

CIF 21-008
APRIL 6, 2021

DRAFT AGENDA

**ANSI CONSUMER INTEREST FORUM PREPARATORY (WEBEX)
MEETING FOR THE MAY 2021 ISO/COPOLCO PLENARY**

**TUESDAY, APRIL 27, 2021
2:30 PM TO 3:30 PM (EASTERN)**

[Join WebEx meeting](#) When it's time, start your meeting.

Meeting number (access code): 160 390 6414

Join by phone:

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

1-650-429-3300 Call-in toll number (US/Canada)

AGENDA:

- 1. Welcome and Introductions** (David Pittle, CIF Chair)
- 2. Review of the Purpose of this Webex** (David Pittle, CIF Chair)
- 3. ANSI Delegation Members for ISO COPOLCO 2021** (David Pittle, CIF Chair; Linda Golodner, CIF Vice-chair; and Michaela Miller, CIF Secretary)
- 4. Review of ISO COPOLCO 2021 Business and Proposed ANSI Positions/Comments** (David Pittle, CIF Chair; and Michaela Miller, CIF Secretary)
- 5. Any Other Business** (David Pittle, CIF Chair)
- 6. Adjournment**

**VIRTUAL ISO COPOLCO & SUBGROUP MEETINGS
MAY 5 TO 6, 2021**

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

Background and ANSI Position/Comments:

The COPOLCO Chair will make welcoming remarks, and the COPOLCO Secretary will cover housekeeping items and select volunteers to assist with the drafting of the Plenary resolutions. ***ANSI delegates are encouraged to volunteer if there is an open request.***

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

Background and ANSI Position/Comments:

To approve the COPOLCO agenda as presented.

3. Appointment of a resolutions team (For Consideration)

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. Capacity-building and development tools in ISO (For Discussion)

Background and ANSI Position/Comments:

The Director of Capacity Building at ISO will deliver a presentation on the [ISO Action Plan for Developing Countries](#), and review the digital resources currently available that ease access and promote participation in standards development. **ANSI delegates are free to engage in the Q&A session that will follow after the presentation report.**

5. Strategic directions for COPOLCO (For Discussion/Comment)

Background and ANSI Position/Comments:

In its December 2020 and March 2021 meetings, COPOLCO CAG members discussed how its activities align with the ISO Strategy 2030. Over the course of 2021, the COPOLCO CAG will be aiming to develop high-level strategic directions that are harmonized with the COPOLCO mission and vision with the ISO Strategy 2030. **ANSI delegates are reminded that the COPOLCO mission and vision statements were approved by COPOLCO members in 2020. The COPOLCO Chair is expected to solicit input for the development of a document that will outline high-level COPOLCO strategic directions – in accordance with the ISO Strategy 2030, as well as COPOLCO's mission & vision statements. (Note: The COPOLCO CAG will be tasked with drafting the high-level COPOLCO strategic directions document).**

COPOLCO Mission and Vision Statement

Mission: Encourage ISO and its members to recognize and support the consumer stakeholder as a valued partner in standardization.

Vision: Addressing consumer needs in International Standards through consumer participation.

Snapshot of the ISO Strategy 2030 illustrating ISO's overall strategic framework



6. COPOLCO's strategic review (For Discussion/Decision)

Background and ANSI Position/Comments:

The COPOLCO CAG is proposing to redesign the ISO/COPOLCO working group structure. The redesigned working groups would have clearly delineated scopes and draw on currently existing expertise and leadership. They would consist of several overarching standing groups that focus on general areas of priority, with time-limited task groups to handle specific, distinct projects. It is therefore proposed to consolidate the current working groups into three or four newly constituted standing groups, each with ad-hoc task groups as needed, to handle subjects as they arise. These could be, for example:

Three working groups, each one with a broad scope, covering:

- 1) Key and emerging issues for consumer protection (including standards in development and gaps where new standards can help – dealing with product safety, services, and online marketplace issues currently under WGs 4,5 and 18)
- 2) Communications and outreach (including activities covered under WGs 2 and 20)
- 3) Capacity building and training (covering WG3's activities)

OR

Four working groups, each with a specific scope, for example:

- 1) Product safety (extended to cover digital safety and services)
- 2) Online virtual marketplace (including marketplaces, retailers, platforms and social commerce)
- 3) Communications and outreach
- 4) Capacity-building and training (extended for a wider variety of online events and networking).
The exact form and mandate of these groups is still to be decided.

Current COPOLCO Working Group/Task Group Structure	TITLE
ISO/COPOLCO/TG 3	Value proposition of COPOLCO
ISO/COPOLCO/TG 6	COPOLCO Governance
ISO/COPOLCO/TG 7	Review of COPOLCO working groups task group
ISO/COPOLCO/TG 8	COPOLCO Procedures
ISO/COPOLCO/WG 1	Chair's Advisory Group
ISO/COPOLCO/WG 2	Key areas for consumers
ISO/COPOLCO/WG 3	Consumer participation and training
ISO/COPOLCO/WG 4	Product safety
ISO/COPOLCO/WG 5	Consumer protection in the global market place
ISO/COPOLCO/WG 9	Key areas group Key persons
ISO/COPOLCO/WG 11	Revision of Guide 74
ISO/COPOLCO/WG 16	Revision of ISO/IEC Guide 41
ISO/COPOLCO/WG 18	Consumer issues in services
ISO/COPOLCO/WG 20	Communication and outreach working group

Note: The COPOLCO Chair will also review the COPOLCO CAG membership and the COPOLCO Vice-chair procedures under this agenda item.

- **ANSI delegates are reminded that the current COPOLCO CAG structure and membership was approved in January 2020. The CAG membership topic is settled until a new COPOLCO Chair decides to reopen the matter.**
- **ANSI delegates should approve the COPOLCO Vice-chair Procedures as presented on page 50 of the supporting documents. Linda Golodner (CIF-Vice Chair) led the effort to establish these procedures.**

- ***ANSI delegates are free to comment on the proposal for a redesigned COPOLCO working group structure considering the above examples.***

7. Regional engagement outreach (For Information)

Background and ANSI Position/Comments:

In the absence of physical meetings in 2020, and recognizing the importance of maintaining dialogue with COPOLCO members, the COPOLCO CAG agreed at its December 2020 meeting to organize small, interactive, remote meetings with regional groups of members. It is proposed for the sessions to include the COPOLCO Chair and/or Vice-Chair, Secretariat, and one or two CAG members, and to start planning these calls after the COPOLCO Plenary meeting. ***ANSI delegates should support the outreach efforts proposed by ISO/COPOLCO leadership, and the initial agenda noted below. No other ANSI positions/comments necessary.***

Initial agenda should include:

- 1) Giving an update on Plenary meeting results and COPOLCO activities.
- 2) Asking for input on consumer priorities for potential standardization areas of interest for consumers or where consumers may benefit from standardization.
- 3) Inviting participants to articulate their ideas to achieve better stakeholder engagement and participation in COPOLCO.

8. Chair's reports on items not otherwise covered in the agenda - Council, Social responsibility, PDC coordination, etc (For Comment)

Background and ANSI Position/Comments:

To approve the report of the COPOLCO Chair as presented on [pages 57-73](#) of the supporting documents.

9. Secretary's report on items not otherwise covered in the agenda (For Comment)

Background and ANSI Position/Comments:

To approve the report of the COPOLCO Secretary as presented on [pages 128-162](#) of the supporting documents.

10. Wrap-up, Day 1 and announcements for Day 2

Background and ANSI Position/Comments:

The COPOLCO Secretary will summarize the meeting discussions. ***No ANSI positions/comments necessary.***

11. Adjourn the meeting

Reopening of the Meeting (Plenary Day 2)

12. ISO/COPOLCO-Capacity-building mentorship programme and related work (WG3) update (For comment)

Background and ANSI Position/Comments:

ANSI delegates are free to note/react to the report of COPOLCO Working Group 3 as appropriate. The WG 3 report can be found on [pages 166-167](#) in the supporting documents.

13. Communication & outreach (WG 20) update (For comment)

Background and ANSI Position/Comments:

ANSI delegates are free to note/react to the report COPOLCO Working Group 20 as appropriate. The WG 20 report and work plan can be found on [pages 169-172](#) in the supporting documents.

14. Key areas for consumers (WG 2) update (For comment)

Background and ANSI Position/Comments:

The following draft recommendations will be considered by WG 2 and COPOLCO members. Supporting details for the recommended actions below are provided on [pages 191 – 197](#) in the supporting documents. ***The ANSI delegates should support the draft WG 2 recommendations noted below.***

Recommendations:

1. Continue to update the Deliverables annually except where important developments such as a revision had taken place, or a Key person has provided an update. The responses indicate that updating meetings' results or enquiry items (items under voting) is necessary.
2. Create a direct link to inform COPOLCO members regularly, namely at the time of COPOLCO plenary and once those revised ones are released.
3. Request the COPOLCO Secretariat to investigate making the Deliverables available on request in pdf or word that is compatible with a screen reader for use of persons who are blind and other persons with disabilities.
4. Co-coordinators with COPOLCO Secretariat investigate what additional information should be added to the Consumer Standards Overview (List of consumer standards) to promote its use. For example by providing an outline of the standard (scope); stating how the standard would contribute to solving relevant concerns with consumer detriment (how those standards are used like a case study) and advising that contact may be through COPOLCO secretariat. Enquiries can be sent to relevant persons.
5. Investigate the suggestion of including a list of consumer interest ISO standards under development with comment from NSBs by incorporating the list as a separate part of the Master project overview. The relevant information can be captured through NSBs once or twice a year.
6. Encourage NSBs to make Deliverables, or information on Deliverables available to Chairs and Secretaries of national committees such as those that develop standards relevant to consumers.
7. Continue to investigate how to increase the use of Deliverables. Particularly the Key areas overview.

15. Global marketplace (WG 5) update (For comment)

Background and ANSI Position/Comments:

ANSI delegates are free to note/react to the COPOLCO Working Group 5 activity report as appropriate. The WG 5 activity report can be found on [pages 199-202](#) in the supporting documents.

16. Product safety (WG 4) update (For comment)

Background and ANSI Position/Comments:

The following action items will be considered by WG 4 and ISO/COPOLCO members.

1) Recommendation to Withdraw ISO/IEC Guide 37

In 2019, WG 4 formed a task group to conduct a gap analysis between the newly published ISO/IEC/IEEE 82079-1 and Guide 37. The task group discussed the results in a web conference on March 11, 2020, which concluded as follows:

- a. ISO/IEC/IEEE 82079-1:2019 makes normative requirements covering the principles and recommendations given in ISO/IEC Guide 37:2012 for the preparation, content or effectiveness of instructions for use. No gaps could be identified in the issues addressed. The recommendations of ISO/IEC Guide 37 do not exceed the requirements in ISO/IEC/IEEE 82079-1:2019. Therefore, ISO/IEC Guide 37:2012 could be withdrawn as – in effect – it has already been turned with the publication of ISO/IEC/IEEE 82079-1:2019 into an international standard under ISO, IEC and IEEE, and on condition that the following identified concerns are

addressed adequately.

CIF members are invited to review the recommendation to withdraw ISO/IEC Guide 37 detailed on pages 204 to 209. CIF comments are requested by Monday, April 19, 2021.

2) Recommendation to Support the Development of NWIP on Menstrual Products

At the end of 2020, SIS (Sweden) made a proposal for a new activity on “Menstrual products”. In February 2021, the proposal was discussed at a Zoom meeting with the participation of SIS representatives, the COPOLCO Secretary and some interested PSWG members. The meeting discussed how to pursue this proposal and how to write a NWIP. SIS has prepared a COPOLCO Activity template, which will be distributed to all COPOLCO members for comment and approval in a Committee Internal Ballot prior to the COPOLCO Plenary. If supported by COPOLCO members, this will be developed into a NWIP for ISO member ballot.

CIF members are invited to review the WG 4 Proposal on Menstrual Products detailed on page 209 and the NWIP. CIF comments are requested by Monday, April 19, 2021.

17. Consumer needs in services (WG18) update (For comment)

Background and ANSI Position/Comments:

The following action items will be considered by WG 4 and COPOLCO.

1) Recommendation to call COPOLCO members' attention to the service information disclosure and consider integrating this work with the other relevant work

The issue of service information disclosure to consumers was raised at the WG18 meeting in July 2020 with members agreeing that improved guidance would be beneficial and discussing various long-term options, including creation of a part 2 of Guide 14 to focus on Services, or revising both parts of Guide 14 into an International Standard. Further discussion and research is needed regarding the best approach. It is noted that the NWIP Online Terms and Conditions could generate overlapping content. WG20 is carrying out related work “Defining consumer services in the age of COVID-19” which will add great value to this proposed work. Meanwhile, a proposed TC on product and service information is being prepared for consultation with COPOLCO.

CIF members are invited to review recommendation #1 detailed on pages 211-213. CIF comments are requested by Monday, April 19, 2021.

2) Recommendation for COPOLCO members to actively adopt ISO/IEC Guide 76, and to promote its use among their stakeholders.

- a. The revision of ISO/IEC Guide 76 was proposed by ISO/COPOLCO/WG18 and officially launched in 2015. Opinions from more than 120 countries were collected and finally completed the revision work. ISO/IEC Guide 76 has already been Introduced and adopted by some countries. The official release and implementation of ISO/IEC Guide 76 will promote the level of global service standardization, further improve the quality of service standards, and enable more consumers to obtain better services.

The ANSI delegates should support the draft recommendation #2 detailed on page 215.

3) Recommendation to Support the Development of Product and service information for consumers

Scope statement:

Standardization in the field of product and service information for consumers. Excluded: Privacy information covered by ISO/IEC/JTC1/SC27 and other specific product and service information covered by the specific TC, respectively.

Note: China (SAC) is committed to hold the Technical Committee Secretariat if this proposal is approved.

CIF members are invited to review the WG 5 Proposal on Product and service information for consumers detailed on [page 202](#) and the NWIP. CIF comments are requested by Monday, April 19, 2021.

18. Consumers International report

Background and ANSI Position/Comments:

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

- [Report from Consumer International \(For Information\)](#)

19. ANEC report

Background and ANSI Position/Comments:

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

- [The European Association for the Co-ordination of Consumer Representation in Standardisation \(ANEC\) Report \(For Information\)](#)

20. Any other business, closing remarks

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.

21. Adjourn the meeting



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

42nd meeting (Electronic meeting)

5-6 May 2021

12:00-15:00 (CEST, Geneva time)

Working documents



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AGENDA ITEM 1 OPENING OF THE MEETING



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AGENDA ITEM 2 ADOPTION OF THE AGENDA



DRAFT AGENDA FOR THE 42nd COPOLCO PLENARY

5-6 May 2021, 12:00-15:00 (CEST, Geneva time), electronic meeting

WEDNESDAY 5 MAY Plenary, Day 1

	Agenda Item	Document	Speaker
11:30	<i>Waiting room open in Zoom</i>		
12:00	1. Opening of the meeting (eg housekeeping, rules, resolutions team info)		G. Zucal D. Kissinger-Matray
12:10-12:15	2. Adoption of the agenda	N561	G. Zucal
12:15-12:50	3. Key developments across ISO 3.1. Presentation 3.2. Q&A	Oral report	S. Mujica
12:50-13:15	4. Capacity-building and development tools in ISO (APDC, digital learning, online events, etc) 4.1. Presentation 4.2. Q&A	Oral report	E. Kieck
13:15-13:30	5. Strategic directions for COPOLCO 5.1. CAG activities 5.2. Q&A	N562	G. Zucal S. Dainton C. Draghici
<i>13:30 -13:45 Coffee break</i>			
13:45-14:00	6. COPOLCO's strategic review 6.1. Highlights of Forum discussion 6.2. Status of activities 6.3. Q&A	N563	G. Zucal S. Dainton C. Draghici
14:00-14:15	7. Regional engagement outreach 7.1. Update 7.2. Q&A	N564	G. Zucal
14:15-14:35	8. Chair's reports on items not otherwise covered in the agenda (Council, Social responsibility, PDC coordination, etc) 8.1. Report 8.2. Q&A	N565 N557	G. Zucal
14:35-14:50	9. Secretary's report on items not otherwise covered in the agenda (follow-up to the resolutions, consultations, procedures etc.) 9.1. Report 9.2. Q&A	N566	D. Kissinger-Matray
14:50-15:00	10. Wrap-up, Day 1 and announcements for Day 2		TBD
15:00	11. Adjourn the meeting		G. Zucal

THURSDAY 6 MAY
Plenary, Day 2

	Agenda Item	Document	Speaker
11:30	<i>Waiting room open in Zoom</i>		
12:00	Opening of the meeting, announcements		<i>G. Zucal</i>
12:05-12:25	12. ISO/COPOLCO-Capacity-building mentorship programme and related work (WG3) update 12.1. Programme description 12.2. Pilot programme debrief 12.3. Next steps 12.4. Q&A	N567	<i>R. Reuss A. Serra Others, TBD</i>
12:25-12:45	13. Communication & outreach (WG20) update 13.1. Communication plan (working document) 13.2. Information deliverables (publications and web content) 13.3. Q&A	N568	<i>H. Kimera</i>
12:45-13:05	14. Key areas for consumers (WG2) update 14.1. Results of the survey on deliverables 14.2. Key areas report and programme 14.3. Q&A	N569	<i>J. Furbank</i>
13:05-13:25	15. Global marketplace (WG5) update 15.1. Current initiatives 15.2. Cooperation with IEC on AI 15.3. Q&A	N570	<i>T. Corbin S. James</i>
<i>13:25 -13:40 Coffee break</i>			
13:40-14:00	16. Product safety (WG4) update 16.1. Gap analysis of instructions for use 16.2. Incident investigation report 16.3. NWIP in Menstrual products 16.4. Q&A	N571	<i>K. Both E. Moon</i>
14:00-14:20	17. Consumer needs in services (WG18) update 17.1. Publication of ISO/IEC Guide 76 17.2. NWIP on product and service information for consumers 17.3. Investigations on services needs 17.4. Q&A	N572	<i>Liu Chengyang J. Hunter</i>
14:20-14:35	18. Consumers International report 18.1. Update on activities 18.2. Collaboration and networking (<i>i.e. making connections at national level</i>)	N573	<i>H. Leurent</i>
14:35-14:50	19. ANEC report 19.1. Update on activities 19.2. Areas of common interest	N574	<i>Jens Henriksson</i>
14:50-15:00	20. Any other business, closing remarks		<i>G. Zucal</i>
15:00	21. Adjourn the meeting		<i>G. Zucal</i>
Reports for information			
CASCO, DEVCO, IEC and informal regional groups of COPOLCO members.			



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AGENDA ITEM 3 KEY DEVELOPMENTS ACROSS ISO



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AGENDA ITEM 4 CAPACITY-BUILDING AND DEVELOPMENT TOOLS IN ISO



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AGENDA ITEM 5 STRATEGIC DIRECTIONS FOR COPOLCO



AGENDA ITEM 5 – DEVELOPING COPOLCO'S STRATEGIC DIRECTIONS

COPOLCO ACTION: COPOLCO is invited to comment on this proposal.

As announced in a letter to ISO members on 23 February (Annex 1), the ISO Council has now approved the complete package of the ISO Strategy 2030, including its Rolling Implementation Plan and Measurement Framework.

As per the 2021 COPOLCO work programme, one of COPOLCO's objectives is to develop a 5-year application of the ISO Strategy 2030, as high-level orientations to support the ISO Strategy 2030 (Annex 2) and advance COPOLCO's mission and vision as defined in 2020.

The ISO Council has recommended that, in their efforts to support the ISO Strategy 2030, ISO policy committees align their efforts closely with the ISO Strategy 2030 while avoiding inadvertent proliferation of "strategies". In practice this means that COPOLCO should refer to the ISO Strategy in developing its orientations, rather than creating a separate "COPOLCO Strategy".

Over the next months, the CAG will be aiming to develop high-level strategic directions that support COPOLCO's mission and vision, and the ISO Strategy 2030. It will also seek to leverage ISO's Measurement Framework and Rolling Implementation Plan as a basis for defining and measuring the impact of its specific activities. Specifically, whenever possible, the indicators under the accepted Measurement Framework will be used as the basis for indicators of achievement of the Goals and Priorities appearing in the Snapshot below. COPOLCO's Work Programmes, approved by Council annually, will serve as COPOLCO's "Rolling Implementation Plan", as from 2022. This will help align COPOLCO's activities with the ISO Strategy.

(overleaf)



Snapshot of the ISO Strategy 2030 illustrating ISO's overall strategic framework.

In its December and March meetings CAG members discussed how COPOLCO's activities align with the ISO Strategy 2030. In fact, many activities that COPOLCO has been doing up to now already promote the goals of the ISO Strategy 2030. The challenge is both to reflect the intent of the ISO Strategy 2030 and demonstrate how COPOLCO's activities currently support ISO's strategic goals.

It is proposed for CAG to:

- 1) Develop a first draft of high-level COPOLCO strategic directions that are likely to remain valid for 5 years, taking into account CAG meetings discussions and the ISO Strategy 2030, as well as COPOLCO's mission, vision and mandate.
- 2) Hold a CAG working session (date to be discussed with the CAG), with COPOLCO working group convenors, to develop this, including a presentation on how to develop such a document, as needed.
- 3) Either develop a second draft for consultation with COPOLCO or discuss it during a second meeting of a smaller group for the sake of agility (the CAG or a task group thereof – to be decided after the first meeting).
- 4) Consider open informative Zoom meetings to present the strategic orientations, answer questions and receive input.
- 5) Launch a Committee Internal Ballot on the draft.
- 6) Consider comments from this consultation, and
- 7) Finalize the draft for COPOLCO's approval by ballot (to be completed and reported by end 2021).

In the meantime, the usual process will apply for COPOLCO's development of a draft 2022 COPOLCO work programme, to submit to the ISO Council for its September 2021 meeting.



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

Eddy Njoroge
President

Sergio Mujica
Secretary-General

GA 2021

2021-02-23

**TO THE ISO MEMBER BODIES,
CORRESPONDENT AND
SUBSCRIBER MEMBERS**

LAUNCH OF ISO STRATEGY 2030

Dear colleagues and friends,

It is our pleasure to announce the official launch of the **ISO Strategy 2030** and provide you with supporting materials to help with engagement and promotion in your organizations and networks.

Upholding standardization's values of inclusiveness and consensus, the ISO Strategy 2030 is the result of a collaborative effort between ISO members, partners and stakeholders.

Our bold vision and mission show with clarity our purpose and the strength of our convictions. Realizing the purpose of our organization is infinitely more than our own success. It is about fulfilling our vision to *'make lives easier, safer and better'* for all the people in the world. As ISO members, you are invited to embrace this challenge and join together on this journey.

In order to help us successfully implement the ISO Strategy 2030 and measure our success, a **Rolling Implementation Plan** and **Measurement Framework** have been designed as companion documents and as working tools for ISO and our members. These documents outline the concrete actions we will take towards our goals and priorities and guide us in measuring our progress.

All documents and supporting tools are all available to you at <https://connect.iso.org/x/wxVaCw>.

Here you will find the following:

- The **ISO Strategy 2030, Rolling Implementation Plan** and **Measurement Framework**. **'Defining Success'** provides an introduction and high-level overview of the key elements of success for each goal and priority.
- **Communication package** (including supporting visuals, graphics and presentation template) to help you disseminate our common vision and mission, goals and priorities within your community. The more people understand our strategy, the more successful we can be.

Furthermore, we invite you to visit and explore [iso.org/strategy2030](https://www.iso.org/strategy2030) where you will find the digital home of our new organizational strategy that can be accessed publicly.

Let's make history together as we move forward with our shared vision for a better world!

Best regards,



Eddy Njoroge
President



Sergio Mujica
Secretary General

cc. President-elect
Vice-President (policy)
Vice-President (technical management)
Vice-President (finance)
Treasurer



ANNEX 2 to COPOLCON 562

ISO STRATEGY 2030

Making lives easier, safer and better



Content

ISO President Eddy Njoroge on our new strategy

It is my pleasure to share with you the new ISO Strategy 2030, a result of a collaborative effort between our members, partners and all stakeholders. Inclusiveness and finding common agreement on products and services is the lifeblood of standardization and for 75 years, ISO has been at the heart of this process. It is therefore fitting that the vision of ISO for 2030 should be founded on the same tenets.

The ISO Strategy 2030, like our International Standards, will be regularly reviewed and revised. In this way, we will ensure that it remains fit for purpose, as we adapt our intentions and actions in line with our changing environment and aspirations. The strategy will be complemented by two key tools; the implementation plan, which will outline the concrete actions we will take towards our goals and priorities, and the measurement framework, which we will use to continually measure our progress.

The ongoing global health crisis has demonstrated the truly universal nature of the issues facing humanity and brought new perspective to our work. I believe that ISO has an indispensable role to play in supporting coordinated action to provide global solutions and to ensure that the world is better prepared for any future situations like the one we find ourselves in today. We are seeing an acceleration of profound changes in society, especially in the use of digital technologies for remote learning and working. As you will read, digital transformation and the need to find new ways of working and delivering solutions is a thread that runs through our new ISO strategy.

It is clearer now than ever before, that realizing the purpose of our organization is about infinitely more than our own success. It is about fulfilling our vision to make life easier, safer and better for all the people in the world. Our bold vision and mission, outlined on the following pages, show with clarity our purpose and the strength of our convictions, which are well aligned to the United Nations Global Agenda for 2030 and its 17 Sustainable Development Goals.

Together, we all have a role to play: the ISO Strategy 2030 sets us on an important journey towards success.



A handwritten signature in black ink, which appears to read 'Eddy Njoroge'. The signature is written in a cursive, flowing style.

Eddy Njoroge
ISO President

About **ISO**

We are ISO, the International Organization for Standardization. We are an independent, non-governmental international organization comprising a membership base of over 160 national standards bodies, coordinated by the ISO Central Secretariat (ISO/CS) in Geneva, Switzerland. ISO and its members bring together a network of experts to share knowledge and develop International Standards.

ISO believes that great things happen when the world agrees.

The context

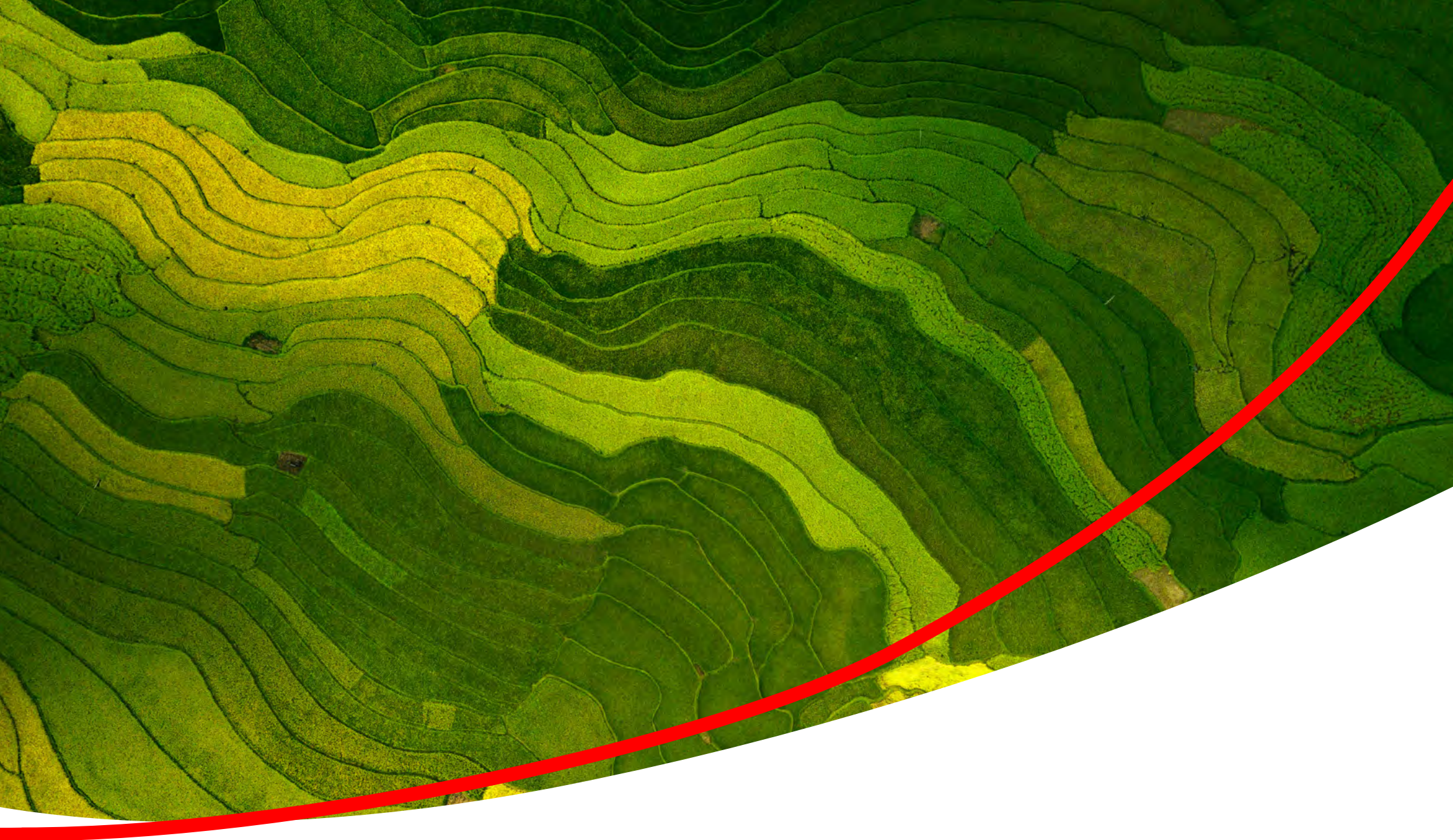
We operate in a world where change is a constant, and where challenges and disruptions can be global in scale. To be well positioned within this global context, we must have a clear and agile strategy that defines our purpose and what we want to achieve, whilst allowing us to anticipate change and adapt quickly to the world around us.

In this sense, the notion of continuous improvement is one of shifting and evolving targets. We have come a long way in our nearly 75-year history – and contributed to great progress – but today’s world is not the same as yesterday’s nor will it be the same as tomorrow’s. We need to go further if we want to ensure that ISO will continue to be at the forefront of positive change.

With this in mind, the ISO Strategy 2021-2030 sets out **our vision** (*why we do what we do*), **our mission** (*what we do and how we do it*), **our goals** (*what we need to achieve to realize our mission and vision*) and **our priorities** (*where we need to focus our resources to make this happen*). These priorities are designed to be regularly reviewed, and adjusted when needed, to respond to any changes in our external environment.

We have defined 2030 as a milestone to reflect on our progress and evaluate our fundamental work as an organization. This time frame aligns with the United Nations’ ambitious Global Agenda for 2030, which, as outlined through the 17 Sustainable Development Goals, will require international collaborative effort to become a reality. ISO is built around an ethos of collaboration and believes that standardization plays a key role in transforming our world into a sustainable one.





DRIVERS OF CHANGE

Drivers of change

Understanding the context in which ISO operates is essential to defining our priorities. This includes identifying external drivers of change and evaluating their impact on our organization. In envisaging ISO's role over the next decade, we have identified four primary drivers of change as the areas where we see International Standards having the most impact and relevance in the world – the economy, technology, society and the environment.

These drivers are all strongly interlinked and large-scale disruption or crises may affect multiple drivers at once. Change presents both risks and opportunities. Understanding how it occurs by monitoring these four drivers will enable us to anticipate and respond to their potential transformative impact on the ISO system in order to ensure our relevance in a shifting global context.

Economy: trade and uncertainty

The evolution of the international trading system and its impacts on the global economy are uncertain. Even as the concepts of globalization and multilateralism are increasingly challenged, the interdependence of global supply chains remains strong and essential. This context makes it difficult for organizations to predict their long-term development, as access to global markets for their products and services may be impacted. Changes resulting from economic and trade uncertainty may affect the demand for, and relevance of, International Standards.

Technology: the impact of digital

The growth of digital infrastructures and the integration of digital technologies with other more traditional technologies are rapidly and significantly changing the way people live and work around the world. For organizations, advancements in digital technology can help boost efficiency and productivity, create competitive advantage and promote innovation. It is, however, important to analyse which technologies have real value and relevance, not least from a social perspective, and where investments should be made. International Standards can help society and businesses make the most of digitalization and foster the spread of new technologies in a sustainable way. ISO must also harness the power of digital technologies to improve its own value chain and agility.

Society: changing expectations and behaviour

Public and civil society actors want higher levels of transparency and collaboration and expect their concerns and requests to be heard and addressed. They expect individual rights to be upheld and are increasingly concerned that security should not come at the expense of privacy. This pushes organizations to be more inclusive, more accountable, and to better integrate stakeholders in their decision-making processes, including by listening to feedback and anticipating stakeholder expectations. For ISO, this presents a challenge to the current standards development process and its resulting products, providing an impetus for faster, more inclusive development and more customizable products.

Environment: the urgency for sustainability

The world faces major threats to the environment if it fails to adequately address risks such as climate change, biodiversity loss and pollution. These and other issues cut across national borders and cannot be solved by one individual, company or government alone. International cooperation is required, with a view to achieving sustainability rather than short-term solutions. ISO has a key role to play here as International Standards can be important tools to support the shift towards a more sustainable future.



VISION & MISSION

Vision & Mission

Our vision for 2030

Making lives easier, safer and better

At ISO, we believe that International Standards, although largely invisible in our daily lives, are a crucial component to making things safer and better in the world around us. By achieving this, we can contribute to improving people's quality of life every day.

Our mission

Through our members and their stakeholders, we bring people together to agree on International Standards that respond to global challenges. ISO standards support global trade, drive inclusive and equitable economic growth, advance innovation and promote health and safety to achieve a sustainable future.

ISO provides a neutral platform where experts the world over come together to develop and agree on standards. The building of consensus across multiple levels establishes trust and credibility in our organization, and the International Standards we produce, that make us a global leader in our field.



OUR GOALS

Our Goals

The goals we have set ourselves are stepping stones to our vision and will help us to ensure that our work makes lives easier, safer and better. They will help maximize our impact and ensure that, through our members, we bring experts together to agree on International Standards that address global challenges. ISO's goals for 2030 are:

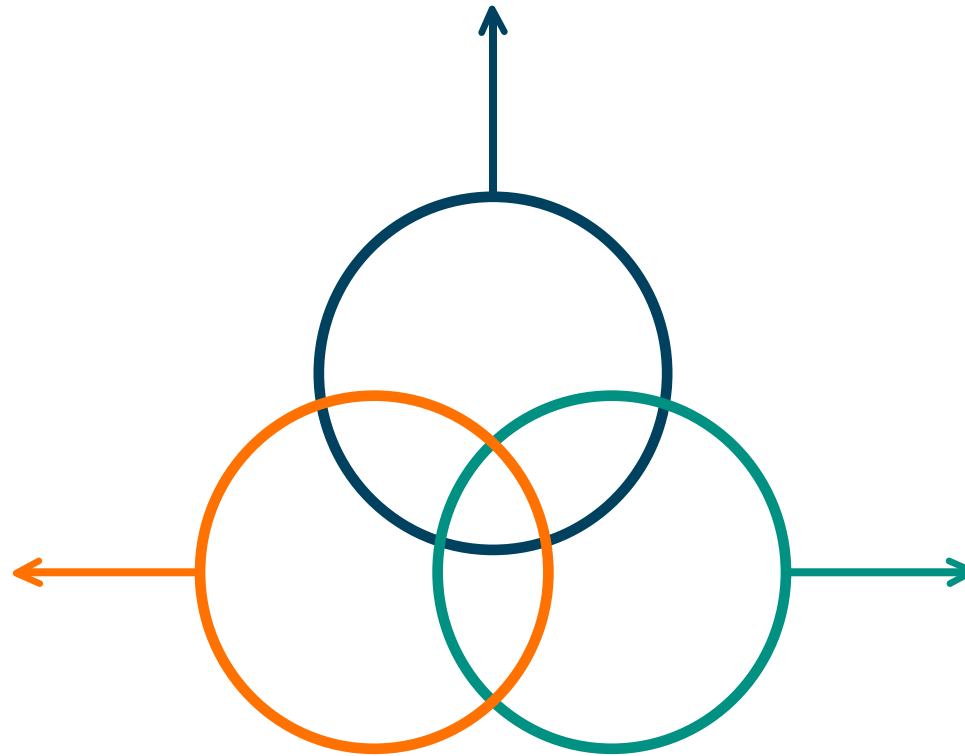


ISO standards used everywhere

To realize our vision, our standards must be widely used. We need to ensure that our standards are high quality, easily accessible and usable, and that people understand the benefits that they bring.

Meeting global needs

To realize our vision, we must develop consensus-based standards that are relevant and respond to current and future challenges. We must focus on getting the right standards to market at the right time, with the right content and in the right format.



All voices heard

To realize our vision, our system must foster diversity and inclusivity. We need to ensure that we attract and retain the best experts and enable everyone to participate. We must listen to all voices, both in the development of standards and when making decisions as an organization.



MEASURING SUCCESS

Measuring success

To achieve our goals by 2030, we will need to continually measure our progress and evaluate our success. To this end, we will develop a structured and consistent measurement framework to:

- First, measure our progress toward achieving our strategic priorities
- Then measure our success according to our overall goals

A detailed framework of indicators and measures is part of our strategy implementation plan, which will be reviewed and updated on a regular basis to remain relevant, agile and responsive to change.

At a high level, we expect to measure success as outlined below.

ISO standards used everywhere

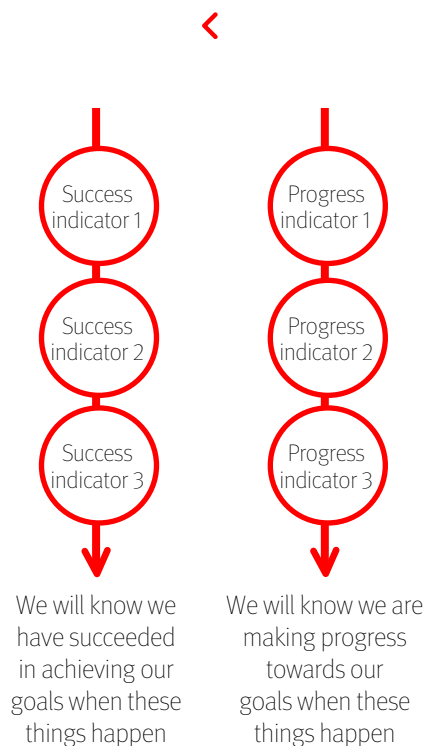
We will measure the use of standards, the visibility of ISO and the awareness of ISO standards amongst our target audiences.

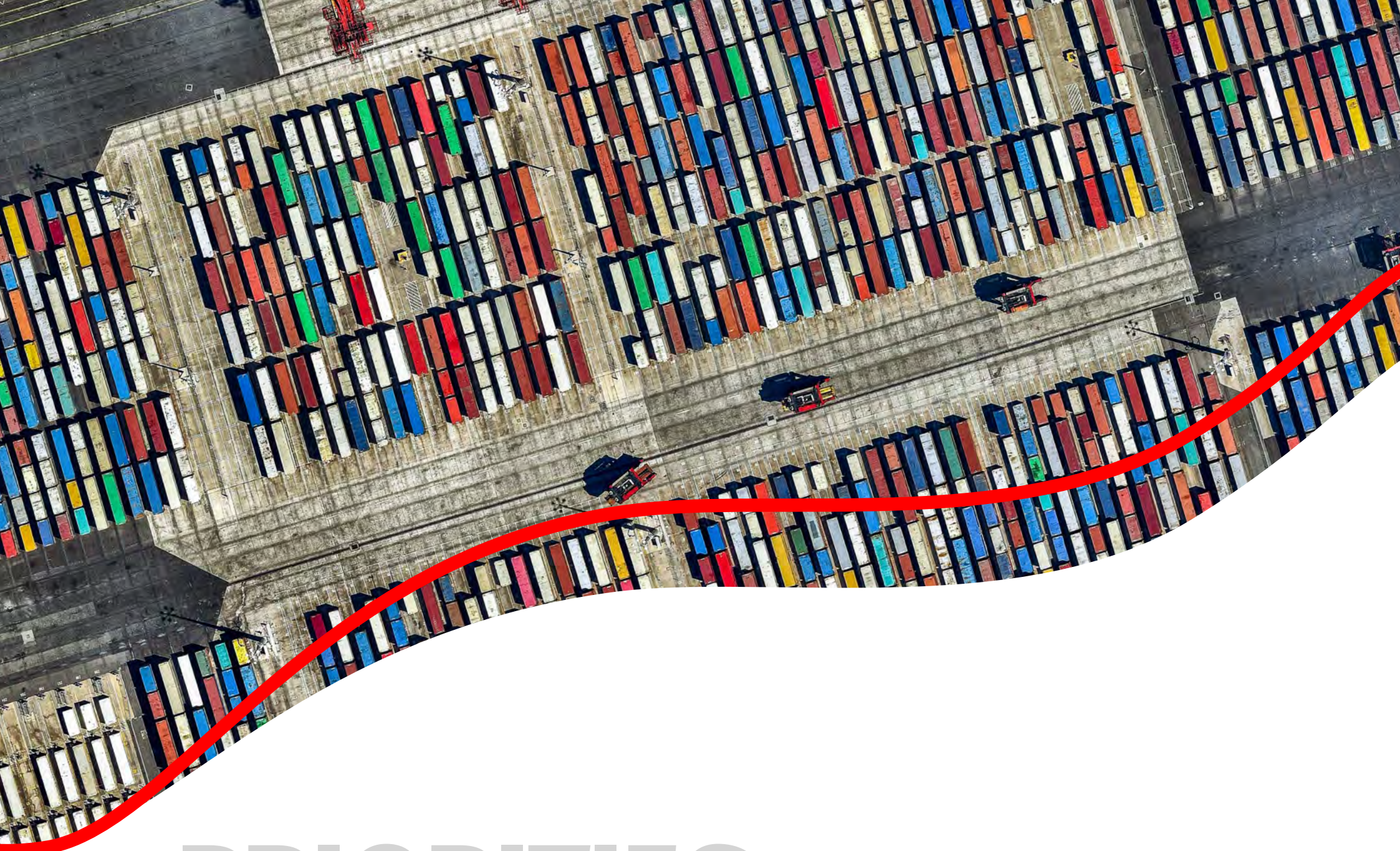
Meeting global needs

We will measure whether global needs are being met in terms of timeliness, coverage of emerging/priority topics and the fitness for purpose of ISO standards and related products.

All voices heard

We will measure the strength and diversity of voices in the ISO system – not just who is participating, but how they engage, play an active role and how their contributions are reflected in our work.

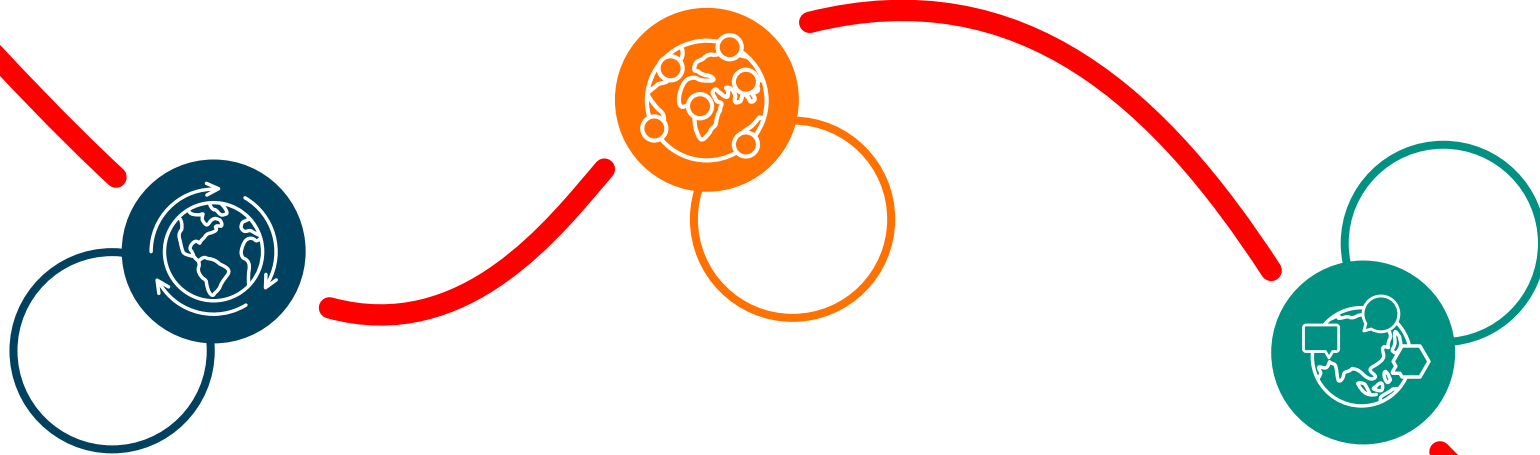




PRIORITIES

Priorities

We will focus on six priorities to achieve our goals and maximize our impact within the context of the drivers of change. Each priority primarily supports one goal, as shown below.





ISO standards used everywhere

Demonstrate the benefits of ISO standards

Opportunity statement

To encourage the widespread use of ISO standards and attract experts to the development process, we must clearly demonstrate the benefits of using ISO standards. Concrete examples as well as quantitative and qualitative data demonstrating the value and impact of ISO standards are key to constructing a powerful message and cementing ISO's position as a leader in its field.

By conducting research and gathering data on how ISO standards can support international trade, drive economic growth, promote innovation, support sustainable development and promote health and safety, we will be able to further public understanding of the positive impacts of standards and to demonstrate the value of ISO's work.

How will ISO seize this opportunity?

- Partner with ISO members, academia and other organizations to promote research on standardization and develop and share knowledge on the impact of International Standards
- Collect data, conduct research and build case studies demonstrating the impact of International Standards
- Use the ISO network to actively promote International Standards and their benefits (with messages supported by research and data), targeting in particular industry leaders and policy makers

Measuring progress

We will measure our effectiveness in promoting the benefits of ISO standards as well as assessing members' (and stakeholders') engagement with research related to standards and standardization.



ISO standards used everywhere

Innovate to meet users' needs

Opportunity statement

Technology is changing the way the world does business, collaborates and consumes content. ISO needs to ensure that it understands what this means for users – both users of the ISO system (participants in standards development) and users of ISO standards (customers). We need to consider the new challenges they face and how standards development processes (and the standards themselves) can evolve to better fit their needs. New technologies can drive this evolution towards innovative standardization products and solutions, but this must be aligned with user expectations. By monitoring technological innovation and analysing and anticipating users' needs, ISO will transform how we create, format and deliver content to ensure our products and services are the most attractive and relevant on the market.

How will ISO seize this opportunity?

- Work with ISO members to systematically collect and analyse user feedback
- Monitor innovation and technological developments across a broad range of industries to explore how these might affect the standardization business and user needs/expectations
- Develop, test and deploy innovative products and solutions in collaboration with ISO members

Measuring progress

We will measure ISO's effectiveness in identifying and successfully delivering on the needs of members and their stakeholders in terms of innovative standardization tools, processes, products and services.



Meeting global needs

Deliver ISO standards when the market needs them

Opportunity statement

New technologies, changing customer expectations and the need to develop solutions to address urgent global challenges are putting pressure on ISO to adapt and accelerate its processes. Timeliness is key – ISO must get standards to market quickly, but without compromising the quality of its standards, the rigour of its processes or the engagement of the experts developing these standards. Effectively capturing and incorporating user needs will be a vital part of this process, to understand exactly when the market needs a standard, the content it must contain and the most efficient development approaches. We will need to become more agile, strengthen cooperation with other standards developers and partner with stakeholders to prioritize the most critical needs.

How will ISO seize this opportunity?

- Work with ISO members to gather insights into market needs and translate these to the international level
- Invest in training and technology to improve and streamline the standards development and production processes to ensure both timeliness and quality
- Maintain a range of standards products to meet the whole spectrum of market needs (including quick publication) and ensure that committees and stakeholders understand how to choose the right product for their needs

Measuring progress

We will measure development time and other aspects of timeliness, including standards development competencies, process improvements and the use of the full range of standards products to meet diverse needs as they emerge.



Meeting global needs

Capture future opportunities for international standardization

Opportunity statement

To ensure we fulfil our mission, we must anticipate market needs and challenges, and analyse where we can have the greatest impact today and in the future. This can be done through foresight, strategy and responsive action. Working with our members and partners, ISO will monitor global trends and challenges, explore the role of standards in the future and share this knowledge and insight to identify new or changing needs. Evaluating, prioritizing and responding to new opportunities in a timely way will position the organization as a leader in emerging sectors.

How will ISO seize this opportunity?

- Coordinate and promote strategic foresight activities within the ISO system
- Foster greater dialogue and collaboration amongst the ISO network around potential new standardization opportunities
- Explore pathways for monitoring, testing or developing potential new standardization subjects within the ISO system

Measuring progress

We will measure member engagement and information sharing around foresight and emerging areas for standardization, the number of future opportunities identified and explored by the ISO system, as well as the responsiveness of the ISO system to new opportunities.



All voices heard

Strengthen ISO members through capacity building

Opportunity statement

ISO is only as strong as its members. In every aspect of the ISO system, from engaging experts to promoting the benefits of standards, a strong national standards body is key to success. Building on the rich experiences and successes within its network, ISO will provide capacity building support to all its members to ensure strengths are shared and built upon. A large majority of ISO members are from developing countries and experience specific challenges when participating in, and benefiting from, international standardization; ISO will provide targeted support to this particular group of members.

How will ISO seize this opportunity?

- Work with members to increase their engagement and ensure they maximize the benefits offered by the ISO network
- Provide training and support (increasingly using online learning tools and virtual formats as well as in-person formats) to strengthen members' skills and infrastructures, allowing them to fully participate in ISO standards development and governance
- Promote knowledge transfer within the ISO network, especially increased networking and collaboration between members (including at the regional level)

Measuring progress

We will measure member engagement across the ISO system, including participation at different levels (technical committees, leadership and governance), and the types of contributions members are making.

We will also systematically measure the success of our direct capacity building programmes in terms of strengthening members' participation, in particular those from developing countries.



All voices heard

Advance inclusivity and diversity in the ISO system

Opportunity statement

We must actively listen to all voices to ensure that our standards meet global needs. This is why the ISO system must be inclusive (welcoming and valuing difference) and ISO standards must be developed by groups that reflect the diversity of all stakeholders, standards users and beneficiaries. We will focus our efforts on building and maintaining an organizational culture that is inclusive and that, by promoting acceptance and respect, empowers people and allows diversity to thrive. This applies to both ISO standards development and ISO governance.

How will ISO seize this opportunity?

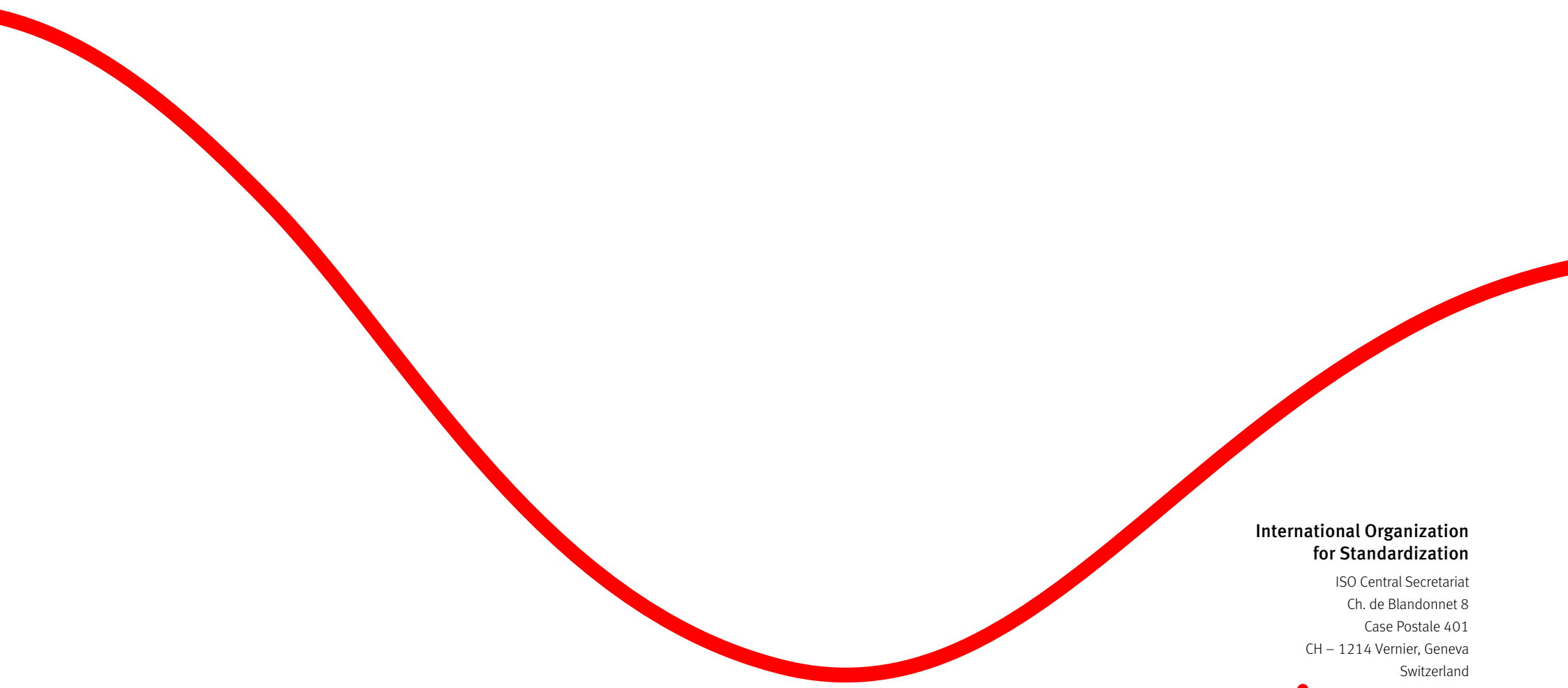
- Leverage technology to facilitate participation in ISO standards development for all groups of stakeholders, standards users and beneficiaries
- Instigate a culture change, together with ISO members, that engages all ISO stakeholders around diversity and inclusivity and encourages broad participation in ISO standards development and governance by underrepresented groups (e.g. women and the next generation of experts)
- Work with members on broadening stakeholder engagement and partnership-building efforts, to attract new voices and diverse perspectives to international standardization

Measuring progress

We will measure diversity within the ISO system (technical community, ISO governance groups and ISO/CS) to ensure it is representative of all stakeholders, standards users and beneficiaries.

Snapshot





**International Organization
for Standardization**

ISO Central Secretariat
Ch. de Blandonnet 8
Case Postale 401
CH – 1214 Vernier, Geneva
Switzerland

iso.org

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International Organization for Standardization
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AGENDA ITEM 6 COPOLCO's STRATEGIC REVIEW



AGENDA ITEM 6 COPOLCO'S STRATEGIC REVIEW

COPOLCO ACTION: COPOLCO members are invited to comment on this document, especially on the proposal appearing under the conclusion, and to support the proposal.

This paper outlines the major steps in COPOLCO's Strategic Review taken to date, describes actions taken to promote member and stakeholder engagement, and proposes that the CAG redesign the current working group configuration to reflect COPOLCO members' priorities.

Progress to date on the COPOLCO Strategic Review

In 2020 COPOLCO completed the major milestones of its strategic review, begun in 2019 and performed over the 2019-2020 period. COPOLCO redefined its working groups' reporting line, and approved new selection criteria for the CAG, as well as an overall review plan at its Plenary in Harare, Zimbabwe in May 2019 (Resolution 1/2019). It also launched a new working group on communication and outreach (WG 20) in 2019. COPOLCO reconstituted its CAG membership in January 2020. The restructured CAG held five meetings in 2020 and 2021 (current membership at Annex 1). The CAG also developed and approved a Vice-Chair selection procedure as an application of Clause 16.4 of ISO's Rules of Procedure (Annex 2). In 2020 COPOLCO approved the CAG's new Terms of Reference (N545), and new Vision and Mission statements (N546), by correspondence.

At its meeting in December 2020 the CAG considered responses to an extensive survey on COPOLCO members' engagement with working groups and their national priorities (N548): The survey was part of COPOLCO's overarching working group review. The CAG concluded that the most critical components for well-functioning working groups were enhancing engagement with COPOLCO members and facilitating participation of WG experts. To realize this goal the CAG will, among other actions, organize a series of virtual outreach meetings by region for COPOLCO national mirror committees, and encourage more working group meetings to take place by virtual means (on-line participation).

The global pandemic accelerated the trend towards holding more virtual meetings. In fact, all meetings were virtual in 2020. The CAG proposes to maintain more COPOLCO working group meetings in the future as virtual ones, which will offer the possibility of more frequent meetings, when needed.

At its meeting on 10-11 March 2021, the CAG discussed the areas of interest expressed by the COPOLCO members, and how the COPOLCO's organization structure needed to be adapted to match COPOLCO members' current priorities and organizational needs. For reference, the current working groups and their mandates appear at Annex 3.

Background on the working group review

The COPOLCO CAG appointed TG 06 at its November 2018 meeting to consider the mandates and operation of COPOLCO working groups as part of ISO/COPOLCO's Strategic Review. The TG06 developed proposals for reorganizing COPOLCO working groups and the CAG for approval at the 2019 COPOLCO Plenary meeting, where a process and criteria for constituting the present "Chair's Advisory Group" were approved. The CAG conducted its first review of the current working groups at its November 2019 meeting, but did not come to consensus on a course of action.

Therefore, the CAG appointed TG 07 to "review the current working groups to see if they meet the needs of COPOLCO members and make recommendations to the CAG". At TG07's virtual meetings in February and March 2020, members decided to research and analyse COPOLCO members' requirements for effective participation, as a key to understanding the resulting optimal structure of working groups. In the meantime, the newly reconstituted CAG held its first meeting in February 2020.

The CAG considered TG07's draft survey at its meeting in July 2020 and suggested more focus on COPOLCO members' expectations of working groups. The survey was circulated to COPOLCO contact persons to coordinate a national response from their countries, as COPOLCO N548, for response by 27 October 2020.

Survey results and implications

Below are the consumer issues highlighted by members as a priority in their countries (number of responses in brackets - multiple answers possible):

The top two issues were:

- Digital economy and data protection issues (20)
- Product safety and health (quality) (18)

closely followed by:

- Fair trading and competition issues (13)
- Environment and sustainability (12)

Other responses were:

- Covid-19 and pandemic issues: (7)
- Consumer information and traceability (5)
- Services: (4)
- Travel and road safety (3)

A few remaining responses mentioned capacity and training issues.

Implications of the findings

The responses show that the digital economy and data protection issues, and product safety and health were the greatest areas of concern. Other important issues were fair trading and competition, as well as environment and sustainability.

The survey results suggested that COPOLCO working methods and organization should be revisited to reflect the current and future needs of members and an evolving marketplace. On the one hand, COPOLCO's working groups need some adaptation to provide a more adequate framework for implementing COPOLCO's initiatives in a future context. On the other hand, such a redesign needs to be relevant, useful and also accompanied by other actions to promote engagement (see above).

A non-exhaustive list of trends needing an effective response under COPOLCO's remit include:

- Critical importance of environmental and sustainability issues, and visibility of the SDGs
- Impact of emerging technologies (AI and IoT issues) on product safety
- Blurring boundaries between products and their related services

- Impact on fair trading outcomes, including for informed choice and access, of the increasingly pervasive online marketplace (accentuated by the COVID-19 pandemic).

Conclusion:

The CAG is proposing to redesign COPOLCO's working group structure, to address the need to:

- 1) "future-proof" COPOLCO in light of new economic and social conditions as described above,
- 2) provide a good basis to support COPOLCO's strategic directions and the ISO Strategy 2030,
- 3) enable an agile and efficient response to specific needs expressed by COPOLCO's members.
- 4) improve overall efficiency of COPOLCO's work.

The redesigned working groups would have clearly delineated scopes and draw on currently existing expertise and leadership. They would consist of several overarching standing groups that focus on general areas of priority, with time-limited task groups to handle specific, distinct projects.

It is therefore proposed to consolidate the current working groups into three or four newly constituted standing groups, each with ad-hoc task groups as needed, to handle subjects as they arise. These could be, for example:

Three working groups, each one with a broad scope, covering:

- 1) Key and emerging issues for consumer protection (including standards in development and gaps where new standards can help – dealing with product safety, services, and online marketplace issues currently under WGs 4,5 and 18)
- 2) Communications and outreach (including activities covered under WGs 2 and 20)
- 3) Capacity building and training (covering WG3's activities)

Or

Four working groups, each with a specific scope, for example:

- 1) Product safety (extended to cover digital safety and services)
- 2) Online virtual marketplace (including marketplaces, retailers, platforms and social commerce)
- 3) Communications and outreach,
- 4) Capacity-building and training (extended for a wider variety of online events and networking).

The exact form and mandate of these groups is still to be decided.

The CAG seeks COPOLCO's agreement to develop a proposal for a redesigned structure considering the above, for COPOLCO's approval by correspondence.



MEMBERSHIP – CHAIR’S ADVISORY GROUP

Chair: Guillermo Zucal – COPOLCO Chair

ISO Members

Based on nominations received by 30 September 2019 – 1 candidate per country – and subsequent appointments.

Teresa Corbin, SA (Australian Communications Consumer Action Network), Australia
Sadie Dainton, BSI, UK – *COPOLCO Vice-Chair*
Chengyang Liu, SAC, China
Michaela Miller, ANSI, USA
Tsuneo Matsumoto, JISC, Japan
Saluck Pisuttipattaya – TISI, Thailand
Rémi Reuss, AFNOR, France

Other appointees

Aubrey LeBlanc – SCC, Canada
Saral James – DSM (Standards Users), Malaysia
Thalita Romano – ABNT, Brazil

Liaison organizations

Jens Henriksson – ANEC
Helena Leurent – Consumers International
Stephen Dutnall – IEC



COPOLCO VICE-CHAIR PROCEDURE

1) At the beginning of each year that a Chair is appointed or re-appointed the ISO/COPOLCO Secretary shall send out a call for COPOLCO Vice-Chair nominations to all ISO/COPOLCO members. The nomination period shall be nine-months, terminating by the end of September.

2) All nominations shall be supported with a curriculum vitae of the nominee and any other useful documentation. The candidate must have the support of the NSB, P member of COPOLCO.

3) After the nomination period closes, the COPOLCO Secretary shall forward the candidacies to the newly-appointed (or reappointed) COPOLCO Chair. The COPOLCO Chair-elect (or reappointed Chair) shall forward the name(s) (and the accompanying details) of the Vice-Chair candidates, and his/her recommended Vice-Chair selection, to the COPOLCO Chair's Advisory Group for a 4-week consultation period. In the absence of sustained opposition during that consultation, the appointment becomes effective for 1 January of the following year.

4) In cases of conflict of interest, CAG members shall abstain from the Vice-Chair consultation process

5) If the CAG cannot reach consensus, and if a simple majority of the CAG objects or raises concerns about the COPOLCO Chair's recommended Vice-Chair selection, a meeting of the CAG shall be called in an attempt to resolve said concerns.

6) Following the CAG meeting, the Chair shall take the CAG's concerns into consideration when making a decision about the appointment of the Vice-Chair.

7) The term of the appointed COPOLCO Vice-Chair is two years and shall coincide with the term of the Chair.



CURRENT COPOLCO STANDING WORKING GROUPS TERMS OF REFERENCE

COPOLCO WG 01 “Chair's Advisory Group”

Role of the CAG

Advise the COPOLCO Chair on policy and strategic matters, in order to fulfil COPOLCO's mandate in an efficient and effective manner

Responsibilities of the CAG

Take appropriate action to execute decisions, as mandated by COPOLCO, to deliver COPOLCO members' intentions and priorities,

Provide oversight and counsel to the COPOLCO Chair on:

- Implementation of the ISO strategy plan from the consumer stakeholder point of view
- Reports and recommendations to ISO Council and COPOLCO
- The development of the COPOLCO strategic plan
- The implementation of COPOLCO's work programme

Provide advice to the COPOLCO Chair on:

- Reporting and recommendations to the ISO Council
- Strategic orientations of COPOLCO
- Policy recommendations and work items for the consideration of COPOLCO.
- Monitoring and progression of COPOLCO Working groups' work plans and activities
- Communications with COPOLCO's liaisons and partners
- Other ad hoc matters as proposed by the Chair.

The Chair's Advisory Group may establish task groups reporting to it, with specific mandate as decided by the CAG. These shall be disbanded when the mandate is completed.

Note: COPOLCO denotes the approval by ISO COPOLCO members following the procedures laid out in ISO/IEC Directives.

COPOLCO WG 02 “Key areas for consumers”

The Key Areas Working Group (WG2) operates as a standing working group 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.

Mandate:

- Identify, prioritize 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;
- Where relevant, 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;
- 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:

- Identify and develop training materials and interventions.
- Promote an understanding of consumer issues and the value of consumer participation in standardization amongst standards bodies and other standards stakeholders;
- Explore and address barriers to consumer participation in standards policy, technical work and the processes involved, and encourage active participation;

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 in International Standards.

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:

- Promote the design, manufacture, assembly, sale and disposal of safer consumer products via COPOLCO and ISO;
- Identify potential and actual hazards in consumer products and ways to reduce risk to consumers
- Identify and promote greater consistency and coherence in requirements for safety in standards;
- Provide a platform for networking and communication between COPOLCO and ISO members on issues of safety

COPOLCO WG 05 “Consumer protection in the global marketplace”

Mandate:

- Develop proposals in the consumer interest for both online and conventional transactions in the global marketplace.

COPOLCO WG 18 “Consumer issues in services standardization”

Mandate:

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

COPOLCO WG 20 Communication and promotion

Mandate:

- Promote and monitor relationships with international organizations and partners, such as the United Nations and World Health Organization, in co-ordination with ISO Central Secretariat
- Identify opportunities for communication and outreach
- Develop an overall communications strategy
- Work with the COPOLCO Secretariat and communications services to develop promotional material
- Make recommendations to the Chair’s Advisory Group



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AGENDA ITEM 7 REGIONAL ENGAGEMENT OUTREACH



ITEM 7 REGIONAL ENGAGEMENT OUTREACH

COPOLCO ACTION: COPOLCO members are invited to comment on this report.

Background

In the absence of physical meetings in 2020, and recognizing the importance of maintaining dialogue with COPOLCO members, the COPOLCO CAG agreed at its December 2020 meeting to organize small, interactive, remote meetings with regional groups of members, taking the CASCO experience as a model.

These meetings will aim to reach COPOLCO contact people and mirror committees, share information, understand the needs and priorities of members in each region, and collect input in view of developing ideas to encourage members' participation in COPOLCO.

Process

COPOLCO members will be clustered by regions:

- Africa
- North America and Caribbean (English-speaking)
- Central/South America (Spanish-speaking)
- Asia and Oceania
- Middle East and Arabian Peninsula
- Europe

A minimum of five members participating is required to run the call. The call will last between 1-2 hours, depending on the discussions. It is primarily intended for the main COPOLCO contact person(s) and national mirror committee; however, the contact person or the national mirror committee may decide to extend the invitation to their stakeholders that are already involved in consumer issues at national level and could benefit from discussions. It is to be noted that these sessions are not intended to be a vehicle for the NSBs to outreach to their potential stakeholders, but rather to engage existing members and their stakeholders in COPOLCO's activities. The outcomes of the meetings will be minuted and compiled into a report that will be shared with all COPOLCO members.

The agenda should include:

- 1) Giving an update on Plenary meeting results and COPOLCO activities.
- 2) Asking for input on consumer priorities for potential standardization areas of interest for consumers or where consumers may benefit from standardization.
- 3) Inviting participants to articulate their ideas to achieve better stakeholder engagement and participation in COPOLCO.

It is proposed for the sessions to include the COPOLCO Chair and/or Vice-Chair, Secretariat, and one or two CAG members, and to start planning these calls after the COPOLCO Plenary meeting.



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**AGENDA ITEM 8 CHAIR'S REPORTS ON ITEMS NOT OTHERWISE
COVERED IN THE AGENDA**



AGENDA ITEM 8 CHAIR'S REPORT ON ITEMS NOT OTHERWISE COVERED IN THE AGENDA

COPOLCO ACTION – COPOLCO members are invited to note the report.

1 ISO Council meeting in February

The Chair participated in the Council meeting by Zoom on 24-25 February 2021. There were many interesting discussions, but I will highlight two of them: the approval of the entire ISO Strategy 2030 (including the Rolling Implementation Plan and Measurement Framework); and implementation of the new Regional Engagement Policy adopted in September 2020.

Concerning the ISO Strategy 2030, the CAG and I have followed its development closely, including it for discussion at several of our meetings in 2020. Furthermore, we are starting to develop a COPOLCO strategic approach supporting and reflecting ISO's Strategy 2030 (see Agenda item 5).

ISO's Regional Engagement Policy aims to:

- Provide dedicated, sustainable and tailor-made support directly to all ISO members in a regional context (Pillar 1); and
- Enhance engagement with the regional and sub-regional standards organizations recognized by Council in order to take full advantage of a strategic partnership approach with these organizations (Pillar 2).

In 2020, Council decided to close ISO's Singapore regional office and start to implement the Policy. Starting in 2021, it will take steps to centralize outreach to four defined regions from the ISO Central Secretariat. Additional staff based in Geneva will work with ISO regional organizations to manage regional engagement programmes with the ISO Members.

It will be very important to link this policy implementation with COPOLCO's own efforts to engage its member contacts and their stakeholder groups. The same is true for CASCO and DEVCO. So I will be working with other PDC Chairs to "connect the dots" between PDC regional engagement efforts and the general ISO programme for regional engagement.

2 Coordination among PDC Chairs

The PDC Chairs have revived our coordination and exchanges, after a change in leadership of CASCO and DEVCO since the last time the PDCs met. On 12 February, I met with Reinaldo Balbino Figueredo, CASCO Chair, and Mojdeh Tabari, newly-appointed DEVCO Chair, and the PDC secretariats.

We have decided to meet several times per year:

- 1) to discuss items of common interest among the three PDC Chairs
- 2) to coordinate and exchange information on preparing for Council meetings, and
- 3) to facilitate collaboration with the ISO Central Secretariat on common issues.

This follows up earlier coordination with past Chairs Frank Makamo (CASCO) and Lena Dargham (DEVCO). These contacts have been beneficial in the past, for example leading to DEVCO inviting the other PDC Chairs to participate on a panel during the 2018 DEVCO meeting.

The Chairs are having ongoing discussions on such issues as effective participation of developing countries in light of the pandemic and increased use of virtual meetings and resulting need to ensure adequate IT infrastructure. We also discussed the strengths and weaknesses of virtual meetings and how to make the most of them. Finally, we are discussing ways to promote greater participation from our members.

We intend to work together through email and quarterly Zoom meetings to achieve actions to demonstrate PDCs' added value, promote participation and capacity of our respective memberships, and increase PDCs' visibility for ISO members and ISO governance.

3 Social responsibility

ISO/COPOLCO originally proposed the development of ISO 26000, *Guidance on social responsibility* in 2002. Since its publication in 2010 ISO 26000 has been widely recognized and adopted as good practice by many organizations. Through TS/P 289, AFNOR proposed the creation of a new Technical Committee with two goals: to revise ISO 26000 for new areas such as the circular economy and sharing economy, and to create a platform to develop related standards for guidance and to help with implementation of ISO 26000.

The ballot to ISO members resulted in a 73% positive vote with 27 countries accepting it. However, in view of the many comments the ballot generated, the TMB decided to establish a dedicated task force to consider the results of the ballot and a separate Systematic Review, and to make recommendations for consideration at the TMB meeting in June 2021.

In view of the situation with active lobbying against the TS/P and consumers' stake in the future of ISO 26000, the CAG decided to draft a letter for the Chair's signature, in consultation with COPOLCO members (COPOLCO N557).

On 1 March we had a very good discussion by Zoom with the TMB Chair, in the presence of the TMB and COPOLCO Secretariats. We explained the background behind COPOLCO's deep interest in Social Responsibility and exchanged experiences and views about the development of ISO 26000. The TMB Chair agreed to receive the letter and share COPOLCO's input at the TMB's March meeting. As the results of COPOLCO N557 indicated strong support for the letter, with few voices dissenting, the COPOLCO Chair and Secretary sent the letter on 5 March (see Annexes 1 and 2).

Annex 1 – Letter on SR

Annex 2 – COPOLCO N557 results

Annex 3 - Table of comments

Annex 4 - DIN Consumer Council comment



COPOLCO POSITION ON THE FUTURE OF ISO 26000

This paper sets out to explain the significance of ISO 26000 from a consumer point of view and underscore the importance of its revision.

As originator of the first proposal on ISO 26000 in 2002, prior to its publication as ISO 26000, *Guidance on social responsibility* in 2010, ISO/COPOLCO has been working actively on social responsibility standardization in ISO and promoting its underlying objectives. Since then, ISO/COPOLCO has remained committed to social responsibility and considers it to be a priority area of work in ISO.

ISO/COPOLCO is aware of the ISO/TMB's follow-up on AFNOR's proposal to establish a new ISO technical committee on social responsibility, with its two-fold aim to revise ISO 26000:2010 and develop new guidelines and tools to help organizations in its implementation.

COPOLCO notes the TMB's deferral of a decision on creating a new technical committee until its June 2021 meeting considering:

- the current Systematic Review of ISO 26000 (from October 2020 to March 2021), and
- comments received from some ISO members and external organizations such as the International Labour Organization (ILO),

and would like offer some thoughts for the consideration of the TMB and its appointed SR task group.

Firstly, ISO/COPOLCO would like to reaffirm ISO as an appropriate body to deal with societal issues and therefore the revision of ISO 26000:2010. In 2010, ISO proved its ability to take charge of the development of such a standard, by setting up and empowering different categories of stakeholders (Consumers, Government, Industry, Labor, Non-governmental organizations (NGO) and Service, Support, Research and Other) in the Working Group on social responsibility. Furthermore, this laid the groundwork for the TMB's subsequent creation and definition of stakeholder categories for participation in all ISO technical committees.

Furthermore, the procedures and processes that enabled broad and equal stakeholder representation, which the ISO WGSR on social responsibility pioneered, ensure that standards are useful tools that can be used by all organizations. The WGSR paved the way for enabling consumers and other stakeholders to be more represented in ISO committees and participate more fully in the development of ISO standards. This is vital to ensuring standards' market relevance. ISO 26000:2010 demonstrated that consumers were a major stakeholder in social responsibility and in the standardization process and that they added value to the product.

In the framework of TS/P 289, ISO/COPOLCO would like to draw the TMB's attention to the fact that the ISO process provides for consumer participation, contrary to the processes of other organizations dealing with social responsibility. In addition to the stakeholder categories mentioned above, ISO provides guidance to NSBs and liaison organizations to nominate experts from relevant stakeholder groups for technical work projects, as intended by the ISO Code of Ethics and in keeping with the ISO/IEC Directives, Part 1. The TS/P 289 proposes establishing a task group within the new TC to monitor application of these principles.

Consumers are a major driving force in all global supply chains. Therefore, changes that support more responsible consumer patterns can shape economic models towards achieving the UN Sustainable Development Goals. During the last 10 years, major concepts have arisen that support such goals, e.g. Sustainable Consumption (ISO 20400), Risk Management (ISO 31000), Circular Economy (TC 323) and others, that should be integrated into the revised ISO 26000.

Currently, ISO is making a great effort to promote its toolbox of standards that support economic, environmental and societal dimensions addressed in the United Nations Sustainable Development Goals (SDGs). Organizations seeking to contribute to the SDGs will find that International Standards provide effective tools to help them rise to the challenge. As a result, this same effort should also be applied to ISO 26000.

Beyond the role of consumers in standardization, ISO/COPOLCO wishes to alert the ISO/TMB that ISO 26000:2010 has been adopted by more than 80 countries and translated into 20 languages; ISO 26000:2010 has notably been adopted as an EN ISO standard. Moreover, ISO 26000:2010 is referenced in many ISO and national standards.

The objectives contained in ISO 26000 also respond to the concerns and priorities of the wider consumer movement, as represented by Consumers International and ANEC, organizations in liaison to COPOLCO and a number of ISO technical committees.

Especially in view of the strong support shown in the TS/P ballot results (73% of positive votes, with 27 members willing to participate actively in the TC), ISO/COPOLCO asks that the TMB carefully consider the implications of the chosen way forward on users' needs and on ISO's toolbox of related standards.

In conclusion, ISO COPOLCO supports the need to update ISO 26000:2010 to integrate new concepts that have emerged since 2010 and that have led to new major international treaties and standardization work covering not only social but also wider, societal issues. If ISO 26000 is not updated, it will shortly become obsolete and therefore unusable for ISO members and other organizations. This risks undoing an extensive body of work, and also undercutting ISO's market position as a purveyor of accumulated knowledge on social responsibility and, in part, sustainability issues. The unfortunate effect would be a loss of ISO's credibility in this space and possibly even a resulting loss of standardization opportunities for ISO in the future.

ISO/COPOLCO therefore requests the TMB to consider the TS/P proposal in light of these factors, while taking into account any concerns raised by the ISO members and outside organizations, and recommendations of the specially-appointed TMB task group on SR.

Thank you very much for your attention.

Yours sincerely,



Guillermo Zucal
Chair, ISO/COPOLCO

Result of voting

Ballot Information

Ballot reference	COPOLCO N557
Ballot type	CIB
Ballot title	Call for action - COPOLCO position on the future of ISO 26000
Opening date	2021-01-28
Closing date	2021-03-01
Note	

Member responses:

Votes cast (72)	Algeria (IANOR) Argentina (IRAM) Australia (SA) Austria (ASI) Bahrain (BSMD) Bangladesh (BSTI) Barbados (BNSI) Bolivia, Plurinational State of (IBNORCA) Botswana (BOBS) Brazil (ABNT) Bulgaria (BDS) Canada (SCC) Chile (INN) China (SAC) Colombia (ICONTEC) Congo, The Democratic Republic of the (OCC) Costa Rica (INTECO) Czech Republic (UNMZ) Denmark (DS) Ecuador (INEN) Egypt (EOS) Ethiopia (ESA) France (AFNOR) Germany (DIN) Ghana (GSA) India (BIS) Indonesia (BSN) Iran, Islamic Republic of (ISIRI) Ireland (NSAI) Israel (SII) Italy (UNI) Jamaica (BSJ) Japan (JISC) Kazakhstan (KAZMEMST) Kenya (KEBS) Malawi (MBS) Malaysia (DSM) Mali (AMANORM)
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	Malta (MCCAA) Mauritius (MSB) Mexico (DGN) Mongolia (MASM) Morocco (IMANOR) Namibia (NSI) Netherlands (NEN) Nigeria (SON) Norway (SN) Panama (COPANIT) Peru (INACAL) Philippines (BPS) Portugal (IPQ) Romania (ASRO) Russian Federation (GOST R) Rwanda (RSB) Saudi Arabia (SASO) Serbia (ISS) Singapore (SSC) Slovenia (SIST) South Africa (SABS) Spain (UNE) Sudan (SSMO) Sweden (SIS) Switzerland (SNV) Thailand (TISI) Trinidad and Tobago (TTBS) Tunisia (INNORPI) Turkey (TSE) Uganda (UNBS) United Arab Emirates (ESMA) United Kingdom (BSI) United States (ANSI) Zimbabwe (SAZ)
Comments submitted (2)	Jordan (JSMO) Saint Lucia (SLBS)
Votes not cast (7)	Fiji (DNTMS) Finland (SFS) Korea, Republic of (KATS) Oman (DGSM) Pakistan (PSQCA) Sri Lanka (SLSI) Uruguay (UNIT)

Questions:	
Q.1	"Do you support the draft COPOLCO position appearing at Annex 1 to COPOLCO 557?"

Votes by members	Q.1
Algeria (IANOR)	Yes
Argentina (IRAM)	Yes

Australia (SA)	Yes
Austria (ASI)	No opinion/ abstain
Bahrain (BSMD)	Yes
Bangladesh (BSTI)	No opinion/ abstain
Barbados (BNSI)	No opinion/ abstain
Bolivia, Plurinational State of (IBNORCA)	Yes
Botswana (BOBS)	Yes
Brazil (ABNT)	Yes
Bulgaria (BDS)	No opinion/ abstain
Canada (SCC)	Yes
Chile (INN)	No opinion/ abstain
China (SAC)	No
Colombia (ICONTEC)	Yes
Congo, The Democratic Republic of the (OCC)	Yes
Costa Rica (INTECO)	Yes
Czech Republic (UNMZ)	No opinion/ abstain
Denmark (DS)	Yes
Ecuador (INEN)	Yes
Egypt (EOS)	Yes
Ethiopia (ESA)	Yes
France (AFNOR)	Yes
Germany (DIN)	No
Ghana (GSA)	Yes
India (BIS)	Yes
Indonesia (BSN)	Yes
Iran, Islamic Republic of (ISIRI)	Yes
Ireland (NSAI)	No opinion/ abstain
Israel (SII)	No opinion/ abstain

Italy (UNI)	No opinion/ abstain
Jamaica (BSJ)	No opinion/ abstain
Japan (JISC)	Yes
Kazakhstan (KAZMEMST)	Yes
Kenya (KEBS)	Yes
Malawi (MBS)	Yes
Malaysia (DSM)	No opinion/ abstain
Mali (AMANORM)	Yes
Malta (MCCAA)	Yes
Mauritius (MSB)	Yes
Mexico (DGN)	Yes
Mongolia (MASM)	No opinion/ abstain
Morocco (IMANOR)	Yes
Namibia (NSI)	Yes
Netherlands (NEN)	No opinion/ abstain
Nigeria (SON)	Yes
Norway (SN)	No opinion/ abstain
Panama (COPANIT)	No opinion/ abstain
Peru (INACAL)	No opinion/ abstain
Philippines (BPS)	Yes
Portugal (IPQ)	No opinion/ abstain
Romania (ASRO)	No opinion/ abstain
Russian Federation (GOST R)	Yes
Rwanda (RSB)	Yes
Saudi Arabia (SASO)	Yes
Serbia (ISS)	Yes
Singapore (SSC)	No
Slovenia (SIST)	Yes
South Africa (SABS)	No opinion/ abstain

Spain (UNE)	No opinion/ abstain
Sudan (SSMO)	Yes
Sweden (SIS)	Yes
Switzerland (SNV)	No opinion/ abstain
Thailand (TISI)	Yes
Trinidad and Tobago (TTBS)	Yes
Tunisia (INNORPI)	No opinion/ abstain
Turkey (TSE)	No opinion/ abstain
Uganda (UNBS)	Yes
United Arab Emirates (ESMA)	No opinion/ abstain
United Kingdom (BSI)	Yes
United States (ANSI)	No opinion/ abstain
Zimbabwe (SAZ)	Yes

Answers to Q.1: "Do you support the draft COPOLCO position appearing at Annex 1 to COPOLCO 557?"

44 x	Yes	Algeria (IANOR) Argentina (IRAM) Australia (SA) Bahrain (BSMD) Bolivia, Plurinational State of (IBNORCA) Botswana (BOBS) Brazil (ABNT) Canada (SCC) Colombia (ICONTEC) Congo, The Democratic Republic of the (OCC) Costa Rica (INTECO) Denmark (DS) Ecuador (INEN) Egypt (EOS) Ethiopia (ESA) France (AFNOR) Ghana (GSA) India (BIS) Indonesia (BSN) Iran, Islamic Republic of (ISIRI) Japan (JISC) Kazakhstan (KAZMEMST) Kenya (KEBS) Malawi (MBS) Mali (AMANORM) Malta (MCCAA)
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		Mauritius (MSB) Mexico (DGN) Morocco (IMANOR) Namibia (NSI) Nigeria (SON) Philippines (BPS) Russian Federation (GOST R) Rwanda (RSB) Saudi Arabia (SASO) Serbia (ISS) Slovenia (SIST) Sudan (SSMO) Sweden (SIS) Thailand (TISI) Trinidad and Tobago (TTBS) Uganda (UNBS) United Kingdom (BSI) Zimbabwe (SAZ)
3 x	No	China (SAC) Germany (DIN) Singapore (SSC)
25 x	No opinion/abstain	Austria (ASI) Bangladesh (BSTI) Barbados (BNSI) Bulgaria (BDS) Chile (INN) Czech Republic (UNMZ) Ireland (NSAI) Israel (SII) Italy (UNI) Jamaica (BSJ) Malaysia (DSM) Mongolia (MASM) Netherlands (NEN) Norway (SN) Panama (COPANIT) Peru (INACAL) Portugal (IPQ) Romania (ASRO) South Africa (SABS) Spain (UNE) Switzerland (SNV) Tunisia (INNORPI) Turkey (TSE) United Arab Emirates (ESMA) United States (ANSI)

Comments from Voters		
Member:	Comment:	Date:
Australia (SA)	<i>Comment File</i>	2021-02-26 07:21:02
CommentFiles/COPOLCO N557_SA.doc		

China (SAC)	Comment File	2021-02-22 08:16:12
CommentFiles/COPOLCO N557_SAC.docx		
Germany (DIN)	Comment File	2021-02-22 16:24:59
CommentFiles/COPOLCO N557_DIN.doc		
Japan (JISC)	Comment File	2021-02-15 06:17:24
CommentFiles/COPOLCO N557_JISC.doc		
Singapore (SSC)	Comment File	2021-03-01 04:32:15
CommentFiles/COPOLCO N557_SSC.docx		

Comments from Commenters		
Member:	Comment:	Date:
Jordan (JSMO)	Comment File	2021-03-01 10:28:41
CommentFiles/COPOLCO N557_JSMO.doc		
Saint Lucia (SLBS)	Comment	2021-02-25 21:29:22
<p>We support the position paper and its inclusion as an Annex.</p> <p>ISO 26000 is very important and a new TC for revision is well placed.</p> <p>Saint Lucia hopes there is overall support at the TMB for COPOLCO's position.</p>		

Template for comments and secretariat observations

Date:2021-03-02

Document:

Project:

MB/ NC ¹	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment ²	Comments	Proposed change	Observations of the secretariat
AU-001				GE	A revision needs to address that social responsibility is not static, but as 2020 has shown ever evolving. The standard should not have to be reviewed every time a new topic emerges.		
AU-002				GE	The FAQ states "To this is added the difficult relationship between ISO and ILO." In my view a MoU needs to be re-established with ILO. The documents do not shed light on a possible resolution.		
AU-003				GE	Many companies develop their CSR programs following the UN Guiding Principles / UN Global Compact, OECD Guides, ILO regulations and guides, Agenda 2030 not to forget modern slavery acts. So a meaningful revision needs to address ILO and the labour standards they have developed.		
AU-004				GE	Of note would be that GRI is predominantly a reporting standards system. Companies use that (i.e. for board reporting) alongside other tools.		
AU-005				GE	From the FAQs document, it looks like there is good coverage of consumer issues (e.g., fair marketing, sustainable consumption, data privacy etc), so an update that involves consumer participation is important.		
AU-				GE	If there is scope to integrate/accommodate		

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:2021-03-02

Document:

Project:

MB/ NC ¹	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment ²	Comments	Proposed change	Observations of the secretariat
006					issues stemming from changes in business practices and societal trends over the last decade, then it can only be a good thing (e.g., SR associated with changes due to growth in gig economy businesses and circular economy practices, SR linked to the increasing influence/power of big tech firms in controlling information and guiding consumer behaviour, and SR that stems from pull factors created by consumers coordinating via social media)		
JP-007				ge	We received the following comment from a COPOLCO national committee member of Japan.	In revising ISO 26000, it is essential to create a twinning system (Co-chair) between developed and developing countries.	
JP-008				ge	We received the following comment from a COPOLCO national committee member of Japan.	In revising ISO 26000, it is essential to maintain a multi-stakeholder process.	
DE-009					DIN Consumer Council is not in favour of the revising ISO 26000. In view of German Consumer Organisations, experiences with the implementation of ISO 26000 are more than disappointing. A revision would be very complex and time consuming and would only make sense, if there were clear plans and corresponding enforcement structures for worldwide certification. However, it is assumed that this would be prevented even if ISO 26000 is revised. Furthermore, in the view of vzbv, the Federation of German Consumer Organisations, the real benefit of voluntary certification for consumers is very limited. For the promotion of sustainable development and sustainable consumption, and especially for improved social standards along the supply chain, mandatory regulations and laws are		

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

Template for comments and secretariat observations

Date:2021-03-02

Document:

Project:

MB/ NC ¹	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment ²	Comments	Proposed change	Observations of the secretariat
					<p>needed to enforce real changes.</p> <p>When deciding about the review of ISO 26000 and a new TC, ISO TMB should have in mind, that when developing ISO 26000 a comprehensive compilation of procedures (see attached doc as example) had been in place to achieve for example a more balanced stakeholder contribution and decision making process and a more balanced contribution of developed and developing countries. These procedures were crucial to work out ISO 26000:2010 in consensus. These procedures are not in place in any ISO/TC. Even if the new TC SR wants to discuss new procedures it cannot ensure, that any outcome will achieve this level of balanced contribution in different views. On the background of having only the ISO/IEC directives that will guide a new ISO TC SR it is highly questionable that the achieved content will not change fundamentally (also related to core issues of consumers) and be watered down.</p> <p>The need for a revision of ISO 26000 is justified by new concepts, business models, trends and regulations to be integrated as SDGs or Green deal. But there is no reference that the content of ISO 26000:2010 contradicts to these new aspects fundamentally or needs to be updated comprehensively.</p>		
-010	JO		General		<p>Rejecting the vote on the proposal to revise the standard " ISO 26000" except by verifying the topics that will be raised and to be enclosed to the standard, in order to avoid prejudice to religious beliefs and not to oppose the customs and traditions prevailing in Islamic countries</p>		

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

MB/ NC ¹	Line number	Clause/ Subclause	Paragraph/ Figure/Table	Type of comment ²	Comments	Propo
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File: COPOLCO N557_SAC.docx

Our view on the proposal is that, ISO 26000 is the international standard with diverse multi-stakeholder participation including government agencies, trade unions and business communities, which has been widely discussed and universally accepted with broad consensus. Currently organizations including the United Nations and OECD have developed related standards. The revision of ISO 26000 and the introduction of new standards may cause confusion to the international society and bring negative impact to the development and implementation of the of international and national laws in relation to environmental and human rights. Besides, Some stakeholders in our nation believe that the social responsibility standard should be principal guidance document, which could be specified at the implementation level by the members themselves at the national level.It should not be used for certification or served for international or regional trade agreements to increase the burden of SMEs. We also suggest that “all types of organizations” in the scope should not include political parties and government agencies. We indeed think this is a very important area which can cause big impact and influence to the international community.

File: COPOLCO N557_SSC.docx

Singapore is of the view that the current version ISO 26000:2010 is sufficient to meet the needs of our stakeholders and to complement existing inter-governmental regulations and guidelines related to social responsibility.

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

COPOLCO N557_DIN.doc: Collation successful

COPOLCO N557_JISC.doc: Collation successful

COPOLCO N557_JSMO.doc: Collation successful

COPOLCO N557_SA.doc: Collation successful

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

SELECTED (number of files): 6

PASSED TEST (number of files conformed to CCT table model): 4

FAILED TEST (number of files conformed to CCT table model): 0

COPOLCO N557_SAC.docx: Collation successful

COPOLCO N557_SSC.docx: Collation successful

PASSED OTHER FILES (number of files to be collated at the end of the result file not conformed to CCT table model): 2

CCT - Version 2020.1

DIN Consumer Council comment

Draft COPOLCO position appearing at Annex 1 to COPOLCO 557 - “Social Responsibility”

DIN Consumer Council is not in favor of the revising ISO 26000. In view of German Consumer Organisations, experiences with the implementation of ISO 26000 are more than disappointing. A revision would be very complex and time consuming and would only make sense, if there were clear plans and corresponding enforcement structures for worldwide certification. However, it is assumed that this would be prevented even if ISO 26000 is revised. Furthermore, in the view of vzbv, the Federation of German Consumer Organisations, the real benefit of voluntary certification for consumers is very limited. For the promotion of sustainable development and sustainable consumption, and especially for improved social standards along the supply chain, mandatory regulations and laws are needed to enforce real changes.

When deciding about the review of ISO 26000 and a new TC, ISO TMB should have in mind, that when developing ISO 26000 a comprehensive compilation of procedures (see attached doc as example) had been in place to achieve for example a more balanced stakeholder contribution and decision making process and a more balanced contribution of developed and developing countries. These procedures were crucial to work out ISO 26000:2010 in consensus. These procedures are not in place in any ISO/TC. Even if the new TC SR wants to discuss new procedures it cannot ensure, that any outcome will achieve this level of balanced contribution in different views. On the background of having only the ISO/IEC directives that will guide a new ISO TC SR it is highly questionable that the achieved content will not change fundamentally (also related to core issues of consumers) and be watered down.

The need for a revision of ISO 26000 is justified by new concepts, business models, trends and regulations to be integrated as SDGs or Green deal. But there is no reference that the content of ISO 26000:2010 contradicts to these new aspects fundamentally or needs to be updated comprehensively.



ISO/TMB/WG SR
Social Responsibility

Handled by
Kristina Sandberg
E-mail
kristina.sandberg@sis.se

SR WG PROCEDURES - COMPILATION

This document contains:

- ISO/TMB/WG SR resolutions related to operating procedures for the WG
- TG 3 approved Operating procedures for the WG
- TG 2 approved Operating procedures for the WG, related to communication

The document is subdivided into 5 parts

Part 1: ISO/TMB/WG SR composition

Part 2: ISO/TMB/WG SR process

Part 3: ISO/TMB/WG SR communication and media policies

Part 4: Approved Operating procedures:

N 046 Selection process for TG leadership

N 47 Operational procedure for Selection of CAG Alternates and Replacement of CAG Members

N 048 Rev1 Guidance on Stakeholder Categories in the ISO/TMB/WG SR

N072 Operating procedure on Observers, Special Advisors and Balanced Participation

N073 Operating procedure on Registration of Experts and Observers

N079 The process of drafting standard text in TG 4, TG 5, TG 6

N102 Media Participation Policy

N103 Procedural clarifications

N104 Operating procedures for NSB participation

N105 Operating procedures for liaison D organizations

N108 Editing Committee Drafting Guidance 12.2.07

N131 Rev1 Operating procedure providing guidance on national input to the WG SR

Part 5: ISO/CS presentation WD/CD



ISO/TMB/WG SR
Social Responsibility

Part 1: ISO/TMB/WG SR composition

THE CAG

Resolution 1 (Salvador N 15)

ISO/TMB/WG SR agrees on the establishment of a Chair's Advisory Group with the following membership:

- WG Chairs and Secretaries
- TG Convenors
- Up to two representatives from each stakeholder categories. The stakeholder categories should determine the period of time in which their representative will remain on the CAG.
- Additional representatives if necessary to ensure balance of representation (gender, regional distribution, etc.) as designated by the WG Chair. There is a clear need to balance representation with the need to maintain a functional size.
- ILO representative

Resolution 2 (Salvador N 15)

ISO/TMB/WG SR agrees on the following procedure for selecting their stakeholder representatives to CAG:

- Selection process managed by the stakeholder group itself
- Twinning (developed & developing);
- Provide information to WG to justify leadership role, including a description of the selection process
- Must consider whether or not to have a rotation process, but up to each stakeholder category to decide how, if any.

In addition the WG recommends the stakeholder groups to seek balance on other criteria (e.g. gender, geography and expertise).

Resolution 4 (Salvador N 15)

ISO/TMB/WG SR agrees on the following terms of reference for CAG:

The CAG should:

1. Assist the chairs and secretaries of the WG in tasks concerning co-ordination, planning and steering of the WG's work or other specific tasks of an advisory nature.
2. Advise the chairs and secretaries of the WG on:
 - strategic and critical issues
 - balanced representation in the Task groups
 - newly identified developments within the subject area, and gaps between those developments and WG outcome

The CAG is an advisory body, not a decision-making body.

TG1

Resolution 5 (Salvador N 15)

ISO/TMB/WG SR agrees on the establishment of Task Group 1

Title: Funding and stakeholder engagement

Terms of reference:

- Establish funding mechanisms in consultation with ISO/CS in order to encourage developing countries and other under funded interests to participate
- Ensure fundraising and allocate funds to developing countries and other under funded stakeholder categories needing support (for example, from international organizations like the World Bank, UNDP, and other donor organizations).
- Encourage ISO member bodies to seek autonomous funds provision from national governments and other organizations.
- Establish criteria for the collection and distribution of economic support.
- Encourage ISO/DEVCO's involvement.

TG2



ISO/TMB/WG SR Social Responsibility

Resolution 8 (Salvador N 15)

ISO/TMB/WG SR agrees on the establishment of Task Group 2

Title: Communication

Terms of reference:

- Provide WG information to ensure transparency and openness.
- Develop supporting tools for disseminating information, such as: FAQ, Introduction to ISO and SR, Implementation Documents (for SMEs, developing countries, and introduction of the “best practices”), Provision of presentation materials, Leaflets and brochures.
- Meet the needs of the other TG in terms of communication.
- Develop a plan to conduct strategic promotion and communication on WG’s efforts.
- Establish criteria for approval of its output.

Resolution 9 (Bangkok N50)

ISO/TMB/WG SR resolves that the TG 2 terms of reference be revised to read:

TG 2 Terms of Reference

- Provide WG information to ensure transparency and openness.
- Develop supporting tools for disseminating information on ISO and its SR activities such as: Frequently asked questions, presentation materials, leaflets and brochures.
- Meet the needs of the other TGs in terms of communication.
- Develop a plan to conduct strategic promotion and communication on the WG’s efforts.
- Establish and improve criteria, as necessary, for approval of its output.
- Monitor and evaluate outputs of TG 2.

TG3

Resolution 10 (Salvador N 15)

The ISOTMB/WG/SR resolves to create a Task group 3 – Operating Procedures, with the following terms of reference:

- address the comments received before the 1st meeting relating to operating procedures that have not already been considered
- receive and respond to questions on the application or interpretation of procedures
- make recommendations, if necessary, on revised or new procedures to the chairs in consultation with the CAG to be presented to the WG for approval
- compile a consolidated set of WG operating procedures.

The ISO Central Secretariat will Co-Chair this Task Group.

All recommendations of the TG OP will be submitted to the WG for approval; any special procedures shall be submitted for approval by the ISO TMB

Number of experts in TGs

Resolution 23 (Salvador N 15)

ISO/TMB/WG SR resolves that the number of experts in each TG shall not be limited.

Stakeholder Groups

Resolution 24 (Salvador N 15)

The ISO/TMB/WG/SR resolves that stakeholder groups may adopt any decision-making process for decisions within their group, and that this decision-making process will be communicated to the WG Secretariat.

Translation Task Forces

Resolution 25 (Salvador N 15)

The ISO/TMB/WG/SR resolves that the Leadership selection process for Translation Task Forces (TTFs) is at the discretion of the relevant TTF.

Resolution 26 (Salvador N 15)

ISO/TMB/WG SR agrees on the establishment of a Spanish Translation Task Force (STTF) with the following scope of work:

- Translate into Spanish those documents that its members considered essential for an



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effective participation in the ISO/TMB/WG SR and all the Draft documents as well as final documents of ISO 26000.

Resolution 34 (Bangkok N50)

ISO/TMB/WG SR agrees on the establishment of a French speaking Task Force (FTF) with the following objectives: - to permit/facilitate exchanges in French language between experts, observers and liaison organizations participating in ISO/TMB/ WG SR; - to propose for French translation those working documents that its members consider essential for the effective participation of French speaking experts and observers in the ISO/TMB/WG SR;

- to give information on the work of ISO/TMB/WG SR to French speaking countries and regions through a dedicated network. NOTE Translations into French of draft standards at DIS and FDIS stages are the responsibility of AFNOR.

Resolution 1 (Lisbon N74)

ISO/TMB/WG SR agrees on the establishment of an Arabic Translation Task Force (ATTF) with the following scope of work:

- to translate into Arabic those documents that its members consider essential for an effective participation of Arabic speaking experts and observers in the ISO/TMB/WG SR, including all the Draft documents as well as final documents of ISO 26000;
- to permit/facilitate exchanges in Arabic language between experts, observers and liaison organizations participating in ISO/TMB/WG SR;
- to give information on the work of ISO/TMB/WG SR to Arabic speaking countries and regions through a dedicated network.

The leadership of the ATTF is to be decided by the ATTF.

Resolution 2 (Lisbon N74)

ISO/TMB/WG SR agrees on the establishment of a Russian Translation Task Force (RTTF), pending contact with GOST R (NSB of the Russian Federation), with the following scope of work:

- to translate into Russian those documents that its members consider essential for an effective participation of Russian speaking experts and observers in the ISO/TMB/WG SR, including all the Draft documents of ISO 26000;
- to permit/facilitate exchanges in Russian language between experts, observers and liaison organizations participating in ISO/TMB/WG SR;
- to give information on the work of ISO/TMB/WG SR to Russian speaking countries and regions through a dedicated network.

The leadership of the RTTF is to be decided by the RTTF.

NOTE Translations into Russian of draft standards at DIS and FDIS stages are the responsibility of GOST R.

Resolution 16 (Vienna N132)

ISO/TMB/WG SR agrees on the establishment of a German-speaking Task Force (GTF) with the following objectives:

- to facilitate exchanges in German language among experts, observers, German-speaking ISO Member Bodies and D liaison organizations participating in WG SR;
- to propose German translation of those working documents that its members consider essential for the effective participation of German-speaking experts and observers in the WG SR;
- to give information on the work of WG SR to German-speaking countries and regions through a dedicated network.

NOTE Translations into German of draft standards at DIS and FDIS stages are the responsibility of DIN/ON.

IDTF

Resolution 2 (Vienna N132) superseded by resolution 5,6 and 7 from Santiago N154

Resolution 5 (Santiago N154)

ISO/TMB/WG SR confirms the continuation of the Integrated Drafting Task Force (IDTF) with the following modified Terms of reference:



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- to review the full text of the ISO 26000 drafts;
 - to review and revise the ISO 26000 drafts in an integrated manner, based on comments received;
- The IDTF shall follow the guidance as outlined in the revised document ISO/TMB/WG SR N 130 Rev1.

Resolution 6 (Santiago N154)

ISO/TMB/WG SR confirms the composition of the IDTF as described below:

Members:

- Convenors and Co-Convenors of Task Groups 4, 5 and 6.
- 2 experts from each stakeholder category, one from developed and one from developing country (as far as possible), to be nominated by the stakeholder groups. Two alternates shall also be nominated by the stakeholder groups, considering developing countries.
- 1 representative from the Editing Committee.
- 1 expert from ILO (in accordance with MoU).
- 1 expert from UN Global Compact (in accordance with MoU).
- 1 representative of the ISO Central Secretariat.
- 2 Secretaries, appointed by the WG SR Chairs.

The IDTF members shall appoint a Convenor, from within the IDTF.

The IDTF should as far as possible be well balanced regarding:

- representation from developing/developed countries,
- gender, and
- previous participation in the work of the Standard Setting Task Groups.

Observers:

- 1 expert per established WG SR language Task Force.

Resolution 7 (Santiago N154)

ISO/TMB/WG SR requests all groups represented in the Integrated Drafting Task Force (IDTF) to select or confirm their representative(s) on the IDTF.

TG 4,5,6

Resolution 4 (Santiago N 154)

ISO/TMB/WG SR suspends all activities in Task Groups 4, 5 and 6.

Editing Committee

Resolution 8 (Santiago N 154)

ISO/TMB/WG SR resolves that the Integrated Drafting Task Force (IDTF) Convenor and Secretaries participate in the Editing Committee (EC).



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Part 2: ISO/TMB/WG SR process

Resolution 21 (Salvador N 15)

The ISO/TMB/WG/SR resolves that the foundation for its operating procedures is the ISO/IEC Directives, Part 1.

DECISION MAKING IN WG

Resolution 22 (Salvador N 15)

The ISO/TMB/WG/SR resolves to adopt the following operating procedures for decision making in the WG and all of its subsidiary bodies:

1. There will be no voting in the WG or in any of its subsidiary bodies. All decisions will be made on the basis of consensus as defined in the ISO/IEC Directives:

“Consensus: general agreement, characterized by the absence of sustained opposition to substantial issues by any important part of the concerned interests and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments. NOTE: Consensus need not imply unanimity.”

a. It is the responsibility of experts to formally notify the chair/convenor of their sustained opposition at the same meeting at which the decision is taken

b. It is the responsibility of the WG or TG Secretariat to record in meeting minutes the formal notifications of sustained opposition

c. It is the responsibility of the chair/convenor, where necessary in consultation with the Secretary and WG leadership, to decide if the sustained opposition is:

i. On a substantial issue

ii. By an important part of the concerned interests

d. In deciding on whether the objection is made by an important part of the concerned interests, the Chair/Convenor should consider developed/developing country and stakeholder representation. The Chair/Convenors' decision and its context will be recorded

e. The WG or TG will establish a mechanism to enable the Chair/Convenor to identify which experts are from which stakeholder group and/or country.

2. It is the responsibility of the Chair to propose decisions to the WG or TG. Once a decision has been proposed, the Chair may ask for a show of hands, not as a vote, but only in order to determine the level of support for a proposed decision.

3. The WG and TGs should establish a process by which decisions can be appealed on procedural grounds. Where experts at the TG level have objections on the application of the WG operating procedures, they should lodge an appeal with the WG. Appeals on application of operational procedures in the WG are to be made to the TMB.

4. The WG Secretariat will prepare and make available to the WG a Guide on the determination of consensus and decision-making. The WG Secretariat will provide specific training on this issue to TG Leadership.

ILO MOU

Resolution 29 (Salvador N 15)

The ISO/TMB/WG/SR resolves to adopt the following operating procedures to help implement the ILO-ISO MoU:

The WG recognizes the special status of ILO as reflected in the MoU signed between ILO and ISO on 4 March 2005 (to be circulated as an N doc); specifically, the leadership of the WG as well as of any of its subgroups will consult ILO when starting their work and regularly thereafter (at the different drafting and circulation stages) to identify early on any ILO issues that may come up and thus ensure the effective and timely implementation of articles 1.2, 2.1 through 2.4, 6.1 and 6.2 of the MoU.

Participation of ILO and its constituents in any of the subgroups will be guided by the provisions of Article 5 of the MoU.



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TG3 OP

Resolution 12 (Bangkok N50)

The ISO/TMB/WG SR resolves that operating procedures adopted by consensus in TG 3 will at the discretion of the WG Chairs in consultation with the CAG be treated as provisional until such time as they are addressed in the WG [either adopted or rejected].

Procedural clarifications see N103

PARTICIPATION:

Correspondent members

Resolution 16 (Lisbon N74)

ISO/TMB/WG SR resolves that Correspondent members of ISO be allowed to nominate up to 6 observers to the WG. All the relevant procedures on observers will apply.

D liaisons

Resolution 13 (Vienna N132)

ISO/TMB/WG SR resolves that comments submitted by a D Liaison organization at the CD and DIS stages must be formally approved by at least one of the following:

1. One of its Directors; or
2. Its CEO or equivalent; or
3. Its Board.

Guidance on Stakeholder Categories in the ISO/TMB/WG SR see N 048 Rev1

Operating procedure on Observers, Special Advisors and Balanced Participation see N072

Operating procedure on Registration of Experts and Observers see N073

Operating procedures for NSB participation see N104

Operating procedures for liaison D organizations see N105

Selection process for TG leadership see N 046

Operational procedure for Selection of CAG Alternates and Replacement of CAG Members see N 47

COMMENTS AND VOTES

Operating procedure providing guidance on national input to the WG SR see N131 Rev1

DRAFTING

The process of drafting standard text in TG 4, TG 5, TG 6 see N079

Editing Committee Drafting Guidance 12.2.07 see N108



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Part 3: ISO/TMB/WG SR communication and media policies

Media Participation Policy **see N102**

Researchers Participation

Resolution 14 (Vienna N132)

ISO/TMB/WG SR resolves that, where they are not nominated as an expert or an observer, researchers may participate in the WG SR according to the same procedures as the media (document ISO/TMB/WG SR N 102). Researchers interested in participating in the WG SR should contact the TG 2 Secretary.

Resolution 13 (Lisbon N74)

ISO/TMB/WG SR recommends that each participating NSB assign at least one individual to become a SR Registered Presenter in order to expand the geographical reach and multilingualism of SR Registered Presenters.

ISO/TMB/WG SR notes that the TG 2 convenors will prepare a letter, which will include this request and registration information, to be sent by WG Secretariat to all these NSBs.

ISO/TMB/WG SR would like to thank the 36 SR Registered Presenters who have already registered.

Resolution 14 (Lisbon N74)

ISO/TMB/WG SR suggests that NSBs, liaison organizations and WG SR experts monitor local media coverage and events related to ISO 26000 and report this coverage to TG 2.

Resolution 8 (Sydney N107)

ISO/TMB/WG SR requests that the WG Chair sends a Memo to participating NSBs and DLiaisons to encourage them to carry out the following communication activities as appropriate:

- Translate TG 2 communication materials into their respective languages and provide translated communication materials back to TG 2 to be posted on the public SR website;
- Widely distribute the ISO/SR Newsletters, ISO/SR Brochure, and ISO/SR Press Releases;
- Organize regional/national awareness raising workshops/seminars on WG SR activities;
- Register at least one representative as a SR Registered Presenter;
- Submit their completed Communication Surveys to TG 2 (the survey will be circulated with the Memo).

Resolution 9 (Sydney N107)

ISO/TMB/WG SR resolves that WG SR Translation Task Forces may approve translations of TG 2 communication materials in their respective languages.



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Part 4: Approved Operating procedures- N documents

- N 046** Selection process for TG leadership
- N 47** Operational procedure for Selection of CAG Alternates and Replacement of CAG Members
- N 048 Rev1** Guidance on Stakeholder Categories in the ISO/TMB/WG SR
- N072** Operating procedure on Observers, Special Advisors and Balanced Participation
- N073** Operating procedure on Registration of Experts and Observers
- N079** The process of drafting standard text in TG 4, TG 5, TG 6
- N102** Media Participation Policy
- N103** Procedural clarifications
- N104** Operating procedures for NSB participation
- N105** Operating procedures for liaison D organizations
- N108** Editing Committee Drafting Guidance 12.2.07
- N131 rev1** Operating procedure providing guidance on national input to the WG SR



Selection Process for TG Leadership

Nomination Process

1. The WG Secretariat shall issue a call for nominations as soon as the structure and scope of task group(s) has been approved by the WG
2. The call for nominations shall be issued to all WG experts, and to all ISO member bodies and D liaisons participating in the WG.
3. With the call for nominations, the WG Secretariat will circulate an outline of the range of tasks associated with, and the financial and human resources normally required when, acting as Convenor or Secretary of a task group.
4. Within one week of the call for nominations, the TG1 Convenors will indicate whether funding is available to support applicants from under-represented stakeholder groups or geographic regions.
5. All national member bodies and D-liaison organizations may submit nominations within one month of the call for nominations.
6. Nominations should include one Secretary and no more than two Convenors.
7. Nominations must indicate for which specific task group the nomination has been made.
8. If an ISO member or liaison body submits more than one nomination at the same time, each nomination must propose different people.
9. Nominations must be twinned arrangements involving a developed and a developing country
10. Nominations must include information, for each proposed nominee, on:
 - a. Gender of the applicants;
 - b. Location of the national body or D-liaison; and
 - c. Stakeholder category of the applicants.
11. Nominations must include documentation stating how the nominees meet the criteria detailed under Section 2 below.

Qualification Criteria for Nominations

12. Documented skills and experience in at least one of the component areas of social responsibility, particularly the specific issues or subjects with which the TG will be concerned.
13. Leadership and meeting management skills (Convenors)
14. English language skills (Convenors and Secretaries)
15. Understanding of ISO procedures (Convenors and Secretaries)
16. Commitment to act in a neutral and impartial international capacity (Convenors and Secretaries)



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17. Information on sources of funding and other support to serve as Convenor or Secretary.
18. Commitment to serve for the 3-year standards development cycle.

Selection Process

19. The WG Chairs, in consultation with the CAG, will review all nominations to determine that the qualification criteria detailed above have been fulfilled. Any nominations that do not fulfill the nomination criteria will not be further considered. The applicant will be informed of this decision and the application will not be circulated to WG experts, ISO member bodies or liaison bodies.
20. Based on their review of all nominations, the WG Chairs will, in consultation with the CAG, recommend one of the nominations for the Task Group. This recommendation should be based primarily on matching specific skills and experience to the work of the Task Group.
21. In addition, the WG Chairs will, in consultation with the CAG, seek to ensure that the recommended Task Group Leadership improves the balance across all Task Groups of stakeholder categories, geographic regions, and gender.
22. The recommendation for Leadership of each Task Group, accompanied by a list of all nominations and related information that have fulfilled the criteria, will be circulated to all WG experts, ISO member bodies and liaison bodies.
23. WG experts will be asked to indicate within 1 month if they have a sustained opposition to the WG Chairs' recommendation. Sustained opposition must be accompanied by a justification.
24. The WG Chairs will decide if the recommendation has consensus support, noting that consensus need not imply unanimity.
25. If the recommendation does not have consensus support, the WG Chairs will submit the full list of nominations for a vote by WG experts within 1 month. Each WG expert will have one vote for each TG concerned, which may be cast for any of the nominations.
26. For each Task Group, the nomination receiving the most votes from those responding will be considered elected to the position. A tie will be decided by the WG Chairs.
27. In the event that election results in an imbalance across all Task Groups of stakeholder categories, geographic regions and/or gender, the WG Chairs will note this and, in consultation with the CAG, recommend specific actions to be taken at the next WG plenary meeting

Special procedures for urgent selection of TG Convenors

28. If the WG Chairs decide, in consultation with the CAG, that there is urgency to the selection of TG Leadership they may choose to implement both the nomination process and the selection process over the course of a single WG meeting.



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29. A decision to implement these special procedures must be communicated to all WG experts, ISO Members, liaison organizations and the TG1 Convenors as soon as the WG Convenors anticipate the need, and in no instance less than one month before the WG meeting.
30. If these special procedures are enacted, ISO Members and liaison bodies should undertake the necessary background work in advance of the next WG meeting so that they are prepared to develop and submit nominations at short notice.



Operational Procedure for Selection of CAG Alternates and Replacement of CAG Members

Selection of CAG Alternates

1. Alternates may be appointed for all CAG members:
2. When selected, the name of the alternate must be sent to the WG secretariat, who shall administer the list of CAG alternates.
3. The alternate may be selected according to any process that is approved by the respective TG, the respective Stakeholder Group, or the ILO.
4. Alternates may only attend a CAG meeting as a replacement for a permanent CAG member.
5. It is the responsibility of all CAG participants to ensure that their respective alternates and permanent members are appropriately updated of the activities in the CAG.
6. All CAG members should send to their alternate, their constituency and the WG Chairs and Secretariat no later than 3 weeks before a CAG meeting a written notice indicating whether or not they are able to attend and, if unable to attend, the reason for this.
7. If unable to attend a CAG meeting, TG Convenors, Stakeholder Group CAG Representatives and the ILO CAG Representative must notify the WG Chairs as soon as possible of the name of their alternate approved by the respective TG, the respective Stakeholder Group or the ILO.

Replacement of CAG Members

8. CAG members that do not attend two consecutive CAG meetings may be asked by the WG Chairs to withdraw from the CAG.
9. Decisions by the WG Chairs to make changes to any CAG member must be made in consultation with the relevant constituency.



Guidance on Stakeholder Categories in the ISO/TMB/WG SR

Recognizing the importance of ensuring balanced participation in the development of SR standards, the ISO/TMB specified that representation in the ISO/TMB/WG/SR shall be organized within six stakeholder categories. These categories are:

Consumers
Government
Industry
Labour
NGO
Other

(Note: the ISO/TMB/WG/SR agrees that the Other category should be re-named “Service, support, research and others”)

The ISO/TMB/WG/SR notes the importance of ensuring, to the extent possible, that experts, observers and national mirror committee members involved in the ISO 26000 standardization process participate under the appropriate stakeholder category. To this end, the ISO/TMB/WG/SR believes that there is a value in providing guidance on the definition of, the nomination process for, and the verification of these different stakeholder categories.

The following guidance has been developed to assist individuals and organizations to better understand the scope and intent of each stakeholder category. This guidance is a work in progress and, where necessary and based on experience, the ISO/TMB/WG/SR may in the future provide additional or revised guidance for any of these stakeholder categories.



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**Definition of a representative in the consumer stakeholder category to the ISO
TMB WG SR process**

CONSUMER

A member of a consumer stakeholder category is a representative of a consumer organization, which is defined as either:

1. An independent organization which is:

- advocating the interests of consumers before other organisations and governments.
- not-for-profit in character
- not involved in the advancement of commercial interests, although it may engage in trading activities related to the provision of consumer information and to promoting its own work
- not affiliated with any political party

or,

2. An organisation or agency that is active in consumer affairs. Such an organisation or agency may for example, specialise in one particular consumer issue such as standards, law or consumer protection.

Consumer Stakeholder Category

Guidance to National Standards Bodies

1. National level

All Consumer stakeholder representatives should be committed to the role they are undertaking, which as a minimum requires the representative to be responsible for the following tasks:

- When appropriate, should be active in the consumer movement in the country and promote dialogue on SR among relevant public interest and /or consumer organisations.
- Participate in the activities of the country SR mirror committee

Participation is understood to involve sharing the position of the consumer representative's organisation, within the national stakeholder group.



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The number of consumer organisations participating in the national mirror committee should not be limited.

2. International level

Priority should be given to representatives of consumer organisations that meet definition 1.

If there is no consumer organization that meets the definition 1, given in ‘Definition of a representative in the consumer stakeholder category to the ISO TMB WG SR for Consumer’ in a country or if none of the consumer organisations decide to engage in the process then a designated representative from an organisation or agency which meets definition 2 may participate.

(An example of this is a government department or agency handling consumer affairs and recognised by the public as such, or an independent body within a national standards body representing consumer interests)

The consumer stakeholder representative should be committed to the role they are undertaking, which as a minimum requires the representative to be responsible for the following tasks in addition to those stated above, in
1. National level:

- Participate in one or more ISO/TMB/WG task groups
- Participate in ISO/TMB/WG meetings
- Participate in stakeholder discussions and meetings

Participation is understood to involve sharing the national consumer stakeholder position within the ISO TMB WG SR Consumer stakeholder group.



Government Stakeholder Category

Definition

An individual formally selected by a governmental or inter-governmental body to represent it.

- In most circumstances, this individual is likely to be a salaried civil servant, although it would be possible for a governmental or inter-governmental body to select someone from outside of government (e.g. an academic), to represent a governmental body.
- Under this definition, a government could nominate a national standards body to represent it.

“Government” includes any public sector body, whether it operates at the local, national, regional or international level. The public sector body may take the form of a department, independent commission, board, bureau, office, agency, government-owned or controlled corporation of the government.



Industry Stakeholder Definition

The industry stakeholder group includes representatives of:

Enterprises that manufacture products or provide services and pursue primarily commercial interests. This group includes supportive enterprises like energy and water supply, banking, communication, insurance or transport companies. Such enterprises exist of any size and legal form and may operate at local, regional or international level.

Industry also includes employer organizations, business associations, special industry organizations and trade associations representing various industries at the national, regional and international levels.

Excluded are enterprises and other organizations that offer services related to standardization, including certification, registration, accreditation, and related consulting services (SRI services) that pose an inherent conflict of interest. General consulting or advisory services are also excluded unless they have been retained for the purpose of representing enterprises or employer organization in the ISO/TMB/WG/SR process or nominated to represent industry by their national standard bodies.



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Labour (from CAG N1)

This category was created for workers as stakeholders and should therefore include only persons designated by independent representative workers' organizations. This means that it cannot include persons or representatives of organizations that deal with labour or workplace issues but do not represent workers nor persons from the human resource departments of companies or from enterprises providing labour-related services or advice or from NGOs that deal with labour or workplace issues. Obviously, it also excludes representatives of organizations established or effectively controlled by employers, industry or governments in any way.

ILO Convention 135 defines worker representatives as "...persons who are recognized as such under national law or practice, whether they are -- (a) trade union representatives, namely, representatives designated or elected by trade unions or by members of such unions; or (b) elected representatives, namely, representatives who are freely elected by the workers of the undertaking in accordance with provisions of national laws or regulations or of collective agreements and whose functions do not include activities which are recognized as the exclusive prerogative of trade unions in the country concerned." This definition provides the basis for an understanding at the international level as to what constitute genuine workers' organizations (usually referred to collectively as trade unions) in any specific situation or country. National standard bodies should invite the most representative workers' organization to nominate an expert. When the standards body is in doubt ICFTU or ILO should be consulted. If ILO is consulted it will apply its procedures for recognizing delegates to the international labour conferences



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NGO

Within the context of the ISO/TMB/WG/SR a non-governmental organization (NGO) is defined as:

A non-profit association of individuals or organizations that has public interest objectives related to the topic of Social Responsibility or any of its component issues. The following baselines should be considered:

- The mission of the NGO should not be the development of standards, or the provision of standards-related services;
- The NGO should not represent the specific interests of either government, industry, labor unions or consumer groups; and
- Grants or membership dues from, or fee-based services to, for-profit organizations should not be a significant proportion of an NGO's overall funding or compromise the autonomy of its governance.

Information to be provided by NGO Stakeholder Category members

All organizations participating in the NGO Group shall provide the following information, which will be available to all NGO Group members:

- Proof of charitable/non-profit status
- Publicly available statement of mandate/objectives (e.g. from website)
- Governance structure, including membership and board members' affiliation
- Sources of funding, including roughly which percentage of total funding is derived from grants or membership dues from, or fee-based services to, for-profit organizations.



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(Formerly “Other”)

Title:
Service, support, research and others

Organisations and individuals, not from other stakeholder categories, that seek to advance understanding of SR through education, training, academic study and research.

Organizations and individuals, not from other stakeholder categories, that develop voluntary standards, codes of practice and SR related tools.

Organizations and individuals, not from other stakeholder categories, that provide services related to the implementation and support on SR activities.



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Handled by, phone
Kristina Sandberg, +46 8 555 520 61
E-mail
kristina.sandberg@sis.se

Operating Procedure on Observers, Special Advisors and Balanced Participation

Observers

1. Observers may receive all communications and documents circulated by, and attend all meetings of, the WG and TGs to which they have been registered.
2. In TG 1, 2 and 3, observers may, in special circumstances subject to the procedures outlined below (clause 6-9), make formal comments in meetings and/or in correspondence.
3. In the WG or any other TG or subgroup, observers may not comment or otherwise seek to influence the proceedings, either in meetings or in correspondence.
4. Observers may participate in their respective Stakeholder Groups according to the policy elaborated by that Stakeholder Group.
5. Observers shall be differentiated from experts in the following ways:
 - a. Observers' name tags are to be a different color than those of experts.
 - b. Observers may only sit in a designated "observers' section", which will be clearly indicated at each WG and TG meeting. Meeting organizers should consider the value of locating observers close to experts from their national member or D liaison body in the WG meeting.

Observers to Strategic Task Groups (TG1, TG2 and TG3)

6. TG1,2 and 3 Convenors may each, with the consensus support of their respective experts, allow observers to make formal comments within their TG, both at meetings and during correspondence between meetings. This consensus support should be sought at each meeting.
7. TG 1, 2 and 3 Secretariats shall ensure that all meeting minutes, or other records of discussions, indicate clearly which comments observers made.
8. Observers may provide information on a discussion topic. The relevant TG Convenors should encourage discussion among experts after all observers' input have been offered. Observers will not engage in debate on a topic and their views will not be considered during the assessment of consensus. Observers may not lodge sustained oppositions.
9. Any expert who believes that the rights granted to an observer have diluted their own influence in the TG should notify the relevant TG Convenor immediately. If necessary, the expert may also choose to notify the WG Chairs. TG Convenors and/or WG Chairs shall record all such notifications and shall seek to resolve them in consultation with the relevant expert.

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Additional Expertise: Special Advisors

10. Where they have identified an important gap in expertise, the WG Chairs and/or the Convenors of a TG may, with the approval of the respective experts, invite national member bodies and D liaison organizations to nominate individuals with relevant expertise to serve as Special Advisors. The participation may be limited to a defined period of time.
11. Special Advisors shall submit the same registration information as experts and observers, as well as an indication that they possess the required expertise.
12. The TG Convenor may, with the consensus support of the TG experts, invite a Special Advisor(s) from among the nominations. If more nominations have been received than are required, the TG Convenor shall consult with the respective national member bodies and liaison D organizations prior to proposing a Special Advisor(s) to the TG experts. The TG Convenor will also circulate to the respective TG a list of all nominees and relevant information on them, clearly indicating the TG Convenor's proposal for Special Advisor(s) and a justification for the decision.
13. Special Advisors shall be granted:
 - a. access to relevant TG documents;
 - b. the right to formally comment on relevant documents in the relevant TG during the defined period of time;
 - c. observer status in the WG at the discretion of the WG chairs for the defined period of time.

Ensuring balanced participation in TGs

14. The WG and TG Secretaries should keep an up to date register of TG experts, observers and Special Advisors, including information on their delegation, stakeholder category and expert status. A summary of this information shall be made publicly available (i.e. stakeholder category; developed/developing country; and national member body/liasion organization).
15. An aggregated summary of the stakeholder and regional balance of experts, observers and Special Advisors registered in the TG shall also be kept up to date and made publicly available.
16. Stakeholder Groups are encouraged to nominate at least one "TG liaison" for each TG. These Stakeholder TG Liaisons shall accept shared responsibility, along with the respective TG Convenor, for monitoring, assessing and ensuring adequate stakeholder balance. They may also serve as an informal liaison mechanism between the TG Convenors and the Stakeholder Groups. Each Stakeholder Group is free to establish its own TG Liaison nomination process.
17. TG Convenors shall, in cooperation with the Stakeholder TG Liaisons, review stakeholder and regional balance at regular intervals and decide if and how to address stakeholder imbalances.
18. Temporary stakeholder imbalances shall not restrict progress in the TG.
19. There are a wide range of approaches through which balance can be improved, including:
 - a. encourage WG experts from the under-represented stakeholder group(s) or regions to join the work of the TG;



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- b. encourage WG experts from the under-represented stakeholder group(s) or regions to comment on a specific issue;
 - c. seek input on an issue from the relevant Stakeholder Group TG Liaisons;
 - d. seek advice from the WG Chairs, in consultation with the CAG;
 - e. in deciding on whether the objection is made by an important part of the concerned interests, the Chair/Convenor should consider developed/developing country and stakeholder representation.
The Chair/Convenors's decision and its context will be recorded.
20. The WG Secretariat will provide logistical assistance in achieving any of the above, including sending requests from TG Convenors to all WG experts.



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Handled by, phone
Kristina Sandberg, +46 8 555 520 61
E-mail
kristina.sandberg@sis.se

Operating Procedure on Registration of Experts and Observers

1. All ISO national member bodies may nominate up to 6 experts and 6 observers to the WG/SR, and must make every reasonable effort to nominate one from each of the following 6 stakeholder categories:
 - i) Consumers;
 - ii) Government,
 - iii) Industry,
 - iv) Labor,
 - v) Non-governmental organizations (NGO) and
 - vi) Service, Support, Research and Other (SSRO).
2. If a national member body is unable to nominate one expert to each of the 6 stakeholder categories, the national member body may, on an exceptional basis and for one stakeholder category only, register 2 experts from the same stakeholder category. Efforts to nominate one expert for each stakeholder category should continue.
3. Even if a national member body is unable to nominate observers for each of the 6 stakeholder categories, that national member body may only nominate one observer per stakeholder category. In addition, national member bodies that have nominated 2 experts for the same stakeholder category should avoid nominating an observer for that stakeholder category.
4. International and regional organizations with an interest in the work of the WG/SR may apply to the WG Secretariat for liaison D membership. The WG Chairs will review all applications and make recommendations to the ISO TMB. The ISO TMB is responsible for making all decisions on applications for Liaison D status. The ISO TMB will inform the WG Chairs of their decision, which will then be communicated to the liaison D organization.
5. Liaison D organizations may nominate up to 2 experts and 2 observers.
6. National member bodies and Liaison D organizations must submit to the WG Secretariat a completed registration form for each nominated expert and observer. The WG Secretariat will maintain an up-to-date list of all registered experts and observers including their nominating body and stakeholder category.
7. All experts and observers must be categorized under one of the 6 stakeholder categories. This categorization should be undertaken in consultation with the mirror committee and/or

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relevant stakeholders involved in national discussions, and should be consistent with the guidance provided in N048 rev1: Guidance on Stakeholder Categories in WG/SR.

8. National member bodies should consult their national mirror committees and/or the relevant stakeholders involved in national discussions when selecting experts and observers.

9. National member bodies should encourage the establishment of stakeholder groups comprising individuals that represent the full range of national interests.

10. The Chief Executive Officer or an authorized person of a Liaison D organization should approve both the nomination and the stakeholder categorization of their nominated experts and observers.

11. Experts and observers must be registered to the WG/SR prior to participating in a TG. All WG experts and observers have the right to register themselves with any or all of the TGs operating under the WG SR. Experts and observers who would like to participate in a TG should inform in writing (email, fax or letter) both the WG Secretariat and the respective TG Secretariat, who will each maintain an up-to-date list of the experts and observers registered to the respective TG.

12. While highlighting the value of continuity, national member bodies may change their experts and/or observers at any time in the process. A decision to add, subtract or replace an expert or observer should be made in consultation with the national mirror committee and/or the relevant stakeholders involved in national discussions and must be notified and justified by the NSB in writing (email, fax or letter) to the WG Secretariat as soon as possible.

13. While highlighting the value of continuity, Liaison D organizations may change their experts and/or observers at any time in the process. A decision to add, subtract or replace an expert or observer must be made by the Chief Executive Officer or other authorized persons and must be notified in writing (email, fax or letter) to the WG Secretariat as soon as possible.

14. ISO member bodies or Liaison Organizations may only change the status of their experts and/or observers during a meeting for reasons external to the ISO process (e.g. sickness, travel problems, ...). This change must be notified and justified in writing (email, fax or letter) to the WG Secretariat by an authorized person from the NSB or Liaison organization.



ISO/TMB/WG SR Social Responsibility

Handled by, phone

Kristina Sandberg, +46 8 555 520 61

E-mail

kristina.sandberg@sis.se

The process of drafting standard text in TG 4, TG 5 and TG 6

Working Draft 2 on Social Responsibility is currently being compiled and formatted by the Editing Committee. The drafting process has been somewhat different within each Task Group and this is in accordance with the ISO rules. It is up to each Task Group to plan the work, handle the governance and the breakdown of the practical work between participants, drafting teams and the Task Group leadership. Ever since the creation of the standard setting task groups the TGs and WG leaderships have catalyzed the work through communication on for example ISO standard writing rules and stakeholder engagement.

The main target of the Task Groups has been to deliver draft text to the Editing Committee, according to the approved Design Specification. A consensus draft text within each Task Group is a first step and a tool to achieve broad consensus in the whole Working Group, however as only a part of the Working Group is represented in each Task Group there is a practical limit on how well the results from each Task Group corresponds to the opinion of the full Working Group. In this context it is important to note that all final decisions on the standard text will be taken by the Working Group in accordance with ISO rules and directives.

Time available for commenting on the draft

The available time for experts to comment on the second working draft has been scheduled to be approximately 8 weeks, starting in October 2006. This relatively long period of time is important to ensure active participation by all experts, particularly from non-English speaking countries and/or to allow time for mirror committees to discuss and if possible find consensus on comments for all their participating experts.

The short timeframes for commenting on specific clauses during the “drafting phase” within the different TGs should not be mixed up with commenting periods for the second Working Draft. The WG experts will be able to comment on the full working draft after it has been edited by the Editing Committee.

Editing Committee

The role of the Editing Committee according to its terms of reference as agreed at the Salvador meeting is to:

- Review and edit the documents including working drafts (WD) committee drafts (CD), enquiry drafts (DIS) and final draft International Standards (FDIS).
- Ensure conformity to Part 2 of the ISO/IEC Directives.
- Compile drafts developed by each TG.
- Review drafts written by TGs, ensuring consistency and avoiding gaps/overlaps among them.
- Verify the drafts against the design specification.
- Report the result of reviews to the WG Secretariat.

TG 4, 5, 6 sent in their respective parts of the standard to the Editing Committee by August 31. Some additional time was granted to TG 5 in order for them to convert text into a ISO standard format.

Liaison Task Force (LTF)

LTF consists of representatives from the standard writing Task Groups, stakeholder categories, Editing Committee and the WG SR Vice Chair. The LTF was established to discuss Liaison Key Topics i.e. topics that needs to be addressed in two or more of the standard setting Task Groups and to allocate terms that needs definition to the relevant Task Group.

LTF will also continue to address and give advise on issues such as tone of the language used in the standard, length of the standard, and other key liaison topics such as supply chain and stakeholder engagement, organizational governance etc.

Next steps

The second Working Draft (WD.2) of the ISO 26000 standard will be circulated to the WG experts no later than October 12, 2006. Comments are expected to be sent in to the WG SR secretariat by December 4, 2006.

When all comments have been received, these will be sorted and compiled by the WG SR secretariat into four different documents; one for general comments and the other three for comments related to the task groups 4, 5 and 6. These documents will be distributed to all experts 6 weeks prior to the Sydney meeting to make it possible for experts to come well prepared to the Sydney meeting. These compilation of comments will also be used by the Task Group leaders to prepare for the Sydney meeting. This preparatory work will be done in consultation with the WG SR leadership and the Chairs Advisory Group (CAG).

We would like to take this opportunity to extend a warm thank you to all the dedicated and hard working experts that has made it possible for Task Group leaders and the Editing Committee to deliver WD.2. Meanwhile TG 1, 2 and 3 have continued to deliver according to schedule and it will be interesting to hear their reports in Sydney.

Looking forward to a very sucessful and productive meeting in Sydney in January/February 2006.



ISO WG SR Media Participation Policy

This document describes a policy for engaging with the media to raise the effectiveness of communication activities of the ISO Working Group on Social Responsibility (WG SR). The WG SR considers it vital to ensure transparency and openness by proactively and consistently delivering accurate information to the public, and supports the use of proper channels to deliver information to the public as effectively and efficiently as possible.

The main objectives of our Media Participation Policy are to raise awareness of the ISO 26000 process and to ensure transparency. It is important that all involved in the project provide accurate and appropriate information in a spirit of good will and responsibility. The media contributes to the shaping of attitudes and behaviours of the general public. Building good media relations is important for building awareness through accurate information and preventing isolated and unrepresentative views and opinions from misleading the public.

The WG SR seeks to engage with the media through multiple vehicles at multiple organizational levels.

The ISO as a whole

The ISO states the following in the *ISO/IEC*

Directives

SO.9 Press attendance at ISO meetings

Interest by the press or other media in ISO work is to be welcomed and the ISO Central Secretariat and many ISO member bodies have public relations and promotion services able to provide information to the press concerning ISO, ISO standards, and work in progress.

In recent years, there has been a growing interest on the part of some of the press to be present during meetings of particular ISO committees. Whilst this interest is, again, welcome, the presence of the press during an ISO meeting may inhibit the free and open discussion of issues. For this reason, members of the press shall not be permitted to be present during working sessions of ISO meetings. However participation by members of the press may be permitted during opening and closing ceremonies of ISO plenary meetings.



ISO Central Secretariat

Within ISO, the ISO Central Secretariat prepares and releases an official WG SR press release. Effort will be made by ISO/CS to reach agreement on the text of the ISO press release and release it within one week of the meeting. ISO/CS reserves the right of final decision on any ISO press release.

Working Group on Social Responsibility

WG leaders express the consensus reached by the experts at press conferences held in conjunction with the WG meetings. Also, between WG SR meetings, the WG leadership commits to prompt written responses to media requests. FAQs reflecting media requests and responses will be presented to the public via the WG SR Website

Task Groups and Stakeholder Groups

Task Groups have been appointed to work on specific issues and Stakeholder Groups are responsible for ensuring specific stakeholder views are considered. Since these groups are not responsible for approving policy or content, it would not be appropriate for representatives from these groups to be media spokespersons on behalf of WG SR. Task Group and Stakeholder Group members are, of course, free to inform the media of discussions carried out and views expressed by their respective groups.

National Standards Bodies (NSBs) and Mirror Committees

At a local or national level, mirror committees are the proper channel for media inquires. Mirror committees are encouraged to arrange meetings with local media. This will improve local participation and awareness.

Experts and Observers

Experts and observers are encouraged to exploit their distinctive backgrounds in energetically communicating the positions of the WG SR to the media. We also recognize the value of experts and observers sharing views and knowledge of the WG SR deliberations with a broad spectrum of the people through the media. In the interest of better ISO WG SR communication, all experts and leaders are asked to share with TG 2 (Communication) and ISO/CS any general questions they receive from the media. To aid TG 2 and ISO/CS in its work of monitoring media coverage, experts and leaders are also requested to share with TG 2 and ISO/CS, in a manner consistent with applicable copyright requirements, any news articles or other media products resulting from their own interactions with the media.



Meetings and Media Participation

Regarding meetings and media participation, we have adopted the following policies.

1. Media representatives present at the site of a meeting of the WG SR must register with the WG Secretariat and the meeting host (name, organization, and contact number,).

2. Media representatives will be given a media badge to wear or keep handy when present at the meeting site.

3. Policies on which events media representatives may attend

A. Registered media representatives with badges are allowed to attend the following events:

Opening and closing ceremonies;

Press conferences;

Poster sessions; and

Interviews conducted with experts outside the meeting room.

B. Media representatives may attend the following events with consent of the participants:

DEVCO Workshop;

Open Workshop;

Stakeholder group meetings; and

Donor meetings.

C. People from the media are not allowed to attend:

Plenary meetings;

Task Group (TG) meetings;

Chair's Advisory Group (CAG) meetings;

Editing Committee (EC) meetings;

Task Force meetings (Translation Task Force, Liaison Task Force);

Ad-hoc Group meetings

4. Press conferences will be scheduled for appropriate times (pre- and/or post-plenary) in a designated location by the WG Leadership and TG2 Leadership, in consultation with the public relations service of the host ISO member body. At the press conferences, WG leaders and ISO CS representatives will make statements to the press. TG 2 leaders will act as moderators. Others may be asked to speak by WG leaders. Experts and Observers may attend, but are not allowed to speak at the press conferences.



5. Media representatives may attend dinners or other events held by meeting hosts if invited by the host organization.



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Handled by, phone

Kristina Sandberg, +46 8 555 520 61

E-mail

kristina.sandberg@sis.se

TG 3 Consensus on Procedural Clarifications

TG 3 resolves to develop clarifications and practical recommendations on how the WG/SR will apply specific aspects of the ISO Directives, the guidance on operating procedures in the NWIP and the approved WG/SR operating procedures.

If these clarifications and practical recommendations are validated by the ISO/CS representative as consistent with the ISO Directives, and approved by the WG Chairs, in consultation with the CAG, they will be applied in the WG.

If not, TG 3 will consider the feedback from the WG Chairs and, if appropriate submit an “Operating Procedure” for approval by the WG Plenary and, if necessary, the TMB before they are applied in the WG.

TG 3 also resolves to develop a single compilation of all operating procedures, clarifications and practical recommendations in order to promote their consistent application.



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Handled by, phone

Kristina Sandberg, +46 8 555 520 61

E-mail

kristina.sandberg@sis.se

Operating Procedure on NSB Participation

1. ISO member bodies may register an NSB representative as an “NSB technical officer”. If they choose to do so, they may not nominate a representative of the NSB as an expert or observer without first consulting the WG Secretariat.
2. The “NSB technical officer” has observer rights within the WG and all of its subsidiary bodies.
3. The NSB technical officer may comment in TG1-2-3, noting Resolution 18 (N72) clause 8.



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Handled by, phone

Kristina Sandberg, +46 8 555 520 61

E-mail

kristina.sandberg@sis.se

Operating Procedure on Liaison D Organizations

Process for approving liaison D organizations

1. Applications for liaison D membership shall be submitted to the WG/SR Secretariat, who will immediately notify the ISO TMB of each application received.
2. The application shall include a rationale for the setting-up of the liaison, as well as an indication of how the organization meets the acceptance criteria given in clauses 7-10 below.
3. The WG/SR Chairs shall, in consultation with the CAG, assess the application against the relevant criteria in clauses 7-10 below, and submit to the ISO TMB a recommendation on whether or not the application should be approved.
4. The WG Chairs should also indicate whether the applicant for liaison D membership represents the interests of stakeholders from developed countries, developing countries, or both.
5. The ISO TMB will make all final decisions on approval of applications for liaison D membership. The TMB's decision should take into consideration the recommendations of the WG Chairs, and should be taken in a timely manner. The TMB should communicate its decision, and reasons for its decision, to the WG/SR Secretariat.
6. Noting that the ISO TMB is in the process of reviewing the criteria for Liaison organizations within ISO, the WG/SR recommends that the status of existing Liaison D organizations not be changed.

Criteria to be considered when reviewing applications for Liaison D status

7. Liaison D organizations must be legally incorporated.
8. The liaison organizations shall be international or broadly based regional organizations working or interested in similar or related fields.
9. A liaison organization shall have a sufficient degree of representativity within its defined area of competence within a sector or subsector of the relevant technical or industrial field.
10. When considering applications for liaison D status, the ISO TMB and WG/SR Chairs should seek to ensure that
 - a. the organization's expertise, interests and/or perspectives cannot be effectively represented in the WG/SR through their participation in a national member body process;

- b. the organization's expertise, interests and perspective are not already adequately represented in the WG/SR; and
- c. the addition of another liaison D organization does not offset the stakeholder and geographic balance of experts and observers in the WG/SR.

Information on Liaison D Organizations

11. The WG/SR Secretariat shall make available to WG experts:
 - a. a current list of all applications for liaison D membership, including all information submitted in support of the application;
 - b. the TMB's decision on each application, and the reasons for this decision; and
 - c. a current list of all existing liaison D members, including liaison D reports and other supporting information

Review of liaison D membership

12. At least every year, liaison D organizations shall submit activity reports to the WG/SR Secretariat outlining how they have contributed to the WG/SR.
13. The WG/SR shall review all liaison D arrangements at least every year.
14. If the liaison D organization has not contributed consistently to the work of the WG/SR, the WG Chairs may, in consultation with the CAG, and after discussion with and in the WG recommend to the TMB that liaison status be revoked. Before making a recommendation, the WG Chairs will contact and seek information from the relevant liaison D organization.

Full and formal backing of each liaison D organization

15. The full and formal backing of each liaison D organization will be sought on the CD, DIS and FDIS as outlined in clauses 16-19 below.
16. Liaison D organizations will be invited to indicate their full and formal backing through a request for comment issued by the WG Secretariat. The request for comment will be undertaken using a comment template issued at the same time as ballots issued to ISO members and will enable the Liaison D organization to give an explicit indication of the liaison organization's support for the relevant document. This does not constitute a vote.
17. Liaison D organizations that find the relevant document unacceptable must state the reasons for this in their comments.
18. The WG Secretariat will provide to all WG experts a summary table clearly indicating the level of support on each document from each liaison D organization, and its stakeholder category.

19. The WG Chairs will, in consultation with the CAG, consider the level of support among all liaison D organizations when deciding whether to approve the document and how to proceed.
20. Every attempt shall be made to resolve negative comments.

Right of liaison D organizations to appeal and petition

21. Liaison D organizations have the right of appeal to the WG Plenary on a decision of a TG, ad hoc Group or Editing Committee.
22. Appeals should be made only after all other means of resolving the issue have been pursued, including through direct discussions with the relevant TG Convenors and the WG Chairs, where appropriate in consultation with the CAG.
23. Appeals must be made no later than 3 months after the issue arose.
24. All appeals shall be documented and made available to all WG experts.
25. When an appeal is against a decision respecting work in progress, the work shall be continued, up to and including the FDIS stage.
26. If the appeal has not been resolved to the satisfaction of the Liaison D organization, it may petition the TMB on decisions of the WG.
27. The decision of the ISO TMB on any petition is final.

Editing Committee Drafting Guidance

The purpose of this document is to provide general drafting guidance to drafting groups. This is not only to ensure draft text is easy to understand, but also to help facilitate translation and avoid misinterpretation. It incorporates guidance from TG 5 and 6.

It covers the following:

1. Template style
2. ISO Rules and Advice
3. Plain English
4. Readability Tool
5. Examples
6. References
7. Point of contact

1. Template style

Use ISO format template available on the ISO website to set the appearance of the text¹. However, this template can be difficult to work with. Please use the following ISO format for your text:

- Microsoft Word Arial font, 10 point
- Use left hand justification only
- Use bold face for headings
- Use dashes to signify bullets
- Do not hyphenate at line ends
- Use *italics* to denote inserted remarks to aid commentators
- Use square brackets to denote options, e.g. [Option 1 text, text, text]

2. ISO Rules and Advice²

Language used to indicate a recommendation

“Should” denotes a recommendation.

Definitions

Any term that is not self-explanatory or commonly known and that can be differently interpreted in different contexts shall be clarified by defining the relevant concept.

N.B. A definition should be able to replace the term defined in text.

For definitions of English words use for example: The Shorter Oxford English Dictionary, The Concise Oxford Dictionary, or The Collins Concise English Dictionary.

¹ ISO basic or “boiler” template without any automation, it is a Microsoft Word Document with style guides and set headings and text format, header and footers to be filled in manually.

Found at:

http://isotc.iso.org/livelink/livelink/fetch/2000/2122/3146825/4229629/sds_edit.htm

² Based on ISO Directives Part 2

http://isotc.iso.org/livelink/livelink/fetch/2000/2122/3146825/4229629/texts_list.htm

Abbreviations

An abbreviated term shall be specified only if used subsequently in the document. The general rule is that an abbreviated term comprises capital letters, without a full stop after each letter, e.g. United Nations = UN

3. Plain English

Be focused and direct; the written style should be as simple, clear and concise as possible. Aim for readability and coherence.

The following questions may be used to test the draft text:

- Does our text add value to the end user and did we delete “low value” text?
- Does our text address all organisations’ needs?
- Does our text flow logically?
- Did we avoid duplication
 - o Within our own part of the text?
 - o within other parts of our Clause?
 - o within other parts of the draft ISO 26000 standard?
- Is our text consistent
 - o within our own part of the text?
 - o within other parts of our Clause?
 - o within other parts of the draft ISO 26000 standard?

The Plain English Campaign has a guide³ on how to write clear English. Here are some of its suggestions.

- Use everyday English whenever possible. Avoid jargon and legalistic words.
- Keep your sentence length down to an average of 15 to 20 words. Try to keep to one main idea in a sentence and split long sentences.
- Use active verbs as much as possible. Say 'we will do it' rather than 'it will be done by us'.
- Be concise.
- Prefer short words. Long words will not necessarily help your writing style. Plain English has an A-Z list of alternative words⁴.
- Imagine you are talking to your reader. Write in a style that is suitable and with the right tone of voice for the end users.
- Use lists where appropriate.

A little more detail from the Plain English guide is given below.

Keep your sentences short

Most experts would agree that clear writing should have an average sentence length of 15 to 20 words. This does not mean making every sentence the same length! Be punchy. Vary your writing by mixing short sentences (like the last one) with longer ones (like this one), following the basic principle of sticking to one main idea in a sentence, plus perhaps one other related point.

Use active verbs

With an active verb, the three parts of a sentence appear in a particular order: subject then verb then object. With a passive verb, the order is reversed: object then verb then subject.

Here are some examples of how to turn a passive verb into an active verb.

³ How to write plain English? <http://www.plainenglish.co.uk/guides.htm>

⁴ <http://www.plainenglish.co.uk/alternative.pdf>

This matter will be considered by us. (Passive)

- *We will consider this matter.* (Active)

The riot was stopped by the police. (Passive)

- *The police stopped the riot.* (Active)

Passive verbs cause several problems:

- they can be confusing
- they often make writing more long-winded; and
- they make writing less lively.

4. Readability Tool

Microsoft Word has a useful tool on readability. This may help you as it presents statistics on, for example, the length of sentences and passive sentences. Instructions are:

- On the *Tools* menu, click *Options*, and then click the *Spelling & Grammar* tab.
- Select the *Check grammar with spelling* check box.
- Select the *Show readability statistics* check box, and then click *OK*.
- Click *Spelling and Grammar* on the *Standard toolbar*.

When Word finishes checking spelling and grammar, it displays information about the reading level of the document.

For example, this document has a Flesch Reading Ease Score of 64.7. For most documents the advice is to aim for a score between 60 to 70.

5. Examples

Integrate short examples into the text, e.g. example 1. Use a box to present examples requiring more detailed description (see below).

Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text, Example text,

6. References

References to a document within the standard should include enough of the document's title for it to be traceable.

A full reference of a document should be provided so the end user can find the document, e.g.

Author, Title, Year, Publisher/Source.

Web links are not allowed to be used in an international standard.

7. Points of Contact

The Editing Committee has identified points of contact for drafting groups. These individuals can be contacted if you have questions on English language and editing issues.

Drafting group	Contact person	Email address	Telephone
TG 4 generic	Deni Greene	deni@greene.com.au	+613 9387 1655
TG 5 generic	Deni Greene	deni@greene.com.au	+613 9387 1655
TG 6 generic	Peter Houghton Tami Zilberg	hconserve@btconnect.com zilbergt@netvision.net.il	+44 1425 653095 +972-52-2525077
Environment	Deni Greene	deni@greene.com.au	+613 9387 1655
Human rights and labour practices	Emily Sims	sims@ilo.org	+41 22 799 6264
Consumer issues community involvement, and soc. development	Ruth Hillary	ruth@corporatesustainability.co.uk	Skype: ruthhillary1 Tel:+44207 912 2139
Organizational governance, and fair operating practices	Anthony Miller Osama Elmeligy	anthony.miller@unctad.org Osama@total.com.eg	+41 22 917 58 02 Skype: Osamaelmeligy +2012 2105055
Stakeholder	Linda Golodner Tami Zilberg	lindag@nclnet.org zilbergt@netvision.net.il	+1 202 835 3323 +972-52-2525077



ISO/TMB/WG SR
Social Responsibility

Handled by, phone
Kristina Sandberg, +46 8 555 520 61
E-mail
kristina.sandberg@sis.se

ISO/TMB/WG SR Operating procedure providing guidance on national input to the WG SR

General

It is the role of the ISO Member Body to convene the relevant interests in a national mirror committee or through another formal mechanism.

The relevant interests should be grouped within 6 stakeholder categories:

- Consumer
- Government
- Industry
- Labour
- NGO and
- SSRO.

This should be done taking into consideration the guidance provided in ISO/TMB/WG SR N 48 rev1 (Definition of Stakeholder Groups).

Submission of experts' comments by ISO Member Bodies to the WG SR on the WD

It is the role of the ISO Member Body to transmit to the WG SR the comments submitted by the national experts.

For each comment transmitted to the WG SR, the ISO Member Bodies should indicate clearly the stakeholder category of the expert submitting the comment. Where a single comment is transmitted on behalf of more than one expert, the ISO Member Body should indicate clearly the stakeholder category for each of the experts submitting the comment.

For example: All (NGO, I, L, C, G, SSRO).



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Development and submission of national positions to the WG SR

National positions (including both comments and votes) should be developed by all interested parties at the national level.

The development of all national positions should be based on the ISO definition of consensus:

"consensus: General agreement, characterized by the absence of sustained opposition to substantial issues by any important part of the concerned interests and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments.

NOTE Consensus need not imply unanimity."

This includes, in particular, that:

- All stakeholder groups' positions should be treated equally, regardless of the number of individuals included in the respective group.
- The criteria for assessing consensus should be based on the number of stakeholder groups in favour or opposed, not the absolute number individuals in favour or opposed.
- Consensus on a national position does not require unanimity within or among the stakeholder groups

When developing national positions, each individual's position should be treated equally, regardless of whether or not the individual participates at the international level in the WG SR.

When a national position has been defined, it is the role of the ISO Member Body to transmit it to the WG SR.

Guidance on submission of comments on the CD and DIS by ISO Member Bodies, and their treatment within the WG

ISO Member Bodies should only submit comments that reflect a national consensus position.

The national consensus positions and liaison D comments will be the basis for experts' deliberations within the WG on how to revise the CD or DIS text. The absence of comments will be considered an indication of support for the existing text.

In addition to the national comments the ISO Member Body should:

- Submit a list of the stakeholder groups that have participated in the development of the national position including where relevant, an explanation for why one or more stakeholder categories have not participated.
- Where they exist and in a separate document, transmit the national stakeholder group's concerns when they are opposed to the national position on substantial issues.



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The WG Secretariat will compile and make available to the WG a separate document containing all these individual national stakeholder group concerns, and any trends or themes they have identified.

For CD: It is the responsibility of the WG Chairs to judge, in consultation with the CAG, whether there is sufficient consensus to progress the CD to a DIS. The WG Chairs should also take into account the information compiled in this document when making this judgement.

Guidance on submission of votes on the CD and DIS by ISO Member Bodies, and their treatment within the WG

ISO Member Bodies should only submit votes that reflect a national consensus position.

In addition to the national position the ISO Member Body should:

- Submit a list of the stakeholder groups that have participated in the development of the national position including where relevant, an explanation for why one or more stakeholder categories have not participated; and
- where they exist, transmit any substantive opposition from national stakeholder groups, including information outlining the reason for their opposition

For CD: It is the responsibility of the WG Chairs to judge, in consultation with the CAG, whether there is sufficient consensus to progress the CD to a DIS. The WG Chairs should also take into account these substantive oppositions when making this judgement.



PART 5: ISO/CS presentation WD/CD

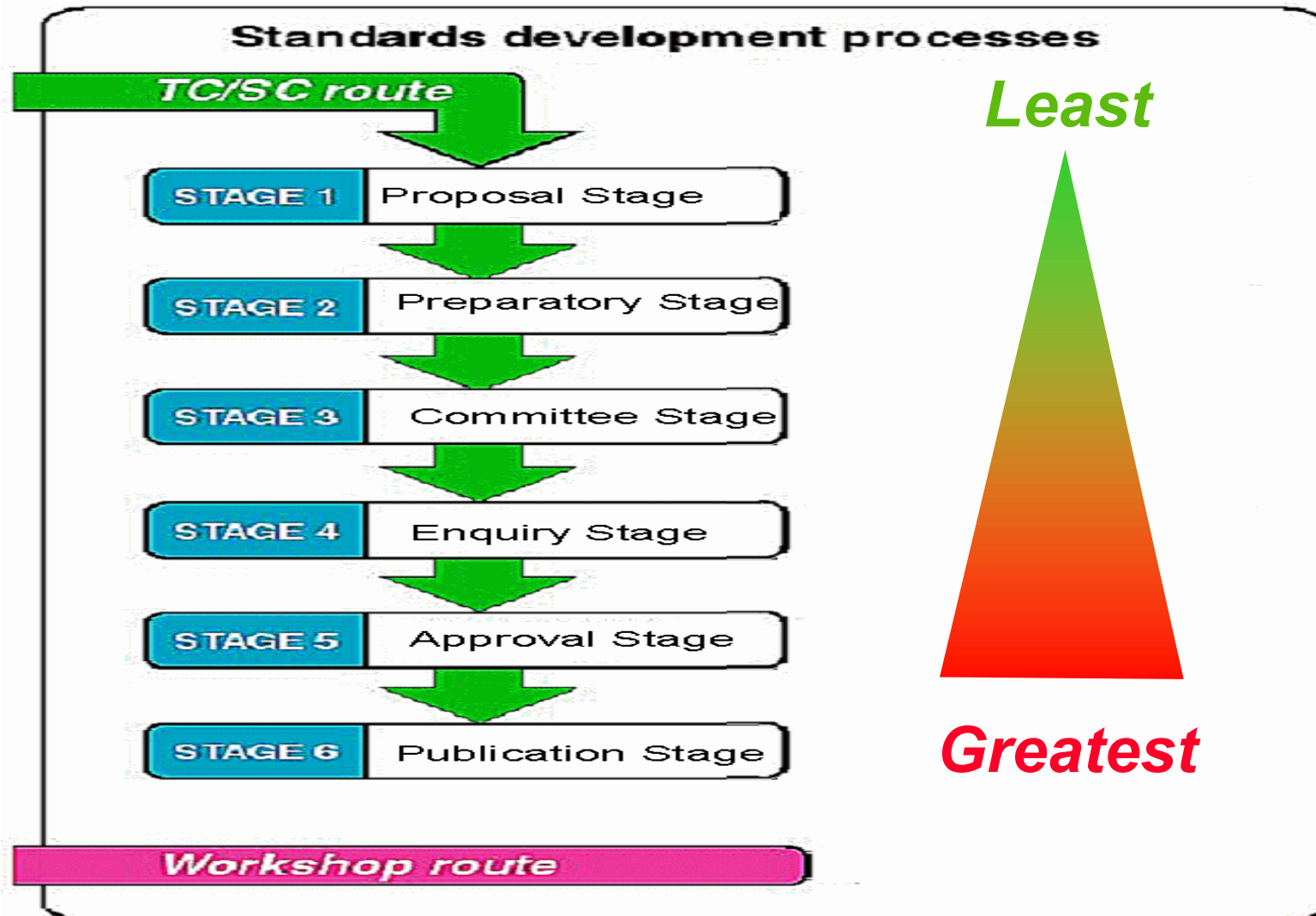
WD and CD

Mrs Sophie Clivio

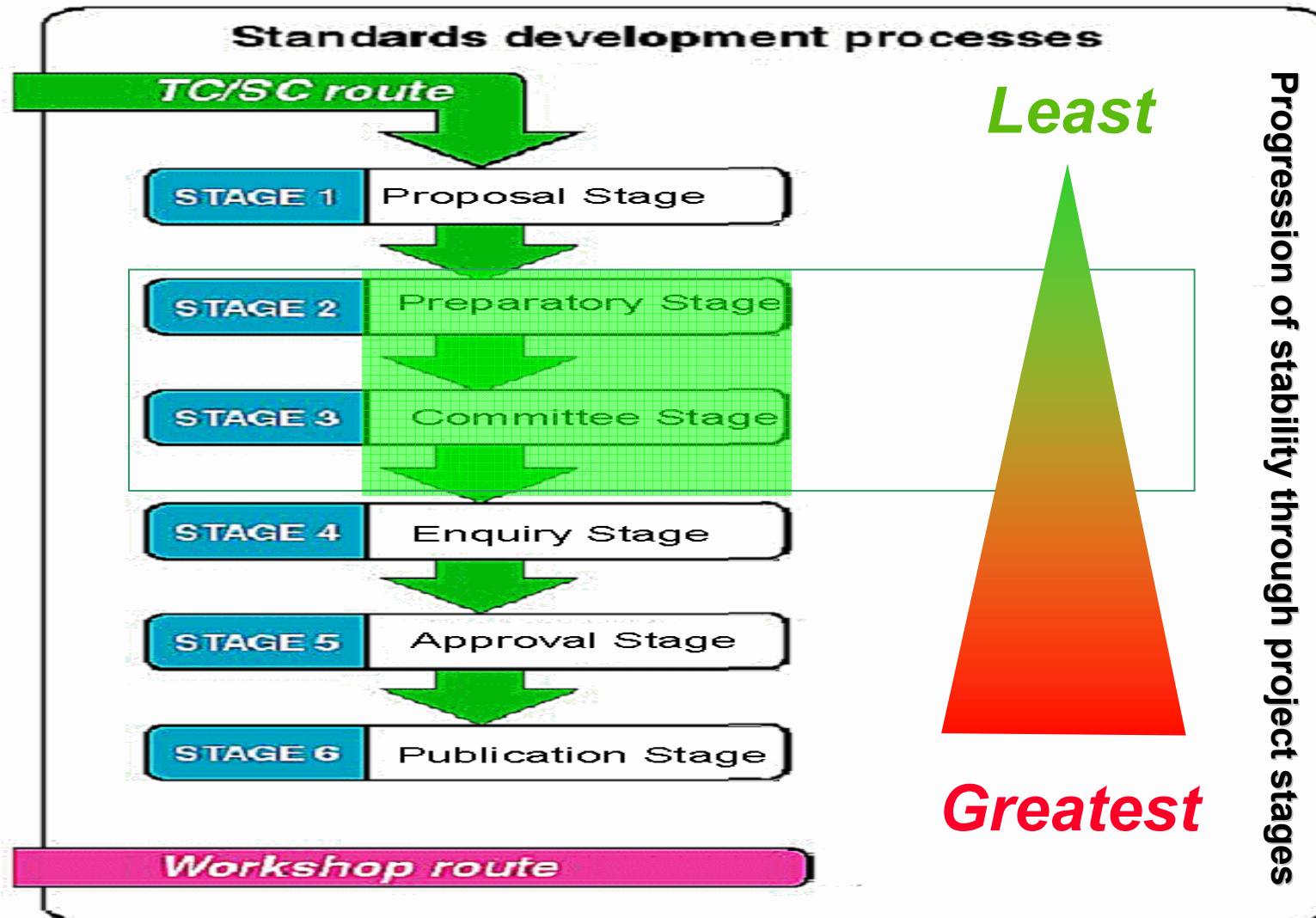
ISO Standards Department

ISO TMB/WG SR 5th plenary meeting
Vienna – 05 November 2007

Progression of stability through project stages



Consensus building



The consensus building STAGES

0. Preliminary stage
1. Proposal stage
- 2. Preparatory stage**
- 3. Committee stage**
4. Enquiry stage
5. Approval stage
6. Publication stage

Stage 2: Preparatory Stage (code 20)

The preparatory stage covers the preparation of a working draft (WD) in conformance with the ISO/IEC Directives, Part 2.

Triggered by approval and registration of the new work item proposal

- **Covers** the preparation of a **Working Draft** by the project leader/convener working with the experts nominated
- **Ends** when the WD is accepted, for circulation as a CD and is registered by ISO/CS.
- **Criteria for acceptance** : consensus among experts, the convener/leadership judge when consensus has been reached.

Stage 3: Committee Stage (code 30)

Principal stage at which comments from national bodies [**conflict resolution**] are taken into consideration, with a view to reaching **consensus** on the **technical content**.

Triggered by:

- Registration of CD by decision from WG members

Begins with a 3-month circulation of the 1st CD to P-members (comments and/or balloting) as well as O-members and Liaisons for comments.

Committee stage (Code 30)

Submitted comments shall be taken into account with a view to reaching **consensus on the technical content**.

Experts can and must still work on the document to prepare the revised version.

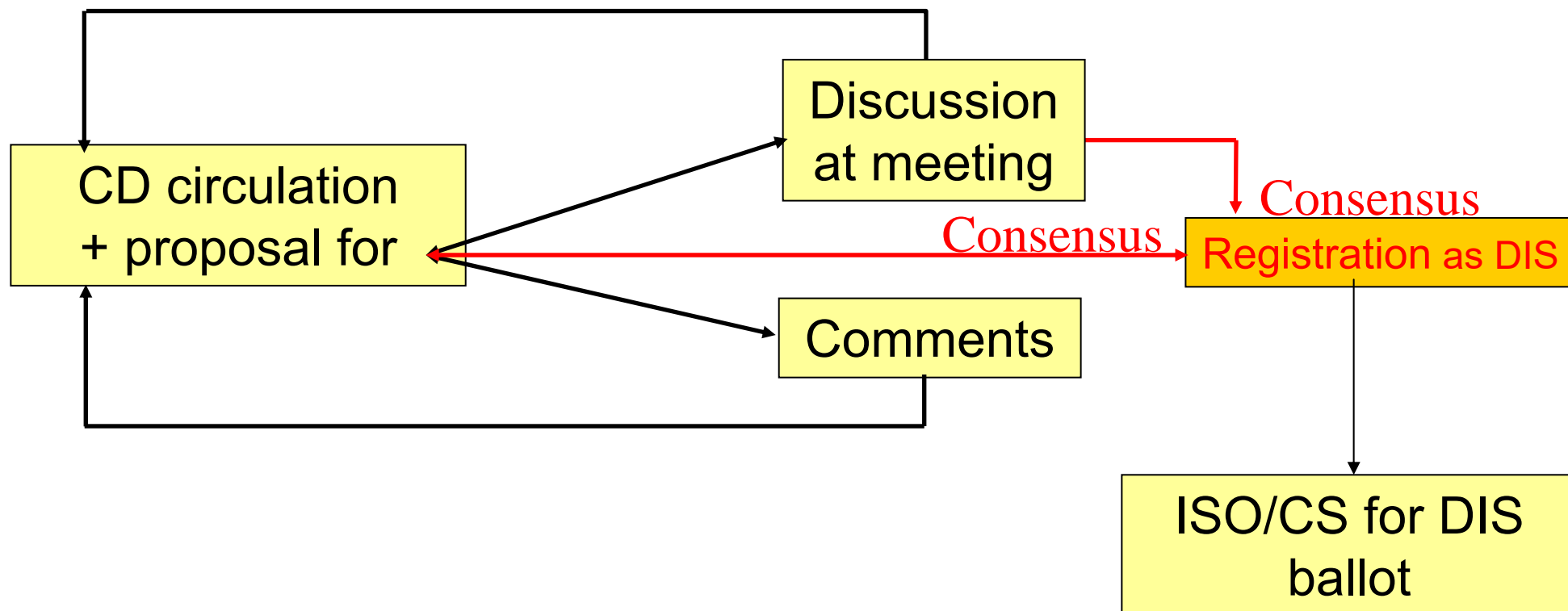
Ends with the Registration of project as proposed draft International Standard (DIS) if ballot result successful:

Consensus;

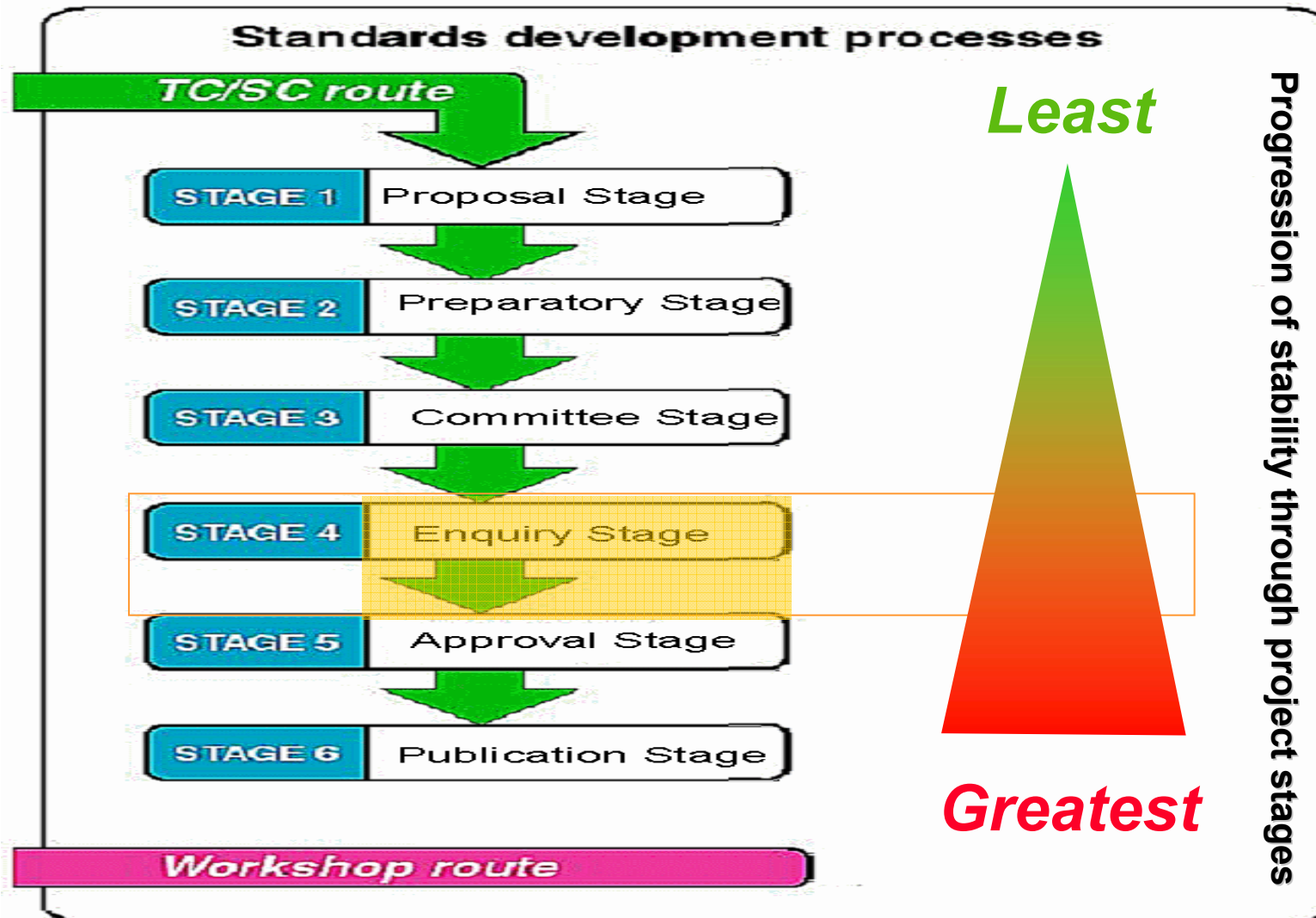
or 2/3 majority vote of P-members

Note : it is the responsibility of the leadership to judge whether there is sufficient support bearing in mind the definition of consensus given in ISO/IEC Guide 2:1996

Committee stage (Summary)



'Public' Review, and Reconciliation of feedback





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

**AGENDA ITEM 9 SECRETARY'S REPORT ON ITEMS NOT OTHERWISE
COVERED IN THE AGENDA**



AGENDA ITEM 9 – SECRETARY'S REPORT

COPOLCO ACTION Members are invited to note this report and its annexes.
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While the global pandemic halted COPOLCO's physical meetings, workshop and training activities as from March 2020, the Secretariat supported COPOLCO's continued work on its strategic review, new proposals and a number of virtual working group meetings held during the year. No COPOLCO Plenary was held in 2020. The Secretariat's follow-up to the 2019 COPOLCO resolutions appears at Annex 1.

2 New communication and outreach focus

2.1 Launching WG 20

The COPOLCO Secretary dedicated a significant amount of time launching and supporting this new working group which kicked off its activity in 2019. More information about this working group appears under Agenda item 13.

2.2 Outreach activities

UNCTAD e-commerce working group: in April 2020, COPOLCO and Consumers International experts organized a virtual information and outreach workshop for members of the e-commerce working group of the UNCTAD Group of Experts on Consumer Protection Law and Policy. This event, [Using standards as a tool for consumer protection](#), highlighted standards as an effective public policy tool for regulators from consumer protection agencies.

Consumers International - 60th anniversary: on 16 November 2020, Consumers International invited the ISO Secretary-General, Sergio Mujica, to deliver an address at a Webinar during CI's [60th Anniversary celebration](#) week. Mr. Mujica joined leaders from other international organizations, including UNCTAD, WTO, WHO, ITC, UNEP, and ICPEN (International Consumer Protection Enforcement Network) who each, in separate Webinar addresses, reflected on their organizations' partnerships with CI and their vision of future opportunities for collaboration. This event was an excellent opportunity to demonstrate how ISO's partnership with CI benefited their shared consumer protection goals. Sergio described how ISO's new Strategy 2030 and its vision, "making lives easier, safer and better" directly supported many of the UN Sustainable Development Goals and corresponded to CI's future aspirations. He also highlighted the role of ISO's voluntary standards in defining best practices for sustainability and consumer protection and encouraged CI to participate in their development.

BSI consumer outreach event: During BSI's annual event, "BSI Standards e-Conference & Awards", which was adapted to a virtual format this year, Sadie Dainton organized a consumer forum on the theme "[The Virtual Consumer, living online in 2020](#)". The Secretary participated in this event and gave the international perspective on standards solutions to issues raised by a panel of experts, including Julie Hunter, Chair of BSI's Consumer and Public Interest Network, Nina Bharti from Which?, and Chris Fitch from Money Advice Matters. The forum explored how the rapid shift to digital technology in 2020 due to COVID-19 has accelerated the adoption of digital technology by consumers. This in turn has exacerbated existing vulnerabilities and created new product safety and consumer protection challenges. The sudden transition requires extra safeguards put in place by public and private organizations to compensate for these vulnerabilities and help businesses to respond better to consumers' needs.

Inaugural COPOLCO Greeting meeting, and welcome to new CACM Head: On 15 January 2021, the Secretary organized a "Greeting meeting" to kick off the New Year, providing an opportunity for members to listen to a [presentation](#) from the COPOLCO Chair and Vice-Chair, ask questions and exchange views, in an interactive format. The Chair thanked outgoing COPOLCO experts for their past contributions. He also thanked Sean MacCurtain, Director of Conformity Assessment and Consumer Matters, for his leadership, wished him well for his imminent retirement, and welcomed Dr. Cristina Draghici, who took over Sean's role as from January 2021. The event attracted nearly 80 participants, and a [summary report](#) is available on the e-Committees area.

ISO Consumer update newsletter: the COPOLCO Secretary continues to publish the [ISO Consumer update](#) Newsletter. This newsletter gives updates about new standards and country news from a consumer perspective. Members are encouraged to [subscribe to the ISO consumer update newsletter](#) to keep up with new developments for standards, consumers, and COPOLCO members' activities in consumer protection around the world.

3 Partnership to enhance consumer participation

A robust national programme for consumer participation is a critical first step to reinforcing consumer protection and guaranteeing that consumers can favorably influence standards agendas both in their countries and internationally. In cooperation with ISO's Capacity Building unit, ISO/COPOLCO launched the Mentorship Programme for Consumer Participation in Standardization in July 2020. It is the outcome of an earlier training workshop held during the 2019 COPOLCO Plenary meeting and related events week, at which participants from standards bodies and consumer organizations worked together on developing action plans to enhance collaboration and to achieve specific objectives.

Under the programme, experienced experts drawn from the standards and consumer advocacy community have been matched with 10 country teams to provide feedback and guide them in developing and implementing actions to achieve sustainable impact on consumer involvement standards programmes in their countries. This is a pilot programme for the African region which, if successful, will be replicated in other regions.

This is covered in more detail under Agenda item 11.

4 Cooperation with IEC

IEC SEG 10 Ethics in Autonomous and Artificial Intelligence Applications

The COPOLCO Secretary has been participating in the IEC SEG 10 on Ethics in Artificial Intelligence in 2020-2021. The Committee held two virtual meetings in 2020, in July and November, and one in March 2021 preceded by task group meetings. SEG 10 has gathered information and mapped the activity of relevant Technical Committees in ISO, IEC, ITU and regional SDO's working on AI ethics issues. It has also gathered and discussed a number of use cases. The output of the group will be a comprehensive report, which will outline recommendations on ethics in AI for the IEC Standardization Management Board to consider at its June 2021 meeting. Brian Tranter of ANEC represents consumers' views on this committee and chairs one of its task groups.

IEC SEG 10 Ethics in Autonomous and Artificial Intelligence Applications was established by IEC/SMB in October 2018. SEG 10's role is to look for standards solutions to address ethical and social concerns in the field of technology and develop guidance for applying ethics to these

domains. SEG 10 is developing global guidance and describing the impact of various ethical and social concerns through case studies. Regarding independent and artificial intelligence applications, SEG 10 is exploring standardization needs and taking stock of the diversity of users and huge data volume to apply global artificial intelligence applications to the industrial development process. Over the past two years IEC SEG 10 has been leading the core work in this area, including foundational work, use case study by survey and global collaboration.

5 Update on New Work Item Proposals

5.1 Marketing and advertising for children

In 2019, COPOLCO developed a proposal, *Guidance for marketing and advertising affecting children*, that will aim to protect children and consumers from deceptive and misleading marketing practices and encourage their healthy development. The NWIP was approved by Committee Internal Ballot in March with strong support. The COPOLCO Secretariat finalized the proposal with the proposer, JISC, and completed the internal review. It will be released for vote to the ISO membership shortly (see Agenda item 15).

5.2 Terms and conditions

COPOLCO approved a proposal for an International Standard on Terms and Conditions early in 2020 and the NWIP approved by the ISO Members in March. It aims to help organizations create clear, accessible, fair and easy-to-understand terms and conditions (contractual terms and privacy policies), which will ensure that consumers can make fully informed decisions prior to purchase or use of goods, services and digital content. It aims to reduce the risk of detriment arising from confusing, complicated and unfair contractual terms.

5.3 Menstrual products

A group of experts at the Swedish Standards Institute (SIS) submitted a proposal for a new standardization area for menstrual products in November 2020. An estimated 300 million people menstruate every day. Half of the world's population are potential menstruators and are likely to be users of commercially manufactured menstrual products. But today no standards exist on an international level determining the safety, performance and fitness for purpose of menstrual products. In addition of being a health concern, access to safe, fit-for-purpose menstrual products is a prerequisite to being able to participate fully in society. The proposal supports the following SDGs 1 (no poverty), 3 (health and well-being), 4 (quality education), 5 (gender equality), 6 (clean water and sanitation) and 10 (reduced inequalities).

The proposal has been circulated to WG4, *Product safety* for further discussion and development.

6 Consumer safety-related projects in ISO under development

6.1 Consumer vulnerability

ISO PC 311 is developing ISO CD 22458, *Guideline for inclusive service: identifying and responding to consumers in vulnerable situations*, project-led by BSI. This project addresses all aspects of consumer vulnerability, such as poor physical or mental health, physical disability, cognitive impairment, or a wide range of situational factors such as addiction, bereavement, low income, debt, low level of literacy or numeracy, or lack of knowledge or capability.

6.2 Privacy by design

ISO/PC 317, *Privacy by design of consumer goods and services*, is developing ISO 31700. A Committee Draft was released in December 2020. The standard is aimed at providing goods and services with inherently safe privacy design, up to a tolerable level of privacy risk, so that privacy design practice achieves the same level of protection as current consumer product safety standards.

6.3 Incident investigation

ISO members approved a proposal from COPOLCO to establish a Project Committee, *Consumer incident investigation*. The ISO/TMB voted to establish ISO/PC 329 by Resolution 43/2020 in June 2020. This proposal aims to provide a general guide for investigations of incidents where consumers suffer physical injury or death in the process of using products, services, facilities or related aspects, with the goal to prevent recurrence.

6.4 Youth and school field trips

COPOLCO submitted a proposal to work on *Managing risk for youth and school field trips* early in 2020. Following successful ISO member ballot results, the TMB assigned the work to ISO/TC 262, *Risk management* in October 2020. The proposal will be developed under a working group of TC 262.

This proposal aims to address a currently existing need to share and promote good practice for protecting young travelers during accompanied trips and reduce the risk of avoidable injuries and fatalities either due to participants' behavior, or mechanical elements such as equipment failure.

7 ISO/IEC Guides

The Draft Guide enquiry on ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues*, and final meeting concluded in 2019. The Guide was published in April 2020.

9 COPOLCO membership

As at March 2021, COPOLCO's membership was 129: 79 P-members and 50 O-members. See Annex 2 for more details and Annex 3 for COPOLCO's current working group mandates and participation.

10 COPOLCO internal procedures

In order to promote greater transparency and understanding of COPOLCO's operations, the COPOLCO Secretary has developed some internal procedures to complement the currently existing [ISO/COPOLCO Handbook](#) and the information brochure, [Getting started – About COPOLCO](#). This is a living document which is designed to evolve with COPOLCO's development and implementation of its strategic directions (Agenda item 5) and strategic review (Agenda item 6). The procedures are included for information at Annex 4.



FOLLOW UP TO THE RESOLUTIONS OF THE 41ST MEETING OF ISO/COPOLCO

COPOLCO Resolution 1/2019

Chair's and Secretary's reports

COPOLCO

approves the Chair's and Secretary's report (COPOLCO N454).

No action needed.

COPOLCO Resolution 2/2019

Chair's Group strategic review

COPOLCO

approves the strategic review plan outlined in COPOLCO 458 and its annexes,

approves the written selection criteria for membership to the Chair's Group, to enable balanced and inclusive representation, as discussed at the meeting*,

requests the secretary to contact the membership with information about the process of nomination and membership criteria.

encourages its members to implement the plan.

**the United States abstains (refer to the Plenary minutes).*

The COPOLCO Secretary followed up the plan as described under Agenda item 6 (N563).

COPOLCO Resolution 3/2019

2019 COPOLCO Workshop

COPOLCO

thanks Linda Golodner (ANSI) for reporting on the workshop, *Towards inclusive commerce – what can standards do?*

invites the COPOLCO Secretariat to circulate the report of the workshop to the full membership of COPOLCO for review and comment,

tasks the COPOLCO Chair's Group to consider actions based on the report at its next meeting.

The Secretariat circulated the workshop proceedings as COPOLCO N491 and corresponded further with members as N508. The COPOLCO Chair's Group considered the output at its 2019

meeting and highlighted the importance of boosting awareness of important standards for both consumers and SMEs.

COPOLCO Resolution 4/2019

Consumer participation and training working group (WG3)

COPOLCO

approves the report of the Consumer participation and training working group in COPOLCO N459/2019,

congratulates ISO/COPOLCO, the ISO Capacity Building team and the participating COPOLCO members from African countries for holding a successful capacity-building workshop,

invites COPOLCO members from all countries to join the Consumer participation and training working group to better engage consumers and consumer issues in their work.

The report formed the basis for launching the ISO/COPOLCO/Capacity Building mentorship programme, described under Agenda item 12.

COPOLCO Resolution 5/2019

Key areas for consumers (1)

COPOLCO

approves the report of the Key areas working group at N460,

encourages the Key areas working group to work on improving access to its deliverables,

recognizes the usefulness of ISO/IEC Guides,

further encourages the Key areas working group to facilitate their access.

The Secretariat made the deliverables for 2019 and 2020 publicly available and facilitated the launching of a survey on their use. More details appear in Agenda item 14.

COPOLCO Resolution 6/2019

Key areas for consumers (2)

COPOLCO

expresses its appreciation to key persons for their efforts and vital role in the working group,

invites its members to find key persons for the following areas:

- Food safety
- Mechanical contraceptives
- Road transport
- Road vehicle safety systems

encourages the Key areas working group to address the challenge of finding new key persons,

further encourages the Key areas working group to promote effective involvement of consumer representatives, especially in key areas,

reminds its members to promote nomination of authentic consumer representatives to technical committees.

No action needed.

COPOLCO Resolution 7/2019

Consumer protection in the global marketplace

COPOLCO

confirms Teresa Corbin (SA – Australia) as convenor for COPOLCO WG 5, and Takashi Nakakuki (JISC – Japan) as co-convenor, ad interim,

approves redrafting the NWIP on Marketing to children appearing at Annex to COPOLCO 461,

notes the concerns expressed by the ICC and ICAS-EASA in their letters to the COPOLCO Chair (WG5 N111 and WG5 N112),

invites the Chair to respond to these organizations, requesting more information about the reasons for these concerns,

further invites WG5 to develop the proposal on Artificial Intelligence (WG2 N254) from SCC (Canada),

expresses its gratitude to Bill Dee (SA – Australia) for his long-standing and dynamic leadership of ISO/COPOLCO WG 5.

The COPOLCO Secretary has supported the development of the NWIPs. More information appears under Agenda item 15.

COPOLCO Resolution 8/2019

Product safety working group – Stuffed articles

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N462 and its proposed work projects,

supports the proposal for an international standard on Biological and chemical safety of filling materials in consumer products, and

requests the PSWG to develop a NWIP on Stuffed articles.

The proposal was withdrawn due to lack of domestic support in the country of the project proposer.

COPOLCO Resolution 9/2019

Product safety working group (2) – Instructions for use

COPOLCO

approves the proposal to make a gap analysis of the newly-published IEC/IEEE 82079-1, *Preparation of information for use (instructions for use) of products – Part 1: Principles and general requirements*, and

requests the group to submit a progress report for members' consideration at the 2020 COPOLCO Plenary.

This was completed in 2020. An update appears under Agenda item 16.

COPOLCO Resolution 10/2019

Product safety working group (3) – Managing school trips

COPOLCO

supports the proposal for an international standard on Managing risk/incidents for youth on organized school trips (WG4 N115), and

requests the Product safety WG to develop a NWIP on Safety of school trips.

This item was completed and approved by ISO member ballot in 2020, as announced in COPOLCO N549. Development is under way within ISO/TC 262/WG9. See Agenda item 16.

COPOLCO Resolution 11/2019

Product safety working group (4) – Incident investigation

COPOLCO

asks the COPOLCO Secretariat to launch a ballot for approval of the revised NWIP on Incident investigation (WG4 N119).

This item was completed and approved by ISO Member ballot in May 2020 as notified by COPOLCO N538. Work is under way in ISO PC 329. See Agenda item 6.

COPOLCO Resolution 12/2019

Services for consumers

COPOLCO

approves the report and proposed activity of ISO/COPOLCO WG18 at N483.

No action needed.

COPOLCO Resolution 13/2019

Task group 5 – Sharing economy

COPOLCO

approves the report of ISO/COPOLCO TG5, *Sharing economy* (COPOLCO N465),

notes the recent launch of ISO/TC 324, *Sharing economy*

encourages its members to nominate consumer representatives to ISO/TC 324,

thanks Antonino Serra for his convenorship, and

decides to disband TG5.

No action needed.

COPOLCO Resolution 14/2019

Reports from liaisons and partners

COPOLCO

notes the reports from IEC, CI, OECD/CCP, ANEC, AP-COPOLCO, COPANT, ARSO, ASEAN CCP, and UNCTAD IGE on consumer protection law and policy (N466-N479),

thanks these organizations for their reports.

No action needed.

COPOLCO Resolution 15/2019

Reports from internal liaisons

COPOLCO

notes the reports from CASCO (N470) and DEVCO (N471),

thanks these ISO policy committees for their reports.

No action needed

COPOLCO Special Resolution 1/2019

Thanks to SAZ

COPOLCO

expresses its deeply felt gratitude and thanks to Standards Association of Zimbabwe and its partner organizations and stakeholders, for their dedicated support, outstanding hospitality and excellent arrangements which contributed to an outstanding 2019 COPOLCO meeting week.

The Secretary drafted a letter of thanks to Eve Gadzikwa and her team at SAZ, on behalf of the ISO Secretary-General, ISO/COPOLCO Chair and COPOLCO members.



Members of COPOLCO – 42nd meeting

P-members

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

ANNEX 2 TO COPOLCO N566

Page 2

Israel	SII
Italy	UNI
Jamaica	BSJ
Japan	JISC
Kazakhstan	KAZMEMST
Kenya	KEBS
Korea, Republic of	KATS
Malawi	MBS
Malaysia	DSM
Malta	MCCAA
Mali	AMANORM
Malta	MCCAA
Mauritius	MSB
Mexico	DGN
Mongolia	MASM
Morocco	IMANOR
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
Rwanda	RSB
Saudi Arabia	SASO
Serbia	ISS
Singapore	SSC
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
Uganda	UNBS
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
Bosnia & Herzegovina	ISBIH
Brunei Darussalam	NSC
Burundi	BBN
Cameroon	ANOR
Chad	ATNOR
Côte d'Ivoire	CODINORM
Croatia	HZN
Cuba	NC
Cyprus	CYS
Dominica	DBOS
Dominican Republic	INDOCAL
El Salvador	OSN
Eswatini	SWASA
Gabon	AGANOR
Gambia	TGSB

ANNEX 2 TO COPOLCO N566

Page 4

Greece	NQIS ELOT
Hungary	MSZT
Iceland	IST
Iraq	COSQC
Jordan	JSMO
Latvia	LVS
Lebanon	LIBNOR
Lithuania	LST
Luxembourg	ILNAS
Macao	CPTTM
Moldova, Republic of	ISM
Montenegro	ISME
Mozambique	INNOQ
Myanmar	DRI
Nepal	NBSM
New Zealand	NZSO
Palestine, State of	PSI
Poland	PKN
Qatar	QS
Saint Lucia	SLBS
Senegal	ASN
Seychelles	SBS
Sierra Leone	SLSB
Slovakia	UNMS SR
Tanzania, United Rep. of	TBS
Ukraine	DSTU
Uzbekistan	UZSTANDARD
Viet Nam	STAMEQ
Zambia	ZABS



CURRENT COPOLCO STANDING WORKING GROUPS TERMS OF REFERENCE AND MEMBERSHIP

COPOLCO WG 01 “Chair's Advisory Group”

Role of the CAG

Advise the COPOLCO Chair on policy and strategic matters, in order to fulfil COPOLCO's mandate in an efficient and effective manner

Responsibilities of the CAG

Take appropriate action to execute decisions, as mandated by COPOLCO, to deliver COPOLCO members' intentions and priorities,

Provide oversight and counsel to the COPOLCO Chair on:

- Implementation of the ISO strategy plan from the consumer stakeholder point of view
- Reports and recommendations to ISO Council and COPOLCO
- The development of the COPOLCO strategic plan
- The implementation of COPOLCO's work programme

Provide advice to the COPOLCO Chair on:

- Reporting and recommendations to the ISO Council
- Strategic orientations of COPOLCO
- Policy recommendations and work items for the consideration of COPOLCO.
- Monitoring and progression of COPOLCO Working groups' work plans and activities
- Communications with COPOLCO's liaisons and partners
- Other ad hoc matters as proposed by the Chair.

The Chair's Advisory Group may establish task groups reporting to it, with specific mandate as decided by the CAG. These shall be disbanded when the mandate is completed.

Note: COPOLCO denotes the approval by ISO COPOLCO members following the procedures laid out in ISO/IEC Directives.

Membership:

Convenor Mr. Guillermo Zucal (IRAM – Argentina)

Members Ms. Teresa Corbin (SA – Australia) - *Australian Communications Consumer Action Network*
Ms. Sadie Dainton (BSI – United Kingdom) – *COPOLCO Vice-Chair*
Ms. Liu Chengyang (SAC – China)
Ms. Saral James (DSM – Malaysia) - *Standards Users*
Dr. Tsuneo Matsumoto (JISC – Japan)
Ms. Michaela Miller (ANSI – USA)
Mr. Audrey Leblanc (SCC – Canada)
Mrs. Saluck Pisuttipattaya (TISI – Thailand)

Mr. Rémi Reuss (AFNOR – France)
Ms. Thalita Romano (ABNT – Brazil)

Liaisons Mr. Stephen Dutnall (IEC)
Mr. Jens Henriksson (ANEC)
Ms. Helena Leurent (CI)

Secretariat Ms. Dana Kissinger, COPOLCO Manager
Dr. Cristina Draghici, Head, Conformity Assessment and Consumer Matters
Ms. Madeleine Emorine, COPOLCO Assistant

COPOLCO WG 02 “Key areas for consumers”

The Key Areas Working Group (WG2) operates as a standing working group 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.

Mandate:

- Identify, prioritize 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;
- Where relevant, 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;
- Facilitate networking amongst individuals interested in areas of consumer interest.

Membership:

Co-Convenors Mr. John Furbank (SA – Australia)
Vacant

Members Mrs. Maibritt Agger (DS – Denmark)
Ms. Nur Asyikin Aminuddin (DSM – Malaysia)
Mr. P. Bhatnagar (BIS – India)
Ms. Karin Both (DIN – Germany)
Mr. Mark Bowden (SA – Australia)
Mr. Ray Broadbridge (BSI – United Kingdom)
Ms. Ludivine Coly-Dufour (AFNOR – France)
Ms. Teresa Corbin (SA – Australia)
Mr. Steven Cornish (ANSI – USA)
Mrs. Sadie Dainton (BSI – United Kingdom)
Mr. Graham Rae Dulmage (SCC – Canada)
Mrs. Christine Heemskerk (BSI – United Kingdom)
Mr. Jed Horner (SA – Australia)
Ms. Saral James (DSM – Malaysia)
Prof. Sri Ram Khanna (BIS – India)
Mr. Sookrae Kim (KATS – Korea)

Ms. Lee Koon Chi (SSC – Singapore)
Dr. Mira Kos Skubic (SIST – Slovenia)
Ms. Li Han (SAC – China)
Mrs. Liu Chengyang (SAC – China)
Mr. Joël Marier (SCC – Canada)
Mr. Tsuneo Matsumoto (JISC – Japan)
Ms. Norma McCormick (SCC – Canada)
Ms. Michaela Miller (ANSI – USA)
Ms. Elena Mocchio (UNI – Italy)
Mr. Mahadir Mohamed (DSM – Malaysia)
Ms. Eunsook Moon (KATS – Korea)
Mr. Godwin Muhwezi (UNBS – Uganda)
Mr. Marimuthu Nadason (DSM – Malaysia)
Dr. Elizabeth Nielsen (SCC – Canada)
Ms. Elizabeth O’Ferral (NSAI – Ireland)
Ms. Tintin Prihatiningrum (BSN – Indonesia)
Mr. Carson Rawlins (BSNI – Barbados)
Mr. Rémi Reuss (AFNOR – France)
Mrs. Theja Senaratne (SLSI – Sri Lanka)
Mr. Seah Seng Choon (SSC – Singapore)
Mr. Sharvin A. Subramaniam (DSM – Malaysia)
Mrs. Kathleen Thuner (ANSI – USA)
Ms. Salomé Torres (SCC – Canada)
Mr. Sam Watasa (UNBS – Uganda)
Dr. Kernaghan Webb (SCC – Canada)
Mr. Guillermo Zucal (IRAM – Argentina)

Liaison

Mr. Stephen Russell (ANEC)
Mr. Antonino Serra Cambaceres (CI)

Secretariat

Ms. Dana Kissinger, COPOLCO Manager
Dr. Cristina Draghici, Head, Conformity Assessment and Consumer Matters
Ms. Madeleine Emorine, COPOLCO Assistant

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:

- Identify and develop training materials and interventions.
- Promote an understanding of consumer issues and the value of consumer participation in standardization amongst standards bodies and other standards stakeholders;
- Explore and address barriers to consumer participation in standards policy, technical work and the processes involved, and encourage active participation;

Membership:

Convenors Mr. Rémi Reuss (AFNOR – France)
Mr. Antonino Serra (CI)

Members Ms. Nur Asyikin Aminuddin (DSM – Malaysia)
Mrs. Karin Both (DIN – Germany)
Mr. Mark Bowden (SA – Australia)
Mrs. Ludivine Coly-Dufour (AFNOR – France)
Ms. Teresa Corbin (SA – Australia)
Mr. Steven Cornish (ANSI – USA)
Ms. Sadie Dainton (BSI – United Kingdom)
Mrs. Ratna Devi Nadarajan (DSM – Malaysia)
Mr. Libor Dupal (UNMZ – Czech Republic)
Ms. Linda Golodner (ANSI – USA)
Mrs. Christine Heemskerk (BSI – United Kingdom)
Ms. Sandra Herrera (ICONTEC – Colombia)
Mrs. Jennifer Hillard (SCC – Canada)
Mr. Jed Horner (SA – Australia)
Mr. Fei Hou (CNIS – China)
Sh. R.K. Kaplash (BIS – India)
Dr. Sri Ram Khanna (BIS – India)
Mr. S.C. Khosla (BIS – India)
Ms. Jai Ok Kim (KATS – Korea)
Mr. Dan Marlone (UNBS – Uganda)
Mrs. Loveness Masveure (SAZ – Zimbabwe)
Ms. Michaela Miller (ANSI – USA)
Ms. Elena Mocchio (UNI – Italy)
Ms. Eunsook Moon (KATS – Korea)
Ms. Head MSD (BIS – India)
Mr. Marimuthu Nadason (DSM – Malaysia)
Ms. Tintin Prihatiningrum (BSN – Indonesia)
Mr. Budi Rahardjo (BSN – Indonesia)
Mrs. Lisa Rajchel (ANSI – USA)
Mr. Carson Rawlins (BNSI – Barbados)
Ms. Thalita Romano (ABNT – Brazil)

Mr. Seah Seng Choon (SSC – Singapore)
Mrs. Theja Senaratne (SLSI – Sri Lanka)
Mrs. Kathleen Thuner (ANSI – USA)
Mr. Sam Watasa (UNBS – Uganda)
Mr. Guillermo Zucal (IRAM – Argentina)

Liaison Mr. Antonino Serra Cambaceres (CI)
Mr. Jens Henriksson (ANEC)
Mr. Stephen Russell (ANEC)

Secretariat Ms. Dana Kissinger, COPOLCO Manager
Dr. Cristina Draghici, Head, Conformity Assessment and Consumer Matters
Ms. Madeleine Emorine, COPOLCO Assistant

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 in International Standards.

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:

- Promote the design, manufacture, assembly, sale and disposal of safer consumer products via COPOLCO and ISO;
- Identify potential and actual hazards in consumer products and ways to reduce risk to consumers
- Identify and promote greater consistency and coherence in requirements for safety in standards;
- Provide a platform for networking and communication between COPOLCO and ISO members on issues of safety

Membership:

Convenor Ms. Eunsook Moon (KATS – Korea)
Ms. Karin Both (DIN – Germany)

Members Ms. Nur Asyikin Aminuddin (DSM – Malaysia)
Mr. Mark Bowden (SA – Australia)
Mr. Huali Cai (SAC – China)
Mrs. Claudia Cerda (INN – Chile)
Mrs. Ludivine Coly-Dufourt (AFNOR – France)
Ms. Xiao Chen (ANSI – USA)
Mr. Paul Chowhan (SCC – Canada)
Ms. Teresa Corbin (SA – Australia)

Mr. Steven P. Cornish (ANSI – USA)
Mr. D.K. Das (BIS – India)
Mrs. Sadie Dainton (BSI – United Kingdom)
Ms. Ratna Devi Nadarajan (DSM – Malaysia)
Mr. Graeme Rae Dulmage (SCC – Canada)
Dr. Gabriel Fleischer (DIN – Germany)
Mr. John Furbank (SA – Australia)
Ms. Linda Golodner (ANSI – USA)
Dr. Gordon Hayward (BSI – United Kingdom)
Ms. Maria Iafano (SCC – Canada)
Mr. Jed Horner (SA – Australia)
Mr. Bill Huzar (SCC – Canada)
Ms. Saral James (DSM – Malaysia)
Dr. Sheetal Kapoor (BIS – India)
Mr. Makiko Kawamura (JISC – Japan)
Mr. S.C. Khosla (BIS – India)
Ms. Jai Ok Kim (KATS – Korea)
Mr. Sookrae Kim (KATS – Korea)
Mr. Henry Richard Kimera (UNBS – Uganda)
Ms. Joan Lawrence (ANSI – USA)
Mr. Hun Jin Lim (KATS – Korea)
Ms. Liu Xia (SAC – China)
Mrs. Marly López (INN – Chile)
Mr. Srikanth Mangalam (SCC – Canada)
Mr. Joël Marier (SCC- Canda)
Ms. Norma McCormick (SCC – Canada)
Ms. Michaela Miller (ANSI – USA)
Ms. Elena Mocchio (UNI – Italy)
Mr. Mahadir Mohamed (DSM – Malaysia)
Mr. Len Morrissey (ANSI – USA)
Ms. Head MSD (BIS – India)
Ms. Emmah Monyanga (SABS – South Africa)
Mr. Marimuthu Nadason (DSM – Malaysia)
Dr. Elizabeth Nielsen (SCC – Canada)
Ms. Elizabeth O’Ferrall (NSAI – Ireland)
Ms. Kitty Pilarz (ANSI – USA)
Mr. David Pittle (ANSI – USA)
Mr. Tintin Prihatiningrum (BSN – Indonesia)
Mrs. Lisa Rajchel (ANSI – USA)
Mr. Carson Rawlins (BNSI – Barbados)
Mr. Marc J. Schoem (ANSI – USA)
Mr. Seah Seng Choon (SSC – Singapore)
Ms. Theja Senaratne (SLSI – Sri Lanka)
Ms. Christine H. Simpson (SCC – Canada)
Mr. Sharvin A.Subramaniam (DSM – Malaysia)
Ms. Song Heliang (SAC – China)
Dr. Mokhtar Tahar (DSM – Malaysia)
Mr. Motoki Takada (JISC – Japan)
Mrs. Kathleen Thuner (ANSI – USA)
Ms. Salomé Torres (SCC – Canada)
Mr. Dirk van Aken (NEN – Netherlands)
Mr. Ronald Vroman (NEN – Netherlands)
Dr. Wang Lizhi (SAC – China)

Mr. Guillermo Zucal (IRAM – Argentina)

Liaison

Mr. Antonino Serra Cambaceres (CI)
Mr. Libor Dupal (ANEC)
Mr. Stephen Dutnall (IEC)
Mrs. Christine Heemskerk (ANEC)
Mr. Stephen Russell (ANEC) Ms. Tania Vandenberg (ANEC)

Secretariat

Ms. Dana Kissinger, COPOLCO Manager
Dr. Cristina Draghici, Head, Conformity Assessment and Consumer Matters
Ms. Madeleine Emorine, COPOLCO Assistant

COPOLCO WG 05 “Consumer protection in the global marketplace”

Mandate:

- Develop proposals in the consumer interest for both online and conventional transactions in the global marketplace.

Membership:

Convenors

Ms. Teresa Corbin (SA – Australia)
Ms. Saral James (DSM – Malaysia)

Members

Ms. Nur Asyikin Aminuddin (DSM – Malaysia)
Mr. Mark Bowden (SA – Australia)
Ms. Lili Cao (SAC – China)
Mrs. Claudia Cerda (INN – Chile)
Mr. Richard Collin (BSI – United Kingdom)
Mrs. Ludivine Coly-Dufourt (AFNOR – France)
Ms. Teresa Corbin (SA – Australia)
Mr. Steven P. Cornish (ANSI – USA)
Mrs. Sadie Dainton (BSI – United Kingdom)
Mr. Faustin Ekaka Wola Etonamato (OCC – Congo Dem. Rep. of)
Mrs. Anna Fielder (BSI – United Kingdom)
Mr. John Furbank (SA – Australia)
Mr. Hein Goeyens (NEN – Netherlands)
Ms. Linda Golodner (ANSI – USA)
Mrs. Christine Heemskerk (BSI – United Kingdom)
Ms. Sandra Herrera (ICONTEC – Colombia)
Mr. Jed Horner (SA – Australia)
Mr. Jens Henriksson (SIS – Sweden)
Mr. Jay Jackson (SCC – Canada)
Dr. Clif Johnston (SABS – South Africa)
Mr. Christian Kaniki Kalanda (OCC – Congo, Dem. Rep. of)
Ms. Amy Kato (JISC – Japan)
Prof. Sri Ram Khanna (BIS – India)
Mr. Fredrick Kiapi (UNBS – Uganda)
Ms. Jai Ok Kim (KATS – Korea)
Mr. Sookrae Kim (KATS – Korea)

Mr. Jose Luis Laquidara (IRAM – Argentina)
Ms. Suhhyue Lee (KATS – Korea)
Mr. Hun Jin Lim (KATS – Korea)
Mr. Jean Y.T. Lukaz (GSA – Ghana)
Mr. Serhij Lytvynenko (DSTU – Ukraine)
Ms. Norma McCormick (SCC – Canada)
Mr. Joël Marier (SCC – Canada)
Mr. Dan Marlone (UNBS – Uganda)
Ms. Joanne McNabb (ANSI – USA)
Ms. Michaela Miller (ANSI – USA)
Ms. Elena Mocchio (UNI – Italy)
Mr. Mahadir Mohamed (DSM – Malaysia)
Ms. Head MSD (BIS – India)
Mr. Godwin Muhwezi (UNBS – Uganda)
Mr. Daranee Mukhajonpun (TISI – Thailand)
Mr. Marimuthu Nadason (DSM – Malaysia)
Ms. Elizabeth O’Ferrall (NSAI – Ireland)
Ms. Yuwadee Patanawong (TISI – Thailand)
Mr. David Pittle (ANSI – USA)
Ms. Tintin Prihatiningrum (BSN – Indonesia)
Mrs. Lisa Rajchel (ANSI – USA)
Mr. Carson Rawlins (BNSI – Barbados)
Mr. Rémi Reuss (AFNOR – France)
Mr. Stephen Russell (ANEC)
Mr. Seah Seng Choon (SSC – Singapore)
Mrs. Theja Senaratne (SLSI – Sri Lanka)
Mr. Reza Sepahvand (ISIRI – Iran)
Mr. Vijay K. Singh (BIS – India)
Mr. Dag Slette-meås (SN – Norway)
Mr. Ricky Spencer (BSI – United Kingdom)
Mr. Sharvin A. Subramaniam (DIN – Germany)
Mr. Mokhtar Tahar (DSM – Malaysia)
Mrs. Kathleen Thuner (ANSI – USA)
Ms. Salomé Torres (SCC – Canada)
Mr. Hubert van Breemen (NEN – Netherlands)
Mr. Thanate Vorasaran (TISI – Thailand)
Dr. Kernaghan Webb (SCC – Canada)
Mr. Guillermo Zucal (IRAM – Argentina)

Liaisons Mr. Antonino Serra Cambaceres (CI)
Mr. Libor Dupal (ANEC)
Mr. Stephen Dutnall (IEC)

Secretariat Ms. Dana Kissinger, COPOLCO Manager
Dr. Cristina Draghici, Head, Conformity Assessment and Consumer Matters
Ms. Madeleine Emorine, COPOLCO Assistant

COPOLCO WG 18 “Consumer issues in services standardization”

Mandate:

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

Membership:

Convenor Mrs. Liu Chengyang (SAC – China)
Ms. Julie Hunter (BSI – United Kingdom)

Members Mrs. Fatiha Akharif (IMANOR – Morocco)
Ms. Nur Asyikin Aminuddin (DSM – Malaysia)
Ms. Lili Cao (SAC – China)
Mrs. Patricia Castro (INACAL – Peru)
Ms. Teresa Corbin (SA – Australia)
s. Rifana Erni (BSN – Indonesia)
Mr. John Furbank (SA – Australia)
Ms. Linda Golodner (ANSI – USA)
Mrs Christine Heemsker (BSI – United Kingdom)
Mr. Nur Hidayati (BSN – Indonesia)
Mr. Fat Khim Ho Fong (MBS – Mauritius)
Mr. Hou Fei (SAC – China)
Ms. Saral James (DSM – Malaysia)
Mr. Stephen Kwan (ANSI – USA)
Mrs. Liu Chenyang (SAC – China)
Mr. John Kyazze (UNBS – Uganda)
Mr. Keith Lewis (BSI – United Kingdom)
Ms. Susan Lubega (UNBS – Uganda)
Mr. Joël Marier (SCC – Canada)
Ms. Norma McCormick (SCC – Canada)
Mr. Mahadir Mohamed (DSM – Malaysia)
Ms. Michaela Miller (ANSI – USA)
Ms. Elena Mocchio (UNI – Italy)
Mr. Marimuthu Nadason (DSM – Malaysia)
Mr. José Prosper Nkurunziza (BBN – Burundi)
Mr. Arnold Pindar (BSI – United Kingdom)
Mr. David Pittle (ANSI – USA)
Ms. Wendi Pomerance Brick (ANSI – USA)
Ms. Tintin Prihatiningrum (BSN – Indonesia)
Mr. Qu Hao (SAC – China)
Ms. Lisa Rajchel (ANSI – USA)
Mr. Carson Rawlins (BNSI – Barbados)
Mr. Rémi Reuss (AFNOR – France)
Mr. Seah Seng Choon (SSC – Singapore)
Mrs. Theja Senaratne (SLSI – Sri Lanka)
Mrs. Natalie Tang (DIN – Germany)
Mrs. Kathleen Thuner (ANSI – USA)
Ms. Salomé Torres (SCC – Canada)

Mr. Zeng Yi (SAC – China)
Mr. Guillermo Zucal (IRAM – Argentina)

Liaison Mr. Antonino Serra Cambaceres (CI)
Mr. Libor Dupal (ANEC)
Mr. Keith Lewis (ANEC)
Mr. Stephen Russell (ANEC)

Secretariat Ms. Dana Kissinger, COPOLCO Manager
Dr. Cristina Draghici, Head, Conformity Assessment and Consumer Matters
Ms. Madeleine Emorine, COPOLCO Assistant

COPOLCO WG 20 Communication and promotion

Mandate:

- Promote and monitor relationships with international organizations and partners, such as the United Nations and World Health Organization, in co-ordination with ISO Central Secretariat
- Identify opportunities for communication and outreach
- Develop an overall communications strategy
- Work with the COPOLCO Secretariat and communications services to develop promotional material
- Make recommendations to the Chair's Advisory Group

Membership:

Co-Convenors Mr. Henry Richard Kimera (UNBS – Uganda)
Mr. Milton Louw (NSI – Namibia)

Members Ms. Lisbeth Boloka (SABS – South Africa)
Mr. Mark Bowden (SA – Australia)
Ms. Teresa Corbin (SA – Australia)
Ms. Fakheezah Borhan (DSM – Malaysia)
Mrs. Sadie Dainton (BSI – United Kingdom)
Mr. Parviz Darvish (ISIRI – Iran)
Mr. Chinyere Egwuonwu (SON – Nigeria)
Mr. John Furbank (SA – Australia)
Ms. Sandra Herrera (ICONTEC – Colombia)
Mrs. Jennifer Hillard (SCC – Canada)
Ms. Linda Golodner (ANSI – USA)
Ms. Saral James (DSM – Malaysia)
Mr. Christian Kaniki Kalanda (OCC – Congo Dem. Rep. of)
Mr. John Kyazze (UNBS – Uganda)
Mrs. Liu Chengyang (SAC – China)
Mr. Joël Marier (SCC – Canada)
Ms. Michaela Miller (ANSI – USA)
Ms. Elena Mocchio (UNI – Italy)
Mr. Farid Al-Asyraf Mohamed Faudzi (DSM – Malaysia)
Ms. Yvonne Ndlhovu (SABS – South Africa)
Dr. Safina Ngobya Namugga (UNBS – Uganda)
Mrs. Nik Nazira Nik Yahya (DSM – Malaysia)
Mr. Titus Oyoo (KEBS – Kenya)

Dr. Nedson Pophiwa (SABS – South Africa)
Ms. Tintin Prihatiningrum (BSN – Indonesia)
Mr. Carson Rawlins (BNSI – Barbados)
Ms. Thalita Romano (ABNT – Brazil)
Mrs. Kathleen Thuner (ANSI – USA)
Ms. Salomé Torres (SCC – Canada)
Mr. Sam Watasa (UNBS – Uganda)
Mr. Guillermo Zucal (IRAM – Argentina)

Liaisons

Mr. Libor Dupal (ANEC)
Mr. Stephen Dutnall (IEC)
Mr. Stephen Russell (ANEC)
Mr. Antonino Serra Cambaceres (CI)

Secretariat

Ms. Dana Kissinger, COPOLCO Manager
Dr. Cristina Draghici, Head, Conformity Assessment and Consumer Matters
Ms. Madeleine Emorine, COPOLCO Assistant



ISO Committee on Consumer Policy (COPOLCO) Structure, process and rules of operation

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1 SCOPE

1.1 This document describes the structure, process and operational rules for the daily management of the ISO Committee on consumer policy (COPOLCO) to enable it to achieve the objectives set in its terms of reference as approved in 2000 (Council Resolution 26/2000) and confirmed in 2009 (Council Resolution 33/2009).

This document refers to the publication, "[Getting started – About COPOLCO](#)" for certain topics.

2 COPOLCO'S ROLE AND STRUCTURE

- 2.1 COPOLCO's terms of reference cover four main areas;
- Help consumers benefit from standardization
 - Provide a consumers' network to exchange information
 - Advise ISO on policies and actions to respond to consumers' needs
 - Make recommendations on current and potential standardization work

The detailed terms of reference are:

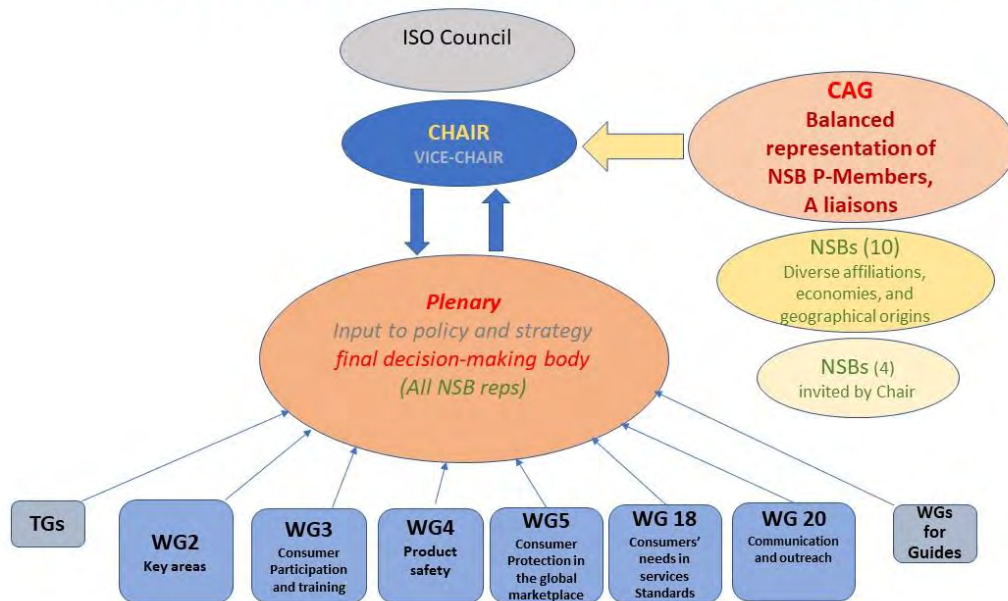
- To study means of helping consumers benefit from standardization, and means of improving consumer participation in national and international standardization
- To provide a forum for the exchange of information on the experience of consumer participation in the development and implementation of standards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

2.2 In accordance with ISO Council resolution 19/1977 setting up "COPCO", COPOLCO (its name from 1978) reports to the ISO/Council. The General Assembly maintains the authority to establish and dissolve ISO Policy Development Committees, including COPOLCO.

2.3 Council approves the COPOLCO work programme annually. COPOLCO makes proposals affecting the technical programme and submits new work item proposals for vote by the ISO membership on an ad hoc basis.

2.4 COPOLCO's structure is illustrated below:

COPOLCO, CAG and its working groups



3 COPOLCO OPERATIONS

3.1 Participation in COPOLCO

3.1.1 COPOLCO membership is open to all ISO member bodies as participating (P) or observer (O) members and to correspondent members as observer (O) members (see [Getting Started – About ISO/COPOLCO](#) for further details).

3.1.2 Detailed committee membership provisions are in the ISO/IEC Directives, Part 1, Clause 1.7.

NOTE 1: Clause 1.7.5, downgrading P-membership to O in case of failure by a member to vote, does not apply to ISO/IEC Guides. COPOLCO P-members are nonetheless expected to vote on all committee and systematic review ballots for Guides under its responsibility, and on ad hoc ballots launched to COPOLCO members.

NOTE 2: COPOLCO does not have subcommittees: only working groups, ad hoc groups and task groups (see 4.3 and 4.4).

3.1.3 COPOLCO accepts internal and external liaison members as described in section 10 of this document.

3.1.4 Current participation in COPOLCO is available on the [COPOLCO on-line page](#).

3.2 COPOLCO meetings (policy and working groups)

3.2.1 COPOLCO holds one annual plenary meeting, usually in May unless otherwise agreed by the COPOLCO members.

3.2.2 COPOLCO members are encouraged to host the COPOLCO plenary. The ISO Central Secretariat considers the regional balance when accepting an invitation. ISO will host the plenary in Geneva if no invitation is received. The ISO Secretary-General approves invitations to host the COPOLCO meeting in accordance with [hosting guidelines](#) approved by Council Resolution 30/2018).

3.2.3 The dates of COPOLCO Plenary meetings, if known, shall be communicated to the members six months in advance. The Secretariat, in consultation with the host, Chair and Chair's Advisory Group is responsible for setting the dates of meetings. The Secretariat takes available resources, facilities and other meetings into consideration in confirming meeting dates.

3.2.4 For Plenaries and working group meetings held in person, hosts are expected to provide suitable venues (meeting rooms, adequate internet and refreshments (tea/coffee)) for working group meetings. The hosts should confirm if the meeting will be available via Zoom or another suitable internet meeting platform which is fully accessible to working group experts. Only the venue costs are borne by the hosts. Lunches are provided at the discretion of the hosts. Delegates are responsible for all their own travel, subsistence and accommodation and other costs.

3.2.5 Both plenary and working group meetings are run using the *ISO meetings* platform. *Cvent* is used as a supplement to handle additional registration and document distribution needs.

3.2.6 All virtual meetings are run on Zoom, using the *ISO meetings* platform using internal procedures.

3.3 COPOLCO Chair and Vice Chair

3.3.1 The general provisions in the ISO Rules of Procedure, Clauses 16.3 and 16.4 (reproduced below), apply to the Chair and Vice Chair.

3.3.2 (*Rules of Procedure 16.3*) COPOLCO shall be chaired by a person appointed by the Council for a period of two years (renewable once). The procedure for nominating and appointing the Chairs of all Policy Development Committees, including COPOLCO, is developed and maintained by the Council as per Clause 15.3 together with the COPOLCO Chair's personal profile and job description (Annex to Clause 16 of the Rules of Procedure).

3.3.3. (*Rules of Procedure 16.4*) The Chair of COPOLCO, following committee internal procedures (e.g. consultation with the Chair's Advisory Group, where applicable), shall appoint the representative of a COPOLCO member as Vice-Chair with a term of office coinciding with that established by the Council for the Chair. If the Chair is unable to chair the COPOLCO meeting or to fulfil any of the Chair's duties, the Vice-Chair shall replace her/him, until a new Chair shall be appointed by the Council.

3.3.4 The COPOLCO Vice-Chair is appointed according to the following procedure:

3.3.4.1 At the beginning of each year that a Chair is appointed or re-appointed the ISO/COPOLCO Secretary shall send out a call for COPOLCO Vice-Chair nominations to all ISO/COPOLCO members. The nomination period shall be nine-months, terminating by the end of September.

3.3.4.2 All nominations shall be supported with a curriculum vitae of the nominee and any other useful documentation. The candidate must have the support of the NSB, P member of COPOLCO.

3.3.4.3 After the nomination period closes, the COPOLCO Secretary shall forward the candidacies to the newly-appointed (or reappointed) COPOLCO Chair. The COPOLCO Chair-elect (or reappointed Chair) shall forward the name(s) (and the accompanying details) of the Vice-Chair candidates, and his/her recommended Vice-Chair selection, to the COPOLCO Chair's Advisory Group for a 4-week consultation period. In the absence of sustained opposition during that consultation, the appointment becomes effective for 1 January of the following year.

3.3.4.4 In cases of conflict of interest, CAG members shall abstain from the Vice-Chair consultation process

3.3.4.5 If the CAG cannot reach consensus, and if a simple majority of the CAG objects or raises concerns about the COPOLCO Chair's recommended Vice-Chair selection, a meeting of the CAG shall be called in an attempt to resolve said concerns.

3.3.4.6 Following the CAG meeting, the Chair shall take the CAG's concerns into consideration when making a decision about the appointment of the Vice-Chair.

3.3.4.7 The term of the appointed COPOLCO Vice-Chair is two years and shall coincide with the term of the Chair.

3.3.5 The COPOLCO Chair is nominated according to the ISO Rules of Procedure, Clause 15, Annex A (reproduced below):

1. Process for nomination of a PDC Chair:

- 1) 12 months prior to the effective date of appointment, the PDC Secretariat shall send out a call for nominations to all ISO members who are members of the specific PDC.
- 2) The call for nominations shall be accompanied by the job description and profile. 8 weeks shall be given to members of the PDCs to nominate one candidate.
- 3) All nominations shall be supported with a curriculum vitae of the nominee and any other useful document. (Nominating members are required to note the requirements for the profile of the PDC Chair and the characteristics of the NSB supporting the Chair's nomination).
- 4) The Council Standing Committee for Review of Nominations and the relevant outgoing PDC Chair shall review and consider the nominations. The names of all candidates meeting the criteria, will be communicated to Council along with one recommended nominee for the position.
- 5) The ISO Council shall appoint the PDC Chair. Unsuccessful candidates shall be informed of the outcome of their nomination.
- 6) The PDC members shall be informed of the successful candidate.

2. Process for nomination for reappointment of a PDC Chair:

- 1) At least 12 months prior to the end of the first term of office of the PDC the Council Standing Committee for Review of Nominations shall decide whether to invite the PDC Chair to extend his/her term of office for another two years.
- 2) Where an invitation has been extended and the Chair has accepted this shall be recommended to the Council.
- 3) Where the Council Standing Committee for Review of Nominations has decided not to extend an invitation for extension or where the PDC Chair does not wish to extend the term, the PDC Secretariat shall implement this procedure as in 4) above for a call for nominations

3.4 COPOLCO Secretariat

3.4.1 The COPOLCO Secretariat is part of the ISO Central Secretariat. The Team Leader of COPOLCO acts as COPOLCO's Committee Manager and reports to the Head, Conformity assessment and consumer matters.

3.4.2 General requirements for the COPOLCO Committee Manager appear in the [ISO/IEC Directives, Part 1](#), Clause 1.9.2. Specific responsibilities are outlined in the Team Leader's job description.

4 COPOLCO GROUPS

4.1 Chair's Advisory Group (CAG)

4.1.1 The purpose of the COPOLCO Chair's Advisory Group is to assist the Chair in advancing the work of ISO/COPOLCO and to fulfil COPOLCO's mandate. The COPOLCO **Chair's Advisory Group** (CAG) gives explicit recognition to the COPOLCO policy role and acts as advisor to the Chair on ISO/COPOLCO's strategic and operational matters, as reflected by COPOLCO Resolution 2/2019 , Annex 1 to COPOLCO N458/2019, and Annex 2 to N545.

4.1.2. The COPOLCO CAG comprises up to 10 COPOLCO P-members reflecting geographic balance and member representation, and up to four P-Members appointed by the Chair for specific representation and expert needs, and liaison members. The terms are 2 years, renewable.

4.1.2 The CAG meets at the COPOLCO Chair's discretion, usually three times a year, during the plenary week in May (before and after the plenary meeting), in January/February by Zoom and in October/November in Geneva.

4.1.3 The provisions are:

- failure to attend two consecutive meetings without apologies may result in disqualification
- decisions shall be taken preferably by consensus or by simple majority, when needed and at the discretion of the COPOLCO Chair
- COPOLCO members and liaison organizations can supply potential agenda items for discussion to any CAG meeting
- the CAG formulates recommendations for the plenary and its follow-up actions

4.2 Working Groups

4.2.1 COPOLCO's work is carried out by working groups of experts nominated by COPOLCO P-members and liaisons. Experts in working groups (WGs) represent an individual position in their area of expertise rather than a coordinated national position. Experts are expected to contribute actively in the work of the group and to attend meetings, either in person or by Zoom.

4.2.2 Working groups operate in accordance with the ISO/IEC Directives, Part 1, Clause 1.12.

4.2.3 When a new Convenor needs to be appointed due to the resignation of an existing Convenor, the COPOLCO members participating in the working group will be invited to nominate candidates submitting a brief biography. The COPOLCO Chair will appoint the new Convenor from those nominated and propose the appointment of the new Convenor to the full membership. The COPOLCO membership approves the appointment of the new Convenor by ballot or resolution. of. An interim Convenor may be appointed by the Chair at his discretion.

4.2.4 WGs shall fulfil their terms of reference in line with the ISO/IEC Directives as well as any current COPOLCO policies and instructions decided by the Plenary.

4.2.5 For the current list of COPOLCO WGs please see the policy and technical work area of COPOLCO on the [ISOTC](#) server.

4.3 Advisory and ad-hoc groups

4.3.1 COPOLCO can establish groups with advisory functions or ad hoc groups in accordance with the ISO/IEC Directives, Part 1, Clauses 1.13 and 1.14.

4.3.2 In the above cases the Secretariat will invite nominations for the group when seeking approval from COPOLCO for the group's terms of reference. Nominations shall come from the member bodies. "A" liaison organizations shall be invited to nominate experts to these groups where relevant.

4.3.3 The Convenor of any advisory or ad hoc group is appointed by the COPOLCO Chair and informed to the COPOLCO membership with a brief résumé of the Convenor. Appointments are confirmed by decision of the committee in accordance with the ISO/IEC Directives. Members to an ad hoc group are usually chosen amongst members present at the meeting. It may be supplemented by additional experts appointed by the group. Ad hoc groups are disbanded after completion of the task for which they were appointed.

4.3.4 General promotion and communication of COPOLCO is led by ISO/COPOLCO WG 20, *Communication and outreach*, in cooperation with the COPOLCO Chair and Manager.

5 LAUNCHING PROJECTS

5.1 General

COPOLCO's project work is organized through its working groups. The working groups report to the ISO/COPOLCO Plenary which approves their work programme usually by resolution. They inform the Chair's Advisory Group of progress at the Chair's request.

5.2 Launching new technical work

ISO/COPOLCO does not produce International Standards or deliverables other than Guides or information publications, but it may propose work items or new areas of technical work for ISO to develop. This happens as follows:

5.2.1 A COPOLCO member or working group expert proposes the topic for development within a COPOLCO working group, using a COPOLCO template form (see the [Handbook](#)), supporting the case with data and national experience, and including evidence of its international interest.

5.2.2 The COPOLCO Manager reviews the proposal with the proposer and the Chair and directs it to the convenors of one of the working groups for its review. The Chair may consult the Chair's Advisory Group about the proposal.

5.2.3 The working group seeks COPOLCO's approval to add it to its work programme for further development, either by Committee Internal Ballot or by resolution at a meeting.

5.2.4 The working group develops a detailed proposal and/or a formal New Work Item Proposal (Form 4) for COPOLCO's approval by ballot or at a meeting. Depending on the level of support, the working group may circulate a revised NWIP to COPOLCO.

5.2.5 The working group prepares the final version for circulation to ISO members on [Form 4](#) and sends it to the COPOLCO Secretariat.

5.2.6 The COPOLCO Secretariat submits Form 4 for circulation to the full membership of ISO (Member Bodies) for a formal vote through ISO's Technical Policy unit. The [ISO/IEC Directives, Part 1](#), Clauses 2.3 and Annex C apply.

5.2.7 The Technical Management Board approves the accepted item for development in a new Project Committee or to assign it to an already existing technical committee if it is inside the scope of its work.

6 CONSUMER PARTICIPATION IN TECHNICAL COMMITTEES

6.1 COPOLCO WG2 develops the list of key interest technical committees on an ongoing basis. It may propose the addition of a new key area either at a Plenary meeting or by Committee Internal Ballot.

6.2 COPOLCO also encourages the participation of consumer representatives in technical areas of particular consumer interest and coordinates their activity. A full description of this activity appears in the [Handbook](#). An annual report of consumer representatives' activity, the [Standards for consumers – Update](#), appears with the working documents of each Plenary.

7 ORGANIZING NATIONAL PARTICIPATION IN COPOLCO

7.1 National mirror committees

COPOLCO members are strongly recommended to set up a national committee on consumer matters to coordinate national stakeholder interests, channel consumer input into the ISO member's position on standards and policy work, and to act as the country's COPOLCO mirror committee.

7.2 COPOLCO contact persons

One or several individuals act as a member's "COPOLCO contact person" to serve as the intermediary between COPOLCO and the country's consumer interests at the national level. This person has certain responsibilities, such as circulating COPOLCO consultations to concerned stakeholders, collating responses and submitting consolidated views to the COPOLCO Secretariat, voting and commenting on work, establishing and maintaining channels for consultation, and encouraging consumer participation.

(see [Getting Started – About ISO/COPOLCO](#) for further reference).

8 APPOINTMENT OF INTERIM CONVENORS

8.1 Should a convenor step down mid-term for WGs or Advisory or ad-hoc groups, the appointing NSB shall appoint interim convenors until such time that the Chair can appoint a new one. The COPOLCO members shall confirm all appointments by resolution, in accordance with provisions in the ISO/IEC Directives.

9 GUIDES AND OTHER COPOLCO INTEREST DOCUMENTS

9.1 Systematic Review of COPOLCO-interest documents

9.1.1 The COPOLCO Secretariat monitors dates for systematic reviews of documents where it has an interest, through a flag in the ISO project management system (ISO Projects), and informs COPOLCO members to participate in the process through their National Standards Body participation on the relevant technical committee.

9.2 Development of Guides by COPOLCO

9.2.1 COPOLCO develops [Guides](#) in line with the ISO/IEC Directives, Part 1, Annex A.

10 LIAISONS

10.1 Principles

10.1.1 ISO/COPOLCO as a policy committee can establish internal liaisons with other policy committees.

10.1.2 COPOLCO cannot have an internal liaison with a TC but can call for its members to nominate consumer experts to the work of TCs.

10.1.3 COPOLCO coordinates the work of consumer representatives through ISO/COPOLCO WG 2, *Key areas for consumers* (see the COPOLCO Handbook).

10.1.4 Provisions for external liaisons with COPOLCO are governed by the ISO/IEC Directives, Part 1, Clauses 1.16 and 1.17.

10.2 Implementation

10.2.1 Liaisons with external organizations – A liaison status

10.2.1.1 The rules for A liaison in the ISO/IEC Directives, Part 1, clause **1.17** are applicable.

10.2.1.2 The COPOLCO Secretariat will request the following as a minimum from the applicant:

- a) Copy of its Memorandum of Association or other legal document that describes its membership rules and scope of activity if not available from their homepage
- b) Copy of its membership
- c) Evidence that it is a legally registered organization
- d) Commitment by the applicant to establish a reciprocal relationship

10.2.1.3 Applicants for A liaison shall be able to demonstrate their interest in the activities of COPOLCO and shall be able to contribute effectively to the work and activities of COPOLCO.

10.2.1.4 Although applicants may have access to COPOLCO through a national member body or by their membership of another organization this may not give them adequate representation. In such cases it would be appropriate for the application to be permitted to proceed. Additionally, some regional organizations may not have resources to participate effectively at the national level and thus only able to participate at the international level.

10.2.1.5 The COPOLCO members determine if the applicant meets the criteria for A liaison, based on a recommendation from the Secretariat that is drawn from the documents received and if relevant from other available information.

10.2.1.6 A regional body applying for membership is assessed using the same criteria as for an international organization, with the added provision that the regional body should be broadly based.

10.2.1.7 The applicant is informed of the decision of the membership.

10.3 General

10.3.1 Liaisons agree to all ISO procedures including those of Intellectual Property Rights.

10.3.2 Liaison members should be willing to contribute to the work of ISO and COPOLCO specifically.

10.3.3 COPOLCO liaison organizations can also nominate experts to contribute to the working groups.

Rules regarding the application, acceptance and role of organizations in liaisons with COPOLCO are contained in the ISO/IEC Directives part 1 clause 1.17 and in a [specific procedure](#). Category C liaisons are with a working group and they can be identified in the working group lists on the ISOTC server. Category A liaisons are currently Consumers International, ANEC, OIML and the OECD Committee on consumer policy. Their participation to the committee work is key to ensure good stakeholder engagement. In that regard the Secretariat reviews their active participation in working and policy groups regularly and requests reports from liaisons to the Chair's Advisory Group. Liaisons' reports show their activity in COPOLCO's work and their involvement with working groups. Based on the review of the report, the Chair's Advisory Group can determine whether the participation of a liaison has been insufficient. In that case, it requests the Secretariat to contact the liaison to ask for the reason, their future plans as well as to encourage them to increase their participation. An A liaison whose activity has been restricted to a particular working group may be requested to apply for C liaison.



International Organization for Standardization
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AGENDA ITEM 10 WRAP-UP, DAY 1 AND ANNOUNCEMENTS FOR DAY 2



International Organization for Standardization
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Международная организация по стандартизации

AGENDA ITEM 11 ADJOURN THE MEETING



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Международная организация по стандартизации

**AGENDA ITEM 12 ISO/COPOLCO-CAPACITY-BUILDING MENTORSHIP
PROGRAMME AND RELATED WORK (WG 3) UPDATE**



AGENDA ITEM 12 REVIEW OF COPOLCO WG3 ACTIVITIES CONSUMER PARTICIPATION AND TRAINING

COPOLCO ACTION: COPOLCO is invited to note/comment on the report.
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1 Working Group structure and terms of reference

Rémi Reuss (AFNOR, France) – ad interim – and Antonino Serra (Consumers International) are the co-convenors for this group. Rémi was appointed by COPOLCO’s Chair in June 2020 to replace Sadie Dainton (BSI, UK) as co-convenor, as Sadie had to step down to dedicate herself to serving as COPOLCO’s Vice-Chair.

The principal activities of this WG are to improve consumer participation in standardization globally through capacity building and training, 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 the basis for the action plan for the working group.

The Consumer Participation & Training Working Group (CP & T WG) Terms of Reference were confirmed at the 2014 Plenary (Resolution 7/2014).

2 Online E-learning Materials

In 2019, a decision to update COPOLCO’s online e-learning materials was proposed by CAG and accepted by the Plenary in May 2019 in Harare.

This activity was included as one of the actions points in the workplan for the working group but, unfortunately, ISO and its capacity building programme has indicated that due to the COVID-19 crisis and the refocusing of ISO activities and priorities, this update should be postponed, at least, until 2021.

3 Consumer participation and training events during 2020 – The Mentorship Programme

After the successful workshop “*Towards inclusive commerce – what can standards do?*”, carried out in Harare in 2019, the COVID-19 pandemic has created a situation that made it impossible to organize face-to-face training events.

A proposal that was launched in Harare for a possible workshop on consumer issues and standardization for French-speaking African countries to be delivered in French had to be postponed until further notice also because of the pandemic. At the time this report was written, no new date has been established.

The two activities that were delivered during 2020 were an online session organized with UNCTAD and Consumers International for members of their E-Commerce Working Group, to show how standards can contribute to a better online environment and marketplace, and the way standards can be used to achieve better results within the digital economy. This activity was carried out in April 2020, and 60 participants joined the Zoom meeting. Speakers were Ebru

Gokce, E-commerce WG coordinator from UNCTAD; Guillermo Zucal, COPOLCO Chair; Dana Kissinger-Matray, COPOLCO Secretary; Sadie Dainton, COPOLCO Vice-Chair, and Antonino Serra Cambaceres, Consumers International representative. This activity received very good feedback from participants.

The other activity was a direct consequence of the workshop in Harare, a Mentorship Programme to help members of consumer associations and standards organizations to develop a work plan to foster the inclusion of consumers in the development of standards at a national level, as well as encourage them to participate in other activities related with standardization.

The Mentorship Programme, initially scheduled for late 2019, was postponed and was officially launched in July 2020. The WG3 co-convenors have acted as overall coaching coordinators.

The countries that participated were Botswana, Democratic Republic of the Congo, Ghana, Malawi, Mozambique, Nigeria, Seychelles, Uganda, Zambia and Zimbabwe. A group of mentors was selected through an RFQ (Request for quotation) run together with ISO's capacity building unit from 17 July to 31 August 2020 via correspondence with COPOLCO members and a public posting on ISO's website. National Standards Body staff, volunteers from NSB-affiliated consumer or public interest committees/agencies, and members of other types of consumer organizations or advocacy groups involved with COPOLCO or Consumers International were especially encouraged to apply. Potential mentors were invited to provide a brief statement describing their motivations, and a CV outlining their related experience (consumer policy and standardization, coaching, teaching, consulting). ISO's Capacity-building unit and the COPOLCO Secretary screened applications according to pre-set criteria, in consultation with the WG3 co-convenors.

The following persons were recruited as mentors: Antonio Bonacruz (Australia), John Furbank (Australia), Heather Grain (Australia), John Henry (Australia), Jennifer Hillard (Canada), Saral James (Malaysia), Jan-Erik Nyberg (Sweden), Antonino Serra Cambaceres (Argentina) and Carol Thomas (United Kingdom). They held a first coordination meeting by Zoom with the WG3 convenors and the COPOLCO Secretary on 16 October 2020, and another meeting was held in November 2020 to explain the procedure and guidelines to carry out the mentorship. Afterwards the mentors received their assignments.

Several meetings took place between the start of the programme and the finalization – 28 February 2021 – with mentors sending an initial report after a month of work, a mid-term in late January-early February, and a final one once the programme ended in March 2021. At the time this report was being written, the final reports from mentors and the feedback from mentees were being received.

As this activity was the first one of its kind for COPOLCO and this WG3, meetings with mentors, mentees and COPOLCO are being planned in order to draw conclusions and lessons learned, so the programme could be replicated in other regions and countries in the future.

There is also a need to assess the outcomes of the programme in the countries where it was implemented, one year after the conclusion of the programme, in order to evaluate its impacts and to apply lessons learned to future experiences.



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**AGENDA ITEM 13 COMMUNICATION AND OUTREACH
(WG 20) UPDATE**



AGENDA ITEM 13 COMMUNICATION AND OUTREACH (WG 20)

<p>COPOLCO ACTION: COPOLCO members are invited to note/comment on the report and annexes.</p>
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Activities of WG 20

Implementing an earlier decision, COPOLCO launched Working Group 20 on communication and outreach, in 2019. Its two-fold mandate is to develop tools for COPOLCO members and their stakeholders to promote the benefits of standardization and effective participation in standards development, and to coordinate COPOLCO's outreach to international organizations involved in areas of consumer interest.

The COPOLCO Plenary and related events in Zimbabwe in May 2019 helped to spur interest in this working group and involvement from developing countries. WG 20 held its first meeting in November 2019 and is led by Henry Kimera from UNBS (Uganda).

WG20 held three meetings in 2020, along with some task group meetings, and met again in March 2021. Its work plan covering 2020-2021 appears in Annex 1. WG 20 has developed an overall engagement strategy for COPOLCO (Annex 2). A publications development and revision plan appears in Annex 3.



COPOLCO WG 20 WORK PLAN

Communication and Outreach

Subject/area	Action(s)	Owner(s)	Due date	Remarks (Relevance)
Meetings	1. Successful held 3 WG 20 meetings and minutes circulated to members	Convenors/Secretary	Completed	Meeting minutes, reports and actions available in archives
Task groups	2. Formed 2 Task Groups to develop informative publications for consumer awareness: <ul style="list-style-type: none">• Defining consumer services in the age of COVID 19• Challenges and opportunities for the consumer in the digital economy	Convenors/Secretary and Task Groups	Work in progress	Meeting minutes, draft reports and actions agreed available in archives
TG meetings	3. Successful held 2 Task Groups meetings	Convenors/Secretary and Task Groups	Completed	Meeting minutes, draft reports and actions available in archives
Strategy	4. Finalized engagement strategy for ISO/COPOLCO	Convenors/Secretary	Completed	Comprehensive Communication Strategy available. Process of development and finalization in archives.
Networking and partnerships	5. Participated in zoom meetings like CAG, ISO/COPOLCO/UNCTAD	Secretary and group members	Completed	Reports and actions available in archives
Informative consumer Publications	6. Review current publications	Convenors/Secretary	Partly completed	Meeting minutes, reports and actions available in archives

2021 WORKPLAN				
Meetings	7. Hold 4 WG 20 meetings	Convenors/Secretary	April - Dec 2021	Confirm meeting dates depending on progress of the work.
TG meetings and products	8. Hold 1 TG 1 & 2 meetings to finalize draft documents	Convenors/Secretary	May 2021	Confirm meeting date(s) depending on progress of the work.
Strategy publicizing	9. Publicize Engagement Strategy for ISO/COPOLCO	Convenors/Secretary/ISO Central Secretariat	May onwards	Upload and publicize to membership, ISO community/stakeholders and localize it through NSBs
Work items/topics	10. Generate New Topics / work for WG 20	Convenors/Secretary	April - June 2021	Table new topics / work for WG 20.
Networking and partnerships	11. Participate in ISO / COPOLCO Plenary and other meetings organized through partnerships	Convenors/Secretary	March - Dec 2021	Publicize events to group and community and urge members to participate.

Planned meetings	Location (virtual)	Date	Remarks (Relevance)
2020 -2021			
2 nd meeting	Virtual	26 March completed	Minutes and actions available in archives
3 rd meeting	Virtual	27 May completed	Minutes and actions available in archives
4 th meeting	Virtual	28 July completed	Minutes and actions available in archives
TG 1 and 2	Virtual	10 Dec completed	Minutes and actions available in archives
TG 1 and 2	Virtual	Jan completed	Minutes and actions available in archives
5 th meeting	Virtual	17 Feb completed	Minutes and actions available in archives



2021			
6 th meeting	Virtual	Early April TBC	The group might decide to hold another meeting depending on progress of the work.
TG 1 & 2	Virtual	Early or Late May tbc	The group might decide to hold another meeting depending on progress of the work.
7th meeting	Virtual	Early July TBC	The group might decide to hold another meeting depending on progress of the work.
8th meeting	Virtual	Early October TBC	The group might decide to hold another meeting depending on progress of the work.
9th meeting	Virtual	Early Dec TBC	The group might decide to hold another meeting depending on progress of the work.



COPOLCO STAKEHOLDER ENGAGEMENT STRATEGY

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1 Statement of purpose

COPOLCO is the [ISO Committee on consumer policy](#).

COPOLCO as one of the policy committees reporting directly to ISO Council, has a core business role to play in shaping and implementing the ISO strategy. A conclusion of the Council-led strategic review of COPOLCO in 2018-2019 is to boost this essential role, advising the COPOLCO Chair and Council accordingly.

This engagement strategy serves as a tool for prioritizing and planning engagement activities with COPOLCO stakeholders and helps to identify:

- **with whom** (stakeholders) COPOLCO should engage in priority
- **how** it should be communicated
- **what** should be communicated
- and by **whom**

2 Background

The ISO Strategy 2016-2020 outlines six interlinking directions to achieve ISO's strategic priorities:

1. Develop high-quality standards through ISO's global membership
2. Engage stakeholders and partners
3. People and organization development
4. Effective use of technology
5. Focus on communication
6. Achieve the ultimate objective of "ISO standards used everywhere"

COPOLCO's terms of reference cover four main areas;

- Help consumers benefit from standardization
- Provide a consumers' network to exchange information
- Advise ISO on policies and actions to respond to consumers' needs
- Make recommendations on current and potential standardization work

Its mission is to ensure consumers' view is integrated in standards, offering a real-life perspective to help ensure the quality, safety and reliability of goods and services. It gives an 'early warning' of emerging issues and proposes new activities for standardization to protect consumers and ensure customer satisfaction in the global marketplace. By promoting the consumer stakeholder, COPOLCO contributes to effective consumer protection practices around the world and the global acceptance of standards, thus facilitating international trade¹.

The consumer stakeholder is fundamental to ensure the credibility of standards to support consumer protection laws. Consequently, raising awareness of the existence and benefits of consumer-facing standards and encouraging stakeholder participation in their development are key COPOLCO objectives that support the implementation of the ISO Strategy.

¹ The vision and mission statements are under development within the Chair's Advisory Group

To fulfil these objectives COPOLCO teams up with the ISO Committee on developing country matters (DEVCO) and ISO Capacity-building unit (CBU) to develop capacity building interventions. COPOLCO also collaborates closely with the ISO Committee on conformity assessment (CASCO) on conformity assessment-related issues. Furthermore, COPOLCO has been building on ISO's regional engagement strategy (REI) to outreach to members in Africa, Latin America, and Asia.

As an ISO policy committee, COPOLCO has traditionally been outward facing, and engaged with its members and liaisons², and it is increasingly engaging new partners. COPOLCO needs to work closely with the marketing and communications, policy and governance areas of ISO to support its commitment to building partnerships and members' capacity.

Moreover, in the context of a Council-led programme for the strategic review of COPOLCO, a dedicated policy group, the Chair's Advisory Group (CAG), has been recently streamlined to improve oversight of COPOLCO's work, and include different geographic perspectives. Part of this strategic review is the acknowledgement that COPOLCO needs to communicate more effectively with its stakeholders.

COPOLCO WG 20 on Communication and outreach

One of the key decisions of COPOLCO's strategic review was to establish Working Group 20, *Communication and outreach*.

Mandate

WG 20 was approved by COPOLCO ballot N494 with the following terms of reference:

- Promote and monitor relationships with international organizations and partners, such as the United Nations and World Health Organization, in co-ordination with ISO Central Secretariat
- Identify opportunities for communication and outreach
- Develop an overall communications strategy
- Work with the COPOLCO Secretariat and communications services to develop promotional material
- Make recommendations to the Chair's Group

At its inaugural meeting WG 20 took account of comments and updated its terms of reference as follows:

- | |
|--|
| <ul style="list-style-type: none">• Promote and report on relationships with international organizations and partners, such as the United Nations and World Health Organization, in co-ordination with ISO Central Secretariat• Identify opportunities for communication and outreach in collaboration with all other COPOLCO working groups• Develop an overall communications strategy for ISO/COPOLCO• Work with the COPOLCO Secretariat and communications services to develop promotional material |
|--|

² its four important historical A-liaisons are with Consumers International (CI), the European Association for the Co-ordination of Consumer Representation in Standardization (ANEC), the Organisation for Economic Co-operation and Development Committee on Consumer Policy (OECD CCP), International Organization of Legal Metrology (OIML), its [members](#), and their [mirror committees](#).

WG 20 supports COPOLCO's engagement with various stakeholder groups. It can provide recommendations to the COPOLCO CAG on stakeholder engagement and will review the engagement strategy every year to ensure it remains up to date and relevant.

Milestones

Several CAG and Consumer participation and training group meetings in 2018-9 recognized that COPOLCO has opportunities to engage new partners³ within and outside the ISO system and to benefit from the ISO Central Secretariat's location in Geneva which houses many international organizations, discussed the creation of this new working group and its mandate.

2018 The [Consumer participation & training meeting of November 2018](#) discussed engaging with the CBU and stakeholders more effectively, for funding, and recommended finding themes that appeal to member CEOs and funders. They also emphasized the need to create a dedicated communications group. The [CAG minutes of November 2018](#) (item 5) set up the draft [ToR](#). The [COPOLCO plenary of May 2018](#) (item 7) where the [strategy](#) of reaching out to members was discussed, resolved (COPOLCO 2/2018) to set up a task group to develop a permanent strategy of engagement and outreach to IEC, ITU and other relevant committees and organizations, and to share relevant policy initiatives.

2019 The [CAG May 2019 minutes](#) (item 3) said the WG 20 mandate is to bring COPOLCO's message to ISO, to provide concise information to NSBs and TCs. These discussions identified the IEC, reaffirmed as a principal partner, ITU (less engaged in the past as it has a distinct membership and structure), UNCTAD (relations are actively being pursued), and the WHO. A need was recognized to better engage COPOLCO's traditional channels of influence such as Council, ISO General Assembly, Technical Management Board, and harness changes within ISO (ISO's new strategic stance to boost relations with international organizations, the Capacity-building unit, Regional Engagement Initiative) as channels to outreach to the regions, the public, and all partners).

It was suggested the first task of the group would be to set up a communication plan linked with the ISO strategy. [A ballot](#) on the terms of reference was set up with a deadline of 3 May 2019. [A new ballot](#) was set up to call for convenors and experts closing on 30 July 2019 (both ballots are referred in COPOLCO N494).

(The [COPOLCO May 2019 plenary minutes](#) do not refer to WG 20).

3 Resources and limitations

COPOLCO has limited resources in terms of personnel and finances. Hence, the COPOLCO Secretariat relies on its partners, working groups and members to assist implementation of the stakeholder engagement strategy and its activities. However, the availability of partners and members is also limited, and these limitations must be borne in mind when planning interventions/activities and identifying priorities.

³ such as the International Consumer Protection and Enforcement Network (ICPEN) and United Nations Conference on Trade and Development (UNCTAD) Intergovernmental Group of Experts on Consumer Protection Law and Policy and the Association of South-East Asian Nations Committee for Consumer Protection (ASEAN CCP)

4 Types of stakeholders and interventions

Given the limited resources, COPOLCO needs to identify the stakeholders to which it must give priority. This means considering political, economic, social and strategic aspects. Additional factors influencing COPOLCO's engagement priorities may be provided by the CAG, the ISO Secretary-General or the ISO Council.

Some stakeholder groups are already well organized with regard to ISO consumer matters, so their need for engagement efforts by COPOLCO is not as compelling and is restricted primarily to maintenance and updates. Often, these stakeholders can count on well-established formal communication channels with COPOLCO (e.g. liaison organizations) and these relationships shall be maintained.

In other groups, the knowledge of ISO consumer-facing standards and consumer input is less developed and would benefit from use of the [COPOLCO resources](#) (Annex 2). These groups require a more proactive approach. As a result, three categories of stakeholders in the [top priority](#) category and interventions have been identified based on stakeholder needs and their strategic value to COPOLCO:

Type 1: Engaged Members and liaisons

This category includes COPOLCO members and liaisons that are “already engaged with ISO consumer facing standards” and/or COPOLCO. WG 20 can help members identify opportunities to better engage national stakeholders through specific actions such as one-off interventions or cooperation on a specific project, event or document, or helping members identify interested consumer organizations or other interested groups in their country for these actions. WG 20 can also recommend specific initiatives with liaison organizations such as Consumers International (eg providing campaigns with communication materials and facilitating outreach to CI's organizations or IEC (eg promoting actions with IEC SEG 10 on ethics and artificial intelligence). Where appropriate WG 20 supports other COPOLCO working groups in their actions.

NOTE: As COPOLCO is primarily a membership-focused organization, it only reaches the general public primarily through ISO's public website, iso.org, or indirectly through COPOLCO-member National Standards Bodies. Examples of this include public consultations and consumer education initiatives.

Type 2: International organizations and government agencies

This category includes *new* stakeholders, such as intergovernmental organizations and regulators, that are “not yet involved with COPOLCO”. These stakeholders would benefit from engaging with consumer-facing standards and direct dialogue with COPOLCO but are still insufficiently aware of, or acting on, the advantages of such a collaboration. It also includes partners with whom a relationship has just begun and could be deepened. WG20 can design an approach to these organizations through its [template](#) (Annex 1) and [stakeholder analysis and map](#) (Annexes 3 and 4).

Type 3: COPOLCO members with "disconnected" consumer engagement

Some COPOLCO members are less actively engaged, either because consumer matters do not have priority in their organization or because they lack capacity to engage consumer groups in standards matters. A more systematic approach is needed in this case. WG 20 has a critical role in supporting these COPOLCO members by developing and sharing appropriate communication

resources and supporting related efforts by COPOLCO WG3 on consumer participation and training, especially by encouraging use of local languages wherever possible and by bringing problems with implementation or other obstacles that members encounter to the attention of COPOLCO's other working groups. .

WG 20 has developed a detailed [stakeholder analysis](#) (Annex 3) and [stakeholder map](#) (Annex 4). The map identifies four major categories of stakeholders, differentiated in a quadrant by the degree of engagement (with COPOLCO and consumer issues), and degree of influence (on COPOLCO and consumer issues).

5 Message

The objective of any engagement initiative is to establish a dialogue, i.e. a “two-way” relationship that benefits both the stakeholder group and COPOLCO. WG 20 will adapt the content and means of communication to the selected stakeholder group and the message will focus on how engaging in consumer-facing standards can benefit the stakeholder group, address its needs and enhance its position (e.g. by improving confidence in its products, processes or services).

Once the general framework has been established, key communication actions, organizations, contacts and events can be identified for each selected stakeholder group.

6 Communicators

Members of the WG 20 working group are encouraged to act as “communicators” and support the COPOLCO Chair and Secretary in that role. WG 20 works with the COPOLCO Secretariat to identify and occasionally create interventions/presentations where suitable opportunities are identified and agreed. Some stakeholders might have an immediate need for engagement with COPOLCO. These opportunities are not always planned and COPOLCO has to react promptly to avoid them being lost.

7 Presentation materials

To assist communicators preparing interventions, the COPOLCO Secretariat will provide, upon request, slides. Requests should be addressed to COPOLCO@iso.org.

The final version of presentations should be sent to COPOLCO for archiving, with a view to creating a resource of materials from which communicators can draw in the future.

These are archived in the public space of the [ISOTC server](#).

8 Publications

WG 20 will assist the COPOLCO Secretariat in evaluating COPOLCO [publications](#) for their relevance and timeliness, including their appropriate target audiences, and future resources needed either to revise existing publications, delete them or develop new ones (see a separate proposal on this topic).

Annex 1 TEMPLATE ROADMAP

TO WHOM				
<i>Identify the stakeholder group (period 20xx-20xx)</i>				
<i>Identify key stakeholders/organizations/associations for whom ISO consumer facing standards add value</i>				
WHY				
<i>Identify the stakeholder's needs in developing the relationship</i>				
WHAT				
<i>Carry out preliminary research on their consumer needs (Internet, contact people)</i>				
<i>Identify areas in which COPOLCO or consumer-facing standards engagement can improve/address their needs</i>				
<i>Define the messages</i>				
HOW	Activity	Expected outcomes	Status	Follow-up actions
<i>Identify the types of interventions needed (e.g. send information, set up initial one-to-one meeting, participate in one of their events, organize our own event, develop tailored informative material etc.). Not all steps are required and will depend on the sector's needs; the process need not be linear and can loop back as necessary.</i>				
<i>Identify where the resources will come from</i>				
BY WHOM				
<i>Identify who takes the responsibility for managing the interventions (can be more than one person/entity)</i>				
RESULTS				
<i>What does success look like? Identify criteria to measure the success of the engagement (both in the short and long term)</i>				

Annex 2 RESOURCES

The following elements can be considered to demonstrate the benefits of consumer-facing standards to stakeholders.

- [Consumer relevant standards](#)
- eLearning: [Consumers and Standards: Partnership for a better world](#) (to be updated)
- Existing ISO materials such as [the benefits of standards](#)
- [Getting started – About COPOLCO](#)
- [COPOLCO at a glance](#)

These tools are available on the public information area of the [ISOTC server](#).

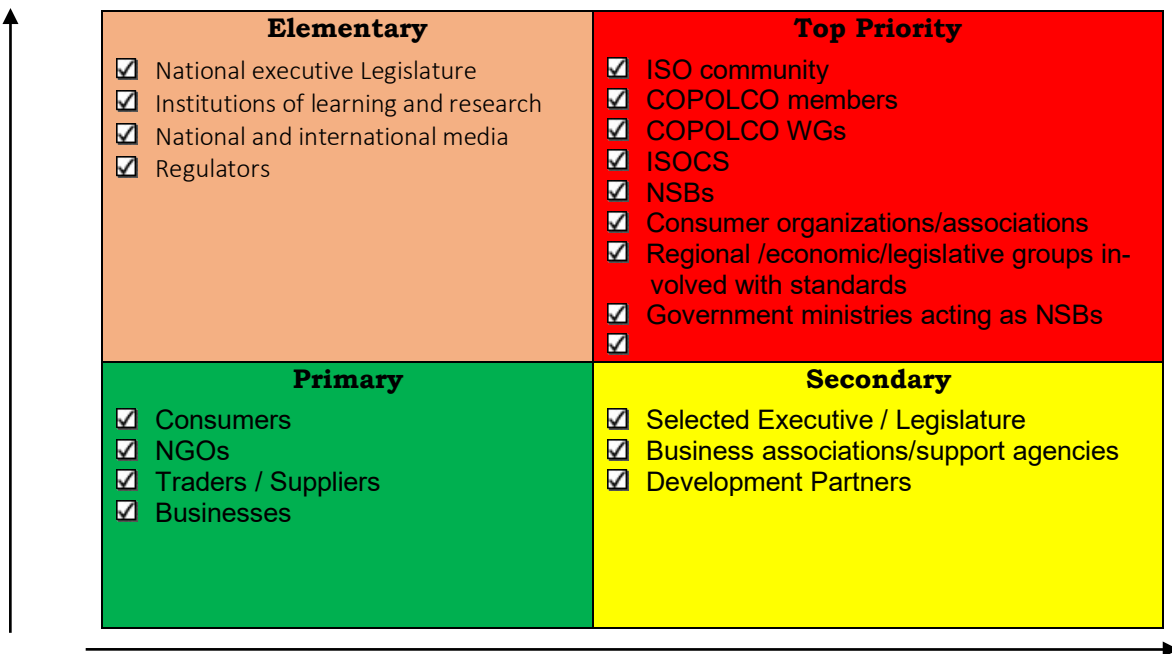
1. Introduction

- The stakeholder analysis and engagement is a very important exercise when developing awareness, advocacy, communication and outreach initiatives.
- The exercise enables the initiators to understand, appreciate, strategize, pack and engage the targeted stakeholders effectively.
- With a comprehensive stakeholder analysis and engagement exercise, where identification, engagement and influence are clear, the engagement that follows facilitates success and sustainability of the rolled out initiatives.

2. The stakeholder analysis exercise matrix

Ranking	Stakeholder	Comment
Top priority	<ul style="list-style-type: none"> • COPOLCO members • ISO community • COPOLCO WGs • ISO Central Secretariat • NSBs • Regional economic / legislative groups involved with standards • International and national consumer organizations/consumer associations 	<ul style="list-style-type: none"> • Stakeholders are highly engaged because they are strong movers and powerful in policy agendas as advisers, makers, influencers and implementers. • Can influence and make changes with impact in addressing COPOLCO issues and challenges. • Should be engaged all through the communication and outreach initiatives.
Elementary – "influencers"	<ul style="list-style-type: none"> • National executive / legislature • Regulators • Institutions of learning and research • International and national Media 	<ul style="list-style-type: none"> • Stakeholders are highly influential policies and regulatory issues that may include standards but are less engaged.
Secondary – "Engaged"	<ul style="list-style-type: none"> • Selected Executive / Legislature • Development partners • Businesses and business associations 	<ul style="list-style-type: none"> • Stakeholders are highly engaged on policy and regulatory issues but with less influence on awareness.
Primary and important - priority	<ul style="list-style-type: none"> • Consumers • International and national CSOs • International and national Businesses and associations 	<ul style="list-style-type: none"> • Stakeholders are primary in the process and foundation for initiatives irrespective of being less influential and less engaged, but they determine the initiatives' success. They should be informed and monitored. • The primary group drives the demand for, and influences, COPOLCO's consumer protection objectives and initiatives, and therefore, its outreach to the top priority group of stakeholders.

3. Methodology of the analysis exercise



Note:

- the vertical axis is about Influencing
- the horizontal axis is about engagement
- The primary stakeholder is downstream of initiatives taken by COPOLCO towards the top priority group of stakeholders, but it drives the demand for COPOLCO's consumer protection objectives, in a kind of feedback loop.

Annex 4 STAKEHOLDER MAPPING FOR ISO-COPOLCO

Institution / Sector	Roles and Opportunities of Partnership
International/Intergovernmental/UN Agencies <i>All COPOLCO working groups' work is relevant</i>	
<ul style="list-style-type: none"> UNDP, UNICEF and other UN agencies like WHO (food safety, nutrition and security), FAO (food quality production and productivity), CODEX (FAO-WHO - food safety, contaminants, residues), WFP (Food Aid quality, nutrition and safety), UNIDO (product safety, cleaner production, sustainable production and consumption, labeling claims), UNEP (general production and environment), UNICEF (safety, privacy, development, engagement) 	UN agency that have links with respective agencies at national and regional levels. Can link with ISO members and their management on the one hand, and COPOLCO members plus their stakeholders on the other to promote COPOLCO work and other consumer agendas that can link into COPOLCO.
<ul style="list-style-type: none"> IEC 	IEC Advisory Committee on Safety have agreed that their Secretary Mr. Dutnall liaise with COPOLCO.
<ul style="list-style-type: none"> UNCTAD 	COPOLCO has a link through the Secretariat with its Expert Group on Consumer protection law and policy
<ul style="list-style-type: none"> ITU 	A representative of ITU-T came to the Chair's Group meeting in November and shared information about activities.
Regional Economic Groups / Standards Organizations / Intergovernmental Organizations <i>All COPOLCO working groups' work is relevant</i>	
<ul style="list-style-type: none"> ISO / COPOLCO 	ISO members and their management on the one hand, and COPOLCO members and their stakeholders on the other hand share with UN agencies and stakeholders in general.
<ul style="list-style-type: none"> EU ANEC APEC OECD AU ARSO APEC 	<ul style="list-style-type: none"> Liaison organization Coordination with its Consumer Policy Committee
Government: Ministries, Departments and Agencies (MDAs) acting as NSBs <i>All COPOLCO working groups' work is relevant</i>	
National Bureau of Standards - technical committees / Authorities <ul style="list-style-type: none"> Trade / Industry Agriculture Healthcare Food Safety Housing and Urban Development Transport and Road Safety Environment Issues Financial Services Local Governments / Authorities Information and Communications Technologies, Innovations Water Safety and Usage Gender and Humanities: Child, Youth, Elderly, Women Tourism and Hospitality 	Developing and promoting standards <ul style="list-style-type: none"> Consumer protection Promoting fair trade Building capacities of standards stakeholders

International Consumer organizations WG3, WG4, WG5, WG 18	
<ul style="list-style-type: none"> Consumers International 	<ul style="list-style-type: none"> Global federation of consumer organizations Represent consumers Roll out consumer policy advocacy and promotion Roll out consumer empowerment and awareness initiatives Conduct perception studies Engage and participate in standards development Mobilize and promote community involvement and development initiatives
Corporate Sector and Business Support Agencies WG4, WG5, WG18	
<ul style="list-style-type: none"> Corporate / Foundations 	<ul style="list-style-type: none"> Adopt and utilize standards for compliance, good and ethical practices Provide goods and services in accordance to standards Engage and participate in standards development Roll out and promote community involvement and development initiatives under CSR Corporate engagement and policy advocacy
Government Development Agencies WG3	
<ul style="list-style-type: none"> SWISSaid SIDA UKAID USAID CIDA BMZ - GIZ JICA KONICA APEC AUSAID NeWAID 	<p>Bilateral economic development that can link in COPOLCO work at national, regional and international levels approach</p>
Media WG20	
<ul style="list-style-type: none"> Electronic Media - Television and Radio (Main Stream, Community Radio) Print Media/Digital / Social media and bloggers 	<ul style="list-style-type: none"> Roll out awareness, promotions and campaigns Host awareness, advocacy and promotion talk shows Publish awareness, advocacy, promotions and campaigns information Publish awareness news, columns, editorials, features, magazines and promotion advertisement Hosting and publishing on websites, facebook, Whatsapp, Twitter, Bloggers, List-serve, Infomercials/graphics awareness, advocacy, promotions and campaigns information
Institutions of Learning: Academia / Research WG3 and WG20	

<ul style="list-style-type: none"> Academia Schools / Colleges / Universities 	<ul style="list-style-type: none"> Educate, apart knowledge, skill and empower students and stakeholders Facilitate centers of excellence, innovation, information managements, systems development, show casing, incubation hubs and demonstrations Provide platforms / environment for mobilization
<ul style="list-style-type: none"> Research Institutions 	<ul style="list-style-type: none"> Centers of Excellence Facilitate information development and managements systems for education, knowledge, skilling and empowerment, innovation, show casing, incubation, demonstrations, adoption and adaption.
NGOs <i>WG20</i>	
Save the children...	
Businesses <i>WG20</i>	
Traders/suppliers <i>WG20</i>	
Consumers <i>WG20</i>	



INFORMATIVE PUBLICATIONS UPDATE STATUS AND PROPOSAL

(Based on current inventory in the ISO Store, and ISOTC public information site)

NOT INCLUDED: [COPOLCO at a glance](#), one-page summary of COPOLCO activity, updated annually by COPOLCO Secretariat

[Getting started -
About ISO/COPOLCO](#)

Published: 2018

Target: new ISO officers and staff, COPOLCO members, COPOLCO mirror committee and working group experts and stakeholders, liaisons and other interested outside organizations

Observations: New brochure filling an important, orientation, information and promotion need

Recommendation: RETAIN

[Involving consumers
- Why and how](#)

Published: 2011

Target: National Standards Body management and staff, COPOLCO members, experts and consumer stakeholders

Observations: we appreciate that the document looks dated, but we consider it important to maintain its availability as it describes and cites case examples of how consumers contribute to standards development and the benefits of involving consumers

Recommendation: RETAIN UNTIL END OF 2021

WG 20 to Update, condense and combine it with some content from “Your voice matters” to be published in 2021

[ISO and the
consumer](#)

Published: 2009

Target: informed public and any stakeholder of the ISO system

Observations: Brief introduction to the “consumers and standard win-win” concept
Content remains valid, pictures and links need updating

Overlaps a great deal with *Getting started*

Recommendation: REMOVE

WG20 to review for messaging and need

Retain on Public information area of e-Committees

ISO Guides - adding value to International Standards	THIS BELONGS TO THE ISO TECHNICAL POLICY UNIT. They need to consider this with the re-evaluation of Guides in the ISO system and TMB discussion in February 2020
Tackling counterfeit with ISO and IEC standards	<p>Published: 2018</p> <p>Target: ISO Community including COPOLCO and its stakeholders, consumer protection agencies and informed public, as a consumer education and awareness-raising tool</p> <p>Observations: Useful subject resource of broad consumer appeal and relevance developed by WG 5</p> <p>Recommendation: RETAIN</p>
The consumer and standards	<p>Published: 2003</p> <p>Target: consumer representatives</p> <p>Observations: Potentially useful guidance and principles for consumer representatives, but needs careful review for content and updated presentation</p> <p>Recommendation: REMOVE</p> <p>Could potentially be revised into a PART II of the COPOLCO Handbook (to discuss by WG20) as a resource for COPOLCO and for the public information area of COPOLCO's eCommittees</p>
The international language of ISO graphical symbols	<p>Published: 2013</p> <p>Target: COPOLCO members and their stakeholders, for consumer education</p> <p>Observations: an illustrated story-telling introduction to graphical symbols and how they affect a family on a trip. Designed to supplement ISO/IEC Guide 74 on graphical symbols. Information about Guide 74 and IEC committees is outdated.</p> <p>Recommendation: REMOVE</p>
Your voice matters	<p>Published: 2003</p> <p>Target: ISO and COPOLCO stakeholders and informed consumers</p> <p>Observations: overlap with <i>About COPOLCO</i> and <i>Involving consumers</i>. Outdated for content and format</p> <p>Recommendation: REMOVE</p> <p>Consider whether some content would be appropriate for a revised <i>Involving consumers</i> for publication in 2021</p>
NEW PUBLICATION Challenges and opportunities for the consumer in the digital economy	<p>To be published: early 2021</p> <p>Target: COPOLCO members and their stakeholders, for consumer education purposes</p> <p>Observations: COPOLCO resolved to raise consumer awareness of their stake in the digital economy, highlighting ISO's consumer-facing work notably in consumer reviews, sharing economy and forthcoming on Privacy by Design standard</p> <p>Recommendation: WG20 to fine-tune the target audience, messaging and content according to its communication and outreach strategy.</p> <p><i>A draft of this publication exists</i></p>

NEW PUBLICATION

Improving services
for consumers

To be published: to be confirmed

Target: COPOLCO members and their stakeholders, and general public

Observations: to inform about the changing nature of services (such trends as “servitization” and growth of services as a share of world economies, and the prevalence of e-commerce-related service issues), and highlight the importance of standards for improving service delivery and responsiveness to consumers’ needs. It builds on the TMB-led services workshops and COPOLCO WG 18 findings. It can refer to the newly published ISO/IEC Guide 76 and forthcoming ISO 22458 on inclusive service, among others

Recommendation: WG20 to fine-tune the target audience, messaging and content according to its communication and outreach strategy

WG 18 has developed a draft and is working on another draft now.

NEW PUBLICATION

Defining consumer
services in the age of
COVID 19

To be published: *As a priority*

Target: COPOLCO members and their stakeholders, and general public

Observations: A guide to service providers and information to consumers about service information that the supplier provides about steps taken by the service provider to ensure consumers' safety during the pandemic, especially measures taken against contagion with COVID-19.

Recommendation: WG20 to fine-tune the target audience, messaging and content according to its communication and outreach strategy

NEW PUBLICATION

Deciding your digital
legacy

To be published: to be linked with NWIP from Standards Australia

Target: COPOLCO members and their stakeholders, and general public

Observations: practical advice for consumers on how to handle their social media accounts and related personal data after decease (to be published ahead of a related ISO deliverable)

Recommendation: WG20 to fine-tune the target audience, messaging and content according to its communication and outreach strategy

NEW PUBLICATION

Update of Involving consumers: How and why, for 2021 (see above)



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

AGENDA ITEM 14 KEY AREAS FOR CONSUMERS (WG 2) UPDATE



AGENDA ITEM 14 KEY AREAS FOR CONSUMERS (WG2)

COPOLCO ACTION: COPOLCO Members are invited to note/comment on this report.

1. Background: WG2 Key areas for consumers

WG2 is a standing committee under the authority of ISO COPOLCO. It supports the ISO COPOLCO Chair by seeking to ensure that consumers' perspectives are adequately included in International Standards in line with COPOLCO's strategic objectives, provides information on key areas of work in standardization relevant to consumers and works towards continuous improvement in the delivery of its mandate, while considering the needs of developing countries and emerging economies.

WG2's mandate is 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.
- raise awareness of key 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.
- facilitate networking amongst individuals interested in areas of consumer concern.

WG2 delivers its mandate by monitoring relevant standards development and providing COPOLCO members with publications called "Deliverables", aimed at facilitating networking for consumer representatives and informing COPOLCO members and NSBs about relevant standards.

It publishes three deliverables each year:

1. *Standards for consumers – Update*: a report with key areas of concern to consumers that have been identified by COPOLCO and observations by key persons.
2. *Master project overview*: a summary of ongoing standards work in key areas including standards under development and consumer representatives involved in the work.
3. *Consumer standards overview*: A list of published consumer standards: standards which COPOLCO has either proposed or contributed to their development.

The [deliverables are publicly available](#) in the public information section of the eCommittees work area.

Co-coordinator

Mr Takashi Nakakuki has resigned as Co-coordinator of WG2 and COPOLCO because he is no longer responsible for the consumer space at JISC. Personally, and on behalf of WG2 I wish to thank Takashi for his work as Co-coordinator ensuring that documents were current and meaningful while continually looking for new ways to reach members. I am sure we will miss Takashi, especially his colourful innovative power point presentations.

Member survey on Improving usefulness of 'Deliverables'

WG2's aim is to provide meaningful, accessible and timely information on key areas of work in standardization.

The WG2 Co-convenors with the COPOLCO Secretariat prepared a questionnaire which was circulated to COPOLCO members and key persons to get their feedback on the usefulness of Deliverables and suggestions for improvement. The survey was not sent to TC/SCs Secretariats (cc: Chairs) as previously planned.

The Report on the Deliverables Survey is attached as an Annex to this report.

In summary, 69 COPOLCO members responded to the Questionnaire which, given the nature of surveys, was a good overall response and provided a useful range of comment.

Apart from one NSB, the survey results demonstrated that there was not much interest in changing the format. Members appeared generally satisfied with the Deliverables. More importantly, members were aware of the 'Deliverables' and they used them.

Further work resulting from the survey on Deliverables

Use of Deliverables by NSB's and ISO Committee members: It was clear that NSB's and ISO committees' members, such as those that develop standards relevant to consumers, need to continue maintaining awareness on the fact that the Deliverables are a good resource for providing information on standards, standards under development and consumer involvement.

As the survey was not sent to TC/SCs Secretariats (cc: Chairs), it is suggested to send the survey to NSB chairs and committee managers, as a first approach to improve greater awareness. In addition, WG2 in conjunction with WG20 may want to examine ways of encouraging NSB's to make committee members aware of the usefulness of the Deliverables as a resource.

Other recommended actions:

The recommendations taken from the Survey are clearly stated in the report, but in brief, they were:

- Continue to update the Deliverables annually or earlier for important occurrences.
- Discuss with the COPOLCO secretariat the creation of a direct link to notify COPOLCO members regularly when the Deliverables are updated.
- Investigate ways to improve the accessibility of the Deliverables, e.g. different format available for use by persons with disabilities, including blindness.
- Investigate with COPOLCO Secretariat additional information to be added to the *Consumer Standards Overview* to promote its use.
- Encourage NSBs to make Deliverables, or information on Deliverables available to Chairs and Managers/Secretaries of national committees such as those that develop standards relevant to consumers.
- Continue to investigate how to increase the use of Deliverables, particularly the *Key areas overview*.

ACTION: COPOLCO members are invited to give feedback on the above recommendations.

New and emerging key areas

Menstrual product safety – proposal by SIS (Sweden) safety and health, performance and fitness of purpose of menstrual products (also see Agenda item 16).

ACTION: COPOLCO members are invited to support the proposal to make Menstrual product Safety a Key area.

Relationship with WG20

It is important that WG2 liaises with WG20 and is aware of WG20's activities. John Furbank, Convenor, is a member of WG 20 and has participated in WG20's meetings.

Thank you

A special thank you to Key persons whose dedication in providing information makes it possible to produce up-to-date information for COPOLCO members and beyond.

John Furbank, Convenor, WG2



Report on the WG2 deliverables consultation results (COPOLCO N540)

WG2 monitors relevant standards development and provides COPOLCO members with publications called "Deliverables" aimed at facilitating networking for consumer representatives and informing COPOLCO members about relevant standards. It publishes the following three deliverables each year:

- 1) *Standards for consumers – Update*: a report with key areas of concern to consumers that have been identified by COPOLCO and observations by key persons.
- 2) *Master project overview*: a summary of ongoing standards work in key areas including standards under development and consumer representatives involved in the work.
- 3) *Consumer standards overview*: A list of published consumer standards: standards which COPOLCO has either proposed or contributed to their development.

WG2 Co-convenors together with ISO/COPOLCO Secretariat prepared a questionnaire which was circulated to COPOLCO members and Key persons, and separately, will be circulated to TC/SCs Secretariats (cc: Chairs) in key areas to get their feedback on the usefulness of Deliverables and suggestions for improvement.

Results of COPOLCO Member Survey

The survey asked ten questions.

Q1 "Do you and/or members of your consumer committee use the ISO Standards for consumers update? If yes, tell us how (optional)"

Response Yes 43 (62%) No 26

Q 2 "Do you and/or members of your consumer committee use the Key areas project overview? If yes, tell us how (optional)"

Response Yes 33 (48%) No 36

Q3 "Do you and/or members of your consumer committee use the list of consumer standards? If yes, tell us how (optional)"

Response Yes 47 (68%) No 22

Q4 "Do other committees, such as those that develop standards relevant to consumers, use any of these deliverables?"

Response Yes 21 (30%), No 17, Don't know 31 (45%)

Q5 "Content: Do you need more information in these publications? If yes please explain:"

Response Yes 12 (17%) No 42 (61%) Don't know 15

Q6 "Content: Should there be less information in these publications? If yes, please explain:"

Response Yes 6 (9%) No 64 (93%)

Q7 "Format: Is the current format in PDF adequate? If no, please make a suggestion:"

Response Yes 59 (86%) No 10

Q8 "Access: Do you access the deliverables easily? If no, how can it be improved?"

Response Yes 55 (68%) No 14

Q9 Is once a year appropriate for reporting, or should updates be more frequent?"

Frequency of update response Once a year 44, Biennial 11, Quarterly 11, Other suggestions 3

Q10 (For key persons only): *Do you have suggestions for improving the reporting procedure? If yes, please comment: "*

Summary of comment

Accessibility

A number of comments sought improved access including making content available in a clearer format on the COPOLCO webpage or on the ISO website. Access to reports via the ISO portal may currently be off putting.

Making consumer related documents that are under development more available by providing consumers and COPOLCO members with special treatment in obtaining the documents they are interested in.

The *Consumer standards overview* should be located on the ISO website so that they are easily accessible to interested persons. Otherwise a list of these documents should be located on the website with links for further information.

Format should be more flexible and allow updating as standards evolve more rapidly to reflect the rapid changes in global markets

Format and readability

There were a range of views on format varying from '*stark format does not invite reading*' to '*useful background information*'. Documents should be accessible by persons who are blind.

List of consumer standards needs to be further analysed and informed in line with the interest of consumer specialists, because COPOLCO members are not standards specialists.

Include target date of completion for *Master project overview*

Delivery

Comments included '*Twice a year where practical*' and '*Once a year it's great*', Developing a publication for relevant events such as coronavirus and how in these times standards help consumers and seek for their safety.

Biannual updates are welcome to check on WG work plans.

A number of active committees have their meetings once a half a year and it would be appropriate to update the information biannually.

Links to ISO Focus articles.

Developing an enquiry form to collect and reflect the consumer point of view.

Format should be more flexible and allow updating as standards evolve more rapidly to reflect the rapid changes in global markets

Content

Use UK Consumer and Public Interest Network (CPIN) to identify consumer participation in UK mirror committees or directly at International level; and other consumer advocates who may be of help.

NSB's should be encouraged to add standards with consumer participation at the national mirror committee level which indicates consumer interest.

Useful to include in *Master project overview* a target date of completion so as to provide a more complete set of information. This could be included in the last column on "notes".

A system to identify priority interests at international standard level would be useful to indicate why consumers are engaged e.g. safety, vulnerability, sustainability

Summary

69 COPOLCO members responded to the Questionnaire which, given the nature of surveys, was a good overall response which provided a useful range of comment. Members appeared generally satisfied.

The survey showed 62% of respondents said their consumer committee used the *ISO Standards for consumers update*. 48% of their consumer committee used the *Key areas project overview* and 68% used the *Consumer Standards Overview*.

The responses to Q4 '*Do other committees, such as those that develop standards relevant to consumers, use any of these deliverables?*' was revealing as it exposed an area that needs more work.

The majority of members thought the Deliverables should be updated annually and there were some suggestions to update development during the year when a revision or similar activity has taken place.

Apart from one NSB there did not seem a great interest in changing the format.

Recommendations:

1. Continue to update the Deliverables annually except where important developments such as a revision had taken place, or a Key person has provided an update. The responses indicate that updating meetings' results or enquiry items (items under voting) is necessary.
2. Create a direct link to inform COPOLCO members regularly, namely at the time of COPOLCO plenary and once those revised ones are released.
3. Request the COPOLCO Secretariat to investigate making the Deliverables available on request in pdf or word that is compatible with a screen reader for use of persons who are blind and other persons with disabilities.
4. Co-coordinators with COPOLCO Secretariate investigate what additional information should be added to the *Consumer Standards Overview (List of consumer standards)* to promote its use. For example by providing an outline of the standard (scope); stating how the standard would contribute to solving relevant concerns with consumer detriment (how those standards are used like a case study) and advising that contact may be through COPOLCO secretariat. Enquiries can be sent to relevant persons.
5. Investigate the suggestion of including a list of consumer interest ISO standards under development with comment from NSBs by incorporating the list as a separate part of the *Master project overview*. The relevant information can be captured through NSBs once or twice a year.

6. Encourage NSBs to make Deliverables, or information on Deliverables available to Chairs and Secretaries of national committees such as those that develop standards relevant to consumers.
7. Continue to investigate how to increase the use of Deliverables. Particularly the *Key areas overview*.

Takashi Nakakuki
Co-coordinator WG2

John Furbank
Co-coordinator WG2



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

AGENDA ITEM 15 GLOBAL MARKETPLACE WORK (WG 5) UPDATE



AGENDA ITEM 15 GLOBAL MARKETPLACE UPDATE (WG5)

COPOLCO ACTION: COPOLCO members are invited to note/comment on the activity report at annex

ISO/COPOLCO WG5, "Consumer protection in the global marketplace" has continued its work to develop and monitor new work item proposals and subject areas of interest to consumers, as appearing in the attached activity report.

Updates to these activities will be provided at the Plenary.

Activity Report – Global marketplace working group (WG5)

Subject/area	Action(s)	Owner(s)	Due date	Remarks (Relevance)
Marketing and Advertising to Children	<p>A revised NWIP using new format (version 01/2020) needed from JSA</p> <p>Ms. Melanie Jacob – ISO project manager, requested for a confirmation to hold a meeting in July 2021 from JSA.</p>	Ritsu Hamaoka Saral	Near completion	<p><i>Mr. Takashi has been assigned with new task and no longer handles this NWIP.</i></p> <p><i>New JISC contact is Ms. Ritsu Hamaoka.</i></p> <p><i>Ms. Ritsu is providing more details on e.g.</i></p> <ul style="list-style-type: none"> • <i>to revise the NWIP using format version 01/2020 which has a more detailed project plan.</i> • <i>purpose and justification of proposal</i> • <i>affected stakeholders</i> • <i>Liaisons</i>
Digital Legacies	Finalize the draft NWIP for circulation to WG5 (Teresa)	Teresa	To be discussed	<p>Pending</p> <p><i>Teresa is meeting SA to discuss on NWIP week 8 March</i></p> <p><i>An update will be given at the meeting.</i></p>
Terms and Conditions	<p>Collate any additional comments on NWIP then circulate to COPOLCO</p> <p>Finalized proposal submitted for ISO Member NWIP ballot in December. Vote ended on 3 March 2021</p>	Sadie Dainton and Saral	Completed	<p><i>Circulated with a closing date of 13 March 2020 (N518)</i></p> <p><i>Voting on Terms & Conditions – 3 information meetings for ISO member representatives took place in February during the ISO member ballot period. Ballot ended on 3 March.</i></p> <p><i>The proposal was approved.</i></p> <p><i>WG 5 will report on the results</i></p>
Artificial Intelligence	Contact COPOLCO Members and update them on current	Teresa and Dana	Completed	<i>N516 and N522</i>

	<p>work in IEC SEG10 and encourage participation (Dana)</p> <p>Add activities in Australia and UK regarding AI</p> <p>Constitute Task Group for Issues paper for ISO Council on Digital issues especially AI</p>	<p>Dana with help from Teresa and Sadie</p> <p>Dana</p>	<p>May 2020</p> <p>To be discussed</p>	<p><i>Meeting of SEG10 in Singapore was cancelled – meeting held virtually on 25-26 May</i></p> <p><i>ISO COPOLCO Secretary is actively participating in IEC SEG 10 meetings</i></p> <p><i>SA published An Artificial Intelligence Standards Roadmap: Making Australia’s Voice Heard.</i></p> <p><i>Teresa will check with other members of task group – Remi Reuss, Karin and a few others</i></p> <p><i>Volunteer from France – Philippe Capitaine, and possible volunteer from Germany to be confirmed</i></p> <p><i>Ethics and position to be used – regulations and standards – recommendation – April 2021</i></p>
Privacy by Design	Contact Peter Eisenegger for updates	Dana & Teresa	The COPOLCO Secretariat has contacted Pete Eisenegger for a key area report on privacy issues.	<p><i>Discussed improvement of definition. Comments were considered, by CPIN, ANEC and Pete Eisenegger in January 2021.</i></p> <p><i>The most important issues relate to the lifecycle activity of the consumer transaction at point of sale and the potential for exploitative use of consumer data in business models where key agreements and consents are provided at that time.</i></p>

				<i>The UK National Consumer Federation have been working on this for the purpose of addressing consumer product lifecycle issues in privacy and safety by design ISO 31700 has completed a Committee Draft consultation and Pete supports doing another CD.</i>
Vulnerable Consumers	Contact ISO/PC 311 to update on the progress	Saral & ISO/PC 311	May 2020	<i>CD comments were discussed on 6 Oct 2020. ISO/PC 311 has registered DIS. Will get further updates from the ISO/PC 311 Secretary.</i>
Consumer Warranties and Guarantees	Contact ISO/PC 303 on the development of the guidelines	Saral & ISO/PC 303	March 2020	<i>ISO 22059:2020 Guidelines on consumer warranties/guarantees was published in January 2020. Suggest to promote the standard to WG5 member countries and ARSO COCO (African countries)</i>
Product and service information for consumers	New Work Item Proposal (NWIP) on product and service information for consumers submitted by SCA	Saral & Dana	To be discussed	<i>Dana is working with Lili to prepare a Committee Internal Ballot to COPOLCO on the NWIP. This is likely to be released later in March.</i>
List of standards published under WG5	Compile the list of standards that has been initiated by WG5 and which it helps.	Saral	April 2021	<i>List of success stories in place for each standard</i>



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AGENDA ITEM 16 PRODUCT SAFETY (WG 4) UPDATE



AGENDA ITEM 16 COPOLCO PRODUCT SAFETY WORKING GROUP REPORT

COPOLCO ACTION: Members are invited to comment on the proposed actions in this report.

Co-Chairs: Dr Eunsook Moon, Korea mooneu21@gmail.com
Ms Karin Both, Germany karin.both@din.de

Mandate:

- Promote the design, manufacture, assembly, sale and disposal of safer consumer products via COPOLCO and ISO;
- Identify potential and actual hazards in consumer products and ways to reduce risk to consumers;
- Identify and promote greater consistency and coherence in requirements for safety in standards;
- Provide a platform for networking and communication between COPOLCO and ISO members on issues of safety.

Members: 22 countries (as of March 2021), and ANEC

#	Country	NSB	#	Country	NSB
1	Argentina	IRAM	12	Italy	UNI
2	Australia	SA	13	Japan	JISC
3	Barbados	BNSI	14	Korea	KATS
4	Canada	SCC	15	Malaysia	DSM
5	Chile	INN	16	Netherland	NEN
6	China	SAC	17	Singapore	ESG
7	France	AFNOR	18	South Africa	SABS
8	Germany	DIN	19	Sri Lanka	SLSI
9	India	BIS	20	Uganda	UNBS
10	Indonesia	BSN	21	UK	BSI
11	Ireland	NSAI	22	US	ANSI

Introduction

At the ISO/COPOLCO fringe meetings in May and November 2019, the Product safety working group discussed and prioritized issues it had identified, and confirmed its future work.

At the 41st COPOLCO plenary in May 2019, these resolutions were taken:

2019 COPOLCO RESOLUTIONS

COPOLCO Resolution 8/2019

Product safety working group - Stuffed articles

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N462 and its proposed work projects,

supports the proposal for an international standard on Biological and chemical safety of filling materials in consumer products, and

requests the PSWG to develop a NWIP on Stuffed articles.

COPOLCO Resolution 9/2019

Product safety working group (2) – Instructions for use

COPOLCO

approves the proposal to make a gap analysis of the newly-published IEC/IEEE 82079-1, *Preparation of information for use (instructions for use) of products – Part 1: Principles and general requirements*, and

requests the group to submit a progress report for members' consideration at the 2020 COPOLCO Plenary.

COPOLCO Resolution 10/2019

Product safety working group (3) – Managing school trips

COPOLCO

supports the proposal for an international standard on Managing risk/incidents for youth on organized school trips (WG4 N115), and

requests the Product safety WG to develop a NWIP on Safety of school trips.

COPOLCO Resolution 11/2019

Product safety working group (4) – Incident investigation

COPOLCO

asks the COPOLCO Secretariat to launch a ballot for approval of the revised NWIP on Incident investigation (WG4 N119).

ACTIVITY UPDATES: ISSUES IN PROGRESS

1. Stuffed Articles

- **The Issue**

Potential hazards are associated with the use of unclean or unsafe filling materials in upholstered furniture and stuffed articles such as mattresses, bedding, plush toys, clothing, outer and sportswear. Examples of potential hazards are: bed bug infestation, used hospital dressings, unclean animal products such as feathers that can transmit pathogens and fungal infections, and foam and latex that can cause sensitivities and potential toxic reactions.

- **Progress**

In November 2017, SCC – Canada submitted a suggestion for a new ISO/COPOLCO activity on 'stuffed articles'. 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.

Comments, experiences and accident data were collected and distributed, and the topic was discussed again at the COPOLCO meetings in May and November 2018. At the PSWG meeting in November, SCC offered to do further research and develop a scoping paper. The scoping paper (*Scoping Paper – Potential International Standard – Biological and Chemical Safety of Filling Materials in Consumer Products*) is at Annex 1.

According to the decision at the COPOLCP meeting in 2019 (see resolution 8/2019), a NWIP should have been developed. Unfortunately SCC did not do any further work on that project. Therefore, a NWIP could not be developed up to now.

- **Action**

PSWG should contact SCC. When the SCC is no longer interested in the project or has no resources for the project, the PSWG decides whether to proceed with the project or delete it from the work program.

2. Managing risk for youth on organized school trips

- **The issue**

Every year, millions of young people from all over the world participate in field surveys, sports events, church activities, and training. More and more classes, teams, or other special interest groups are traveling both domestically and internationally.

The amount and complexity of organizational needs for both planning and travel groups and the tourism organizations hosting these groups continue to grow.

At the same time, the potential risks and risks associated with these trips increase. Many injuries and even deaths were the result of lack of knowledge or carelessness, which could and had to be mitigated by more careful planning. International standards can help minimize these risks and risks.

- **Progress**

The new proposal submitted by SCC concerns the potential risks and risks associated with youth and school trips. The idea is to develop international standards that provide guidelines for youth and student travel and tourism. Its application will increase overall safety.

International standards should include travel abroad. Several issues concerning the scope were discussed, whether the proposal focused solely on systematic field trips for children or adolescents, limited to schools, and cross-border travel. PSWG members were invited to comment on the proposal and share national data.

At the COPOLCO meeting in 2019, PSWG proposed to develop a NWIP on safety of youth and school trips. That was agreed by the Plenary (Plenary resolution 10/2019). A small PSWG task group worked on a NWIP, which was then sent to all ISO members for vote last year.

The NWIP was approved by 22 countries, 14 abstentions and four rejections. A new WG was created under ISO TC 262 Risk Management (WG Secretariat Canada). ISO/TC 262/WG 9 (Risk Management for Youth and School Trips) will begin its work shortly.

- **Actions**

There is no further action from WG.

3. Incident Investigation

- **The issue**

Clear principles and approaches for preventing similar accidents and understanding complex causes of incidents to benefit consumers should be considered. The purpose of the international standard proposed is to describe the principles and procedures for the methodology behind systematic incident investigations regarding the safety of consumers' lives and bodies.

The standard guideline for consumer incident 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**

Japan presented the proposal at the Plenary in June 2016. 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.

Based on comments made during the PSWG meeting and the Plenary, Japan made a draft NWIP in March 2018 for initiating discussion at the PSWG meeting in May 2018. Members made comments at the PSWG meeting in May 2018 regarding the title, scope and content. Some issues on scopes of the proposal were raised during the meetings, e.g. whether incidents related to consumer products are included and whether the causes are linked to a particular consumer product or the way it is used.

The draft NWIP was revised by Japan(Shufuren) based on the comments of PSWG members. The revised NWIP was circulated for ad-hoc group discussion. After ad-hoc group discussion, the revised NWIP was sent to PSWG members for further comments. The COPOLCO Secretariat launched a ballot for approval of the revised NWIP on incident investigation (resolution 11/2019).

The NWIP was approved with 26 votes in favor, one against, and 11 abstentions. Twelve countries expressed their desire to actively participate. The establishment of ISO/PC 329 (Consumer Accident Investigation Guidelines) was approved by the TMB by resolution.

ISO/AWI 5665: Consumer incident investigation guideline is to provide a general guide for investigations of consumer incidents. Consumer incidents are incidents where consumers suffer physical injury or death in the process of using products, services, facilities or the things related to them. Consumer incident investigation means an investigation aiming to prevent incident recurrence, and to contribute to the safety of consumers. This document is intended to be beneficial to persons, groups, committees or organizations of all types, such as private, public, and non-profit bodies, regardless of the size of the organization which is investigating consumer incidents.

- **Action**

There is no further action from WG.

4. Instructions for use: Gap analysis between ISO/IEC/IEEE 82079-1 and Guide 37

- **The Issue**

ISO/IEC Guide 37, Instructions for use of products by consumers, was under Systematic Review. Some COPOLCO members asked for its revision. But there is also an International Standard (ISO/IEC 82079-1) dealing with 'instructions'.

Already in 2014, the PSWG identified several safety issues due to the inadequacy of instructions for assembly and maintenance for products, and felt there is a definite need for additional safety guidance on these. Rather than script a new guide or revise ISO/IEC Guide 37, the Working Group decided to raise this safety aspect for inclusion in an already existing International Standard, ISO/IEC 82079-1: 2012, *Preparation of instructions – Structuring, content and presentation – Part 1: General principles and detailed requirements*, considered as suitable to address these inadequacies.

A small subcommittee was formed to develop an NWIP: ISO/IEC 82079-2, *Preparation of instructions – Structuring, content and presentation – Part 2 – Provisions for instructions for self-assembly products*. The NWIP was not accepted, because at that time ISO/IEC JWG 16 started to revise ISO/IEC 82079-1. The idea was then to include as much as possible from the content of the COPOLCO NWIP into the new version of ISO/IEC 82079-1.

The revised Standard ISO/IEC/IEEE 82079-1 *Preparation of information for use (instructions for use) of products - Part 1: Principles and general requirements*, was published in May 2019.

PSWG decided to check how much of the content of the former COPOLCO NWIP was included in the new edition and what was missing. ISO/IEC/IEEE 82079-1 addresses general aspects of 'self-assembly products', but more specific aspects may be addressed in additional areas.

- **Progress**

Based on COPOLCO Resolution 9/2019, WG4 formed a task group to conduct a gap analysis between the newly published ISO/IEC/IEEE 82079-1 and Guide 37.

The task group discussed the results in a web conference on 2020-03-11 and concluded as follows;

- ISO/IEC/IEEE 82079-1:2019 makes normative requirements covering the principles and recommendations given in ISO/IEC Guide 37:2012 for the preparation, content or effectiveness of

instructions for use. No gaps could be identified in the issues addressed. The recommendations of ISO/IEC Guide 37 do not exceed the requirements in ISO/IEC/IEEE 82079-1:2019.

- ISO/IEC Guide 37:2012 could be withdrawn as – in effect – it has already been turned with the publication of ISO/IEC/IEEE 82079-1:2019 into an international standard under ISO, IEC and IEEE, and on condition that the following identified concerns are addressed adequately.

The results of the gap analysis were distributed to the 2020 CAG meeting.

For more information, see Appendix 1: Progress report of the gap analysis ISO/IEC/IEEE 82079-1 and ISO/IEC Guide 37.

- **Action: COPOLCO members are invited to support the recommendation to withdraw ISO/IEC Guide 37.**

5. Menstrual products

- **The issue**

The lack of standards for “Menstrual products” limits consumers’ ability to determine the safety and health, performance and fitness of purpose of menstrual products. This consumer group is substantial, as half of the world’s population are potential menstruators and are likely to be users of commercially manufactured menstrual products. An International standard would be useful in addressing these issues, as standardized test methods, requirements and standardized product information can reduce the information asymmetry between producers and consumers regarding product safety, performance and fitness for purpose.

- **Progress**

At the end of last year, SIS (Sweden) made a proposal for a new activity on “Menstrual products”. In February 2021, the proposal was discussed at a Zoom meeting with the participation of SIS representatives, the COPOLCO Secretary and some interested PSWG members. The meeting discussed how to pursue this proposal and how to write a NWIP. SIS has prepared a COPOLCO Activity template, which will be distributed to all COPOLCO members for comment and approval in a Committee Internal Ballot prior to the COPOLCO Plenary. If supported by COPOLCO members, this will be developed into a NWIP for ISO member ballot.

- **Action: COPOLCO members are requested to vote/comment on the menstrual products proposal.**
-



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AGENDA ITEM 17 CONSUMER NEEDS IN SERVICES (WG 18) UPDATE



AGENDA ITEM 17 CONSUMER NEEDS IN SERVICES (WG 18)

COPOLCO ACTION COPOLCO is invited to note the report and consider the below-mentioned action items.

GLOBAL CONSUMER ISSUES AND TRENDS

1. Importance of services standards

The service industry is a key driver of economic growth, being, for most countries, the biggest employer. The '[World Trade Report 2019: The future of Services Trade](#)', published by the World Trade Organization (WTO), states that services account for three quarters of GDP in developed economies. Using new estimates, trade in services was worth US\$ 13.3 trillion in 2017.

Many services operate in global markets and, particularly in the digital age, consumer activities and problems cross borders too. This is why International Standards are such a valuable tool to improve business practice, enhance consumer protection and lead to better outcomes for consumers. Good quality service results in greater consumer confidence and better business outcomes. Having consumers at the heart of these standards, with their wide-ranging needs and experiences taken into account, is necessary to make them relevant and useful.

2. Services trends in 2020

2020 was an extraordinary year for many people and businesses around the world. The Covid-19 pandemic has significantly impacted consumers' lives and disrupted the global economy, leading to substantial changes in the nature of services and how they are delivered. Covid-19 has created new challenges for consumers and highlighted gaps in consumer protection.

Covid-19 has accelerated the adoption of digital technology by consumers, including those with little knowledge or experience of 'living' online. Consumers have had to adapt quickly to carrying out more activities online such as working, socializing, shopping, banking and accessing healthcare. Dealing with service providers remotely can affect consumers' ability to understand information, make informed choices and to obtain satisfactory redress when problems occur. As a result, digital services issues, which were already prominent in recent years, appear to have dominated the work of global consumer organizations in 2020.

3. Key consumer issues in 2020

To understand trends in services markets, levels of consumer detriment and key challenges facing consumers, WG18 liaises with its members and reviews information from consumer organizations and government agencies involved in consumer protection (see *ANNEX A*). Evidence of key trends in the service sector is summarized below:

3.1 Digital services

In 2020 Consumers International (CI) focused on [digital economy and society](#) under three main headings: online participation, connected consumers, and the digital marketplace. They highlight **social media** and **online marketplaces** as places where consumers are at great risk of harm. They also highlight subscription services, service evaluation and the authenticity of **marketing** information as important issues.

Consumer problems in the digital space have been exacerbated by Covid-19, as more people have been driven to using **e-commerce** and other online services. E-commerce problems, including resolution of complaints, are widely reported. The increase in e-commerce has also had a significant impact on **postal and delivery services**, which create consumer challenges in terms

of cost, waiting in for deliveries and who is responsible if items are lost or damaged. ANEC is working on a range of standards in postal services to address these issues and is also contributing to revisions to the legal framework assessment on EU Postal services directive. In addition, online education and learning services have many problems. It was listed by the China Consumers Association (CCA) as one of the top ten consumer rights protection public opinion hot spots in 2020. CCA has taken some actions for addressing the problems, such as inducing consumption, **false advertising**, overbearing terms and the difficulty in refunding.

Other consumer organizations highlight problems with the **accessibility of communication systems** and authenticity, clarity and accuracy of **online information**, both in terms of misleading promotions and terms and conditions. The Australian Competition & Consumer Commission (ACCC) has raised concerns about emerging consumer issues in advertising and subscription service practices on social media platforms, with a focus on the impact on younger consumers.

In 2020, Which? in the UK and ACCC in Australia continued to pay attention to consumer issues in the provision of **broadband services**, including cost of bundled services and misleading speed. There are also concerns from organizations, including ACCC, about the use of digital platforms, **algorithms and consumer data**, leading to issues of **ethics, privacy and transparency**.

Standards activities

- *ISO 10008 ISO 10008, Quality management — Customer satisfaction — Guidance for business-to-consumer electronic commerce transactions is being revised by an international expert working group to bring it more up to date.*
- *NWIP for online terms and conditions has been approved in a ballot to ISO members.*

3.2 Financial services

In 2020 Covid has accelerated use of e-commerce highlighting problems with **online payment systems**, including **escrow services** and those that allow payment to be made in stages. Which? in the UK has highlighted problems with **'Buy Now Pay Later' schemes** for encouraging people to get into debt, and also service providers encouraging use of debit/ credit cards, limiting access and choice to cash for those who cannot, or prefer not to, use alternative payment methods.

In 2020, concerned about the risks with online payments, Consumer Association of Singapore (CASE) ran a three-month programme to educate and train consumers on online prepayment, and remind consumers of precautions when shopping online.

As reported in **3.3**, Covid has led to numerous cancelled events, with many consumers relying on **insurance** for compensation of their losses. Consumer organizations report consumer difficulties with contacting insurers and making claims. Some new policies provide limited cover due to Covid.

3.3 Tourism services

Covid-19 has had a significant impact on the tourism industry with many services unable to operate as usual, or at all. With the situation changing all the time, and varying between different regions, consumers have experienced a multitude of problems including difficulty **cancelling holidays, flights and accommodation** and **receiving refunds**. In Europe some service providers only provided travel vouchers instead of full refunds. See BEUC's summary [here](#).

The ACCC established a COVID-19 Taskforce to tackle consumer problems, particularly relating to **travel, event and membership cancellations** caused by the COVID-19 pandemic or resulting government restrictions. It found a significant increase in the number of consumer contacts received about the tourism/accommodation industry (+589%) between 2019 to 2020.

3.4 Cross-sector service issues

3.4.1 Service information disclosure

It is important that consumers have clear and comprehensive **information about services** so that they can make informed decisions about service provision, benefits, risks, quality and value etc. This could include public service environments such as retail outlets, hotels, fitness centres, beauty salons, hairdressers.

However, it is considered that there are few international standards available that cover **service information disclosure** to consumers, with only a small number of standards developed by the COPOLCO, ISO/PC317 and other organizations conducting consumer research. Additionally, current research only focuses on products and customer service like Guide 14, without systematic specifications and research on service information disclosure. Other sector-specific standards include a clause regarding service information provision as a horizontal issue.

The issue of service information disclosure to consumers was raised at the WG18 meeting in July 2020 with members agreeing that improved guidance would be beneficial and discussing various long-term options, including creation of a part 2 of Guide 14 to focus on Services, or revising both parts of Guide 14 into an International Standard. Further discussion and research is needed regarding the best approach. It is noted that the **NWIP Online Terms and Conditions** could generate overlapping content. WG20 is carrying out related work “Defining consumer services in the age of COVID-19” which will add great value to this proposed work. Meanwhile, a proposed TC on product and service information is being prepared for consultation with COPOLCO.

Action: It is recommended to call COPOLCO members' attention to the service information disclosure and consider integrating this work with the other relevant work.

3.4.2 Pricing

Several consumer organizations highlight issues with **pricing**, claiming that it is unclear and needs to be more transparent to consumers before point of purchase. The Covid-19 pandemic has seen some service providers take advantage of consumers with **unreasonable price increases**, particularly of essential services like groceries, as reported by [Which?](#)

CASE carried out some work on guidelines for **Price Transparency**, which was developed to guide merchants to communicate their prices clearly to consumers. To empower consumers on their rights to choose and compare, CASE launched two new initiatives called Price Kaki and Fuel Kaki to help consumers compare prices of household essentials and hawker food and fuel.

3.4.3 After sales service

Consumer protection organizations highlight problems that consumers are experiencing when trying to resolve problems with firms following a purchase. For example, **complaints handling, refund and returns**. Of 982,249 consumer complaints received by the CCA in 2020, the highest number (28.37%) related to after sales service. ANEC is also concerned about customer satisfaction and complaints and continues work in Europe on [Horizontal Service Standards](#).

3.4.4 Sustainability

Several consumer organizations around the world have highlighted ethical labelling and ethical claims as areas of improvement, claiming that consumers must be given the information they need to make **green choices** about the services they use. In 2020, World Consumer Rights Day focused on the [Sustainable Consumer](#) and CI released a variety of reports on the topic, including a global assessment of recycling and sustainability labelling on plastic packaging, in conjunction with UN Environment Programme and One Planet Network. The research created five global

recommendations for action to engage business, policy makers, standard setters in creating better plastics labelling that make sustainability the easy choice for consumers.

3.4.5 Fraud

Many countries have reported an increase in fraud as scammers target those who are vulnerable due to the Covid pandemic and take advantage of greater numbers of people accessing services online. According to the International Consumer Protection and Enforcement Network (ICPEN), an organization of consumer protection enforcement authorities from over 65 countries, there were 60,835 reports of scams in 2020. The top 3 areas of fraud were online shopping, business imposters and vacation & travel. The companies which have been complained about the most are located in China, United States and the United Kingdom.

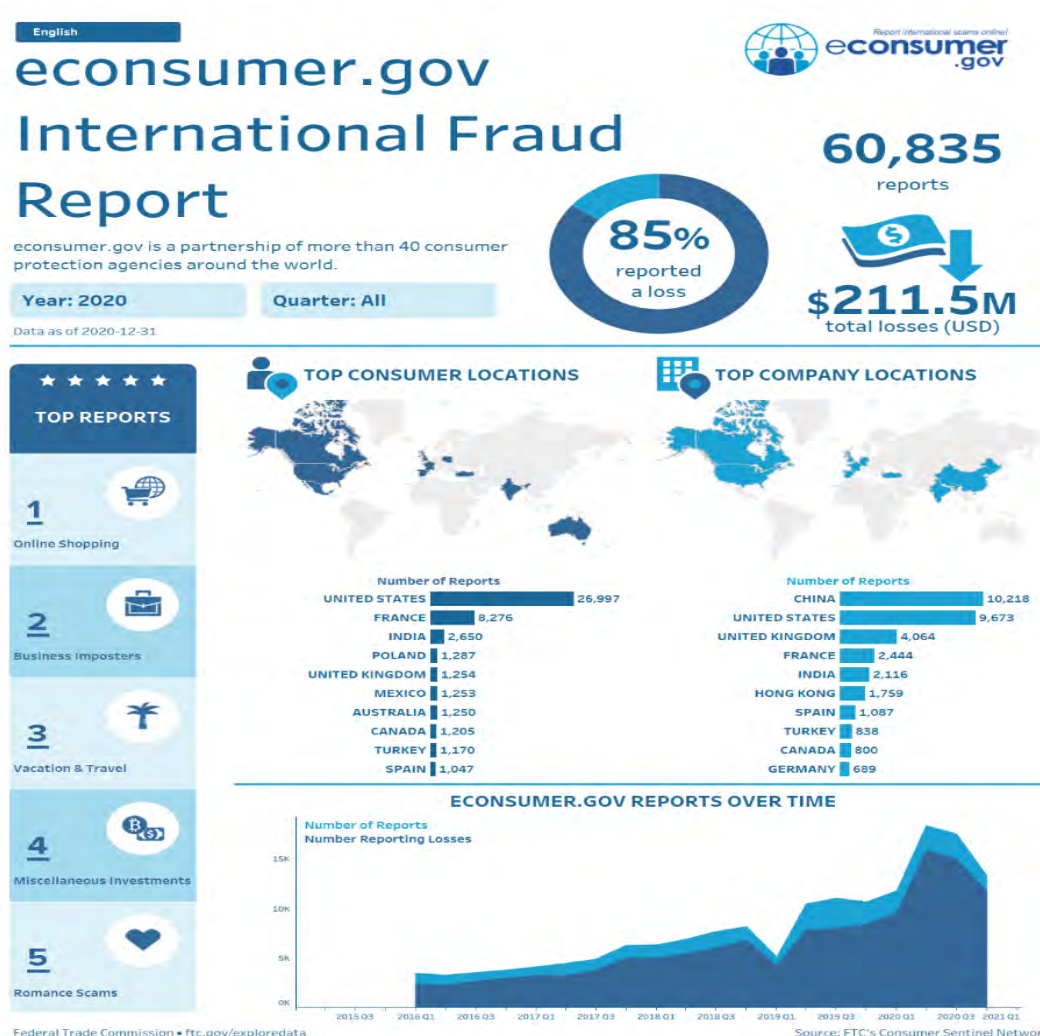


Figure 1

3.4.6 Consumer vulnerability

Covid-19 has increased the number of vulnerable consumers, creating new vulnerabilities and exacerbating existing problems, including physical and mental health, unemployment and debt. This has put a greater number of consumers at risk of harm when interacting with services providers. Organizations are also focused on improving **inclusivity** and **accessibility** to services.

Standards activities:

- ISO DIS 22458 Consumer Vulnerability will be open for public comments from April 2021.

4. WG18 news and updates

4.1 Overview

Liu Chengyang (SAC, China) Julie Hunter (CPIN, UK) are co-convenors of this group. Members of WG18 met virtually in July 2020.

4.2 Publication of Guide 76

In April 2020, ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues*, was published by ISO/COPOLCO/WG18. It will continue to help standards developers consider the needs of all consumers in standards for the service sector.

Consumer services are a major contributor to the global market, and it is essential that consumer interests are at the heart of service standards. ISO/IEC Guide 76 helps standardizers to consider the whole spectrum of consumers and their needs – including children, people with disabilities, those from different ethnic and cultural heritages and those in vulnerable situations due to personal circumstances - by identifying core consumer principles. It provides a common set of elements that apply to all types of service provision across countries where there may be variations in consumer protection legislation or statutory requirements. The revised guideline builds a service matrix around service elements, providing effective method guidance for better considering and solving consumer demands in the process of setting service standards.

The revision of ISO/IEC Guide 76 was proposed by ISO/COPOLCO/WG18 and officially launched in 2015. Opinions from more than 120 countries were collected and finally completed the revision work. ISO/IEC Guide 76 has already been Introduced and adopted by some countries. The official release and implementation of ISO/IEC Guide 76 will promote the level of global service standardization, further improve the quality of service standards, and enable more consumers to obtain better services.

Action: COPOLCO members are recommended to actively adopt ISO/IEC Guide 76, and to promote its use among their stakeholders.

ANNEX A

Australian Competition & Consumer Commission (ACCC)	www.accc.gov.au
China Consumers Association (CCA)	www.cca.cn
Consumer Association of Singapore (CASE)	www.case.org.sg
Consumer Protection and Enforcement Network (ICPEN)	www.icpen.org
Consumers International (CI)	www.consumersinternational.org
European Consumer Organisation (BEUC)	www.beuc.eu
European Consumer Voice in Standardisation (ANEC)	www.anec.eu
Which? (the Consumers Association in the UK)	www.which.co.uk



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AGENDA ITEM 18 CONSUMERS INTERNATIONAL REPORT



AGENDA ITEM 18 REPORT FROM CONSUMERS INTERNATIONAL

COPOLCO Action: Members are invited to note the report.

Consumers International's (CI) activities in the policy and technical work of international standards are:

1 ISO Consumer Policy Committee – COPOLCO

Consumers International gives much attention and importance to its work as a liaison organization to ISO and COPOLCO, as it was enshrined in Resolution 27/2018, adopted during the COPOLCO Plenary in Bali in 2018, where both organizations declared the intensification of their dialogue, commitment to enhance and continue this relationship to work for the development, implementation and improvement of standards, and to help achieve the UN Sustainable Development Goals (SDGs).

Consumers International is a member of the Chair's Advisory Group (CAG) representing liaison organizations and we are also co-chairing COPOLCO's Working Group 3 on Consumer Participation and Training.

2 COPOLCO CAG

Helena Leurent, Consumers International Director General is representing CI and liaison organizations in the Chair's Advisory Group since the reorganization of CAG in 2019. As members of this group, we participated in all its meetings that were virtual because of the COVID-19 pandemic, contributing to the discussion, making propositions about its workplan and the actions to be taken by COPOLCO, and supporting COPOLCO's Chair to fulfilling its duties.

3 ISO/COPOLCO WG3 – Consumer Participation and training

Antonino Serra Cambaceres co-chairs this WG with Rémi Reuss from AFNOR. The main activity that was planned and implemented by this WG, with the support of the ISO Academy, is a Mentorship Programme, that liaised consumer associations (most of them members of Consumers International) with Standards institutions in 10 African countries, and was an outcome from the training session held in the last COPOLCO meeting in Harare, Zimbabwe, in May 2019. For more details about the work done by this WG and the Mentorship Programme, please refer to the WG3 report (Agenda item 12).

We also organized with UNCTAD's Working Group on E-commerce a webinar to explain the importance of standards as a tool for consumer protection. The webinar was held on 8 April 2020 and 60 members of the working group participated.

4 ISO/TC 324 – Sharing Economy

Consumers International is participating in TC 324 on the Sharing Economy. We were present remotely in all meetings of WG 1 – Terms and Conditions, to ensure the consumer voice is heard in this important first standard for this topic, ISO 42500, that should be ready for approval in 2021. We are also participating in WG2 which is developing ISO 42501, *Sharing economy -- General trustworthiness and safety requirements for digital platform*, and WG3, for ISO 42502, *Sharing economy - Guidelines for provider verification on digital platform*. We also took part in the Ad Hoc Group 1 that sets the Business Plan for the whole 42500 series of standards.

Finally, we were designated and act as Key Person for the Sharing Economy by COPOLCO's WG 2, *Key areas for consumers*.

5 ISO PC 311, *Inclusive Service* (ISO 22458)

Antonino Serra Cambaceres, CI Standards Programme Manager, is a member of both PC 311 and the WG, and we participated in some meetings. Later since the start of the work of this PC, Consumers International was represented by Anne Ferguson, also a representative for ANEC. We also commented on the different documents and draft of the standard that were presented for discussion in the PC.

6 ISO PC 317, *Privacy by Design* (ISO 31700)

Consumers International is an active member of the WG developing the DIS. Xanthe Couture, CI's digital issues expert, was appointed as representative, and is working with ANEC and BSI to bring the consumer and COPOLCO's views to the draft.

As Xanthe went into maternity leave, the responsibility for the representation of CI was delegated to BSI and ANEC, with Consumers International following the different drafts and making inputs as required.

7 ISO 10008 review – B2C Guidelines for e-commerce transactions

Represented by Anne Ferguson, Consumers International is participating in the review of this important standard that gives guidance on what and how the relations between consumers and business should be conducted when making online transactions and shopping. E-commerce is part of Consumers International's Change Agenda, a series of issues defined by our members as of specific and particular interest to carried forward in our work; as standards are considered one of the areas that help consumers to enhance their trust in online marketplaces, any development in this areas is strategic for us.

8 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 the ANEC report for more details.

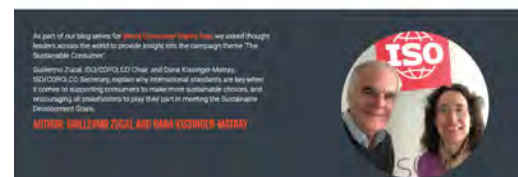
9 WCRD 2020, The Sustainable Consumer

World Consumer Rights Day 2020 found consumer organizations around the world joined together to call for global changes to avert environmental breakdown. The #SustainableConsumer, chosen for the first time, was a campaign which rallied over **160 members in more than 100 countries** across the globe, alongside Consumers International partners to mark the day.

Consumer advocates globally raised awareness about the role consumers can play in building a fairer, safer, more sustainable future for all, as well as calling upon businesses and governments to make sustainability the easy choice for consumers. Despite many member activities being disrupted by the Covid-19 pandemic, the 'Sustainable Consumer' campaign generated substantial coverage both online and across a range of media platforms, with #SustainableConsumer reaching 9.3 million people in its first year. More information on the outcomes and activities done can be found [here](#).

**GUILLERMO ZUCAL AND DANA KISSINGER-MATRAY,
ISO/COPOLCO: 'WHAT CAN STANDARDS BRING TO THE
SUSTAINABLE CONSUMER?'**

This image highlights a range of consumer issues from different perspectives. Content otherwise stated may not represent the position of Consumers International.



As part of the material that we prepared for the celebration, we asked a handful of relevant people to contribute with blog pieces about the sustainable consumer. Guillermo Zucal, Chair of COPOLCO and Dana Kissinger-Matray, ISO/COPOLCO Secretary, [wrote about their thoughts](#) on how standards can contribute to the sustainable consumer.

10 Consumers International 60th Anniversary

Consumers International turned 60 in 2020. With the celebrations initially programmed for April, the COVID 19 pandemic made us move the activities for November. [A series of webinars and special addresses](#) were carried out, with important keynote speakers such as UNCTAD Secretary-General, FAO Director-General, WTO Deputy Director-General, among many others.

Sergio Mujica, ISO Secretary-General, was the first one in the list of these distinguished speakers that addressed Consumers International members, in a presentation that highlighted the long-standing relationship between both organizations and the work that Consumers International has done to foster the engagement of consumers in standardization.

11 Consumers International New Strategy

Our organization has gone into a revision and update of our strategy during 2020, an exercise that started back in 2019. This strategy now highlights and reaffirms the Change Agenda issues as the main topics of concern for our work, and our strong commitment to deliver sound and useful outcomes for and with our members, and other relevant stakeholders. In this sense, we enhance our efforts to bring more members to input regularly to our work, as well as maintaining an open and ample criterion to include the vision of the valued differences that our membership shows and what make Consumers International a truly global and inclusive organization. The strategy aims to strengthen the connection with our members, as well as to other partners and colleagues, and is aligned with our hopes to grow as an organization, both in recognition and capacity.

As with our long-standing relationship with ISO, that we always want to bring into further horizons of mutual benefit, we have reinforced our links with other international organizations. In that sense, we are engaging with all of them under the light of the new strategy, providing our expertise for their activities and requests and harvesting new knowledge and experience, sometimes in new fields. In 2020 we strengthened our relationship with FAO and carried out a project in 7 South American countries with them; we were named Champions of the UN Food Systems Summit that will happen in September 2021. Furthermore, we are continuing our work as a member of the UNEP One Planet Network and we released a report on Plastics. We were introduced as a member in the Global Partnership on Artificial Intelligence (GPAI). We also organized many events with the World Economic Forum, and are part of their Council on the Connected World; we were invited to be chairs of the Council Committee. We are also enhancing our exchanges with such partners as UNCTAD, WHO, World Bank, WTO, among others.

As one of our main goals is to generate a real and robust impact with what we do, in 2020 we produced a series of research papers and reports, both with valued partners and by ourselves. Examples of those products are a report on [AI and advertising](#) (with Mozilla Foundation), a report on financial services in middle- and low-income countries (with the World Bank), [plastics](#) (with UNEP). We also started the development of an Index of the state of Consumer Protection with all our members that will soon be available for consultation.

More information can be found on the Consumers International [webpage](#), and in the Annex I that is part of this report

12 World Standards Day

Consumers International supports, each year, the celebration of World Standards Day on 14 October. This year, as we did in the previous ones, Consumers International posted a blog piece on how standards play an essential role in tackling climate change and fighting plastic pollution, and how they are one of the meaningful tools to help achieving the Sustainable Development Goals.

The blog also mentioned some standards that we consider relevant for the sustainable consumer, and comment on our report co-written with the UN Environment Programme, [“Can I Recycle This?": a Global Mapping of the Standards, Labels and Claims on Plastic Packaging](#), that was launched earlier in 2020.

The blog can be read [here](#).

An Update from Consumers International: Global Consumer Advocacy in 2020

This year Consumers International and our global Membership have been working tirelessly to protect and support consumers through the health and economic crisis. Our [COVID-19 hub](#) tracked consumer advocacy actions - from sharing health information responsibly, gaining insight on changing consumer attitudes, fighting for fair redress in the travel sector, to action to support financial inclusion. We have represented the independent consumer voice and the importance, power and potential of consumer rights at the highest levels.

In 2020 we celebrated the **60th anniversary of Consumers International**. Over 60 years, a global movement has been built by our Members. From securing UN-ratified guidelines on consumer protection, to collaborating on historic campaigns such as unethical marketing and tobacco control, together our Members have delivered a fairer, safer, and more sustainable marketplace for consumers. On our 60th anniversary we acknowledged what we have learned, but also looked to the future. Members [envisioned](#) the next chapter of this movement and the systemic shifts we can support leading to sustainable consumption and a fairer, safer and sustainable digital marketplace.

Select Quotes from our Partners at our 60th Anniversary

“... Consumers are the catalyst to drive the agri-food system transformation which is needed. Together we can transform our world for better production, nutrition, environment and life. ...”

QU Dongyu, Director General, United Nations Food and Agriculture Organization

“... By strengthening the long-standing partnership between UNEP and Consumers International, we can amplify our collective influence and we can accelerate change. (...) I look forward to closer engagement with Consumers International, to intensify and accelerate our progress ...”

Inger Andersen, Executive Director, United Nations Environment Programme

“... It's clear that Consumers International's role in coordinating actions to protect consumers from harm or unfair market practices is more important than ever. ...”

Sergio Mujica, Secretary-General, International Organization for Standardization

“... We at UNCTAD look forward to a promising future of partnership in which the consumer advocacy movement, governments and international organisations shape the future of consumer relations to the benefit of all consumers around the world ...”

Mukhisa Kituyi, Secretary-General, UN Conference on Trade and Development

“... The existence of organisations such as Consumers International is extremely important to increase awareness and chart the right direction towards safe, more sustainable consumption and production patterns. ...”

Pamela Coke-Hamilton, Executive Director, International Trade Centre

“... WHO will continue strengthening the partnership with Consumers International and work together to ensure consumers' interests and health are well protected ...”

Zsuzsanna Jakab, Deputy Director General, World Health Organization

“... At 60, Consumers International is young, modern and more relevant than ever. I congratulate you on your anniversary and offer you our long-lasting cooperation ...”

Karl Brauner, Deputy Director-General, World Trade Organisation

“... With the rapid digital expansion, we must cultivate borderless solutions to borderless problems. Together, we can protect consumers around the globe and build consumer trust in this ever-changing marketplace ...”

Josephine Palumbo, President, International Consumer Protection and Enforcement Network

In 2020, Consumers International:

- amped up our support to our **200 Members across 100 countries** connecting them on a range of topics including food, e-commerce, digital change, sustainable consumption, finance, energy, mobility and consumer protection, keeping physically distant, but together in purpose. We celebrated and learned about some important consumer protection moments from collective actions to how consumer advocates are helping a functioning market in crisis e.g., Yemen, Lebanon. We also renewed our **partnerships with global organisations** including the United Nations World Health Organisation (WHO) and the Food and Agricultural Organisation (FAO).
- gave the microphone to our Members on how we **build back better** for a safe, fair and sustainable economy in a [G20 joint statement](#). Back in March, we highlighted how *“Emerging markets and vulnerable consumers in every nation face the biggest risks in terms of the immediate impact on health and mortality, and the economic downturn that will follow”* and proposed what to do now and next in collaboration.
- launched a brand new global network for [Next Generation Leaders](#), providing up and coming young consumer advocates across the world with a unique network and strategic intelligence. The network strongly reflects our consumer future with the majority from the Global South and two thirds female representation.
- for the first time, chose to focus on **“the sustainable consumer” for World Consumer Rights Day** which Consumers International manages every year. 160 consumer advocacy groups participated in 200 countries showing the level and depth of global understanding and desire for change. Sustainable consumption, and the role of consumers to drive the circular economy, is newly established at the heart of our activities and Change Agenda programmes. Members decided to continue this focus in March 2021 when our global campaign will focus on **tackling plastic pollution**.
- gathered 20 consumer advocates from around the world to explore how consumers can be empowered and engaged in the **global energy transition**, sharing ideas for consumer action towards COP26
- **“Can I Recycle This?”** : With the support of the United Nations Environment Programme we laid out the [five recommendations](#) for global action to improve **plastic packaging labelling** which will be shared with all countries later in 2021. Consumers are increasingly aware of the impact of plastic on the environment and want to reduce their use. However, the information provided to them to make more sustainable choices is not always clear or actionable, leading to reported confusion. The research found only 19% of assessed labels give consumers quality information to make informed recycling and purchasing decisions.
- supported Members in 30 countries in Africa, Asia, Europe, Australia, and the Americas in [Green Action Week](#) with support from the Swedish Society for Nature Conservation (SSNC). Members demonstrated what “Sharing Community” means locally – changing the system, not just cleaning up after it.
- raised awareness of **cybersecurity** with consumers in partnership with the [Cybersecurity Tech Accord](#) of 80 technology companies. Also, as part of the Global Internet of Things Technology Council at the World Economic Forum we launched a new [Trustworthy IoT Coalition](#) to focus on consumer awareness and protection on connected products. As 57% of IoT devices are vulnerable to medium or high severity attacks, IoT is considered the low hanging fruit for attackers interested

in stealing data. We look forward to bringing the coalition together during the Davos Dialogues in January 2021.

- Our Mozilla Fellow launched a new report on [Artificial Intelligence in Advertising](#): **Digital advertising** is a booming industry: worth over \$300 billion in 2019 alone. It's also the primary business model sustaining the internet, humanity's most important communications tool. But as AI-powered advertising grows more pervasive and sophisticated, it is doing so without guardrails. The report proposes some opportunities to build better.
- joined the G7 [Global Partnership on Artificial Intelligence](#) to contribute consumer advocacy experience and thinking to the issues of data governance, **responsible AI**, innovation and competition, and the future of work.
- continued our work to support standard setting as part of the Chairman's Advisory Committee at the International Standards Organisation and within a number of **standards development** working groups, including mentorship to developing countries.
- supported individual countries with their **development in the digital marketplace**. For example an [e-trade assessment](#) in Côte d'Ivoire together with UNCTAD, the Universal Postal Union, and the International Trade Centre.
- were selected as a [Champion for the United Nations Food Systems Summit 2021](#) which will put a spotlight on the changes required in the global food system. The United Nations Secretary General will convene Heads of State for this one-off summit. As a Champion we have the opportunity to connect consumer advocates into the global conversation and raise visibility for consumer needs.
- explored the crucial role consumer advocacy plays in [financial markets in low and middle income countries](#) to protect and empower people. Consumer advocacy groups use six primary approaches to help, from debt counselling to mystery shopping. The report, with the World Bank's CGAP, will come out in 2021 and is critical in the current economic climate with over-indebtedness rife - as part of this work, 63% of our Members were active in calling for the suspension of loan repayments during the COVID-19 pandemic.
- For the first time, brought together online platform companies and top consumer advocacy leaders from the US, Europe, China and India to explore global consumer protection rules for **cross-border e-commerce** during the World Economic Forum Multistakeholder Conversation on Trade.
- proposed a scalable model to enable **consumers in low income settings to access safe, sustainable and affordable products** through experience with our Members and with support from the IKEA Foundation. Our experience suggested how the system can be changed through many different acupuncture points over time, to put people and sustainability at the centre in the poorest communities.
- launched a new project which will assess private sector efforts to promote **healthy eating** in 7 countries in Latin America with a consumer advocacy lens, resulting in recommendations for business and policy-makers which will be shared in 2021.

Our 60th anniversary was a wonderful opportunity to connect Members from our 100 countries in an incredibly difficult year, when most saw their support to consumers in economic distress increase significantly. We welcomed new Members from as far afield as Bhutan and Colombia. Together we proposed a new **Global Consumer Protection & Engagement Index** which we intend to build for 2021 which will help show the importance of engaging with consumers to build a fair, safe and sustainable marketplace. While we have no doubt 2021 will continue to be challenging, our experience shows that

together, and with principled stance of consumer rights, engagement and empowerment, we can build better for people and planet.

How can we help?

We are keen to hear your feedback and explore opportunities to work together for a fair, safe and sustainable marketplace for everyone in 2021.

Questions to explore together:

- What consumer issues are top of mind for you and your organisation?
- How do you believe we can build trust with consumers as technologies change consumers lives, sectors, the marketplace, bringing new opportunities and challenges?
- How can we best meet the Sustainable Development Goals and drive a circular economy with all consumers?
- How do you currently work with consumer advocacy groups and the global consumer movement?
- How could / should consumers be better involved in designing the future of products and services, policies and the marketplace?
- What do you think Consumers International could do to build trust and ensure a safe and sustainable future for consumers everywhere?



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

AGENDA ITEM 19 ANEC REPORT



AGENDA ITEM 19 REPORT FROM ANEC

COPOLCO ACTION COPOLCO is invited to note the report.
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Horizontal issues

2020 will be remembered for the COVID-19 pandemic, certainly from March onwards. Despite the disruption caused by the cancellation of physical meetings and imposition of working from home, the ANEC Secretariat team adapted quickly to teleworking and facilitated the transition of our members and experts to remote meetings. Accordingly, there were no significant problems met in the delivery of the ANEC Work Programme 2020.

The ANEC General Assembly delivered its statutory duties by correspondence, in line with the flexibilities granted by a Belgian Royal Decree of 9 April 2020. These included the approval of the accounts for 2019 by correspondence on 22 July.

Despite the pandemic, the relocation of the ANEC Secretariat took place on 31 October from Avenue de Tervueren 32, Brussels to Rue d'Arlon 80, Brussels. The Secretariat team followed a rota to ensure preparations for the move (including digital archiving) complied with the COVID-19 protocols in force. After a break of 12 years, ANEC and BEUC (the mainstream European consumer organization) see their Secretariats again sharing the same building. We believe this brings new political and operational benefits to both associations.

The General Assembly (ANEC/GA) also endorsed by correspondence the principles of an ANEC Vision Statement 2030 & new Mission Statement to form the building blocks of the ANEC Strategy 2030 which will be drafted during 2021.

The ANEC/GA also welcomed appointment of Vice-President, Jens Henriksson, as the ANEC member of the new ISO/COPOLCO Chair's Advisory Group.

ANEC welcomed the decision of the European Commission (EC) in its Work Programme 2020 to repeal its legislative proposal on Consumer Product Safety from 2013 (which had become marooned in the European Council over the labelling of country-of-origin) and replace it with a proposal to revise the General Product Safety Directive (GPSD), adopted in 2001. The GPSD provides a safety net that requires products placed on the market to be safe, if the products are not covered by sectoral legislation (e.g. the Toy Safety Directive). However, the GPSD is outdated and inadequate to meet challenges posed by sales through online platforms and risks that arise from connected products. The tougher requirements of Regulation (EU) 2019/1020 on the market surveillance & compliance of products, which apply to products under sectoral legislation, also need to be extended to products under the GPSD. At the moment, the market surveillance provisions for a cot for a toy doll (under the Toy Safety Directive) are more rigorous than those for the cot for a real baby (under the GPSD).

In July 2020, ANEC contributed to a public consultation on the New Consumer Agenda which will set the political agenda of the European Commission until 2025 on issues related to consumer protection. We want a fresh vision for the role of consumers and consumer policy, one integrating all policies that can affect the consumer interest. We believe this key, as standardization spans areas that fall outside what is considered to be usual for consumer policy. We stressed that standards support consumer protection in legislation on accessibility, environment, services & ICT, not only product safety.

In August 2020, we and BEUC published a position paper on how revision of the GPSD should contribute to higher levels of consumer protection.

Ahead of the revision of the Machinery Directive, we issued a position focusing on the need to take into account technological developments in security and AI. We welcome the EC reflected some of our proposals further to the consultation on the roadmap for the revision, but were disappointed to see the exclusion of fairground & amusement park machinery from the proposal, a view shared by most other consultees. We have been advocating inclusion of such machinery for many years, noting that the proposed directive on fairgrounds & amusement parks was abandoned in the early 1990s.

We welcomed a Resolution of the European Parliament (EP) calling on the EC to put forward mandatory rules on a common charger. For over a decade, several Members of the EP have joined us in seeking a common charger for mobile phones, tablets, e-book readers & other portable devices. The Resolution expresses “urgent need for EU regulatory action” to cut waste and empower consumers to make sustainable choices. We were pleased to see the EC include a proposal for a common charger in its Work Programme 2020.

Turning to broader standardization policy, on 10 June, the European Economic & Social Committee (EESC) adopted an Opinion on the EC Annual Union Work Programme for European Standardisation 2020. The Opinion underlines benefits of the inclusiveness of the European Standardisation System to business and consumers. Indeed, it aligns with our position that an inclusive European Standard (one that reflects the needs of all stakeholders) benefits society and can give European business a competitive edge.

In the light of the COVID-19 pandemic, we supported CEN-CENELEC making certain standards for Personal Protective Equipment (PPE) freely available, alongside ISO & IEC. Nevertheless, we urged more resources be committed by Member States to the market surveillance of products related to the personal protective equipment, both for professional users and consumers, given the growth in suppliers coming to market.

Further to an EC request for a deliverable to be made urgently available for community face masks, CEN delivered a Workshop Agreement (CWA) in mid-June 2020, based on the national existing specification for community face masks. We were invited by the AFNOR secretariat to the Workshop to contribute our expertise on child safety and consumer information. The participants welcomed our advice on the contentious issue of whether young children should wear masks and reflected our view they should not.

Although welcoming the publication of CWA 17553:2020 *Community face coverings - Guide to minimum requirements, methods of testing and use*, ANEC wrote to the EC and to CEN-CENELEC to urge transformation of the CWA 17553 into a formal CEN standard, representing broader consensus, as soon as possible.

We were pleased to join the work of the new CEN/TC 248/WG39 *Community face coverings - Guide to minimum requirements, methods of testing & use* on 8 December 2020 which plans to draft a CEN/TS as the more formal CEN deliverable.

On 14 October (World Standards Day), the Consumers' Organisation of Macedonia (OPM) – which provides the ANEC/GA member for North Macedonia - hosted an online high-level meeting to discuss the legal requirements related to product safety and the conformity assessment of products. The event was co-hosted by the Ministry of Economy, and attended by the public authorities, chambers of commerce and civil society organizations. We supported the meeting with presentations on the planned revision of the GPSD and playground safety standards. The

discussions revolved around European standardization, and the position of North Macedonia as a candidate country for accession to the EU.

On 19 October 2020, ANEC Secretary-General, Stephen Russell, joined a high-level panel as part of a Multi-Stakeholder Dialogue on the CEN-CENELEC Strategy 2030. With him were Kerstin Jorna, the Director-General of EC DG GROW; Markus Beyrer, Director-General of BusinessEurope, and Christoph Winterhalter, the CEO of DIN and present CEN Vice-President Policy. He pressed for consumers to be at the heart of the Green Deal & Digital Decade, noting 54% of EU GDP before the pandemic was derived from consumer spending, and stressed the role of inclusive European standards in delivering the political expectations.

In November 2020, we published a common position paper with EuroSafe, “European consumer safety needs solid injury data” calling for a revitalization of the European Injury Database (EU-IDB). The paper is intended to renew discussion on the creation of a pan-European accidents & injuries database, needed to assess both where action needs to be taken in addressing the causes of accidents & injuries, and the success of the legislation and standards adopted in response. In 2013, we and EuroSafe gathered a coalition of 40 European associations from across the economic & social spectrum to influence the EP in calling for the creation of the database.

In December, we welcomed an invitation from the EC to participate in the Steering Group of the EU FireStat Project. The EP and the Fire Information Exchange Platform have identified an opportunity to explore the potential for more harmonized fire safety data & statistics at European level. The work of the Steering Group will start in 2021 and we will participate.

As a small celebration of the 25th anniversary of ANEC, a video recalling some of our wins over the past quarter-of-a-century received its premiere at a remote meeting of the ANEC/GA held on 10 December, before being posted on our YouTube channel. We regret the pandemic prevented a far fuller and more social celebration.

ANEC submitted 47 Opinions (38 ‘Favourable’, 9 ‘Not Favourable’) to CEN-CENELEC in 2020 on draft European Standards. The 80% of Favourable Opinions is consistent with the percentage achieved since ANEC was granted the Opinion in 2017 as one of the three European societal organizations recognized under Annex III to Regulation (EU) 1025/2012 (the “Standardisation Regulation”).

Technical & Sectoral

2. ACCESSIBILITY

The ANEC appeal against EN 81-70 *Safety rules for the construction and installation of lifts - Particular applications for passenger and goods passenger lift - Part 70: Accessibility to lifts for persons including persons with disability* was settled in January 2020, more than two years after we sent the appeal and after numerous meetings. A revision of the standard to improve the colour contrast of lift buttons will be started. We saw a satisfactory solution to the appeal as vital if standardization is to be seen to serve the needs of all consumers, regardless of age or ability, especially a standard intended to address accessibility.

The adoption of the revised EN 81-40 *Safety rules for the construction and installation of lifts - Special lifts for the transport of persons and goods - Part 40: Stairlifts and inclined lifting platforms intended for persons with impaired mobility*, another standard from CEN/TC 10 *Lifts*, represents a more considered approach to the needs of older people and persons with disabilities. We gave a Favourable Opinion, as the standard features notable improvements. These include improved and new safety devices, with interlocking barriers and seatbelts, and the introduction of an alarm

system to summon assistance if needed. These changes not only make the normal use of a stairlift safer, but reduce the likelihood of a user attempting to dismount the chair mid-travel in the event of a failure, and falling as a result.

At international level, we commented on ISO/DIS 21542, *Building construction — Accessibility and usability of the built environment*. Our comments were detailed as, considering the state-of-the-art in several European standards on accessibility, some “exceptional considerations” put forward in the draft ISO standard cannot be accepted. A revision of the draft is underway.

More positively, we welcomed the publication of ISO 21801, *Cognitive accessibility — Part 1: General guidelines*, to which we contributed significantly. We also welcomed confirmation of ISO/IEC Guide 71 *Guide for addressing accessibility in standards* which had been submitted to the Systematic Review. We were a key contributor to the revision of Guide 71 in 2014, the first deliverable to be triple-logoed by ISO, IEC & ITU. The Guide is transposed as CEN-CENELEC Guide 6 which was also confirmed.

We also welcomed adoption of EN IEC 63008 *Household & similar electrical appliances – Accessibility of control elements, doors, lids, drawers and handles*, drafted by WG11 of IEC TC 59 *Performance of household & similar electrical appliances*. Several ANEC experts were involved in the work. The standard provides information on accessibility and understanding of the interaction between appliances and users with a wide range of abilities.

On 5 October, ANEC & the European Disability Forum (EDF) hosted an open webinar to present FprEN 17210 *Accessibility & usability of the built environment* - Functional requirements as part of our call advocating for its support at the national level. We trust this helped achieve the adoption of the standard at the end of November. The new standard describes minimum functional requirements & recommendations for an accessible and usable built environment, following Design for All and Universal Design principles. The CEN Project Team was led by ANEC.

In October, we welcomed CEN approval of a guidance document on the development of accessibility standards and need to provide rules between horizontal standards and vertical product/service standards. This issue is linked to our appeal on EN 81-70, as the standard does not follow horizontal accessibility requirements on colour contrast. This is an important achievement for ANEC as it will help to mainstream accessibility requirements in the CEN standards development process.

3. CHILD SAFETY & GPSD

A notable contribution from ANEC to the chemical safety of consumer products is CEN Guide 16 for addressing chemicals in standards for consumer-relevant products, published in 2017. Its development was led by our Austrian member and Chair of the ANEC Chemicals Project Team. The CEN technical committee on toy safety, CEN/TC 52, is the latest to commit to complying with the Guide through revision of its business plan. Given the importance of the EN 71 series to toy (and child) safety, we consider this an important step forward.

Similar good news from CEN TC 248 WG 34 Textile childcare articles in the revision of EN 16781 Sleep bags. This is the latest standard to be drafted using the hazard-based approach advocated by ANEC. We believe the approach to be invaluable in identifying the risks of a product and taking action to mitigate the risk. Similarly, we welcome progress on prEN 16779-2 *Cot duvet covers*.

We welcomed adoption of three standards in which we were influential: EN 13210-1, EN 13210-2 & EN 13209-1 on children’s harnesses & reins. The standards supersede the 2004 versions and raise the level of safety of these products.

Less positively, it is difficult to find consensus in the work of CEN TC 136 WG17 on trampoline parks. The operators present do not want to understand (or accept) the severe injuries that can be caused by trampolines to children under 6 years. We asked for a specialist surgeon to make a presentation to WG17 but our request was refused. We trust we shall be able to use our Technical Study on trampolines & trampoline parks to continue to press for the highest practicable levels of safety in the standard. The Study was published in November. A disadvantage in this work is the absence of a Standardisation Request (or SReq, formerly an EC mandate).

4. DIGITAL SOCIETY

In May, we joined the ETSI group Industry Specification Group (ISG) on (ETSI E4P) “Europe for Privacy-Preserving Pandemic Protection”. The ISG works on requirements for pandemic tracing systems, proximity detection, the use of smartphones etc for proximity detection, & anonymous identification (including data protection). We are aiming to take this opportunity to develop a European privacy-oriented standard.

After having contributed last year to development of the ETSI Technical Specification 103 645 *Cyber Security for Consumer Internet of Things*, specifying provisions for the security of internet-connected consumer devices and their associated services, we were able to welcome the European Standard based on it (ETSI EN 303 645 *Cyber Security for Consumer Internet of Things: Baseline Requirements*). Nevertheless, we believe the standard is only a first step in the direction of making IoT consumer products safe and secure. Because of the pace of technological development, we urge the standard is reviewed frequently to ensure it remains relevant, noting it could have been more ambitious from the start in the level of consumer protection offered.

As more and more consumer products are connected, it is paramount to have clear security requirements able to protect consumers. Although the ETSI standard looks to define baseline security requirements, legal requirements are needed to set the bar higher for standardization. This is the view we are promoting in the EC Stakeholder Cybersecurity Certification Group (SCCG). The Cybersecurity Act sets a framework for European Cybersecurity Certificates (schemes) for products, processes and services valid throughout the EU. The schemes make reference to the international, European or national standards applied in the evaluation.

Also in the digital sphere, we replied to the public consultation on the EC White Paper on AI where we shared our views on the policy options. We focused our replies on the use of standards and legislation to shape the European approach to trustworthy AI.

We supported adoption of the CEN-CENELEC Focus Group Roadmap on AI as it sets the right course for AI standardization in Europe. A new CEN-CENELEC JTC on AI should be set up in March 2021.

We welcomed publication of EN 1332-3 *Identification card systems - User Interface — Part 3: Key pads* in September, having initiated its revision.

[ETSI TR 103 455](#) *Smart cities and communities: Standardization for citizens and consumers was published* by the ETSI TC Human Factors, following ANEC’s proposal and leadership. The TR aims to demystify standards to local communities, since needs of citizens are often overlooked in the standardization processes.

5. DOMESTIC APPLIANCES

Work in CENELEC TC 61 on Formal Objections from Member States against standards on blenders and toasters continued to be difficult. During the 2nd half of 2020, the TC edged toward

a standard with some better provisions on the surface temperatures of toasters. The blenders standard progressed to Formal Vote.

ANEC and the EC ran a social media campaign during the summer to warn consumers not to use barbeques indoors because of the risk of carbon monoxide poisoning.

Following serious accidents and fatalities (e.g. Grenfell Tower in the UK) due to fires caused by faulty household appliances, we welcome the determination of IEC TC 61 to create robust fire prevention requirements for household appliances.

6. SERVICES

We continue to participate in implementation of mandate M/517 for the programming & development of horizontal service standards. In CEN TC 447 *Horizontal standards for the provision of services*, we are contributing to discussions about new work items on B2C services: consumer contracts, user satisfaction and complaints.

Unfortunately, the new European Commission (under President Ursula von der Leyen) has not addressed an EU legal framework on the safety & liability of services, even though the EC appears to see services as one of the key sectors to lead recovery from the pandemic. Without such a framework, the value of standards on services can only be limited.

With CI, we have been active in the new ISO TC 176 SC 3 WG 26 *Electronic commerce transactions* which is to revise ISO 10008:2013 *Quality management -- Customer satisfaction -- Guidelines for B2C electronic commerce transactions*, and ISO TC 324 *Sharing Economy*. Our contribution to the latter is especially useful in reinforcing the expectations of European consumers from the service economy.

The new ISO/IEC Guide 76 *Development of service standards – Recommendations for addressing consumer issues* was published in April 2020. We are now promoting its use in standards committees.

In the healthcare & support services area, important progress was made with the publication in June of two deliverables to which ANEC contributed: EN 17398:2020 *Patient involvement in healthcare – Minimum requirements for person-centred care* and CEN/TS 17470:2020 *Service model for social care alarms*. The first focuses on specifying minimum requirements to enable patient involvement, a key aspect in facilitating person-centred care. The second provides good practice recommendations on the responsibilities of actors in the alarm service chain.

The first ISO standard on hotel services, ISO 22483 *Tourism and related services – Hotels – Service requirements*, was published in spring 2020. We contributed to the development of the standard which provides – for the first time - an internationally-agreed reference for these services. We hope it proves useful in helping lead the hotel sector from effects of the pandemic. We are also contributing to the new consumer-relevant work in the newly created ISO TC 228 WG17 *Tourist visits* and ISO TC 228 WG18 *Measures to reduce the spread of the COVID-19 in the tourism industry*.

A [brochure on security standardization matters](#) was published in the autumn by the CEN-CENELEC Sector Forum on Security. We contributed significantly to the brochure.

7. SUSTAINABILITY

Our contribution to the EC Roadmap for a New Circular Economy Action Plan stressed the need to shift focus to the reduction of environmental impacts, and to enhance chemical safety of products. With the Action Plan published in March, we particularly welcomed the intent to extend the Ecodesign Framework to the broadest range of products and measures to prevent waste. These answer some of our long-standing asks in the area of Sustainable Consumption & Production.

As sought by ANEC, the EC Chemicals Strategy for Sustainability published in October has ambition to increase the protection of human health – in particular of vulnerable groups - and the environment against hazardous chemicals. This includes prohibiting use of the most harmful chemicals in consumer products. We are now looking into how these ambitions can be translated in the measures that follow.

We were pleased to see adoption of the revised text of the Drinking Water Directive (EU) 2020/2184. The requirements related to materials in contact with drinking water reflect our contributions and represent an advance in the protection of health. We also welcome that the European Chemicals Agency (ECHA) has started working in parallel in compiling a positive list of substances which can be used safely in these materials.

Another positive development was the adoption in December of the REACH restriction on tattooing inks and permanent make-up. Although this was not our preferred legal tool, the restriction is in line with our contribution and is therefore satisfactory from a consumer view.

It is also welcome that the Farm to Fork Strategy, published on 20 May in the context of the Green Deal, confirms the EC will revise the food contact materials legislation to improve food safety and public health. In September we adopted our [reflections on the basic directions for the future development of the EU legislative framework on Food Contact Material \(FCM\)](#). It outlines deficits in the regulatory framework and “industry self-control” approach, and gives recommendations on the way forward.

The EC roadmap for the Sustainable Products Initiative of mid-September is promising and we applaud its recognition of Ecodesign which had appeared to be out of favour politically. It will revise the Ecodesign Directive and extend its scope to cover a wider range of products, beyond energy-related products. The extension of the Ecodesign criteria to the broadest possible range of products has been our central demand.

We also contributed to the EC roadmap on review of the requirements for packaging and measures to prevent packaging waste. We urged development of detailed legal requirements for packaging and not to rely on standardization alone. We also provided recommendations on how to improve prevention, reuse and recycling of packaging in our reply to the consultation.

8. TRANSPORT & MOBILITY

With the support of CI, ANEC has maintained its influence as a key player, and lone voice of consumers, in UNECE work on Child-Restraint Systems (CRS). We have also continued to be active in the UNECE work on the safe transport of children in buses.

In summer 2020, we established a new Project Team on Smart Mobility & Sustainable Transport. Transport and mobility has reached a crossroads, with automated and electric mobility presenting

a diverse range of new opportunities for consumers. These systems will have significant impacts on personal mobility services, not only for vulnerable citizens or older people, but everyone. Smart vehicles will play a key role in this context. We want to see networks that can underpin the EU's goal of sustainable and safe transport for all. This is an element of special focus in the economic & societal recovery from the COVID-19 pandemic.

The Project Team drafted its first [position paper](#) on smart & safe mobility in the context of European standards. It notes the transition to smart & sustainable transport and mobility is as much about environmental action as equity and social justice. Fulfilling these potential needs action by different levels of government, as well as by public and private partnerships that revolve around passenger and freight transport systems, and behavioural change among consumers on the modes of mobility they choose.

ANEC was also active in the EC Expert Group on [Cooperative, Connected & Automated Mobility \(CCAM\)](#), as well as its sub-group on access to [vehicle data & cybersecurity](#), and contributed to the [European Strategy on Sustainable & Smart Mobility](#), responding to consultations on areas such as Intelligent Transport Systems, and the sustainability of batteries.

9. COMMUNICATIONS

World Consumer Rights Day – 15 March 2020

On 15 March 2020, ANEC joined the global consumer movement to celebrate World Consumer Rights' Day, dedicated to 'the [Sustainable Consumer](#)'. Again, this year we decided to collaborate with CEN-CENELEC on a joint campaign. To mark the day, we released a [Factsheet](#) where we presented the work we are doing to help develop standards for sustainable consumption.

ANEC publications

ANEC eNewsletter

The ANEC e-Newsletter has 1046 subscribers. A library of the newsletters can be found on the ANEC [website](#).

Media releases

Since 2020, ANEC has issued 6 media releases. The full list is available [here](#).

List of position papers

Since 2020, ANEC has issued 13 position papers. The full list is available [here](#).

Annexes:

Supporting presentations, visuals or brochures:

ANEC website: www.anec.eu

New Legislative Framework: <https://goo.gl/S2LuT9>

Regulation (EU) 1025/2012: <https://goo.gl/3un3RC>

ANEC brochure: 'What we do for you' <https://goo.gl/aopL3m> and short leaflet 'ANEC in 60 seconds' <https://goo.gl/eyURK3>.

ANEC Work Programme 2020: <https://bit.ly/3bay3Be>

ANEC Strategy 2014 to 2020: <https://goo.gl/4SQoRL>

ANEC - 25 years of success for consumers video: <https://bit.ly/3r5R1yC>

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CEN-CENELEC brochure: Civil Society, Improving, Strengthening and Legitimising the European Standardisation System: <https://goo.gl/QPcZVz>

ETSI brochure on the “3SI Programme”: <https://bit.ly/2CK68Xt>



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