

**CIF 18-010
APRIL 23, 2018**

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

**TUESDAY, MAY 1, 2018
2:30 PM TO 3:30 PM (EASTERN)**

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Meeting number (access code): 732 792 979

Join by phone:
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AGENDA:

- 1. Welcome and Introductions (Linda Golodner, ANSI CIF Chair)**
- 2. Review of the Purpose of this Webex (Linda Golodner)**
- 3. ANSI Delegation Members for ISO COPOLCO 2018 – Linda Golodner, Steven Cornish, Michaela Miller**
- 4. Review of ISO COPOLCO 2018 Business and Proposed ANSI Positions/Comments – See Below (Linda Golodner/Michaela Miller/Steven Cornish)**
- 5. Any Other Business (Linda Golodner)**
- 6. Adjournment**

**ISO COPOLCO & SUBGROUP MEETINGS
BALI NUSA DUA CONVENTION CENTER, BALI INDONESIA
MAY 7 TO 11, 2018**

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

Background and ANSI Position/Comments:
Representatives of the Indonesian national standards body BSN will make welcoming remarks, as will the COPOLCO Chair. The COPOLCO Secretary will call the roll of ISO members and liaison organizations in attendance. No ANSI positions/comments necessary.

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

Background and ANSI Position/Comments:

To approve the COPOLCO agenda as presented.

3. Key Developments across ISO (For Comment)

Background and ANSI Position/Comments:

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

4. Tabling of the Minutes of the 39th COPOLCO Meeting Held in Geneva on 18 May 2017 (For Comment)

Background and ANSI Position/Comments:

To approve the COPOLCO minutes as presented.

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

Background and ANSI Position/Comments:

To approve the reports of the COPOLCO Chair and Secretary as presented on page 8 of the supporting documents.

6. Baseline review of COPOLCO's aims and methods (For Discussion/Decision)

Background and ANSI Position/Comments:

The COPOLCO Chair will meet with the Chairs' Group members on 6 May to discuss and consider how COPOLCO can best support ISO's strategy, taking into consideration COPOLCO's own strategy, structure and activities. The COPOLCO Chair will provide an oral report on the outcome of this meeting.

ANSI delegates are free to react to the discussion as appropriate.

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

Background and ANSI Position/Comments:

To approve the recommendations for COPOLCO actions to support the ISO Strategic Plan for 2016 to 2020 as detailed on [pages 96 to 108](#) of the supporting documents.

8. 2018 Workshop – Results and Follow-up Actions (For Discussion/Decision)

Background and ANSI Position/Comments:

On May 9 in Bali, Indonesia, COPOLCO will hold a workshop on “Consumer protection in the digital economy”. As it is not yet clear what results or follow-up actions will result from the workshop, the ANSI delegates are free to react to them as appropriate. Alternatively, if this is felt to be necessary, the ANSI delegation may request deferment of any decisions to allow for broader consultations at home in ANSI and in other countries.

9. Task group on the sharing economy

Background and ANSI Position/Comments:

ISO/COPOLCO Task Group 5 (Sharing Economy) will discuss the results of the March 2018 COPOLCO survey on IWA 27:2017, *Guiding principles and framework for the sharing economy*. The results of this survey (including U.S. comments from CIF member & COPOLCO TG 5 expert Stephen Kwan) are presented on [pages 113-127](#) of the supporting documents.

The following draft resolution will be considered by TG 5 and COPOLCO during the meetings in Bali:

- **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.

The ANSI delegates should support the draft resolution noted above.

10. Working Group on Standardization of Services – Policy Recommendations & Revision of ISO/IEC Guide 76 (For Discussion/Decision) Task group on the sharing economy

Background and ANSI Position/Comments:

COPOLCO WG 18 (Standardization of Services) will meet in Bali on Monday, May 7 in advance of the COPOLCO plenary meeting on Thursday, May 10.

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.

ISO/COPOLCO WG 18 held a meeting in London on 5-6 November 2017 to address comments resulting from the Committee Draft consultation on Guide 76. The group made good progress, however, there were some proposals that needed further consideration, such as the revision of the Introduction, where it is aimed to tighten the text. 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.

Based on the survey results on the topic of “Standards for services: strategic role and stakeholder engagement” (pages 140 – 161 in the supporting documents) and the implementation of the “ISO strategy for services 2016-2017” (pages 162 – 163 in the supporting documents)”, WG 18 is looking for ways to contribute, by considering the following draft resolutions during the meetings in Bali:

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

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.

The ANSI delegates should support the draft recommendations noted above. CIF members and other ANSI stakeholders will be asked to review/comment on the enquiry draft of Guide 76 once it is circulated.

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

Background and ANSI Position/Comments:

COPOLCO WG2 (Key Areas) will meet in Bali on Monday, May 7 in advance of the COPOLCO plenary meeting on Thursday, May 10.

The following draft resolutions will be considered by WG2 and COPOLCO during the meetings in Bali (background details for each draft resolution are provided on [pages 165 – 170 in the supporting documents](#)):

COPOLCO Resolution x/2018

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/2018

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/2018

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/2018

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/2018

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/2018

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..

The ANSI delegates should support the draft recommendations noted above.

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

Background and ANSI Position/Comments:

The subject COPOLCO WG will meet in Bali on Tuesday, May 8 in advance of the COPOLCO plenary meeting on Thursday, May 10.

The following draft resolutions will be considered by this WG and COPOLCO during the meetings in Bali (background details for each draft resolution are provided on [pages 202 – 208 in the supporting documents](#)):

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/2018

Global marketplace working group (3) – digital legacies

COPOLCO approves the proposal appearing at Annex X ([pages 210-219 of the supporting documents](#)) 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.

ANSI delegates should support these resolutions. With regard to ISO Project Committee 317 on *Consumer protection: privacy by design for consumer goods and services*, ANSI is currently working with interested organizations to form/administer a US Technical Advisory Group.

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

Background and ANSI Position/Comments:

The subject COPOLCO WG will meet in Bali on Monday, May 7 in advance of the COPOLCO plenary meeting on Thursday, May 10.

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

The following draft resolutions will be considered by this WG and COPOLCO during the meetings in Bali:

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 on pages 230-236 of the supporting documents](#)), "Choking hazards" and its draft outline ([Annex 2 on pages 237-243 of the supporting documents](#)), invites COPOLCO members to comment on the draft NWIP, "Accident Investigation" ([on pages 244-251 of the supporting documents](#)), recognizes the importance of other safety issues presented in COPOLCO N379 ([on pages 252-274 of the supporting documents](#)) asks the group to submit a progress report for members' consideration at the 2019 COPOLCO Plenary.

ANSI delegates should vote disapprove on the progression of the COPOLCO Proposal on Liquitabs as ASTM F3159 Standard Safety Specification for Liquid Laundry Packets was published in 2015, and the development of a new, duplicative standard covering the same set of products could cause a great deal of confusion in the marketplace.

ANSI CIF members should review the proposals on *Choking hazards* and *Accident Investigation* and any submit comments by May 3rd.

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

Background and ANSI Position/Comments:

The subject COPOLCO WG will meet in Bali on Tuesday, May 8 in advance of the COPOLCO plenary meeting on Thursday, May 10.

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

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.

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

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

Background and ANSI Position/Comments:

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 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

No ANSI positions/comments necessary.

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

Background and ANSI Position/Comments:

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 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. *ANSI submitted a conditional disapproval vote on the Enquiry Draft version of the Guide. The US DISAPPROVAL position will change to APPROVE once the comments below are accommodated and the appropriate changes in the text are made.

*U.S. technical comments:

Encouraging the reuse of secondary and tertiary packaging seems to be in conflict with clauses 4.4.4, 4.3.4, 4.4.1 (b),

It is not feasible to inform the consumer of all of the potential hazards associated with reuse of primary, secondary and tertiary packaging. Encouraging the reuse of packaging opens the product manufacturer to potential liability.

17. Reports from International and Regional Organizations

Background and ANSI Position/Comments:

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

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

Representative of the Latin American Members of COPOLCO (For Information)

- **Development of Consumer Interest in the African Region: Report by a Representative of the African Members of COPOLCO (For Information)**

18. Reports from Other ISO Bodies of Interest to COPOLCO

Background and ANSI Position/Comments:

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

- **Report from ISO CASCO on Conformity Assessment Issues (For Information)**
- **Report from ISO DEVCO on Developing Country Issues (For Information)**

19. Any Other Business

Background and ANSI Position/Comments:

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