can be set in 2018 once all data is collected from members.

## **2) Encouraging active member participation in COPOLCO**

Joining COPOLCO is an option for any ISO Member Body or Correspondent Member in good standing. Correspondent members may join COPOLCO as O members.

This can be measured inter alia by type of membership in COPOLCO (P or O), nomination of experts to working groups, response rates to surveys and consultations, and attendance at meetings.

COPOLCO currently has 124 members in all, including 72 P members. The level of active participation among these members is uneven. Only 30-35 members currently attend COPOLCO plenary meetings per year. This number may attain 45 if there is a sponsored training event in conjunction with the plenary. Of 72 eligible members, only 36 of these nominate experts to COPOLCO working groups.

## **3) Raising the profile of consumer input to decision-makers**

Outreach to decision-makers in the ISO system about the importance of consumer input is also key to achieving "Engage stakeholders and partners". Decision-makers determine such matters as the allocation of resources in the NSB, and policies and standardization programmes as they affect consumers.

COPOLCO input at the ISO governance level is secured through the COPOLCO Chair's ongoing participation as an *ex officio* member of the ISO Council. Current efforts are therefore focusing on outreach to Chief Executive Officers at international and regional ISO meetings, and reinforcing the presence and effectiveness of registered consumer representative experts nominated to working groups of ISO Technical Committees within COPOLCO's key areas of consumer interest.

## **Work plan for implementing the strategy**

### **1 Outreach events**

The ISO General Assembly, regional events and CEO meetings have a high concentration of CEOs and other NSB executives. The COPOLCO Chair, COPOLCO representatives (eg WG convenors), Secretary or other ISO officer can attend these in person and inform about COPOLCO, or ask local COPOLCO experts to do so. "ISO and the consumer" (when revised) and "COPOLCO at a glance" can be shared at these events.

<b>What</b>	<b>Who</b>	<b>By when</b>
Brief article for ISO focus on road safety workshop	Secretary	June ( <i>completed</i> )
Present COPOLCO at REI and various regional meetings	Chair	June+later dates
Develop "COPOLCO at a glance" document with key facts about ISO COPOLCO	ISOCS, Secretary	August 2017 ( <i>completed</i> )
Distribute copies of "COPOLCO at a glance" at GA and DEVCO, CASCO meetings	Chair	September 2017( <i>completed</i> ) and onwards.
Identify targeted NSB executives at GA and DEVCO to approach (and appoint outreach team if needed)	Secretary and Chair	8 September ( <i>completed</i> )
Promote COPOLCO at ANCO meetings, follow up ANCO contacts	Chair, REI	Planned for 5 April
Engage ASEAN CCP with standards and events	REI	Completed
Invite ASEAN CCP representative to COPOLCO meeting in Indonesia	REI	Completed (awaiting confirmation)
Obtain schedule of regional organization GA's in 2018	Secretary	Completed
Update <a href="#">ISO and the consumer</a> to include <i>COPOLCO at a glance</i> and main ideas of this paper (need visuals and infographics) .	Secretary	TBD
Coordinate presentation of (or materials on) consumer issues at regional organization events in 2018	Secretary	2 events covered
Contribute ideas and content to the <i>ISOfocus</i>	Secretary	Ad hoc
Engage media at ISO/COPOLCO meeting	BSN and ISO/CS	May 2018
Explore possibility of joint CASCO or DEVCO workshop with ISO COPOLCO at least once in three years	CG	TBD

## 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.

On 27-28 June, the ISO/COPOLCO Secretary attended the Global Sustainable Standards Conference of ISEAL and on 3-4 July she attended the 2<sup>nd</sup> meeting of the UNCTAD Intergovernmental Group of Experts on Consumer Law and Policy.

<b>What</b>	<b>Who</b>	<b>Status</b>
Invite ICPEN to the CG meetings	Secretary	No contact
Invite UNCTAD to become a liaison organization with ISO/COPOLCO	Chair, Secretary	Invitation extended
Approach OIML to appoint a new representative	Secretary	15 October
Coordinated outreach to road traffic safety agencies and affected ISOTCs	Chair, Secretary with CG	Ongoing

### 3 Increase engagement with Technical Committees

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

What	Who	By when
Study consumer representation in key area TCs	Secretariat	<i>Completed</i>
Maintain ad hoc communication with relevant TC Chairs and Secretaries	WG2 convenors	Ongoing
Advise WG2 key persons of currently-registered consumer experts in ISO Global Directory	Secretariat	<i>Completed</i>

### 4 Provide subject area expertise in capacity building

Offer resources and assistance in ISO/Academy programmes and for members in general, with subject matter expertise to aid in capacity-building. .

What	Who	By when
Train on consumer matters at ISO or interested organizations' events	Secretary and Chair	By invitation
Decide on training programmes for 2018	Secretary and Academy	27 October <i>completed</i>
Remind members of COPOLCO contact person and mirror committee guidance	Secretary	20 October <i>completed</i>
Revise <a href="#">Consumers and standards: Partnership for a better world</a>	Secretary and WG 3	during 2018
<i>To consider for future implementation - Work with UNCTAD , and other international organisations to offer online training courses using the ISO COPOLCO DLM and other consumer protection subject matter</i>		<i>First quarter 2019?</i>

### 5 Enhance communications tools

The main priority is to use communications tools as a means to achieve goals such as helping COPOLCO members strengthen national mirror committees. A number of IT tools have been enhanced or improved, such as *ISO.org* and *ISO meetings*.

What	Who	By when
Discuss whether to recommend that COPOLCO mirror committees be chaired by a management member of the NSB	CG	December 2017
Onboard COPOLCO members for IT tool updates made in 2017,	Secretary	December 2017
Improve and update content of <a href="#">ISOConnect</a> (COPOLCO space)	Secretariat	November 2017
Revise ISO and the consumer	Secretary and WG 3	March 2018
Highlight consumer standards to members and stakeholders in enquiry phase	Secretariat	Ongoing, 1x month
Use the ICS classification to identify and highlight standards of relevance to consumers to encourage consumer interest engagement, using communications tools such as the ISO Consumer update or the ISO TMB Communique	TBD	Ongoing

## **6 Develop a “calling card”**

Revise [\*ISO and the consumer\*](#) to be more compact and to include or refer to “COPOLCO at a glance” and include a section on how ISO/COPOLCO is supporting the ISO Strategy (including ideas from this paper). This will be used by ISO Central Secretariat or NSB officers to take with them to committee or stakeholders’ meetings as “calling card” to explain COPOLCO’s purpose and general scope of work.

Implementation: see above.



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

## **AGENDA ITEM 8      2018 WORKSHOP – RESULTS AND FOLLOW-UP ACTIONS**





## AGENDA ITEM 8      2018 COPOLCO WORKSHOP – RESULTS AND FOLLOW-UP ACTIONS

---

### About the 2018 workshop

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

The workshop will investigate whether standards and related solutions can complement legislation to address e-commerce, data privacy and security issues, while helping suppliers and consumers alike reap the benefits of technology: enhanced choice and improved delivery of goods and services. Are standards relevant and effective in the fast-moving digital landscape? Can improved technology, greater awareness and dissemination of best practices also help address these challenges satisfactorily? If so, how ?

The Workshop, "Consumer protection in the digital economy" on 9 May will attempt to answer those questions. 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 derive advantages from the digital economy while mitigating deleterious effects. 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 2018 workshop programme

Annex 2: List of past workshops



## ISO/COPOLCO Workshop, *Consumer protection in the digital economy*

Bali Nusa Dua Convention Center, Bali, Indonesia, 9 May 2018

---

- 9:00-10:00**      **Opening ceremony and welcome**
- 10:00-10:30**      **Coffee/tea break**
- 10:30-10:50**      **Key Consumer Issues in the digital economy and the current landscape**
- 10:50-12:15**      **Presentations on data protection by representatives of the Indonesian authorities and business community**
- 10:50-11:10*      Consumer data: giving consumers clarity and control over the use of their online data (Implementation of SNI ISO 27001 - Information Security)
- 11:10-11:30*      Online security: protecting consumer identity, privacy and assets, digital currency, the future of virtual or crypto currency
- 11:30-11:45*      Facilitated dialogue, Questions and answers
- 11:45-12:15*      **Panel discussion: E-commerce and online service: creating fairness and trust - Dispute settlement**
- 12:15-12:30*      **Q & A**
- 12:30-13:30*      **Lunch**
- 13:30-14:30**      **Presentations and panel discussion on solutions: international standards, regional partnerships and others.**
- Data protection, Privacy by Design, Dispute resolution mechanisms, Consumer issues in the sharing economy*
- Q& A,**
- Briefing for discussion tables**
- 14:30-15:30**      **Discussion, Development of recommendations**
- (Consideration of relevant national and international standards work and using discussion groups to apply ideas and principles to specific sectors, e.g. online transportation)
- Breakout tables:**
- Online transportation**
- Everyday ground transportation (local mobility)  
Important for daily life – purchases, getting to work.  
Service delivery

**Online travel**

For flights and train tickets, accommodation  
Fare charging on the platform for users, costs, and transparency of pricing.  
User confusion

**Product market (e-commerce)**

Product quality, information, misleading claims, fraud, dispute resolution methods.

**Table discussions on 2 questions**

What are the most urgent issues to address?

What are your recommendations for ISO or its members going forward?

**15:30-16:00**

***Coffee/tea break***

**16:00-17:00**

**Reporting back**

**17:00-17:15**

**General discussion, Q & A**

**17:15-17:30**

**Concluding remarks by ISO/COPOLCO Chair**

**17:30**

**Close of the workshop**

## LIST OF COPOLCO WORKSHOPS 1979 – 2018

---

- 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
- 2018 *Consumer protection in the digital economy*, Bali, Indonesia



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

## **NEW WORK ITEMS AND ISSUES – WORKING GROUPS**



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

## **AGENDA ITEM 9      TASK GROUP ON THE SHARING ECONOMY**

## AGENDA ITEM 9 TASK GROUP ON THE SHARING ECONOMY

**COPOLCO ACTION:** members are invited to note the report and conclusion of this report.

### Survey on IWA 27:2017, *Guiding principles and framework for the sharing economy*

#### Five questions were put to COPOLCO members:

Questions:	
Q.1	"Have you or your associates observed any national consumer protection issues with the sharing economy in your country? "
Q.2	"Were you or your associates aware of IWA 27 before today? "
Q.3	"Is IWA 27 being used/implemented in your country? "
Q.4	"How is IWA 27 being used/implemented? "
Q.5	"Based on national experience with IWA 27 (if any), do you have any recommendations for improvement? "

#### preliminary analysis that can be drawn from the survey

Almost 2/3 of respondents don't know or do not have any kind of policy or regulation associated with the sharing economy. Those who answer "yes" made reference to consumer protection legislation, both at national or sub-national levels.

In terms of awareness of the existence of IWA 27, also 2/3 of respondents (40 in 58 answers) declared that they were not aware of its existence. We can therefore conclude that we are having a communications problem: it can be either that some COPOLCO members are not accessing ISO news or related information, or that we as COPOLCO need to have a better communications strategy and implementation.

As a clear consequence of the low knowledge of IWA 27, its implementation in the countries is also low. Canada is the country that is doing the most to implement it (presumably because they were the ones that hosted the IWA workshop). The majority of answers are that there is no implementation (30) while 22 don't know if there is any implementation.

While only 6 answered that IWA 27 is being implemented, at least 12 countries answered on how it is implemented. This apparent contradiction could be explained by saying that some of the provisions of the IWA 27 can be contained in any piece of legislation (such as Sri Lanka explained). In the case of Turkey, they answered that they were not aware of its existence but responded that it is being implemented, used by SE actors; the same happened with Panama, amongst a few others.

Of those countries that informed that IWA 27 is being used/implemented in their countries, China and UK said that it is adopted nationally, France answered that is pending dissemination and is used by SE actors; the latter is also true for Japan. Canada mentioned that its implementation is being carried out by municipalities and platform developers.

On improvements to IWA 27, 6 out of 58 respondents mentioned that there is a need for such action. While France is proposing to advance into more detailed provisions for specific sectors and China wants to make changes to the existing text, Canada declared that they are advancing onto what they called Phase II, which is to guide relevant stakeholders on how to implement IWA 27. Nigeria mentioned that there is a need to transform IWA 27 into an international standard, while South Africa declared the need to develop an action plan reuniting different stakeholders, such as the NSB, the consumer protection agency and other relevant ones.

### **Conclusion**

The IWA 27 is still unknown for many, so there is a need to communicate and publicize its existence, and also encourage its implementation. Once it is known and implemented we can draw more information on what we should do with it: if we have to make the step towards proposing its conversion into a standard, or proposals on the content and text that should be revised. In that sense, the survey confirmed initial discussions and assumptions at the Chair's Group meeting last November in Geneva.

### **Draft Resolution**

#### **COPOLCO Resolution X/2018**

*Sharing economy*

COPOLCO,

approves the report of ISO/COPOLCO TG5, *Sharing economy*

encourages its members to consider IWA 27 for national adoption and implementation as a consumer protection tool for the sharing economy.



## Result of voting

Ballot Information	
<b>Ballot reference</b>	COPOLCO N366
<b>Ballot type</b>	CIB
<b>Ballot title</b>	Guidance for the sharing economy (IWA 27): first assessment of its use and impacts
<b>Opening date</b>	2018-03-14
<b>Closing date</b>	2018-03-24
<b>Note</b>	<p>Dear Sir or Madam,</p> <p>As you may already be aware, ISO published <i>IWA 27, Guiding principles and framework for the sharing economy</i> in September 2017. This document provides guiding principles and a framework for decision-making and action to address key social, environmental, and economic impacts and opportunities of the sharing economy. Please also refer to the <a href="#">October 2017 issue</a> of the <i>ISO Consumer update</i> newsletter, and an <a href="#">ISO news release</a>.</p> <p>The topic first arose out of debates during the 2015 COPOLCO workshop, <i>The connected consumer in 2020: empowerment through standards</i>. Participants concluded that new economic models raised consumer protection challenges that neither standards nor legislation yet fully addressed. With the aim to find a rapid market-relevant solution, SCC (Canada) organized an International Workshop Agreement conference in March 2017, with national government and stakeholder support.</p> <p>Subsequently, COPOLCO established COPOLCO Task Group 5 to study consumers' needs for service quality, security, information, redress, and other aspects in the sharing economy, and how these were being addressed (COPOLCO Resolution 14/2017).</p>

**For your reaction:**

*Raising awareness:* As IWA 27 originated with COPOLCO and is consumer-driven, we strongly encourage you to inform national stakeholders in your country about it and encourage its use. **Please find IWA 27 at annex.**

*Providing input:* COPOLCO TG 5 is developing material and recommendations for COPOLCO's consideration at the 2018 Plenary. To help us assess the current state of awareness and implementation of IWA 27 in your country, and inform the discussion, TG5 would greatly appreciate your responding to the Committee Internal Ballot N365 **by 24 March 2018** .

We thank you in advance for your attention to the above.

Yours faithfully,

Dana Kissinger-Matray, Secretary of ISO/  
COPOLCO

**Member responses:**

<b>Votes cast (58)</b>	Algeria (IANOR) Argentina (IRAM) Australia (SA) Bahrain (BSMD) 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)  
 Finland (SFS)  
 France (AFNOR)  
 Ghana (GSA)  
 India (BIS)  
 Indonesia (BSN)  
 Iran, Islamic Republic of (ISIRI)  
 Ireland (NSAI)  
 Israel (SII)  
 Jamaica (BSJ)  
 Japan (JISC)  
 Kazakhstan (KAZMEMST)  
 Kenya (KEBS)  
 Malaysia (DSM)  
 Malta (MCCAA)  
 Mauritius (MSB)  
 Mexico (DGN)  
 Netherlands (NEN)  
 Nigeria (SON)  
 Norway (SN)  
 Panama (COPANIT)  
 Peru (INACAL)  
 Philippines (BPS)  
 Portugal (IPQ)  
 Russian Federation (GOST R)  
 Saudi Arabia (SASO)  
 Serbia (ISS)  
 Singapore (SPRING SG)  
 Slovenia (SIST)  
 South Africa (SABS)  
 Sri Lanka (SLSI)  
 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)

**Comments submitted (0)**

**Votes not cast (15)**

Austria (ASI)  
 Bangladesh (BSTI)  
 Egypt (EOS)  
 Fiji (DNTMS)  
 Germany (DIN)  
 Italy (UNI)  
 Korea, Republic of (KATS)  
 Malawi (MBS)  
 Mongolia (MASM)  
 Namibia (NSI)  
 Oman (DGSM)

Pakistan (PSQCA)  
Romania (ASRO)  
Spain (UNE)  
Sudan (SSMO)

Questions:	
<b>Q.1</b>	"Have you or your associates observed any national consumer protection issues with the sharing economy in your country? "
<b>Q.2</b>	"Were you or your associates aware of IWA 27 before today? "
<b>Q.3</b>	"Is IWA 27 being used/implemented in your country? "
<b>Q.4</b>	"How is IWA 27 being used/implemented? "
<b>Q.5</b>	"Based on national experience with IWA 27 (if any), do you have any recommendations for improvement? "

Votes by members	Q.1	Q.2	Q.3	Q.4	Q.5
<b>Algeria (IANOR)</b>	N/A	Yes	No	e) Not at all, to our best knowledge	No
<b>Argentina (IRAM)</b>	No	Yes	No	d) Other (please specify)	No
<b>Australia (SA)</b>	N/A	Yes	I don't know	d) Other (please specify)	No
<b>Bahrain (BSMD)</b>	No	No	No	e) Not at all, to our best knowledge	No
<b>Barbados (BNSI)</b>	Yes	No	No	e) Not at all, to our best knowledge	No
<b>Botswana (BOBS)</b>	Yes	No	I don't know	e) Not at all, to our best knowledge	No
<b>Brazil (ABNT)</b>	No	Yes	No	e) Not at all, to our best knowledge	No
<b>Bulgaria (BDS)</b>	N/A	No	I don't know	e) Not at all, to our best knowledge	No
<b>Canada (SCC)</b>	Yes	Yes	Yes	d) Other (please specify)	Yes (please comment):
<b>Chile (INN)</b>	No	No	I don't know	d) Other (please specify)	No
<b>China (SAC)</b>	Yes	Yes	Yes	b) Adopted nationally	Yes (please comment):
<b>Colombia (ICONTEC)</b>	No	No	No	e) Not at all, to our best knowledge	No

<b>Costa Rica (INTECO)</b>	No	No	No	e) Not at all, to our best knowledge	No
<b>Cyprus (CYS)</b>	N/A	No	No	e) Not at all, to our best knowledge	No
<b>Czech Republic (UNMZ)</b>	Yes	Yes	No	e) Not at all, to our best knowledge	No
<b>Denmark (DS)</b>	N/A	Yes	No	e) Not at all, to our best knowledge	No
<b>Ecuador (INEN)</b>	Yes	Yes	No	e) Not at all, to our best knowledge	No
<b>Finland (SFS)</b>	N/A	No	I don't know	e) Not at all, to our best knowledge	No
<b>France (AFNOR)</b>	Yes	Yes	Yes	a) Used by sharing economy actors	Yes (please comment):
<b>Ghana (GSA)</b>	N/A	No	I don't know	e) Not at all, to our best knowledge	No
<b>India (BIS)</b>	No	No	I don't know	e) Not at all, to our best knowledge	No
<b>Indonesia (BSN)</b>	N/A	No	No	a) Used by sharing economy actors	No
<b>Iran, Islamic Republic of (ISIRI)</b>	N/A	No	I don't know	c) Referred in legislation	No
<b>Ireland (NSAI)</b>	No	No	I don't know	e) Not at all, to our best knowledge	No
<b>Israel (SII)</b>	No	No	No	e) Not at all, to our best knowledge	No
<b>Jamaica (BSJ)</b>	N/A	Yes	I don't know	e) Not at all, to our best knowledge	No
<b>Japan (JISC)</b>	Yes	Yes	Yes	a) Used by sharing economy actors	No
<b>Kazakhstan (KAZMEMST)</b>	No	No	No	d) Other (please specify)	No
<b>Kenya (KEBS)</b>	No	No	No	e) Not at all, to our best knowledge	No

<b>Malaysia (DSM)</b>	Yes	No	I don't know	e) Not at all, to our best knowledge	No
<b>Malta (MCCAA)</b>	No	No	No	e) Not at all, to our best knowledge	No
<b>Mauritius (MSB)</b>	No	No	No	e) Not at all, to our best knowledge	No
<b>Mexico (DGN)</b>	N/A	No	I don't know	e) Not at all, to our best knowledge	No
<b>Netherlands (NEN)</b>	No	Yes	No	e) Not at all, to our best knowledge	No
<b>Nigeria (SON)</b>	Yes	No	No	e) Not at all, to our best knowledge	Yes (please comment):
<b>Norway (SN)</b>	Yes	Yes	No	e) Not at all, to our best knowledge	No
<b>Panama (COPANIT)</b>	N/A	No	No	b) Adopted nationally	No
<b>Peru (INACAL)</b>	Yes	No	I don't know	e) Not at all, to our best knowledge	No
<b>Philippines (BPS)</b>	Yes	No	No	d) Other (please specify)	No
<b>Portugal (IPQ)</b>	N/A	No	I don't know	e) Not at all, to our best knowledge	No
<b>Russian Federation (GOST R)</b>	No	No	No	e) Not at all, to our best knowledge	No
<b>Saudi Arabia (SASO)</b>	N/A	No	No	b) Adopted nationally	No
<b>Serbia (ISS)</b>	No	No	No	b) Adopted nationally	No
<b>Singapore (SPRING SG)</b>	Yes	No	No	d) Other (please specify)	No
<b>Slovenia (SIST)</b>	No	No	No	a) Used by sharing economy actors	No
<b>South Africa (SABS)</b>	Yes	No	I don't know	a) Used by sharing economy actors	Yes (please comment):
<b>Sri Lanka (SLSI)</b>	Yes	Yes	Yes	d) Other (please specify)	No
<b>Sweden (SIS)</b>	No	Yes	I don't know	e) Not at all, to our best knowledge	No

<b>Switzerland (SNV)</b>	N/A	No	I don't know	d) Other (please specify)	No
<b>Thailand (TISI)</b>	N/A	No	I don't know	e) Not at all, to our best knowledge	No
<b>Trinidad and Tobago (TTBS)</b>	No	Yes	No	e) Not at all, to our best knowledge	No
<b>Tunisia (INNORPI)</b>	N/A	No	I don't know	e) Not at all, to our best knowledge	No
<b>Turkey (TSE)</b>	N/A	No	No	a) Used by sharing economy actors	Yes (please comment):
<b>United Arab Emirates (ESMA)</b>	N/A	No	I don't know	e) Not at all, to our best knowledge	No
<b>United Kingdom (BSI)</b>	Yes	Yes	Yes	b) Adopted nationally	No
<b>United States (ANSI)</b>	Yes	No	No	e) Not at all, to our best knowledge	No
<b>Uruguay (UNIT)</b>	No	No	I don't know	e) Not at all, to our best knowledge	No
<b>Zimbabwe (SAZ)</b>	No	No	I don't know	e) Not at all, to our best knowledge	No

**Answers to Q.1: "Have you or your associates observed any national consumer protection issues with the sharing economy in your country? "**

<b>18 x</b>	<b>Yes</b>	<b>Barbados (BNSI)</b> <b>Botswana (BOBS)</b> <b>Canada (SCC)</b> <b>China (SAC)</b> <b>Czech Republic (UNMZ)</b> <b>Ecuador (INEN)</b> <b>France (AFNOR)</b> <b>Japan (JISC)</b> <b>Malaysia (DSM)</b> <b>Nigeria (SON)</b> <b>Norway (SN)</b> <b>Peru (INACAL)</b> <b>Philippines (BPS)</b> <b>Singapore (SPRING SG)</b> <b>South Africa (SABS)</b> <b>Sri Lanka (SLSI)</b> <b>United Kingdom (BSI)</b> <b>United States (ANSI)</b>
<b>21 x</b>	<b>No</b>	<b>Argentina (IRAM)</b> <b>Bahrain (BSMD)</b> <b>Brazil (ABNT)</b>

		Chile (INN) Colombia (ICONTEC) Costa Rica (INTECO) India (BIS) Ireland (NSAI) Israel (SII) Kazakhstan (KAZMEMST) Kenya (KEBS) Malta (MCCAA) Mauritius (MSB) Netherlands (NEN) Russian Federation (GOST R) Serbia (ISS) Slovenia (SIST) Sweden (SIS) Trinidad and Tobago (TTBS) Uruguay (UNIT) Zimbabwe (SAZ)
19 x	N/A	Algeria (IANOR) Australia (SA) Bulgaria (BDS) Cyprus (CYS) Denmark (DS) Finland (SFS) Ghana (GSA) Indonesia (BSN) Iran, Islamic Republic of (ISIRI) Jamaica (BSJ) Mexico (DGN) Panama (COPANIT) Portugal (IPQ) Saudi Arabia (SASO) Switzerland (SNV) Thailand (TISI) Tunisia (INNORPI) Turkey (TSE) United Arab Emirates (ESMA)

Answers to Q.2: "Were you or your associates aware of IWA 27 before today? "		
18 x	Yes	Algeria (IANOR) Argentina (IRAM) Australia (SA) Brazil (ABNT) Canada (SCC) China (SAC) Czech Republic (UNMZ) Denmark (DS) Ecuador (INEN) France (AFNOR) Jamaica (BSJ) Japan (JISC) Netherlands (NEN) Norway (SN) Sri Lanka (SLSI) Sweden (SIS)



		Trinidad and Tobago (TTBS) United Kingdom (BSI)
40 x	No	Bahrain (BSMD) Barbados (BNSI) Botswana (BOBS) Bulgaria (BDS) Chile (INN) Colombia (ICONTEC) Costa Rica (INTECO) Cyprus (CYS) Finland (SFS) Ghana (GSA) India (BIS) Indonesia (BSN) Iran, Islamic Republic of (ISIRI) Ireland (NSAI) Israel (SII) Kazakhstan (KAZMEMST) Kenya (KEBS) Malaysia (DSM) Malta (MCCAA) Mauritius (MSB) Mexico (DGN) Nigeria (SON) Panama (COPANIT) Peru (INACAL) Philippines (BPS) Portugal (IPQ) Russian Federation (GOST R) Saudi Arabia (SASO) Serbia (ISS) Singapore (SPRING SG) Slovenia (SIST) South Africa (SABS) Switzerland (SNV) Thailand (TISI) Tunisia (INNORPI) Turkey (TSE) United Arab Emirates (ESMA) United States (ANSI) Uruguay (UNIT) Zimbabwe (SAZ)

Answers to Q.3: "Is IWA 27 being used/implemented in your country? "		
6 x	Yes	Canada (SCC) China (SAC) France (AFNOR) Japan (JISC) Sri Lanka (SLSI) United Kingdom (BSI)
30 x	No	Algeria (IANOR) Argentina (IRAM) Bahrain (BSMD) Barbados (BNSI)

		Brazil (ABNT) Colombia (ICONTEC) Costa Rica (INTECO) Cyprus (CYS) Czech Republic (UNMZ) Denmark (DS) Ecuador (INEN) Indonesia (BSN) Israel (SII) Kazakhstan (KAZMEMST) Kenya (KEBS) Malta (MCCAA) Mauritius (MSB) Netherlands (NEN) Nigeria (SON) Norway (SN) Panama (COPANIT) Philippines (BPS) Russian Federation (GOST R) Saudi Arabia (SASO) Serbia (ISS) Singapore (SPRING SG) Slovenia (SIST) Trinidad and Tobago (TTBS) Turkey (TSE) United States (ANSI)
22 x	I don't know	Australia (SA) Botswana (BOBS) Bulgaria (BDS) Chile (INN) Finland (SFS) Ghana (GSA) India (BIS) Iran, Islamic Republic of (ISIRI) Ireland (NSAI) Jamaica (BSJ) Malaysia (DSM) Mexico (DGN) Peru (INACAL) Portugal (IPQ) South Africa (SABS) Sweden (SIS) Switzerland (SNV) Thailand (TISI) Tunisia (INNORPI) United Arab Emirates (ESMA) Uruguay (UNIT) Zimbabwe (SAZ)

Answers to Q.4: "How is IWA 27 being used/implemented? "

6 x	a) Used by sharing economy actors	France (AFNOR) Indonesia (BSN) Japan (JISC) Slovenia (SIST) South Africa (SABS)
-----	-----------------------------------	---

		Turkey (TSE)
5 x	b) Adopted nationally	China (SAC) Panama (COPANIT) Saudi Arabia (SASO) Serbia (ISS) United Kingdom (BSI)
1 x	c) Referred in legislation	Iran, Islamic Republic of (ISIRI)
9 x	d) Other (please specify)	Argentina (IRAM) Australia (SA) Canada (SCC) Chile (INN) Kazakhstan (KAZMEMST) Philippines (BPS) Singapore (SPRING SG) Sri Lanka (SLSI) Switzerland (SNV)
37 x	e) Not at all, to our best knowledge	Algeria (IANOR) Bahrain (BSMD) Barbados (BNSI) Botswana (BOBS) Brazil (ABNT) Bulgaria (BDS) Colombia (ICONTEC) Costa Rica (INTECO) Cyprus (CYS) Czech Republic (UNMZ) Denmark (DS) Ecuador (INEN) Finland (SFS) Ghana (GSA) India (BIS) Ireland (NSAI) Israel (SII) Jamaica (BSJ) Kenya (KEBS) Malaysia (DSM) Malta (MCCAA) Mauritius (MSB) Mexico (DGN) Netherlands (NEN) Nigeria (SON) Norway (SN) Peru (INACAL) Portugal (IPQ) Russian Federation (GOST R) Sweden (SIS) Thailand (TISI) Trinidad and Tobago (TTBS) Tunisia (INNORPI) United Arab Emirates (ESMA) United States (ANSI) Uruguay (UNIT) Zimbabwe (SAZ)

<b>0 x</b>	<b>f) More than one of the above (please specify)</b>
------------	---

<b>Answers to Q.5: "Based on national experience with IWA 27 (if any), do you have any recommendations for improvement? "</b>		
<b>6 x</b>	<b>Yes (please comment):</b>	Canada (SCC) China (SAC) France (AFNOR) Nigeria (SON) South Africa (SABS) Turkey (TSE)
<b>52 x</b>	<b>No</b>	Algeria (IANOR) Argentina (IRAM) Australia (SA) Bahrain (BSMD) Barbados (BNSI) Botswana (BOBS) Brazil (ABNT) Bulgaria (BDS) Chile (INN) Colombia (ICONTEC) Costa Rica (INTECO) Cyprus (CYS) Czech Republic (UNMZ) Denmark (DS) Ecuador (INEN) Finland (SFS) Ghana (GSA) India (BIS) Indonesia (BSN) Iran, Islamic Republic of (ISIRI) Ireland (NSAI) Israel (SII) Jamaica (BSJ) Japan (JISC) Kazakhstan (KAZMEMST) Kenya (KEBS) Malaysia (DSM) Malta (MCCAA) Mauritius (MSB) Mexico (DGN) Netherlands (NEN) Norway (SN) Panama (COPANIT) Peru (INACAL) Philippines (BPS) Portugal (IPQ) Russian Federation (GOST R) Saudi Arabia (SASO) Serbia (ISS) Singapore (SPRING SG) Slovenia (SIST) Sri Lanka (SLSI)

**Sweden (SIS)**  
**Switzerland (SNV)**  
**Thailand (TISI)**  
**Trinidad and Tobago (TTBS)**  
**Tunisia (INNORPI)**  
**United Arab Emirates (ESMA)**  
**United Kingdom (BSI)**  
**United States (ANSI)**  
**Uruguay (UNIT)**  
**Zimbabwe (SAZ)**

Comments from Voters		
Member:	Comment:	Date:
<b>Argentina (IRAM)</b>	<b>Comment</b>	2018-03-23 18:01:53
Through ISO Communications and following the work of ISO/COPOLCO It is not being used		
<b>Australia (SA)</b>	<b>Comment</b>	2018-03-23 04:27:22
We are not involved with market surveillance		
<b>Canada (SCC)</b>	<b>Comment</b>	2018-03-22 15:22:51
Different consumer protection issues exist within interprovincial regulations, and between rural and urban areas. IWA 27 has been circulated to relevant stakeholders: 1. cities (urban areas) such as Toronto, Montreal, Ottawa and Guelph 2. municipalities/communities (rural areas) such as North Frontenac 3. platform developers Canada has prepared a Phase II approach, a methodology that guides relevant stakeholders on how to implement IWA 27.		
<b>Chile (INN)</b>	<b>Comment</b>	2018-03-21 13:10:30
We do not have a position on this issue. We have no information on this issue. We have no information on this issue.		
<b>China (SAC)</b>	<b>Comment</b>	2018-03-23 06:16:52
1. The positive influence of the sharing economy should not only include the "mutually beneficial" between providers and customers. Since the essence of sharing economy is extra value creation and energy conservation through the reorganisation of underutilized resources. So the conception of "mutually beneficial", in d) 3.1 sharing economy 3 Terms and definitions, is too narrow and we suggest to change it into "socially beneficial".  2. The users of sharing economy platform include both providers and customers. Especially, the providers are often individual users. Therefore this IWA should not only protect the interest of customers but also consider		

to protect the interest of providers. And there also could be some requirements to customers in order to accomplish the fairness of the sharing economy activities.		
<b>Denmark (DS)</b>	<b>Comment</b>	2018-03-23 12:22:36
The government took an early interest in the topic as there were problems with specific areas within the sharing economy, but they have not been involved in the making of the IWA		
<b>France (AFNOR)</b>	<b>Comment</b>	2018-03-23 14:54:20
A general framework on sharing economy would be valuable : personal data protection general functions of electronic platforms The IWA is still at the level of communication... not really implemented yet Pending communication on the IWA Sectorial declinaisons could be useful, such as : housing, consumers goods, transports ...		
<b>India (BIS)</b>	<b>Comment</b>	2018-03-23 14:36:15
However, the Govt of India is revising the Consumer Protection Act 1986 to consider inclusion of suitable references to such issues, among other things.		
<b>Kenya (KEBS)</b>	<b>Comment</b>	2018-03-19 12:20:14
We are yet to consider the IWA 27 hence very little attention was given to it.		
<b>Malaysia (DSM)</b>	<b>Comment</b>	2018-03-23 10:44:34
There are consumers complaints in relation to ride-sharing services. Complaints are compiled and forwarded to stakeholders as way to improve the service. To best of our knowledge, no. however, we are still gaining input and will get back to secretariat if there is any further updates.		
<b>Nigeria (SON)</b>	<b>Comment</b>	2018-03-23 11:00:50
There is a need to progress this IWA into an International Standard to provide a framework for decision making and action to address key social, environmental, and economic impacts and opportunities of the sharing economy		
<b>Philippines (BPS)</b>	<b>Comment</b>	2018-03-23 11:52:04
Needs review		
<b>Singapore (SPRING SG)</b>	<b>Comment</b>	2018-03-23 08:45:22
Not used at the moment as we have just seen such a documents. Would comment once we are more familiar with IWA 27		
<b>South Africa (SABS)</b>	<b>Comment</b>	2018-03-23 15:31:23
High cost of data, and availability of network coverage		

SABS with the Consumer Protection Regulator and the Government( ond other relevant stakeholders) need to develop, implemet and review a sustainable programme of action		
<b>Sri Lanka</b> (SLSI)	<b>Comment</b>	2018-03-21 06:17:41
not the same IWA 27 but similar contents are with consumer protection Act and Regulations of Sri Lanka with similar contents of IWA 27 in the consumer protection act of Sri Lanka		
<b>Switzerland</b> (SNV)	<b>Comment</b>	2018-03-21 09:00:41
CH abstains		
<b>Turkey</b> (TSE)	<b>Comment</b>	2018-03-22 12:18:44
b) Adopted nationally c) Referred in legislation		
<b>United States</b> (ANSI)	<b>Comment</b>	2018-03-23 21:11:06
In the U.S. many of the shared economy services provided by platforms (such as Airbnb and Uber) are regulated at the state or municipal level (e.g., short term private property rentals) and thus varied widely. There are the usual consumer complaints that are handled between the vendors and consumers but have not extended to a national level.  Have not seen any discussion about standards for such services.		

Comments from Commenters		
Member:	Comment:	Date:

## ON THE RELATIONSHIP BETWEEN THE SHARING ECONOMY AND THE CIRCULAR AND SILVER ECONOMIES

---

During the meeting of COPOLCO's Chair Advisory Group in November 2017, Task Force 5 on Sharing Economy was entrusted with an introductory document on the relations with other economic areas, especially the circular and silver economies.

This document complies with the mandate of the CAG and presents some data and initial reflections on the interrelationships and possible points of contact between them.

### CIRCULAR ECONOMY

The circular economy can be defined by contrast to the so-called linear economy, which is based on the model of extract-produce-consume-discard, this model being typical of current economies and whose application was exacerbated since the late 1940s. However, this production and consumption model was and is being seriously questioned and in its place the concept of the circular economy was developed, defined as that which aims "... a low environmental impact by minimizing waste and use excessive resources by converting assets at the end of their lives into resources for others through reuse, remanufacturing, recycling, waste reduction and other practices."<sup>1</sup>

Accenture, in an article on the relations of circular economy and digital technology is very clear about the impacts of both: "... Businesses have traditionally exploited resources in a linear way, extracting raw materials to manufacture products for customers worldwide who then use and ultimately discard them. Today, however, critical nonrenewable inputs like metals, minerals and energy supplies are increasingly scarce, while the regenerative capacity of forests, land and oceans is under mounting pressure. As a result, these conventional straight-line business models can expose firms to unacceptable levels of risk, including wild price volatility."<sup>2</sup>

The circular economy tries, in short, to generate virtuous economic circles for both production and consumption, maximizing the use and reuse of goods and minimizing the impact of their production and use in the environment. In the circular economy, each of the parties is responsible for a part of the product cycle and contributes to mitigate the impacts.

In this sense, the sharing economy is undoubtedly an essential ally of the circular economy. This is so because the essence of the sharing economy is the exchange of resources (goods and products) between people based on the premise that those goods that for some people became superfluous, unnecessary or have intermittent use, for others can be necessary or its use is required in a specific circumstance; we could say that the sharing economy has or can have a high value and potential for the implementation of the circular economy, since it starts from the idea of sharing as a premise for the establishment of economic and/or social relations between people, which implies that it seeks to reuse the products that are already on the market instead of continuously generating new ones. Brian Chesky, Airbnb co-founder noted that we have more than we need, pointing out that "...there are 80 million power drills in America that are used an average of 13 minutes." So much for efficiency.

---

<sup>1</sup> Igor Taranic, Arno Behrens and Corrado Topi. "Understanding the Circular Economy in Europe, from Resource Efficiency to Sharing Platforms: The CEPS Framework." CEPS Special Report No. 143 / July 2016.

[https://www.ceps.eu/system/files/SR%20No143%20Circular%20Economy\\_0.pdf](https://www.ceps.eu/system/files/SR%20No143%20Circular%20Economy_0.pdf)

<sup>2</sup> <https://www.accenture.com/us-en/insight-outlook-using-digital-tech-spin>



In fact, 2 Degrees reports that "in developed economies, up to 80% of the things stored in a typical home are only used once a month."<sup>3</sup>

"Sharing and sharing models are part of the picture of a circular economy. They can play a role in extending the amount of time to product is in use, while maximizing utilization. In Growth Within, a report focusing on the circular economy in Europe, it was identified that the average car is parked more than 90% of the time, office spaces are unoccupied 30-50% of the time during working hours and one third of all food is wasted across the value chain."<sup>4</sup>

The sharing economy is also especially careful with natural resources. In its blog, Airbnb has highlighted the benefits that the sharing economy has for the circular economy. A survey conducted in 2013 and answered by 8,000 hosts and guests revealed that existing Airbnb properties in North America used only 12% of the water that a hotel stay would have used; and that, in the case of electric power, Airbnb guests used 37% of what they would have used if they stayed in a hotel.<sup>5</sup>

According to the Accenture report, one of the benefits of the digital world is helping to use non-renewable resources more intelligently, generating savings; the sharing economy allows, for example, to make "tailor-made" solutions easier for consumers. Says Accenture: "... Cloud computing also makes it easier to offer the customized products that customers want-instead of a CD, they get specific songs or playlists. This drives resource savings. For instance, a media company made that by publishing one of its newsletters online instead of printing it, it could save nearly 135 tons of paper a year, along with 3.7 million litres of water, almost 270 barrels of oil and more than 550,000 kilowatt- hours of electricity. Putting the newsletter online would also reduce the amount of industrial waste the company generates by almost 14,000 kilograms.

Likewise, the sharing economy has contributions to make to such issues as product repair policies, planned obsolescence and the accumulation of electronic waste. In December 2017, the UN declared e-waste as the fastest growing global waste issue. The combined mass of the world's mobile phones, white goods, laptops and other consumer electronics will amount to 52.2 million tons by 2021. This waste can pose serious risks to human health and the environment and only 20% of it is currently being recycled.<sup>6</sup> There are also sharing services for repair of electronic devices that collect them in a given address, repair it and return it ready to use, making the delivery of the repaired product through bicycle services.

The sharing economy can also help to change the type of products we buy if that purchase is made with the idea of making that product available to lend it or rent it to others and obtain some profit that amortizes its cost. If so, it is likely that the consumer decides to purchase a product of higher quality and duration even if its price is higher. "... By changing our approach to ownership, sharing platforms could have a significant global impact. By incentivizing us to lend and borrow equipment, peer-to-peer rental marketplaces encourage us, to some degree, to see purchases as long-term investments. Now, when we start viewing the products we have as assets, we'll be far more

---

<sup>3</sup> <https://www.consciousconnectionmagazine.com/2018/01/sharing-platforms-bringing-circular-economy/>

<sup>4</sup> Seb Egerton Read WHAT DOES THE SHARING ECONOMY MEAN FOR A CIRCULAR ECONOMY?  
<http://circulatenews.org/2016/08/what-does-the-sharing-economy-mean-for-a-circular-economy/>

<sup>5</sup> <https://blog.airbnb.com/environmental-impacts-of-home-sharing/>, citado en un artículo sobre la economía colaborativa <https://www.consciousconnectionmagazine.com/2018/01/sharing-platforms-bringing-circular-economy/>

<sup>6</sup> <https://www.itu.int/en/ITU-D/Climate-Change/Pages/Global-E-waste-Monitor-2017.aspx>

conscientious shoppers. It will not make sense to buy at the bottom of the range, drill for a single use, when a high-quality drill could feasibly pay for itself and more in future rentals."<sup>7</sup>

In summary, the sharing economy and the circular economy have a lot to strengthen each other and provide feedback. From the point of view of standardization, the characteristics of standardized products and services will give consumers greater certainty and confidence when it comes to acquiring them through platforms or privileging the choice of them in sharing economy schemes.

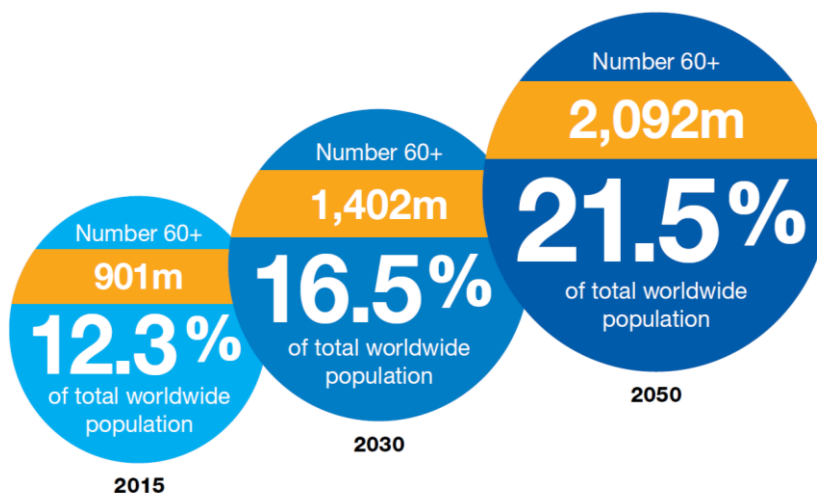
### SILVER ECONOMY

The expression "silver economy" is used to characterize that economy whose interest and actions are aimed at people older than a certain number of years. It usually refers to people from 60 years of age, although there are already those who talk about being made up of those over 65 years old.

Some facts and figures about the silver economy:

- The global population trend indicates that the number of inhabitants over 60 years of age will grow in the coming years in all countries, with a drop in births and in younger populations. For example, by 2020, the population over the age of 65 will grow by 60% in Japan, 111% in Mexico and 80% in China.<sup>8</sup>

Figure 1 – Number and Proportion of Older People Globally in 2015, 2030, 2050



APEC Workshop on Standards and Innovation

<sup>7</sup> See note 3

<sup>8</sup> The Role of Standards and Innovation for Driving APEC’s Silver Economy An Issues Paper for the 2017 APEC Workshop on Standards and Innovation, APEC Sub-Committee on Standards and Conformance March 2017

- The generations that include the so-called "Baby Boomers", who today are between 50 and 64 years old<sup>9</sup>, and those who are over 65 years of age have a purchasing power that the previous generation did not have, since the mechanisms and policies put in place after the Second World War allowed these generations to be the first to have had continuous and stable jobs throughout their lives, with schemes of retirement and pension systems that allowed them to capitalize funds destined to solve their problems in years after retirement.
- Advances in medical science have extended the life expectancy of the population. The world average in 2015 was 71.4 years (with differences of 78 years for Europe and 49 years for Africa), while the average for the 20th century was between 50 and 65 years according to regions and times<sup>10</sup>. This means that not only are there more people over 60, but they also live longer.
- Advances in health have also meant that the generations that make up the silver economy are willing and able to work more years, which is also demonstrated by the worldwide trend of raising the retirement age and taking them beyond 60/65 years depending on whether they are women or men.
- These generations, in addition to being able and willing to work beyond retirement or the age at which the law dictates that they must do so, have wealth that allows them to continue investing and / or allocate their money to satisfy desires such as travel, vacation, acquire luxury furniture, etc., and in general no longer have family responsibilities to attend to (children or parents).

Generations of people over 60, contrary to what is thought, use the tools provided by the digital world on a daily and sustained basis, and are predisposed to learn and take advantage of them.

---

<sup>9</sup> See: Technology for Aging in Place, 2014 Market Overview January 2014. Laurie M. Orlov Principal Analyst

<sup>10</sup> [https://es.wikipedia.org/wiki/Espananza\\_de\\_vida](https://es.wikipedia.org/wiki/Espananza_de_vida)

**Graphic 2**  
**USE OF DIGITAL TOOLS BY OLDER ADULTS**



As shown in Graphic 2, almost 60% of people over 60 have made an online purchase, and although the statistics do not show it, it is likely that a similar figure has used a service that they contacted and hired through their computer or their mobile phone. It is important to bear in mind that older people, as they get older, could be more dependent on tools such as sharing economy platforms, since these platforms would allow them not to have to travel to acquire a product, rent it or request a service.

The sharing economy also allows older people to work differently than what they have been doing, and even allows them to perform some kind of activity or obtain a benefit after they retire. For example, through the sharing economy and the platforms, it would be possible to rent those goods that they do not use, generating an extra income; or they could even start a job being, for example, Uber drivers or offering their home for temporary rentals on Airbnb.<sup>11</sup>

The OECD has been reflecting for several years on the silver economy and its interaction with the digital economy and in particular, the sharing economy. A report drawn from a meeting held in 2015 jointly with Harris Manchester College of the University of Oxford and the Global Coalition on Aging, noted the following:

"The sharing economy attracts older workers by emphasizing flexibility and autonomy: New opportunities for aging workers are emerging for example in companies that are finding cutting-edge ways to use digital technologies. A report released by PricewaterhouseCoopers in 2015 estimated that 7 percent of Americans considered themselves providers in the so-called sharing economy. Of those over age 55, 25 percent do. A separate PricewaterhouseCoopers report estimated that the sharing economy, which totalled about USD 15 billion in 2014, could grow to USD 335 billion by 2025. "To participate in the sharing economy, one must have some asset to share, such as a house

<sup>11</sup> A possibility not far from reality as many older adults probably live on properties that have idle space, after the family (children, parents, etc.) has stopped living with them.

or a car." An example of this new trend is Uber technologies - a mobile app platform connecting people who want to ride, with those who want to drive them. It operates in 313 cities and 58 countries, and employs 1 million drivers, 25% of whom are over 50. Uber drivers in the U.S. over the age of 50 said that they particularly value the flexible work opportunities Uber provides. Flexible schedules and low barriers to entry to make comparatively easy first step back into the labour market for those looking to escape the "stickiness" of long-term unemployment or who need to care for loved ones at home. The sharing economy is both reinforcing and leading the trend in flexible work options. According to the U.S. National Bureau of Labor Statistics, 82% of surveyed independent contractors prefer working the way they were to having a traditional job, defined as one with a salary, fixed hours, a boss, etc."<sup>12</sup>

It is very interesting to note that, according to this report, 25% of people over 55 are considered suppliers of the sharing economy, and that to participate in any way in it, it is necessary to have assets, something that older adults have in general.

But as we mentioned above, elderly people, retired, not only think about looking for an activity or work but they want to enjoy and relax after a life of sacrifice. Thus, the sharing economy will offer a large number of opportunities to travel, for example, and in many cases with lower costs than those offered by traditional channels, which would allow the inclusion of more people to the possibility of traveling.

What is certain is that the sharing economy still has a very vast and fertile field to move forward thinking about those that make up the silver economy, and the companies they have are working to broaden their horizons by looking at this reality.

## **WHAT CAN STANDARDS AND STANDARDIZATION DO WITH ALL THIS?**

It is clear that standardization still has a huge field to advance in the issues related to the digital economy and the sharing economy in particular. These advances can occur in the updating of existing standards and the creation of specific standards that focus on the needs of the digital.

As for the sharing economy, the relations with the circular and silver economies can be very useful and very necessary, at the same time that they present a wide field of interactions. As an example, we can cite some ideas:

The sharing economy is an essential ally of the circular economy. It is necessary to look for common ground in such topics as: the environmental information provided or that can be provided by the platforms, the development of standards for the use and sustainable management of platforms, the management of platforms and the business that they generate with a sustainable base.

As for the silver economy, overlap can occur with such topics as inclusive design, information on products and services, standards on online payment mechanisms, among others.

Antonino Serra Cambaceres

Consumers International

---

<sup>12</sup> OECD: Promoting Active Ageing in the Digital Economy: Inclusion, Adaptation and Innovation.

[http://www.oecd.org/sti/ieconomy/OECD\\_GCOA%20Report%202015.pdf](http://www.oecd.org/sti/ieconomy/OECD_GCOA%20Report%202015.pdf)



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

**AGENDA ITEM 10    WORKING GROUP ON STANDARDIZATION OF SERVICES  
POLICY RECOMMENDATIONS  
REVISION OF ISO/IEC GUIDE 76**



## **AGENDA ITEM 10.1 REPORT FROM THE ISO/COPOLCO WORKING GROUP ON CONSUMERS' ISSUES IN SERVICES STANDARDIZATION – POLICY RECOMMENDATIONS**

---

**COPOLCO ACTION:** COPOLCO is invited to note/comment on the report and its recommendations

In keeping with its terms of reference, ISO/COPOLCO WG18, *Consumers' issues in services standardization*, has been developing two areas: the revision of ISO/IEC Guide 76, *Development of service standards – How to address consumer issues*, and identifying generic issues in services standardization from the consumers' point of view, for possible policy or standards initiatives. This report deals with the latter task of ISO/COPOLCO WG 18.

### **Recommendations for policy initiatives**

COPOLCO WG 18 noted the useful information of results of the survey, (COPOLCO N364) “Standards for services: strategic role and stakeholder engagement” and the great significance of the implementation of “ISO strategy for services (2016-2017)”.

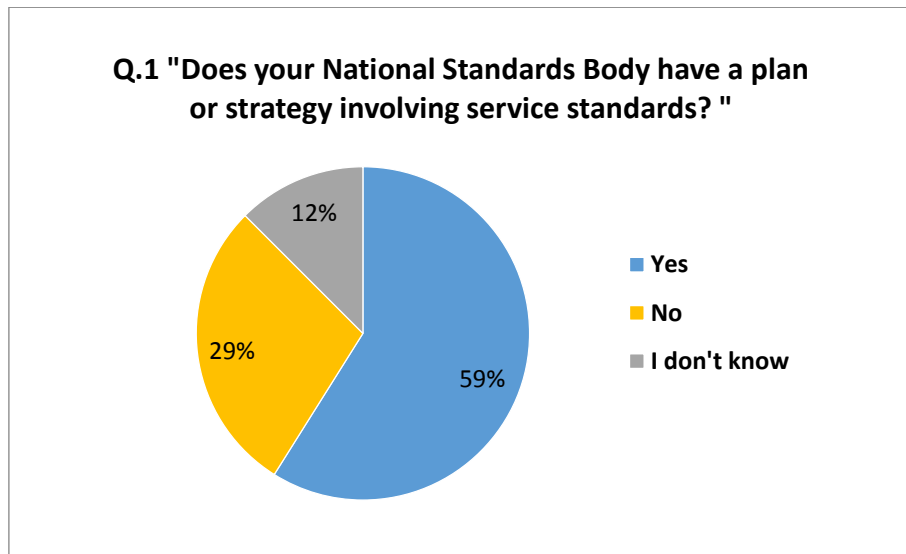
Based on the above, WG 18 is looking for ways to contribute, and the following recommendations have been developed for consideration by ISO/COPOLCO.

#### **1 Survey on strategic role and stakeholder engagement of the standards for services:**

As an action to fulfill its mandate to investigate the strategic role and stakeholder engagement of the standards for services, ISO/COPOLCO Working Group 18 launched a survey from 12 March to 23 March 2018. 56 out of 73 COPOLCO members responded to the survey. The survey result analysis for each question is as follows:

##### **Q.1: "Does your National Standards Body have a plan or strategy involving service standards?"**

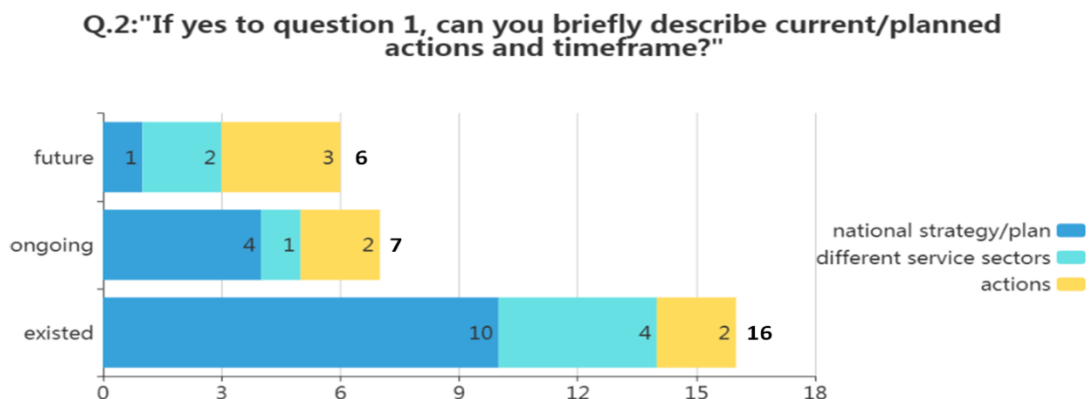
56 COPOLCO members gave feedback on this question. 33 out of 56 COPOLCO members cast a positive vote to this question, accounting for 59% over all responses. Meanwhile, 16 COPOLCO members don't have any plan or strategy related to service standards at the present, which occupies more than 20% of all COPOLCO members and 29% of all valid responses. Also, 12% of COPOLCO members voting are not sure about the answer of this question. Figure 1 illustrates the feedback of COPOLCO members on service-standards-related plans or strategies.



**Fig.1** Feedback on service-standards-related plans or strategies as reported by COPOLCO members

**Q.2:"If yes to question 1, can you briefly describe current/planned actions and timeframe?"**

29 COPOLCO members gave feedback on this question. Over half (16 out of 29) COPOLCO members already have existent plans or strategies involving service standards, within which 10 COPOLCO members have their own service plans or strategies at the national level; 4 COPOLCO members have various plans for diverse service sectors; 2 COPOLCO members are taking actions to improve service standardization, such as setting up a service standards department or committees. 7 COPOLCO members are currently working on developing service plans or strategies by various measures, among which more than half of the members are developing national service plans or strategies. Besides, 6 COPOLCO members pay more and more attention to service standardization and plan to start work relating to this over the next few years. Figure 2 illustrates the feedback on the status of service-standards-related plans or strategies in COPOLCO member countries.



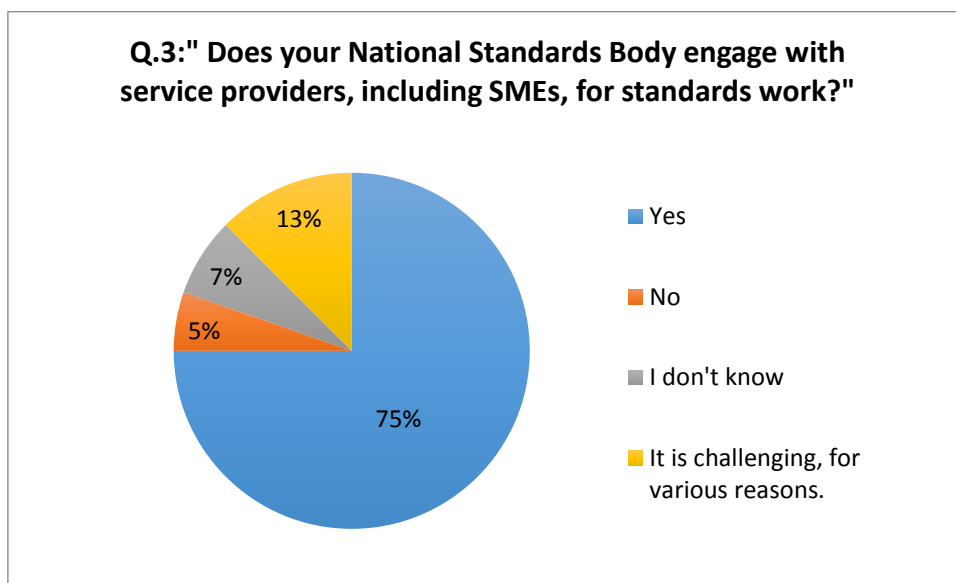
**Fig.2** Feedback on the status of service-standards-related plans or strategies as reported by COPOLCO members



**Q.3:" Does your National Standards Body engage with service providers, including SMEs, for standards work?"**

56 COPOLCO members gave feedback on this question. Most COPOLCO members engage with service providers during the development of service standards, which accounted for 75% of all responded COPOLCO members. Though it is helpful to improve service standards by involving service providers, there are still some difficulties during the actual implementation in practice.

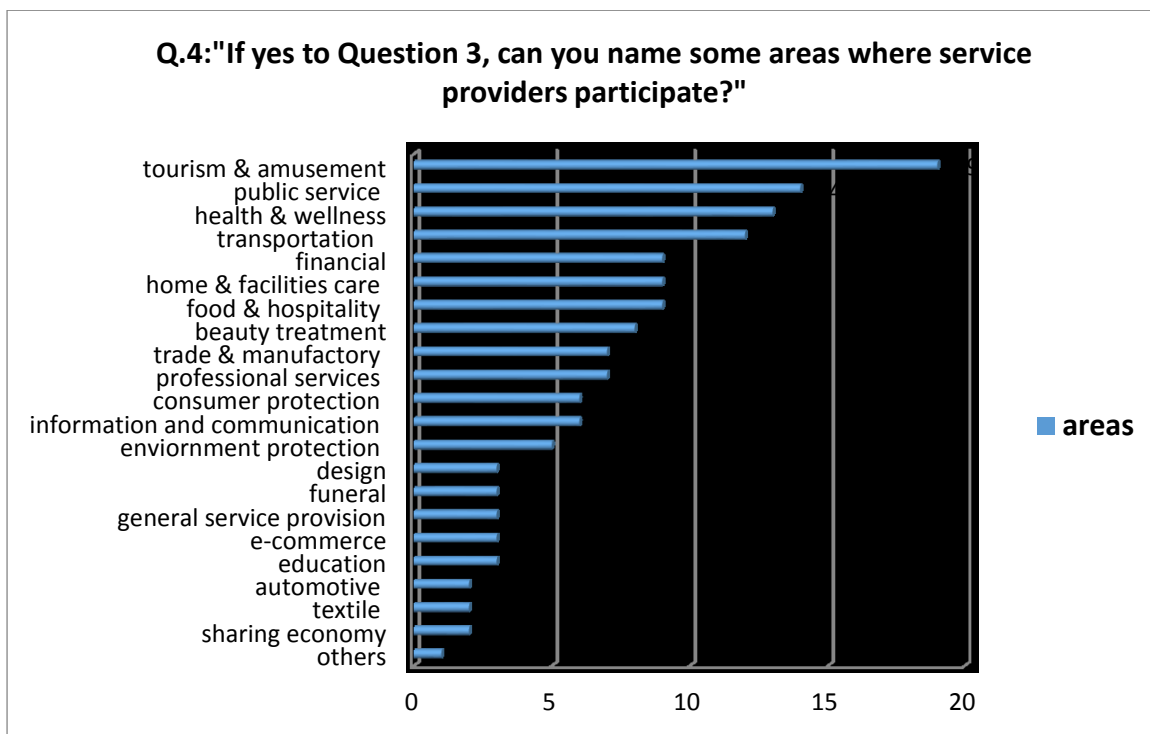
7 COPOLCO members have voted “No” or “I don’t know” to this question, which accounted for 12% altogether among all collected votes. And 7 COPOLCO members, 13% of all responses, are aware of the importance of service provider’s engagement but have faced some challenges for various reasons. Figure 3 illustrates feedback on the engagement with service providers.



**Fig.3** Feedback on the engagement with service providers as reported by COPOLCO members

**Q.4:"If yes to Question 3, can you name some areas where service providers participate?"**

56 COPOLCO members gave feedback on this question, among which 15 members chose the option of “No, it is not possible”. The top-three popular service areas positively voted by 41 COPOLCO members are “tourism & amusement”, “public services” and “health & wellness”. The service area of “tourism & amusement” has been voted by 19 COPOLCO members, which includes the adventure tourism, tourist service, hotel service etc. The service area of “public services” has been voted by 14 COPOLCO members, which includes the social service, elderly and disabled care, energy supply, electricity, fire, gas, water etc. The service area of “health & wellness” has been voted by 13 COPOLCO members. Besides, the service area of “transportation” is also popular which has 12 votes. There are also some “others” services that only have been voted by one COPOLCO member involving the service area of software, geographical indication, hajj and umrah sector and so on. Figure 4 illustrates the feedback on the priorities of areas where the service providers participate.



**Fig.4** Feedback on priorities of areas where the service providers participate reported by COPOLCO members

**Q.5: "Based on your awareness of consumers' needs in your country, what gaps are there in standards for services (whether national or international)?"**

28 COPOLCO members gave feedback on this question. The gaps and suggestions mentioned by COPOLCO members are briefly summarized as below (ordered by priorities):

- a) lack of the awareness of the importance and benefits of service standards by government, consumers, service providers, especially SMEs, and other stakeholders;
- b) it is quite difficult to develop standards involving the measurement the performance, quality of service, quantitative indicators or requirements, service provider's competence and evaluation etc.;
- c) consumers' needs are too varied to be fully identified;
- d) more services sectors should be covered by standards, such as sharing economy, IT platform, logistics, insurance, halal services, home deliveries (possibly including parcels, furniture, white goods), debt advice, terms and conditions in websites, booking websites, comparison websites, airport parking and so on;
- e) lack of information, consumer trust, provision for redress and appeals, service strategy or plan at both international and national level, technical knowledge of services, legal supportive framework, consumer principles;
- f) gaps between current regulation and service standards, national service strategy and international service strategy;
- g) recommending ISO to develop a global strategy and plan for movement and transfer of service standards from developed to developing countries;

- h) the implementation and delivery of service standards should be more effective.
- i) there is a need for service standards that are related to customer engagement in the front stage so that customers could make better value comparison among service providers;
- j) recommending ISO or COPOLCO to develop an educational plan to make traditional service providers be more familiar with service standards;
- k) there is limited consumer participation of international and regional standardization work because of language problems.

The result of voting appears at **Annex 1**.

A progress report showing the status of implementing the TMB-approved strategy on services standardization appears at **Annex 2**. This document shows the main actions under way to implement the strategy.

**Recommendation 1:**

WG 18 will recommend that COPOLCO submit the survey results (COPOLCO N364) to the TMB for their consideration in implementing the ISO service standardization strategy.

**Recommendation 2:**

WG 18 will recommend that COPOLCO conducts further analyses on gaps of standards for services, and consider possible solutions.

**Recommendation 3:**

WG 18 will recommend that COPOLCO coordinates with ISO/COPOLCO WG3 “Consumer participation and training” to promote brochures (case studies) on service standards benefits for consumers and/or providers aiming to raise the awareness of the consumers and enhancing the participation of service providers.

## **2 ISO strategy for services**

The ISO General Assembly requested that ISO develop a strategy for service standardization in 2014. This became a priority achievement for ISO in 2015 and, over the course of 2015, the development of the strategy was led by the CSC/SPC with input from the TMB. The TMB approved the final strategy in February 2016, to be implemented over the period 2016-2017. The CSC/SPC has delegated the responsibility for oversight of the implementation of the services strategy to the TMB.

For the past two years, COPOLCO has been contributed to the implementation of service strategy. Considering that the services usually have interface with consumers, COPOLCO should contribute more to implementing the service standardization strategy.

**Recommendation 4:**

WG 18 will recommend that COPOLCO to review its contribution to the ISO strategy for services and emphasize the importance of consumers' involvement in services standardization and then report to ISO/TMB, as part of the aim to raise the visibility of COPOLCO.

**Recommendation 5:**

WG 18 will recommend that COPOLCO suggest to the TMB to continue the development of “ISO strategy for services (2019-2020)” and offer to participate in this activity.

## Result of voting

### Ballot Information

<b>Ballot reference</b>	COPOLCO N364
<b>Ballot type</b>	CIB
<b>Ballot title</b>	Standards for services: strategic role and stakeholder engagement
<b>Opening date</b>	2018-03-12
<b>Closing date</b>	2018-03-23
<b>Note</b>	<p>Dear Sir or Madam,</p> <p>At their last meetings, and with support of COPOLCO WG 18, the COPOLCO Chair's Group members decided on some actions to contribute to the application of ISO's strategy on service standardization. Meanwhile, the ISO Technical Management Board's actions to implement the strategy are ongoing, and the current status is enclosed.</p> <p>Based on outcomes from two ISO workshops on standardization of services taking place in 2016 (with COPOLCO) and 2017 (with CASCO), the COPOLCO Chair's Group noted the need for more engagement by service providers, especially SMEs, in technical committees developing standards for services; and to contribute to promoting the benefits of standards for services to the ISO community.</p> <p>On behalf of the convenors of ISO/ COPOLCO WG 18, we are requesting your support to these actions by responding to this questionnaire on behalf of your consumer/ COPOLCO mirror committee.</p> <p>We thank you in advance for your response by 23 March 2018.</p> <p>Yours faithfully,  Dana Kissinger-Matray  Secretary of ISO/COPOLCO</p>

Member responses:

**Votes cast (56)**

Algeria (IANOR)  
Argentina (IRAM)  
Australia (SA)  
Bahrain (BSMD)  
Barbados (BNSI)  
Botswana (BOBS)  
Brazil (ABNT)  
Bulgaria (BDS)  
Canada (SCC)  
China (SAC)  
Colombia (ICONTEC)  
Costa Rica (INTECO)  
Czech Republic (UNMZ)  
Denmark (DS)  
Ecuador (INEN)  
Finland (SFS)  
France (AFNOR)  
Ghana (GSA)  
India (BIS)  
Indonesia (BSN)  
Iran, Islamic Republic of (ISIRI)  
Ireland (NSAI)  
Israel (SII)  
Japan (JISC)  
Kazakhstan (KAZMEMST)  
Kenya (KEBS)  
Malaysia (DSM)  
Malta (MCCAA)  
Mauritius (MSB)  
Mexico (DGN)  
Namibia (NSI)  
Netherlands (NEN)  
Nigeria (SON)  
Norway (SN)  
Panama (COPANIT)  
Peru (INACAL)  
Philippines (BPS)  
Portugal (IPQ)  
Russian Federation (GOST R)  
Saudi Arabia (SASO)  
Serbia (ISS)  
Singapore (SPRING SG)  
Slovenia (SIST)  
South Africa (SABS)  
Sri Lanka (SLSI)  
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)
<b>Comments submitted (0)</b>
<b>Votes not cast (17)</b>
Austria (ASI) Bangladesh (BSTI) Chile (INN) Cyprus (CYS) Egypt (EOS) Fiji (DNTMS) Germany (DIN) Italy (UNI) Jamaica (BSJ) Korea, Republic of (KATS) Malawi (MBS) Mongolia (MASM) Oman (DGSM) Pakistan (PSQCA) Romania (ASRO) Spain (UNE) Sudan (SSMO)

Questions:	
<b>Q.1</b>	"Does your National Standards Body have a plan or strategy involving service standards? "
<b>Q.2</b>	"If yes to question 1, can you briefly describe current/planned actions and timeframe?"
<b>Q.3</b>	"Does your National Standards Body engage with service providers, including SMEs, for standards work? "
<b>Q.4</b>	"If yes to Question 4, can you name some areas where service providers participate?"
<b>Q.5</b>	"Based on your awareness of consumers' needs in your country, what gaps are there in standards for services (whether national or international)? "

Votes by members	Q.1	Q.2	Q.3	Q.4	Q.5
<b>Algeria (IANOR)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Not applicable.
<b>Argentina (IRAM)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Australia (SA)</b>	Yes	Not applicable	No	No, it is not possible.	Not applicable.
<b>Bahrain (BSMD)</b>	No	Not applicable	Yes	Yes, some examples are:	Not applicable.
<b>Barbados (BNSI)</b>	No	Not applicable	Yes	Yes, some examples are:	Some gaps are:
<b>Botswana (BOBS)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Brazil (ABNT)</b>	No	Not applicable	Yes	Yes, some examples are:	Some gaps are:
<b>Bulgaria (BDS)</b>	Yes	Yes, as follows:	It is challenging, for various reasons.	Yes, some examples are:	Not applicable.

<b>Canada (SCC)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>China (SAC)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Colombia (ICONTEC)</b>	No	Not applicable	Yes	Yes, some examples are:	Some gaps are:
<b>Costa Rica (INTECO)</b>	No	Not applicable	Yes	Yes, some examples are:	Some gaps are:
<b>Czech Republic (UNMZ)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Denmark (DS)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Ecuador (INEN)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Not applicable.
<b>Finland (SFS)</b>	No	Not applicable	Yes	No, it is not possible.	Not applicable.
<b>France (AFNOR)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Ghana (GSA)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>India (BIS)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Indonesia (BSN)</b>	I don't know	Not applicable	It is challenging, for various reasons.	No, it is not possible.	Not applicable.
<b>Iran, Islamic Republic of (ISIRI)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Ireland (NSAI)</b>	No	Not applicable	It is challenging, for various reasons.	No, it is not possible.	Not applicable.
<b>Israel (SII)</b>	Yes	Yes, as follows:	It is challenging, for various reasons.	No, it is not possible.	Not applicable.
<b>Japan (JISC)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Not applicable.
<b>Kazakhstan (KAZMEMST)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Kenya (KEBS)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Malaysia (DSM)</b>	I don't know	Not applicable	Yes	Yes, some examples are:	Not applicable.
<b>Malta (MCCAA)</b>	No	Not applicable	Yes	Yes, some examples are:	Not applicable.
<b>Mauritius (MSB)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Mexico (DGN)</b>	Yes	Yes, as follows:	It is challenging, for various reasons.	No, it is not possible.	Not applicable.

<b>Namibia (NSI)</b>	No	Not applicable	Yes	No, it is not possible.	Some gaps are:
<b>Netherlands (NEN)</b>	No	Not applicable	Yes	Yes, some examples are:	Some gaps are:
<b>Nigeria (SON)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Norway (SN)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Not applicable.
<b>Panama (COPANIT)</b>	Yes	Yes, as follows:	It is challenging, for various reasons.	No, it is not possible.	Some gaps are:
<b>Peru (INACAL)</b>	Yes	Not applicable	Yes	No, it is not possible.	Not applicable.
<b>Philippines (BPS)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Portugal (IPQ)</b>	I don't know	Not applicable	I don't know	No, it is not possible.	Not applicable.
<b>Russian Federation (GOST R)</b>	I don't know	Not applicable	I don't know	No, it is not possible.	Not applicable.
<b>Saudi Arabia (SASO)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Serbia (ISS)</b>	No	Not applicable	No	No, it is not possible.	Not applicable.
<b>Singapore (SPRING SG)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Slovenia (SIST)</b>	No	Not applicable	Yes	Yes, some examples are:	Not applicable.
<b>South Africa (SABS)</b>	No	Not applicable	Yes	Yes, some examples are:	Not applicable.
<b>Sri Lanka (SLSI)</b>	No	Not applicable	Yes	Yes, some examples are:	Not applicable.
<b>Sweden (SIS)</b>	No	Not applicable	Yes	Yes, some examples are:	Not applicable.
<b>Switzerland (SNV)</b>	I don't know	Not applicable	I don't know	No, it is not possible.	Not applicable.
<b>Thailand (TISI)</b>	No	Not applicable	No	No, it is not possible.	Not applicable.
<b>Trinidad and Tobago (TTBS)</b>	I don't know	Not applicable	Yes	Yes, some examples are:	Not applicable.
<b>Tunisia (INNORPI)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Not applicable.
<b>Turkey (TSE)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>United Arab Emirates (ESMA)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>United Kingdom (BSI)</b>	Yes	Yes, as follows:	It is challenging, for various reasons.	Yes, some examples are:	Some gaps are:



<b>United States (ANSI)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Some gaps are:
<b>Uruguay (UNIT)</b>	Yes	Yes, as follows:	Yes	Yes, some examples are:	Not applicable.
<b>Zimbabwe (SAZ)</b>	I don't know	Not applicable	I don't know	No, it is not possible.	Not applicable.

**Answers to Q.1: "Does your National Standards Body have a plan or strategy involving service standards? "**

<b>33 x</b>	<b>Yes</b>	<b>Algeria (IANOR)</b> <b>Argentina (IRAM)</b> <b>Australia (SA)</b> <b>Botswana (BOBS)</b> <b>Bulgaria (BDS)</b> <b>Canada (SCC)</b> <b>China (SAC)</b> <b>Czech Republic (UNMZ)</b> <b>Denmark (DS)</b> <b>Ecuador (INEN)</b> <b>France (AFNOR)</b> <b>Ghana (GSA)</b> <b>India (BIS)</b> <b>Iran, Islamic Republic of (ISIRI)</b> <b>Israel (SII)</b> <b>Japan (JISC)</b> <b>Kazakhstan (KAZMEMST)</b> <b>Kenya (KEBS)</b> <b>Mauritius (MSB)</b> <b>Mexico (DGN)</b> <b>Nigeria (SON)</b> <b>Norway (SN)</b> <b>Panama (COPANIT)</b> <b>Peru (INACAL)</b> <b>Philippines (BPS)</b> <b>Saudi Arabia (SASO)</b> <b>Singapore (SPRING SG)</b> <b>Tunisia (INNORPI)</b> <b>Turkey (TSE)</b> <b>United Arab Emirates (ESMA)</b> <b>United Kingdom (BSI)</b> <b>United States (ANSI)</b> <b>Uruguay (UNIT)</b>
<b>16 x</b>	<b>No</b>	<b>Bahrain (BSMD)</b> <b>Barbados (BNSI)</b> <b>Brazil (ABNT)</b> <b>Colombia (ICONTEC)</b> <b>Costa Rica (INTECO)</b> <b>Finland (SFS)</b> <b>Ireland (NSAI)</b> <b>Malta (MCCAA)</b> <b>Namibia (NSI)</b> <b>Netherlands (NEN)</b> <b>Serbia (ISS)</b> <b>Slovenia (SIST)</b>

		South Africa (SABS) Sri Lanka (SLSI) Sweden (SIS) Thailand (TISI)
7 x	I don't know	Indonesia (BSN) Malaysia (DSM) Portugal (IPQ) Russian Federation (GOST R) Switzerland (SNV) Trinidad and Tobago (TTBS) Zimbabwe (SAZ)

**Answers to Q.2: "If yes to question 1, can you briefly describe current/planned actions and timeframe?"**

31 x	Yes, as follows:	Algeria (IANOR) Argentina (IRAM) Botswana (BOBS) Bulgaria (BDS) Canada (SCC) China (SAC) Czech Republic (UNMZ) Denmark (DS) Ecuador (INEN) France (AFNOR) Ghana (GSA) India (BIS) Iran, Islamic Republic of (ISIRI) Israel (SII) Japan (JISC) Kazakhstan (KAZMEMST) Kenya (KEBS) Mauritius (MSB) Mexico (DGN) Nigeria (SON) Norway (SN) Panama (COPANIT) Philippines (BPS) Saudi Arabia (SASO) Singapore (SPRING SG) Tunisia (INNORPI) Turkey (TSE) United Arab Emirates (ESMA) United Kingdom (BSI) United States (ANSI) Uruguay (UNIT)
25 x	Not applicable	Australia (SA) Bahrain (BSMD) Barbados (BNSI) Brazil (ABNT) Colombia (ICONTEC) Costa Rica (INTECO) Finland (SFS) Indonesia (BSN) Ireland (NSAI)

Malaysia (DSM)  
 Malta (MCCAA)  
 Namibia (NSI)  
 Netherlands (NEN)  
 Peru (INACAL)  
 Portugal (IPQ)  
 Russian Federation (GOST R)  
 Serbia (ISS)  
 Slovenia (SIST)  
 South Africa (SABS)  
 Sri Lanka (SLSI)  
 Sweden (SIS)  
 Switzerland (SNV)  
 Thailand (TISI)  
 Trinidad and Tobago (TTBS)  
 Zimbabwe (SAZ)

Answers to Q.3: "Does your National Standards Body engage with service providers, including SMEs, for standards work? "

42 x	Yes	Algeria (IANOR) Argentina (IRAM) Bahrain (BSMD) Barbados (BNSI) Botswana (BOBS) Brazil (ABNT) Canada (SCC) China (SAC) Colombia (ICONTEC) Costa Rica (INTECO) Czech Republic (UNMZ) Denmark (DS) Ecuador (INEN) Finland (SFS) France (AFNOR) Ghana (GSA) India (BIS) Iran, Islamic Republic of (ISIRI) Japan (JISC) Kazakhstan (KAZMEMST) Kenya (KEBS) Malaysia (DSM) Malta (MCCAA) Mauritius (MSB) Namibia (NSI) Netherlands (NEN) Nigeria (SON) Norway (SN) Peru (INACAL) Philippines (BPS) Saudi Arabia (SASO) Singapore (SPRING SG) Slovenia (SIST) South Africa (SABS) Sri Lanka (SLSI) Sweden (SIS)
------	-----	--

		Trinidad and Tobago (TTBS) Tunisia (INNORPI) Turkey (TSE) United Arab Emirates (ESMA) United States (ANSI) Uruguay (UNIT)
3 x	No	Australia (SA) Serbia (ISS) Thailand (TISI)
4 x	I don't know	Portugal (IPQ) Russian Federation (GOST R) Switzerland (SNV) Zimbabwe (SAZ)
7 x	It is challenging, for various reasons.	Bulgaria (BDS) Indonesia (BSN) Ireland (NSAI) Israel (SII) Mexico (DGN) Panama (COPANIT) United Kingdom (BSI)

Answers to Q.4: "If yes to Question 4, can you name some areas where service providers participate?"

41 x	Yes, some examples are:	Algeria (IANOR) Argentina (IRAM) Bahrain (BSMD) Barbados (BNSI) Botswana (BOBS) Brazil (ABNT) Bulgaria (BDS) Canada (SCC) China (SAC) Colombia (ICONTEC) Costa Rica (INTECO) Czech Republic (UNMZ) Denmark (DS) Ecuador (INEN) France (AFNOR) Ghana (GSA) India (BIS) Iran, Islamic Republic of (ISIRI) Japan (JISC) Kazakhstan (KAZMEMST) Kenya (KEBS) Malaysia (DSM) Malta (MCCAA) Mauritius (MSB) Netherlands (NEN) Nigeria (SON) Norway (SN) Philippines (BPS) Saudi Arabia (SASO) Singapore (SPRING SG) Slovenia (SIST)
------	-------------------------	--

		South Africa (SABS) Sri Lanka (SLSI) Sweden (SIS) Trinidad and Tobago (TTBS) Tunisia (INNORPI) Turkey (TSE) United Arab Emirates (ESMA) United Kingdom (BSI) United States (ANSI) Uruguay (UNIT)
15 x	No, it is not possible.	Australia (SA) Finland (SFS) Indonesia (BSN) Ireland (NSAI) Israel (SII) Mexico (DGN) Namibia (NSI) Panama (COPANIT) Peru (INACAL) Portugal (IPQ) Russian Federation (GOST R) Serbia (ISS) Switzerland (SNV) Thailand (TISI) Zimbabwe (SAZ)

Answers to Q.5: "Based on your awareness of consumers' needs in your country, what gaps are there in standards for services (whether national or international)? "

28 x	Some gaps are:	Argentina (IRAM) Barbados (BNSI) Botswana (BOBS) Brazil (ABNT) Canada (SCC) China (SAC) Colombia (ICONTEC) Costa Rica (INTECO) Czech Republic (UNMZ) Denmark (DS) France (AFNOR) Ghana (GSA) India (BIS) Iran, Islamic Republic of (ISIRI) Kazakhstan (KAZMEMST) Kenya (KEBS) Mauritius (MSB) Namibia (NSI) Netherlands (NEN) Nigeria (SON) Panama (COPANIT) Philippines (BPS) Saudi Arabia (SASO) Singapore (SPRING SG) Turkey (TSE) United Arab Emirates (ESMA) United Kingdom (BSI)
------	----------------	--

United States (ANSI)		
28 x	Not applicable.	Algeria (IANOR) Australia (SA) Bahrain (BSMD) Bulgaria (BDS) Ecuador (INEN) Finland (SFS) Indonesia (BSN) Ireland (NSAI) Israel (SII) Japan (JISC) Malaysia (DSM) Malta (MCCAA) Mexico (DGN) Norway (SN) Peru (INACAL) Portugal (IPQ) Russian Federation (GOST R) Serbia (ISS) Slovenia (SIST) South Africa (SABS) Sri Lanka (SLSI) Sweden (SIS) Switzerland (SNV) Thailand (TISI) Trinidad and Tobago (TTBS) Tunisia (INNORPI) Uruguay (UNIT) Zimbabwe (SAZ)

Comments from Voters		
Member:	Comment:	Date:
<b>Algeria</b> (IANOR)	<b>Comment</b>	2018-03-13 09:20:30
<p>12 projets de normes retenue dans le programme national de normalisation 2018 au niveau du comité technique national n° 58 "Services"</p> <p>télécom, bureaux d'études,...etc.</p> <p>Télécom, bureaux d'études, transports,....</p>		
<b>Argentina</b> (IRAM)	<b>Comment</b>	2018-03-23 17:57:17
<p>In depending on the standard to be discussed.</p> <p>As an example, for standards related with Tourism it is contacted the Tourist chamber and the national minister to spread the discussion.</p> <p>Tourism, Health, Transport</p> <p>When it is discussed standards on Services one of the most important issue is about information.</p>		
<b>Bahrain</b> (BSMD)	<b>Comment</b>	2018-03-22 06:11:47
<p>Several sectors like oil &amp; gas , chemical , electrical, and so on where involving specialist is very important.</p>		

<b>Barbados (BNSI)</b>	<b>Comment</b>	2018-03-23 14:47:01
a) Health and wellness b) Tourism c) Consultancy d) Consumer protection a) The integration of a consumer charter in the observance of standards b) Guarantees c) Provision for redress and appeals		
<b>Botswana (BOBS)</b>	<b>Comment</b>	2018-03-22 07:33:16
Yes, different service standards adopted as per Annual Work plan, some already adopted and developed for different service sectors Yes, all relevant stakeholders are engaged, during development and implementation Yes: Areas include - standard development, training and certification, participation in workshops and presentations Measurement of performance against service standards		
<b>Brazil (ABNT)</b>	<b>Comment</b>	2018-03-23 21:06:03
Tourism, events management, sustainable procurement, food truck, beauty salon, geographical indication, beekeeping, design, software. personnel qualification		
<b>Bulgaria (BDS)</b>	<b>Comment</b>	2018-03-23 17:44:38
tourism services, information services etc.		
<b>Canada (SCC)</b>	<b>Comment</b>	2018-03-22 15:17:14
SCC is currently conducting survey/research with strategically-identified stakeholders to develop a Canada-wide service standardization strategy. The developed strategic model is to be presented in the new fiscal year, starting April 1, 2018. Telecommunications Health care/ home care services Home renovations, repairs and inspection Consumer debt services e-commerce Tourism Water service standards Shared services/ collaborative services Privacy Complaints handling		

Services related to shared/collaborative economy platform		
Services related to privacy		
Services related to home inspection		
Services related to ageing populations		
Services related to ethics in AI		
Services related to 3D printing		
Services related to various information smart technologies (robotics, drones, autonomous vehicles)		
Services related to e-commerce/better cross-border service approach		
<b>China (SAC)</b>	<b>Comment</b>	2018-03-21 11:41:07
<p>(1) The development plan for standardization of social management and public services (2017-2020)</p> <p>This plan identified the guiding ideologies, basic principles and developing objectives for the work of social management and public services, which made a comprehensive arrangement for the work of social management and public services at the national wide.</p> <p>(2) The development plan of the living service standardization during the “13<sup>th</sup>-five-year” period (2016-2020)</p> <p>This plan identified the development environment, guiding ideologies, development objectives, key tasks and safeguarding measures for the standardization work of the living service industry.</p> <p>(3) The three-year action plan of the productive service standardization (2018-2020)</p> <p>This plan identified the overall requirements, key tasks and safeguarding measures for the standardization work of the productive service industry.</p> <p>(4) AQSIIQ action plan of the quality promotion in the field of service industry (AQSIIQ 2016)</p> <p>This plan identified the guiding ideologies, basic principles, working target, key areas, main measures and working requirements of the quality promotion in the service industry.</p> <p>Service areas including E-commerce service, property service, hospitality service, logistic service, express delivery service, health care service, elderly care service and so on.</p> <p>the participation of service providers, especially SMEs</p> <p>(2) the consumer needs cannot be fully investigated and considered during the development of service standards</p> <p>(3) the service standards are hard to be quantified or lack of quantative indicators or requirements, which would cause difficulty of the implementation of standards</p>		
<b>Colombia (ICONTEC)</b>	<b>Comment</b>	2018-03-22 20:45:51
<p>gastronomy: customer services in fast food establishments, resource management compliance with the budget work plan and defined by the gastronomic establishment, restaurants rankings by forks</p> <p>Tourism: Recreational diving services: Requirements for introductory programmes to scuba diving; Requirements for the training of recreational scuba divers,</p>		



Adventure tourism: Requirements for executing rafting , rappel , speleology, cannoning and horseback riding activities		
Mortuary		
technical-mechanical and pollution emission inspections in automotive vehicles		
It is difficult to define which requirements correspond to process or service.		
To define provider service competences and their evaluation		
<b>Costa Rica (INTECO)</b>	<b>Comment</b>	2018-03-23 00:38:36
Some areas in CR: Technology Information. Pension operators. Rent a Car Service etc Currently our National Standar Plan, doesn` t include standars in Services Area.		
<b>Czech Republic (UNMZ)</b>	<b>Comment</b>	2018-03-21 07:39:45
<ul style="list-style-type: none"> <li>- to implement ISO/IEC TR 17028 until October 2018</li> <li>- to implement ISO 13810:2015 until December 2018</li> <li>- to inform about new services standards and standardization work/draft standards on social media and NSBs website</li> <li>- to prepare information about new services standards and standardization work on field of services for the e-Newsletter of the consumer organization (KaStan) - at least twice a year</li> <li>- tourism and related services</li> <li>- on European level: tattooing services, funeral services, horizontal standards on provision of services</li> <li>- More particular sectors of services should be covered by standards</li> </ul>		
<b>Denmark (DS)</b>	<b>Comment</b>	2018-03-22 12:32:06
<p>This year we have a project where we are engaging with all the relevant stakeholders to identify what issues to focus on in horizontal service standardisation and in sector specific service standardisation</p> <ul style="list-style-type: none"> <li>• Fitness center services</li> <li>• Horisontal service standardisation</li> <li>• Private security</li> <li>• Service dogs</li> <li>• Cleaning services</li> <li>• Tattooing services</li> <li>• Postal services</li> <li>• Tourist services</li> <li>• Funeral services</li> </ul> <p>We believe that there are gaps but we have not identified them yet</p>		
<b>Ecuador (INEN)</b>	<b>Comment</b>	2018-03-22 18:12:34
Services standards are included in the annual national standardization plan.		

<p>INEN services providers participate in several technical committees, as tourism related committees, quality management, among others. In addition, we provide open training about standards.</p> <p>Tourism or related services, quality management, financial services, Laboratory related standards, energy, accessibility</p>		
<b>Finland (SFS)</b>	<b>Comment</b>	2018-03-22 11:31:29
<p>Yes, we have a national mirror committee for service standardization, general/horizontal service standardization. It follows mainly European (CEN) work. In various sectors there are other mirror groups, which are in the area of services, if there is an active CEN or ISO group which to mirror. However, it is challenging to get service providers to participate, not because they usually are SMEs, but because they do not necessarily see the benefit.</p> <p>We are looking forward to WGs work - it would be beneficial to have more information which sectors, according e.g. to other countries' experience, seem to be most potential for ISO to react in the light of international trade.</p>		
<b>France (AFNOR)</b>	<b>Comment</b>	2018-03-23 14:46:43
<p>Services are one the key issue of french national strategy.</p> <p>Pending actions concerning involvement of services providers</p> <p>Training, crossborder activities in general, ...</p> <p>Awareness of standardization in the field of services.</p>		
<b>Ghana (GSA)</b>	<b>Comment</b>	2018-03-15 12:38:20
<p>GSA plans, with the support of relevant partners adopt and support implementation of standards in financial and telecommunication standards as regards service provision.</p> <p>Barbering and hair/beauty treatment, traditional catering, event organizing</p> <p>Implementation of national standards effective involvement in standardization process</p>		
<b>India (BIS)</b>	<b>Comment</b>	2018-03-23 14:26:23
<p><b><i>The Bureau of Indian Standards Act 2016 has come into effect from October 2017. It replaces the BIS Act 1986. It has provisions to bring more services and products under the certification.</i></b></p> <p><b><i>BIS as National Standards Body has constituted sectional Committees on Service Standards, Tourism services, Education services, Financial services.</i></b></p> <p><b><i>Yes, some examples are Tourism services, Education services, Financial services, Logistics and Home care services.</i></b></p> <p><b><i>There is need to prepare standards on Logistics.</i></b></p>		
<b>Iran, Islamic Republic of (ISIRI)</b>	<b>Comment</b>	2018-03-19 21:22:11
<p><b>Developing the National Strategy for service Standards</b></p> <p>The necessity for a National Strategy of Quality (NSQ), was approved at the supreme council of standards in March 2016. The road map for developing service standards strategy as part of our national quality strategy is as follows:</p> <p><b>Initial measures:</b></p> <ol style="list-style-type: none"> <li>1. Collecting the pertinent high level documents;</li> <li>2. Definitions and essential concepts of strategic strategies and planning for service standards;</li> <li>3. Positioning of the strategic planning in the organizations programs;</li> </ol>		

4. Analyzing the status quo for designing an ideal orientation;
5. Scenario developing;
6. Recognizing the areas for implementing service standards and setting priorities;
7. Comparative studies of service standards strategies in developed countries and EU.
8. Developing strategic desirability in service including:
  1. Mission;
  2. Mission statement
  3. Vision;
  4. Main goals;
  5. Qualitative and quantitative objectives;
  6. Organization values and value statement;
9. Determination of projects and strategies specifically for **services** in the subcategories as following:
  1. General strategies;
  2. Managerial strategies;
  3. Legal strategies;
  4. Strategies for local and global compromise;
  5. R&D strategies;
  6. Educational strategies;
  7. Strategies for developing national standards and promotional programs;
  8. Sectorial plans for service standardization and implementation;

**Support measures:**

1. Establishment of the secretariat;
2. Organizing Think tanks and includes elites, academic scholars, experts, service providers, etc.;
3. Organizing professional meetings concerning the diffusion of standards in the services;
4. Conducting surveys and field studies (Private and public sectors).

**Time frame:**

- Issuing initial version: September 2018
- Approving: December 2018

more takes into accounts from high risks to general (public and private) services. Some service providers are as follows based on priorities:

1. Recreational services (heavy amusement rides);
  2. Fuel distribution and dispensing systems (CNG, Gasoline, ...);
  3. Firefighting services;
  4. Industrial refrigeration services;
  5. Transportation services;
  6. Tourism;
  7. Educational services;
1. There is a considerable gap between current regulations and standards in services (Public and private sectors in the national level).
  2. Up to now, more focus was on standards of goods rather than services during past years despite the remarkable role of services on the GDP. So the number of national standards for services compared to the goods is so insignificant.
  3. Service provision on IT platform is emerging. This enhances competitiveness and therefore leads to quality improvement. The demand for service standardization and new standards is proliferating.

<p>4. The interface between local and traditional service providers and standard based services is ambiguous. An educational plan needs to make traditional service providers more familiar with new standards and benefits.</p> <p>5. Due to the nature of services which are not tangible and so cannot be imported and exported between countries as goods, therefore transfer of standards needs a specific educational plan and culture. It is recommended a global strategy and plan for movement of standards of services from developed to under development countries.</p> <p>6. Since the quality of services has substantial impact on the GDP and CSI of each country, it is suggested that any plan and strategy for service standards be integrated with national strategies and have a big share in ISO strategies.</p>		
<b>Israel (SII)</b>	<b>Comment</b>	2018-03-22 13:11:13
SII plans to establish a new TC for services that will absorb adoption of ISO and EN service standards according to the needs of the Israeli Market		
<b>Japan (JISC)</b>	<b>Comment</b>	2018-03-20 06:27:15
<p>While the current scope of Japanese Industrial Standards is limited to mineral and industrial products by Japanese Industrial Standardization Act, amendment of the act to expand the scope into service sectors was proposed to the Diet in February 2018 and it will be discussed in due course.</p> <p>parce deliverly services, shareing economy (platformers)</p>		
<b>Kazakhstan (KAZMEMST)</b>	<b>Comment</b>	2018-03-20 12:27:50
<p>Currently, a national standardization strategy is being formed.</p> <p>The state standardization plan is formed Annually.</p> <p>To date, the program for the development of the service sector in Kazakhstan until 2020 has been approved.</p> <p>Within the framework of which 9 directions were identified:</p> <ol style="list-style-type: none"> <li>1 trade</li> <li>2 transport</li> <li>3 tourism</li> <li>4 real estate</li> <li>5 professional services</li> <li>6 financial</li> <li>7 education</li> <li>8 Health</li> <li>9 information and communication</li> </ol> <p>Today in the Republic of Kazakhstan the main problem is the lack of interest of SMEs in the development and application of services standards.</p>		
<b>Kenya (KEBS)</b>	<b>Comment</b>	2018-03-19 12:15:03
There is an established Section within the Standards development department to spear-head the development in this area. The officers do plan on an annual basis by planning requests that have come from the public. The requests are then evaluated and considered as projects as appropriate.		

Kenya National Federation for Jua Kali Association (KNFJA) has provided membership to all Technical Committees (TC's) and are helping in development of service standards as members to the TC's. A number of sensitization to this critical groups have also been provided by the NSB (KEBS) to sensitize them on the importance of standards.

Examples include:

1. SME Tour Operators,
2. SME Tourist Accommodation
3. SME Coconut and coconut related Product manufacturers and vendors
4. SME Food suppliments manufacturers, etc

Nationally, there is need to enhance the presence of SME's through deliberate business with Governments where the procuring entities are sensitized on the importance of the SME's. This shall improve their delivery while ensuring their availability as appropriate.

There is also need for sensitization of the SME's on standards and their importance for them to fully appreciate the importance of these documents. Regulatory Authorities need to assist them with implementation of thsse standards while ensuring that they improve to beat import competiton.

<b>Malaysia (DSM)</b>	<b>Comment</b>	2018-03-23 10:34:27
<p>Telecommunication</p> <p>Facilities management - association of cleaning contractors (MACC)</p> <p>Hospitality</p> <p>Banking</p> <p>Tourism</p> <p>Health</p> <p>Transportation</p> <p>Energy</p> <p>IT assistance</p>		
<b>Malta (MCCAA)</b>	<b>Comment</b>	2018-03-14 09:15:01
<p>Social services - e.g. child adoption, use of childern in political advertisments</p> <p>Waste management - characterisation of waste from construction</p>		
<b>Mauritius (MSB)</b>	<b>Comment</b>	2018-03-13 20:39:27
<p>A programme of work is established for each Technical committee based on proposal from stakeholders/ technical committee members, projects under development at Internationa level and covering a period of 3 years.</p> <p>The Programme is approved by the respective Technical Committees. It is a rolling programme with operation focussed on the current year.</p> <p>The technical committees for standards development comprise all stakeholders including industries, service providers, regulators consumers having an interests in the standards</p> <p>Food and agriculture, Textiles, Tourism, Energy Management, Safety and Security</p> <p>The consumer needs are so varied that there needs are not fully addressed in standards</p>		

Also, due to lack of participation or technical knowledge in the product/services, their needs are not overlooked		
<b>Namibia (NSI)</b>	<b>Comment</b>	2018-03-20 14:44:48
<p>The NSI is in the process of assisting in the development of an SME Policy which is cascaded from the level of Government</p> <p>Establishment and operationalization of a Customer Organization enacted by Government through Parliament as current structures are lagging the legal supportive framework</p>		
<b>Netherlands (NEN)</b>	<b>Comment</b>	2018-03-13 11:25:52
<p>NEN follows a 'bottom up' approach for engaging stakeholders and defining new areas of work. In other words, most of our work is demand driven. This applies to product and services standardisation.</p> <ul style="list-style-type: none"> <li>• health services</li> <li>• tattooing services</li> <li>• window cleaning services</li> <li>• job agency services</li> <li>• ict services</li> <li>• financial services</li> <li>• fitness centres</li> <li>• facility management services</li>   <li>• Tourism (hotel services)</li> <li>• Insurance</li> </ul>		
<b>Nigeria (SON)</b>	<b>Comment</b>	2018-03-23 10:57:03
<p>Nigeria planned that within the next three years it will adopt existing ISO Standards on services and also develop national service standards in services like Plumbing, Hair Dressing , Electrical wiring, Auto Mechanic, Tiring, Laundry amongsts others</p> <p>Electrical wiring, Tiring, Tourism, Cobbling, Plumbing, Fashion Designing, Hair Dressing and Carpentry amongst others</p> <p>Lack of awareness of the stakeholders on the need for standards and implementation of same for effective service deliverly</p>		
<b>Norway (SN)</b>	<b>Comment File</b>	2018-03-14 11:08:56
<a href="#">CommentFiles/COPOLCO N364_SN.doc</a>		
<b>Panama (COPANIT)</b>	<b>Comment</b>	2018-03-20 20:27:31
In the future we are going to create a Mirror Committe		
<b>Philippines (BPS)</b>	<b>Comment</b>	2018-03-23 11:41:30
<p>Planned standards setting for services tourism, BPO, etc.</p> <p>Timeframe: 2018 onwards.</p> <p>Standardization of handicrafts, tourism and BPO.</p>		

Difficulty on stakeholder engagement due to trust issues and lack of appreciation on the benefits of standardization.		
<b>Saudi Arabia (SASO)</b>	<b>Comment</b>	2018-03-13 18:46:17
<p>In SASO , we established new department which is service standards department. We built our strategy based on Saudi Vision 2030 which fouse on services</p> <p>Non-profit sector , Consulting Sector , Hajj and Umrah Sector and others</p> <p>The main gap is there is a lack of focusing on consumers principles during providing service. This lead to increase a number of dissatisfaction and complaining from the consumers. Also, there is a luck of tool to measure the quality of services amongst providers</p>		
<b>Singapore (SPRING SG)</b>	<b>Comment</b>	2018-03-23 04:12:58
<p>We had recently formed the Services Standards Committee under the Singapore Standardisation Programme. The objective of this action was to ensure service quality, promote industry competitiveness, and drive innovation in the service and service-related industries. The Services Standards Committee develops standards and conformance solutions as well as supports the key national initiatives in areas such as logistics, hotels and retail to scale up productivity, innovation, internationalisation and skills in these service sectors.</p> <p>Other than service providers and SMEs, consumer organisation is also represented.</p> <p>The areas with service providers participation are mainly in the logistics sector, e-commerce sector, social services, food services and financial services</p> <p>Some gaps are:</p> <ul style="list-style-type: none"> <li>- incongruence in service level</li> <li>- consumer trust</li> <li>- meeting customers' expectations</li> <li>- standards to protect vulnerable consumers</li> </ul>		
<b>Slovenia (SIST)</b>	<b>Comment</b>	2018-03-20 11:15:47
Translation services, fire services, healthcare services, tatooining services,...		
<b>Sri Lanka (SLSI)</b>	<b>Comment</b>	2018-03-13 07:09:26
comments for draft national standards, comments for draft ISO standards		
<b>Sweden (SIS)</b>	<b>Comment</b>	2018-03-20 13:11:00
e.g. ISO/TC 176, ISO/TC 68, ISO/TC 215		
<b>Trinidad and Tobago (TTBS)</b>	<b>Comment</b>	2018-03-22 13:01:04
Commercial Diving Providers		
<b>Tunisia (INNORPI)</b>	<b>Comment</b>	2018-03-21 11:21:00
during 2017-2018, INNORPI planned a standards work in these fields:		

energy		
tourism		
financial services		
management system standards		
ITC		
energy		
tourism		
financial services		
<b>Turkey (TSE)</b>	<b>Comment</b>	2018-03-20 12:23:06
<p>Our National Standardization Strategy paper sets out an action related to TSE's offering Turkish services Standards to ISO and CEN to be evaluated as international and regional standards. The first time frame for this action is 2020. Due to the strategy this action have to be followed and hve to be sustainable</p> <p>Automotive, environment, recycling etc.</p> <p>Limited participation of consumers to the international and regional standardization work because of language problems</p>		
<b>United Arab Emirates (ESMA)</b>	<b>Comment</b>	2018-03-22 08:23:40
<p>Stratagic plan 2017- 2021</p> <p>ASTM\ GSO\ AIDMO\ SIMIIC\ UN\ FAO\ CODEX</p> <p>GOVERNMENT\ PRIVATE\ FACTORY</p> <p>GOVERNMENT SECTORS TO IMPLEMENTATION</p> <p>HALAL SERVICES</p>		
<b>United Arab Emirates (ESMA)</b>	<b>Comment File</b>	2018-03-22 08:23:40
<p><a href="#">CommentFiles/COPOLCO N364_ESMA.docx</a></p>		
<b>United Kingdom (BSI)</b>	<b>Comment File</b>	2018-03-24 10:06:09
<p><a href="#">CommentFiles/COPOLCO N364_BSI.docx</a></p>		
<b>United States (ANSI)</b>	<b>Comment</b>	2018-03-23 21:12:39
<p>ANSI works with its members, U.S. and international partners through a serious of outreach activities to identify the needs of the service sector and the role that standards and conformity assessment can play. ANSI seeks to develop a strategy that responds to and engage the diverse group of stakeholders from different sectors to serve their current and future needs. In October 2015 ANSI kicked off these activities by sponsoring a conference on Standards and the Service Economy. Since then ANSI service standards-related activities have been ongoing.</p> <p>1. ANSI has been encouraging service providers to be engaged in standards work through its partner Standards Development Organizations.</p> <p>Many existing service standards are related to backstage, infrastructure and support activities. There is a need for service standards that are related to customer engagement in the frontstage so that customers could make better value comparison among service providers.</p>		



<b>Uruguay (UNIT)</b>	<b>Comment</b>	2018-03-22 18:38:28
<p>We are planning to adopting the following Internacional Standards from <a href="#">ISO/TC 228</a> Tourism and related services, in 2018.</p> <ul style="list-style-type: none"> <li>• ISO 14785:2014 Tourist information offices -- Tourist information and reception services – Requirements</li> <li>• ISO 21101 :2014 Adventure tourism -- Safety management systems – Requirements</li> <li>• ISO/TR 21102:2013 Adventure tourism -- Leaders -- Personnel competence</li> <li>• ISO 21103:2014 Adventure tourism -- Information for participants</li> <li>• ISO 13009:2015 Tourism and related services -- Requirements and recommendations for beach operation</li> <li>• ISO/DIS 21401 Tourism and related services — Sustainability management system for accommodation establishments — Requirements</li> </ul> <p>We have engaged with hoteliers associations and other business groups</p> <p>Linked with Tourism.</p> <p>Tourism in general, specifically Tourist información, Adventure tourism and beach operation</p>		

Comments from Commenters		
Member:	Comment:	Date:



## STRATEGIC AND POLICY ISSUES

### AGENDA ITEM 3.1

### INTERFACES WITH OTHER GOVERNING BODIES

#### Item for discussion

#### 3.1.1 Service strategy – update on implementation

#### Item for information.

#### 3.1.2 Reports from individual governance groups (CASCO, COPOLCO, COUNCIL & WSC, CSC/FIN, CSC/SPC, DEVCO)

#### Item for discussion.

#### 3.1.1 Service strategy – update on implementation

#### Background

The TMB will recall that it was the ISO General Assembly who initially requested that ISO develop a strategy for service standardization in 2014. This became a priority achievement for ISO in 2015 and, over the course of 2015, the development of the strategy was led by the CSC/SPC with input from the TMB. The TMB approved the [final strategy](#) in February 2016, to be implemented over the period 2016-2017.

The CSC/SPC has delegated the responsibility for oversight of the implementation of the services strategy to the TMB, and the TMB secretariat therefore provides an update to the TMB at every meeting.

#### Update on implementation of the strategy

At the June 2017 meeting, the TMB discussed future actions (including how we can move forward with the second part of the strategy) and requested that:

- ISO/CS develop more **case studies** in close cooperation with relevant TCs (strategy part 1);
- ISO/CS develop and promote, a '**services tool kit**' for ISO members, which would be a compilation of existing materials (strategy part 1);
- ISO/CS conduct an **analysis of the economic importance** of services, to be reviewed by the TMB (strategy part 2);
- ISO/CS carry out a **survey of TCs** developing service standards. This survey would ask TCs that develop service standards about their engagement with service sector stakeholders, the needs expressed by these stakeholders, and challenges/best practice for engaging service sector stakeholders and developing/promoting service standards. This could help to develop further guidance on stakeholder engagement for the services sector, and also inform the second part of the services strategy (strategy parts 1 and 2).

Since September 2017, the TMB secretariat has been working on the economic analysis and the case studies, with the TC survey and services tool kit to be started in Q1 2018.

Economic analysis: the first draft will be shared with TMB members in the coming months. The TMB Secretariat has developed the following objectives for the analysis:

- *Raise the awareness of the ISO members about the importance of standards for services*
- *Help ISO members to identify where there may be a market need for new standards and which stakeholders to approach*
- *Identify any potential market needs for international services standards*

Case studies: The target date for the three new case studies is end Q2 2018. The objectives of the case studies are to:

- *Provide concrete examples of the implementation of service standards in close cooperation with relevant TCs (using feedback from TCs to identify which standards to choose);*
- *Raise awareness about the benefits of service standards and the threats (e.g. missed opportunities for stakeholders for not participating in the work of standards development in the services industry);*
- *Promote some existing service standards.*

#### **TECHNICAL MANAGEMENT BOARD ACTION**

The TMB is invited to note/comment on the above.

#### **Item for information.**

#### **3.1.2 Reports from individual governance groups (CASCO, COPOLCO, COUNCIL & WSC, CSC/FIN, CSC/SPC, DEVCO)**

##### **Background**

For each TMB meeting, we ask the individual governance groups to provide us with a report on their latest activities. As some governance groups only meet once a year, there is sometimes not much to report for each TMB meeting.

As a result, the relevant groups have been informed of the new reporting schedule – DEVCO, CASCO and COPOLCO are expected to report once per year after their meetings, other bodies reporting to Council are also expected to share their regular reports to Council for circulation to TMB.

CASCO, COPOLCO and DEVCO will all provide reports to the June 2018 TMB meeting (CASCO and COPOLCO hold their plenary meetings in April/May and DEVCO has a CAG meeting mid-May).

Please find in **Annex 1** the reports from the individual governance groups below:

- Council & WSC
- CSC/FIN
- CSC/SPC

#### **TECHNICAL MANAGEMENT BOARD ACTION**

The TMB is invited to note the above.



## **AGENDA ITEM 10.2 REPORT FROM THE ISO/COPOLCO WORKING GROUP ON CONSUMERS' ISSUES IN SERVICES STANDARDIZATION – REVISION OF ISO/IEC GUIDE 76**

---

**COPOLCO ACTION:** COPOLCO is invited to note/comment on the report

In keeping with its terms of reference, the services working group has been developing two areas: the revision of ISO/IEC Guide 76, *Development of services standards – How to address consumer issues*, and identifying generic issues in services standardization from the consumers' point of view, for possible policy or standards initiatives. This part of the report deals with ISO/IEC Guide 76.

Over the past two years ISO/IEC Guide 76 has been considerably revised by the Working Group to simplify and shorten the text to approximately 15 pages. The aim is to make the Guide more easily understood and user friendly for busy standards developers. The Guide has completed its Committee Draft consultation and at the time of writing was being prepared for Enquiry.

ISO/COPOLCO WG 18 held a meeting in London on 5-6 November to address comments resulting from the Committee Draft consultation. A total of 25 pages of very helpful comments were received, and the WG 18 meeting was taken up in considering all the comments and formulating responses. The group made good progress; it was able to deal with the majority of comments during the meeting and the text was revised accordingly.

However, there were some proposals that needed further consideration, such as the revision of the Introduction, where it is aimed to tighten the text. Also, there were new ideas, based on comments received, e.g. on the format of Table 3 and the table in Annex A to ensure consistency between the tables. It was also proposed to re-introduce a second case study as Annex B. Hence, work was split among the working group members to develop the next draft of the Guide.

This work is largely completed and the working group is producing the next draft from of the contributions. This will be the Enquiry draft for vote and comment by ISO and IEC members.

The working group considered many comments requesting a clearer distinction between "customer" and "consumer" in the document. The group decided to focus on use of "consumer" except in cases of widely-understood concepts and terms for customer, e.g. customer satisfaction. It was felt that the Guide should cater to the end user of a service rather than just the purchaser/primary receiver of a service. In addition, using "customer" usually implies a financial transaction whereas consumers may receive services without a financial transaction taking place.

A record of comments and the group's reactions is available separately.



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

## **AGENDA ITEM 11    KEY AREAS WORKING GROUP**

## AGENDA ITEM 11      REPORT FROM THE WORKING GROUP ON KEY AREAS FOR CONSUMERS

---

### 1 Mandate and deliverables

#### 1) Mandate

The mandate of the Key Areas Working Group (WG2) is to ensure that consumers' perspectives are adequately included in International Standards, in line with COPOLCO's strategic objectives.

Recent activities seem to require modifying the present mandate slightly for WG2 to work more proactively. The Chairs believe that the introductory paragraph of the mandate does not capture the spirit of what the group is trying to achieve. This report shows that WG2 now does more than provide 'information on key areas of work in standardization relevant to consumers'. For example, WG2 has encouraged consumer involvement in relevant committees and subcommittees, and is looking at ways to raise awareness and use of consumer-relevant standards.

Therefore, we propose this modification as underlined:

#### **Present mandate (introductory part):**

The Key Areas Working Group (WG2) 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.

#### **Proposed change – add the underlined sentence:**

The Key Areas Working Group (WG2) operates as a standing committee under the authority of ISO/COPOLCO. It supports the ISO COPOLCO Chair and Secretary by seeking to ensure that consumers' perspectives are adequately included in International Standards in line with COPOLCO's strategic objectives; providing information on key areas of work in standardization relevant to consumers and working towards continuous improvement in the delivery of this mandate, while taking account of the needs of developing countries and emerging economies.

#### 2) Deliverables

WG2 selects areas of international standardization where special attention is needed from the consumers' perspective, and monitors the progress of relevant ISO/IEC standards development.

The key areas are identified by proposals from COPOLCO members using a template, "New Suggestions for ISO/COPOLCO Activity". Monitoring is based on reports prepared by key persons on the relevant standards' development. These reports are compiled and issued annually as the *Standards for consumers – Update*. A summary of the Update is provided in the "Project Overview". Consumer relevant standards to which COPOLCO has contributed are listed and issued as the "list of published consumer standards". The "WG 2 Key areas for consumers Handbook" (Handbook) is a guidance document for COPOLCO Members.

These deliverables, except the "Handbook", are available on ISO's public site:  
<https://www.iso.org/copolco.html>.

**REQUESTED ACTION 1:** COPOLCO is invited to note/comment on the modification.

## 2 Recent observations by the co-chairs on working group activities

We have recently recognized the importance of prioritizing items among the selected key areas, so that WG2, and COPOLCO as a whole, may identify points of focus. Collected efforts on these priorities maximizes expected outputs – especially when done effectively and efficiently.

Promoting the use of consumer relevant standards matters – because unless those standards are actually used, COPOLCO's ultimate goal of strengthening consumer protection through standardization will not be realized.

It has been recognized that further consideration might be needed on promoting the relationship between COPOLCO and other internationally recognized organizations in response to the recent WG discussion.

With the recognition of the above observations, WG2 has recently taken the following actions:

## 3 Meetings and activities in brief

Since the 2017 Plenary, a working group meeting was held in November 2017 in conjunction with the Chair's Group (CAG) and other working group meetings in Geneva. The following was discussed:

- 1) Improving the Project Overview and Handbook
- 2) Restructuring the Project Overview for better monitoring and management of key areas
- 3) Enhancing effective input of consumers' perspectives into the relevant committees
- 4) Increasing recognition among committee chairs/secretariats of the importance of consumer participation
- 5) Promoting the use of consumer relevant standards
- 6) Enhancing liaisons with internationally recognized organizations

## 4 Follow-up actions

The group has led follow-up actions to the November meeting:

### 1) Improving the Project overview and Handbook

A new category, *Pending Items*, has been set up as annex to the project overview since the last COPOLCO plenary. Pending Items are recognized by consumers as important – but are inactive in the standards area or there is no expectation of finding a key person. When a key area is identified as inactive, instead of deleting the item, it is transferred to Pending Items; and no longer monitored by the group.

CAG 2017 approved transferring the following to Pending Items:

- Food safety – as there is no key person
- Mechanical contraceptives – no key person

“Environmental issues” was also raised as candidate for Pending Items since ISO 14026 was in FDIS stage. The standard was issued in December 2017, and is to be transferred to the list of published consumer relevant standards. The area “Cosmetics/Sun protection” was requested to be retained in the Project Overview with expectation of finding a key person initiated by BSI.

The handbook has been modified editorially and confirmed at CAG 2017:

- “transfer” replaces “delete”
- clause 2.2, criteria for setting new key area; and figure 3 on page 10 were slightly refined with no change of meaning

**REQUESTED ACTION 2:** COPOLCO is invited to note/comment on the transfer and modification.

## **2) Project Overview for better monitoring and management of key areas**

We have drafted a restructured Project Overview by increasing the visibility of expected outcomes for each area. This will facilitate the ability to monitor and manage the key areas more effectively so that achievements against expected outcomes can be monitored.

Information in this modified overview should be mainly captured from the key person’s reports. Therefore we have modified the key person’s reporting form as well to realize the intent. This modification has the following aims:

- Capture the same amount of information as the previous format
- Show the latest information especially on standards work
- Allow any concerns and next actions to be clearly recognized
- Not increase the burden on key persons filling in the form

The drafted format of the Project Overview and the key person’s reporting form have been approved at the last meeting and it has been decided to see if those formats work as expected for a while.

**REQUESTED ACTION 3:** COPOLCO is invited to note/comment on the new forms.

## **3) Enhancing effective input from consumers’ perspectives into the TC/SCs relevant to key areas**

Consumer representatives acting at the international level have their own perspectives on the relevant standards development. Key persons also have their own perspectives. Making the linkage by networking between consumer representatives and key persons will contribute to enhance the effective input.

It has been agreed that facilitating networking among those consumer representatives and key persons will be important for disseminating consumers’ view/concerns effectively into the relevant TC/SCs’ discussion.

To do so, information on those consumer representatives has been made available for key persons. The present Project Overview contains the information captured from ISO’s Global Directory. Several key persons have expressed appreciation on the value of this.

However, a concern has been raised about the authenticity of the consumer representatives. If those consumer representatives were actually employees or lobbyists of companies that make or evaluate consumer products, the intentions of the networking would be ruined. In order to have successful networking, it is vital that consumer representatives are genuine. It has been recognized by the working group that COPOLCO and ISO National Standards Bodies should have a responsibility of the authenticity, so that this will be reminded to COPOLCO members and the ISO National Standard Body members accordingly.

An environment where such networking can be promoted is also necessary. More state of the art IT, now under consideration within ISO, might provide a way to go in the future.



The working group will work more on this issue together with key persons.

**REQUESTED ACTION 4:** COPOLCO is invited to note/comment on the idea.

**4) Enhancing recognition among TC/SC chairs/secretariats of the importance of consumer participation in TC/SCs**

It appears ISO is upgrading its relevant training with the intention of expanding implementation beyond Geneva by promoting more regional-based implementation; and ISO Academy supporting developing countries. However, revision of the content has not as yet been discussed by the TMB.

It was agreed at CAG 2017 to establish COPOLCO's views and recommendations for consideration in the discussion once discussion starts and prepare a COPOLCO position paper on consumer participation.

In February 2018, Chairs of WG2 and WG3, Consumer participation and training, both recognized that:

- The target for the consumer participation project would be not only TC/SC chairs/Secretaries but also senior management of National Standards Bodies, policy committees such as DEVCO, CASCO and ISO/Technical Program Managers.
  - o All relevant existing training programmes/materials should be collected from COPOLCO members, regional organizations, and ISO etc.
  - o A task group should be established to tackle this issue in cooperation with the WG2 and WG3 to examine the relevant information and draft the position paper.

This issue will also be raised at the forthcoming meeting of WG3, and WG2 will take the lead of the discussion.

**REQUESTED ACTION 5:** COPOLCO is invited to note/comment on the idea and the way to move it forward.

**5) Promotion of the use of consumer relevant standards**

COPOLCO actively works for developing international standards which strengthen consumer protection. However, unless those standards are actually used, COPOLCO's ultimate goal; strengthening consumer protection through standardization; will not be realized. It is suggested that COPOLCO should consider promoting greater use of consumer relevant international standards. Consumer use of international standards does not appear to part of any WG's mandate. However given its raising awareness role, WG2 might be a right place to deal with this, and 'How to' would be the matter for consideration. 'How to' for example could include feedback on the actual use of consumer relevant standards and by whom. It was agreed at CAG 2017 that the promotion of the use is an important aspect to be addressed, and the task can be added to the working group.

However, COPOLCO's attention would especially be on the promotion of the use of consumer relevant international standards, and the promotion of the use of international standards including consumer relevant ones would be an issue to be addressed for ISO as a whole. Therefore, consideration on this issue should be made within the whole ISO including COPOLCO.

This issue will be raised at the forthcoming meeting of CAG.

The results of the discussion will be presented at the plenary.

**REQUESTED ACTION 6:** COPOLCO is invited to note/comment on the idea.

## 6) Enhancing liaising with internationally recognized organizations

At the COPOLCO plenary, May 2017, WG2 noted a suggestion from CI for developing a relationship between COPOLCO and UNCTAD.

It appears UNCTAD has an interest in international standardization as a whole, but as yet, not in any specific standardization issue. It is noted CI has a MoU with UNCTAD which may present the best practical linkage between COPOLCO and UNCTAD. However there may be a role through COPOLCO to involve consumers in UNCTAD in relation to their standards development work.

Further on this issue, it is suggested that consideration be given to the promotion of liaison between COPOLCO and other international organizations recognized by ISO. In broadening its information base COPOLCO may find completely new potential areas it can address, which in turn may contribute to the promotion of the use of consumer relevant international standards.

We believe this will contribute to the further success of COPOLCO in the future.

At CAG 2017, it was agreed that linking up with new internationally recognized organizations and strengthening the relationship with existing liaising organizations should be addressed by COPOLCO.

This issue will be raised at the forthcoming meeting of WG2 and CAG.

The results of the discussion will be presented at the plenary.

**REQUESTED ACTION 6:** COPOLCO is invited to note/comment on the idea.

## 5 Potential new key area

Since the last COPOLCO plenary, Smart cities; being undertaken by ISO/TC268 on sustainable cities has been recognized as a potential new key area.

-----  
**COPOLCO Resolution x/2017**

*Key areas for consumers (1)*

COPOLCO

approves the report of the key areas working group (COPOLCO N377), further approves the modification of the key areas working group's mandate, expresses its appreciation to key persons for their efforts and vital role in the working group, confirms the present annual report "Standards for consumers – Update", "Project overview", "List of published consumer standards", and "Handbook".

**COPOLCO Resolution x/2017**

*Key areas for consumers (2)*

COPOLCO

approves the transfer of the *food safety and mechanical contraceptives* key areas to "pending items", and the *environmental issues* key area to "published consumer relevant standards" invites the nomination of a key person for the *cosmetics/sun protection* area.

**COPOLCO Resolution x/2017**

*Key areas for consumers (3)*

COPOLCO

approves the proposed format of the restructured project overview and modified format of the key person's reports.

**COPOLCO Resolution x/2017**

*Key areas for consumers (4)*

COPOLCO

supports enhancing input from consumers' perspectives into the TC/SCs relevant to key areas, encourages the key areas working group to cooperate with key persons on this issue.

**COPOLCO Resolution x/2017**

*Key areas for consumers (5)*

COPOLCO

reiterates the importance of greater recognition of consumer participation in TC/SCs, by TC/SC chairs/secretaries and top executives of National Standards Bodies, DEVCO, CASCO and ISO Technical Programme Managers,

approves the establishment of a task group composed of members of the key areas working group and the consumer participation and training working group, with the consumer participation & training working group taking the lead,

invites the Secretary to contact the COPOLCO members for this purpose.

**COPOLCO Resolution x/2017**

*Key areas for consumers (6)*

COPOLCO

Encourages its members to implement consumer-relevant international standards.

notes this issue is one to be addressed by ISO as a whole,

further notes the desirability of enhancing liaison with internationally recognized organizations,

requests the working group to consider appropriate actions in collaboration with other working groups and report back to the 2019 COPOLCO Plenary..

-----  
**Annexes:**

- 1) Minutes from the November 2017 meeting (N214)
- 2) Handbook (April version) which includes a submission template: New suggestions for ISO/COPOLCO activity (N203)
- 3) Annual report – Standards for consumers-Update
- 4) Project overview
- 5) A list of published consumer standards
- 6) Proposed new project overview (N201)
- 7) Modified key person's reporting format



## CONFIRMED MINUTES OF THE COPOLCO WG 2, “KEY AREAS FOR CONSUMERS” – Geneva, Switzerland 29 November 2017

---

<b>Chairs:</b>	John Furbank (SA, Australia) and Takashi Nakakuki (JISC, Japan)
<b>Participants:</b>	There were ca. 21 participants, both members and observers
<b>ISO Central Secretariat:</b>	Mr. Sean MacCurtain, Director of Conformity and Consumer Matters (CACM) Ms. Dana Kissinger, Secretary of COPOLCO Ms. Katia Kerswell, Project Manager, COPOLCO

---

### AGENDA ITEM 1                      **Introductory remarks and adoption of the agenda**

1. John Furbank and Takashi Nakakuki welcomed participants, and referred to the key areas report for the Chairs’ meeting, [N207](#), in giving presentation [N208](#).
2. Agenda [N212](#) was adopted.
3. **Enhancing relations** – this group aims to further societal well-being, through activities presented in this meeting, including 1) the new responsibility of building better liaisons with organizations currently engaged by COPOLCO; and 2) expanding relations with other international organizations of relevance.

The advantage is better promotion of ISO standards relevant to consumers, and to harness synergies and differences; to create something new. Liaison status keeps decision-making rights with COPOLCO members and all benefit from activating and developing new activities that boost COPOLCO’s visibility and impact too. The twin goal is to find new partners and deepen relations with existing ones as well.

4. Participants raised the following candidates working for global consumer protection:
  - IEC – COPOLCO had a successful relationship a few years ago, especially for product safety, and the Product safety group encourages cooperation
  - UNCTAD CCP – was raised as important during the Consumer participation fringe meeting
  - ICPEN, the International Consumer Protection Enforcement Network – has also fed work in the Global marketplace group
  - ICSPPO –
    - Sadie Homer attended a meeting in February 2017, and although multi-stakeholder, found ICSPPO targeted to industry and manufacturers, not very welcoming, and they didn’t speak the same language. So it would be good for them to hear COPOLCO speaking consumer stakeholder language. Hugh Starkey, the initial head of ANEC was very involved. That meeting gave the impression of being US focused, but possibly their EU meetings are more EU focused
    - Arnold Pindar had worked there a long time ago as a government not a consumer representative, and considered it well worth exploring, and welcoming of people who attend
    - Rae Dulmage was funded by Government Health Canada to the European meeting in October 2018, also attended by Dr Eunsook Moon, and attendees asked for more consumer reps. Health Canada and Australia had good delegations, and consumer participation would be appreciated

- Suzanna Ersoy proposed to provide a more strategic report, ICSP0 are based in the US, but address broad technical issues such as children being suffocated, that could interest COPOLCO
- Antoninio Serra Camberes has a good relationship with them as the Organization of American States are involved in health and safety aspects. The US is active and welcomes greater consumer participation and representation. They were open, and CI welcomes greater ties with them
- Dr Moon added they asked her to introduce COPOLCO and Product Safety work, and she has participated several times. Initiated by the US and Canada; China, Japan and Korea are now participating. So she welcomes relations with them, especially for product safety.

*Action: The working group will consider ways to improve relations with liaisons and develop a draft proposal to be considered by the Chair's Group. Ideas are welcome from the group.*

## **AGENDA ITEM 2                    For information: Minutes from the May meeting**

5. Minutes and follow up actions in [N199](#) were noted.

## **AGENDA ITEM 3                    For information: Possible new key areas**

6. [John Furbank](#) drew attention to three submissions by Canada, presented at the Global market fringe meeting:

- Stuffed Articles [N210](#)
- School trips [N209](#)
- Super-complaints [N211](#)

See the minutes of this meeting at [N65](#).

*Action: The Product Safety WG will examine stuffed articles and Global Marketplace WG will examine super-complaints. The Key Areas group can follow this work once it starts, by keeping it on the agenda for now*

Participants raised the following:

7. **Artificial Intelligence** – [Suzanna Ersoy](#) (SCC, Canada) informed ISO has a new committee, ISO/IEC JTC 1/SC 42 and asked that AI be raised as a key area for consumers now to ensure consumer participation from the outset; given huge potential consumer detriment and impact; or should the group wait for this committee to establish new work? It is not yet known which country will lead this work, but consumers need to be aware it matters.

- Canada, specially Montreal is becoming one of the biggest hubs and ecosystems for AI
- Standards Australia ran a session on AI's impact – in reality, most consumers don't appreciate the potential, limitations, future possibilities... yet right now AI significantly impacts customer service delivery, such as Artificial Conversational Entity (chatbot). Suggested COPOLCO narrow the discussion on what is happening right now, to prepare for when the conversations become deeper and more wide reaching
- Europe is also pioneering AI. Key persons Peter Eisenegger (privacy by design) and Brian Tranter (robotics) have raised it in relation to chatbot, as well. The definitions of robotics differ in different environments as to whether they include chatbot (the US yes, IEC not). There are consumer issues because you may think you are talking to a person at a bank, but are talking to a robot. The technical side is a difficult area for consumers, but consumers can look at the issues and outcomes, including transparency

8. **Smart cities** – [Antoine Morin](#), ISO Technical Programme Manager, involved in the ISO/TMB Smart Cities Task Force, discussed what this work means for COPOLCO and the consumer. This interdisciplinary field will increasingly refer to Artificial Intelligence and the Internet of Things, as well as consumer and citizen needs and services in air, water, transport and security.

The World Smart City partnership is driven by four basic principles:

1. Understanding the needs and pain points of the smart cities communities
2. Demonstrating how international standards add value and can support cities to achieve their strategic and societal goals
3. Forging a stronger relationship between IEC, ISO, ITU, and cities
4. Supporting the long-term development of smart cities through an aligned approach between IEC, ISO, and ITU

Additional information can be found here: [www.worldsmartcity.org](http://www.worldsmartcity.org)

The first World Smart Cities Forum in Singapore in July 2016 led by IEC helped to:

1. Identify cities' pain points
2. Continue having World Standards Cooperation (WSC) forums co-led by IEC-ISO and the International Telecommunications Union (ITU). A terminology team was successful last year in identifying trends they could address together
3. Engage cities, but this was hard to achieve as standards are not seen as so relevant to cities

The second event held in Barcelona, Spain, in November 2017 led by ISO aimed to get closer to cities, by inviting cities on the panel, to better understand their needs; and by holding the forum in parallel to the yearly Smart City Expo World Congress in Barcelona, to attract all the relevant stakeholders, namely cities.

The first day's CEO panel at Congress was successful as it had the CEOs of ISO and IEC sitting next to Mayors in front of a full audience of cities, citizens etc at zero cost.

The second day was the World Smart City Forum 2017. This built on the success of the inaugural World Smart Cities Forum, in Singapore last year. Over 200 of the most innovative and influential smart cities thinkers gathered together to share knowledge, present visions and highlight solutions to how we will create efficient, economically viable and sustainable cities. This year's event aimed to foster an interactive dialogue between the key actors involved in developing sustainable urban policies and solutions. IEC, ISO and ITU forged stronger relationships between Standards Development Organizations (SDOs), investors and cities, demonstrating the critical role standards can play in delivering positive change.

The third day was devoted to SDOs understanding how to move forward. This event aimed to increase the collaboration amongst the SDOs by discussing the implementation of existing or potential collaboration projects and identifying a future standards road maps based on the takeaways of the World Smart Cities Forum. The key takeaway was becoming relevant to a new sector like smart cities requires going to these stakeholders' events rather than trying to attract them to own events. It is important to get every actor involved to develop relevant standards. Challenges are standards perceived as boring and inapplicable, and securing resources to attend meetings. Antoine suggested involving cities in technical committees so these become more relevant.

Antoine further stated:

- SDO Secretary Generals will contact ISO members to encourage them to get in touch with cities to involve them in committees and will continue to support the joint IEC-ISO-ITU terminology group to identify terms that have been jointly developed, as low hanging fruit to be approved by the technical committees and governing structures of these organizations
- clarify the confusion: cities are interested in what standards can offer, but confused on what standards should offer – so the goal is to map smart city standards across the different organizations. An ambitious task as it spans lots of sectors: ITU are quite ICT-focused, on urban data; ISO is quite broad, including energy, transport, with TC 268 developing standards to help define strategies, city indicators, and smart city infrastructure; and finally, for IEC, energy is the golden trend in developing smart cities. This mapping will help cities understand more clearly what standards offer, the many solutions

- ITU has confirmed it will lead the third World Smart City Forum in 2019, which shows the commitment of the SDOs for three years. Joint terminology and mapping will fit in next year's event

9. WG 2 Participants added the following:

- Sharing Economy – was mentioned generally, but there was no COPOLCO representative at the forums nor mention of IWA 27. Yet this is usable by cities: SCC is working with Toronto and Ottawa. This specific work is happening now in ISO that is not too broad and practical to use
- Privacy by Design – this recent COPOLCO NWIP is important since data collection is central to smart cities, in potentially positive, but also worrying applications. Antoine Morin responded that data predominated the forum's discussions: how to manage, make sense of it, ensure security and privacy. The Netherlands Chief Information Officer representative simulated a cyber attack causing an apocalyptic flooding of dams.... So data is the hot topic. Smart phones and the IoT raise issues including how to capture this data, make sense of it, and feed into different services such as energy. Interoperability is a huge topic. How to have different departments talk to each other?
- Integrate privacy by design otherwise citizens will not take these services up, if there is no trust. Find ways to ensure consumers can take advantage of technological enhancements

*Actions:*

- *Antoine Morin will take COPOLCO concerns to the Chair of TC 268 on sustainable cities and communities next week, to establish a liaison with the COPOLCO committee. Dana Kissinger clarified it is important that consumer interests be involved in future, by getting consumer representation on these key technical committees, not necessarily establish a liaison...*
- *The WG2 will note smart cities as a potential new Key Area*

10. **Terms and conditions** – BSI will submit a proposal, and the Global market group accepted to add this item to its report for the Chairs' meeting.

11. The Co-Chairs concluded COPOLCO's role is not just to monitor but to flag potential new areas for ISO. Therefore participants were invited to submit templates discussing the new issues in time for the COPOLCO plenary, and also for consideration for future workshops.

*Action: The new submissions were noted for decision by the next COPOLCO plenary (after which WG2 monitoring and action starts), and templates for Terms and conditions and Artificial intelligence were welcomed*

**AGENDA ITEM 4**                      **For approval: Modification and update of the current project overview**

12. John Furbank drew attention to [N205](#), [N201](#), [N204](#), explaining the overview is the group's main working document, which complements the handbook and list of published consumer standards. Its review aims to better ensure that consumer participation meets ISO/COPOLCO standards and/or resolutions.

Items are no longer "deleted" but are transferred to an annex in the overview to keep track of inactive areas. Completed areas are transferred to the list of published standards.

13. **Consumer representatives** – a recent addition is that ISO/CS added names of consumer representatives from ISO's Global Directory, so key persons can identify joint interests.

14. Participants noted:

- Although adding the names was really helpful, participants expressed concern that not everyone listed was a real consumer representative

- ISO's definition is broader than consumers would like, but it is worth reminding committees and member bodies on how to define consumers and how to ensure correct categories are used in defining stakeholder categories
- COPOLCO should clarify that users are not consumers. Users are pressure groups eg for vapour users, these are a group of people consuming cigarettes, but are not consumer representatives, and do not necessarily reflect the views of consumer reps. Sometimes industrial lobbies are not easy to identify, and the answer is to refer to ISO's definitions of stakeholder groups to be sure
- COPOLCO Secretariat said it was a big step for ISO to identify stakeholder groups at all, and now the groups are in place, sometimes strange things happen, but how can we enforce policy? It is difficult for ISO to say which member is in or out, to avoid micromanagement, but it can remind members through communiqués or training, and also ask that people respect policy, like the Code of Ethics
- The stakeholder definitions were clear in ISO 26000. COPOLCO, and also ISO, should use this. ISO provides stakeholder categories for its members to identify the correct groups. It is not being applied correctly at working group level. It would be useful to remind members, perhaps through the COPOLCO members, what the expected definitions are. For ISO 26000, each stakeholder group developed its own definitions. In general, once NSBs had the clear definitions, members did send experts mainly in the correct groups, but consumers recognized those who weren't part of the official definition, and accepted some as part of the consumer delegation eg an animal protection advocate, and tobacco lobbyist. They were happy to have them participate in this way, so they were not excluded, but could not represent consumers. ISO has defined the consumer stakeholder group, as well as NGO, government, and industry ones. It is also in ISO's training materials
- ISO members have the authority to appoint experts and decide on stakeholder groups in the Global Directory, if the expert misrepresents themselves, that is another question
- ISO 26000's strictly controlled process may be hard to replicate. Since members control the Global Directory, it is necessary to remind them of the stakeholder definitions, and to check experts are meeting the consumer criteria. It is important for all of ISO, as the credibility of all of ISO depends on how well stakeholders are represented in every technical committee. So it is important to get this right
- Even though ISO 26000 was stringent, they took a weaker definition of consumer stakeholders than was wished, but it still excludes user categories
- The ISO Secretary General has the mandate to boost stakeholder participation and has sent quite clear guidelines with a clear definition of what the stakeholder categories are, so it shouldn't be that complicated to determine who fits which category. It is members' responsibility to apply the message sent by ISO, otherwise it goes against the ethics and credibility of the system

*Actions:*

- *COPOLCO will remind members they have the responsibility to ensure experts fit the correct category, and of the importance of ensuring stakeholder categories are correctly filled, for the credibility of the ISO system as a whole. WG2 will continue monitoring the issue*
- *A notation will be inserted in the master overview on who a consumer representative is*
- *Environmental issues will be transferred to the list of published standards*
- *Cosmetics and sun protection are kept active as BSI will provide a key person on sunscreens*

15. Takashi Nakakuki asked for comments on how to further consumer representation on committees? Beyond providing names, can the group do more to motivate and facilitate networking among consumer representatives to help them share information in influencing committees, such as sharing position papers (such as AFNOR's one on the silver economy)?

A couple of key persons have expressed appreciation for the consumer details, as this information was difficult to get.

*Actions:*

- *Consider ways of motivating key persons to facilitate networking of consumer representatives such as facilitation and sharing of position papers*



- *'It has been agreed that the promotion of the use of standards relevant to consumers will also be an important aspect to be addressed by WG2. The task will be added to WG2 accordingly and the "How to" will further be considered'*

## **AGENDA ITEM 5 For confirmation: Handbook modification**

16. John Furbank said the handbook is useful because it explains a lot about how COPOLCO works. The changes to the Handbook are in [N205](#), [N204](#). 'Delete' has been replaced with 'transfer'; in clause 2.2; the criteria for key areas was slightly refined with no change of meaning; and figure 3 on page 10, was updated from key areas added/deleted to revised/transferred. This was purely editorial, with no change of meaning.

In response to a request for clarification, the template for the late key area submissions did not include the section "approved as a key area" under the Chairs' approval. This was a Secretariat error and will be included for future submissions.

*Action: the handbook update was accepted*

## **AGENDA ITEM 6 For discussion: Ensuring adequate consumer representation in relevant TC/SCs**

17. Takashi Nakakuki referred to [N205](#), [N203](#), and page 7 of [N208](#), where committees were asked if consumer participation at national and international level was now adequate. The committees listed below have welcomed consumer representation this year:

- 1) Additive manufacturing (3D printing) (TC 261)
- 2) Electronic cigarettes, vape and vapor products (TC 126 /
- 3) Furniture (TC 136)
- 4) Healthcare administration (TC 304)
- 5) Robotics (TC 299)
- 6) Safety of machinery (TC 199)
- 7) Intelligent transport systems (TC 204)
- 8) Traffic safety management systems (TC 241)
- 9) Sensory analysis (TC 34/SC 12)

Members are invited to request more national participation in these areas, where necessary. Japan's national mirror committee has contacted Japanese committees to ensure this.

18. Participants responded:

- E-cigarettes – was proposed by France, which had good success in consumer participation at national level. Now work is going on at EU and international level, work has stalled, for two reasons: consumers felt they 'did the job' as they worked for 2/1/2 years at national level, and are not keen to go on to the international and EU level, compounded by the English language barrier. Lack of financial support means no more consumer participation in this issue
- The committees listed had insufficient participation, and WG 2 members and key persons raised the necessity to encourage the members to consider increasing consumer participation. The project overview shows the gaps and degree of consumer representation
- The key persons report each area, and should give updates before each working group or plenary meeting
- Key persons report annual activity in the Standards for Consumers – Update, and WG 2 coordinates this work and ensures it gets done, collating the report annually. WG 2 decides the key areas and plenary approves them. Every year the key persons report in time for the COPOLCO plenary, and WG 2 has the initiative to encourage consumers to get on committees and get them involved. Sometimes

the plenary takes a decision as a result of the report, and the TC Chairs can also raise issues. The report needs an end result so we see something happening

- Key persons highlight issues that are fed into other working groups, eg lack of representation on robotics were noticed, so a UK key person was identified and involved at international level. So it helps to identify gaps and raise issues, eg tourism was recognized as having no consumer scope at all, so the group wrote a letter to the committee who then had to revise its scope because of that. It helps calibrate the response to the number of people represented at international level
- The report was praised as being useful, and it was raised whether having permanent communication, during the year, would be useful as well. Now reporting happens 2-3 times a year
- Key persons have different levels of involvement, with some updating frequently, and others being inactive
- Do we need to simplify the reporting process? Is it too convoluted with too many things going on? Suzanna Ersoy proposed to speak with the secretariat or chairs on emailing, calling key persons to ask for issues, and others said the process works as it is but it should be looked at. Perhaps a simpler system is needed to report important issues

*Actions:*

- *Members are invited to ensure adequate representation in committees mentioned in the project overview*
- *The group will see if the key persons reporting can be simplified and if more frequent updates can be had*

**AGENDA ITEM 7                      For approval: Restructuring the “Project overview” and reformatting the Key Person’s reporting form**

19. Takashi Nakakuki explained the initiative to improve the project overview is to show outcomes expected; highlight concerns eg lack of consumer reps; and next actions. Background materials are [N205](#), [N201](#), [N204](#), [Annex B of N203](#).

Sadie Homer (BSI, UK) agreed to this excellent idea, which helps COPOLCO members reporting back to NSBs to be aware of key consumer issues, making it easier to decide if these are a priority or not. And, if consumer issues are solved, this allows the group to shift focus appropriately.

The Co-chairs explained they tried to balance making it useful, and not too onerous for key persons to fill in. It can be tested in use, and this years’ key persons requests can be added.

*Action: the change to the project overview was approved, and will be applied and tested*

**AGENDA ITEM 8                      For discussion: Joint session with WG 3, Consumer participation & training: Enhancing recognition among TC/SC chairs/secretariats of the importance of consumer participation in TC/SCs**

20. Takashi Nakakuki drew attention to [N205](#) and signalled the intention to flag consumers’ importance in ISO’s training material for new chairs and secretaries. Currently TMB is meant to enact this, but WG2 and 3 can be proactive in creating a joint position paper or proposal for them to revise ISO training material to improve consumer aspects.

21. Dana Kissinger clarified TMB has delegated the design of training materials to the Training and Standards Management unit in ISO/CS. So any proposal will not need TMB’s formal approval, but they can bring this to the attention of Technical Policy and Standards Management. A few TPMs are working specifically on the ISO Secretary’s training. COPOLCO can discuss effective in-house policy coordination with Technical Policy.

*Action: The chairs will prepare a first draft to circulate to members of WG 2 and 3 and then submit for TMB’s consideration*

**AGENDA ITEM 9 For approval: WG2 report to the Chair's Group**

The report [N207](#) was approved.

**AGENDA ITEM 10 For information: Any relevant new initiatives in ISO/IEC**

No new initiatives other than those mentioned above were reported.

**AGENDA ITEM 11 Any other business**

22. Takashi Nakakuki stressed the importance of promoting use of standards relevant to consumers, otherwise standards work is wasted and could WG2 take up some of this responsibility? If so, how?

23. Participants welcomed the idea; Sadie Homer (WG3 Co-Chair) said BSI has been working on this for some years; it is not all about new work and new ideas – there are really good standards eg ISO 10000 is the first line of consumer standards from COPOLCO with huge consumer interest.

Two reasons for promoting consumer standards are

- 1) to ensure COPOLCO is recognized by the rest of ISO and the other stakeholders for bringing success to business and consumer trust; and,
- 2) to advocate the use of relevant standards to both consumer groups testing products, and ministries and government enacting public policy eg performance standards related to energy

Promoting consumer interest standards also helps ISO and business reach their interests and avoid unnecessarily complaints.

24. Participants added:

- Ask key persons if they can give feedback on use of standards in their area eg ISO 10002 originating from COPOLCO, has successful uptake in Australia and other jurisdictions
- Create an impact statement on how standards really make a difference, using a common format in different countries, eg an infographic. BSI has developed synopsis of standards collections to point out why they are important for the national level
- Inform UNCTAD e-commerce standards such as ISO 10008 can help it reach its policy objectives without recreating the wheel
- Use case studies: ISO's 2016 services workshop launched three brochures on use cases (water etc). It suggested that these be readapted or strengthened to highlight the consumer perspective. These brochures ensured at least the consumer part is viewed as integral and benefits standards and highlight the business benefits
- The issue of uptake is common throughout the standards world; it is a problem larger than consumers. Ask consumer reps what is being done in their NSB

**AGENDA ITEM 12 Concluding remarks**

The co-chairs thanked participants for their comments and support.

### ATTENDANCE LIST/LISTE DE PRÉSENCE

Name (in block capitals) and first name Nom (en majuscule) et prénom	Organization (acronym) and country Organisation (initiales) et pays
Takashi Nakaluki	JISC/JSA
John Farban	SA
Bill Dee	S.A.
CHRISTINE HEEMSKERK.	BSI.
Brett Lovett	SA
Teresa Corbin	SA.
ANTONINO SERRA CAMBACERES	CI
Suzanna Ekoy	SCC
Liu chengyang	SAC
COLL. D'ESPERT Ludovic	ALLOR/APLOR
Remi REUSS	AFNOR
EUNSOOK MOON	KATS
Guillermo Zucal	IRADY.
Sean Mae Cuntar	ISO
CAO: Lili	CNIS
Ratna Dewi Nadarajan	COPOLCO chair.
ARNOLD PINDAR	ANEC
Sadie Howe	BSI
Karin Both	DIN
SANDRA HERRERA	ICONTEC.
Webex = Mr. Rae Dulmage	SCC (Canada)
Excused = Mrs. Imola Ferro	NEN (Netherlands)
Ms. Elena Mocchio	UNI (Italy)



## ISO/COPOLCO WG 2 Key areas for consumers

### MASTER PROJECT OVERVIEW

#### Version 2018-03-26

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:

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Key Person(s) reporting to COPOLCO, NSB/Liaison	Consumer representative(s) [From ISO GD and key persons report] <sup>1</sup>	Notes
1.	<b>Consumer warranties and guarantees</b>	ISO/PC 303, Guidelines on consumer warranties and guarantees  ISO/CD 22059 under development	Ms Saral James Maniam, DSM	Saral James Maniam Seah Seng Choon, SPRING	Added 2016-06-15
2.	<b>Cosmetics</b> – Sun protection	ISO/TC 217 WG 7, Sun protection test methods	(To be decided)	No	Seeking a new key person. BSI is looking for someone.
3.	<b>Elderly &amp; persons with disabilities</b> – Products, services and environment	ISO/IEC Guide 71:2014, Guide for addressing accessibility in standards ISO/TC 173/SC7, Assistive products for persons with disability, Accessible design ISO/TC 59/SC 16, Accessibility and usability of the built environment	Mr Ken Sagawa, JISC	ISO/TC 173 Joseph Bascou, AFNOR Hans Hammarlund and Siand Torensjö, SIS	

<sup>1</sup> The Global Directory defines a 'consumer' as national, regional and international consumer representation bodies, independent of any organization that would fall into the 'industry and commerce' category, or individual experts engaged from a consumer perspective

		<p>ISO/TC159/WG2, Ergonomics for people with special requirements          ISO/TC159/SC4, Ergonomics of human system interaction          WG 10, Accessible design for consumer products          ISO/TC159/SC5, Ergonomics of the physical environment          WG5, Physical environment for people with special requirements          ISO/TC 122, Packaging — Accessible Design —          — DIS/19809, Information and marking          — CD/22015, Handling and manipulation          — ISO 17480, Ease of opening          ISO/IEC JTC1/SC35, User interface / WG 6, User interfaces accessibility          IWA18:2016, Community-based integrated life-long health and care services for aged societies          ISO/IEC JTC1/SC35, User interface - WG 6, User interfaces accessibility          IEC/TC 59, Performance of household and similar electrical appliances - WG 11          IEC SyC AAL, Active assisted living</p>		<p>ISO/TC 59/SC 16 Doris Ossberger, ASI</p> <p>ISO/TC 59 SC 17 Adam Robertson, Jennifer Hillard SCC; Guido Hoff, DIN; Henry Thonier, Jean-Pierre Lefebvre, AFNOR</p> <p>ISO/TC 122 Axel Thiele, DIN</p> <p>ISO/TC 159 Susan Harker, BSI Consumer rep, ANEC and World Blind union Ulrike Kuhlmann, Kristina Unverricht, Hilke Groenewold, DIN</p> <p>81 consumers in JTC 1 working groups</p>	
--	--	---	--	--	--

4.	<b>Electronic Cigarettes, vape and vapour products</b>	ISO/TC 126/SC 3, Vape and vapour products CEN/TC 437, Electronic cigarettes and e-liquids	Ms Christine Heemskerk, BSI	Canada, Switzerland and the United Kingdom have appointed consumer representatives. Korea is running a large consumer campaign on the safety of e-cigs so may be interested to contribute. Christine Heemskerk (BSI, UK) is active in European work. France no longer participates at international level  ISO/TC 126/SC 3 Olivier Théraulaz, Patrizia Cavalli and Marc Szeeman, SNV	Added 2016-06-15  Chair welcomed greater consumer representation on 2017-08-17.
5.	<b>Fire safety</b>	ISO/TC 21/SC 3, Equipment for fire protection and fire fighting / Fire detection and alarm systems ISO/TC 38, Textiles ISO/TC 61/SC 4, Plastics / Burning Behaviour	Mr Rae Dulmage, SCC	ISO/TC 61/SC 4/WG 10, Mike Hayes and Tania Vandenberghe, ANEC  ISO/TC 92 SC 2, Jeanne Bank, SCC and Vyto	No progress of the relevant activities for standardization.  ISO/TC 136 ignition and fire standards for furniture are old. The use of synthetics in furniture and in building materials has

		ISO/TC 92/SC 3, Fire Safety / Fire threat to people and environment ISO/TC 136, Furniture		Babrauskas, Robert Berhinig, John D. Nicholas, Deggary N. Priest, James R. Shaw, Javier Trevino from ANSI  ISO/TC 136, Tayfun Avdan, SIS Other TCs - NO	changed the dynamics in a residential environment.  Recommended action to be taken: Suggest updating the ISO/TC135t related standards.
6.	<b>Food safety</b>	ISO/TC 34, Food products ISO/TC 34 SC 12, Sensory Analysis NP 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.	Ms Elizabeth Nielsen, Consumers Council of Canda	Guillermo Zucal  ISO/TC 34/WG 18, Cocoa Richard White, ANSI and Manuel Martinez, AFNOR  Other TCs - NO	Seeking a new key person and looking for consumer participation in ISO/TC 34 SC 12.  Elizabeth Nielsen can provide updates on food labelling from 2017-02-22.
7.	<b>Furniture</b>	ISO/TC 136, Furniture ISO/TC 136/WG 3, Furniture ISO/DIS 7171, Storage units – Test methods for the determination of stability TC 136/WG 6 , Children's and nursery furniture established with scope at 22 July 2016 plenary "The development of safety	Ms Helen Amundsen, Danish Consumer Council Ms Benedicte Federspiel, DS Ms Imola Ferro, NEN	TC 136 / WG 6 Kjeld Bülow Maria Holmberg, Swedish Consumer Agency Kelly Mariotti, USA Lis Trofe, USA	The Chair responded favourably to the call for greater consumer participation on 2017-03- 24.  Difficulty of reflecting consumers' views into the relevant standards setting,



		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."		TC 136 WG 1-3 Tayfun Avdan, SIS	details: Lack of consumer representation in ISO TC 136 and CEN TC 207. Recommendation: call for greater participation. 2018-03-15
8.	<b>Graphical symbols</b>	ISO/TC 145, Graphical symbols ISO/TC 145 / SC 1, Public information symbols WG 4, Public information symbols (Revision of ISO 7001) WG 5, Public information guidance systems 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 IEC/TC 3-ISO/TC 10 JWG16, Preparation of instructions for the use of products ISO/IEC Guide 74, Revision Group	Mr John Perry, BSI	John Perry Susan Woodhouse Gordon Hayward (BSI, UK)	
9.	<b>Healthcare organization management</b>	ISO/TC 304, Healthcare organization management ISO/NP 22886, Healthcare organization management – Terminology ISO/NP 22956, Healthcare organization management – Patient Centered Staffing	Dr Ronald McKinley Mr Lee Webster	European Trade Union Confederation (ETUC) is a liaison	Added 2016-06-15 Call for consumer representation issued 2017-02-07).

10.	<b>Health informatics</b>	ISO/TC 215, Health informatics	Mr Rae Dulmage, SCC	Monica Key, ANSI Ken Toyoda, Kouichi Kita, Yasunori Tajiri, Yutaka Ando, JISC Kelly Abrams, SCC	Privacy is the main concern.
11.	<b>Household appliances (performance)</b>	IEC/TC 59, Performance on household appliances	Ms Karin Both, DIN	Karin Both G. Heilmann (ANEC) J. Kjeldgaard, Danish Consumer Information Centre, DS  Henry Thonier and Jean-Pierre Lefebvre, AFNOR Doris Ossberger, ASI Adam Robertson, and Jennifer Hillard, SCC Guido Hoff, Ulrike Kuhlmann, Kristina Unverricht, Hilke Groenewold, DIN	
12.	<b>Household appliances (safety)</b> – 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	Mr John Drengenberg, ANSI Mr Jun Young Choi, KATS	Garcia Fernandez (CI)	Safety of household appliances eg fires are being addressed by COPOLCO Product Safety Group.

		equipment IEC/TC 35, Primary cells and batteries ISO/TC 86, Refrigeration and air-conditioning ISO/IEC Guide 50, Safety aspects – Guidelines for child safety			
13.	<b>Image safety</b> – Ergonomics of human-system interaction	ISO/TC 159 SC4, Ergonomics of human-system interaction	Mr Ken Sagawa, JISC,	JACONET (name changed from NCOS, Japan)	
14.	<b>Mechanical contraceptives</b>	ISO/TC 157, Non-systemic contraceptives and STI barrier prophylactics	CI is looking for someone		The work in France has stopped and no more reporting will occur (2017-03-15). Find another key person.
15.	<b>Nanotechnologies</b>	ISO/TC 229/WG 3, Health, Safety and Environmental Aspects of Nanotechnologies ISO/TC 229/TG 2, Consumer and societal dimensions of nanotechnologies ISO/TC 229/TG 3, Nanotechnologies and sustainability (including labelling) ISO/TC 229/JWG 1, Terminology and nomenclature ISO/TC 229/JWG 5, Products and Applications CONVERGING TECHNOLOGIES TC 276, Biotechnology ISO TC 281, Fine Bubbles	Dr Sue McGinty, BSI	Sue McGinty TC 229/JWG 1, and TG 2 and 3, Elaine Attwood, SA  (through the TG Consumer & Societal Dimensions and TG Sustainability Sue McGinty and Elaine Attwood have input to all work in TC 229, as well as joining specific project groups)	Labelling, societal and common issues. Safety, sustainability and consumer choice. Biotechnologies, fine bubbles technologies are emerging areas.  Difficulty reflecting consumers' views into the relevant standards setting – Dr McGinty and Elaine Attwood are the only two independent consumer representatives Recommendation: Call for more

		ISO/TS 13830, Guidance on voluntary labelling for consumer products containing manufactured nano-objects			consumer representatives, ideally from the different continents 2018-03-19
16.	<b>Online reputation</b>	ISO/TC 290, Online reputation WG 1, Online Consumer Reviews  ISO FDIS 20488, <i>Online Consumer Reviews – Principles and requirements for collection, moderation and delivery processes for online consumer reviews</i>	Patrick Harkness, SCC Rémi Reuss, AFNOR	Ratna Devi Nadarajan, DSM Julie Hunter, Michela Vuerich, ANEC/CI Annik Bélanger-Krams, Josiane Fréchette, Patrick Harkness, Nicki Islic, Sasi Kumar SCC, Anke Scheiber, DIN	Added 2014-05-13  ISO FDIS is now circulated for ballot. Voting ends 2018-03-23
17.	<b>Packaging / Child resistant packaging</b>	ISO/TC 122/SC 5, Packaging ISO/TC122/SC5/WG 27, Child resistant packaging  ISO/NP 13127 is under development (ISO lead) Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems	Ms Helen Amundsen, DS	Franz Fiala, ASI Axel Thiele, DIN (in SC 3)	Related to child safety. See item 5 above for accessible packaging. Call for more experts.  ISO/IEC Guide 41, <i>Packaging – Recommendations for addressing consumer needs</i> , will be published this year.
18.	<b>Preparations for instruction for use</b>	IEC/TC 3 – ISO/TC 10 JWG 16	Mr John Perry, BSI	John Perry, BSI	Added 2016-06-15
19.	<b>Product safety (horizontal issues)</b> – Safety aspects – Guidelines for child safety	ISO/IEC JWG for the revision of ISO/IEC Guide 50 ISO/IEC JWG for the revision of ISO/IEC Guide 51	Mr Brett Lovett, SA Dr Eunsook Moon, KATS	Eunsook Moon	

	– Safety aspects – Guidelines for their inclusion in standards	ISO/IEC JTAG for the revision of ISO/IEC Guide 71 IEC/TC 59, 61 Performance and safety of household and similar electrical appliances			
20.	<b>Protection of personal data</b>	CEN/CENELEC JTC 8 Privacy by Design CEN/CENELEC JTC 13 Cyber Security 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) UK BSI – IST 33, 34 and ICT 1, IoT1 Internet of Things, Big Data, Smart Cities and the range of technical committees dealing with digitised goods and services used or purchased by consumers. ISO/IEC/JTC 1/SC 27 IT Security techniques.	Mr Peter Eisenegger, BSI	Peter Eisenegger Erland Overby, SN  JTC1/SC 27 Lionel Vodzislavsky, Monique Mai, Denis Chêne, AFNOR Andy Heath, Rory Heap, BSI Kristina Unverricht, DIN, Charles Provencher, Alain LaBonté, SCC Andrea Caccia, Cesare Gallotti, Alessandro Guarino, Paola Manoni, Vito Antonio Coletta, UNI	Added in 2017.  COPOLCO NWIP Privacy by Design of Consumer Goods and Services has been authorised.  It is essential to assemble an expert project team to address this fundamental digital issue for consumers.  ISO/PC 317 - Consumer protection: Privacy by design for consumer goods and services was set up on 2018-03-22with BSI Secretariat.
21.	<b>Road vehicle safety systems</b>	ISO/TC 22/SC 12 + SC 5, Road Vehicles ISO/TC 22/WG 2, Child restraint systems ISO/TC 22/SC 36, Safety and impact testing	Ms Helen Amundsen, DS	Henry Görlitz There are consumers in TC 22 / SC 31 (Andrej Prosenc, ASI) and 36 (Jean-Philippe Croset, SNV)	

22.	<b>Road Transport: Safety and Sustainability</b> – 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 ISO TC 204, Intelligent transport systems ISO TC 241, Traffic safety management systems	Dr Kwei Quaye, SGI, Canada  Mr Peter Glowacki, CSA Group	PC 241 – Representatives of road safety organizations  ISO/TC 204/WG 1, Eike Wolf, ASI  No	Call for more experts. Was 2017 COPOCO workshop theme. Call for greater representation in TC204 and 241 at WG2 meeting 2017-05-15.
23.	<b>Robotics</b>	ISO/TC 299, Robotics WG 1, Vocabulary and characteristics WG 2, Personal Care Robot Safety WG 3, Industrial Robots WG 4, Service robots WG 5, Medical robot safety WG 6, Modularity for service robots ISO TC 199 WG 12, Human-machine-interactions BSI/AMT/-/2, Robots	Mr Brian Tranter, BSI	Brian Tranter  TC 199/WG 11, Permanent means of access to machinery, Alex Iwanow, SA	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). Concerns raised: Continue to object to industrially driven goals not in the interest of consumers through membership of the relevant TCs. Encourage representatives, particularly from Asia, to support consumer goals for new and existing standards. Use the consumer network to identify robot standards in different committees and

					encourage consistency. Keep up with innovation; a risk to consumers. 2018-03-15
24.	<b>Safety of toys</b>	ISO/TC 181, Safety of toys New ad hoc group on Microbiological safety of toys, and new working groups on chemical toys and Migration of certain elements IEC 61 WG, Toys	Ms Helen Amundsen, DS Ms Imola Ferro, NEN	Helen Amundsen Antonio Bonacruz, Australian Consumer's Association (ACA) Christine H. Simpson, SCC	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).  Toy drones/flying toys up to 250 g will be covered by the standard but the reflecting requirements might not be sufficient Recommended action to be taken: study the present requirements further 20018-03-19
25.	<b>Second hand goods</b>	ISO/PC 245, Cross-border trade of second-hand goods	Ms Sadie Homer, BSI Mr Rae Dulmage, SCC	Rae Dulmage	With the publication of ISO 20245, <i>Cross-border of second-hand goods</i> , in December 2017, the work of ISO PC245 is now completed – and the work is now closed
26.	<b>Security and resilience</b>	ISO/SAG-S ISO/TC 292, Security and resilience	Ms Norma McCormick, SCC ---" Mr Hyeonho Park, KATS	Norma McCormick Jeanne Bank, SCC John Wood, BSI and CEN	

				ISO/TC 292 Security Kimberly Carty, James Leflar, Curt Floyd, ANSI, Patrick Harkness, Graham Whitehead, Agni Shah, Adrienne Chung, SCC, Adalberto Biasiotti, UNI	
27.	<b>Services – Energy services</b>	ISO/TC 242/WG 5, Energy services	Ms Jai Ok Kim, KATS		ISO 50007, Energy services – Guidelines for the assessment and improvement of the energy service to users published in 2017.
28.	<b>Services – Financial services</b> – Mobile banking	ISO/TC 68/SC 7, Core banking ISO/TC 68/SC 7, WG 10 Mobile Banking / Payments	Mr Sri Ram Khanna, BIS (CI looking for someone)	No Susan Pandy P.G.L.Potgieser	ISO 12812 series on mobile banking was published in 2017.
29.	<b>Services – Tourism services</b>	ISO/TC 228, Tourism and related services ISO/TC 228 / WG 14, Accessible Tourism ISO/NP 22525, Tourism and related services – Medical Tourism – Services requirements ISO/NP 22483, Tourism and related services – Accommodation: Hotels – Service requirements.	Mr Keith Lewis, BSI	Keith Lewis TC 228 Michela Vuerich (NBN/ANEC) and Johanna Linsberger (ANEC) Daniel Humphrey, BSI  TC 228/WG 14: Marnie Peters, Isabelle Ducharme, SCC	New working group on accessible tourism – WG 14, meeting on 13-14 February 2017 in Madrid.



30.	<b>Sustainable cocoa</b>	ISO/TC 34/SC 18, Cocoa CEN/TC 415, Sustainable and Traceable Cocoa	Ms Imola Ferro, NEN	ANEC ISO/TC 34/WG 18 Richard White, ANSI Manuel Martinez, AFNOR	Added 2016-06-15  ISO/FDIS 34101 series on sustainable and traceable cocoa beans – vote passed in early 2018.
31.	<b>Unit pricing</b>	ISO/PC 294, Guidance on unit pricing	Mr John Furbank, SA	John Furbank Ian Jarratt, CI Seah Seng Choon, SPRING Amy Kato, JISC Maryse Guénette, SCC	Added 2015-05  ISO/DIS 21041:2018, Guidance on unit pricing
32.	<b>3D Printing</b>	ISO/TC 261, Additive manufacturing	Ms Brett Lovett, 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.
33.	<b>Vulnerable Consumers</b>	ISO/PC 311, Vulnerable consumers  (NWIP accepted in May 2017)	Ms Tessa Russell, BSI	UNCTAD	Added 2017-05-15

**ANNEX: Pending items**

Pending Items are items that are recognised by consumers as important but are inactive in the standards area or there is no expectation of finding a key person. Pending items will not be monitored by the Key areas WG.

No.	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Key Person(s) reporting to COPOLCO, NSB/Liaison	Consumer representative(s) [From ISO GD and key persons report]	Notes
1.	Contact lens care products	ISO/TC172/SC7/WG9, Contact lenses	Vacant	ISO/TC172/SC7/WG9 Xavier Subirana, AFNOR	No key person since 2017-03-15.

# Consumer Standards overview

## Background

The *Key areas for Consumers* working group maintains a list of consumer standards where ISO's consumer policy unit (ISO/COPOLCO) has made a contribution on [www.iso.org](http://www.iso.org)

The list has active links to an **abstract** of the standard, **news articles** and the relevant **Technical Committee homepage**.

The list is updated with input from the members by 2018-03-19.

Best regards

Takashi Nakakuki and John Furbank  
co-convenors, ISO/COPOLCO WG 2 Key areas for consumers

---

## Social Responsibility

ISO 26000: 2010, *Guidance on social responsibility*

[Read an abstract of ISO 26000 here](#)

See the [ISO homepage for ISO 26000](#)

First International Workshop Agreement on [social responsibility management systems](#) was launched in 2017.

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 10002:2014, *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 Technical 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 [Attention 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 [Attention 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.

### **Mobile banking services**

The ISO 12812 series, *Core banking – Mobile financial services* (parts 1-5)

Read the article [A step towards financial inclusion for all with new ISO standards](#)

The standards were developed by [ISO/TC 68/SC 7](#)

### **Water services**

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 services**

ISO 50007:2017, *Energy services – Guidelines for the assessment and improvement of the energy service to users*

[Read an abstract of ISO 50007 here](#)

The standard was developed by [ISO/TC 301](#)

### **Second hand goods**

ISO 20245:2017, *Cross-border trade of second-hand goods*

[Read an abstract of ISO 20245 here](#)

The standard was developed in [ISO/PC 245](#)

Read the article [The second-hand market gets a new ISO standard to protect consumers](#)

### **Adventure tourism**

ISO 21101:2014, *Adventure tourism – Safety management systems – Requirements*

[Read an abstract of ISO 21101 here](#)

The standard was developed in [ISO/TC 228](#)

Read an article [Adventure Tourism – more excitement, less risk](#)

### **Customer contact centres**

ISO 18295-1:2017, *Customer contact centres – Part 1: Requirements for customer contact centres*

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

The standards were developed by [ISO/PC 273](#)

Read [Improving the customer experience with new standards for call centres](#)

### **Environmental labelling**

ISO 14026:2017, *Environmental labels and declarations – Principles, requirements and guidelines for communication of footprint information*

[Read an abstract of ISO 14026 here](#)

The standard was developed in [ISO/TC 207/SC 3](#)

### **Sharing Economy**

IWA 27, *Guiding principles and framework for the sharing economy*

Read [New ISO solution to support the sharing economy model](#)

Read [Standards Council of Canada Workshop Leads to Guidelines for Operating in the Sharing Economy](#)

This International Workshop Agreement was developed by [ISO/TMBG](#)

### **Inclusive service / vulnerable consumers**

ISO/NP 22458, *Guideline for inclusive service: identifying and responding to consumers in vulnerable situations*

This new standard is being developed by [ISO/PC 311](#)

### **Privacy by design**

ISO/AWI, *Consumer protection: privacy by design for consumer goods and services*

This AWI is being developed by [ISO/PC 317](#)

# ANNEX 6 to COPOLCO N377

Annex 4 to ISO/COPOLCO WG2 N205

WG Chairs' comment			
To be quoted from the summary	To be identified from the key persons' reports, especially from item 3 in the modified key persons reporting form	1. The draft will first be written by the chairs of WG2 in consultation with key persons, then, 2. The draft will be reviewed with members of WG2 to be finalized.	To be quoted from the key persons' reports

EXAMPLE		Project overview							
No.	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s)	Voting item(s) expected this year	Notes (points to be borne in mind)
10	3D printing	ISO/TC 261, Additive manufacturing	1. Ensuring safety of raw materials, safe use of 3D printing, and safety of the final products for consumers. 2. Safety education also needs consideration.	Lack of consumer reps at national and international level.	A letter has been send to COPOLCO members, asking them to arrange for more consumer reps at national and international level. WG2 members will monitor the success of this call for participation.				



## Checklist for Key Persons reporting

### Section 1)

Please add a summary of:

a. \*

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

*\*Note: The target audience is: public interest groups, consumer organizations, COPOLCO members, NSBs, mirror committees, and all related stakeholder groups. This information 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. (For example: The key consumer objective is to include requirements on surface temperatures. This is now included in the standard).

### Section 2)

Please include:

- the relevant consumer standards and committees leading this work: committee number and title (TC, SC, PC and WG when relevant), standard affected (include the standard or working draft/NWIP number and title)
- making a link to show the relevant standard development and meeting schedule. Also include the name of a consumer representative (if different to the key person) and any other consumer organizations/representatives\* present; and include any comment or other information you believe will be useful to the target audience

*\*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.*

### Section 3)

Please tell us if there is any concern with the relevant standards development by selecting any relevant points and describing the details with any action to be taken.

## 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)	Consumer representative(s)	Any comment; For example any expected ballot

**Relevant links:**

*The latest development of the following standards and the meeting schedules can be found through the links shown above*

**3. Any concern with the standard development**

(Please tick any relevant concern and describe it)

No progress of the relevant activities for standardization.

Details; Recommended action to be taken;
---

No key person

Details; Recommended action to be taken;
---

Difficulty of reflecting consumers' views into the relevant standards setting

Details; Recommended action to be taken;
---

Other

Details; Recommended action to be taken;
---

None

**4. Key person**

a) Are there changes to your contact details?

Yes  No

If yes, please complete the table below:

Name:	<b><i>Please enter your name</i></b>	Tel: Fax: E-mail:	<i>(Added by COPOLCO)</i>
Position:	<i>(Added by COPOLCO)</i>		
Organization:			
Address:			

*Please return the form by e-mail to [copolco@iso.org](mailto:copolco@iso.org) by xxxxxxx*





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

## **AGENDA ITEM 12    CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE WORKING GROUP**



## Agenda item 12      **REPORT FROM THE WORKING GROUP ON CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE**

---

**COPOLCO ACTION:** members are invited to comment/approve the proposals and draft resolutions in this report.

### **New initiatives**

#### **Privacy**

The Technical Management Board noted the results and comments of the member body vote and approved the establishment of a project committee (PC) on *Consumer protection - Privacy by design for consumer goods and services*.

The TMB allocated the secretariat to BSI (UK), and requested that this new PC establishes a liaison with ISO/IEC JTC 1/SC 27 in order to avoid any conflicts, duplication of efforts, and overlaps in the development of its deliverable, and further requested the PC to provide a report on the engagement of stakeholders and progress of the work, in time for the June 2019 TMB meeting.

COPOLCO privacy expert, Pete Eisenegger, will give a 30 min presentation at the WGGM fringe meeting to explain the concept, make clear the stakeholders' need for representation and make sure the NSB's who voted positive are nominating participants.

*Action at Fringe meeting:* Take note of the presentation.

#### **Digital legacies**

At the 2017 plenary Teresa Corbin, Australia, suggested that COPOLCO undertake some work on digital legacies.

The plenary agreed that the WGGM should prepare a discussion paper on digital legacies for presentation at the 2018 Plenary. A copy of the discussion paper is attached.

*Action at Fringe meeting:* Take note of the presentation and agree to proposed resolution.

#### **Supercomplaints**

SCC (Canada) flagged this as an issue at the COPOLCO CAG meeting in November 2017.

In general, this process has allowed designated consumer groups to raise serious issues of consumer detriment with regulators and provide valuable input and research. It is a process that is in public view and regulators are required by law to respond and to provide a response to the public within a reasonable period of time.

By most accounts the program has been a success and several super complaints have been launched and resolved over the years, particularly in the UK. In short it deals with systemic complaints generated by an organization, often a utility, so as to deal with the source of the complaints and provide a permanent resolution to the problem.

Jay Jackson, Canada, will lead the discussion on suggestions for new work action and decision on establishing a task group to assist in writing a discussion or scoping paper.

*Action at Fringe meeting:* to agree with proposal put forward at fringe meeting and seek volunteers for the task group.

### **Terms and Conditions**

This issue was raised by the UK at last November's COPOLCO CAG. The problem is that Terms and Conditions:

- (a) take a long time to read and
- (b) are in complex, legalese that makes them virtually meaningless for consumers.

Sadie Homer will lead discussion on what research/ survey work has been done to find out what is being done on this issue inside or outside of ISO. She will be seeking expressions of interests to join the Task Force on this issue.

*Action at Fringe meeting:* to agree with proposal put forward at fringe meeting and seek volunteers for task group

### **Artificial intelligence**

There was proposal by SCC at the November CAG that a joint presentation be made to the plenary raising the consumer issues involved in artificial intelligence i.e. explore how it impacts communication and consumer space. JTC 1/SC 42 is working on AI.

There will be a panel discussion on consumer issues raised by AI at the working group.

### **Sharing Economy**

Canada hosted an International Workshop Agreement (IWA) meeting in Toronto from 21-23 March. There were 50 participants with 15 countries present. The main objectives were faster sharing of knowledge to support innovative responses. The IWA addresses the source of market failures appearing in 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.

The framework of the document included:

- *Introduction*-background to the why and what about the IWA
- *Guiding Principles for Platform Operators and Providers*- covered Integrity; Transparency; Accountability; Accessibility and Inclusion; Responsiveness; Health, safety and environment; Confidentiality, privacy and security; Capacity; Competence; and Continual Improvement.
- *Sharing Economy Decision-making and Action Framework*
- *Feedback, review and continuous improvement*
- *Annexures*- assist with the implementation and maintenance of the principles and framework.

The principles were aimed at addressing identified consumer concerns in the Sharing Economy and, if implemented by platform providers and operators, should provide better outcomes for consumers.

The IWA document was released on 1 November 2017. The next steps are, CSA Group is currently working on the development of a best practice guideline and implementation tools to help policy makers and others involved in sharing economy. Some key items include conducting environmental scan of the national and international practices used by policy makers, identify key stakeholders and conduct key informant interviews. The project findings will be posted on CSA communities.

At the plenary it was agreed that COPOLCO members be invited to review the IWA and submit additional comments to a dedicated task group. COPOLCO agreed to establish a task group to:

- identify consumer detriments, challenges and priorities in the sharing economy contained in the IWA and other sources
- identify national and international methodologies in various countries in addressing some of the above detriments, challenges and priorities
- develop insights which can assist in the development of future work on this topic to ensure the inclusion of consumer priorities in the scope
- report on these issues in time for discussion at the 2018 Plenary
- liaise with relevant COPOLCO working groups

Antonino Serra Cambaceres, of Consumers International, was appointed COPOLCO Sharing Economy (TG5) Convenor. This Group will report separately from the WGGM, on the results of its survey to the COPOLCO members on the sharing economy (N366) and other matters.

### **Communicating with consumers**

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.

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.

Guide 14 passed the final approval stage (Enquiry), underwent final editing and was published on 28 March.

After that time, the WGGM will need to develop a NWIP on its revision into an IS according to the COPOLCO Resolution 17/2016. This will require an ISO member to offer to hold the secretariat of any resulting project committee. The group may also request the consideration of its revision within the scope of an existing TC. One such possibility might be ISO/TC 10, *Technical product documentation* (also see Agenda item 15).

*Action at Fringe meeting:* Note the latest developments.

### **e-brochure on counterfeiting**

The final brochure was published early in 2018. The final version is available here: <https://www.iso.org/publication/PUB100207.html>. The COPOLCO members were informed in a circular (N358), the *ISO Consumer update* newsletter and social media. ISO Central Secretariat also informed ISO member media managers.

### **Update on standards under development**

#### **Consumer Vulnerability**

ISO has established PC 311 Vulnerable consumers to develop a standard with BSI acting as the secretariat. The first meeting was held in London on 14 & 15 February.

15 participants were present representing 8 countries: UK, Canada, Japan, Ireland, China, Finland, Norway, Denmark, and Scotland. Representatives from ISO and BSI attended to assist with the meeting. Liaisons: ANEC and PC 309 (regrets from CI).

The PC has 11 P members: China, Canada, Malaysia, Norway, China, Japan, UK, Ireland, Denmark, Australia, and France. 9 Observing members. Liaisons: PC 309, ANEC and CI.

**Schedule:** Project approved in June 2017 (36 months project schedule) DIS must be completed by June 2019, and publication June 2020.

The PC agreed to establish a Working Group to develop content and meet more frequently and the PC will be responsible for the administrative work and approvals. Helen Rhodes of the UK Gambling Commission will serve as Project Lead.

Consensus from pre-meeting survey and discussion on Day 1 were to have the 3-tier model or hybrid model with some essential requirements and balance of recommendations. However, this may be an expansion of scope and may require approval of TMB. However, if this is necessary, there was general agreement that we should push on with the work even though it may require changes to the draft content prepared down the road.

**Revised Proposed title:** *Inclusive Service – Identifying and responding to consumers in vulnerable situations*

**Revised Scope proposed:**

*This document specifies requirements and provides guidance on how to identify and respond to consumers in vulnerable situations.*

*It covers how to develop, implement and maintain policies and procedures for inclusive services and to minimize consumer detriment including harm.*

*It is applicable to any private or public organization that provides services to consumers.*

### **Preliminary discussion on content**

Overall, there was strong support for maintaining the sections of the BS document.

However, it was agreed that it needs updating. General agreement on the following:

- Need to make less UK and European centric
- Need to make sure that it is current
- Emphasize business case and benefits
- Focus/prioritize areas of significant consumer detriment
- Include tools for implementation in Annexes (e.g. examples, training, evaluation/audit)
- Emphasize engagement and partnerships
- Consider indigenous people in examples
- Reference Guide 71, where appropriate
- More focus on protection of personal information
- Need to consider emerging technology impacts

### **Tentative Schedule**

Seed/Skeleton Doc – March 2018

WD review – Mid May

WG meeting (location /date tbc – likely summer – maybe Ireland)

CD ballot – Sept. 2018

WG1 Meeting – Dec. (hold Plenary in conjunction)

CD2 Ballot – Feb. 2019

WG1 meeting – May 2019

## Unit pricing

The Standard is intended 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; and
- 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; and
- other communications about the product, including advertising by any means.

The fifth meeting of ISO PC 294 was held in Malta in November 2017. The sixth meeting is scheduled for 19-21 June 2018 in Yamagata, Japan. The Committee recorded its thanks to Malta Competition and Consumer Affairs Authority (MCCAA) for hosting the meeting

PC 294 made worked step by step through the numerous comments on the earlier CD and were able finalise ISO/CD 21041:2018 Guidance on unit pricing for ISO editing prior to circulation as a DIS. The resulting document is a professional and plainly written document that will provide an easily understood and rational guidance to industry and government.

ISO/DIS 21041:2018 has now been circulated for voting and comment. Voting closes on 30 April 2018.

Recent research by Queensland University of Technology (QUT) indicates not only do consumers benefit from using unit pricing but retailers may also benefit. The research shows unit pricing enables some consumers to increase the number of items purchased. Additionally, it shows that consumers may be more inclined to shop at retailers that provide them with unit pricing and other information to assist their purchasing decisions, compared to those retailers that do not.

## Consumer Product Warranties

The second meeting was held in Hangzhou China on Nov 15~17, 2017 attended by four P-member countries (Malaysia, China, South Korea and Singapore).

FEMAG Australia was approved by ISO/PC 303 as Liaison A with 6 approvals; 4 abstentions and 2 votes were not cast. The ballot ends on Jan 15, 2018.

The CD 22059 draft was done through a 2 months balloting process ending on Feb 3 with 7 approvals, 3 abstentions and 2 votes not cast (total 12 P-members)

The 3rd meeting of ISO/PC 303 is at SPRING, Singapore on May 21-23 in which 5 member countries agreed to participate (South Africa, Malaysia, Singapore, China and South Korea) to discuss further on the CD draft comments and go for DIS balloting from June 2018 onwards.

ISO/PC 303 plans to complete the project by end of the year 2018.

## For Information

\\

### [New proposal to establish an ISO Technical Committee: Transaction assurance in E-commerce \(TS/P 273\)](#)

A proposal to establish a new ISO technical committee on "Transaction assurance in E-commerce" has been submitted by SAC and AFNOR (China and France). ISO member bodies are invited to consult the proposal available for download [here](#). Please note that only "Votes to all members" balloters can vote on the proposal which is currently open on the [electronic balloting application](#). If you would like more information on how to vote, or how to register voters so that they may vote on these ballots, please refer to the following [document](#).

The scope of the proposal is the following:

Standardization in the field of "transaction assurance and upstream/downstream directly related processes in e-commerce", including the following:

- λ The assurance of transaction process in e-commerce (including easier access to e-platforms and e-stores);
- λ The protection of online consumer rights including both prevention of online disputes and resolution process;
- λ The interoperability and admissibility of commodity quality inspection result in cross-border e-commerce.
- λ The assurance of e-commerce delivery to the final consumer.

Excluded:

- λ Management system standards already covered by ISO/TC 176;
- λ Authenticity, integrity and trust for products and documents standards already covered by ISO/TC 292/WG4;
- λ Guidelines on consumer warranties and guarantees standards already covered by ISO/PC 303;
- λ Meta-standards of information interchange standards already covered by ISO/TC 154;
- λ Cross-border trade of second-hand goods standards already covered by ISO/PC 245;
- λ Brand evaluation standards already covered by ISO/TC289;
- λ Online reputation standards already covered by ISO/TC290;
- λ Financial services standards already covered by ISO/TC 68;
- λ Identity management standards already covered by ISO/IEC/JTC1/SC27/WG5;
- λ Meta-standards of data management and interchange already covered by ISO/IEC/JTC1/SC32;
- λ Biometrics standards already covered by ISO/IEC/JTC1/SC37;

Since the payment and security of the transaction are very important in e-commerce, the proposed new technical committee will cooperate with ISO/TC 68 (Financial services), ISO/IEC/JTC1/SC27 (IT Security techniques) and other TC via a liaison membership. If request for developing new standards for e-commerce in those TCs arose, the proposed new TC would work with them to develop the needed standards.”

**Voting on this proposal closes on 2018-06-01.**

If you want to keep up to date on the various stages the proposal is going through, be sure to "watch" the "[New proposals and recently established committees](#)" page.

## **Proposed resolutions for the COPOLCO plenary**

Resolution x/2018

*Global marketplace working group (1) - privacy*

COPOLCO encourages its members to coordinate the nomination of suitably qualified experts to participate in the project committee on *Consumer protection - Privacy by design for consumer goods and services*.



Resolution x/2018

*Global marketplace working group (2) – digital legacies*

COPOLCO approves the development of a guidance brochure for consumers on managing digital accounts and assets.

Resolution x/2017

*Global marketplace working group (3) – digital legacies*

COPOLCO approves the proposal appearing at Annex X and tasks the Global marketplace working group with developing a NWIP for a standard for platform owners setting principles for accessing and owning digital accounts and content for deceased persons.

Resolution x/2018

*Global marketplace working group (4) – Supercomplaints*

COPOLCO approves the establishment of a task group to investigate supercomplaints and invites the Global marketplace working group to engage interested COPOLCO members in this work.

Resolution x/2018

*Global marketplace working group (5) – Terms and conditions*

COPOLCO approves the establishment of a task group to investigate terms and conditions and invites the Global marketplace working group to engage interested COPOLCO members in this work.

# Digital Legacies

Consumer issues for managing  
digital legacies



## **Acknowledgement**

This paper is largely based on work done by authors and University of Melbourne, supported by a grant from the Australian Communications Consumer Action Network. This work is cited as: van der Nagel, E., Arnold, M., Nansen, B., Gibbs, M., Kohn, T., Bellamy, C., and Clark, N. 2017, *Death and the Internet: Consumer issues for planning and managing digital legacies*, 2<sup>nd</sup> edn, Australian Communications Consumer Action Network, Sydney.

## Introduction

The creation of digital accounts, ownership of digital products, and use of digital services are now common and ordinary, yet they raise significant implications for the constitution of our personal property, its archiving, and its inheritance. With the use of all sorts of social media sites, cloud-based accounts, personal blogs and websites, email and messaging services, as well as the accumulation of online collections of photos, videos and music, unavoidable questions arise as to what happens to them when a person dies.

The death of a person who owns digital accounts and products raises questions about their digital legacy and how it should be managed. This digital legacy could include **social media profiles** on platforms like Facebook, Twitter, or LinkedIn; **email** on Outlook or Gmail; **gaming accounts** on Steam or Unity; **images** on Flickr or Google Photos; **videos** on YouTube; **music** on iTunes; **websites** on a personal domain; **blogs** on WordPress or Tumblr; **documents** on Google Drive or DropBox; and **ebooks** on Kindle.

As digital technologies now mediate, record, and archive traces of a life lived, these materials are valued by family and friends who wish to remember the deceased and his or her biography

Yet, questions of who has the rights to access, own and bequeath digital legacies is unclear, with questions of their management involving the people who own them prior to their death, the bereaved and executors of an estate who seek access after a death, the platforms and service providers who store this content in their databases, and the governments and regulatory bodies who create and enforce legislation about consumer rights to digital legacies

Work that directly addresses digital legacies often raises issues of how best to manage them.

In a context where public awareness of managing the digital archives of deceased persons is lacking, so too are recognized standards. Platforms and service providers offer widely varying and often unclear policies on data that belongs to those who have passed on, and although digital legacies are increasingly recognized as important to death, grieving, and remembering, legal complexities around accessing these legacies abound.

## Property, privacy, and rights

The question of who owns what in digital environments is complex and is an important consideration in determining what may be bequeathed to others upon death. Ownership of digital media, and the conditions of posthumous access to it, will usually depend upon the particularities of the terms of service agreement that were entered into when the deceased signed up for an online service. Overarching contractual rights, intellectual property rights, and various forms of copyright law further complicate the situation. In addition, digital media may be held locally on a hard drive or remotely on a server, very often in another country and in another legal jurisdiction.

While there are well-established procedures for locating, valuing, and transferring ownership of physical property, such as real estate, cars, and books, the task of locating, accessing and disbursing digital assets after death is often more difficult. For example, many platforms have terms of service agreements that don't allow accounts to be transferred to others. Many years of photos, videos, and documents uploaded to an online service may be lost forever if posthumous access to them is not arranged and local copies are unavailable.

One solution to this problem involves people providing a list of their online accounts, with usernames, passwords, and instructions for their executors to follow upon their death. Common-sense though this solution may be, it is often against terms of service agreements that forbid people from accessing accounts that are not their own. But while platforms like Facebook and Google prohibit this, some

service providers in Australia like iiNet, Optus, and Telstra do allow executors to sign into someone else's account, as long as they are authorized to do so by the account's owner. Of course, for all practical purposes, the identification of the person using the username and password cannot be verified by the service provider.

Privacy is also a key determinant in terms of service agreements that guide the use of social media and other online accounts. Much online communication is private in nature, and terms of service agreements are designed to protect this privacy, even in death.

Email is a good example of this privacy issue. Email is one of the oldest and still most common communication modes on the Internet and, like paper letters, emails are usually context-specific, personal in nature, and not meant for broader public consumption. Email services such as the US-based Gmail and Hotmail are conscious of this, and have strict rules that forbid access to the email associated with a deceased person's account. Thus, emails will be inaccessible and destroyed if provision for preservation has not been made for them before the death of the account holder. This being the case, if someone wishes to bequeath their emails they must take steps to archive and store the email messages locally, rather than relying on the email service provider to make them posthumously available.

### **Consumer rights to digital property**

Consumer rights to bequeath digital products or services is an important but still emerging area of policy discussion for digital legacies. In some jurisdictions people can own and sell digital goods they have purchased, including software, but it is more common that only personal digital files, such as family photos, can be passed on after death, rather than content purchased by and licenced to specific individuals through online accounts, such as iTunes music libraries or videos bought through YouTube. Ownership of online content is not legally homogenous, and often depends on what type of content is in question, which presents complications for who can access, use, and own digital assets after the original customer or account owner dies.

### **Managing digital legacies**

#### **Wills and digital registers**

One approach to managing digital legacies can be found in recent developments in digital registers: a record of accounts, usernames, passwords, and requests for these accounts. A digital register may accompany a will, and is a practice recommended by the State Trustees of Victoria.

A digital register can be prepared by an individual, or with the assistance of a legal specialist in wills and deceased estates. It is also possible within a digital register to request the closure of online accounts upon death so that sensitive or irrelevant material is deleted. However, the ability to include a digital register *within* a will is generally not recommended, as wills have the potential to become public information in some cases and would therefore expose digital accounts to the public. Although there is much information available online, such as templates and other guidance for creating a last will and testament, so far there is little in the way of guidance for the broader management of digital legacies as part of a digital register.

### **Creating and maintaining personal digital archives**

Many leading archives, such as the US Library of Congress and the National Archives of Australia, recommend creating and maintaining a personal digital archive: a curated record of digital files that are accessible by an executor. Some of the major US technology platforms have options to download a record of personal data.

- **Facebook** allows individuals to download nearly all the information they have shared on their timeline including photos. There are also expanded options that allow individuals to

view cookies, logins, logouts and many other ways of interacting with this platform:

<https://www.facebook.com/help/131112897028467/>

- **Twitter** allows individuals to download their entire Twitter archive:  
<https://support.twitter.com/articles/20170160>
- **YouTube** allows users to download and archive their entire YouTube uploads in the original uploaded format: <https://support.google.com/youtube/answer/56100?hl=en>
- **Google** allows people to export and download their data from Google products including Gmail, Google Drive, and Google Photos:  
<https://support.google.com/accounts/answer/3024190?hl=en>
- Downloading and archiving an email account such as **Outlook** can be done with a software application like Thunderbird: <https://www.mozilla.org/en-US/thunderbird/>. Once emails have been downloaded, it is possible to export them in different formats and in folders.
- Downloading and archiving a **Hotmail** account can be done with a software application like Thunderbird: <https://www.mozilla.org/en-US/thunderbird/>. Once emails have been downloaded, it is possible to export them in different formats and in folders.
- **Instagram** does not offer a direct way of downloading all images and videos uploaded to the app, but third-party sites such as Instaport (<https://vibbi.com/instaport/>) use Instagram's application programming interface to make them available.

As many of the practices and products associated with managing digital legacies are new and in flux, the digital archivists contacted recommended that consumers be proactive and largely take responsibility for their own digital legacy. Best practice involves periodically downloading and archiving all the digital files that someone wants preserved, including photos, videos, tweets, emails, and documents, and storing them on an external hard drive. Sensitive or irrelevant information need not be included in the archive, and may be deleted with the requested closure of online accounts upon death.

Digital archivists recommend considering issues of significance when consumers plan their digital heritage. Important events such as weddings, vacations, graduations, and other life achievements should be deliberated upon in the selection process.

With all the data arranged in folders and in one place, it may be then placed on a removable storage disk. Archivists advise that storage devices such as DVDs, CD ROMS, and flash drives should not be used because they are fast-changing formats and may not be accessible in the future.

Digital preservation is an active and ongoing process and it is important to intervene in the process and manage digital legacies over time. Another tried and trusted method is to print out important documents and images and store them in a filing cabinet: acid-free paper remains one of the most proven long-term preservation formats.

Although personal digital archives are a practical response to the management of digital legacies and are one of the more promising solutions to the preservation of digital files over time, they are also highly reliant upon consumers taking the initiative and responsibility for their own digital heritage and the number of people who are actually doing this or plan to do this in the future is not yet known. In addition, how individuals will repurpose the digital artefacts of the deceased in the future is also not clear. It's important to recognize what kind of digital asset management makes most sense to the individual consumer within the context of what value they personally ascribe to their digital accounts and artefacts, and the time and resources they have available to manage them.

There is an opportunity for an institutional or commercial response to this problem; to create archival cloud-based preservation services that can guarantee to store and repurpose digital artefacts in the long-term with appropriate access, sharing rights, metadata, and preservation formats to ensure their survival. Services in this area are emerging.

These possibilities raise questions about the rights or responsibilities of bereaved family, friends, or even acquaintances to play a role in the communication and management of

### Creating and managing a digital legacy

To summarize this section, the following steps are proposed in creating and managing a digital legacy:



- **Identify digital accounts and assets:** An audit needs to be done of financially and socially important digital assets, including social media profiles, domain names, blogs, websites, email accounts, application software, gaming accounts, dating accounts, phone apps, and documents.
- **Create personal digital archive:** Create local archives (back-ups) of online personal files. This is increasingly easy to do and most of the larger social media and software companies now offer an option to download content. Thoughtful categorisation of files into archives is a useful thing to do for everyday purposes and will also make the job of deletion or disbursement of a digital estate easier. However, once the data is downloaded and stored locally it is also important to consider its safety in terms of privacy. If stored on an external hard drive, for example, consider password protecting or encrypting the disk and keeping it in a secure place, or giving a second copy to a trusted friend or relative for safekeeping.
- **Nominate a digital executor:** A decision needs to be made about who is going to manage the digital assets upon the death of the individual concerned. This is often the executor nominated in any will. This person should have the technical skills to locate and access accounts, to identify the files associated with these accounts, and to carry out instructions in respect of these files. Alternatively, a friend or family member may be nominated to assist in this regard. A digital register and associated instructions may be included as an appendix to a will, and like the will, should be kept in a safe place known to the executor. Commercial service providers, like Security Safe or PasswordBox, offer specialist services that can store data and passwords and allow nominated individuals to access accounts and files in the event of death.

- **List locations, access methods, and wishes for digital accounts and assets:** Details need to be provided on where to find digital property or assets, and clear instructions need to be given on how to access files and groups of files, and what to do with them upon death. It is important that information about locations, usernames and passwords are up-to-date and retained securely. Finding and gaining access to accounts after death can be extraordinarily difficult, if not impossible, without this information. Enabling a digital legacy to be disbursed or deleted as appropriate also reduces the possibility of identity theft and the possibility of reputational damage and distress brought to friends and relatives should privacy be violated upon death. Decisions need to be made as to whether an individual social media profile will be deleted or memorialized, or if a memorial site will be established, and in most circumstances it is best for an individual to make these decisions before their death. If converting or creating a memorial profile, it is important to consider what content will be on display, who will be able to view it, and who will be curating or moderating any posts or comments made on the site.
- **Prepare paperwork:** If accounts are to be closed upon death, most service providers require a formal process in which proof of death, such as a death certificate or published obituary, is provided by a person authorized to act on behalf of the deceased (usually the executor of the will). They may also require proof that this person is authorized to act on behalf of the deceased person.

### Service provider policies for managing someone else's digital legacy

For executors, an important task following a death is managing the digital estate. Ideally, the individual will have discussed their wishes for how their digital accounts, artefacts, and legacies are to be managed after death. After receiving the will, and perhaps the digital register as part of the will, the following major platforms can be contacted about a deceased user:

- **Google:** The Inactive Account Manager lets people add up to 10 trusted contacts who will receive an email if their account is left unattended for between three and 18 months. This email may contain instructions on what they'd like done with their Google account, and links to download data from Google accounts including Gmail, Google Drive, Blogger, and YouTube (<https://support.google.com/accounts/answer/3036546?hl=en>).
- If no instructions have been left on the management of Google accounts, immediate family members or representatives of the deceased can close the account by contacting Google, but cannot access the files associated with that account. Google's policy on deceased users is not to provide passwords or other login details even to the next of kin, as "our primary responsibility is to keep people's information secure, safe, and private". The Inactive Account Manager is the better option for those who want to bequeath files stored on a Google service.
- **Facebook:** As described above, Facebook account holders may nominate a legacy contact to manage their profile after death. Alternatively, a family member or friend can submit a request for their profile to be memorialized. The form to memorialize a Facebook account is available at <https://www.facebook.com/help/contact/234739086860192>. Alternatively, a close family member may request that the profile is removed. The form to remove a Facebook account is available at <https://www.facebook.com/help/contact/228813257197480>
- **Instagram:** As Instagram is owned by Facebook, it also provides a memorialisation option for deceased Instagram users. This means nobody can login to the account, it can't be changed in any way, and posts remain visible to the audience they were shared with. Memorialized accounts on Instagram don't appear in public feeds, such as the Explore section of the site. To memorialize an account, anyone can provide a link to an obituary or a news article reporting the death. To remove the account, an immediate family member must contact Instagram and provide the deceased person's birth and death certificates, and proof



of authority under local law that the executor is the lawful representative of the deceased. Instructions for memorializing and removing Instagram accounts can be found at <https://help.instagram.com/264154560391256/>.

- **Twitter:** Executors can't access the account of a deceased person, but they can submit a form with information on the deceased, including the death certificate, to have their Twitter account deactivated. The form is available at Twitter's Privacy Form page under the option, "I want to request the deactivation of a deceased or incapacitated user's account" at <https://support.twitter.com/forms/privacy>. The same form can be used by executors to request that Twitter remove imagery of deceased individuals, although Twitter claims it "considers public interest factors such as the newsworthiness of the content and may not be able to honour every request".
- **Microsoft, including Outlook and Hotmail:** To request content from, and close, Microsoft accounts, executors must contact the Microsoft Custodian of Records at [msrecord@microsoft.com](mailto:msrecord@microsoft.com). A Microsoft representative cites privacy issues on an information page about accessing a Microsoft account after death: "The right to privacy and the security of our customers' data is a fundamental concern to Microsoft. Our users expect Microsoft to keep their information private and secure even in the event of death or incapacitation. Our primary responsibility is to honour this expectation"
- **Dropbox:** Documentation that the person is deceased and the executor has a legal right to access the person's files must be provided by postal mail, and Dropbox will follow up by email. Details of this process are available at <https://www.dropbox.com/en/help/security/access-account-of-someone-who-passed-away>.
- **iTunes:** Music files are licenced, rather than owned, so they cannot be bequeathed. To transfer an Apple account to a different user, executors can contact Apple Support with the deceased person's Apple ID, email address, password, and death certificate at [iTunesStoreSupport@apple.com](mailto:iTunesStoreSupport@apple.com).
- **LinkedIn:** Executors, colleagues, or friends of the deceased can notify LinkedIn they have passed away so their account can be closed and profile removed. To initiate the process, LinkedIn requires the deceased's name, LinkedIn profile URL, email address, the date they passed away, link to their obituary, and company where they most recently worked. The form is at <https://www.linkedin.com/help/linkedin/ask/ts-rdmlp>
- Although we recognize that Chinese social media platforms such as Renren, WeChat, and Weibo are also used in Australia, there is a dearth of research on these platforms and their policies.

## Other digital services and marketplaces

Other platforms and services include digital wallets and PayPal, peer economy platforms like Airbnb and Airtasker, and marketplaces such as eBay or Etsy, in which there might be money held within digital platforms. PayPal's policy states that only an account owner can close their account, unless the owner is dead, in which case a representative can fax legal documentation to PayPal and have a cheque posted to them with any remaining balance of the PayPal account (<https://www.paypal.com/us/selfhelp/article/How-do-I-close-the-PayPal-account-of-a-relative-FAQ1694>). On eBay, there's no official policy about closing the account of a deceased account owner, just a line on their information page about closing accounts that reads: "contact us for help closing or transferring the account of a deceased eBay buyer or seller" (<https://ocsnext.ebay.com/ocs/sr?topicName=Closing+your+account&query=166>). Etsy, an online marketplace for handmade and vintage goods, asks executors and next of kin to contact [membercare@etsy.com](mailto:membercare@etsy.com) if an Etsy member has passed away, and claims that privacy concerns mean it is unable to offer access to deceased members' accounts, although in some cases (which

the policy does not detail) they can provide access to some content (<https://www.etsy.com/help/article/24695828180>).

## **Ongoing issues and implications**

Given the size of the digital economy and the plethora of services and products now available to the public, it is difficult to prescribe a simple fix to the fact that every single user of these services will die at some point. However, developers and providers of software products and services could do more to consider the issues that will only become more pressing in the future.

There have been many promising responses to digital inheritance and memorialisation, with products such as Google's Inactive Account Manager recently becoming available, Facebook initiating a legacy contact feature, and platforms such as Facebook, YouTube, and Twitter providing first-rate facilities for users to readily download and store data locally. It is uncertain whether individuals are indeed using these services and taking proactive responsibility to store their important digital items locally or consider the privacy implication of their data in the context of death. More research needs to be done in this regard before we, as a society, come to realize that a great deal of our collective, family and personal histories that have migrated to the Internet have become lost or inaccessible.

Some emerging issues for digital legacies are outlined in the sections below:

### **Online platforms and service providers have inadequate procedures for managing digital legacies**

Many online systems and service providers do not have procedures in place to cater for the death of a user.

The ability to designate an inheritor of personal data files or to request their deletion, according to the user's preferences is missing in many systems and services. Google appears to be one of the only innovators in this regard, through its Inactive Account Manager, and Facebook now allows people to appoint a legacy contact to manage a profile after someone dies. The lack of these services creates privacy concerns for the deceased and unnecessary complications for the next of kin.

There are significant internal inconsistencies and recourse to ad-hoc arrangements in how some companies deal with the death of a client, especially relating to personal data.

### **The general public is not sufficiently aware of the need to take responsibility for their digital assets**

A lack of clear or consistent options from service providers means that individuals need to take responsibility for their digital assets. Most importantly, this includes creating and maintaining a local archive of important digital assets, making decisions regarding the disbursement of them, and leaving clear and accessible instructions to enable them to be accessed, deleted, or passed on as appropriate.

Despite the issue occasionally being raised in the news media, the importance of creating personal digital archives is not well-established in the popular imagination, and there are inadequate products and services available to facilitate this process. Digital service providers could offer much more leadership in this respect. There are also neither established mechanisms nor customs for re-purposing the digital artefacts of the deceased.

Furthermore, concepts of digital property and the rights consumers have over digital files are not always clear and consumers need be aware of what can and cannot be bequeathed. Protocols and practices for bequeathing digital assets alongside material and financial assets in the context of a legal will and 'digital register' needs to be further developed and more widely communicated.

## **Recommendations**

In giving an overview of the current social and legal landscape of digital legacies, this paper has stressed the importance of consumers proactively managing their digital accounts and assets. Nominating a digital executor and organizing local copies of files is the best way to ensure these files are not lost, and online accounts are either deleted or memorialized according to the wishes of the deceased.

It is **recommended** that COPOLCO produced a guidance brochure for consumers on how to manage their digital accounts and assets.

In addition, issues around owning and transferring digital assets have been raised, with an eye to future policymakers, regulators and platform owners making provisions for accessing and owning digital accounts and content after someone dies. Currently, Google's Inactive Account Manager and Facebook's legacy contact represent best practice in this area, and other platforms are encouraged to consider similar options.

It is **recommended** that COPOLCO recommend that a NWIP be developed for a standard for platform owners on making provisions for accessing and owning digital accounts and content after someone dies.



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

## **AGENDA ITEM 13    PRODUCT SAFETY WORKING GROUP**



## AGENDA ITEM 13 COPOLCO PRODUCT SAFETY WORKING GROUP REPORT

**COPOLCO ACTION:** Members are invited to comment/approve the proposals and draft resolutions in this report

**Co-Chairs:** Dr Eunsook Moon, Korea, [mooneu21@gmail.com](mailto:mooneu21@gmail.com)  
 Ms Karin Both, Germany [karin.both@din.de](mailto: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 common areas of interest on safety and emerging issues
- to respond to calls for information and advice on product safety issues

**Membership:** 23 countries (as of 2018 March):

#	Name of country	NSB	#	Name of country	NSB
1	Argentina	IRAM	13	Italy	UNI
2	Australia	SA	14	Japan	JISC
3	Canada	SCC	15	Korea	KATS
4	Chile	INN	16	Malaysia	DSM
5	China	SAC	17	Netherland	MEN
6	Czech Republic	UNMZ	18	Singapore	Spring
7	France	AFNOR	19	South Africa	SABS
8	Germany	DIN	20	Sri Lanka	SLSI
9	India	BIS	21	Switzerland	SNV
10	Indonesia	BSN	22	UK	BSI
11	Ireland	NSAI	23	US	ANSI
12	Israel	SII			

### Introduction

At the ISO/COPOLCO meetings in May and November 2017, the Product Safety working group held a fringe meeting to discuss and prioritize issues it has identified and to confirm future work. The 39<sup>th</sup> COPOLCO plenary in May 2017 took the following resolutions:

## **2017 COPOLCO RESOLUTIONS**

### **COPOLCO Resolution 19/2017**

*Product safety working group (1) – choking hazards*

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N284 and its proposed work projects,

invites the PSWG to develop a New Work Item Proposal on liquitabs,

further invites the PSWG to develop a second NWIP on choking hazards of small component parts based on CEN/TR 13387-3, the Australian Handbook, *Product Safety Framework* part 3.25 and ISO 8124-1, *Safety of toys*, to be developed by an ad hoc group, taking into account comments made during the PSWG meeting.

supports the proposal to set up an ad hoc group with the aim to write a New Work Item Proposal on "Accident Investigation" based on the Japanese proposal and taking into account the comments made during the PSWG meeting,

recognizes the importance of other safety issues presented in COPOLCO N284, and asks the group to submit a progress report for members' consideration at the 2018 COPOLCO Plenary.

### **COPOLCO Resolution 20/2017**

*Product safety working group (2) – Risk management of consumer product safety*

COPOLCO

recalls that the Product safety WG task group (ISO/COPOLCO/TG 4) was tasked with discussing the proposal on risk assessment of consumer product safety (COPOLCO Resolution 18/2016),

suggests that the most efficient way forward would be for SAC (China) to submit a New Work Item Proposal with an attached draft standard to the ISO Technical Management Board,

decides to disband ISO/COPOLCO TG4.

## **PSWG ACTIVITY UPDATES**

### **PRODUCT SAFETY ISSUES IN PROGRESS**

#### **1. Liquitabs/washing pods**

- **The issue**

Liquid detergent capsules or 'laundry pods' contain highly concentrated liquid detergent in water-soluble packaging that releases on contact with moisture. These detergent capsules are small and often colourful, which makes them attractive to young children.

A child can easily burst the capsule and release the entire contents onto their 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**

In line with COPOLCO Resolution 19/2017, a NWIP on liquitabs was developed. The proposal is based on the COMMISSION REGULATION (EU) No 1297/2014 and ASTM standard F3159-15 which both cover the safety of liquitabs/laundry detergent capsules and their packaging.

The NWIP is attached as ANNEX 1 to this report.

- **Actions**

The COPOLCO plenary has to decide how to proceed with the NWIP.

#### **2. 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-appelling 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 an NWIP in 2014. The NWIP was submitted to the ISO TMB in July 2014. ISO TC 10, *Technical product documentation*, as well as ISO TC 122, *Packaging*, responded that it was not in their scope and rejected the NWIP.

PSWG discussed in several meetings how to further this topic.

The following documents were checked to see how choking hazards are dealt with:

- ISO / IEC Guide 50, *Safety aspects – Guidelines for child safety in standards and other specifications*
- CEN/TR 13387-3, *General safety guidelines – Mechanical hazard*
- Australian Handbook, *Product safety framework part 3.25: Choking from small parts*
- ISO 8124-1, *Safety of toys*

#### • **Progress**

In line with COPOLCO Resolution 19/2017 a second NWIP on choking hazards of small component parts was developed, based on CEN/TR 13387-3, the Australian Handbook, *Product Safety Framework part 3.25*, and ISO 8124-1, *Safety of toys*.

The NWIP is attached as ANNEX 2 to this report.

#### • **Actions**

The COPOLCO plenary is to decide how to proceed with this NWIP.

### **3. Accident Investigation**

Product safety accidents could do with governance, the culture of the organization, working conditions. These contexts should be investigated to prevent accident recurrence. Japan proposed to standardize principles of accident investigation to prevent recurrences.

Japan presented its proposal at the June 2016 Plenary. 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 conditions, and prevent recurrence of the accident.

#### • **Progress**

In line with COPOLCO Resolution 19/2017, an ad hoc group was formed with China, Japan, Malaysia, Singapore, and the UK, to create an NWIP on "Accident Investigation" based on the Japanese proposal and taking into account comments made during the PSWG meeting in 2017.

Based on comments raised at the last plenary, Japan made a draft NWIP in March 2018 for initiating



an ad hoc group's discussion at the PSWG meeting in May 2018.

The draft NWIP is attached as ANNEX 3 to this report.

- **Action**

The first meeting of the ad hoc group will be held during the COPOLCO Plenary in May 2018. The result will be shared with PSWG members.

## **WATCHING BRIEF PROJECTS**

### **1. Trampoline parks**

Trampoline Parks are increasingly popular, with ever-more accidents. Standards Australia is developing a national standard on trampoline park facilities.

- **Progress**

The public comment on **Standards Australia Draft Trampoline park facilities, Part 1: General safety requirements and test methods**, AS 5159.1, closed on 16 October 2017. The Standard is being developed by Standards Australia Committee SF-051, *Trampoline Parks*.

"The objective of this Standard is to provide trampoline park designers, manufacturers/suppliers, proprietors and operating personnel with requirements and guidance specific to the design, operation and maintenance of trampoline park facilities. The Standard provides minimum safety thresholds so that the likelihood of spinal and other traumatic injuries is reduced as far as reasonably practicable."

Based on the existing injury data, Standards Australia Committee SF-051 recognized that current dismount pit design knowledge and evidence is insufficient. Therefore, further research is required to develop evidence-based design requirements and test methods.

SF-051 decided that because of the delay caused by research relating to dismount pits; to publish AS 5159 without a section on dismount pits. They agreed that as soon as testing and research had been completed and conclusions finalized, the committee would publish specifications and a test method for dismount pits as Part 2 of this series. Public comment on Standards Australia *Draft Trampoline park facilities Part 1: General safety requirements and test methods*, AS 5159.1, closed on 16 October 2017. The purpose of the fifth meeting was to discuss and resolve comments received.

In early February, SF-051 met to discuss public comment on the draft standard. Some changes were substantial and it is not known at this stage whether a further draft for public comment is required. If no further public comment is required then it is anticipated that Part 1 will be published in early April 2018.

Research is continuing on the tests and specifications of dismount pits. AS 5159 Part 2, *Dismount Pits*, will be subject to a Standards Australia Project Prioritisation Round. It is hoped that sufficient

research will be completed to allow a Prioritisation Round submission in September 2018.

On a **European level (CEN)** a NWIP "Sports and recreational facilities – Trampoline parks – Safety requirements" was adopted, but work did not yet start.

**BSI** has launched PAS 5000:2017 "Specification for the construction and operation of a fixed indoor trampoline park". Developed in conjunction with the International Association of Trampoline Parks, the PAS provides requirements on the design, construction, risk assessment and day-to-day operation of a trampoline park.

Specifically, the PAS outlines requirements for the construction of an indoor trampoline park made of interconnected trampolines used for non-competitive activities. The PAS includes requirements that the designer and operator of the trampoline park construct a layout that reduces the risk to users and undertake a design risk assessment of the trampoline park before opening to the public.

BSI PAS 5000 specifies requirements for the height of a trampoline to be a specific distance from the floor. Requirements are also provided with regards to the framework padding, and details for calculating capacity and how an operator can adequately ascertain when a trampoline park has reached peak capacity.

The PAS covers emergency scenarios, including a dedicated section to an Emergency Action Plan and an emergency evacuation plan that covers how to clear the trampolines and evacuate the building if necessary.

## **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 November 2015 meeting.

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 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](http://www.iec.ch/dyn/www/f?p=103:14:0::::FSP_ORG_ID,FSP_LANG_ID:13190,25)

- Progress  
TC 61/WG 38 (60335-2-7, *Washing machines*) developed a proposal (DC – document for comment) for an amendment to IEC 60335-2-7, *Household and similar electrical appliances – Safety – Part 2: Particular requirements for washing machines* (published end of January 2018). The Amendment contains the following addition to clause 20 "Stability and mechanical hazards":

*"For appliances with vertical axis having an opening dimension and drum dimension exceeding 200 mm, and drum volume exceeding 60 dm<sup>3</sup>, it shall not be possible to start the washing machine or recommence the spin cycle until a separate means which controls the movement of the washing machine is operated manually, even if the lid has been opened and closed again."*

### **3. Table saws (US)**

Michaela Miller (ANSI – USA) informed that the US Consumer Product Safety Commission raised the risks of using table saws. They had the intention to develop a performance standard but unfortunately no consensus could be found up to now.

## **NEW CONSUMER PRODUCT SAFETY CONCERNS**

### **1. Stuffed articles**

A few days before the PSWG meeting in November 2017, SCC – Canada submitted a suggestion for a new ISO/COPOLCO activity regarding "stuffed articles". Potential hazards associated with the use of unclean or unsafe filling materials in upholstered furniture and stuffed articles such as mattresses, bedding, plush toys, clothing, outerwear and sports equipment are described in the document. The idea is to develop an International standard on the biological and chemical safety and labelling of upholstered and stuffed consumer goods to advance consumer health and safety.

A short discussion took place at the PSWG November meeting and it was decided to collect comments, experiences and accident data. The comments received will be distributed to the PSWG members and will be discussed at the fringe meeting in May 2018.

### **2. Managing risk/incidents for youth on organized school trips**

This is also a suggestion for a new ISO/COPOLCO activity submitted by SCC, Canada.

Each year millions of young people around the world take part in annual school trips, for educational field research, sports events, church activities, training, and so forth – domestically, and more recently, travelling internationally with their classes, teams or other special interest groups. As the volume and complexity of organizational needs required constantly increases, both for the groups planning and travelling, and for the tourism organizations hosting these groups; so too do the potential risks and hazards associated with these trips. Whilst it is true that risks like vehicular accidents or natural disasters are hard to predict, many risks are avoidable if appropriate checks are carried out. Many injuries and even fatalities are a result of carelessness which could and should have been mitigated with more careful planning.

The idea is to develop an International Standard which gives an international frame of reference for youth and student travel and tourism. Its application would increase the overall safety.

A short discussion took place at the PSWG November meeting. The Canadian member volunteered to have a closer look at the British standard BS 8848, *Specification for a provision of visits, fieldwork, expeditions and adventurous activities outside the United Kingdom*.

Information regarding national experiences, accident data, regulations are welcome. The topic will be on the agenda of the PSWG fringe meeting in May 2018.

### **3. Personal Mobility Devices (PMD)**

This topic was raised by Singapore (SPRING) at the last COPOLCO meeting in May 2017. SPRING submitted a template in March 2018.

In Singapore, there have been at least 34 cases of fires involving PMDs from January to November 2017. Cheap batteries, which are usually of lower quality, and faulty batteries could be behind the recent fires. PMDs use mostly lithium-ion batteries – subjected to high humidity, dust and vibration when used in PMDs. They have a higher chance of failure. About 110 accidents involving users of personal mobility devices (PMDs) took place between January and September 2017, an average of about three accidents a week. Between January and November 2017, more than 430 PMD users were caught (an average of 40 PMD users a month) riding on the roads; and had their devices impounded (See ANNEX 4 for more information).

Safety guidelines for PMDs should also look into and address the issue of consumer safety.

The PowerPoint template by SPRING is attached as ANNEX 4 to this report.

## **FINALIZED PROJECTS**

### **Risk Management of Consumer Product Safety**

In line with COPOLCO Resolution 20/2017, ISO/COPOLCO TG4 was disbanded.

#### **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; foreseeable since a child would be attracted to a scented bag. The plastic sacks are tactile and scented, and babies and toddlers are drawn to them. With no breathing holes, these sacks present an ideal hazard that can easily suffocate.

- **Progress**

In the UK a Guidance document "Guidelines – Nappy sacks" was developed by RoSPA (The Royal Society for the Prevention of Accidents) and the British Retail Consortium. PSWG members received a copy for information.

### **Draft Resolution**

#### **COPOLCO X/2018**

*Product safety working group*

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N 379 and its proposed work projects,

further approves new work item proposals on "Liquitabs" (Annex 1 to COPOLCO N379), "Choking hazards" and its draft outline (Annex 2 to COPOLCO N379),

invites COPOLCO members to comment on the draft NWIP, "Accident Investigation",

recognizes the importance of other safety issues presented in COPOLCO N379

asks the group to submit a progress report for members' consideration at the 2019 COPOLCO Plenary.



## 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) ISO COPOLCO	ISO/TC 91 "surface active agents"/SC Click here to enter text. <input type="checkbox"/> Proposal for a new PC
Secretariat Click here to enter text.	N Click here to enter text.

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: Liquid Detergent Capsules (Liquitabs) - Safety requirements, test methods, labelling, packaging French title (if available): Click here to enter text.  <i>(In the case of an amendment, revision or a new part of an existing document, show the reference number and current title)</i>
---

Scope of the proposed deliverable.

Requirements and test methods for household liquid detergent capsules (Liquitabs) to improve the safety of these products and prevent accidents.

#### Purpose and justification of the proposal\*

Liquitabs have become more and more popular in many countries. They are single-use detergent products that contain a liquid detergent (laundry or dishwasher 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 colorful packets, which can resemble play items. The soft and colorful 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.

The "American Association of Poison control centres" reports that during the past five years, poison control centers have received well over 50,000 calls relating to liquid laundry packet exposures. In 2017, through December 31, poison centers received reports of 10,570 exposures to highly concentrated packets of laundry detergent by children 5 and younger. Some children who have gotten the product in their mouths have had excessive vomiting, wheezing and gasping. Some get very sleepy. Some have had breathing problems serious enough to need a ventilator to help them breathe. There have also been reports of corneal abrasions (scratches to the eyes) when the detergent gets into a child's eyes.

Also in Europe there have been many accidents with small children and liquitabs.

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.

In Europe, the EU commission has taken action and enacted "Commission Regulation (EU) No [1297/2014](#)" in December 2014. From 1 January 2016 all products on the EU market have to fully comply with this regulation. An assessment prepared by the European Chemicals Agency (ECHA) shows that since the EU regulation was put into force, poisoning from these substances has significantly decreased in the EU.

As this product is sold not only in Europe or the US this is an international topic, which should be dealt with in an ISO standard to protect consumers, in particular young children, worldwide.

The proposed International standard should set safety requirements for Liquid Detergent Capsules (Liquitabs), especially regarding its packaging (e.g.

- shall be contained in an opaque or obscure outer packaging
- soluble packaging shall contain an aversive agent and resist mechanical compressive strength

The International Standard should also lay down relevant test methods and give advice regarding necessary labels and warnings.



<p>Preparatory work (at a minimum an outline should be included with the proposal)</p> <p><input type="checkbox"/> A draft is attached      <input type="checkbox"/> An outline is attached <input checked="" type="checkbox"/> An existing document to serve as initial basis</p> <p>The proposer or the proposer's organization is prepared to undertake the preparatory work required:</p> <p><input type="checkbox"/> Yes   <input type="checkbox"/> No</p>
<p>If a draft is attached to this proposal,:</p> <p>Please select from one of the following options (note that if no option is selected, the default will be the first option):</p> <p><input type="checkbox"/> Draft document will be registered as new project in the committee's work programme (stage 20.00)</p> <p><input type="checkbox"/> Draft document can be registered as a Working Draft (WD – stage 20.20)</p> <p><input type="checkbox"/> Draft document can be registered as a Committee Draft (CD – stage 30.00)</p> <p><input type="checkbox"/> Draft document can be registered as a Draft International Standard (DIS – stage 40.00)</p> <p><input type="checkbox"/> If the attached document is copyrighted or includes copyrighted content, the proposer confirms that copyright permission has been granted for ISO to use this content in compliance with clause 2.13 of the ISO/IEC Directives, Part 1 (see also the Declaration on copyright).</p>
<p>Is this a Management Systems Standard (MSS)?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>NOTE: if Yes, the NWIP along with the <u>Justification study</u> (see <a href="#">Annex SL of the Consolidated ISO Supplement</a>) must be sent to the MSS Task Force secretariat (<a href="mailto:tmb@iso.org">tmb@iso.org</a>) for approval before the NWIP ballot can be launched.</p>
<p>Indication(s) of the preferred type or types of deliverable(s) to be produced under the proposal.</p> <p><input checked="" type="checkbox"/> International Standard      <input type="checkbox"/> Technical Specification</p> <p><input type="checkbox"/> Publicly Available Specification      <input type="checkbox"/> Technical Report</p>
<p>Proposed development track</p> <p><input type="checkbox"/> 18 months*      <input checked="" type="checkbox"/> 24 months      <input type="checkbox"/> 36 months      <input type="checkbox"/> 48 months</p> <p>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).</p> <p><b>*DIS ballot must be successfully completed within 13 months of the project's registration in order to be eligible for the direct publication process</b></p>

<p>Draft project plan (as discussed with committee leadership) Proposed date for first meeting: Click here to enter text.</p> <p>Dates for key milestones: DIS submission Click here to enter text. Publication Click here to enter text.</p>
<p>Known patented items (see <a href="#">ISO/IEC Directives, Part 1</a> for important guidance) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", provide full information as annex</p>
<p>Co-ordination of work: To the best of your knowledge, has this or a similar proposal been submitted to another standards development organization? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", please specify which one(s): It is recommended, that this international standard takes into account the content of Commission Regulation (EU) No <a href="#">1297/2014</a> of 5 December 2014 amending, for the purposes of its adaptation to technical and scientific progress, Regulation (EC) No 1272/2008 of the European Parliament and of the Council on classification, labelling and packaging of substances and mixtures as well as Commission regulation (EC) No <a href="#">1272/2008</a> and of <a href="#">ASTM F3159</a> "Standard Safety Specification for Liquid Laundry Packets"</p>
<p>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. The work may be undertaken by ISO TC 91 "surface active agents"</p>
<p>A listing of relevant existing documents at the international, regional and national levels. - ASTM F3159 "Standard Safety Specification for Liquid Laundry Packets" - Commission Regulation (EU) No 1297/2014 of 5 December 2014 amending, for the purposes of its adaptation to technical and scientific progress, Regulation (EC) No 1272/2008 of the European Parliament and of the Council on classification, labelling and packaging of substances and mixtures</p>

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).

	<b>Benefits/impacts</b>	<b>Examples of organizations/companies to be contacted</b>
<b>Industry and commerce – large industry</b>	Improved safety of detergent products and accident prevention	Detergent producing industry  AISE (International Association for Soaps, Detergents and Maintenance Products)
<b>Industry and commerce – SMEs</b>	As above	<a href="#">Click here to enter text.</a>
<b>Government</b>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<b>Consumers</b>	standard will increase the safety of consumers (small children)	National consumer organizations Consumers International ISO COPOLCO
<b>Labour</b>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<b>Academic and research bodies</b>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<b>Standards application businesses</b>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<b>Non-governmental organizations</b>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>
<b>Other (please specify)</b>	<a href="#">Click here to enter text.</a>	<a href="#">Click here to enter text.</a>

**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).  
ASTM  
AISE  
Consumers International

**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

<p>Proposed Project Leader (name and e-mail address) Click here to enter text.</p>	<p>Name of the Proposer (include contact information) COPOLCO</p>
<p>This proposal will be developed by:</p> <p><input type="checkbox"/> An existing Working Group (please specify which one: <a href="#">Click here to enter text.</a>)</p> <p><input type="checkbox"/> A new Working Group (title: <a href="#">Click here to enter text.</a>) (Note: establishment of a new WG must be approved by committee resolution)</p> <p><input type="checkbox"/> The TC/SC directly</p> <p><input checked="" type="checkbox"/> To be determined</p>	
<p>Supplementary information relating to the proposal</p> <p><input checked="" type="checkbox"/> This proposal relates to a new ISO document;</p> <p><input type="checkbox"/> This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item;</p> <p><input type="checkbox"/> This proposal relates to the re-establishment of a cancelled project as an active project.</p> <p>Other: <a href="#">Click here to enter text.</a></p>	
<p>Maintenance agencies and registration authorities</p> <p><input type="checkbox"/> This proposal requires the service of a maintenance agency. If yes, please identify the potential candidate: <a href="#">Click here to enter text.</a></p> <p><input type="checkbox"/> This proposal requires the service of a registration authority. If yes, please identify the potential candidate: <a href="#">Click here to enter text.</a></p> <p>NOTE: Selection and appointment of the MA or RA is subject to the procedure outlined in the <a href="#">ISO/IEC Directives</a>, Annex G and Annex H, and the RA policy in the ISO Supplement, Annex SN.</p>	
<p><input type="checkbox"/> Annex(es) are included with this proposal (give details) <a href="#">Click here to enter text.</a></p>	
<p>Additional information/questions <a href="#">Click here to enter text.</a></p>	



## 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) ISO COPOLCO	<b>ISO/TC</b> Click here to enter text./ <b>SC</b> Click here to enter text. <input checked="" type="checkbox"/> Proposal for a new PC
Secretariat Click here to enter text.	<b>N</b> Click here to enter text.

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 product components likely to be removed or held by mouth – test methods and requirements to minimize the choking hazard

##### **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.**

The standard should apply to hand held consumer products or packaging with a detachable part (e.g. cap or other push-fit component) that an intended user (child or adult) may be likely to remove with their mouth during opening, or that a user may be likely to be hold in the mouth during use of the product.

**Purpose and justification of the proposal\***

(school-age) Children across the world have a tendency to use their teeth to remove push-fit caps from products such as soft drink bottles or USB memory sticks. Some shapes of cap can be inhaled and cause death in seconds by blocking the respiratory tract.

Regarding sports caps there have been consumer complaints of (non-fatal) chockings which led to recalls of several brands. The most obvious risk is from those outer "dust caps" that are completely detachable from the rest of the cap and therefore need to have ventilation holes. Appreciation of the potential risks led the British Soft Drinks Association to publish a Code of Practice for Sports Closures in 2004.

There has been some concern that the end-caps of USB memory sticks shaped like toys (or otherwise child-appealing) pose a potential choking hazard to infants in the same way as detachable parts of toys. However, in 2010 a 14 year old boy in the UK died due to a conventional memory stick cap becoming lodged in his trachea.

Many Years ago fatal choking accidents happened with pen caps. At that time no pen caps were designed in such a way to allow air to pass through or around them if inhaled. Requirements and tests for pen caps, developed in the 1980s have demonstrated that fatal consequences of inhalation of these components can be eliminated by an International Standard (ISO 11540:2014 "Caps for writing and marking instruments intended for use by children up to 14 years of age – safety requirements"). But ISO 11540 is a product standard and applicable only to writing and marking instruments.

Therefore a horizontal standard is needed which lays down test methods and requirements for all hand held consumer products or packaging with a detachable part that an intended user (child or adult) may be likely to remove with their mouth during opening, or that a user may be likely to be hold in the mouth during use of the product. This horizontal standard could be used by different product sectors to reduce the risk of fatal chockings.

An outline of such a horizontal standard is attached.

*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)
  
- If the attached document is copyrighted or includes copyrighted content, the proposer confirms that copyright permission has been granted for ISO to use this content in compliance with clause 2.13 of the ISO/IEC Directives, Part 1 (see also the Declaration on copyright).

**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](mailto: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**

- 18 months\*                       24 months                       36 months                       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).**

**\*DIS ballot must be successfully completed within 13 months of the project's registration in order to be eligible for the direct publication process**

**Draft project plan (as discussed with committee leadership)**

Proposed date for first meeting: Click here to enter text.

Dates for key milestones: DIS submission Click here to enter text.

Publication Click here to enter text.

**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):

**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.**

An International Standard should be developed based on the tests and requirements laid down in:

- Australian Handbook HB 295.3.25-2008 Product safety framework Part 3.25: Choking from small parts
- CEN/TR 13387-3 General safety guidelines – Mechanical hazard
- EN 71-1: 2015 Safety of toys - Part 1: Mechanical and physical properties
- ISO 11540: 2014 Writing and marking instruments - Specification for caps to reduce the risk of asphyxiation

**A listing of relevant existing documents at the international, regional and national levels.**

CEN/TR 13387-3 General safety guidelines – Mechanical hazard; 2015  
Standards Australia, HB 295.3.25-2008 Product safety framework Part 3.25: Choking from small parts  
EN 71-1: 2015 Safety of toys - Part 1: Mechanical and physical properties  
ISO 11540: 2014 Writing and marking instruments - Specification for caps to reduce the risk of asphyxiation



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
<b>Industry and commerce – large industry</b>	Improved safety of products and accident prevention	
<b>Industry and commerce – SMEs</b>	As above	Click here to enter text.
<b>Government</b>	Click here to enter text.	Click here to enter text.
<b>Consumers</b>	standard would increase the safety of consumers	National consumer organizations Consumers International ISO COPOLCO
<b>Labour</b>	Click here to enter text.	Click here to enter text.
<b>Academic and research bodies</b>	Click here to enter text.	Click here to enter text.
<b>Standards application businesses</b>	Click here to enter text.	Click here to enter text.
<b>Non-governmental organizations</b>	Click here to enter text.	Click here to enter text.
<b>Other (please specify)</b>	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).

Consumers International

**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

<p><b>Proposed Project Leader</b> (name and e-mail address) Click here to enter text.</p>	<p><b>Name of the Proposer</b> (include contact information) COPOLCO</p>
<p><b>This proposal will be developed by:</b></p> <p><input type="checkbox"/> An existing Working Group (please specify which one: <a href="#">Click here to enter text.</a>)</p> <p><input type="checkbox"/> A new Working Group (title: <a href="#">Click here to enter text.</a>) (Note: establishment of a new WG must be approved by committee resolution)</p> <p><input type="checkbox"/> The TC/SC directly</p> <p><input checked="" type="checkbox"/> To be determined</p>	
<p><b>Supplementary information relating to the proposal</b></p> <p><input checked="" type="checkbox"/> This proposal relates to a new ISO document;</p> <p><input type="checkbox"/> This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item;</p> <p><input type="checkbox"/> This proposal relates to the re-establishment of a cancelled project as an active project.</p> <p>Other: <a href="#">Click here to enter text.</a></p>	
<p><b>Maintenance agencies and registration authorities</b></p> <p><input type="checkbox"/> This proposal requires the service of a <b>maintenance agency</b>. If yes, please identify the potential candidate: <a href="#">Click here to enter text.</a></p> <p><input type="checkbox"/> This proposal requires the service of a <b>registration authority</b>. If yes, please identify the potential candidate: <a href="#">Click here to enter text.</a></p> <p>NOTE: Selection and appointment of the MA or RA is subject to the procedure outlined in the <a href="#">ISO/IEC Directives</a>, Annex G and Annex H, and the RA policy in the ISO Supplement, Annex SN.</p>	
<p><input type="checkbox"/> Annex(es) are included with this proposal (give details) <a href="#">Click here to enter text.</a></p>	
<p>Additional information/questions <a href="#">Click here to enter text.</a></p>	

## Outline of proposed horizontal standard

### "Consumer product components likely to be removed or held by mouth – test methods and requirements to minimize the choking hazard"

Scope- limited to hand held consumer products or packaging with a detachable part (e.g. cap or other push-fit component) that an intended user (child or adult) may be likely to remove with their mouth during opening, or that a user may be likely to be hold in the mouth during use of the product.

Removability tests – Tensile and bending force tests to determine whether a component likely to be held in the mouth can easily be removed from the part(s) of the product held in the hand. (Tests could be based on those for small parts in toys (EN 70-1) but emphasis that force directions need to be those likely to be applied by lips or teeth during use of the product.)

#### External size and shape tests –

(a) To be potentially inhaled or swallowed a removed component needs to be able to enter the throat (eg tested by the cylinder from EN 30-1 or Australian Handbook HB 295.3.25), but additionally

(b) to pose a potential risk of immediate suffocation the diameter of the component needs to be narrow enough to enter a trachea of an adult or the oldest child considered to be at risk when using the product. (A 16 mm gauge penetration test is used in ISO 11540, but larger diameter may be hazardous for adults and late teens and/or a circumference limit may be needed to allow for elliptical cross-sections) and

(c) to pose a potential risk of immediate suffocation the component needs not to be too small to lodge in the trachea of at least the youngest child considered to be at risk (no current test but if no dimension is greater than 5 mm, it is likely to pass right through the trachea of even the youngest school age child into a bronchus or lung). [considerably larger diameter objects are likely to pass through the tracheas and most teenagers and adults]

Air flow test – If the component is of a size and shape to enter and lodge in a trachea, then the potential risk of immediate suffocation if it is inhaled will be reduced if ventilated pathways through or around it permit sufficient air flow to keep the victim alive until they can get surgical treatment (at least 8 litres/minute when tested according to Annex A of ISO 11540).

Protection of younger children - any product with a component that a school age child might remove by mouth would be likely also to pose a choking hazard in the hands of younger children. Additionally, therefore, the standard should require:

(a) Neither the component likely to be removed or held by mouth during use nor the rest of the product shall have the characteristics of food or of a toy intended for children under 36 months

(b) A warning on the body of the product – eg “keep out of reach of children under 36 months due to small parts”



## 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) COPOLCO	<b>ISO/TC</b> Click here to enter text. <b>/SC</b> Click here to enter text. <input type="checkbox"/> Proposal for a new PC
Secretariat Click here to enter text.	<b>N</b> Click here to enter text.

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)

<p><b>Title of the proposed deliverable.</b></p> <p><b>English title:</b>          Accident Investigation</p> <p><b>French title (if available):</b>          Click here to enter text.</p> <p><i>(In the case of an amendment, revision or a new part of an existing document, show the reference number and current title)</i></p>
--

**Scope of the proposed deliverable.**

This document is intended to be beneficial to investigative bodies (organizations) of all types, such as private, public, and non-profit bodies, regardless of the size of the organization. A systematic framework is presented for determining the purpose, way of thinking, and procedures for investigations regarding consumer accidents that have caused injury to the life or body of consumers.

**Purpose and justification of the proposal\***

A clear principle and approach has not been established for accident investigations that involve consumers. Each country carries out various forms of accident investigations, but preventative measures are not necessarily implemented for the same types of accidents, i.e., one cannot say that investigations are being carried out as a link to improve the future safety of society. The purpose of accident investigations is solely to prevent the occurrence of similar accidents.

The purpose of accident investigations has become unclear, because there is no distinct separation between the concepts of pursuing liability and compensation. An individual resolution to a specific accident, such as punishment of the person responsible and relief for the injured party, is certainly important. Resolutions should be established, but at the same time, by establishing a resolution, there are many cases in which “resolution” of an accident equates to the “end” of the accident.

By identifying the direct trigger that caused the accident (usually human error), the investigation to determine the cause is seen as having been achieved, and it often appears as though the investigation is finished. But why did that human error arise? There are multiple related causes behind the accident. If those background causes are not identified, safety recommendations based on an investigation that contribute to preventative measures cannot be satisfactorily made, and the risk to consumers will not be reduced and will not be removed from society.

The principle of what an accident investigation is, which has not been sufficiently shared until now, can be organized and standardized, and the following matters offered to consumers and the community.

- Contributing to carrying out the most efficient and effective accident investigation when an accident occurs.
- Enabling the maximization of lessons gained from a sacrifice or accident, and the prevention of any reoccurrence of the same accident, i.e., prevention of new victims.
- Therefore, it is linked to increasing the safety of consumers and society.

*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>

<p><b>Preparatory work</b> (at a minimum an outline should be included with the proposal)</p> <p><input type="checkbox"/> A draft is attached                      <input checked="" type="checkbox"/> An outline is attached    <input type="checkbox"/> An existing document to serve as initial basis</p> <p>The proposer or the proposer's organization is prepared to undertake the preparatory work required:</p> <p><input checked="" type="checkbox"/> Yes    <input type="checkbox"/> No</p>
<p>If a draft is attached to this proposal,:</p> <p>Please select from one of the following options (note that if no option is selected, the default will be the first option):</p> <p><input type="checkbox"/> Draft document will be registered as new project in the committee's work programme (stage 20.00)</p> <p><input type="checkbox"/> Draft document can be registered as a Working Draft (WD – stage 20.20)</p> <p><input type="checkbox"/> Draft document can be registered as a Committee Draft (CD – stage 30.00)</p> <p><input type="checkbox"/> Draft document can be registered as a Draft International Standard (DIS – stage 40.00)</p> <p><input type="checkbox"/> If the attached document is copyrighted or includes copyrighted content, the proposer confirms that copyright permission has been granted for ISO to use this content in compliance with clause 2.13 of the ISO/IEC Directives, Part 1 (see also the Declaration on copyright).</p>
<p><b>Is this a Management Systems Standard (MSS)?</b></p> <p><input type="checkbox"/> Yes    <input checked="" type="checkbox"/> No</p> <p>NOTE: if Yes, the NWIP along with the <u>Justification study</u> (see <a href="#">Annex SL of the Consolidated ISO Supplement</a>) must be sent to the MSS Task Force secretariat (<a href="mailto:tmb@iso.org">tmb@iso.org</a>) for approval before the NWIP ballot can be launched.</p>
<p><b>Indication(s) of the preferred type or types of deliverable(s) to be produced under the proposal.</b></p> <p><input checked="" type="checkbox"/> International Standard                      <input type="checkbox"/> Technical Specification</p> <p><input type="checkbox"/> Publicly Available Specification    <input type="checkbox"/> Technical Report</p>
<p><b>Proposed development track</b></p> <p><input type="checkbox"/> 18 months*                      <input type="checkbox"/> 24 months                      <input checked="" type="checkbox"/> 36 months</p> <p><input type="checkbox"/> 48 months</p> <p><b>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).</b></p> <p>*DIS ballot must be successfully completed within 13 months of the project's registration in order to be eligible for the direct publication process</p>
<p><b>Draft project plan (as discussed with committee leadership)</b></p> <p>Proposed date for first meeting: <a href="#">Click here to enter text.</a></p> <p>Dates for key milestones: DIS submission <a href="#">Click here to enter text.</a></p> <p>Publication <a href="#">Click here to enter text.</a></p>

**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.**

**Relevant existing ISO deliverables, etc.**

- ★ISO 10393:2013■Consumer product recall -- Guidelines for suppliers
- ★ISO 10377:2013■Consumer product safety -- Guidelines for suppliers
- ★ISO/IEC Guide 51:2014■Safety aspects -- Guidelines for their inclusion in standards
- ★ISO 31000:2009■Risk management -- Principles and guidelines
- ★IEC/ISO 31010:2009■Risk management -- Risk assessment techniques

■**ISO31000 Risk management** are standards to handle the risks involved in achieving the various objectives set out by an organization. The risks handled under the standards that we are proposing are risks to the body and life of consumers. Assessments are carried out beforehand and constantly repeated, but accident investigation is different, as it is an investigation to prevent recurrence of various accidents after the fact, i.e., accidents that have already occurred. Therefore, the revision of ISO31000 is considered inappropriate for realizing the proposed accident investigations to reduce the risk of injury to the life and body of consumers.

■**ISO10377 Consumer product safety – guidelines for suppliers** are guidelines created for suppliers that are limited to products. Our proposal includes products and services, and is not restricted to within the supplier's organization, but extends to product maintenance contractors, repair contractors, the user environment, operators, supervisors, and other parties. Therefore, the existing standards are not adequate for incorporating our proposal.

■**ISO10393 Consumer product recall – Guidelines for suppliers** are also limited to products, and are guidelines for suppliers. They are first and foremost for recalling products, and therefore, are not adequate for revision and incorporation of our proposal.

As stated above, with regard to accidents that cause injury to consumers when using and applying the product and services, there are no existing ISO standards that deal with accident investigation for the purpose of preventing recurrence of similar accidents, and to increase safety regarding the body and life of consumers. Therefore, we insist that a new ISO standard be created.

**A listing of relevant existing documents at the international, regional and national levels.**

- ★ ISO 10393:2013 ■ Consumer product recall -- Guidelines for suppliers
- ★ ISO 10377:2013 ■ Consumer product safety -- Guidelines for suppliers
- ★ ISO/IEC Guide 51:2014 ■ Safety aspects -- Guidelines for their inclusion in standards
- ★ ISO 31000:2009 ■ Risk management -- Principles and guidelines
- ★ IEC/ISO 31010:2009 ■ Risk management -- Risk assessment techniques
- ★ Safety Management System , ICAO (International Civil Aviation Organization)
- ★ Manual of Aircraft Accident and Incident Investigation, ICAO



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).

	<b>Benefits/impacts</b>	<b>Examples of organizations/companies to be contacted</b>
<b>Industry and commerce – large industry</b>	Improved understanding of the basis for accident investigation. Improve credibility of products and services by realizing effective accident prevention. It can (may) reduce risk of economic and social losses incurred by companies to respond to accidents.	To be nominated through National Member Bodies
<b>Industry and commerce – SMEs</b>	Improved understanding of the basis for accident investigation. Improve credibility of products and services by realizing effective accident prevention. It can (may) reduce risk of economic and social losses incurred by companies to respond to accidents.	To be nominated through National Member Bodies
<b>Government</b>	Improved understanding of the basis for accident investigation. By effectively preventing accidents, it is possible to raise the safety level of the life and the body of citizens	Click here to enter text.
<b>Consumers</b>	The safety of life and body will be enhanced by effective accident prevention measures are implemented.	Consumers International
<b>Labour</b>	Improved understanding of the basis for accident investigation. The safety of life and body will be enhanced by effective accident prevention measures are implemented.	Click here to enter text.
<b>Academic and research bodies</b>	Improved understanding of the basis for accident investigation.	Science Council of Japan
<b>Standards application businesses</b>	Click here to enter text.	Click here to enter text.
<b>Non-governmental organizations</b>	Improved understanding of the basis for accident investigation. By effectively preventing accidents, the safety of citizens can be enhanced.	Click here to enter text.
<b>Other (please specify)</b>	Click here to enter text.	Click here to enter text.

<p><b>Liaisons:</b> 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.</p>	<p><b>Joint/parallel work:</b> <b>Possible joint/parallel work with:</b> <input type="checkbox"/> IEC (please specify committee ID) Click here to enter text. <input type="checkbox"/> CEN (please specify committee ID) Click here to enter text. <input type="checkbox"/> Other (please specify) Click here to enter text.</p>
<p><b>A listing of relevant countries which are not already P-members of the committee.</b> Click here to enter text.</p> <p>Note: The committee secretary shall distribute this NWIP to the countries listed above to see if they wish to participate in this work</p>	
<p><b>Proposed Project Leader</b> (name and e-mail address) Click here to enter text.</p>	<p><b>Name of the Proposer</b> (include contact information) Click here to enter text.</p>
<p><b>This proposal will be developed by:</b></p> <p><input type="checkbox"/> An existing Working Group (please specify which one: Click here to enter text.)</p> <p><input type="checkbox"/> A new Working Group (title: Click here to enter text.) (Note: establishment of a new WG must be approved by committee resolution)</p> <p><input type="checkbox"/> The TC/SC directly</p> <p><input checked="" type="checkbox"/> To be determined</p>	
<p><b>Supplementary information relating to the proposal</b></p> <p><input type="checkbox"/> This proposal relates to a new ISO document;</p> <p><input type="checkbox"/> This proposal relates to the adoption as an active project of an item currently registered as a Preliminary Work Item;</p> <p><input type="checkbox"/> This proposal relates to the re-establishment of a cancelled project as an active project.</p> <p>Other: Click here to enter text.</p>	

**Maintenance agencies and registration authorities**

This proposal requires the service of a **maintenance agency**. If yes, please identify the potential candidate:

[Click here to enter text.](#)

This proposal requires the service of a **registration authority**. If yes, please identify the potential candidate:

[Click here to enter text.](#)

NOTE: Selection and appointment of the MA or RA is subject to the procedure outlined in the [ISO/IEC Directives](#), Annex G and Annex H, and the RA policy in the ISO Supplement, Annex SN.

Annex(es) are included with this proposal (give details)

[Click here to enter text.](#)

Additional information/questions

[Click here to enter text.](#)

# Personal Mobility Device

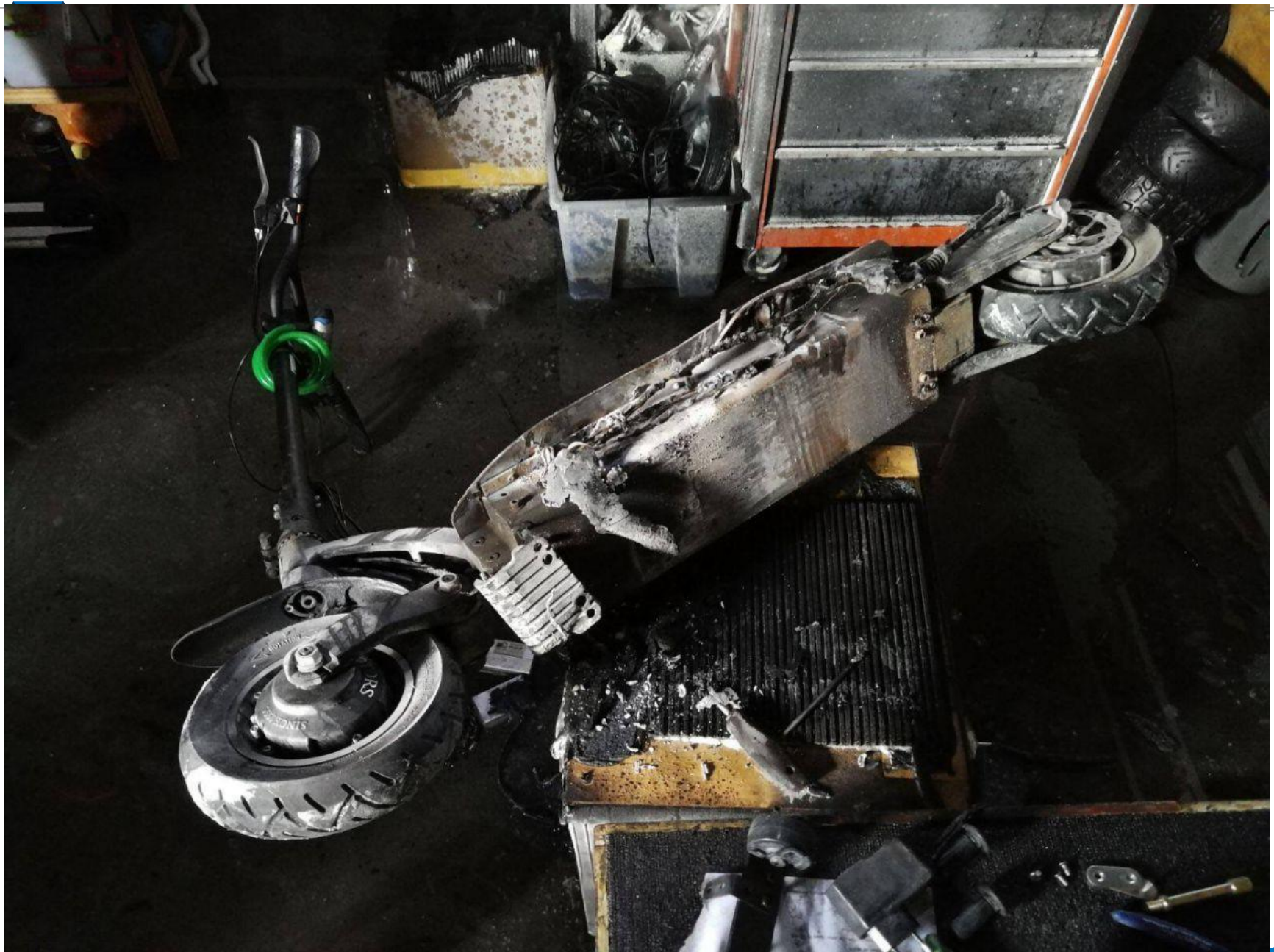
Submitted by Presented by Mr Seah Seng Choon,  
Consumers Association of Singapore (CASE)

13 March 2018

# PMD Accidents in Singapore

## *Fire involving PMDs*

- There have been at least 34 cases of fires involving PMDs from Jan to Nov 2017
- In an Singapore Civil Defence Force (SCDF) annual statistics released in Feb 2018, the number of e-scooters catching fire had gone up significantly last year. There were 40 such fires, up from nine the previous year, with most caused by batteries.
- Cheap batteries, which are usually of lower quality, and faulty batteries, that tends to overheat due to overcharging, could be behind the recent fires.
- PMDs use mostly lithium-ion batteries - are subjected to high humidity, dust and vibration when used in PMDs - they have a higher chance of failure.
- Safety guidelines for PMDs should also look into and address the issue of fire safety.





# PMD Accidents in Singapore

## *PMD Accidents on the Road*

- About 110 accidents involving users of personal mobility devices (PMDs) took place between January and September last year, an average of about three accidents a week.
- Of these, about 30 were on public paths involving pedestrians and PMD users.
- The rest took place at public road junctions when PMD riders were crossing the road, and on roads when they were illegally riding parallel to vehicular traffic.
- In the first half of 2017 alone, there are four deaths and about 90 injuries in such accidents





# PMD Accidents in Singapore

## *PMD Unsafe Rides on the Road*

- Between January and November 2017, more than 430 PMD users were caught (an average of 40 PMD users a month) riding on the roads and had their devices impounded.
- This is an increase from the monthly average of 34 users caught in 2016.
- The bulk of the impounded PMDs were e-scooters, with a small number of hoverboards or e-skateboards.





# Market Surveillance - Findings

## *Charging Adaptors*

There are three ways in which unregistered charging adaptors can cause fires, according to an engineering professor at the Singapore Institute of Technology.

- First, they can overheat during charging and catch fire because of inferior components or bad design.
- Second, a short circuit can occur inside or along the charging cable.
- Third, the adaptor could apply an excessive charging current to the batteries, causing them to overheat and burn.

# Market Surveillance - Findings

## *Modification of PMD*

- Some suppliers selling e-scooters provided modification services, such as modification of the battery capacity or the speed of the e-scooter by changing the motor
- These modifications may affect the overall electrical circuitry of the e-scooter and lead to electrical parts short circuiting due to incompatibility.

# Safe Use of Personal Mobility Devices

## *Regulations for PMDs in Singapore*

- Charging adaptors including those used to charge PMDs, classified as a Controlled Good under the Consumer Protection (Safety Requirements) Regulations (CPSR), must be type-tested, certified to meet relevant safety standards, registered with SPRING Singapore, and affixed with a SAFETY Mark before they can be supplied, displayed and/or advertised for sale in Singapore.
- SPRING conducts regular checks on suppliers as part of market surveillance to ensure the safety of these Controlled Goods.

# Safe Use of Personal Mobility Devices

## *Regulations for PMDs in Singapore*

- PMDs fall under the Consumer Protection (Consumer Goods Safety Requirements) Regulations 2011 (CGSR).
- Under the CGSR, SPRING conducts market surveillance and monitors the safety of these goods.
- The Land Transport Authority regulates the usage and specifications of PMDs under the Active Mobility Act, which covers the device's weight, width and speed.
- Power-Assisted Bicycles (PABs) are regulated under the Road Traffic Act and must be certified compliant with the relevant requirements and registered with LTA before they can be used here.



# PERSONAL MOBILITY DEVICES

Where you can use them:



## FOOTPATHS



## CYCLING/SHARED PATHS



## ROADS



Devices used on public paths must meet these standards:

MAX WEIGHT

**20 kg**

MAX WIDTH

**70 cm**

MAX SPEED

**25 km/h**



# PHYSICAL CRITERIA FOR PERSONAL MOBILITY DEVICES<sup>2</sup>



Max device speed of **25 km/h**



Max unladen weight of **20kg**



Max device width of **700mm**

- Other Requirements
- Must not have a fuel engine
  - Must not be constructed in a way or have fittings that may be dangerous to users or others
  - Must not have a car-like or motorcycle-like design

## WHERE DEVICES ARE PROPOSED TO BE USED

Location	Conventional Bicycle	Personal Mobility Device	Power-Assisted Bicycle <sup>3</sup>
Footpaths (Speed Limit of 15km/h)			X
Cycling/ Shared paths (Speed limit of 25km/h)	✓	✓	✓
Roads		X	

<sup>1</sup> The Active Mobility Advisory Panel comprises 14 representatives from key stakeholder groups such as seniors, youths, grassroots leaders, cyclists and personal mobility device users. It proposed a set of rules and norms for the safe and harmonious use of footpaths and cycling paths which has been accepted by the government.

<sup>2</sup> Not applicable to personal mobility aids. Personal mobility aids refer to devices that are meant to provide mobility to people who are less mobile, such as motorised wheelchairs for the elderly or physically disabled. Examples of personal mobility devices include kick-scooters, electric scooters, electric unicycles and electric hoverboards.

<sup>3</sup> Power-Assisted Bicycles need to be approved and sealed under the Road Traffic Act.

# Safe Use of Personal Mobility Devices

## *Efforts to Control Safe Use of PMDs*

- Safe Riders Campaign was launched in April 2016 to encourage cyclists and PMD users to pledge their commitment to 7 safe riding habits.
- About 350,000 booklets and 20,000 posters highlighting the safe riding messages have also been distributed through volunteers, LTA's Active Mobility Enforcement Officers, and community partners.
- Safe Cycling Programme in February 2017 to educate the public on safe riding skills, practices and the proper use of cycling-related infrastructure.

# Safe Use of Personal Mobility Devices

## *Efforts to Control Safe Use of PMDs*

- E-bikes had to be registered since Aug 2017
- Local authorities issues advisories for unsafe riding behaviours since 2017
- From 15 Jan 2018 there will be higher penalties for those who ride PMDs on roads
- Under the new laws, a person cannot ride a bicycle, an e-bike or PMD on pedestrian-only paths. On shared paths, such as cycling paths and park connectors, bicycles, PMDs and e-bikes can be used but are subjected to speed limits.

# Safe Use of Personal Mobility Devices

## *PMD Safety Advisory*

- Purchase PMDs from reputable stores
- Look out for a valid SAFETY Mark on the adaptors
- Avoid purchasing third party adaptors and chargers that are not from the original suppliers
- Avoid overcharging batteries such as overnight charging, as some PMDs or adaptors do not have a power cut-off function
- Avoid charging the batteries immediately after using the PMD
- Avoid riding PMDs in wet weather or exposing its electrical components to water (e.g. washing the PMDs) as it can cause damage to the battery

# Safe Use of Personal Mobility Devices

## *PMD Safety Advisory*

- Approach retailer to replace any faulty battery and avoid repairing the PMD on your own
- Store PMDs away from direct heat sources (e.g. under direct sunlight, near the stove) and combustible materials
- Check that PMDs conform with Authority's device criteria, if intended for use on public paths:
  - Maximum device speed of 25km/h
  - Maximum unladen weight of 20kg
  - Maximum device width of 700mm

# WHERE DEVICES ARE PROPOSED TO BE USED

## FOOTPATHS

Speed limit of 15km/h



Conventional  
Bicycle



Personal Mobility  
Device (**PMD**)

## CYCLING/SHARED PATHS

Speed limit of 25km/h



Conventional  
Bicycle



**PMD**



Power Assisted  
Bicycle

## ROADS



Conventional  
Bicycle



Power Assisted  
Bicycle

## WHEN RIDING ALONGSIDE PEDESTRIANS



Switch on your device's white front light and red rear light when it gets dark.



Always give way to pedestrians.



Push your bicycle/devices in crowded places.



# INITIATIVES TO PROMOTE *Safety*

## 1. ACTIVE MOBILITY ENFORCEMENT OFFICERS (AMEO)

A dedicated team of AMEO patrols areas with high pedestrian and cyclist traffic daily. These officers issue advisories to those who are riding recklessly and educate cyclists and PMD users on safe riding behaviour.



## 2. ACTIVE MOBILITY PATROL

A group of community volunteers who help to shape a culture of safe and gracious sharing on paths, engaging and educating residents on how to be safe and considerate on shared paths.

## 3. SAFE CYCLING PROGRAMME

The Safe Cycling Programme will be rolled out to the public by early 2017 to educate cyclists on safe cycling practices, proper use of cycling infrastructure and the proposed rules and code of conduct.

## 4. ENGAGEMENT WITH COMMUNITY

Through events and various road-shows, we reach out to different users and encourage them to practise the seven safe riding habits with our Safe Riders campaign.



# Thank You



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

## **AGENDA ITEM 14    CONSUMER PARTICIPATION AND TRAINING WORKING GROUP**

## **AGENDA ITEM 14 REPORT FROM THE COPOLCO CONSUMER PARTICIPATION & TRAINING WORKING GROUP**

---

### **1 Working Group structure and terms of reference**

The group is co-chaired by Sadie Homer (BSI) and Antonino Serra (CI), who was nominated as co-convenor at the WG meeting in November 2017.

The principal ongoing activities are to improve consumer participation globally through capacity building and training activities, sharing funding models and national activity through the ISO Directory of consumer interest participation to benefit COPOLCO members. The ISO Strategic Plan 2016-2020 and the ISO Action Plan for Developing Countries form a basis for the action plan for the working group.

The Consumer participation and training working group (CP&T WG) Terms of Reference were confirmed at the 2014 Plenary (Resolution 7/2014).

### **2. Funding consumer participation**

The task force is chaired by Remi Reuss (AFNOR). This topic continues to be challenging. NSB's are asked to share their national practices on the ISO Directory of consumer interest participation. It was noted at the last meeting that the global drive for transparency and the need to engage all stakeholders in the standards process may help encourage funding from government and other sources to support consumer participation. It was also stressed that it is essential for COPOLCO members to show the contribution that consumers make to standards to attract funding, but that without funding that consumers would need to limit their activities to a few priorities.

### **3. Online E-learning Materials**

COPOLCO Resolution 23/2017 support the proposal to update the content of the material in synchrony with the development of E-learning materials for Consumers, being developed by ANEC as part of the CEN/CENELEC [Societal Stakeholders Group](#)

This is part of a series of awareness-raising activities being undertaken by CEN and CENELEC combined with monitoring activities to evaluate their impacts at the technical level. It was reported that 'the activities will also be carried out towards the international level (ISO and IEC) as many European standards originate from and are developed there. Improving societal stakeholders' influence in standardization is a long journey: the efforts of CEN and CENELEC and the coordination of the CCMC are significantly contributing to make this process faster and efficient. It will be useful for this WG to follow these activities through our ANEC member.

The CEN/CENELEC materials have been provided to COPOLCO and the Secretariat is working to secure the resources to update the COPOLCO materials. This WG will establish a task group to update the COPOLCO material and encourages members from all regions to join to ensure the materials and examples reflect its membership.

### **4. ISO DEVCO**

ISO DEVCO have set up two new WG's to focus on two priority areas of their work:

DEVCO WG 1 tasked at identifying standardization areas of specific interest to

developing countries; Rosario Uria (Convenor), Damian Fisher (Co-Convenor)

DEVCO WG 2 on sharing resources to enhance NSB capabilities in the development and use of standards; Surina Rajan (Convenor), Mkabi Walcott (Co-convenor)

The WG's met in January 2018 and will report on progress to its next meeting in September. These reports will be of great interest to COPOLCO – whose membership largely overlaps that of DEVCO, but whose developing country members participate far less – to help in its priority setting. Our WG has continued to encourage greater collaboration of COPOLCO and DEVCO and should consider how these WG may provide an opportunity for this. This collaboration could also be used to encourage more participation of consumers in national delegations, training and sponsorship programmes as noted in COPOLCO resolution 21/2017.

#### **5. Consumer representation on TCs and WGs - ISO Directory & data collection template**

The COPOLCO secretariat will update the members on the development of the "front end" of the ISO Directory of consumer interest participation (display of data on the Internet) and the number of entries received by April 2017. At the last meeting, Remi Reuss mentioned the benefit of uploading consumer position papers such as those provided by ANEC, for example this one on Cyber Security.

<https://www.linkedin.com/feed/update/urn:li:activity:6377184078961213440/>

#### **6. Collaboration with other organizations (UNCTAD)**

COPOLCO resolution 22/21 asked the ISO/COPOLCO Chair, with the support of Consumers International to explore opportunities to engage with UNCTAD.

Antonino Serra (CI) reports "the relationship with UNCTAD has grown steadily since COPOLCO attended the 2<sup>nd</sup> Intergovernmental Group of Experts (IGE) meeting in Geneva, in July 2017. Dana Kissinger is representing COPOLCO in the Electronic Commerce Working Group that was created at the 2017 IGE. The WG has met by teleconference two times (September 2017 and March 2018), and face to face during the ICPEN Conference in Antalya, Turkey, in November 2017. The WG is defining their priorities and will produce a report that will be presented in the 3<sup>rd</sup> IGE meeting, that will be held in Geneva, on 9-10 July 2018. Dana has participated in the teleconferences and gave input for the report. Consumers International also participated, even at the Antalya meeting. Active steps have been taken to engage COPOLCO in the 3<sup>rd</sup> IGE, possibly in the session on Product Safety".

Antonino Serra Cambaceres had a meeting with Ms. Teresa Moreira, Head of Competition and Consumer Protection Branch, UNCTAD, in December 2017 and extended an invitation to attend COPOLCO's plenary and workshop next May in Indonesia, which was followed with a formal invitation.

The possibility of an MOU with UNCTAD has been raised and this needs to be considered by the COPOLCO Chair, in consultation with the CAG and within the Plenary to proceed with the initiation of formal consultations with UNCTAD.

An action was noted at the last meeting to create a position paper on how COPOLCO wishes to influence consumer regulators for standards for long term strategy, however no progress has been made on this item and the WG should consider who should be tasked with this and if it is possible with the current resources.

## 7. ISO COPOLCO consumer stakeholder training materials (in conjunction with WG2)

Sadie Homer (BSI) and Takashi Nakakuki (JSA) met in February 2017 (in conjunction with the meeting of ISO PC311 *Vulnerable consumers*) to discuss a collaboration of the two WGs to both raise awareness of the benefits of consumer participation to produce credible, robust standards and to highlight the use of standards in delivering consumer protection.

The importance of the inclusion of training on 'consumer stakeholders and participation' in the ISO Academy training for new chairs/secretaries of ISO TC/SC/WG's was proposed as an effective way to increase awareness and understanding. Another suggestion was to look at how to promote more to organizations outside of COPOLCO, the benefit of using standards to deliver consumer protection and build consumer trust in companies in the digital world. WG2 and WG3 encourage members to think about this proposal and bring ideas or examples to the meetings.

## 8. Consumer Participation and Training events during 2017/2018

A training event was held alongside the COPOLCO plenary meeting held in Kuala Lumpur (Malaysia) in May 2017 to maximize the opportunity to attend the meeting week for sponsored participants. *Consumers and standards for road safety solutions* was held on 16 May 2017 and was facilitated by Sadie Homer (BSI) with input from international experts, who were presenting at the international workshop on road safety issues held the following day. The training was also designed to help prepare participants to participate effectively in the international workshop. A total of 24 sponsored and 11 self-sponsored participants from Asia attended the training. The objective of the training was to improve consumer representation, and to involve consumers in the development of standards at the national, regional and international levels.

A workshop on *Building consumer trust through standards and innovation* is scheduled on 20 April 2018, to be held back-to-back with the COPANT General Assembly meeting taking place in Montego Bay (Jamaica). NSB and Consumer representatives from developing countries from the Caribbean, Central and South America will be sponsored to attend the event. The ISO COPOLCO Chair and Secretary will participate, along with the Co-chairs of COPOLCO WG 3 and other COPOLCO representatives including from BSI, ANSI, and ABNT who will help facilitate the meeting and present on the topics of importance to ISO COPOLCO. The aim of the workshop is to:

- raise awareness of standards as a means to safeguard consumer interests with a particular focus on the challenges related to new business models (such as the sharing economy) and to innovative approaches to industries that already exist (adventure tourism).
- 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 the region so that they may work together effectively on consumer protection issues

National and Regional events of note : A workshop will be held by BSN during the COPOLCO week in May for Indonesian national stakeholders. This is outside of the regular working group meetings of ISO COPOLCO and will be held in parallel with regular working group meetings, at the Nusa Dua Convention Center. The theme will be: "Stakeholder Engagement in ISO Activities for Economic Development" and will be hosted by Dr (Mrs) Puji Winarni, BSN Deputy Director General for General Affairs. The ISO Secretary General will also participate. The subjects

covered will be ISO and its strategic plan, general strategy, role models of standard implementation and the experience of stakeholder engagement. The Co-convenor of this WG, Sadie Homer (BSI) will present on stakeholder engagement, focusing on the importance of consumer participation and of COPOLCO.

The African Regional Standards Organization (ARSO) and Panamerican Standards Commission (COPANT) have both used webinars to highlight to their members the role and activities of COPOLCO.

Dana Kissinger took part in the 4<sup>th</sup> ISO ARSO webinar whose purpose is to exchange ideas, information and knowledge, practices and experiences on the ISO system with an intention to enhance members' ability to engage with stakeholders; and the aim is improve contribution to the development, dissemination and use of international standards in the economies in Africa. This webinar on February 28<sup>th</sup> 2017 focused on COPOLCO and there was a lively discussion and feedback from participants.

Guillermo Zucal (COPOLCO Chair) and Sadie Homer (BSI) will present in a webinar focused on COPOLCO, provided in Spanish and English on 9<sup>th</sup> and 10<sup>th</sup> April, respectively. This is part of a series of webinars hosted by COPANT, sponsored by PTB. Each webinar is 3 hours in length. More feedback will be provided at the meeting.

## **Draft resolutions**

### **COPOLCO Resolution x/2018**

*Consumer participation and training working group*

COPOLCO

approves the report of the working group (COPOLCO N380/2018),

supports the current activities outlined in the report,

underlines the importance of regional cooperation and outreach,

invites the members to provide member data for the *ISO Directory of consumer interest participation*

strongly supports further training workshops to promote consumer interest participation.

### **COPOLCO Resolution x/2018**

*Consumer participation and training working group*

COPOLCO

approves the appointment of Antonino Serra (CI) as co-convenor of the COPOLCO consumer participation and training working group.



## ISO/COPOLCO/CAPACITY-BUILDING WORKSHOP – DRAFT PROGRAMME

### **"Building consumer trust through standards and innovation"**

---

**Hotel Hilton Rose Hall Resort and Spa - Montego Bay, Jamaica, 20 April 2018**

Consumer issues are in a constant state of flux. Emerging technologies and innovative designs not only create new products and services, but continually transform the way that we use existing ones. Consumers are key stakeholders who can highlight both consumer detriment and priorities that need to be addressed in the development of best practice standards.

How do we achieve an effective partnership between standards and consumer organizations, while considering all different stakeholder interests and recognizing consumers as indispensable partners in this work?

**9:00-9:15 Welcome and introductions**

**9:15-9:45 Icebreaking activity: What are the main consumer issues?**

**9:45-10:15 Standards and consumer protection: the big picture**

- ISO regional engagement and stakeholder strategy for consumers
- The benefits of consumer input into standards development

**Table discussions and feedback**

**10:15-10:45 Consumers International: campaigning for consumer protection worldwide**

- Consumers International: its current activity and priorities
- Interactions with other international actors for consumer protection

**Q & A**

**10:45 Break**

**11:00-11:30 ISO and ISO/COPOLCO: consumers' gateway into standards and policy**

- COPOLCO's role in the ISO system (terms of reference, ISO's governance)
- How COPOLCO works: its structure, working groups and activity
- Tips for effective engagement

**Q & A**

**11:30-12:30 Models and practices for consumer participation in standards**

- Structure and operation models of ISO/COPOLCO National Committees.
- Interactive panel discussion on other national models.

**Table discussions**

**12:30-14:00 Lunch**



### Afternoon session: innovative areas: putting principles into practice

Innovation is not only about new business models (such as the sharing economy), but about innovative approaches to industries that already exist (adventure tourism). In an interconnected world and in a rapidly changing marketplace, standards need to address these new challenges.

<b>14:00-14:15</b>	<p><b>Online reputation: setting the standard for reliable online reviews</b> Introduction to ISO FDIS 20488, <i>Online consumer reviews -- Principles and requirements for their collection, moderation and publication</i> Q&amp;A</p>
<b>14:15-15:00</b>	<p><b>Sharing economy, and related digital protection issues</b></p> <ul style="list-style-type: none"> <li>• IWA 27, <i>Guiding principles and framework for the sharing economy</i></li> <li>• Practical exercises</li> <li>• Group activity</li> </ul>
<b>15:00-15:45</b>	<p><b>Adventure tourism: Standards and implementation</b></p> <ul style="list-style-type: none"> <li>• ISO 21103, <i>Adventure tourism – information for participants</i></li> <li>• Roundtable of experiences with implementation of ISO 21103 and national standards</li> </ul> <p><b>Q &amp; A</b> <b>Briefing for discussion and action plan development</b></p>
<b>15:45</b>	<b>Break</b>
<b>16:00</b>	<p><b>Discussion at tables, followed by development of national action plans</b></p> <ul style="list-style-type: none"> <li>• What are the main consumer issues and experiences with implementing standards for the sharing economy and adventure tourism?</li> <li>• What can national standard bodies/consumers do to work together in establishing consumer trust and build best practice?</li> <li>• How can we integrate consumer views effectively within an organization, within a committee, and through a network?</li> </ul>
<b>17:00</b>	<b>Reporting back from tables, Q &amp; A</b>
<b>17:15</b>	<b>Conclusions and acknowledgements</b>
<b>17:30</b>	<b>Close</b>



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

## **AGENDA ITEM 15 REVISION OF ISO/IEC GUIDE 14**



## **AGENDA ITEM 15      REVISION OF ISO/IEC GUIDE 14, PRODUCTS AND RELATED SERVICES – INFORMATION FOR CONSUMERS**

---

<b>COPOLCO ACTION</b> Members are invited to comment/approve the actions proposed in the report.
--

ISO/IEC Guide 14, *Products and related services – Information for consumers* was prepared by ISO/COPOLCO Working Group 15, which was convened by Michele Althoff (ANSI). Members of the working group participated mostly by WebEx; most of the early drafting work in the development of the project took place exclusively on-line. One physical meeting took place in Washington DC in October 2016 to address comments returning from the Committee Draft consultation.

ISO and IEC completed the DIS (DGuide) ballot on ISO/IEC Draft Guide 14, *Product information for consumers* in April 2017, and ISO/COPOLCO WG15 held its final meeting in October 2017. The revised Guide has just been published (March 2018). See more about the Guide in the news release (Annex).

In keeping with a decision taken in 2017 (below), and now that the Guide has been published, ISO/COPOLCO needs to decide whether to propose its conversion into an International Standard (or other deliverable), either within a Project Committee, or within an existing Technical Committee with an appropriate scope.

### **COPOLCO Resolution 24/2017**

#### *Revision of ISO/IEC Guide 14*

COPOLCO

notes the progress of ISO/IEC Guide 14, *Product information for consumers*,

recalls the Global marketplace working group's recommendation to convert ISO/IEC Guide 14 into an International Standard (COPOLCO Resolution 17/2016),

invites a willing ISO NSB to develop a New Work Item Proposal and nominate a project leader for this task upon publication of ISO/IEC Guide 14, pending support to launch a ballot to ISO members on Guide 14's conversion, and its subsequent approval.

Members are therefore invited to:

- 1) Comment/approve the proposal to launch a ballot to the ISO Membership on converting ISO/IEC Guide 14 into an International Standard,
- 2) Consider volunteering to develop a New Work Item Proposal and nominating a project leader, or
- 3) Consider recommending the Guide's conversion within the work programme of an existing Technical Committee,

**Draft resolution**

**COPOLCO Resolution x/2018**

COPOLCO,

notes the publication of ISO/IEC Guide 14, *Products and related services – Information for consumers*,

further notes its applicability to suppliers, and its greater usefulness and visibility as an International Standard or similar document,

reaffirms its support for converting ISO/IEC Guide 14 an International Standard,

invites one of its members to offer to lead the project and develop a New Work Item Proposal for balloting to the ISO membership

## Spoiled for choice: an international guide to effective product labelling has just been updated

In the digital age, consumers have never been more informed about the products they buy, nor more hungry for information. Getting product information right is a key business strategy. A newly revised international guide will help ensure the product is really what it says on the tin.

Whether it be checking for fat and sugar content to what kind of dishes the wine is best paired with, we are all addicts of product labels and information. But how much information is enough or too much, and how do manufacturers ensure it meets legal requirements while still selling the product in a desirable way?

ISO/IEC Guide 14 *Products and related services – Information for consumers* helps to improve the quality of product information for more informed and satisfactory purchasing choices.

Aimed primarily at those involved in developing standards for consumers, the guide is also useful for those involved in product labelling such as product designers, manufacturers, technical writers and marketers.

The guide has recently been updated to reflect changes in technology related to product labelling and consider the needs of a wider audience.

Antonino Serra Cambaceres, advocacy manager for Consumers International said for customers, information is key.

“As information is key for consumers, the more detailed and accurate it is, the more protected are consumer rights,” he said.

“Consumers must be confident in the products and services they use and they also must have as much information to make informed choices.”

Michele Altoff, convenor of the technical committee\* that developed the guide said it offers guidance on what consumers of today demand and expect.

“Addressing the needs and expectations of customers when it comes to product information is a key ingredient in building or maintaining a brand’s reputation,” she said.

“The revised guide now takes into account new labelling tools such as QR codes, as well as the information needs of vulnerable persons, such as those who could be at risk of harm from products due to their age or other limitation. It also pays closer attention to the treatment of sustainability and privacy issues.”

ISO/IEC Guide 14 is available from your national ISO member and the ISO Store.

---

\*The secretariat for this technical group is held by ANSI, ISO’s member for the USA.



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

## **AGENDA ITEM 16 REVISION OF ISO/IEC GUIDE 41**

## **AGENDA ITEM 16      REVISION OF ISO/IEC GUIDE 41, PACKAGING – RECOMMENDATIONS FOR ADDRESSING CONSUMER NEEDS**

---

Draft ISO/IEC Guide 41, *Packaging — Recommendations for addressing consumer needs*, was prepared by the ISO Committee on Consumer Policy (COPOLCO) Working Group 16, co-convened by Christine Heemskerk (BSI) and Sandra Herrera (ICONTEC). This third edition cancels and replaces the second edition (ISO/IEC Guide 41:2003).

Since the last COPOLCO plenary there have been two meetings, both in Geneva: 11-12 July 2017 and 19-20 March 2018 to resolve comments arising from the publication of the ISO/IEC GUIDE 41 revisions for enquiry.

Members of the working group participated both face-to-face and via Web-Ex. Over 200 comments were received in total and provoked lively discussion at the meetings, but all were resolved, enabling the final document to be distributed to the working group for final approval to publish.

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) Guide 14 (information requirements) 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
- Addition of clauses on presentation of information, recognizability and uniformity, and legibility of text.

The next steps are now for the Guide to be sent for publication and it should be available by August 2018.

The co convenors would like to thank everyone who participated in the production of the guide both by attending working group meetings and submitting very useful comments.



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

## **AGENDA ITEM 17    REPORTS FROM LIAISON ORGANIZATIONS AND REGIONAL INITIATIVES**





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

## **AGENDA ITEM 17.1 INTERNATIONAL ELECTROTECHNICAL COMMISSION**



## AGENDA ITEM 17.1 REPORT FROM THE INTERNATIONAL ELECTROTECHNICAL COMMISSION (IEC)

---

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 (84 Members and 86 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.

### **ACOS – Advisory Committee on Safety**

[ACOS](#), the Advisory Committee on Safety, deals with safety matters which are not specific to one single TC Technical Committee of the IEC. Its task is to guide and coordinate IEC work on safety matters in order to ensure consistency in IEC safety standards.

ACOS held its last meeting held in Tokyo in June 2017 together with a workshop was organized by the Japanese hosting committee under the title “Safety considerations for next generation industrial automation”. A number of conclusions were developed and triggered follow-up action items by ACOS members. ACOS next meeting will be held in Delft, Netherlands on 27 and 28 June 2018.

Revisions under consideration by ACOS are:

- IEC Guide 104, *The preparation of safety publications and the use of basic safety publications and group safety publications* (at CD stage)
- IEC Guide 116, *Guidelines for safety related risk assessment and risk reduction for low voltage equipment* (at final voting stage)

ACOS also monitors the revisions of ISO/IEC COPOLCO Guides 41 and 76.

Furthermore, Consumers International provides regular reports to ACOS.

### **Smart Cities**

By 2050, 66% of the world's population is expected to live in urban areas. The challenge will be to supply these populations with basic resources like safe food, clean water and sufficient energy, while also ensuring overall economic, social and environmental sustainability.

Cities are giant systems with countless subsystems. All of them depend on electric power and hardware to move people and things, collect data and exchange information.

The [IEC Systems Committee on Smart Cities](#) is currently preparing a reference architecture and standardization roadmap in cooperation with many different organizations. The aim is to identify and close gaps and develop relevant International Standards as building blocks for tailor-made solutions.

International standards provide cities with guidance, and offer solutions to specific technical, environmental, social and security issues, which affect services, infrastructure and the well-being of urban citizens. There are many challenges and no single standards organization can develop all smart city standards alone. IEC, [ISO](#) and [ITU](#) established the [World Smart City](#) partnership, which holds an annual World Smart City Forum ([WSCF](#)) each year.

The Forum aims to understand and meet the identified needs of stakeholders, develop consensus-based Standards of good practice that address urban challenges, and create common markets. It is also designed to intensify cooperation and reduce duplicative standardization work for smart cities. Organized under the leadership of ISO, the WSCF 2017 theme was *Future cities – Solutions for common challenges: How International Standards support the development of smart and sustainable cities*.

More on IEC Smart Cities work at <http://www.iec.ch/smartcities>.

### **Smart Manufacturing**

At its October 2017 meeting the SMB approved the creation of a new Systems Committee (SyC) on Smart Manufacturing. This decision resulted from a recommendation made by Standardization Evaluation Group 7, which focused on an IEC strategy to address manufacturing enterprise operations to ensure that the real-time data needs of the manufacturing enterprise are sustained to achieve safe, secure, energy efficient and productive operations within the context of a connected smart manufacturing enterprise.

During its analysis, SEG 7 also had successful collaboration with a wide range of ISO and IEC Technical Committees in addition to ISO/IEC JTC1/SC41 and IEEE P2413 in the area of IoT.

The market for smart manufacturing systems is a high priority focus of national governments, several of which have already established research and development programs. As a result, the new SyC will have at the ready, information on several national initiatives in the smart manufacturing domain, including information on programs from China, France, Germany, India, Japan, South Korea, and the US. The information also contains identified associated architecture models or reference architectures.

The ultimate goal of forming a Systems Committee on smart manufacturing is through standards, to interconnect every step of the manufacturing business processes, and integrate the manufacturing function with the other business functions that make up a manufacturing enterprise.

### **Artificial Intelligence**

In our homes, voice activated ‘assistants’ control connected devices such as lamps, door locks, thermostats, refrigerators and washing machines. They order our groceries online and play our favourite music. Businesses rely on AI applications to process data, detect and deter security intrusions, automate certain tasks, resolve customer service issues and personalize promotions. In a [survey](#) of 240 information technology (IT) and business decision makers, 80% reported that they are currently using AI technologies and 30% plan to increase spending on AI technologies over the next three years.

The Joint Technical Committee of IEC and ISO on information technology ([ISO/IEC JTC 1](#)) and several of its subcommittees (SCs) prepare International Standards for artificial intelligence. Given the rapid developments in AI across many industries, a new subcommittee (SC) on artificial intelligence, [ISO/IEC JTC 1/SC 42](#), was set up in 2017 with the mandate of providing standardization in the area of AI as well as guidance to other committees developing AI applications.

At its February 2018 meeting, the SMB set up ahG 79, *Autonomous Systems – Ethics*, with the task of assessing the role of IEC and standards in addressing ethics, trust and values particularly in autonomous systems, and making recommendations to SMB on how best to deal with the subject in the IEC.

More on artificial intelligence in the [IEC e-tech 01/2018 issue, \*The future’s intelligent\*](#).



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

## **AGENDA ITEM 17.2    ACTIVITIES OF CONSUMERS INTERNATIONAL WITH RESPECT TO STANDARDIZATION**



## **AGENDA ITEM 17.2      ACTIVITIES OF CONSUMERS INTERNATIONAL – REPORT BY A CI REPRESENTATIVE**

---

The activities of Consumers International within the policy and technical work of international standards were the following:

### **ISO/COPOLCO**

Consumers International is continuing its work as a liaison organization and has renewed its commitment to the work done by ISO/COPOLCO and to enhancing consumer participation in standardisation.

The importance for Consumers International of our relationship with ISO was reaffirmed with the meeting that Amanda Long, Director General, had in Geneva with ISO Secretary-General, Mr. Sergio Mujica. The meeting was scheduled to exchange information about each other's strategy and to explore new paths of collaboration.

Consumers International agreed to share its views on the implementation of ISO and COPOLCO's strategies, as well as to produce synergies with the work of both organisations. In that respect, Consumers International, as co-host of the second G20 Consumer Summit to be held in Buenos Aires on 15-16 May, invited ISO to take active part of that meeting; the agenda includes issues as digital, product safety and food security that would be of interest for ISO/COPOLCO.

### **CI /ANEC joint work**

ANEC is a supporter member of CI and we 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

### **SHARING ECONOMY**

Consumers International was appointed as convenor of the Task Force 5 on Sharing Economy created during the last COPOLCO Plenary.

The TF 5 has produced a document for the CAG held in November in Geneva, with initial considerations about the IWA 27:17, *Guiding principles and framework for the sharing economy* that was published in October 2017, as well as ideas to move forward. The TF 5 meeting in Geneva decided to continue monitoring the implementation of the IWA 27, and to that respect a survey was produced by COPOLCO's Secretariat and sent to members in February 2018. The results will be presented to COPOLCO's Plenary in Bali (also see agenda item 9).

A new document on the possible interaction with the Silver and the Circular economies was produced for the TF 5 meeting in Bali, for consideration and discussion.

### **COPOLCO WG 3 – Consumer Participation and training**

Antonino Serra Cambaceres was appointed as co-chair of this WG during the CAG meeting in Geneva in November 2017. Antonino replaced Guillermo Zucal as he had to step down from the WG because of his appointment as COPOLCO Chair.

Alongside with Sadie Homer from BSI, the other co-chair, we worked on several issues related with the mandate of the WG, and helped to organize a workshop in Jamaica, on 20 April 2018, for consumer groups and NSB, on consumer participation. For more details please refer to the WG3 report.

### **ISO/PC 294: Guidance on unit pricing (ISO 21041)**

Ian Jarrett (CFA), CI's nominated expert on the project committee for Unit Pricing participated in a number of meetings of PC 294, both in person (Australia, 2017), Malta (2017) and Japan.

The Unit Pricing DIS was released for voting on 5 February 2018 and closed on 30 April. Mr. Jarratt posted the DIS in our listserv dedicated to standards in order to discuss the content with Consumers International members, and any comments they should have. Mr. Jarratt made comments on the DIS on behalf of Consumers International.

A final meeting of PC 294 will take place soon to discuss the results of the ballot and the way ahead.

### **ISO TC 290, Online reputation (ISO 20488)**

Work continues on the development of this standard. Julie Hunter, the CI/ANEC expert attended the WG meeting in London in September 2017 and have participated in a WebEx meeting in August 2017. She also sent to TC 290 our comments on the FDIS, whose ballot was opened until 23 March 2018.

### **ISO PC 311, Inclusive Service (ISO 22458)**

ISO work on vulnerable consumers continued with the first meeting of the PC 311 in London, on February 2018. Julie Hunter represented CI in that meeting. The meeting decided the creation of a WG to develop the standard, whose title is "Guideline for inclusive service: Identifying and responding to consumers in vulnerable situations", and its scope "To provide guidance to all organizations on how to identify consumers in vulnerable situations and how to develop, implement and maintain policies and procedures for the organization to deal with vulnerable consumers."

Antonino Serra Cambaceres, Consumers International Standards Programme Manager was appointed as a member of both PC 311 and the WG.

### **ISO 10004 'Quality management -- Customer satisfaction -- Guidelines for monitoring and measuring' – Revision**

A revision of the ISO 10004 was launched, and CI/ANEC appointed Ms. Anne Ferguson as their representative in the works of the ISO TC 176 SC3. We sent comments that will be discussed in the next TC 176 meeting.

### **PRODUCT SAFETY – SURVEY AND REPORT**

Consumers International has carried out a survey on consumers and product safety amongst its members and other relevant international stakeholders. The aim of the survey was to know which the most important problems that consumers encounter in relation to the safety of products.

A report on the findings was produced, will be published and will be presented at UNCTAD IGE meeting next 9-10 July.

## **WCRD 2018: Making Digital Markets Fairer #BetterDigitalWorld**

As last year, Consumers International has chosen to devote World Consumers Rights Day to digital issues.

E-commerce has transformed the way that people shop, giving consumers more choice than ever before. But it has also raised global issues that we can only tackle together. In 2017 global e-commerce sales reached \$2.29 trillion, but nearly 70% of consumers worry their digital payments are unsafe. Meanwhile, half the world's population is still offline.

For World Consumer Rights Day 2018, we called for **access to fair and secure internet for all, action against scams and fraud**, and **better consumer protection online**.

We prepared an interactive map that showed the activities of our members to celebrate the date, as well as a live blog with stories, pictures and videos of our member's campaigns and activities.

You can see all this plus resources and reports at:

<http://consumersinternational.org/what-we-do/world-consumer-rights-day/2018-making-digital-marketplaces-fairer/>

## ***RECOGNITION OF WORLD CONSUMERS PROTECTION WEEK***

Consumers International is continuing its bid for UN recognition of World Consumer Protection Week. During the Intergovernmental Group of Experts (IGE) meeting held in July 2017, in Geneva, the final declaration encouraged countries to support the recognition. We will continue our work to have the World Consumer Rights Day declared and adopted by the UN General Assembly, and we will ask governments to support again the call during the 3<sup>rd</sup> IGE meeting next July in Geneva.



**AGENDA ITEM 17.3 RECENT ACTIVITIES OF THE ORGANISATION  
FOR ECONOMIC CO-OPERATION AND  
DEVELOPMENT (OECD) – COMMITTEE ON  
CONSUMER POLICY (CCP)**



22 December 2017

**DIRECTORATE FOR SCIENCE, TECHNOLOGY AND INNOVATION  
COMMITTEE ON CONSUMER POLICY**

**DRAFT SUMMARY RECORD OF THE 94TH SESSION OF THE COMMITTEE  
ON CONSUMER POLICY (CCP)**

**7-9 November 2017**

**Paris, France.**

Delegates may note that all presentations and room documents are available on the CCP delegates' workspace: <https://community.oecd.org/community/ccp>. The list of participants for the meeting is available as DSTI/CP/PL(2017)2.

Michael DONOHUE: michael.donohue@oecd.org; +33 1 4524 13479

Denise WILSON: denise.wilson@oecd.org +33 1 4524 9391.

**JT03425051**

## Draft Summary Record of the 94<sup>th</sup> Session of the Committee on Consumer Policy (CCP)

### ITEM 1. CONNECTED CONSUMERS (JOINT CCP-WP ROUNDTABLE)

1. The Committee and the Working Party on Consumer Product Safety (WP) met jointly to discuss issues raised for consumers by developments in the Internet of Things (IoT). The roundtable discussion, which was organised around four sessions, was supported by discussion papers on the impact of IoT on product safety [[DSTI/CP/CPS\(2017\)7](#)] and consumers in the smart home [[DSTI/CP\(2017\)8](#)].

#### Session 1. Introductory remarks

2. The BIAAC delegate (Pierre Chalançon), provided general remarks on the changing consumer landscape and behaviour at domestic and cross-border levels. He noted that today consumers can easily search for, order and use products *via* multiple channels and devices, such as in shops, ecommerce, and/or connected devices. Mr. Chalançon questioned the degree to which consumers offline are better off than online and connected consumers. He suggested that in contrast to traditional shopping, ecommerce enables consumers to easily gather, compare, review and share information about goods and services, and suggested that the same sets of rules should apply to all of them.

3. The delegate of Consumers International (CI) (Liz Coll) updated delegations on the revisions made in 2017 to CI's report on connected consumers, first released in 2016. Noting the lack of an internationally agreed definition of the IoT, Ms. Coll emphasised on the growing importance of key issues raised by the IoT, such as the erosion of product ownership, the ubiquity of data collection and use, privacy and security, complaints handling and redress, competition and choice, as well as product safety and liability. Ms. Coll flagged the need for: i) more research and evidence (much of which was currently limited to consumer expectations and predictions); and ii) greater business oversight, noting in particular the growing number of non-tech companies selling IoT products without providing consumers with adequate information on how to use and update them.

#### Session 2. The IoT impact on product safety

4. The OECD consultant (Rod Freeman) introduced the draft discussion paper on consumer product safety in the era of the Internet of Things [[DSTI/CP/CPS\(2017\)7](#)]. He highlighted the benefits that IoT may bring to consumers and manufacturers alike, which included improving the quality and safety of products and preventing or reducing hazards. He also pointed to new safety risks and challenges, which can, for example, result from software updates or cyber security breaches affecting data integrity.

5. In the discussion that followed, delegates discussed whether existing product safety and liability regimes needed to be adapted to address IoT developments. Taking into account the nascent, rapidly evolving nature of the IoT market, Mr. Freeman recommended a flexible, creative approach to key product safety concepts, such as "products", "safety", "damage", and "liability". He noted the hybrid nature of IoT products, which combine goods, services and digital content (such as software), which might require rethinking the legal distinction between goods and services. Another issue that may require attention concerns the extent to which manufacturers should remain responsible for maintaining the safety of those products IoT products (whether traditional products adapted for the IoT or those "born smart") which will be improved over time through artificial intelligence without human intervention.

#### Session 3. Consumers in the smart home

6. The OECD consultant (Richard Bates) presented the draft discussion paper on consumers in the smart home [[DSTI/CP\(2017\)8](#)]. He described an environment characterised by the combination of ubiquitous sensors, connectivity and data collection that enable consumer usage and remote control of a variety of devices. These range from home security systems to domestic appliances and smart speakers. While highlighting the consumer benefits of the smart home, such as convenience, energy and cost savings, and enhanced security and safety, Mr. Bates described a number of risks and challenges raised

by the new environment. These include privacy and security, safety, after market support, redress and the issue of liability. He also noted concerns regarding product interoperability, given the limited availability of international standards in this area.

7. In the discussion that followed, delegates questioned whether a lack of interoperability may result in consumer lock-in and/or affect the safety of products. Also discussed was the dependence of IoT on a reliable Internet connection, the absence of which may create product safety risks. Other issues examined include consumer expectations about the smart home (e.g. product lifetime and warranties) and information disclosures. It was noted that the product safety issues related to IoT should be reflected in the WP's ongoing review of OECD's product safety legal instruments.

#### **Session 4. Next steps**

8. Delegations were invited to provide comments on the two discussion papers by 30 November 2018 with a view to having the papers finalised quickly and declassified by written procedure in early 2018. This would help to raise the visibility of the Committee and WP's work and to support further discussions among stakeholders in this area in the future. It was further agreed that the papers should be shared with the CDEP's Working Party on Security and Privacy in the Digital Economy, which will be consulted for comments on the privacy and security aspects, and with the Working Party on Communication and Infrastructure Services Policy, which is working on the measurement of the IoT and infrastructure-related issues.

#### **ITEM 2. ADOPTION OF THE DRAFT AGENDA**

9. The Committee adopted the draft agenda [[DSTI/CP/A\(2017\)2/REV1](#)].

#### **ITEM 3. APPROVAL OF THE SUMMARY RECORD**

10. The Committee approved the summary record of its 93<sup>rd</sup> Session [[DSTI/CP/M\(2017\)1](#)].

#### **ITEM 4. SECRETARIAT STATEMENT AND INFORMATION POINT ON OECD CONTRIBUTIONS TO THE G20**

11. The Director for Science, Technology and Innovation (Andrew Wyckoff) provided an overview of events and developments related to the CCP's work. These included the meeting of the OECD Council at ministerial level in June, events under the German presidency of the G20, the release of the Digital Economy Outlook, the CDEP conference on artificial intelligence held in October, which included a session on product safety, as well as the upcoming launch of the 2017 STI Scoreboard, and meetings of the Going Digital Expert Advisory Group and Steering Group. The Director also introduced the PWB process and schedule, congratulating the CCP on the outcomes of the PIR exercise for 2015-16 [[DSTI/CIIE/STP/CDEP/CP\(2017\)2](#)], which were ranked "high" for quality and impact across all CCP output results.

12. Consistent with the arrangement with Council calling for informing committees about ongoing and future G20-related work [[C\(2016\)182](#)], Mr. Wyckoff reported on consumer-related contributions by the OECD to a G20 Digital Task Force meeting in October. At the request of the German presidency, the OECD prepared a short issues paper for that meeting on the protection of digital consumers [Room Document 1]. In terms of possible future work, Mr. Wyckoff noted that the issues paper included a suggestion that the G20 develop a toolkit for the protection of digital consumers, though there was not yet a decision to take this work forward. The delegate from the United States intervened to underline the importance of the Committee being informed about future OECD contributions to the G20 in areas of the CCP's competence with sufficient time to provide input and ensure its consistency with CCP work. These remarks were noted by the Director and the Chair.

13. The Committee noted the Director's statement, as well as the first progress report under the 2017-18 PWB [[DSTI/CP\(2017\)7](#)].

## ITEM 5. BEHAVIOURAL INSIGHTS

### Item 5.a. Roundtable on Behavioural Insights and Online Disclosures

14. Three outside experts presented to and answered questions from the CCP regarding online disclosures and behavioural insights as outlined in the Roundtable agenda [[DSTI/CP/A\(2017\)2/REV1](#), Annex B]. Ms. Anne-Lise Sibony, Professor of Law, Université Catholique de Louvain (UCL), Brussels, provided initial reactions to the draft report on Improving Online Disclosures with Behavioural Insights [[DSTI/CP\(2017\)9](#)]. In particular, she noted that personalised disclosures offer promise but also raise new issues for consumers, such as discrimination. She also noted that the key principles for online disclosure are to keep it simple and make it salient. She compared mandated disclosure requirements and good business practices, and highlighted that 'what', 'where', 'how' and 'when' are all important when designing effective online disclosures.

15. Mr. David Scuderi, Senior Manager, EU Public Policy, Amazon Europe, Brussels, brought a business perspective on online disclosures. He explained that Amazon puts significant resources into understanding the customer experience. He noted that Amazon's business model and information provision is constantly adapting to changing consumer needs. In particular, he highlighted that many web pages are now available in multiple languages to adapt to consumers' needs. He also noted that disclosures necessarily differ between a computer, mobile and speaker interface. Mr. Scuderi recalled the importance of consumer trust and Amazon's initiatives and tools in this area, such as live chats.

16. Ms. Florencia Marotta-Wurgler, Professor of Law, New York University (NYU), detailed some of her research on online disclosures. She noted that while disclosure has been a key consumer protection tool since the 1970s, there are reasons to question its effectiveness. In relation to online standard form contracts, her studies have shown that few consumers understand these and that efforts to improve readership and engagement are often unsuccessful. In particular, she has found that few consumers read end user licence agreements, irrespective of how they are presented. Further, she found that over time these agreements are getting longer and more difficult to comprehend. Ms. Marotta-Wurgler acknowledged that 'smart' disclosures that use 'nudges' offer promise. She cautioned, however, that it can be difficult to simplify what is often complex information and emphasised the importance of consumer testing.

17. The Committee discussed the issues raised by the panel, noting their relevance to its work in this area.

### Item 5.b. Behavioural Insights and Online Disclosures

18. The Secretariat (Anna Barker) introduced the draft report on Improving Online Disclosures with Behavioural Insights [[DSTI/CP\(2017\)9](#)]. She noted the types of behavioural biases that are relevant to online disclosures, such as information overload, default biases, framing and anchoring effects, the endowment effect and loss aversion, short-sightedness, and myopia. She highlighted the need for: simple and salient disclosures; express consumer consent; and true and accurate pricing disclosures. She further noted that form, context and timing matter, and that more research should be carried out on personalisation. The Committee discussed the report and agreed to provide written comments by 30 November 2017, with a view to finalising it for declassification by written process.

19. Ms. Barker then introduced an updated project plan [[DSTI/CP\(2017\)3/REV1](#)] and outlined three possible options for future work involving behavioural insights: disclosures in the IoT; online advertising; and business compliance/enforcement approaches. The Committee offered preliminary views on the proposed areas of work and agreed to provide written comments by 30 November 2017.

### Item 5.c. Cross-cutting project on behavioural insights

20. The Secretariat to the Regulatory Policy Committee (RPC) (Filippo Cavassini) provided an update on the RPC-led cross-cutting project on new approaches to delivering better policies through behavioural insights. He noted that the OECD conference on behavioural insights (held in Paris on 11-12 May 2017), which included a session on consumer policy, had been a success. He noted the range of work being undertaken as part of the cross-cutting project, including work on online disclosures (discussed above), smart meters, cartel deterrence, and embedding a safety culture in organisations. Mr. Cavassini also identified work being undertaken by the RCP on water charges in Scotland and reflected on the impact of previous work on protecting telecommunications customers in Columbia. The Committee welcomed the presentation.

## ITEM 6. CONSUMER PROTECTION LAW ENFORCEMENT

### Item 6.a. Report on consumer protection enforcement authorities

21. The Secretariat (Akira Yoshida) introduced the draft report on the findings from the survey on consumer protection enforcement authorities [[DSTI/CP\(2017\)10](#)]. He noted that the report highlights a number of remaining challenges related to cross-border enforcement co-operation, including limited information sharing, resource constraints of the authorities, and legislative restrictions on collaborative enforcement activities, such as privacy and data protection. The Committee discussed the report, noting the progress made, and expressed interest in further exploring why cross-border enforcement co-operation activities are relatively limited in many countries. The Committee agreed to provide written comments by 30 November 2017 with a view to finalising the report for declassification by written process.

### Item 6.b. Questionnaire to review the 2003 Recommendation

22. The Secretariat (Akira Yoshida) presented the draft questionnaire for the review of the 2003 Recommendation on Cross-border Fraud [[DSTI/CP\(2017\)11](#)], which was prepared as part of the Committee's Action Plan for the Review of OECD Legal Instruments [[DSTI/CP\(2016\)11/REV1](#)]. The Committee agreed to set up an informal working group to facilitate the review process, with a number of countries (Australia, Canada, European Commission, France, Japan, Portugal, and United States) expressing interest in participating. The Committee further agreed to issue the questionnaire shortly after the meeting and to provide answers by 5 January 2018.

## ITEM 7. SECURITY AND PRIVACY WORK

23. The Secretariat (Elettra Ronchi) provided an update on two projects of the Working Party on Security and Privacy in the Digital Economy. The first project concerns enhanced access to data, which includes analytical work on how data access can maximise social and economic benefits while addressing risks and possible market failures. The second project addresses the need to improve the evidence base for digital privacy policy making, focusing on improving the comparability of data breach notification reporting. Ms. Ronchi also noted the potential opportunity to involve the CCP in possible future work to survey citizen attitudes and awareness related to privacy. The Committee was invited to provide input as the work progresses.

## ITEM 8. NEXT STEPS ON CONSUMER TRUST IN PEER PLATFORM MARKETS

24. The Secretariat (Michael Donohue) provided context for the next steps discussion, recalling the work already done by the Committee, which includes a preliminary roundtable one year ago, the issues paper prepared for the Cancun Ministerial, and the consumer trust study launched at the workshop on 8 November [[DSTI/CP\(2017\)12](#)]. He also offered a brief summary of some key themes from the workshop, which will be developed into a separate written summary. The Committee discussed the workshop outcomes and possible next steps. A number of possible ideas emerged, relating to, for

example: looking at the design/architecture of rating systems; understanding consumer problems/detriment; examining methods for resolving disputes; revisiting self or co-regulation; exploring the role of branding; and the possibility of developing minimum standards for consumer protection. The Committee agreed to submit materials to help build an informal inventory of policy approaches, working with the existing advisory group, and to submit further written comments on next steps by 30 November 2017.

## **ITEM 9. GOING DIGITAL HORIZONTAL PROJECT**

### **Item 9.a. The benefits and challenges of online platforms**

25. The Secretariat (Jeremy West) presented an outline for work by the Committee on Digital Economy Policy (CDEP) on the benefits and challenges of online platforms [[DSTI/CDEP\(2017\)9](#)], which is expected to contribute to the Going Digital project under Pillar 2. He outlined the key components planned for the project, which include the development of platform company profiles and a typology. Noting the importance of consumer protection issues raised by platforms, the Committee expressed interest in providing input as the project develops. Comments on the draft outline were requested by 12 December 2017.

### **Item 9.b. Unlocking the potential of e-commerce**

26. The Secretariat (Jan Tscheke) presented an outline for work on unlocking the potential of e-commerce, including across borders [[DSTI/CDEP\(2017\)8](#)], which is expected to contribute to the Going Digital project under Pillar 2. The Committee was invited to provide input to the project by 12 December 2017.

### **Item 9.c. Cross-cutting Going Digital projects**

27. The Secretariat (Anna-Sophie Liebender) provided a progress report on the development of the Going Digital project, with particular attention to the aspects with a consumer policy dimension [[DSTI/CDEP/GD\(2017\)8](#)]. She thanked the Committee for responses to the Going Digital questionnaire, which will inform the preparation for the integrated policy framework and noted the upcoming meetings of the Expert Advisory Group and Steering Groups. These include the collaborative project on policy design (Pillar 1) and the foundational module on measurement (Pillar 3), both of which are discussed in the "State of Play" document [[DSTI/CDEP/GD\(2017\)8](#)]. The Committee noted the overall progress made and importance of ensuring that its work on peer platforms, IoT, and other issues is well reflected in the Going Digital outputs. It also noted the opportunity to contribute to the module on measurement.

## **ITEM 10. DEVELOPMENTS OUTSIDE THE OECD**

### **Item 10.a. UNCTAD**

28. An update on work by the UNCTAD Intergovernmental Group of Experts on Consumer Protection Law and Policy (IGE) was provided by the UNCTAD Secretariat (Teresa Moreira). She covered developments related to the 2nd session of the IGE, the work programme for 2017-2018, the 64<sup>th</sup> session of the Trade and Development Board, and other UNCTAD highlights and upcoming publications. The Committee noted the update and the value of continued close collaboration between both organisations in this area.

### **Item 10.b. National Developments**

29. The first update on national developments was provided by Argentina (Fernando Blanco Muiño), who highlighted recent remarks by the Argentinian President emphasising the importance of consumer protection. He also introduced key developments related to strengthening international relations, streamlining consumer complaint mechanisms, self-regulation and consumer education, noting as well plans to organise a consumer summit in 2018 as part of the Argentinian presidency of the G20.

30. An update was also provided on developments in the Russian Federation (Anna Koroleva), including the release of a long-term national strategy on consumer protection, draft laws on vulnerable consumers and on collective claims, plans for implementation of the revised OECD Recommendation on Consumer Protection in E-commerce, and work on financial consumer protection.

31. Chile (Ernesto Munoz Lamartine) reported on newly adopted legislation that provides significant improvements to the consumer protection framework, including additional powers to SERNAC, the national consumer protection agency.

32. The Committee noted the updates.

## **ITEM 11. ORIENTATIONS FOR THE PROGRAMME OF WORK AND BUDGET FOR 2019-20**

33. The Secretariat (Michael Donohue) provided some introductory remarks to frame a first discussion of the programme of work and budget (PWB) for 2017-18 [[DSTI/CP\(2017\)14](#)]. He recalled the key milestones in the process and outlining a set of preliminary proposals, representing significant continuity with the current PWB. These include: protecting connected consumers; effective consumer policy making; consumer product safety; and maintaining the consumer policy acquis. He also noted a joint paper from the STI committee chairs [[DSTI/CIE/STP/CDEP/CP\(2017\)1](#)]. Additional introductory remarks were provided by the Secretariat (Brigitte Acoca) on the preliminary PWB discussions of the Working Party on Consumer Product Safety held earlier in the week. The Committee discussed its PWB, expressing support for the 4 main proposed areas of work, noting that some details of future work would depend on the progress of current work streams.

## **ITEM 12. OTHER BUSINESS**

### **Item 12.a. Designation of the CCP Bureau for 2018**

34. The Committee designated its Bureau for 2018: Chair: Ms. Nathalie HOMOBONO (France); Vice Chairs: Mr. Dave DUPUIS (Canada), Ms. Krisztina GRIMM (Hungary), Ms. Yasuko IWAI (Japan), Ms. Eva TVERBERG (Norway), Ms. Carla BARATA (Portugal), Alex SCHOFIELD (United Kingdom), and Mr. Hugh STEVENSON (United States).

### **Item 12.b. Dates of Next Meetings**

35. The Committee agreed to the following dates for future CCP sessions, noting a suggestion to shift the 96<sup>th</sup> session to later in the week subject to room availability:

- 95<sup>th</sup> Session: 18-19 April 2018
- 96<sup>th</sup> Session: 26-27 November 2018
- 97<sup>th</sup> Session: 10-11 April 2019
- 98<sup>th</sup> Session: 23-24 October 2019

### **Item 13. ACCESSION (closed session for delegates from OECD member governments and the EU)**

36. A separate summary record for this item is available on OLIS as [DSTI/CP/ACS/M\(2017\)2](#) [confidential].

**Note:** The list of participants for the meeting is available as [DSTI/CP/PL\(2017\)2](#).



**AGENDA ITEM 17.4 DEVELOPMENTS OF CONSUMER INTEREST  
IN EUROPEAN STANDARDIZATION: REPORT  
BY AN ANEC REPRESENTATIVE**





## AGENDA ITEM 17.4 REPORT BY ANEC

---

### 1. HORIZONTAL ISSUES

#### **ANEC General Assembly meeting 2017**

The 28<sup>th</sup> meeting of the ANEC General Assembly (ANEC/GA) was held on 15-16 June 2017 in Brussels.

It saw the participation of members from 28 countries, including Serbia as the newest ANEC member country, as well as representatives from the European Commission (EC), EFTA Secretariat and BEUC, the mainstream European consumer organization.

Members re-elected Arnold Pindar (UK) as President for the 2017 to 2019 term; Dermott Jewell (Ireland) as Vice-President, and Benedicte Federspiel (Denmark) as Treasurer. The President, Vice-President & Treasurer are joined in the ANEC Steering Committee (the ANEC Board) by Loucas Aristodemou (Cyprus), Libor Dupal (Czech Republic), Francis Farrugia (Malta), Jens Henriksson (Sweden), Marino Melissano (Italy), Audun Skeidsvoll (Norway & EFTA) and Marijana Lonchar Velkova (FY Republic of Macedonia).

Members received the [ANEC Annual Review 2016](#), recording the ANEC achievements in the past calendar year.

On the second day, the ANEC team [presented the highlights](#) from the ANEC sectors (Accessibility, Child Safety, Digital Society, Domestic Appliances, Ecodesign, Services, Smart Meters & Grids, Sustainability, and Traffic & Mobility).

The next General Assembly meeting will take place on 5-6 June 2018 in Brussels.

#### **ANEC Work Programme 2018**

The [ANEC Work Programme 2018](#) sets out the activities ANEC plans to undertake this year. These priorities take note of the [EC Annual Union Work Programme 2018](#), published in August 2017.

#### **Joint Initiative on Standardisation (JIS)**

The Joint Initiative on Standardisation supports the EC Communication, [“European Standards for the 21<sup>st</sup> century”](#), published as part of a Standardisation Package II on 1 June 2016 (five years to the day after the publication of the first Package which included the proposal for a Regulation on European Standardisation, later Regulation (EU) 1025/2012). The JIS aims to ensure the European Standardisation System (ESS) is fit to meet challenges post-2020.

ANEC signed the JIS “vision document” in Amsterdam on 13 June 2016. The vision sets out 15 actions, agreed with stakeholders, that intend to optimize the ESS.

Participating in the JIS Steering Group, ANEC is contributing to development of those actions we believe will have the most impact on the effective participation of consumers. These include the strengthening of inclusiveness at European (Action 9), national (Action 10) and international (Action 15) levels; need for research on the societal (as well as the economic) benefit of standards (Action 1), and providing impulse to the development of European standards for services (Action 12).

### **ANEC Right of Opinion on draft standards**

In November 2016, CEN and CENELEC decided to grant ANEC, ECOS and ETUC - the three Societal Stakeholder Organizations (SSOs) recognized under Annex III of Regulation (EU) 1025/2012 - the right to submit an Opinion on draft standards sent to the Enquiry (equivalent to DIS) or Formal Vote (equivalent to FDIS). The right of Opinion was implemented on 1 January 2017.

The Opinion does not affect the decision on the adoption of a European Standard (EN), which remains with the members of CEN-CENELEC through the national delegation principle. However, the Opinion allows each SSO to express whether it supports the adoption of the 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.

In 2017, ANEC submitted 63 opinions, 47 ‘Favourable’ and 16 ‘Not Favourable’. An evaluation of the Opinion mechanism will take place in May 2018. So far, we believe that it has delivered our objective of giving more visibility and weight to our positions, while respecting the national delegation principle.

We have prepared a [leaflet](#) with further information on the Opinion.

### **‘Why does standardization need civil society?’ new brochure**

With standards playing a key role to protect consumers, workers and the environment, the participation of civil society becomes fundamental to their development. Add to this the ability standards have in supporting the implementation of laws and policies, including in areas of public interest, and there is no question about the need to involve civil society, and ANEC as the European representative of the consumer interest, in the European Standardisation System.

See the new [CEN-CENELEC brochure ‘Civil Society: Improving, Strengthening and Legitimising the European Standardization System’](#).

### **New ANEC promotional video and WCRD 2018 infographic**

On the occasion of World Consumer Rights Day (15 March), ANEC released a new video about our activities (<https://goo.gl/5TTJ6H>). The video is also embedded on the ANEC website.

On the same day, ANEC and CEN-CENELEC launched an infographic explaining how standards help create fair and secure digital market places consumers can trust. The infographic is available at <https://goo.gl/fvTNj7>.

## 2. CHILD SAFETY

### **Further standard on child protective products**

ANEC welcomed the adoption by CEN of EN 16948 'Child protective products – Consumer-fitted child-resistant locking devices for cupboards and drawers - Safety requirements and test methods'. These devices keep a drawer or cupboard door closed or restrict its opening by young children. It is the third standard to be developed by CEN/TC 398 on child protective products, following publication of EN 16281 on devices for windows and balcony doors, and EN 16654 on devices for doors.

CEN/TC 398 originated as CEN/BT WG 184, which arose from the recommendations of a research project commissioned by ANEC on child protective products.

### **ANEC opposes ISO adoption of EN 14375**

In June 2017, ANEC opposed a proposal to adopt EN 14375 'Child-resistant non-reclosable packaging for pharmaceutical products - Requirements and testing' as an ISO standard. Some years ago, we lobbied against the adoption of the EN, as it ignores the toxicity of the pharmaceutical products.

Indeed, we commissioned a Technical Study in 2001 which provided evidence that the ingestion of only a few pharmaceutical tablets can seriously harm children. Occasionally, a fraction of one tablet can kill a child.

A decision on the proposal in CEN TC 261 was taken on 29 June. It was adopted as an ISO standard with only Austria and Sweden voting against.

### **ANEC scores on standard for moveable goal posts**

Children in the EU have died due to falls of non-fixed goal posts. For many years, ANEC voiced its concern as the European standard for football goalposts dealt only with goalposts used during organized activities (such as training and competition). It did not take into account non-organized or leisure activities.

In answer to ANEC, CEN/TC 136/WG 22 'Gymnastic equipment' agreed to work on new European standards for portable goals in 2010. EN 16579 'Playing field equipment - Portable and permanent socketed goals - Functional, safety requirements and test methods' was adopted this month, with

our support. An earlier standard, EN 16664 'Playing field equipment — Lightweight goals — Functional, safety requirements and test methods', was adopted in April 2015. ANEC Representative, Sandra Nascimento, played a leading role in the drafting of both standards.

### **ISO TC 181 'Toys'**

Since the last ISO COPOLCO plenary meeting, ANEC, in collaboration with Consumers International, submitted the following written input on the work of ISO TC 181:

- In May, we submitted comments on ISO 8124-1:2014/PDAM 6 'Safety of toys – Part 1: Safety aspects related to mechanical and physical properties – Amendment 6: Various 2'. At the ISO TC 181 meeting, it was decided to produce a 2nd CD based on the resolution of comments.
- Also, in May, ANEC and CI supported ISO 8124-1:2014 FDAM 1 'Safety of toys – Part 1: Safety aspects related to mechanical and physical properties – AMENDMENT 1: Cords'. The amendment was approved.
- CI/ANEC support for ISO 8124-1:2014 FDAM 2 'Safety of toys – Part 1: Safety aspects related to mechanical and physical properties – AMENDMENT 2: Various'. The amendment was approved.
- We disagreed with ISO 8124-1:2014 FDAM 3 'Safety of toys – Part 1: Safety aspects related to mechanical and physical properties – AMENDMENT 3: Warnings and fibrous filling materials'. We did not agree to exempt felt. Thick felt is different to textile fabric and may not be breathable to the same extent. It can cause a choking hazard. The amendment was nevertheless approved.
- support for ISO TC 181 document N 955, proposal for a NWI for an amendment 2 to ISO 8124-4:2014 (activity toys) in relation to swing elements. No negative comments were submitted. It was decided to send out the draft for a 12 week DIS ballot.
- support for ISO TC 181 document N957, proposal for a NWI for an amendment to ISO 8124-1:2014 "Safety of toys - Part 1: Safety aspects related to mechanical and physical properties - Flying Toys". The document will progress to CD for comments.

### **ANEC concerns about sleep positioners shared by US FDA**

Some major retailers recently stopped selling sleep positioners following a warning from the US Food & Drugs Administration (FDA) about the risk of suffocation ([goo.gl/4d3nZR](http://goo.gl/4d3nZR)).

As parents are instructed to put a child on its back in a cot or bed, these products are sold to keep the child in place. In October 2015, ANEC publicly expressed concern about sleep positioners.

If the positioner is made of a soft material such as foam, the child's face may become pressed against the side of the product so risking breathing difficulties and suffocation. Moreover, if the product is fitted with a restraint system that encircles the child's torso and the child wriggles

downwards, there is the potential for the child to become trapped by the restraint and for airflow to the lungs to be limited. Certain positioners cover large areas of the child's body causing the risk of overheating (hyperthermia). We are also aware of risks caused by small parts that may become detached, while the materials used may be flammable or feature flame retardants.

ANEC is commissioning a study in 2018 to investigate safe sleeping conditions of young children. The purpose of this study is to make sure that young children sleep in a safe environment and to promote its recommendations to be reflected in the relevant European standards.

### **ANEC study on domestic products used in non-domestic settings**

ANEC commissioned a technical study to determine whether children are at increased risk of serious injury as a result of domestic products being used in non-domestic settings.

The study concluded that high chairs, baby prams and pushchairs, changing tables, cots, bunk beds and baby beds are more frequently involved in incidents than others, considering the data consulted. Falls were the most common accident and the leading cause of injury to children using child care articles in non-domestic settings. Hence aspects such as stability, structural integrity and durability should be addressed to improve safety.

After the grouping of hazards not now covered by the European standards for these products, the study proposes further safety requirements and test methods to be considered in the revision of the standards.

The full report is available at <https://goo.gl/dv4Vhv>.

### **ISO TC 136 WG 6 'Children's and nursery furniture'**

This Working Group was set up in 2016. The ANEC Child Safety Working Group agreed that ANEC should ask for liaison membership with ISO TC 136 WG 6, in order to follow the work by correspondence. ANEC will prepare the request soon.

In February 2018, ANEC sent a lobbying request to members to support ISO/DIS 7175-1 'Children's cots and folding cots for domestic use - Part 1: Safety requirements' and ISO/DIS 7175-2 'Children's cots and folding cots for domestic use - Part 1: Safety requirements' and 'Part 2: Test methods'. The standard is identical to the present EN 716 part 1 and 2:2017 and we believe it essential not to have different standards for these products at European and international level.

### **ISO PC 310 'Wheeled child conveyances'**

ISO PC 310, created in 2016, is developing a standard or a Technical Specification (ISO/TS) covering general terminology, and addressing risks related to the use of products, in view of the safety of young children. This deliverable will define performance-based safety requirements established according to the risks to be covered. For instance, to cover the risk of finger

entrapment, requirements will be defined for the gaps and openings based on anthropometric data. The document will define test methods, relying as far as possible on existing methods already in use in other sectors (e.g. toys, furniture).

Once experience is gained, the concerned stakeholders may ask to expand the scope of the Project Committee (ISO PC) to create a full ISO Technical committee (ISO TC) on "Child care articles".

The ANEC Child Safety WG agreed that ANEC should ask for liaison membership with ISO PC 310 in order to follow the work by correspondence. ANEC will prepare the request soon. ANEC's child care articles expert is monitoring the work ad hoc until our liaison request has been accepted.

### **ANEC co-sponsoring national training in Serbia**

ANEC joined the conference; "**International Expert Meeting - Outdoor Play**", hosted by the Serbian Association of Landscape Architects on 21-22 March 2018 in Belgrade.

The meeting focused on playgrounds, their design and safety. Zoran Nikolic of the National Consumer Organization of Serbia, and Serbian member of the General Assembly, participated with Helena Menezes, from the ANEC Child Safety WG. Helena, who represents ANEC in CEN/TC 136/SC 1 dealing with standards for playground safety, also moderated a session on how standards can affect design, and the adaptation of existing playgrounds to new standards.

### **ISO TC 61 SC 4 WG 10 'Lighters'**

The publication of ISO 9994 'Lighters - Safety specification' (which was supported by ANEC in 2016) has stalled pending further consideration of issues concerning the safety signs referenced in the standard. Although ISO TC 145 SC 21 WG 1 and the ISO Central Secretariat (ISO/CS) confirmed in 2004 that the safety signs endorsed by WG 10 can be published, ISO is now questioning whether the safety signs require a modification.

In April 2017, ANEC wrote to the convenor of WG 10, expressing concerns that this situation is not in the interests of all stakeholders. We proposed suggesting ISO/CS consider the proposed changes when the standard is next due for review.

Due to the above-mentioned problems, the meeting of ISO TC 61 SC 4 WG 10 'Lighters', scheduled to be held in September 2017, was cancelled. ANEC submitted written comments in July, repeating that this situation is not in the best interest of all stakeholders, including consumers. We argued that, unless there is evidence that the safety behaviours and knowledge of consumers are significantly better when the new ISO symbols are used compared with the existing symbols in ISO 9994, we suggested ISO to consider the changes when ISO 9994 is due for its next review.

A compromise proposed was to publish the standards immediately, but with the colour of the warnings changed. Accepting that this compromise would mandate the change in colours in the pending standards, in September, ANEC supported document ISO/TC 61 SC 4 WG 10 N 35,

proposal to publish ISO 9994 “Lighters”, agreeing to the colour change. There has been no further action so far.

### **Revision of ISO/IEC Guide 41 ‘Packaging’**

In May 2017, ANEC commented on ISO/IEC CD Guide 41 ‘Packaging - Recommendations for addressing consumer needs’. In 2016, we submitted comments on an earlier draft. In the previous version, we asked to add a new clause to address the safety of flexible plastics packaging intended for single or repeated use that is likely to be accessible to children in the home and that may pose a risk of suffocation. This request was partly accepted through the addition of the following ‘NOTE: For guidance on risk of suffocation see ISO/IEC Guide 50 or CEN/TR 16353’. Our comments on tactile warnings were not accepted. In our comments on the CD, we asked to include a recommendation that important information be clearly visible to the purchaser at the point of sale, including on the internet (it was not accepted, as covered by ISO/IEC Guide 14), and to add a note that children might attempt to open packaging in ways not intended (e.g. by removing the cap of a bottle with their teeth). The latter was partially agreed and added as an example.

In December, ANEC gave support with an editorial comment on the DIS of the revised ISO/IEC Guide 41 ‘Packaging – Recommendations for addressing consumer needs’.

### **Revision of ISO/IEC Guide 14 ‘Product Information’**

In April 2017, ANEC supported ISO/IEC DIS Guide 14 ‘Product information for consumers’ (Ed3-DIS), as most of our comments on the CD had been accepted.

### **ISO/IEC Guide 37 ‘Instructions for use of products by consumers’**

ISO/IEC Guide 37 ‘Instructions for use of products by consumers’ was out for systematic review until 5 March. ANEC submitted comments as follows:

Although Guide 37 is quite comprehensive, we believe there is room for improvement for the following reasons:

- The title could be more comprehensive, as it gives the impression that it covers only instructions for use, when it rightly goes beyond this, including information to support selection of a product (point of sale information), marking and labelling, installation/assembly, use, repair, maintenance, disposal. A title such as “Product information” would be more embracing.
- There is need to define what is meant by each of the terms that the guide covers.

Both ISO/IEC 82079-1:2012, ‘Preparation of instructions for use – Structuring, content and presentation – Part 1: General principles and detailed requirements’, currently under revision, and ISO/IEC Guide 14:2003 ‘Purchase information on goods and services intended for consumers’, currently at the FDIS stage of its revision, have an overlap with Guide 37. Having more than one

document dealing with the same thing is confusing and difficult for standards writers and users. We believe a discussion should be held on a merging Guides 14 and 37.

### 3. ACCESSIBILITY

#### **Web Accessibility Directive and related standardization request**

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 to make a legislative proposal that would deliver web accessibility for all.

The Parliament, in agreement with the Council, made significant improvements to the original Commission proposal published in December 2012. These included the scope of the web-sites 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](#)<sup>1</sup> was published in the Official Journal of the European Union in December 2016, requiring 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.

An ANEC expert participates in the ETSI Specialist Task Force revising EN 301 549 in line with requirements of the Web Accessibility Directive.

A Harmonized Standard, based on EN 301 549 with added accessibility requirements for mobile applications, needs to be available when the Directive enters into force on 23 September 2018. Under Mandate M/544, the EC has asked the CEN-CENELEC-ETSI to revise the standard to include technical specifications for mobile applications. ETSI selected several experts (STF 536/BS) who will perform the revision under the coordination of ETSI TC Human Factors and CEN-CENELEC-ETSI Joint Working Group eAccessibility. ANEC is a member of both.

Requirements for ICT products & services that meet the needs of persons with cognitive and learning disabilities will be considered in a future revision of EN 301 549. Indeed, ANEC proposed the ETSI standards on cognitive impairments published last year.

#### **Accessibility of lifts – EN 81-70**

In July 2017, ANEC appealed against ratification of EN 81-70 'Safety rules for the construction and installation of lifts. Particular applications for passenger and goods passenger lifts. Accessibility to lifts for persons including persons with disability'. We regretted that CEN TC 10 chose to change a requirement for the colour contrast of control panels from a minimum Light Reflectance Value

---

<sup>1</sup> <https://goo.gl/5h67Eg>



(LRV) of 60 points to 30 points after the CEN Enquiry. In our view, an LRV of 30 is insufficient to ensure accessibility for people with visual impairments, and we note an LRV of 60 is the state-of-the-art according to related national and international standards.

A conciliation panel, comprising representatives of ANEC and TC 10 among others, met on 20 October and recommended that an independent study be carried out to establish the start-of-the-art for lift control panels. Regrettably, we learned at a meeting of the CEN Technical Board (BT/TCMG) on 5 December that the EC Joint Research Centre (JRC) had declined to do the study. The TCMG meeting also decided to publish EN 81-70 while accepting that a study remains central to settling the ANEC appeal. A plenary meeting of the Technical Board (BT) on 6 February asked the CEN-CENELEC Management Centre to approach the EC to invite it to fund the study. Meanwhile, the EC is questioning whether EN 81-70 should be cited as providing presumption-of-conformity to the Lifts Directive (2014/33/EU).

ANEC considers EN 81-70 as a test of whether the European Standardization System can respond effectively to the needs of all consumers and think it particularly important with the inter-institutional dialogue on European standardization now on the horizon.

### **ISO PC 311 ‘Vulnerable Consumers’**

Last year, ANEC gave 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’. ANEC nominated a representative and requested for a liaison to be established, which ISO PC 311 ‘Vulnerable Consumers’ accepted. In December 2017, ANEC replied to the Questionnaire – Scoping of ISO 22458 and review of BS 18477 ‘Inclusive service provision – Requirements for identifying and responding to consumer vulnerability’. The results were discussed at the kick-off meeting of ISO PC 311 on 14-15 February 2018 which ANEC attended.

### **Assistive products and services for people with disabilities**

In addition to CEN TC 293, ANEC is contributing to the work of ISO TC 173 WG 10 “Assistive Products for Cognitive Disabilities”. This group is drafting two standards which ANEC welcomes as dealing with the important and not sufficiently considered subject of cognitive disabilities. They are ISO 21801 General Guidelines on Cognitive Accessibility and ISO CD 21802 Assistive products — Guidelines on cognitive accessibility — Daily time management and the second is ISO 20342-1:2017 ‘Assistive products for tissue integrity when lying down — Part 1: General requirements’. The standards should be finalized in 2018.

At the end of 2016, ANEC joined the new CEN/TC 452 ‘Assistance Dog & Guide Dog Teams Standards and Instructors Competences’ and started a collaboration with the European Guide Dogs Federation to contribute to this work. ANEC also joined WG 1 dealing with ‘Terminology’.

### **Safer Medical beds for children with disabilities**

ANEC welcomed the publication by CENELEC of EN 50637:2017 'Medical electrical equipment - Particular requirements for the basic safety and essential performance of medical beds for children', as it offers a high level of child protection and so can assure parents and child carers that children with disabilities will be moved safely when in hospital. Many of the advances in the standard were proposed by ANEC.

### **Ergonomics**

In March 2017, ANEC supported the adoption of EN ISO/IEC 25063 'Systems and software engineering - Systems and software product Quality Requirements and Evaluation (SQuaRE) - Common Industry Format (CIF) for usability: Context of use description' (ISO/IEC 25063:2014). ANEC contributed to the standard at the ISO level and our comments had been taken into account.

ANEC similarly supported the adoption of EN ISO/IEC 25064 'Systems and software engineering - Software Product Quality Requirements and Evaluation (SQuaRE) - Common Industry Format (CIF) for usability: User needs report' (ISO/IEC 25064:2013).

In September 2017, ANEC commented on the development of ISO/DTR 22411:2017 by stressing that in its current form the document contains a lot of useful content with supporting information, but the ease of use was hampered by its structure and the limited way in which it can be searched. This document is an ideal one to be presented in an alternative digital, accessible searchable way so that both standardisers and designers can easily find the texts they require.

## **4. DOMESTIC APPLIANCES (DOMAP)**

### **Use of electrical household appliances by vulnerable consumers**

ANEC continued collaboration with Consumers International in the process of revising Parts 2 of IEC 60335 for household electrical appliances where these need to be amended to include the provisions with respect to the safety of children, older persons and persons with disabilities that have now been included in all relevant EN standards.

In March 2017, ANEC/CI supported IEC TC 61 document 61/5331/DC: Proposal from the British National Committee for an amendment to IEC 60335-1 Ed 5.2. This was a proposal to introduce the child test finger (test probe 18) in part 1 of the standard. IEC TC 61 at its June meeting agreed in principle but decided the amendment should be incorporated in each of some 80 Part 2 standards, rather than in the generic Part 1.

The use of electrical products by vulnerable consumers was an agenda point at the June 2017 IEC ACOS meeting, held in Japan. ANEC & CI submitted written comments on the background document for this agenda point, stressing the importance of lowering the surface temperature limits of electrical products whenever possible. ACOS considered our report and agreed to circulate IEC TC 61 MT 4 Guide (Guide on temperature limits for accessible external surfaces) to ACOS

members for consideration. We plan to attend the next IEC ACOS meeting in June 2018.

### **ANEC persistence pays off on surface temperatures**

In the area of household appliances, the limits for surface temperatures have been of great concern to ANEC for years. The industry as a whole has resisted compliance of products with the lower limits of CENELEC Guide 29 (& IEC Guide 117). However, after much pressure from ANEC, CENELEC TC 61 accepted an EC Implementing Decision upholding the present Formal Objection against EN 60335-2-9 on grills and toasters. This will require review of all similar standards to reduce the risk of burns or other serious injuries, notably among vulnerable consumers (children, older people, those with disabilities). CENELEC TC 61 WG 1 has created a task force to set temperature limits in accordance with CENELEC Guides 29 and 32. ANEC participates.

At the international level, ANEC and CI continued to participate in IEC TC 61 MT4 'Temperature limits and resistance to heat and fire'. CI/ANEC key interventions included achieving an understanding that lower temperatures are not required only for children but also for other vulnerable persons, notably the elderly (with thinner skin and slower reaction times).

MT4 is now under the convenorship of the Canadian NC. The work of MT4 continues to be focussed on surface temperature issues i.e. primarily Clause 11 of the IEC 60335 series of standards. Since the MT4 guide (base document for the MT4 work) largely recommends that the surface temperature limits comply with the recommendations within Guide 117 (which is supported by ANEC/CI), the main topics of debate have become focussed on where relaxations of these requirements are being sought, such as attempting to extend the adjacent area close to hot functional surfaces since no temperature limits apply to these surfaces. It is key for ANEC & CI to continue following this work and prevent any relaxations on surface temperature limits.

### **ANEC discusses "white goods" fires**

Following a number of 'white goods' fires in the UK, caused by refrigerators and other electrical household appliances, which led to many fatalities, ANEC supported a proposal from the British Electrotechnical Committee to CENELEC to revise EN 60335-2-24: 2010/prA2:2017 "Household and similar electrical appliances – Safety – Part 2-24: Particular requirements for refrigerating appliances, ice-cream appliances and ice-makers". ANEC collaborated on this issue with its UK members, as well as with the Electrical Safety First charity and the London Fire Brigade. The outcome of the initial discussion in CENELEC TC 61 was acceptable to ANEC and the UK. Work will continue in 2018. Meanwhile, useful information for consumers is available on the websites of ['Which?'](#), [Electrical Safety First](#), and the [London Fire Brigade](#).

Considering these 'white goods' fires, ANEC welcomed the setting up by the European Commission of the European Fire Information Exchange Platform (FIEP). The purpose of FIEP is to promote cooperation between Member States and stakeholders in order to enhance the exchange of knowledge from fire events and good practices in fire-safety. We are pleased there

was general agreement that coordinated and harmonized EU data and statistics are required to take further actions, and that a holistic approach to fire safety is needed. ANEC looks forward to continuing to contribute to FIEP to protect consumers from fire and to save lives.

### **ANEC achieves further work on child-appealing products**

Further to continued pressure from ANEC, CENELEC TC 61 WG8 'Child-appealing electrical appliances' re-started its activities with a meeting in April 2017. The meeting addressed the possible revision of a clause and associated Note in EN 60335-1 'Household and similar electrical appliances. Safety. General requirements' concerning child-appealing electrical appliances. ANEC appreciates that the meeting appeared to accept that the term "toy-like appliance" is inappropriate, and that the current clause is not useful in ensuring that appliances which appeal to children and might be hazardous are not approved under the standard. ANEC believes a child's interaction with an appliance to be more important than the deliberate use of an appliance, especially in the case of very young children who have no concept of danger. A new version of clause 22.44 to EN 60335-1 has been prepared on which ANEC commented in July. The new clause will be supported by a rationale, drafted by ANEC, to outline issues of children's exploratory behaviour, as well as the concepts of "child-appealingness" and danger.

### **New pictogram warns consumers not to use barbecues indoors**

ANEC welcomed the adoption by CEN members of EN 1860-1/A1 "Appliances, solid fuels and firelighters for barbecuing – Part 1: Barbecues burning solid fuels - Requirements & test methods". The amendment introduces a safety symbol to appear on barbecues to warn consumers not to use barbecues indoors because of the risk of carbon monoxide poisoning. Some consumers use barbecue grills to heat a tent or caravan, or to cook in case of rain. Nevertheless, ANEC regrets a delay in the adoption of the amendment, during which time accidents continued to happen. Already in 2013, we urged CEN/TC 281/WG1 to seek advice from ISO as we did not believe the then proposed symbol met ISO 3864-3 "Safety sign design principles". Unfortunately, ISO/TC 145/SC2/WG1 was asked only later and its advice in 2016 confirmed our view that the symbol was not compliant. We were able to support the complaint symbol defined in the draft amendment sent to Formal Vote.

In April, ANEC and Consumer Safety International will launch a leaflet 'Be safe this summer' to warn consumers not to use barbecues indoors because of the risk of carbon monoxide poisoning.

### **7<sup>th</sup> Carbon Monoxide Round Table**

ANEC participated in the 7<sup>th</sup> Carbon Monoxide Round Table held on 5 December in the European Parliament.

The event was divided into two sessions: the first one on health and safety in energy efficient buildings; the second on national approaches of inspections of HVAC systems (heating, ventilation and air conditioning).

To mark the round table, ANEC and Consumer Safety International re-launched our [leaflet on Carbon Monoxide](#) to warn consumers against the dangers of this ‘Silent Killer’. The leaflet explains that carbon monoxide has no colour, taste or smell and strikes without warning. Each year, carbon monoxide kills more people in Europe than HIV/Aids, alcohol abuse and skin cancer, and yet hundreds of thousands of people are unaware of its deadly potential. The leaflet gives consumers simple tips to recognize and prevent CO intoxication, and guidance on what to do in case of a CO poisoning. Please help spread the word by distributing the leaflet as widely as possible.

### **New amendment to standard for robotic lawnmowers**

In January 2018, CENELEC published EN 50636-2-107:2015/A1:2018 ‘Safety of household and similar appliances - Part 2-107: Particular requirements for robotic battery powered electrical lawnmowers’.

ANEC supports the amendment, which introduces better protection of children through an extra probe test. Nevertheless, ANEC asked for some further improvements, such as the introduction of a warning not to allow bystanders to be in the vicinity or interfere with the machine when it is operating. We also called for the amendment to include a modification to the foot probe test to ensure no resulting injuries, as certain models could run over an adult foot without stopping either their forward motion or blades. We think the rejection of these proposals is a missed chance for the added improvement of the safety of robotic lawnmowers.

## **6. DIGITAL SOCIETY**

### **ANEC replies on FinTech**

In June, ANEC replied to an EC [public consultation on FinTech: a more competitive and innovative European financial sector](#).

Our [position](#) expresses our views on how to protect consumers in the development of European Standards on FinTech. Regrettably the consultation links standards exclusively to the role of industry, even though there is European legislation which recognizes standardization concerns a spectrum of stakeholders, including consumers.

We think some consumer issues cannot be addressed only by legislation, and standards should play a role as they can define the way in which a product or service is designed or provided, before it is placed on the market.

ANEC participates in the work of CEN BT WG 220 ‘FinTech’.

### **SATORI Project - Final Conference**

The SATORI project is a 45-month project on ethics assessment of research and innovation (R&I) supported by the EC. SATORI comprises 16 partners from 12 countries and is co-ordinated by the University of Twente in the Netherlands.

The [SATORI project](#) final conference “Ethics Assessment of Research and Innovation: Looking to the Future” was held on 18-19 September 2017 in Brussels.

ANEC is a member of the Advisory Board and joined the conference. The conference discussed ethical issues in R&I frameworks and standards, methods for enhancing ethics assessment in R&I, and ways to support ethics committees.

The final deliverables of the project (CEN Workshop Agreements) are available [here](#).

### **ANEC, BEUC, CI & ICRT position paper, ‘Securing consumer trust in the Internet of Things | Principles and Recommendations’**

The Internet of Things should bring social and economic benefits to consumers. But these benefits will be achieved only if the services and products consumers buy (or contract) are designed with trust, privacy, and security embedded.

ANEC, together with BEUC, Consumers International (CI) & ICRT, have identified the challenges and opportunities consumers may face in the Internet of Things and developed recommendations based on a set of principles which we consider essential to use if we are to build a thriving and trusted digital environment for consumers.

The ANEC, BEUC, CI & ICRT position paper, [‘Securing consumer trust in the Internet of things | Principles and Recommendations’](#), was released on 28 November 2018 during the BEUC conference, ‘Internet of Things: A brave new world for consumers? A press release marked the event.

### **#WatchOut campaign**

On 18 October 2017, ANEC [joined](#) a coordinated action across the Atlantic against children’s smart watches. These have been shown to put children’s safety and privacy at risk. The smartwatches, intended to provide parents with peace of mind, are wearable mobile phones that use the internet and GPS to allow real-time tracking of children, and communication with them.

The Norwegian Consumer Council, together with a security firm, analyzed four smart watches available online and in Norwegian stores. The tests revealed a stranger can take control of a smartwatch to track, listen, or talk to the child, all without a parent’s knowledge.

For more information, watch the video on YouTube, <https://goo.gl/B5dzeZ>.

ANEC & BEUC wrote to alert several authorities, including the European Commission, European Data Protection Supervisor (EDPS), European Union Agency for Network & Information Security

(ENISA) and Europol.

As with the #toyfail report, these internet-connected products are failing to meet data protection laws. ANEC issued a press release asking for the public authorities to take action to remove such dangerous products for children for the market. We presented the results of these tests to an EC Expert Group in December 2017 which decided to set up a sub-working group to assess the need of a delegated act on privacy by design. Germany and the Netherlands made similar requests.

The German Telecoms regulator, the Federal Network Agency, has banned the sale of smartwatches aimed at children, describing them as spying devices. Previously, the agency also banned the internet-connected doll, “My Friend Cayla”.

### **New standards on EMF to increase consumer protection**

ANEC welcomed publication of new standards on human exposure to electromagnetic fields (EMF) from mobile phones, RFID devices and broadcasting antennas that require the products be tested under conditions of reasonably foreseeable use, in line with applicable legislation (Radio Equipment Directive, 2014/53/EU).

The standards, developed by CENELEC TC 106X on ‘Electromagnetic fields in the human environment’ refer to established international safety limits protect consumers using smart phones etc.

The following standards were cited in the [Official Journal](#) on 17 November:

- *EN 50360:2017 ‘Product standard to demonstrate the compliance of wireless communication devices, with the basic restrictions and exposure limit values related to human exposure to electromagnetic fields in the frequency range from 300 MHz to 6 GHz: devices used next to the ear’;*
- *EN 50385:2017 ‘Product standard to demonstrate the compliance of base station equipment with radiofrequency electromagnetic field exposure limits (110 MHz — 100 GHz), when placed on the market’*
- *EN50401:2017 ‘Product standard to demonstrate the compliance of base station equipment with radiofrequency electromagnetic field exposure limits (110 MHz — 100 GHz), when put into service*
- *EN50566:2017 ‘Product standard to demonstrate the compliance of wireless communication devices with the basic restrictions and exposure limit values related to human exposure to electromagnetic fields in the frequency range from 30 MHz to 6 GHz: hand-held and body mounted devices in close proximity to the human body’*

### **ISO COPOLCO/BSI CPIN/ANEC proposal for a new standard for Privacy by Design of Consumer Goods and Services**

The new work item proposal aims to achieve a single standard that allows consumer goods and services providers to address all the lifecycle issues of privacy by design so that through its use and proven compliance consumers can make goods purchases and use services with greater confidence that privacy protection has been designed into the products.

A solution involving several standards to cover a number of phases of product design and update/withdrawal is seen as leading to consumer confusion should only one of several standards be taken up by providers. The digital world is faster in design change, lower cost for design update and so a more integrated process is needed round the continuous improvement cycle of ISO 9001. Product providers will benefit from an improved trust position in the market compared to the product providers who do not use and comply with the standard.

The proposal originated at the COPOLCO workshop on ‘the connected consumer in 2020: empowerment through standards’. It is developed by ANEC/BSI expert Peter Eisenegger and reflects the ANEC guides he authored about privacy standardization and consumers’ needs<sup>2</sup>.

In December 2017, ISO accepted the NWIP on privacy by design of consumer products and services which ANEC supported together with BSI CPIN and ISO COPOLCO. The proposal received 38 replies - 20 member bodies voted in favour of the proposal, 5 voted against and 13 abstained. In February 2018, ISO TMB decided to allocate the work to a new PC instead of JTC 1/SC 27, in line with our position to ensure that consumers issues are not overlooked.

### **ANEC-BEUC joint position on cybersecurity of connected products**

In March 2018, ANEC and BEUC published a [position paper on the cybersecurity of connected products](#). The aim of the paper is to present the consumer position on the safety of connected products. We call for an update of the concept of safety to also include security (e.g. hacked autonomous car). Security should be a pre-requisite to put connected products on the market and should be ensured all along the product lifecycle.

ANEC and BEUC also support the use of the Radio Equipment Directive to make privacy by design a mandatory requirement for connected products.

Finally, we comment on the European Commission proposal for a Cybersecurity Act issued in September 2017. The proposal deals with both the future role of ENISA and on cybersecurity certification.

### **Research shows smart meters can be inaccurate**

A [Dutch study](#) has found electromagnetic interference can harm the accuracy of readings taken from smart meters. In controlled laboratory experiments, smart meters were tested using Compact Fluorescent Lamps (energy-saving lamps), LED lamps and other equipment that generates electromagnetic interference. The tests revealed some meters showed an increase in energy

---

<sup>2</sup> <https://www.anec.eu/priorities/digital-society>



reading of up to plus 376%, while others showed a decrease in energy reading of up to minus 54%. The research concludes the principal cause of interference appears to be the current sensor design.

ANEC is [worried](#) about these results. The errors pose the risk that some consumers with smart meters could be overcharged. This may also have consequences for consumer confidence in smart meters. We therefore call for further independent research on electromagnetic interference in domestic environments and metering. We have also urged the CEN-CENELEC-ETSI Coordination Group on Smart Meters to check whether the existing immunity standards adequately cover smart metering systems.

## 7. SERVICES

### **Cross-border healthcare: ANEC studies consumer attitudes and experiences**

Legislation that gives EU citizens the right to cross-border healthcare offers many potential benefits, but is still not working effectively, according to a [new ANEC study](#) published in mid-January.

Consumers are especially reluctant to seek planned medical treatment in other EU countries. The study reveals that lack of knowledge about rights and choices are key barriers to seeking planned treatment abroad. The study suggests that consumers could be missing out on state funding. Three in ten respondents who had received planned or unplanned treatment abroad reported problems, related mainly to the process of accessing care, receiving reimbursement, or resolving disputes. However, most patients reported high levels of satisfaction with the quality of their care.

The [study](#) highlights an urgent need to provide consumers consistent guidance about cross-border healthcare options, as well as for effective systems of consumer redress, in case of difficulties.

The study concludes with recommendations to relevant authorities and organizations, as well as to ANEC. The publication is accompanied by a [leaflet of key facts](#).

### **ANEC wins prioritization of services standardization**

ANEC provided the consumer view in the drafting of the CEN Strategy on Services, adopted in the spring 2017. It reflects our demand that work on service standards should respond as a matter of priority to consumer detriment in the cross-border provision of services. However, the continued absence of an EU legal framework on the safety of services means some standards work, notably on healthcare, is already proving difficult and controversial.

### **ANEC and Keep Me Posted EU**

On 9-10 November 2017 in London, Keep Me Posted UK (KMPUK) and Royal Mail hosted the [‘Keep Me Posted EU \(KMPEU\) Campaigners’ Day](#) in order to discuss progress in countries with

or without a 'Keep Me Posted' campaign. ANEC President and Chair of the National Consumer Federation, Arnold Pindar, gave a presentation as a KMPUK supporter. He said the campaign's aim to maintain choice and inclusiveness reflected consumer rights. A successful 'Keep Me Posted' campaign would ensure the most vulnerable in society have access to bills and statements on paper, regardless of whether the vulnerability was due to age, disability or financial issues.

Particular reference was made to a study by [Natur-Energi, Denmark](#) and another, ['Managing money online – working as well as we think?'](#) by London Economics. They found new customers pay bills significantly later if the invoice is received their invoice by e-mail, compared with those who receive an invoice on paper.

### **ANEC President speaks at European Tourism Day**

On 28 November, the European Commission hosted [European Tourism Day](#) 2017.

ANEC President, Arnold Pindar, gave the consumer perspective in the section, 'Businesses' adaptation to the evolution of tourism models and consumer expectations', during which he exchanged views with Michel de Blust, Secretary-General of the European Travel Agents' and Tour Operators' Association (ECTAA).

Key trends addressed were digitalization and the sustainability of tourism services. Mr Pindar stressed, that although consumers demand change and evolve towards more digital means and personalized services, the consumer principles of access, safety, information, choice, redress, representation and sustainability must remain valid.

### **EP report on cross-border parcel delivery approved by TRAN committee**

On 12 October, the draft report on cross border parcel delivery, addressing the draft Regulation proposed by the EC, was approved by the Transport & Tourism (TRAN) committee of the European Parliament (EP). ANEC welcomes the adoption and congratulates Rapporteur MEP Anderson for having found compromises that enabled committee members to agree on the report. We believe its recommendations on consumer information, and role for European standards, could help improve the consumer trust in e-commerce and broader parcel delivery services.

The final [report](#), as adopted by the TRAN Committee, was approved by the European Parliament plenary in March 2018.

More details can be found in the [ANEC position paper on the proposal for a Regulation on cross-border parcel delivery services \(May 2017\)](#).

### **Collaborative platforms and online reviews**

On 12 June 2017, the EC issued a new [Exploratory Study of consumer issues in peer-to-peer platform markets](#). It also issued a [factsheet with key findings](#).

The study identifies five key consumer issues emerging from the collaborative economy, ranging from lack of transparency regarding transactions and applicable consumer rights and obligations, to reliability of peer review and rating systems. Also, discrepancy was found between exclusion of platform responsibility and liability for the performance of online P2P transactions and platform practices. Other problems relate to access to redress for peer consumers and peer providers, and data use and protection.

The EC presented the study results at the ANEC Services WG meeting on 14 June, especially noting the problems with user reviews and ratings identified in the [final report](#). Given the lack of reliability of user reviews and ratings, it is hoped that the Commission will consider legislative steps to improve transparency and responsible P2P practices in the framework of the [REFIT of consumer law](#).

ANEC referred to its recent [ANEC/CI position paper on the sharing economy](#) and our work in relevant international standardization.

Regarding online reviews, ANEC is developing additional comments on ISO/DIS 20488 'Online consumer reviews - Principles and requirements for their collection, moderation and publication'. ANEC trusts the standard will offer a code of conduct that can contribute to increased transparency.

### **New studies related to the Sharing Economy**

Over the summer, case studies of 10 peer-to-peer (P2P) platforms were released as annexes to the EC [Exploratory Study of consumer issues in peer-to-peer platform markets](#). The case studies are found at: [Annex 4.1 Airbnb](#); [Annex 4.2 BlaBlaCar](#); [Annex 4.3 easyCarClub](#); [Annex 4.4 eBay](#); [Annex 4.5 Nimber](#); [Annex 4.6 Peerby](#); [Annex 4.7 Uber](#); [Annex 4.8 Wallapop](#); [Annex 4.9 Wimdu](#); [Annex 4.10 Yoopies](#).

The study highlights that, although consumer rights apply to the service the platforms offer to peers, rules tend not to be tailored to P2P transactions online, and do not facilitate easy access to redress. Uncertainty as to whether some providers (AirBnB, Uber) act as a private person or as a business creates equal confusion about whether consumer rights apply. Other platforms exclude (BlaBlaCar, easyCarClub) or identify (eBay, Wimdu) professional or business providers.

Ahead of assessing the possible role of standards in supporting legislation on transparency and fairness in the Sharing Economy, ANEC has nominated an expert to **COPOLCO TG 5 'Sharing economy'**. The main scope of its work will be to identify consumer challenges and priorities, as well as the methodologies used in different countries to address these. The conclusions of the work should support standards activities.

### **Review of passenger ship safety**

Last autumn, the EU institutions [adopted](#) three directives which revise passenger ship safety rules and standards, digitalize the registration of ship passengers and create a clear framework for the inspection of ro-ro ferries and high-speed passenger craft.

One of the directives aims to clarify and simplify the current technical rules in pursuit of easier enforcement and monitoring. It sets out detailed technical requirements for ships in areas such as construction, stability and fire protection. New rules to digitalize the registration of ship passengers have the purpose to make the exact number of passengers and other information immediately available for search and rescue services in the event of an accident.

ANEC - a participant in the [EC Passenger Ship Safety Experts group](#) - welcomes these steps to increase the safety of passengers using maritime transport.

## 8. SUSTAINABILITY

### Vacuum cleaners

ANEC follows the work of CENELEC TC 59X WG 6 on vacuum cleaners which also met last year in conjunction with IEC SC59F WG 9 'Test equipment and test material. One topic is the performance tests for cleaners with partly-loaded (dust and waste) receptacles, notably the definition of 'partly loaded', the reliability of the test method, and its fairness when applied to the various types and sizes of vacuum cleaners. The consumer concern is that testing with an empty receptacle is not representative of real-life use. At the meeting of WG 6 in May, we stressed the need for an acceptable test procedure with partly-loaded receptacles. We also called for consumer organizations to be involved in the creation of a study on consumer behaviour that will inform the discussion on legislative measures for vacuum cleaners.

Meanwhile, a TC 59X ad-hoc group has prepared a paper that considers ways to assess how standards can reflect real-life use while offering the repeatability and reproducibility necessary to support eco-design and energy labelling legislation.

### Cabin air quality on commercial aircrafts

CEN/TC 436 'Cabin Air Quality on commercial aircraft – Chemical Agents' has agreed on the development of a list of compounds to enable the identification of potential sources of airborne contaminants onboard of commercial aircrafts for which measurement technology exists that can reliably detect relevant concentrations. This has led to further discussions on the derivation and evaluation of 'trigger points'.

Further to our contribution to the work of the TC, we have published a [position paper on cabin air quality on commercial aircrafts – Expectations about use of the list of chemical marker compounds \(March 2018\)](#).

The approach adopted by TC 436 reflects the standard ASHRAE 161 'Air Quality within Commercial Aircraft', developed by the American Society of Heating, Refrigerating and Air-

Conditioning Engineers (ASHRAE). We find this to be a valid approach, but much more detail is needed about the choice of substances to be included, the determination of trigger levels and the resulting pilot or maintenance actions.

We call for the future European Standard to provide further guidance on these aspects, especially in relation to trigger levels. We recommend determining several levels of trigger point, from low levels that are below conservative health thresholds, to higher levels where the safety of the aircraft is at risk and requires immediate intervention. A pragmatic approach for determining trigger points for online monitoring is needed.

Our position paper will be revised after the next CEN/TC 436 meeting. Further to this, ANEC will approach the EC and European Aviation Safety Agency (EASA) to present our recommendations.

### **Controversial nano-observatory launched**

The European Chemicals Agency (ECHA) launched an Observatory for Nanomaterials (EUON) via a dedicated [website](#) on 14 June 2017. The website aims at describing what nanomaterials are and where they are used today. It is also intended to provide information about safety and health issues, research, regulation, and international activities.

Organizations for the protection of consumers, environment and health did not attend a stakeholder dialogue meeting on EUON planned for the end of June, as EUON does not meet our long-standing wish for European nano-register.

ANEC supported an agreement to step back from EUON. The demands of civil society are detailed in the paper, [‘Reset Governance: Nanomaterials as a case study on negligence NGO demands for adequate EU governance of nanomaterials’](#).

### **Keeping hazards in the circle?**

As part of its Circular Economy Action Plan, the EC committed to analyse the interfaces among chemicals, products and waste legislation and recommend policy options by the end of 2017. In this context, ANEC contributed to a targeted consultation with a new position paper entitled [‘Keeping hazards in the circle?’](#).

We believe that, for a circular economy approach to be effective, there needs to be a stronger focus on reuse and reduction in the consumption of materials and creation of waste. Recycling must be part of a greater concept of resource saving that leads to high quality products that do not expose the consumer or the environment to detrimental effects. Part of this includes ensuring that hazardous substances are eliminated from the beginning of the product cycle.

ANEC recommends legal provisions for chemicals in virgin materials be strengthened by implementing sectoral product legislation. Also, specific provisions should be developed to facilitate recycling aimed at reducing the variety of materials, including their chemical composition,

to make them "fit for recycling". However, present European regulatory provisions for chemicals in products do not go far enough.

Developing further regulation and frameworks is made difficult by a lack of information about substances of concern in products and waste. Therefore, regulatory measures and sectoral product legislation that contain information provisions need to be significantly strengthened.

A real commitment to reduce material and energy flows and to develop a strategy to address chemicals in consumer products is crucial to achieve a non-toxic environment for Europe.

## 9. TRAFFIC & MOBILITY

### **Review of the vehicle safety and pedestrian safety regulations**

ANEC is among a coalition of industry, NGOs, consumer groups and cities [calling](#) on the European Parliament (EP) for swift adoption of ambitious vehicle and pedestrian safety standards. The EC is expected to make a proposal for revision of the General Safety (661/2009/EC) and Pedestrian Safety (661/2009/EC) Regulations in 2018 as part of the "Third Mobility Package". In the context of the next EP elections in 2019, we urge that the Parliament does its utmost to deliver a strong and timely position on these critical regulations for road safety.

EU vehicle safety standards were last revised almost a decade ago. With 70 deaths every day on European roads, more ambitious safety regulations are needed without delay.

### **Standard to help consumer (pedal) power**

ANEC welcomes adoption of the revised EN 15914:2017 'Cycles - Electrically power assisted cycles - EPAC Bicycles (EPACs)' by CEN.

The standard covers EPACs of a type that has a maximum continuous rated power of 250W, of which the output is reduced and then cut as the EPAC reaches a speed of 25 km/h (or sooner if the cyclist stops pedalling). Furthermore, it specifies safety requirements and test methods for the assessment of the design and the assembly of EPACs and sub-assemblies for systems using battery voltage up to 48V DC or an integrated battery charger with 230V input.

ANEC participated in the work. The new standard replaces EN 15194:2009+A1:2011 and will be referenced in the Official Journal of the European Union as a Harmonized Standard.

In the meantime, work started also at the international level in ISO TC 149 WG 15 'EPACs' and ANEC participates in this work to contribute to the development of the ISO standard for EPAC (ISO 4210-10).

### **ANEC wins another step towards phasing out UNECE Regulation 44 (R 44)**

As phase 2 of R 129 on Child Restraint Systems (CRS) has been implemented since June 2017, it was natural for ANEC – as the sole consumer advocate present in the UNECE GRSP- to accelerate the phasing out of the old R 44. Since June 2017, non-integral CRS have been able to be approved according to UN Regulation 44 or 129 at the discretion of the manufacturer and for an undefined period.

Hence ANEC [proposed](#) to stop approval of group 2 and group 2/3 CRS according to R44 as from September 2018. We thought it undesirable that manufacturers can start to develop new products according to the outdated Regulation 44 for an undefined period.

Despite resistance from the manufacturers, UNECE agreed on a date in 2018 for the ending of approvals to R44, a victory attributable to ANEC. As such, consumers will be presented with less confusion in the market, and the elimination of less-able Child Restraint Systems.

## **10. COMMUNICATIONS**

### **ANEC Position Papers**

20 ANEC Position Papers<sup>3</sup> 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<sup>4</sup> of the ANEC e-Newsletter were published in 2017. Each was posted on the ANEC website and linked to social media (Facebook, Twitter, LinkedIn). A link was sent by email to over 900 subscribers.

### **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

---

<sup>3</sup> ANEC Position Papers, <http://www.anec.eu/publications/position-papers>

<sup>4</sup> ANEC Newsletters, <http://www.anec.eu/publications/newsletters>

- Supporting presentations, visuals or brochures:

**ANEC website:** [www.anec.eu](http://www.anec.eu)

**New Legislative Framework:** <https://goo.gl/S2LuT9>

**Regulation (EU) 1025/2012:** <https://goo.gl/3un3RC>

For a detailed overview of ANEC, our brochure: 'What we do for you' <https://goo.gl/aopL3m> and short leaflet 'ANEC in 60 seconds' <https://goo.gl/eyURK3> .

**ANEC Work Programme 2018:** <https://goo.gl/gFiu7j>

**ANEC Strategy 2014 to 2020:** <https://goo.gl/4SQoRL>

**CEN-CENELEC brochure: Civil Society, Improving, Strengthening and Legitimizing the European Standardization System:** <https://goo.gl/QPcZVz>

**ANEC promotional video:** <https://goo.gl/XCeWHR>

**Twitter** @anectweet

**Facebook** @ANEC.Standards



**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 7-10 May 2018 in Indonesia

COPOLCO passed **Resolution x/2018:**

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'.*



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

**AGENDA ITEM 17.5 DEVELOPMENTS OF CONSUMER INTEREST IN  
THE ASIA-PACIFIC: REPORT BY A REPRESENTATIVE  
OF THE ASIA-PACIFIC MEMBERS OF COPOLCO**

## AGENDA ITEM 17.5 DEVELOPMENTS OF CONSUMER INTEREST IN THE ASIA PACIFIC REGION

---

This report was recently developed as part of an ISO/Council project on regional engagement initiatives for stakeholders, and appears below for the information of ISO/COPOLCO.

### 1. Title of the case study

- Asia and Pacific Consumer Network on International Standardization (AP COPOLCO)

### 2. Executive Summary: few sentences with a summary of the case study.

- A network established in 2006 to strengthen consumer representation in international standardization and conformity assessment among Asian and Pacific Island developing countries. Between 2006 and 2009, the capacity building activities were funded partially by the Ministry of Economy, Trade and Industry of Japan (METI).

### 3. About: Introduction to the organization (including responsible team) and stakeholders involved.

- a. Aims to strengthen consumer representation and empower consumer representatives in Asia and Pacific Island developing countries and emerging economies in areas related to standards development activities.
- b. through positive and mutually beneficial engagement with national standards bodies in Asia and Pacific Islands or their nominated representatives.
- c. Primary role of
  - i. Continuously enhance Asia and Pacific Islands consumer voice in international and regional standards development such as APEC and ASEAN.
  - ii. Provide a venue to share best practices among members

Address issues of concern and how standards can help promote development or enhancement of current standards.

- Currently, those attending the AP COPOLCO workshops and meetings at the ISO COPOLCO workshop and plenary will be automatically registered as members unless they decline.
- Membership is opened for individuals and organizations. Individuals may also register as resource persons if they wish to impart expert knowledge to the work of AP COPOLCO. The expertise extended should correspond with consumer needs in either their native country, the region or internationally.
- Coordination:
  - Chairman: Prof Datuk Dr. Marimuthu Nadason
  - Lead Coordinator: Ms. Nur Asyikin Aminuddin (Mrs)
  - Asia Coordinator: Vacant
  - Pacific Islands Coordinator: Ms. Premila Kumar - Fiji

### 4. Challenges: a description of the challenges identified and goals to be achieved.

- a. funding sustainability
- b. civil society organizations are more inclined towards human rights and poverty alleviation
- c. poorer consumers are more price aware than safety and quality; poverty is the big problem in Asia and the income gap is widening

### 5. Results and timeframe: results obtained (including whether goals have been achieved) and time spent.

- a. Awareness of Good Standardization Practices based on ISO's approaches.

- i. Trained over 300 NSB officers and consumer representatives from 2007 to 2013 on international standardization practices, stakeholder engagement in standards development and conformity assessment, technical regulations, standards and consumer protection. Annual reporting and updates at ISO COPOLCO plenary.
- b. Balanced stakeholder participation
  - i. Contributed to improved participation in ISO work by NSBs in Indonesia, Viet Nam, Lao PDR, Fiji, and Myanmar.
- c. Best practices in stakeholder engagement and participation in national standards development infrastructure:
  - i. Annual reporting and updates at ISO COPOLCO plenary. sharing of reports; inputs to ISO COPOLCO capacity building. Publication of Standards Asia - See link:
  - ii. <http://www.standardsusers.org/Clients/standardsusers/publication%20cover/standardsasiaapril2014.pdf>
  - iii. <https://login.totalweblite.com/Clients/standardsusers/publication%20cover/standardsasiaapril15.pdf>
- d. Toolkit to assess current standards and accreditation systems/infrastructure against best practices or criteria for Good Standardization Practices toolkit

NOT DONE - limited resources

- 6. Next steps (if needed):** a summary of any next steps (initiatives to be taken to keep the momentum, monitoring of the success of the actions taken, new projects to be launched)
- o to formalize network as a legal entity and strong governance structure
  - o identify initial funding sources and strengthen current partnerships
  - o extend network as the registered entity within ASEAN and Pacific Island Forum



# ABOUT AP COPOLCO

---

## Introduction / Background

Consumers are important stakeholders in the standards development activities but to a certain extent their involvement and participation has been very limited namely in developing and least developed countries.

Among the reasons cited for the lack of participation by consumers (or their representatives) are:

- lack of awareness on the importance of consumer inputs in the development of standards
- lack of knowledge and understanding on standards development process: national, regional and international
- lack of funding
- lack support from national standards bodies to encourage consumer participation in standard and standardization activities

The reasons above has been emphasized time and again at many meetings which sought to improve consumer participation in the development of standards; namely at ISO COPOLCO (International Organisation for Standardization – Consumer Policy Committee) meetings and workshops. The ISO COPOLCO membership has been steadily increasing since its establishment under the Council in 1978. Its current membership stands at 103 whilst the ISO membership stands at 159 (as of Dec 2009).

Consumer and end user inputs related to safety, performance issues and service quality problems have been valuable to enhance the relevance of standards. Those who comply with these standards have improved customer retention and loyalty.

For example:

In the United States

In the United States, consumer representatives made significant contributions to the development of the recently published revisions to ASTM F963 on Toy Safety. They provided data and a consumer perspective that helped shape the standards for magnets and yo-yo elastic tether toys which presented a risk of strangulation.

In Malaysia

The Industrial Standards Committee on Plastics and Plastic product revised the national standards on plastic feeding bottles. The Malaysian Association of Standards Users with updates on the status of Bisphenol-A has advised that limits and test methods be established in the standards. This has proven valuable for the protection of young consumers.



### In India

In India there were thousands of customer complaints regarding the misrepresentation of the purity of precious metal in jewelry. Many will find out only too late when they resell their jewelry that the purity is lower than what they were made to believe. This prompted the development of the Hallmark scheme by the Indian government and the use of Indian Standards IS 1417:1999 and IS 1418:1999. This scheme is managed by the Bureau of Indian Standards (BIS).

### In the United Kingdom

In the late 1980s, following the death of a young child in the United Kingdom due to the inhalation of a pen cap, a Member of Parliament asked the Government to take action. This was not the first death – there had been nine in the preceding 15 years. A consumer representative acting in the capacity of chair of a committee established by BSI ensured that the scope of the standard for pen caps reflected the needs of the consumer that the test methods replicated the hazard and appropriate performance criteria were set. Since the publication of this standard, no deaths due to inhalation of pen caps have been recorded in the United Kingdom. (BS 7272:1990, provides requirements for the safety of pen caps and associated test methods)

## Asian Network for Consumer (ANCO) Participation in Standardization

The ANCO predecessor was the informal Asia Pacific COPOLCO group which was established and had the first meeting in Bangkok in 2003 during the 25th ISO COPOLCO Workshop and Plenary Session. The AP COPOLCO lead by the Japanese Standards Association or JSA also conducted two seminars, the first of it was held in September 2003 in Tokyo on Consumer Participation. The second seminar was held in December 2004 on Social Responsibility as follow up activities to the 24th ISO COPOLCO workshop and plenary held in Trinidad and Tobago on Corporate Social Responsibility, in 2002.

To supplement AP COPOLCO's seminars and workshop activities JSA published three newsletters on AP COPOLCO.

JSA saw the need to strengthen the role of AP COPOLCO and to structure its strategies and approaches. Therefore JSA invited the Malaysian consumer representative, Datuk Marimuthu Nadason (President of the Malaysian Association of Standards Users) to co-chair the AP COPOLCO with Prof Tsuneo Matsumoto (Head of Japanese Delegation to the ISO COPOLCO workshops and plenary). At the 28th ISO COPOLCO meeting in Kuala Lumpur in 2006, AP COPOLCO was formally named the Asian Network for Consumer Participation in Standardization or ANCO.



## ANCO's Purpose and Objectives

### ANCO's Mission

ANCO aims to strengthen consumer representation and empower consumer representatives in Asian developing countries and emerging economies in areas related to standards development activities. ANCO plans to achieve the above among others through positive and mutually beneficial engagement with national standards bodies in Asia or their nominated representatives.

### ANCO's Objectives

ANCO was established to strengthen consumer representation and empower consumer representatives in the developing countries and emerging economies of Asia in areas related to standards development activities. ANCO plans to achieve this, among other objectives, through positive and mutually beneficial engagement with national standards bodies in Asia or their nominated representatives. ANCO's objectives are: The first workshop was held in Tokyo in 2007, addressing issues related to Accessible Design. The second and third workshop was held in Kuala Lumpur in 2008 and 2009 respectively. At the second workshop addressing issues related to product safety, the secretariat decided that ANCO addresses two core subjects where standards can help i.e product safety and accessible design. The two subjects for the workshop will be addressed on rotational basis (see below):

- To enhance awareness of the importance of consumer inputs in the development of standards through participation of Asian developing countries and emerging economies.
- To be recognised as a reference point for consumer inputs in regional standards development activities such as the ASEAN ACCSQ, the APEC SCSC and the PASC.
- To be reference and facilitator to impart knowledge and understanding on standards development process, nationally, regionally and internationally.

The primary functions of the ANCO are to:

- Continuously enhance Asian consumer voice (namely from the developing Asian countries) in international and regional standards development such as APEC and ASEAN.
- Provide venue to share best practices among members
- Address issues of concern and how standards can help promote development or enhancement of current standards.

The first workshop was held in Tokyo in 2007, addressing issues related to Accessible Design. The second and third workshop was held in Kuala Lumpur in since 2008. ANCO workshop themes:

### ANCO workshop themes:

Year	Theme
2007	Accessible Design
2008	Product Safety
2009	Accessible Design
2010	Product Safety
2011	Product Recall
2012	APEC PSIISS workshop -

Following the economic crisis in 2008 and 2009, the Ministry of Economy, Trade and Industry of Japan (METI) which was graciously providing partial funding for participants to attend the ANCO workshops decided to withdraw the funding and thus the co-chairing arrangement of the ANCO.

The Malaysian Association of Standards Users in an effort to provide sustainability to the efforts of the ANCO and to continue promote importance of consumer participation in development of standards among Asian developing countries decided to continue the work of ANCO. This decision was made at the ANCO meeting held during the 31st ISO COPOLCO Workshop and Plenary held in New Delhi.

In an effort to further strengthen the role of ANCO in the Asian region and to ensure Asian developing countries' consumers have stronger representation in both regional and international standards development activities, Standards Users decided to revise ANCOs objectives and develop a mission for the network.





## Action Plan and Key Result Areas (KRAs)

Item	Objectives	KRA 1	KRA 2	KRA 3	KRA 4
2.2.a	To enhance awareness on the importance of consumer inputs in the development of standards through participation of Asian developing countries and emerging economies.	Knowledge Exchange – workshops / seminars/ meetings	Publication / information booklets/ Standards Asia Magazine	Websites / links	Funding / Partners
2.2.b	To be recognized as a reference point for consumer inputs in regional standards development activities such as the ASEAN ACCSQ, the APEC SCSC and the PASC.	Network with ACCSQ, SCSC, PASC through NSBs	Identify common issues - Priority Areas	Newsletters - on priority area updates	
2.2.c	To be reference and facilitator to impart knowledge and understanding on standards development process: national, regional and international	Training (coordinate with ISO / DEVCO etc)	Resource persons (AOTS etc)	Websites / links	Working papers / studies/ surveys

## ANCO Membership

Currently those attending the ANCO workshops and ANCO meetings at the ISO COPOLCO workshop and plenary will be automatically registered as members unless they decline.

Membership is opened for individuals and organizations. Individuals may also register as resource persons, if they wish to impart expert knowledge to the work of ANCO. The expertise extended should correspond with consumer needs in either their native country, the region or internationally.

Currently there are members from the Republic of Korea, Japan, China, Australia, Thailand, Vietnam, Malaysia, Singapore, Indonesia, Sri Lanka, Fiji and the Philippines (as of December 2011).



---

## About Pacific Island Countries Standards and Consumers Network (PICSCN)

The Pacific Island Countries Standards and Consumers Network (PICSCN) was informally established on 17 May 2012 at the 34<sup>th</sup> ISO COPOLCO meeting which was held in the Fiji Islands. The ISO COPOLCO meeting was hosted by the Ministry of Industry and Trade, Fiji.

The 34<sup>th</sup> ISO COPOLCO meeting resolution reads:

supports the ANCO initiative to establish a Pacific Island Consumer Network and encourages Pacific Island Countries to voice their consumer concerns through ANCO to COPOLCO

The PICSCN was mooted at the Asian Network for Consumer Participation in Standardization Meeting (ANCO) which was held on 14 May 2012 in conjunction with the 34<sup>th</sup> ISO COPOLCO meeting events.

The focus areas for PICSCN are:

- i. Standards and standards development
- ii. General Consumer Protection
- iii. Metrology

The aim of the PICSCN is to:

1. Raise the awareness among consumers, industry and government on the importance of standards, consumer protection and sound metrology infrastructure
2. Inform Pacific Island Countries' policies on standards, consumer protection and metrology
3. Enhance capacity of different stakeholders to advance standards, consumer protection and sound metrology infrastructure in the Pacific Island Countries

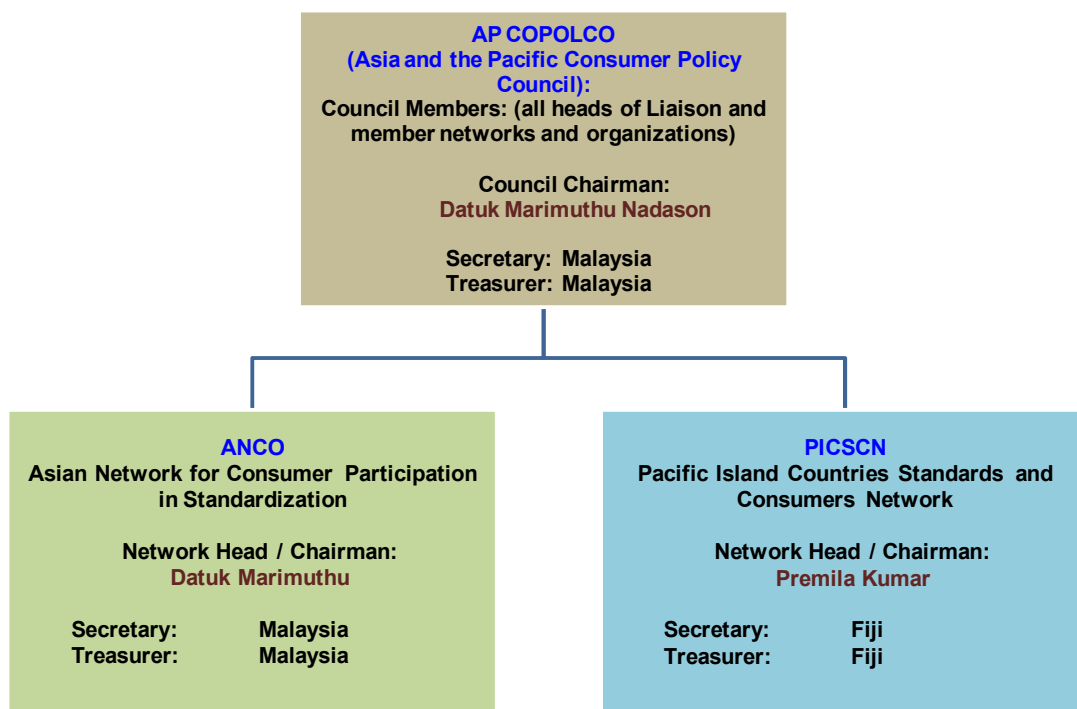


## Birth of AP COPOLCO

The Asia and the Pacific Consumer Policy Council or AP COPOLCO was an outcome of the 34<sup>th</sup> ISO COPOLCO Plenary and related events - May 2012 in the Fiji Islands. At the plenary the resolution to extend the ANCO (or Asian Network for Consumer Participation in Standardization) to include the Pacific Island Countries Standards and Consumers Network (PICSCN) was approved.

Thus the AP COPOLCO (ANCO and the PICSCN) was established; to advance consumers' interests in national, regional and international standardization.

## Organization Structure of the AP COPOLCO





## Objectives and Work Packages of AP COPOLCO

### 1. Raise the awareness on the importance of standards, consumer protection and sound metrology infrastructure among all stakeholders.

#### WORK PACKAGE:

Typically involves workshop sessions for consumer protection and trade related agencies, NSBs, consumer organizations and other civil society organizations.

Existing and new publications together with user-friendly websites will improve access to knowledge needed to raise awareness and subsequently inform development of policies related to **standards, accreditation and consumer protection** in Asian developing and Pacific Island Countries.

- Awareness on Good Standardization Practices based on ISO's approaches
  - About ISO standards development
  - About ISO COPOLCO and briefly about other policy committees in ISO
- Balance stakeholder participation
  - Definition of stakeholders
  - Stakeholder category – widely practiced category and other practices
  - Importance of each stakeholder and special focus on the role of consumers and consumer organizations
- Best practices in stakeholder engagement and participation in national standards development infrastructure: Malaysia, Singapore, Fiji, COPANT, Indonesia, Thailand, India
- Toolkit to assess current standards and accreditation systems / infrastructure against best practices or criteria for Good Standardization Practices

### 2. Inform Asian developing countries' and Pacific Island Countries' policies on standards, consumer protection and metrology.

#### WORK PACKAGE:

Incident information sharing will be useful to determine the need for new standards, revise existing standards or need for new product safety regulations. Alternative or Cross Border consumer dispute resolution information will assist in determining measurements, testing needs and accreditation activities for Asian developing countries' Pacific Island Countries. The AP COPOLCO secretariat will work towards developing directory or clearinghouse of pertinent information to achieve better consumer protection, improved standards, accreditation and metrology infrastructure in the Asian developing countries and Pacific Island Countries.

Improving standards development infrastructures:

- Metrology
- Standardization
- Accreditation



Build support system – regional standards institute / academy / website / e-learning (twin with UNITAR maybe) / etc / research materials / newsletter / magazine / workshops.

### 3. Enhance capacity of different stakeholders to advance standards, accreditation, consumer protection and metrology in the Asian developing countries and Pacific Island Countries.

#### WORK PACKAGE

Through training and awareness sessions representatives of Asian developing countries Pacific Island Countries are more prepared to represent consumers and trade interests of their beneficiaries at international standards development activities.

The relevant stakeholders will be assisted in building technical capacity to effectively participate in standards development and metrology – ***beginning with consumers and consumer organizations.***

Produce training module and other supporting materials – online training like ISO COPOLCO; publications etc

Build support system – regional standards institute / academy / website / e-learning (twin with UNITAR maybe) / etc / research materials / newsletter / magazine / workshops)

---

### Abbreviation:

ACCSQ	Asean Consultative Committee on Standards and Quality
APEC SCSC	APEC Sub-Committee on Standards and Conformance
ISO DEVCO	International Organisation for Standardization – Committee on Developing Country
PASC	Pacific Area Standards Congress

No.	Country	About the Organization	IS / Regional Standards Membership / Involvement
1	Cambodia	<p><b>1997</b>, established Standards Office under the Department of Industrial Technique of MIME;</p> <p><b>2002</b>, Promoted the Standards Office to be a Department of Industrial Standards of Cambodia (ISC);</p> <p><b>2008</b>, promoted the Department of Industrial Standards of Cambodia to be an Institute of Standards of Cambodia (ISC).</p>	<p>ISO - Correspondent Member</p> <p>No PDC membership</p>
2	Myanmar	<p>Ministry of Science and Technology</p> <p><b>Focal Point:</b> Standardization Development Renewable Energy</p>	<p>ISO - Correspondent Member</p> <p>One PDC member - O-member of DEVCO</p>
3	Viet Nam	<p>VSQI is the standards body under Directorate for Standards, Metrology and Quality (STAMEQ)</p> <p>VSQI is: supporting the functions of state management; developing National standards; conducting science research, training and technical service on standards, quality (product certification), barcode and national quality award activities; Involving in development of technical regulations concerned,</p>	<p>ISO - full member ; IEC - assc member ; <b>3 PDC membership: 2 P member of CASCO and DEVCO and O-member of COPOLCO</b></p> <p>CAC - Codex Alimentarius Committee Full member;</p> <p>EAN - European Article Numbering – International (GS1) Full member;</p> <p>PASC - Pacific Area Standards Congress Full member;</p> <p>ACCSQ - ASEAN Consultative Committee for Standards and Quality Full member;</p> <p>APEC - SCSC- Asian Pacific Economy Cooperation - Sub Committee for Standards Conformance Full member;</p> <p>ASEM/TFAP/SCA - Asia-Europe Meeting / Trade Facilitation Action Plan / Standards and Conformity Assessment Member</p>
4	Lao PDR	<p>Department of Standardization and Metrology had devised from DISM in 2011 under the MOST</p> <p>Division of Standard and Quality ( DSQ ) had be devised two section as Division of Standard and Quality Center. National Committee for the Standard was established in 2001.</p>	<p>ISO - Subscriber Member since 2007 ; WTO since 2013 No. ISO PDC membership</p>

No.	Country	Governing laws	Purpose in relation to Standards
1	Cambodia	<p><b>Control of Quality and Safety of Products, Goods and Services;</b> June 21, 2000;            Sub-decree No. 42, on Industrial standards, 15 May 2001;  <b>Law on Standards of Cambodia, 24 June 2007;</b>            Sub-decree N0.62 on Organizing and Functioning of the Institute of Standards of Cambodia, 04 June 2008;            Others Ministerial Regulations</p>	<p><b>Develop</b> all kind of national standards includes products standards, service standards and management system standards;  <b>Develop all kind of guidelines, code of good practice,</b> etc for every sectors;  <b>Promote the implementation</b> of standards;</p>
2	Myanmar	<p>Science and Technology Development Law (1994)            -responsibility for conformity assessment and metrology            -infrastructure focal point National Quality Infrastructure            -multi-disciplinary research department (9) research dept. and (5) technical support dept. MSTRD has been drafted the <b>National Standards Law in 2002.</b>  <b>At June 2012, draft law on consumer protection</b> being discussed with 85 participants in Trade Institute.</p>	<p>(1) To cooperate with the international standardization bodies.            (2) To provide technical information on standardization            (3) To organize the seminar on awareness of standardization in industrial zones.            (4) Qualitative and quantitative improvement of industrial products;            (5) Production of new industrial items;            (6) Manufacture of industrial equipment ; and            (7) Acquisition of good opportunities required for the industrialization of the nation.</p>
3	Viet Nam	<p><b>Law on Standards and Technical Regulations (2006)</b>  <b>Law on Products Quality and Goods (2007)</b>            Government Decree No 127/2007/ND-CP dated 1/8/2007 "Detailed stipulation on Law's provisions implementation"            Ministry of Science &amp; Technology Circular No 21/2007/TT-BKHNCN dated 28/9/2007 "Guide on standards development and application"</p>	<p>Improve productivity, quality and market access for businesses and industries,            protect consumer interests and enhance safety, health and environmental condition for country            Serving as tools for:  <u>national</u> industrialization and modernization development and successful integration to the world economy  <u>facilitating</u> trade and investment in Viet Nam            Enhancing the technology transfer for Viet Nam industry</p>
4	Lao PDR	<p><b>Law on Standardization No. 13/NA 2007</b>            Regulation on the Registration of Product and Goods No.1037/ STEA-PMO            Regulation on the Quality Inspection of Goods No. 1226/STEA-PMO            Regulation on the Use of Standard Mark for Lao Product and Goods No.1718/STEA-PMO</p>	



No.	Country	Current actions to promote balance stakeholders participation	How is consumer participation promoted OR addressed currently?
1	Cambodia	<p>Promoted related stakeholder to participated in all TCs &amp; WGs and NSC meeting for developing standards</p> <p>Launching standards for getting comments from stakeholder Promoted related stakeholder to participated in workshop/training programs</p> <p>Promoted related stakeholder to participated in regional and international standards programs</p>	<p><b>Provide services on training and awareness</b> program to all stakeholder and interested parties</p> <p><b>Provide consultancy</b> services on standards <b>Implementation and practices</b> to all stakeholder and interested parties.</p>
2	Myanmar		<p>Several workshops were conducted among industry representatives eg Myanmar Federation Chambers and Commerce Industry and Myanmar Medical Association about consumer protection - in 2012. Awareness about product quality is increasing among consumers and businesses.</p>
3	Viet Nam	<p>Dissemination of the benefits of participation in standardization activities within concerned stakeholders</p> <p>Creating an favorable environment for encouraging all people and organizations to participate in draft standards comment process</p> <p>Enhancing stakeholders awareness</p> <ul style="list-style-type: none"> <li>- Providing opportunities for stakeholders expressed their view and expectations</li> </ul> <p>Encourage industry's participation in Standards Technical Committees</p> <p>Ensuring stakeholder's interests through participation in the standards development process</p> <p>Analyzing the level of stakeholders participation in the technical activities for further improvement</p> <p>Try to influence to the stakeholder's leadership when/where possible in promoting their participation</p>	<p>Communication and education on standardization for stakeholders and consumers -</p> <p>Improving consumer's confidence in quality of goods and services, enhance safety, health and environmental condition through encouraging the use of standards &amp; conformity assessment - standards and standardization benefit awareness campaign for consumers to meet their expectations - Standards</p> <p>Information dissemination to consumers for their understanding and protecting themselves. - Addressing the consumers participation in standards development at different consumer's workshops and seminars promoting consumers protection interests</p>
4	Lao PDR		

No.	Country	Challenges faced in prioritizing standards work and promoting balance stakeholder participation
1	Cambodia	Shortage of technical staffs Shortage of standards knowledge Shortage of documents Awareness of stakeholders about standards is limited Standardization is the government task not related with stakeholders Participation in standardization is not important at current policy level
2	Myanmar	Challenges participating in IS activities : <span style="float: right;">1. Information sharing and promoting the standardization activities (In Myanmar , the international standardization activities are not widely informed and promoted to private and public sectors.)</span> 2. Engagement of the stakeholders (the information of the benefits to participate in the international standardization activities is still limited to encourage the stakeholders) 3. Coordination on standards activities between line ministries and the private sector. 4. Lack of awareness by SME's of the benefits of implementing international standardization activities. 5. Limited budge to conduct training and seminars on international standardization. 6. Limited financial and human resources. 7. Limited availability of standards and information on standards and public understanding of international standards. 8. Difficult to access international and regional information due to language barrier. 9. Lack of skilled staff and hands on experiences in implementation of international standards. 10. Co- operation with Regional and International Organization.
3	Viet Nam	In the Standards development works: + Not proper standards proposal (standards project) submitted and lacking active participation from relevant organizations proposing the standards works + Procedure for prioritizing, skill and knowledge of the staff in sectors & markets,  In balancing the stakeholders: + lacking active participation from industry + Consumers representatives limited in some sectors
4	Lao PDR	Lack of skills manpower and experiences on Standards and Conformity Assessment Lack of testing equipment Quality assurance technology in the industry Small persons to carry out of standardization activities and less awareness Limited of budget to formulate and develop standards and quality There is no: Certification body for systems certification, Accreditation Body



**AGENDA ITEM 17.6 DEVELOPMENTS OF CONSUMER INTEREST  
IN THE LATIN AMERICAN REGION: REPORT  
BY A REPRESENTATIVE OF COPANT**



## **AGENDA ITEM 17.6 DEVELOPMENTS OF CONSUMER INTEREST IN THE LATIN AMERICAN REGION – REPORT FROM COPANT**

---

**COPOLCO ACTION** Members are invited to note the report

The Pan American Standards Commission, COPANT, is a civil non-profit association that comprises the National Standards Bodies (NSB) of the Americas, which currently total 32 active members and 10 adherent members.

COPANT is the reference for technical standardization and conformity assessment for its members and stakeholders, and promotes its members' development.

COPANT has submitted a case study about its activities to the ISO Council, in the context of a recent ISO Council Standing Committee on Strategy project to develop a Guideline on regional engagement (see Annex 1).

COPANT will hold its General Assembly in Montego Bay, Jamaica from 16-17 April 2018, followed by various workshops on 18 and 19 April. The programmes are at Annex 2.

ISO/COPOLCO is organizing a training workshop on 20 April with the support of ISO's capacity building services, on the theme *Building consumer trust through standards and innovation*. More information about this event appears under agenda item 14.

1. **Title** of the case study.

Dissemination of ISO standards jointly translated into Spanish by ISO Members with COPANT membership in the Latin-American region

2. **Executive Summary:** few sentences with a summary of the case study.

The majority of ISO Members from Latin-American share Spanish as a common language. This has been an opportunity to come together and share best practice within COPANT in order to foster regional cooperation and benefit from the common effort. This case study refers to the joint translation of certain ISO standards, particularly those relevant to the region, in order to promote a wider dissemination and facilitate the use of those standards, as well as their capacity to support national stakeholders in international trade.

COPANT hosts annually a ISO/TMB Spanish Translation Management Group (STMG) meeting and promotes the participation of ISO Members in the region in ISO/TC Spanish Translation Task Groups through different mechanisms, such as, offering financial support for attending meetings, promoting the use of virtual meetings of mirror groups, etc.

3. **About:** Introduction to the ISO member (including responsible team) and stakeholders involved.

The Pan American Standards Commission, COPANT, is a civil non-profit association. It has complete operational autonomy and is of unlimited duration.

It comprises the National Standards Bodies (NSB) of the Americas, which currently total 32 active members and 10 adherent members.

COPANT is the reference for technical standardization and conformity assessment for the countries of the Americas for its members and international peers, and promotes the development of its members.

4. **Challenges:** a description of the challenges identified and goals to be achieved.

“ISO standards used everywhere” , that is the goal of the ISO Strategy 2016-2020 and what precisely motivated several ISO Members in the area of influence of COPANT that share Spanish as a common language to establish the first ISO/TC Spanish Translation Task Group “ISO/TC 176” in 2000. As globalization was becoming more present, the Spanish speaking community decided to take a step forward and get together to provide to its stakeholders a timely and sole Spanish version of ISO standards. The motivation, capacities and resources from the ISO Members in the region were significantly different, and consequently, the role of the regional standards body, COPANT, was key to facilitate access to some ISO Members to the translation processes, as well as to the information on the available translated ISO standards. Likewise, being part of the STMG encourages COPANT members to participate actively in the ISO standards drafting process. Besides using Spanish as a common language in Latin America, undoubtedly there are differences between each country: some terms have different meanings depending on the country, wording, among others constitute a challenge for the group. Hence, a new type of

consensus is established by using harmonized parameters in every standard that is translated.

Another activity undertaken by COPANT, related to the dissemination of ISO work and news in Spanish speaking countries, was to translate the ISO magazine, ISOFocus, since 2013, in its printed and online versions.

5. **Results and timeframe:** results obtained (including whether goals have been achieved) and time spent.

To date, there are 9 ISO Technical Committees with Spanish Translation Task Groups. Nearly 100 ISO deliverables have been translated into Spanish. Over 15 ISO members participate in the ISO/TMB Spanish Translation Management Group, i.e, the group that decides on the standards to be translated, and thanks to the role of COPANT, a total of 17 ISO Members benefit from participation in the translation works, thus contributing to have those ISO standards more widely used by their stakeholders.

The common work between all the countries also represents financial savings, rather than every country working on a translation individually.

Through international participation of the members of COPANT on the committees, the STTF can start to work earlier on the process (from FDIS or even DIS, and reach consensus earlier). As a result of the Spanish Translations Task Groups that have been implemented, a common glossary of terms and translation has been developed, which ensures harmonized translated documents.

Additionally, COPANT has developed a database (SINCOPANT) where its members can upload the information on the ISO standards available in Spanish from the different members, which allows members to benefit from already existing translations in this network.

6. **Next steps (if needed):** a summary of any next steps (initiatives to be taken to keep the momentum, monitoring of the success of the actions taken, new projects to be launched)

Translation of ISO standards into Spanish is a constantly ongoing activity. Future steps will focus mostly in two areas. In the first place, further capacity building for members in the region is necessary to enhance their capacity to manage the convenorship and secretariat roles of the Spanish Translation Groups, in order to be more effective and efficient in their work. Additionally, further and periodical assessment of evolving translation supporting technologies should also be carried out in order to make these processes more efficient and reduce the gaps between the edition of the Spanish version vis a vis the official EN and FR versions.

7. **Annex (if needed):** supporting presentations, visuals or brochures.



UNA VOZ:  
NORMALIZADA REGIONALMENTE,  
ARMONIZADA GLOBALMENTE



BSJ Bureau of  
Standards  
Jamaica

NE VOICE:  
REGIONALLY STANDARDIZED,  
GLOBALLY HARMONIZED

## REUNIÓN DE ASAMBLEA GENERAL 2018 / GENERAL ASSEMBLY MEETING 2018

Lunes 16 de abril / Monday 16 April		Martes 17 de abril / Tuesday 17 April	
08h30 - 09h00	<b>Parte 1 – Asuntos Iniciales</b> <b>Section 1 - Opening Items</b> 1.1 Sesión de apertura <b>1.1 Opening Session</b> 1.2 Verificación del Quórum <b>1.2 Roll call of Delegates</b> 1.3 Adopción de la Agenda <b>1.3 Adoption of the Agenda</b> 1.4 Nombramiento de la Comisión de Resoluciones <b>1.4 Appointment of Resolutions Committee</b> 1.5 Adopción de Acta de la reunión de Asamblea General COPANT 2017 <b>1.4 Adoption of Minutes of 2017 COPANT General Assembly</b>	<b>Sesiones de discusión (en paralelo)</b> <b>Break-out sessions (in parallel)</b> <b>Nota:</b> Cada sesión durará 75 minutos y se repetirá 2 veces para dar opción a los participantes de participar en varios grupos. Los coordinadores de cada grupo deben definir los panelistas, preparar el material, moderar las discusiones, preparar y presentar las conclusiones <b>Note:</b> Each session will last 75 minutes and will be repeated 2 times to give participants the option to participate in various groups. The coordinators of each group should define the panelists, prepare the material, moderate the discussions, prepare and present the conclusions	<b>Panel</b> <b>Panel</b> <b>Panel de los Organismos Internacionales/Nacionales de cooperación - Actualización de actividades realizadas y programa de apoyo a la región para el 2018:</b> PTB, ONUDI, ANSI/USAID, UNE and CROSQ. <b>Moderador:</b> Chantal Guay (SCC) <b>Panelistas:</b> Niklas Cramer (PTB), ONUDI, Jessica Roop (ANSI/USAID), Javier Muñoz (UNE) y Deryck Omar (CROSQ) <b>Preguntas y Respuestas</b>
	<b>Parte 2: Reportes</b> <b>Part 2: Reports</b> 2.1 Palabras del Presidente <b>2.1 Address by the President</b> 2.2 Informe de Tesorería <b>2.2 Report of the Treasurer</b> 2.2.1 Balance del presupuesto de 2017 <b>2.2.1 Balance of 2017 budget</b> 2.2.2 Ratificación del Presupuesto de 2018 <b>2.2.2 Ratification of 2018 Budget</b> 2.3 Informe de la Secretaría Ejecutiva <b>2.3 Report of the Executive Secretary</b>	<b>Grupo 1: Involucrar a las partes interesadas</b> <b>Group 1: Engaging Stakeholders</b> <b>Moderadores:</b> Joe Tretler (ANSI) y César Díaz (INEN) <b>Panelistas:</b> Cahntal Guay (SCC), BNSI, SVGBS? <b>Moderators:</b> Joe Tretler (ANSI) and César Díaz (INEN) <b>Panelists:</b> Cahntal Guay (SCC), BNSI, SVGBS?	09h00 - 09h40 <b>Panel of International/National Cooperation Organizations - Update of activities carried out and program of support to the region for 2018:</b> PTB, UNIDO, ANSI/USAID, UNE and CROSQ: <b>Moderator:</b> Chantal Guay (SCC) <b>Panelists:</b> Niklas Cramer (PTB), UNIDO, Jessica Roop (ANSI/USAID), Javier Muñoz (UNE) and Deryck Omar (CROSQ) <b>Q&amp;A</b>
09h00 - 10h00	<b>2.2 Report of the Treasurer</b> 2.2.1 Balance del presupuesto de 2017 <b>2.2.1 Balance of 2017 budget</b> 2.2.2 Ratificación del Presupuesto de 2018 <b>2.2.2 Ratification of 2018 Budget</b> 2.3 Informe de la Secretaría Ejecutiva <b>2.3 Report of the Executive Secretary</b>	<b>Grupo 2: Normas, reglamentos y políticas públicas</b> <b>Group 2: Standards, regulations and public policies</b> <b>Moderadores:</b> Claudia Cerda (INN) y Yanira Colindres (OSN) <b>Panelistas:</b> Jessica Roop (ANSI), Germán Nava (ICONTEC), Karen Watson Brown (BSJ), SLBS, SKNBS? <b>Moderators:</b> Claudia Cerda (INN) and Yanira Colindres (OSN) <b>Panelists:</b> Jessica Roop (ANSI), German Nava (ICONTEC), Karen Watson Brown (BSJ); SLBS; SKNBS?	09h40 - 10h00 <b>Presentación de conclusiones de las sesiones de discusión</b> <b>Presentation of conclusions of the break-out sessions</b>
	<b>Pausa café / Coffee break</b>	<b>Pausa café / Coffee break</b>	10h00 - 10h30 <b>Sesión de discusión: Información de e intercambio de experiencias con los miembros adherentes de COPANT</b> <b>Discussion Session: Information from and experience exchange with adherent members of COPANT</b>
	<b>Pausa café / Coffee break</b>	<b>Pausa café / Coffee break</b>	10h00 - 10h30 <b>Pausa café / Coffee break</b>
10h00 - 10h30	<b>Pausa café / Coffee break</b>	<b>Grupo 3: Sostenibilidad financiera de los ONNs</b> <b>Group 3: Financial sustainability of NSBs</b> <b>Moderadores:</b> Mauricio Céspedes (INTECO) y Mkabí Walcott (SCC) <b>Panelistas:</b> Javier García (UNE), Stephen Wedderburn (BSJ), Roberto Montoya (ICONTEC), GDBS? <b>Moderators:</b> Mauricio Céspedes (INTECO) and Mkabí Walcott (SCC) <b>Panelists:</b> Javier García (UNE), Stephen Wedderburn (BSJ), Roberto Montoya (ICONTEC), GDBS?	<b>Sesiones de trabajo: Grupos de Trabajo de las Prioridades Estratégicas de COPANT</b> <b>Breakout Sessions: Working Groups of COPANT's Strategic Priorities</b>
10h30 - 11h20	<b>Panel de los Organismos Internacionales ISO, IEC, ITU y CODEX:</b> Actualización de actividades realizadas y programa de apoyo a la región para el 2018 <b>Moderador:</b> Jesús Lucatero (Vicepresidente de COPANT) <b>Panelistas:</b> Representantes de ISO, IEC, ITU y CODEX <b>Preguntas y Respuestas</b> <b>Panel of the International Organizations ISO, IEC, ITU and CODEX:</b> Update of activities carried out and program of support to the region for 2018 <b>Moderator:</b> Jesús Lucatero (Vice President of COPANT) <b>Panelists:</b> Representatives of ISO, IEC, ITU and CODEX <b>Q&amp;A</b>	<b>Grupo 4: Digitalización de la normalización</b> <b>Group 4: Digitization of standardization</b> <b>Moderadores:</b> Steven Cornish (ANSI) y Claudia Sama (DGN) <b>Panelistas:</b> Tony Zertuche (ANSI/USNC), Nelson Al Assal (ABNT), David Bell (BSI), Claudia Cerda (INN); GNBS? <b>Moderators:</b> Steven Cornish (ANSI) and Claudia Sama (DGN) <b>Panelists:</b> Tony Zertuche (ANSI/USNC), Nelson Al Assal (ABNT), David Bell (BSI), Claudia Cerda (INN); GNBS?	<b>Nota:</b> Cada sesión durará 40 minutos y se repetirá 2 veces para dar opción a los participantes de participar en varios grupos. Los líderes de cada GT son responsables de preparar el material previo, moderar las discusiones para programar actividades, preparar y presentar las conclusiones <b>Note:</b> Each session will last 40 minutes and will be repeated 2 times to give participants the option to participate in various groups. The leaders of each WG are responsible for preparing the previous material, moderating the discussions to schedule activities, preparing and presenting the conclusions
	<b>Panel de los Organismos Regionales y Subregionales - Cooperación/Colaboración mutua con COPANT:</b> <b>Moderador:</b> Osvaldo Petroni (Tesorero de COPANT) <b>Panelistas:</b> Representantes de CEN/CENELEC, PASC, IAAC, CROSQ y FINCA	<b>Grupo 1: Desarrollo de Capacidades</b> <b>Group 1: Building Capacity</b> <b>Líderes:</b> Osvaldo Petroni (IRAM) y Jesús Lucatero (DGN) <b>Leaders:</b> Osvaldo Petroni (IRAM) and Jesús Lucatero (DGN)	
		<b>Grupo 2: Aumentar la participación en el trabajo internacional en áreas económicas específicas</b> <b>Group 2: Increasing participation in international work for targeted economic areas</b> <b>Líderes:</b> Carlos Amorim (ABNT) y Joe Tretler (ANSI)	

11h20 - 12h00	<p><b>Preguntas y respuestas</b></p> <p><i>Panel of Regional and Subregional Organizations - Cooperation/Collaboration with COPANT:</i></p> <p><i>Moderator: Osvaldo Petroni (Treasurer of COPANT)</i></p> <p><i>Panelists: Representatives of CEN/CENELEC, PASC, CROSQ and FINCA</i></p> <p><b>Q&amp;A</b></p>
	<p><b>Parte 3: Temas que requieren discusión y toma de acción</b></p> <p><b>Part 3: Topics for discussion and action taken</b></p>
12h00 - 12h10	<p><b>3.1 Apoyo a los miembros de COPANT nominados a Posiciones de Gobierno en ISO/IEC</b></p> <p><b>3.1 Support for COPANT members nominated for ISO and IEC Governance Positions</b></p>
	<p><b>Parte 4 – Elecciones</b></p> <p><b>Section 4 - Elections</b></p>
12h10 - 12h30	<p><b>4.1 Elecciones de miembros del Consejo Directivo para el período 2018-2020</b></p> <p><b>4.1 Election of Board Members for 2018-2020 term</b></p>
	<p><b>Parte 5 – Asuntos de Clausura</b></p> <p><b>Section 5 – Closing Items</b></p>
12h30 - 13h00	<p><b>5.1 Asuntos varios</b></p> <p><b>5.1 Any other business</b></p> <p><b>5.2 Fechas de Reuniones Futuras (2019, 2020 y 2021)</b></p> <p><b>5.2 Future Meeting Dates (2019, 2020 and 2021)</b></p> <p><b>5.3 Designación de dos representantes de los Miembros presentes para aprobar y firmar el Acta de la reunión para ser presentada ante la Autoridad Argentina correspondiente</b></p> <p><b>5.3 Designation of two members among those present to approve and sign the Minutes of the Meeting to be presented to the corresponding Argentinean Authority</b></p>
13h00 - 14h30	<b>Almuerzo / Lunch</b>

11h10 - 11h50	<p><b>Grupo 2: Promover los Servicios de Evaluación de la Conformidad Eficaces</b></p> <p><b>Group 2: Promoting Effective Conformity Assessment Services</b></p> <p><i>Leaders: Carlos Amorim (ABNT) and Joe Tretler (ANSI)</i></p> <p><b>Grupo 3: Promover los Servicios de Evaluación de la Conformidad Eficaces</b></p> <p><b>Group 3: Promoting Effective Conformity Assessment Services</b></p> <p><i>Leaders: Germán Nava (ICONTEC) and Claudia Cerda (INN)</i></p>
	<p><b>Parte 2: Reportes (Cont.)</b></p> <p><b>Part 2: Reports (Cont.)</b></p>
11h50 - 12h10	<p><b>2.4 Informe del resultado de la revisión trienal del Acuerdo OTC/OMC??</b></p> <p><b>2.4 Report on the outcome of the triennial revision of the TBT/WTO Agreement ??</b></p>
12h10 - 12h50	<p><b>2.5 Informe de los líderes de los Grupos de Trabajo de las Prioridades Estratégicas de COPANT</b></p> <p><b>2.5 Report of the leaders of the working groups of the Strategic Priorities of COPANT</b></p>
	<p><b>Parte 5 – Asuntos de Clausura (Cont.)</b></p> <p><b>Section 5 – Closing Items (Cont.)</b></p>
12h50 - 13h00	<p>Revisión de Resoluciones</p> <p><b>Review of Resolutions</b></p> <p>Clausura de la Reunión</p> <p><b>Adjournment of the Meeting</b></p>





**UNA VOZ:**  
NORMALIZADA REGIONALMENTE,  
ARMONIZADA GLOBALMENTE



**NE VOICE:**  
REGIONALLY STANDARDIZED,  
GLOBALLY HARMONIZED

## TALLER / WORKSHOP

MIÉRCOLES 18 DE ABRIL / WEDNESDAY 18 APRIL

08h30 - 09h00	<b>Registro</b> <i>Registration</i>		
09h00 - 09h15	<b>Discurso de apertura por el Secretario General de ISO, Sr. Sergio Mujica</b> <i>Opening keynote by the Secretary General of ISO, Mr. Sergio Mujica</i>		
09h15 - 10h00	<b>ACUERDOS DE HERMANAMIENTO</b> Panel de ONNs para compartir sus experiencias de participar en acuerdos de hermanamiento <b>Moderadores:</b> Steven Cornish (ANSI - ISO/TMB) y Jesús Lucatero (DGN) <b>Panelistas:</b> Joe Tretler (ANSI); Javier García (UNE); Carlos Amorim (ABNT)  <b>TWINNING ARRANGEMENT</b> <i>NSBs panel to share experiences of participating in twinning agreements</i> <b>Moderators:</b> Steven Cornish (ANSI - ISO/TMB) and Jesus Lucatero (DGN) <b>Panelists:</b> Joe Tretler (ANSI); Javier García (UNE); Carlos Amorim (ABNT)		
10h00 - 10h30	Pausa / <i>Coffee Break</i>		
<b>SESIONES DE DISCUSIÓN SEPARADAS</b> <i>BREAKOUT SESSIONS</i>			
1ª sesión / <i>1<sup>st</sup> session</i> 10h30 - 11h30	<b>CÓMO PUEDEN LAS NORMAS APOYAR LA ECONOMÍA DE LA TERCERA EDAD Y LAS PERSONAS DE CAPACIDADES DIFERENTES</b> <b>Moderadores:</b> Claudia Cerda (INN) y César Díaz (INEN) <b>Panelistas:</b> Pablo Benia (UNIT); (SA?), TTBS; Bernardo Vidal (INDOCAL); SKNBS?	<b>ECONOMÍA DE SERVICIOS - METODOLOGÍA PARA LA NORMALIZACIÓN</b> <b>Moderadores:</b> Claudia Sama (DGN) y Germán Nava (ICONTEC) <b>Panelistas:</b> Thalita Romano (ABNT); Renae Ferguson (BBSQ); BNSI; SVGBS?	<b>USO COMPARTIDO DE LA INFRAESTRUCTURA DE LA CALIDAD</b> <b>Moderadores:</b> Mauricio Céspedes (INTECO) y Carlos Amorim (ABNT) <b>Panelistas:</b> Stephen Wedderburn (BSJ), Yanira Colindres (OSN); Manuel Guerrero (INDOCAL); José Durán (IBNORCA); GNBS? or GDBS?
2ª sesión / <i>2<sup>nd</sup> session</i> 11h30 - 12h30	<b>HOW CAN STANDARDS SUPPORT THE SILVER ECONOMY AND DISABLED PEOPLE</b> <b>Moderators:</b> Claudia Cerda (INN) and César Díaz (INEN) <b>Panelists:</b> Pablo Benia (UNIT); (SA?), TTBS; Bernardo Vidal (INDOCAL); SKNBS?	<b>SERVICE ECONOMY - METHODOLOGY FOR STANDARDIZATION</b> <b>Moderators:</b> Claudia Sama (DGN) and German Nava (ICONTEC) <b>Panelists:</b> Thalita Romano (ABNT); Renae Ferguson (BBSQ); BNSI; SVGBS?	<b>SHARED USE OF QUALITY INFRASTRUCTURE</b> <b>Moderators:</b> Mauricio Céspedes (INTECO) y Carlos Amorim (ABNT) <b>Panelists:</b> Stephen Wedderburn (BSJ), Yanira Colindres (OSN); Manuel Guerrero (INDOCAL); José Durán (IBNORCA); GNBS? or GDBS?
12h30 - 14h00	Almuerzo / <i>Lunch</i>		
1ª sesión / <i>1<sup>st</sup> session</i> 14h30 - 15h00	<b>POLÍTICAS PÚBLICAS PARA SISTEMAS ENERGÉTICOS (EFICIENCIA ENERGÉTICA, GESTIÓN DE LA ENERGÍA, ENERGÍAS RENOVABLES)</b> <b>Moderadores:</b> Luis Iván Hernández (ANCE/DGN) <b>Panelistas:</b> Osvaldo Petroni (IRAM); Ovel Concepción Díaz (NC/Cuba), Richard Lawrence (BSJ)	<b>ISO 37001 SISTEMA DE GESTIÓN ANTI SOBORNO</b> <b>Moderadores:</b> Julia Bonner Douett (BSJ), Roberto Montoya (ICONTEC) <b>Panelistas:</b> Eugenio Tolstoy (ABNT); (INACAL?); (SCC?); BBSQ; SLBS	<b>OBJETIVOS DE DESARROLLO SOSTENIBLE</b> <b>Moderadores:</b> Yanira Colindres (OSN) y Mkabi Walcott (SCC) <b>Panelistas:</b> Deryck Omar (CROSQ); Zingisa Motloba (SABS); (ONUDI?); Niklas Cramer (PTB), ISO
2ª sesión / <i>2<sup>nd</sup> session</i> 15h00 - 16h00	<b>PUBLIC POLICIES FOR ENERGY SYSTEMS (ENERGY EFFICIENCY, ENERGY MANAGEMENT, RENEWABLE ENERGY)</b> <b>Moderators:</b> Luis Iván Hernández (ANCE/DGN) <b>Panelists:</b> Osvaldo Petroni (IRAM); Ovel Concepción Díaz (NC/Cuba), Richard Lawrence (BSJ)	<b>ISO 37001 ANTI-BRIBERY MANAGEMENT SYSTEM</b> <b>Moderators:</b> Julia Bonner Douett (BSJ), Roberto Montoya (ICONTEC) <b>Panelists:</b> Eugenio Tolstoy (ABNT), (INACAL?); (SCC?); BBSQ; SLBS	<b>SUSTAINABLE DEVELOPMENT GOALS</b> <b>Moderators:</b> Yanira Colindres (OSN) and Mkabi Walcott (SCC) <b>Panelists:</b> Deryck Omar (CROSQ); Zingisa Motloba (SABS); (UNIDO?); Niklas Cramer (PTB), ISO
16h15 - 17h30	Conclusiones de las sesiones / <i>Conclusions of the sessions</i>		
17h30 - 18h30	Recepción de clausura / <i>Closing reception</i>		

**The Bureau of Standards Jamaica (BSJ) National Workshop**  
**“THE FUTURE OF HEALTHCARE”**  
**Natural Products – Medicinal Ganja in Support of Good Health**

Hilton Rose Hall Resort and Spa, Montego Bay, JAMAICA  
 Thursday, 19 April 2018, 9:00 a.m. – 3:00 p.m.

<b>Time</b>	<b>Activities / Topics</b>	<b>Presenter / Speakers</b>
9:00 - 9:15 a.m.	Registration	BSJ Officers and Ushers
9:15 - 9:30 a.m.	Welcome and presentation of the Theme	BSJ Moderator / ED
9:30 - 10:00 a.m.	ISO Standardization work for shaping the future of healthcare	ISO to suggest??
<b>INTERNATIONAL PERSPECTIVES ON MEDICINAL GANJA</b>		
10:00 - 10:25 a.m.	Standardizing Cannabis for the world – ASTM Committee Work Progress	<b>Dr. Ralph M. Paroli</b> , National Research Council (NRC): Chair of the ASTM Committee
10:25 - 10:45 a.m.	Cannabis and Canada: Focus on Research and Technology developments	<b>Standards Council of Canada – (SCC) / National Research Council (NCR) / Health Canada</b> (need suggestions??)
<b>10:45 - 11:00 a.m.</b>	<b>COFFEE BREAK</b>	
11:00 - 11:30 a.m.	Regulating Cannabis in Australia – What’s Happening?	<b>Standards Australia</b> to suggest??
11:30 a.m. - 12:00 noon	Overview of Jamaica’s System: Where are we now	<b>Ministry of Health, Jamaica</b>
12:00 – 12:30 p.m.	Jamaica’s Licensing Regime	<b>Cannabis Licensing Authority (CLA)</b>
<b>12:30 - 2:00 p.m.</b>	<b>LUNCH</b>	
2:00 - 3:00 p.m.	Fast forward to the Future Panel Session  <b>Market Access to the World Economy</b> 1) Each Panelist to give a 3-5 minutes remarks  2) Open Q & A  3) Objective is to draft a Roadmap of the best practices and way forward for the region  4) Facilitators to be assigned to note key points and strategies	Moderators: Messrs. Henry Lowe and Deryck Omar  5 Panelists: SCC, ASTM, SA, ??
<b>END OF DAY</b>		



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

## **AGENDA ITEM 17.7 DEVELOPMENTS OF CONSUMER INTEREST IN THE AFRICAN REGION**



**African Organisation for Standardisation**  
**Organisation Africaine de Normalisation**  
**ARSO Central Secretariat**  
 3<sup>rd</sup> 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](mailto:arso@arso-oran.org)/  
[info@arso-oran.org](mailto:info@arso-oran.org)  
 Web: [www.arso-oran.org](http://www.arso-oran.org)

## **AGENDA ITEM 17.7 - DEVELOPMENTS OF INTEREST IN THE AFRICAN REGION**

### **ARSO COCO REPORT TO THE COPOLCO PLENARY MEETING AND RELATED EVENTS MARCH 2018.**

#### **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**), with Zanzibar as an observer member.

##### **1.1 ARSO Consumer Committee (ARSO COCO - [www.arso-coco.org](http://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. However under its Strategic Plan 2017-2022, the ARSO-COCO is being re-engineered to play a central role in ARSO as a real continental Consumer Committee with members from Strategic Partners and Organizations. Initially the membership was only limited to ARSO members through their NSBs.

The Committee is responsible for promoting and protecting African consumer interest in national, regional and continental standardization.

##### **1.1.1 ARSO COCO Strategic Goals**

1. Promote active participation of consumers in the African standardization processes.
2. Promote African consumer bodies to participate in National, Regional and international standards setting.
3. Promote a standardization process that protects the consumers' health and safety
4. Meeting the future needs of consumers in a sustainable manner

##### **1.1.2. ARSO COCO Membership:**

Membership is open to Consumers, Representatives from NSBs, Private Institutions, Regional Economic Communities and the Consumer organizations. Currently the members are from **Côte D'Ivoire, DR Congo, Egypt, Ethiopia, Gabon, Ghana, Guinea, Kenya, Mauritius, Namibia, Nigeria, Cameroon, Rwanda, Senegal, South Africa, Tanzania, Zambia and Zimbabwe**).

It is highlighted that, the 57th Council meeting during its special session on **ARSO's Sustainability within the ARSO Strategic Plan 2017-2022, held during the 57th ARSO Council, on 22nd November 2017 between the ARSO Council and Stakeholders, Khartoum, Sudan**, delegates noted the need for an

increased participation of ARSO COCO in ARSO activities and recommended for its membership base to be increased to strategic Organizations.

Henceforth, the ARSO COCO Membership shall also be drawn from the following stakeholders, apart from the highlighted Organizations above:

- a) Government agencies
- b) Health sector
- c) Industry, including manufacturers and suppliers of products, materials, equipment and machinery
- d) Small and medium Enterprises
- e) Public interest and consumer groups
- f) Researchers and research institutions
- g) Education and training providers: agencies and schools, e.g. universities, colleges, etc.

### **1.1.3. ARSO COCO/ISO COPOLCO Cooperation**

ARSO recognizes the role of ISO/COPOLCO 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 Standardization.

**ARSO welcomes very much the COPOLCO Chair's suggestion that ARSO participates in the COPOLCO Chair's Group and hopefully, the ARSO COCO Coordinator will be participating the COPOLCO's Chairs Group meetings, personally. ARSO also welcomes the initiated WebEx online discussions and will be available to participate and ensure that COPOLCO attains a balanced participation by all regions in its work, as is envisaged.**

## **2. Current ARSO COCO Activities**

### **2.1. Supporting Harmonization of standards under the 13 ARSO Technical Harmonization (13 ARSO THCS) Committees to ensure safe quality and reliable products.**

- The ARSO COCO is involved in identifying standardization areas of priority interest to African consumers and work to promote and coordinate consumer representation in those areas within the ARSO 13 ARSO THCs, 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. The standards are expected to 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 members' 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:

- **Consumer resource Centre** - [http://www.arso-coco.org/?page\\_id=493](http://www.arso-coco.org/?page_id=493)
- Banned products in some African countries (Botswana, Kenya, Rwanda, Uganda, South Africa): - [http://www.arso-coco.org/?page\\_id=143](http://www.arso-coco.org/?page_id=143).
- Certified Products In Africa - [http://www.arso-coco.org/?page\\_id=147](http://www.arso-coco.org/?page_id=147)
- WTO/TBT Notifications - [http://www.arso-coco.org/?page\\_id=538](http://www.arso-coco.org/?page_id=538)
- Consumer News& Challenges - [http://www.arso-coco.org/?page\\_id=21](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) Cosmetic Product safety**
- (ii) Medicine product safety, in addition to**
- (iii) Child product safety
- (iv) Food safety
- (v) Household appliances
- (vi) Eco- labelling
- (vii) Elderly and People with Disabilities Policy Document
- (viii) 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 standardization; focus on producing standards development guides, policy statements and informational publications on issues of importance to consumers.

Currently the ARSO-COCO Business plan and Guide is being reviewed to reposition the ARSO COCO as a Strategic Committee as recommended by the 57<sup>th</sup> Council in November 2017. Given these new developments and re-engineering and counting on ISO COPOLCO as a reference organization in matters of Consumers, ARSO COCO, as a Strategic Committee for the Strategic Organizations and ARSO Partners, will continue to seek greater Cooperation with the ISO COPOLCO and the other International Organizations (Consumers International) to jointly address the African Consumer Concerns through:

- (i) Convening of open awareness mobilization workshops and Training Seminars
- (ii) Exchange of information and experience on standards and conformity assessment on issues of interest to African Consumers.
- (iii) Facilitation of involving consumers in standards development activities, consumer policies, guidelines or actions relevant to the Consumer's needs.



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

**AGENDA ITEM 18      WRITTEN REPORTS TO NOTE FROM OTHER  
ISO BODIES OF CONSUMER INTEREST**



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

## **AGENDA ITEM 18.1 CONFORMITY ASSESSMENT (CASCO)**





## AGENDA ITEM 18.1

## REPORT OF ISO/CASCO

**COPOLCO ACTION** Members are invited to note the report.

### 1. 2018 CASCO Plenary and Workshop

The CASCO 33rd plenary meetings and workshop will be hosted by the CASCO Mexican Member, Dirección General de Normas (DGN), together with Entidad Mexicana de Acreditación (EMA), from 25-26 April 2018 in Mexico City, Mexico.

### 2. CASCO Policy Groups

In December, CASCO held its mid-year policy groups' meetings. The Technical Interface Group (TIG) continues to actively support ISO Technical Committees (ISO/TCs) in order to ensure a consistent and harmonized approach to conformity assessment. The Strategic Alliance and Regulatory Group (STAR) supported the CASCO Engagement Strategy for the next 5 years and its commitment to continue engaging with the insurance industry and to initiate the dialogue with the procurement sector in 2018. The Chairman's Policy and Coordination Group (CPC) reviewed and approved the priorities of CASCO technical work for 2018 and confirmed Mr. Alister Dalrymple (AFNOR-France) as Vice-Chair of CASCO for the period 2018-2019. The next round of CASCO policy groups' meetings will take place from 23-24 April, back to back to the CASCO 33rd Plenary meetings in Mexico.

### 3. Standards published in 2017

3 new International Standards and 1 Technical Report were published in 2017:

- ISO/IEC 17011, Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies
- ISO/IEC 17021-3, Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 3: Competence requirements for auditing and certification of quality management systems
- ISO/IEC 17025, General requirements for the competence of testing and calibration laboratories
- ISO/IEC TR 17028, Conformity assessment - Guidelines and examples of a certification scheme for services

#### 4. On-going CASCO technical work

<b>WG number</b>	<b>Document</b>	<b>Stage</b>
WG 23	<b>Revision of PROC 33, CASCO Common Elements</b>	CIB to open in May 2018
WG 46	<b>Development of ISO/IEC 17029, General requirements for bodies performing validation and verification activities</b>	CD1 to open in April 2018
WG 48	<b>Development of ISO/IEC TS 17021-10, Requirements for bodies providing audit and certification of management systems - Part 10: Competence requirements for auditing and certification of OHAS management systems</b>	Publication end of March
WG 49	<b>Revision of ISO/IEC 17000:2004, Conformity assessment - Vocabulary and general principles</b>	CD1 to open in April 2018
JWG 36	<b>Revision of ISO/TS 22003:2013, Requirements for bodies providing audit and certification of food safety management system</b>	WD1 in May 2018
JWG 50	<b>Development of ISO/IEC TS 17021-8, Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 8: Competence requirements for auditing and certification of management systems for sustainable development in communities</b>	WD1
JWG 51	<b>Development of ISO/IEC TS 17021-11, Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 11: Competence requirements for auditing and certification of Facility Management Systems</b>	DTS
WG 52	<b>Development of ISO/IEC TR 17032, Guidelines and examples of a certification scheme for processes</b>	NP approved, 1st meeting will take place from 10-12 April.
WG 53	<b>Development of ISO TS 17033, Ethical claims - Labels and supporting information - Requirements</b>	WD1
JWG with PC 302 under the leadership of PC 302	<b>Revision of ISO 19011, Guidelines for auditing management systems</b>	FDIS
JWG with TC207/SC7/WG6 under the leadership of TC207	<b>Revision of ISO 14065, Greenhouse gases - Requirements for greenhouse gas validation and verification bodies for use in accreditation or other forms of recognition</b>	CD1

## 5. Topical issues currently being addressed in CASCO

In addition to developing and maintaining the CASCO Toolbox, CASCO does policy work and manages a number of conformity assessment projects. A summary of the current status is given below:

- Following the ISO Stakeholder Forum with the insurance industry in London in 2016, members of the CASCO Strategic Alliance and Regulatory (STAR) group developed some briefing notes '[Standards, conformity assessment, accreditation and insurance – an opportunity for collaboration](#)', that provide an insight into the role and benefits of conformity assessment in managing risk for the insurance industry. These notes were shared with a number of key insurance associations in the UK and further interventions planned to continue engaging with the sector in the framework of the CASCO Engagement strategy.
- CASCO published the [2016 ISO Survey of Management System Standards](#). This year, two new management system standards have been added: ISO 39001:2012 Road traffic safety (RTS) management systems - Requirements with guidance for use and ISO 28000:2007 Specification for security management systems for the supply chain. This brings the total of standards surveyed to 11.
- A CASCO Task Group (TG) has started working on a Do's and Don'ts brochure to provide guidance to ISO/TCs developing scheme documents. A number of similar brochures have been already published by CASCO to support TCs with other subjects, such as:
  - [How to develop schemes for the certification of persons](#)
  - [Competency or management system based standards ? Frequently Asked Questions](#).

The TG had its kick off meeting in December and aims to publish the informative brochure in Summer 2018.
- The IAF-ILAC-ISO Joint Strategic Group met two times in 2017 and continues to monitor the implementation of its strategic plan.

## 6. Promotion of the CASCO Toolbox and 2017 workshops

Over 2017-2018, CASCO Secretariat has continued the promotion of the CASCO Toolbox and highlighted the importance of implementing well established and recognized conformity assessment practices in different events, among which:

- Workshop and training on CASCO Toolbox, China Certification & Accreditation Association, Shenzhen, September 2017
- DCMAS meeting in Vienna, June 2017
- ISO/TC 212 meeting in Beijing, May 2017
- BIPM, OIML, ILAC, ISO Quadripartite meeting, Paris, November 2016/March 2017
- IAF-ILAC-ISO meetings, Frankfurt in March/April 2017 and Vancouver in October/November 2017.

## 7. CASCO membership

As of 1<sup>st</sup> March 2018, CASCO has 138 members, including 104 P members and 34 O members. The full CASCO membership is available from [here](#).

CASCO maintains category A Liaison with 23 international organizations and has recently welcomed ISEAL Alliance as a new A Liaison to CASCO.



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

## **AGENDA ITEM 18.2 DEVELOPING COUNTRY MATTERS (DEVCO)**

## AGENDA ITEM 18.2 DEVELOPING COUNTRY MATTERS – REPORT OF DEVCO

### COPOLCO ACTION

Members are invited to note the report.

### 1 Support to COPOLCO activities under the ISO Action Plan

The ISO Action Plan for developing countries 2016-2020 recognizes the importance of engaging a wide range of national stakeholders in the standardization process, including consumer organizations. An effective partnership between standardizers and consumers is essential for the credibility to the standards-setting process and the market relevance of the standards developed.

As part of the on-going series of training activities under the Action Plan 2016-2020 to increase the participation of consumer representatives in standardization, a capacity building workshop on *Consumers and standards for road safety solutions* was held on 16 May 2017. The training was organized in conjunction with the COPOLCO plenary meeting held in Kuala Lumpur (Malaysia). A total of 24 sponsored and 11 self-sponsored participants from Asia attended the workshop. The objective of the training was to improve consumer representation, and to involve consumers in the development of standards at the national, regional and international levels. This event was also designed to prepare participants to participate effectively in an international workshop on road safety issues held on 17 May 2017.

As part of the Action Plan's 2018 work programme, a workshop on *Building consumer trust through standards and innovation* is scheduled on 20 April 2018, to be held back-to-back with the COPANT General Assembly meeting taking place in Montego Bay (Jamaica). Developing countries from the Caribbean, Central and South America will be sponsored to attend the event. The aim of the workshop is to:

- raise awareness of standards as a means to safeguard consumer interests with a particular focus on the challenges related to new business models (such as the sharing economy) and to innovative approaches to industries that already exist (adventure tourism).
- 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 the region so that they may work together effectively on consumer protection issues

### 2 DEVCO working groups

One of the key results of the 51<sup>st</sup> DEVCO plenary meeting held in Berlin in September 2017, was the creation of the following two working groups:

1. **DEVCO WG 1** tasked at *identifying standardization areas of specific interest to developing countries*; Rosario Uria (Convenor), Damian Fisher (Co-Convenor)
2. **DEVCO WG 2** on *sharing resources to enhance NSB capabilities in the development and use of standards*; Surina Rajan (Convenor), Mkabi Walcott (Co-convenor)

The WGs initiated their work at the end of January 2018, and will report on any progress at the next DEVCO meeting, in September 2018. The working groups are a key mechanism for DEVCO to play more fully its policy development role in ISO.

### **3 Chair's Advisory Group (CAG), DEVCO membership and next meeting**

The DEVCO CAG consists of eleven members, eight of whom are from developing countries and three from developed countries. Members of the CAG are chosen in a personal capacity by the DEVCO Chair, in agreement with the Secretary-General, for a two-year term of office, renewable once.

Lena Dargham, LIBNOR (Lebanon) was appointed DEVCO Chair by Council for the term 2017-2018. The CAG is composed of the following members:

- Camilla Åberg, SIS (Sweden)
- Fadilah Baharin, DSM (Malaysia)
- Tatjana Bojanic, ISS (Serbia) – and DEVCO Vice-Chair
- César Díaz Guevara, INEN (Ecuador)
- Eve Gadzikwa, SAZ (Zimbabwe)
- Jean Paul Karama, ABNORM (Burkina Faso)<sup>1</sup>
- Pascale Mienville, AFNOR (France)
- Nadita Ramachala TTBS (Trinidad and Tobago)
- Abderrahim Taibi, IMANOR (Morocco)
- Hiroo Wakai, JISC (Japan)

Currently 150 ISO members are also members of DEVCO (100 P-members and 50 O-members).

The 52<sup>nd</sup> meeting of DEVCO will take place in Geneva (Switzerland) on 25-26 September 2018, followed by the 41<sup>st</sup> ISO General Assembly.



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

## **AGENDA ITEM 19. ANY OTHER BUSINESS**