



UNCONFIRMED MINUTES OF THE 38th COPOLCO PLENARY

17 June 2016, Geneva (Switzerland)

COPOLCO Chair	Ms Nadarajan Ratna Devi
ISO Acting Secretary-General	Mr McKinley Kevin
ISO Vice-President, Finance	Mr Peyrat Olivier

Members

Argentina	Mr	Zucal	Guillermo	IRAM
Australia	Ms	Corbin	Teresa	SA
	Mr	Dee	Bill	SA, Compliance solutions
	Mr	Furbank	John	Consumers Federation of Australia
	Ms	Scotland	Alison	SA
Brazil	Mr	Amorim	Carlos	ABNT
Canada	Ms	Ersoy	Suzanna	SCC
	Ms.	McCormick	Norma	SCC
	Ms	Simpson	Christine	SCC
China	Ms	Cao	Lili	CNIS, SAC
		Li	Han	CNIS, SAC
	Ms	Liu	Chengyang	SAC
	Mr	Xu	Yingcheng	CNIS, SAC
Colombia	Ms	Herrera	Sandra	INCONTEC
Cyprus	Mr	Rossides	Stamatis	CYS
Czech Republic	Mr	Dupal	Libor	SCS
	Ms	Pekova	Andrea	UNMZ
Denmark	Ms	Agger	Maibritt	DS
	Ms	Amundsen	Helen	Danish Consumer Council, DS
Fiji	Ms	Prasad	Kavita	Dept. of National Trade Measurement and Standards
	Mr	Rosa	John	Ministry of Industry, Trade and Tourism
Finland	Ms	Jakosvo	Katri	The Consumer Union of Finland
	Ms	Vahtila	Susanna	SFS
France	Ms	Coly-Dufourt	Ludivine	ALLDC
	Mr	Reuss	Rémi	AFNOR
Germany	Ms	Both	Karin	DIN

Indonesia	Mr	Nilson	Nanang	Indonesian national consumer protection agency
Italy	Ms	Mocchio	Elena	UNI
Japan	Ms	Kawamura	Makiko	Shufuren (Association of consumer groups)/JISC
	Mr	Matsumoto	Tsunako	Shufuren (Association of consumer groups)/JISC
	Mr	Matsumoto	Tsuneo	National Consumer Affairs Center of Japan/JISC
	Mr	Nakakuki	Takashi	Japanese Standards Association / JISC
	Mr	Izuta	Yusuke	JISC
Korea	Dr	Moon	Eunsook	KATS / Seoul Institute
Lithuania		Armanaviciene	Alvita	LSD (Lithuanian Standardization Department)
Malaysia	Ms	Idem	Calidya	Malaysian Association of Standards Users (Standards users)
	Mr	James Maniam	Saral	Malaysian Association of Standards Users (Standards users)
	Mr	Tee	Jason	Malaysian Association of Standards Users (Standards users)
	Mr	Che Mat	Che Sukri	Ministry of Domestic Trade, Co-operatives and Consumerism (MTDCC)
Namibia	Mr	Gaseweb	Ernst Michael	NSI
Netherlands	Ms	Dijkstra	Jelte	NEN
	Ms	Ferro	Imola	NEN
Norway	Ms	Murvold	Merete H.	SN
	Mr	Sletteameas	Dag	SN
Panama	Mr	Rodriguez	Jorge	COPANIT
	Ms	Pianetta	Damaris	COPANIT
Russian Federation	Mr	Aronov	Iossif	GOST R
	Mr	Dudko	Vitaly	GOST R
Saudi Arabia	Mr	Babader	Ahmed	SASO
Singapore	Mr	Sea Seng	Choon	SPRING
South Africa		Ndlhovu	Yvonne	SABS
Sweden	Mr	Henriksson	Jens	The Swedish Consumers' Association SIS
	Mr	Lyckman	Pontus	

Thailand	Ms	Kulsalanon	Siripen	TISI
	Ms	Klum-Em	Nopporn	TISI
Trinidad and Tobago	Mr	Maxwell	Gerard	TTBS
United Kingdom	Ms	Heemskerk	Christine	BSI
	Mr	Eisenegger	Peter	BSI
	Mr	Shuker	Jim	BSI
	Mr	Lewis	Keith	BSI
USA	Mr	Boyles	Michael	ANSI
	Mr	Cornish	Steve P.	ANSI
	Ms	Greenberg	Sally	ANSI
	Mr	Pittle	David	ANSI

International / Regional organizations

ANEC	Mr	Pindar	Arnold	
CI	Ms	Homer	Sadie	
IEC	Ms	Bleeker	Joyce	
Observers	Mr	Laverdure	Christian	SCC

ISO Central Secretariat

ISO/CS	Ms	Kissinger-Matray	Dana	Secretary of COPOLCO
	Ms	Emorine	Madeleine	COPOLCO Secretariat
	Ms	Kerswell	Katia	COPOLCO Secretariat
	Mr	Mac Curtain	Sean	Director CACM

ITEM 1 OPENING OF THE MEETING

1. The COPOLCO Chair welcomed delegates to the 38th plenary and invited delegations to introduce themselves.
2. Kevin McKinley, Acting Secretary-General of ISO, thanked the Chair, welcomed delegates; expressing his great pleasure to see the progress of consumer engagement in ISO. COPOLCO is leading some of the most interesting subjects going forward, in line with ISO's new strategy.
3. He expressed apologies from Urs Fischer, Deputy Director of the Swiss Association for Standardization (SNV) who could not be present, and read out his welcoming speech which praised COPOLCO's large potential in helping ISO to focus on consumer-related issues , reach

strategic goals, and giving a great opportunity to attract new stakeholders to enlarge ISO's community (Annex 1).

4. Mr McKinley concluded: this is a new beginning, a new strategy; the services workshop, co-organized with ISO's Technical Management Board (TMB), reveals the leadership consumers can take in the ISO system to set new strategy. TMB is considering the policy implications of the services workshop, and COPOLCO will play a role in this.

ITEM 2 ADOPTION OF THE AGENDA

5. The Chair announced the following changes:

- Items 6 and 7 were displaced to after lunch;
- Items 11 and 13 were inversed (product safety and consumer participation).

Secretary's Note: The plenary started at 8:30 instead of 9 am on 17 June

6. The agenda N203 was adopted with these changes.

ITEM 3 KEY DEVELOPMENTS ACROSS ISO

7. Olivier Peyrat (ISO Vice President, Finance) thanked the Chair and everyone who helped to prepare the COPOLCO plenary and related events. He welcomed delegates stating it is the fourth time in a row he attends the plenary. He reiterated his belief that consumers are a key stakeholder; "They (consumers) can tame Gulliver, and there are many Gullivers out there" (see Annex 2).

8. Mr Peyrat affirmed the 'future of services' workshop on 13-14 June was crucial, as services are an ever-increasing share of all economies: a lasting trend. Services are now increasingly being exported, supply chains cross borders, so trust and confidence issues – which traditionally applied to goods – are now encountered by services. Technology is changing the relationship between providers and consumers; so unsurprisingly, ISO strategy from 2015 onwards has focused on services. He foresees huge growth in services standards, different from the ones we are familiar with in goods. International Standards *can* improve the situation and help growth.

9. Among ISO's initiatives for members and stakeholders, Mr Peyrat highlighted a new AHG on the future of the standards development environment that includes IT; this can tremendously help a number of stakeholders to associate with technical work. ISO's Singapore office is a token of regional engagement; it is a pilot to see what benefits it brings members, and similar regional initiatives in future. A new rights training on June 20-24 in Geneva for correspondent members considers new ways to consider proposals from members and policy committees (SPC/TMB) to exploit best potential areas.

10. Mr Peyrat noted relevant work in COPOLCO's two sister policy committees (PDCs) on conformity assessment (CASCO) and developing countries (DEVCO).

11. After some delay, donors reconfirmed support for ISO Academy's developing country programme, thanks to efforts by Daniele Gerundino (Acting Head of the ISO Academy) and Kevin McKinley. Continuity is needed. ISO's Action Plan for developing countries (APCD) has been approved.

12. CASCO is revising important standards that help consumer confidence e.g. accreditation, lab competence, product certification and a new area – a certification scheme for services. ISO needed to equip players to put these into action.

Mr Peyrat concluded the future is a matter of choice and priorities – do we want to be in the driver's seat or just be taken for a ride? We need to take the driver's seat. One notable example is the challenges caused by privacy and data protection of health information etc. We need to ensure consumers take full control of the data they generate; they can access a stream of data if they want – but the choice should initially and continually be with them.

13. Mr Peyrat added that we need to seize opportunities of the collaborative economy – information technology allows better use of scarce resources. Cross-border trade in goods and services means e-reputation is increasingly important in sourcing, supply chains etc. Which brands indicate trust in online services? The relationship between feedback from consumers, objective test results and certification marks could be better organized.

14. Good standards means strong stakeholder engagement. ISO's commitment is for all stakeholders, beginning with consumers and end users, to have a say. To ensure consumers and NGOs play an active role in the ISO system, ISO is examining new tools, best practices, models, to raise standards' value to them and boost participation.

15. Mr Peyrat concluded that the ISO services workshop proved how joint effort could achieve a great deal to raise the profile of International Standards and participation of consumers in the ISO strategy. The President's Committee values all stakeholders, including consumers, as a pillar of the ISO strategy.

16. Sadie Homer (CI) praised ISO's renewed commitment to stakeholder balance within the ISO system, hoping members will take this aboard as well. She welcomed new tools and best practices as increasingly important in services, for meetings and engaging consumers at national level and feeding their concerns directly to the international level.

ITEM 4 MINUTES OF THE 37TH COPOLCO MEETING IN GENEVA

17. The minutes were accepted as tabled (**N184**).

ITEM 5 CHAIR'S AND SECRETARY'S REPORTS

18. The Chair, Ratna Devi Nadarajan, referred to her report (**N204**) and mentioned attending CASCO's workshop in Dubai on stakeholder engagement and conformity assessment. She looks forward to working with CASCO on these issues.

19. The CASCO Secretary, Sean McCurtain, added their plenary attracted 120 participants. They discussed an online tool for conformity assessment, CASCO's neutrality principle, and issues when suppliers' declarations are absent. CASCO has prepared frequently asked questions on the difference between management system and conformity assessment standards to help other technical committees. Its forum in London on 25 November aims at promoting the benefits of standards and certification to the insurance industry. There is a NWIP on verification and validation; members are invited to comment. CASCO has a new mentoring project: a joint task group with COPOLCO to explore ethical labelling and come up with recommendations. CASCO will send this to its members and COPOLCO will too, to explore what exists and if any recommendations for improvement can be made. The Chair and Secretary will send more information and a call for participation to members on this.

20. Dana Kissinger updated the Secretary's report (N204). Membership of COPOLCO is at an all-time high of 125; the newest is Ivory Coast as O-member. She specially welcomed new or recently returning members from Fiji, Panama (new P member), Russian Federation, Saudi Arabia, Sierra Leone, Trinidad and Tobago, and welcomed Joyce Bleaker from IEC and Sean McCurtain from CASCO, joining for the first time.

21. Ms Kissinger then drew attention to 'ISO Consumers' social media, thanking Katia Kerswell as prime mover, using technology to reach a wider audience. COPOLCO is in a unique position as it is of interest not just for immediate members in the ISO system but the wider world as it deals with subjects of public interest, and is always looking out for new opportunities. There are well over 2000 members of Facebook and Twitter, who saw, for example, videos from the services workshop. Social media is a window to the outside world – and the outside world is looking in.

22. Ms Kissinger concluded by discussing the New Rights initiative, and the importance of ensuring the input of consumer associations to being fully participating members of ISO through their engagement with NSBs.

COPOLCO Resolution 1/2016

COPOLCO

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

COPOLCO Resolution 2/2016

COPOLCO

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

NEW WORK ITEMS AND ISSUES – GENERAL MATTERS

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

23. The Chair stressed COPOLCO aims to be integral to what ISO does – not peripheral – then presented survey results on strategies to boost COPOLCO's visibility, for which 40 responses were received (N205).

24. Visibility survey highlights: Many members are long-standing: 50% have been COPOLCO members for 15 years, and 37% for 10 years and less. Most given reasons for joining are: helping national consumers benefit from International Standards, and shaping ISO policy. Benefits are: sharing best practices, promoting consumer interests, and accessing training at regional level. Expectations are: receiving training and information on consumer participation in standards development; enhancing compliance and use of standards; increasing interaction with other policy committees; and making standards more market-relevant. 30% of COPOLCO members surveyed still don't have a national mirror committee and 20% don't have nominated experts – those that do are often consumer protection agencies. The top three ways members share

information is through mirror committees, COPOLCO's secretariat, and the nominated expert. Members appreciate the communication mix e.g. newsletters, circulars and social media.

25. The Chair invited comments and approval of the partnership strategy, and the implications for strategy were discussed under item 7.

ITEM 7 STRATEGY IMPLEMENTATION FOR ISO/COPOLCO

26. The Chair presented ISO's six strategic directions for 2016-2020: to have 'ISO standards everywhere' by developing high quality standards, by engaging stakeholders and partners; ensuring people and organizational capacity and support; using technology and its emerging trends; and improving communication (**N206**).

27. The Chair clarified COPOLCO's structure, liaisons and working groups (key areas of consumer interest, consumer participation, product safety, global market, services, etc.) and how policy committees are uniquely placed to inform ISO's governance, notably by feeding strategic advice to Council. Effective stakeholder engagement is key to developing high quality standards and COPOLCO is central in this:

- ISO's regional initiative: boosts the status of policy committees in engaging dialogue directly with strategic partners, in ISO's MoUs with ASEAN and SARSO for example;
- ISO's strategy: boosting people, organizational capacity, communication, and engaging stakeholders and partners fits COPOLCO's terms of reference to represent consumer interests and support members by aligning them with consumers' contribution to ISO's market relevance.;
- COPOLCO's key concerns of safety, performance, accessibility, also benefit ISO's wider membership;

28. How can COPOLCO increase its visibility and influence further? Ms Nadarajan presented a figure of existing and potential interactions in COPOLCO's sphere of influence – which feeds into governance groups (Council, TMB, CASCO, DEVCO) and relevant TCs; regional groups (ARSO, COPANT, ANEC) and sister standards bodies (IEC etc.). In future, rapprochement with ICPEN (government consumer protection agencies), Codex Alimentarius, ISEAL (ethical and sustainable labelling alliance), ACCSQ, and alignment with United Nations conventions such as the UNGCP are possible. This would help extend COPOLCO's influence to meet its terms of reference to find means of helping consumers by providing a forum and advising Council.

29. Participants discussed how the visibility survey (at item 6 above) meets COPOLCO's mission:

- Questions could be revised to engage emerging consumer issues and how these can be addressed; in light of a strategic discussion on what COPOLCO wants to achieve, the awareness it wants to raise.
- The diagramme of liaisons with other organizations is helpful; but clarity is needed on what COPOLCO is trying to be; and what relationship it has with different organizations; e.g., ICPSHO should be a larger relation. OIML is missing, although still a liaison.
- It is unclear who will coordinate this work, who will report, and how this fits the terms of reference and what COPOLCO wants to achieve. There needs more work on the outcomes expected.

30. The Secretary clarified the survey was based on last year's questions that members had

already refined. It is a snapshot of where we are, and may need to be more strategic and forward-looking. Participants agreed with the Secretary's proposal to launch a more survey, with support and prior input by the Chair's Group.

31. Further comments were:

- It is not good practice to judge a questionnaire by its outcome, or to spend energy and resources in stocktaking or making nice diagrammes.
- It is more important to be able to connect with consumer representatives in TCs rather than defining all our possible connections.
- Consumer participation starts nationally before globally – with NSBs contacting consumer bodies for input into their strategy. The Chair re-iterated that national stakeholders are key, and welcomed feedback in time for the next Chair's Group meeting.
- The descriptive diagrammes were helpful in understanding COPOLCO's role in its ecosystem, and the next step is realizing or improving the interaction with other parts of the system.
- An iterative approach to developing questions is logical – precise, short, action-oriented documents are best.

32. The Chair concluded the Chair's Group can decide which organizations are important, drawing attention to the table at annex of N206 on how COPOLCO strategy can support ISO strategy.

COPOLCO Resolution 3/2016

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

COPOLCO

notes the COPOLCO Chair's report appearing at COPOLCO N205/2016, invites members to comment further in writing on the draft implementation plan at Annex to COPOLCO N206/2016 by 22 July 2016, requests the Chair and the Chair's Group to highlight the involvement of national standards bodies and national stakeholder interests within the draft implementation plan, further requests the Chair's Group to consider the draft plan in light of members' comments, at the next Chair's Group meeting.

ITEM 8 2016 SERVICES WORKSHOP – RESULTS AND FOLLOW-UP

33. The Chair drew attention to N207 and discussions at a follow-up discussion meeting of COPOLCO participants on 15 June.

34. Services contribute significantly to growth: in his keynote address at the workshop, David Shark, Deputy Director-General at the World Trade Organization (WTO) had said services make up a substantial share of all countries' GDP. SME's make up 50-90% of service providers and 50-70% of employment in services.

35. On why ISO needs a strategy for services standardization: this improves productivity (Japan), cross-border trade (EU, Germany and France), and consumer experience and confidence.

36. Since SMEs benefit most from service standards, it was discussed whether a 'tiered' approach would make International Standards more accessible. The workshop also considered

the collaborative economy, based on consumer-to-consumer relations; and whether a different approach is needed for service standardization depending on the sector. The vulnerabilities and risks associated with provision of services, and the importance of government services were underscored.

37. Why are standards for sanitation and water services not more widely applied? Argentina had excellent results with ISO 24510, *Activities relating to drinking water and wastewater services – Guidelines for the assessment and for the improvement of the service to users*.

38. Further discussions centred on service management standard ISO/IEC 20000, *Information technology – Service management – Part 1: Service management system requirements*; the distinction between management services and service standards, the role of human competency in delivering services, and whether a review of current ISO standards related to services is necessary. Strategies such as Germany's roadmap on services standardization (DIN), France's white paper and Japan's new approach and the practical examples of TC 228 on thalassotherapy and water services were presented. They are comprehensive as they look at facilities, products, qualifications etc. [Presentations are available on the workshop website](#).

39. The Chair drew attention to the results of COPOLCO's survey to its membership on priorities for service standardization (also see N208) Areas of greatest loss and safety issues for consumers are good areas for standardization and should be considered by those revising ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues*. She emphasized that COPOLCO's WG 18 needed to revise ISO/IEC Guide 76 into a document that can stand the test of time and be credible and useable.

40. Telecommunications, financial services, healthcare and tourism attract the most complaints in both developed and developing countries. In telecommunications, for example, issues include billing, spam, coverage, speed and other general, and legal issues of disclosure, quality, complaints handling, pricing and safety. Also both developing and developed country consumers continue to highlight problems with basic services – water, sanitation, electricity.

41. Recommended ways forward are to promote existing useful standards such as utility services; facilitate effective consumer involvement in services standardization at national and regional levels; explore opportunities for new areas; and solicit recommendations for Council and the governance groups on how to ensure standards meet their intent. Furthermore, governance groups must care about what happens *after* a standard is published, to ensure market relevance and use.

42. Communication – ISO can better promote existing standards – for example case studies on ISO's website, and further promotion channels to be explored in ISO and COPOLCO's strategy. Do we need a separate marketing strategy?

43. Service standards must cater to stakeholder needs: consumers, SMEs, governments. ISO's Technical Management Board Process Evaluation Group (TMB PEG)'s brochure [Engaging stakeholders and building consensus: Guidance for national standards bodies](#), which provides principles and guidance for how to improve stakeholder engagement in ISO's International Standards development activities, can be updated as necessary for engaging consumers and SMEs.

44. ISO/COPOLCO can consider strengthening its ties to the International Telecommunications Union (ITU) as telecommunications services have often been highlighted. Possible areas for standardization include interpretation of speed and coverage across countries. Also, ties with ISO/IEC JTC 1 on Information Technology would be relevant.

45. Discussions resulted in suggestions for possible new areas for service standards – renovation/plumbing; insurance/bonding from the USA; religious/cultural tourism from the UN World Tourism Organisation (Religious Tourism in Asia and the Pacific); Singapore's trust mark and cross border complaints resolution; insurance pricing and comparison for example airline's debt loss ratio.

46. Sadie Homer (Consumers International) thanked the Chair for stressing the importance of stakeholders participating throughout the process. That also arose in the Consumer participation and training group, and in launching ISO's online consumer directory, not just when a new work item appears. She recommended to ensure key stakeholders are at the table throughout the process of developing a standard and monitor where the consumer voice is – particularly in the services area – to make sure their views get to the table.

47. Kevin McKinley agreed and added that consumer perspectives matter and will be in the joint TMB-COPOLCO report on the services workshop outcomes. Services are a consumer opportunity: many areas of standardization may be technically difficult, but services are easier to comprehend, and of direct value to consumers. They are critical to the success of services delivery. This opens the doors even wider for consumer participation in services.

48. Oliver Peyrat further added services have greater interaction between supplier and the consumer than for goods, where the offer manages the relationship. Services are a much more balanced way of organizing the relation between supplier and consumer – so it is fundamental that consumers be more involved in the design of standards.

49. Mr McKinley concluded by highlighting ISO Council's Strategy and Policy Committee (SPC) has reinforced services in its roadmap of strategy implementation for further work and support. Important members are seeing the huge gap between the impact services have on their economy, and the input standards have, and are asking – how do we engage more?

COPOLCO Resolution 6/2016

ISO Workshop, "Global services, ISO standards as solutions" (1)

COPOLCO

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

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

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

– develop capacity and empowerment of stakeholders:

- encourage uptake of service standards through clear guidance and user-friendly outreach to project leaders, experts and national standards body staff who are new to standardization or new to ISO,
- prepare messages to communicate easily with NSBs on how to engage new members and consumer stakeholders (ISO),
- share examples of how NSBs are creating awareness and packaging information about standards and raising awareness of stakeholders at all stages in the development process (NSBs),
- focus on revising ISO/IEC Guide 76 into a tool that is durable, credible and easy to use as an instrument for services standards (COPOLCO),
- review the Process Evaluation Group content on ISO's website to ensure it is current, add best practices where needed, and to promote it to the ISO members (ISO/TMB).

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

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

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

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

COPOLCO Resolution 7/2016

ISO Workshop, "Global services, ISO standards as solutions" (2)

COPOLCO

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

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

ITEM 9 CONSUMER PRIORITIES IN SERVICES STANDARDIZATION

50. Liu Chengyang (SAC – China), co-convenor of the services working group (WG 18), presented results at **N208** of the services survey to COPOLCO members on five questions: the sources of most complaints; areas of greatest loss or harm to consumers; which relevant national standards could be internationally useful; what could be further priorities for standards; and key issues for consumers in service provision. How to classify services is key (they used a United Nations classification as reference). Top areas of harm are: public services, financial services and telecommunications. Housing, teaching, travel, and healthcare services could be good foundations for new standards; and ten elements important to service provision have been extracted. The working group will now further analyze regional views to figure out existing standards and potential needs in these sectors. They will also start revising ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues*, and develop recommendations based on the services workshop outcomes.

51. Seah Seng Choon (SPRING SG - Singapore), supported by other participants, noted that services are “consumed as you go”, as performance is carried out, so conformity assessment is very important to service standards – and needs to be considered more.

52. The Chair drew attention to [ANEC’s website as it contains position papers on specific services](#) which is useful.

COPOLCO Resolution 4/2016

COPOLCO WG 18, Consumer issues in services standardization (1) – Survey findings

COPOLCO

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

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

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

ITEM 10 REVISION OF ISO/IEC GUIDE 76

53. Arnold Pindar (ANEC) co-convenor of COPOLCO WG 18, referred to N209 and invited comments on the first draft revision of Guide 76 by July 31 (Annex 3 to N209), so that the working group can produce another working draft in time for the November Chair’s Group meeting.

54. Mr Pindar expressed satisfaction that the services working group had agreed a mechanism to simplify the Guide for standards users and all stakeholders.

Secretary’s note: the simplification involved using the steps in the design, delivery and improvement in the consumer experience of a service as main elements in the Guide.

55. The working group had been working on the definition of a 'service', by looking at a range of definitions in guides and standards. The group is considering the feasibility of not defining 'services' in this Guide, but rather leaving the definitions for the sector-specific service standards and giving guidance on how to produce a definition for a service within a standard.

56. COPOLCO passed the following resolutions:

COPOLCO Resolution 5/2016

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

COPOLCO

approves the proposed restructuring and planned actions outlined in this report,

invites ISO/COPOLCO WG 18, *Consumer issues in services standardization* to take account of 2016 Plenary discussions in revising ISO/IEC Guide 76,

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

COPOLCO Resolution 5/2016

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

COPOLCO

approves the proposed restructuring and planned actions outlined in this report,

invites ISO/COPOLCO WG 18, *Consumer issues in services standardization* to take account of 2016 Plenary discussions in revising ISO/IEC Guide 76,

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

ITEM 11 KEY AREAS FOR CONSUMERS WORKING GROUP

57. Takashi Nakakuki (JISC – Japan) gave an overview of the mandate of this working group: to raise awareness, facilitate networking, and to identify and monitor key areas to ensure consumer interests and concerns are addressed in relevant national standards, by making activities visible to COPOLCO members (N210).

58. Further, he introduced the four deliverables of the working group:

- Handbook – which explains what the working group does, and should do;
- Project overview – of selected priority 'key areas' to be monitored;
- *Standards for consumers update* – where key persons report areas being monitored, to evaluate if consumer interests are adequately addressed;
- List of published consumer standards.

59. Progress this year:

- A single template combining new key areas submissions and new areas of work makes proposals more effective, avoiding confusion. COPOLCO members were invited to use this in requesting new key areas. Comments for improvement are welcome, and it should be translated to facilitate non-English mother tongue submissions.

- Unit pricing was approved as a new key area, and was accepted for development into an International Standard on 12 February 2015. John Furbank (Standards Australia) will be the key person for this area. Mr Furbank was also thanked for helping develop the new template.
- The *Standards for consumers – Update* is now published in a new format. Key persons were warmly thanked for their reports.
- The handbook has been significantly revised with figures on COPOLCO's structure, and greater clarity of the key person role (mandatory/voluntary).
- A list of published [consumer standards](#) is now available on ISO's website.

60. The co-convenors sought the plenary's agreement on speeding up the process for approving new key areas, reducing it from one year, to a faster more dynamic update (by correspondence, or an IT tool could be considered).

61. Merete Murvold (Standards Norway) then presented the project overview of current key areas, calling for new consumer representatives, and encouraging participants to submit proposals for new key areas.

62. She mentioned seven new key areas of relevance for consumers in ISO and IEC, and thanked all key persons involved: instructions for use, sustainable cocoa, e-cigarettes and vape and vapour products, 3D printing, consumer guarantees and warranties, healthcare, and robotics.

63. Ms Murvold concluded by thanking everyone for their support and announcing that she would step down as co-convenor at end 2016.

64. Mr Nakakuki warmly thanked Ms Murvold for her tremendous work, and his pleasure in having her as co-convenor. He invited COPOLCO members to submit nominations for the role of co-convenor

65. Suzanna Ersoy (Standards Council of Canada) drew attention to the importance of the key persons report and of ensuring it is disseminated widely. Also, the ISO Directory of consumer interest participation allows access to information directly online and to reach out to key persons on specific issues. It is important not to miss this 'action' link in all working groups in general.

66. The Chair responded this would be discussed at the November Chair's Group meeting. A COPOLCO-wide review of communication channels on how information is shared – and how consumer feedback is collected, is needed. New technologies will also be reviewed. Arnold Pindar (ANEC) added, as former working group chair, that one of the key mechanisms for dissemination is participants' taking action back to consumer groups and their standards body at national level.

67. The plenary passed the following resolutions:

COPOLCO Resolution 8/2016

Key areas for consumers (1) – Handbook

COPOLCO

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

COPOLCO Resolution 9/2016

Key areas for consumers (2) – Approval of key areas

COPOLCO

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

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

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

COPOLCO Resolution 10/2016

Key areas for consumers (3) – New activity template

COPOLCO

approves the revised version of the ISO/COPOLCO activity template for common use amongst members and within working-groups,

encourages COPOLCO members to use the new template and give feedback on improvements to the working group,

invites concerned COPOLCO members to translate the template into other languages such as Spanish and French.

COPOLCO Resolution 11/2016

Key areas for consumers (4) – Standards for consumers update and key areas

COPOLCO

thanks COPOLCO working group 2, Key areas for consumers, for its report and annexes, approves the report "Standards for consumers – Update"; and

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

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

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

ITEM 12 CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE

68. Bill Dee (Standards Australia) gave an update on initiatives of the working group on consumer protection in the global marketplace at **N211**:

- **Privacy** – Pete Eisenegger (United Kingdom) has prepared a privacy gap analysis for the intricate area of privacy by design. It was decided to be strategic and effective by narrowing the focus to three issues:
 - 1) privacy by design for the right stakeholders, to help real-world users to build in privacy

at design stage, like ISO 10377, *Consumer product safety – Guidelines for suppliers*, which designs safety into products and services;

2) establish a network of consumers on privacy (CPN) to help Mr Eisenegger and volunteer on ISO standards drafting committees.

3) ensure consumer representation on JTC 1, Information Technology, which oversees all data protection – especially on the Joint Advisory Group, which is an advisory, not a technical, body.

- **Collaborative economy** – consumer interests must act fast to influence this fast-moving and increasingly newsworthy domain. Governments are trying to regulate “disruptive” enterprises which give consumers more choice – but have safety, information disclosure, varying legal issues, for example, Uber’s price surge moments, data protection practices, contracts, advertising practices; and redress/complaints handling mechanisms.
- **Consumer vulnerability** – a survey indicates this concerns 36 countries. A new activity template will be developed based on British standard 18477:2015, *Inclusive Service Provision*.
- **Financial literacy for youth** – this emerged from an earlier proposal for banking for young persons which was not supported. A survey indicates lukewarm support and lack of volunteers, so no further work will be undertaken at present.
- **Communicating with consumers** – this initiative came out of a Milan workshop task group to set principles focused outcomes for consumer information (visibility, accessibility, truthfulness etc.), and general guidance on how to meet these ends. ISO/IEC Guide 14, *Purchase information on goods and services intended for consumers*, could be converted to an International Standard. Amanda Long, Director General of Consumers International and Professor Jonathan Freeman (an expert from the United Kingdom) supported a standard as business take up is better with standards.
- **Wearable technologies** – was dealt with in the privacy area.
- For service standards that emerged from COPOLCO – **mobile banking and energy** – Mr. Dee urged participants to support ISO DIS 12812-(all parts) currently under DIS ballot. The DIS ballot on ISO 50007 *Assessment and improvement of energy services to users*, resulted in 93% approval. In addition, he mentioned ISO 24510 on water services and ISO and ISO 14452 on network services billing as success stories resulting from COPOLCO’s work.
- **Unit pricing** – the first meeting was held in Australia in late 2015 and a second one in April 2016 in Singapore. John Furbank (Standards Australia) welcomes participation by other NSBs.
- **Product warranties** – Malaysia was thanked for proposing to lead and provide the secretariat for the project committee to develop the standard, which is predominantly a developing country issue.

69. Comments from the floor:

- **Certification scheme on services** – in response to a question on certifying information to consumers on the level of service to expect. Sean McCurtain, Secretary of ISO’s conformity assessment policy committee (ISO/CASCO) clarified

this new working group is looking to develop a scheme for services, similar to an existing one for products: ISO 17067, *Conformity assessment – Fundamentals of product certification and guidelines for product certification schemes*. It will look at all components of conformity assessment that would go into a services scheme, i.e. service deliverable, accreditation and verification body requirements. It is timely. The document is currently at working draft stage, and it will be made available soon.

- **Counterfeit** – Christine Simpson (SCC – Canada) pointed out that it continues to be a huge, global, safety issue. The Secretary clarified that some ISO standards have addressed the issue to a degree. The working group hopes to create a poster for all NSBs to help educate consumers, and the ISO Central Secretariat will release a social media campaign. 'ISO Consumers' posts have dealt with anti-counterfeiting in targeted domains, and the COPOLCO Secretariat is working with *ISO Focus* for a forthcoming issue on confidence. It will develop a simple brochure on best practice on areas of most consumer detriment and address difficulties and risks to consumers of using counterfeit goods. These have apparent advantages of access and price, but can cause serious safety and health issues as well.
- **Do we need a structure specially for services standardization?** – The Acting Secretary-General responded that ISO's Technical Management Board has just met to discuss the services workshop outcomes. It will have to identify new opportunities and guidance on the structure of standards or what's allowable in terms of service standards, based on information gathered during the workshop. The business to business session of the workshop discussed whether ISO could make a fixed structure for a service standard as they have done for a management system standard.
- **Vulnerable consumers** – Christine Heemskeerck (BSI – United Kingdom) explained this initiative is about a potential International Standard for services to vulnerable consumers. She clarified BSI supports the proposal as it has standard BS 18477, *Inclusive Service Provision*, but did not initiate it. The Secretary added that ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards* is generic, and takes into account the needs of vulnerable people (the elderly, children) in standardization, but this proposal specifically covers services to vulnerable consumers. Suzanna Ersoy (SCC – Canada) added that Canada wants to include a checklist for vulnerable consumers and to define who a 'vulnerable consumer' is.
- Keith Lewis (BSI – United Kingdom) requested time-bound actions captured in resolutions as in the good project management practice of the COPOLCO work plan.

70. COPOLCO passed the following resolutions:

COPOLCO Resolution 12/2016

Global marketplace working group (1) – Privacy by design standard

COPOLCO

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

recognizes the importance of employing privacy by design principles for consumer protection,

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

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

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

COPOLCO Resolution 13/2016

Global marketplace working group (2) – Consumer representation on JTC1
COPOLCO

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

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

COPOLCO Resolution 14/2016

Global marketplace working group (3) – Collaborative economy
COPOLCO

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

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

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

COPOLCO Resolution 15/2016

Global marketplace working group (3) – vulnerable consumers
COPOLCO

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

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

COPOLCO Resolution 16/2016

Global marketplace working group (4) – Financial literacy for youth
COPOLCO

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

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

COPOLCO Resolution 17/2016

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

COPOLCO

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

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

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

ITEM 13 PRODUCT SAFETY

71. Karin Both (DIN – Germany) introduced herself as the new co-convenor of the working group.

72. Dr Eunsook Moon (KATS – Korea) drew attention to the report at **N212**, summarizing the group's mandate: to promote consumer product safety by examining how well product safety is addressed within the ISO system, coordinating with IEC on important areas, and responding to safety concerns. The group has 20 members, made four resolutions last year, and developed two new NWIPs on Preparation of instructions for self-assembly products and choking hazards of small component parts. The group also contributed to other campaigns, such as ANEC's work for ride on toys.

73. The co-convenors indicated this year's achievements:

- **Instructions of use for maintenance and assembly** – the NWIP was rejected to lack of experts, but IEC TC 3 JWG 16, will take it into account.
- **Safety of ride on toys** – supported by Israel, was included in IEC 62115's new edition for the safety of remote controlled electric ride on cars.
- **Vertical axis top loading washing machines** – is in IEC TC 61, which has created WG 38 to deal with the safety of these. Members are requested to participate.
- **Choking hazards of small component parts** – a NWIP was submitted and the working group is considering a horizontal standard, and which TCs are appropriate. They could submit the NWIP again to the TMB, or use the Australian standard in a proposal to develop an international one. Also an EU standard exists for children, and it might be possible to use the Vienna agreement to convert this to an International Standard. Bill Dee advised to involve IEC more as it involves electronic goods; the best outcome would be a horizontal ISO/IEC standard.
- **Consumer product safety risk management** – China submitted a NWIP, and a task group was proposed to review all relevant standards and guides (e.g. Guides 50, 51) to decide whether to recommend the NWIP's content for uptake into the revision of currently existing standards, or to recommend the creation of a new one, to be discussed at the Chair's Group in November.
- **Liquitabs/washing pods** – attract kids and can easily burst – causing serious accidents. ISO TC 91, *Surface active agents* do not deal with this. Europe has legislation and the US ASTM standard is being created. The PS WG will consider the feasibility of a new ISO standard based on this at the next meeting.
- **Nappy sacks without ventilation** – these cause child suffocation deaths. Christine Heemskerk (United Kingdom) volunteered to update the NWIP template as a product issue; and the PS co-convenors will approach ISO TC 122 SC 3 for performance requirements and tests for means of packaging etc.

- Three watching briefs – Drones, e-cigarettes and 3D Printing have been forwarded to other WGs for observation.

74. Karin Both presented new issues emerging from the fringe meeting:

- Accident investigation / Japan
- Safe Sleeping conditions for infants / Australia
- Arts and crafts / COPOLCO Secretariat
- Table saws / USA
- Trampolines / Australia
- Chemical safety (biocide) / Korea

75. Discussion was curtailed to time: templates will be filled for consideration by the working group. Any new product safety issues are welcome, also for discussion at the next meeting.

COPOLCO Resolution 18/2016

Product safety working group (1) – Risk management of consumer product safety

COPOLCO

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

supports its proposed work projects,

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

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

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

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

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

COPOLCO Resolution 19/2016

Product safety working group (2) – co-convenorship

COPOLCO

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

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

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

ITEM 14 CONSUMER PARTICIPATION AND TRAINING

76. Guillermo Zucal (IRAM – Argentina), co-convenor of the funding task group, presented the report at **N213**, stating the group was started four years ago to find ways to help NSBs to improve consumer participation at national and international levels. Access to standardization work, including funding, is one of the most important issues consumers have in all countries, not just developing ones.

77. Mr Zucal then presented proposals for improving funding: a database sharing possible funding sources; and country case studies in ISO's Directory of consumer interest participation.

78. The World Bank and ISO's Memorandum of Understanding may help consumer participation.

79. The French had an innovative idea – crowdfunding. Remi Reuss (AFNOR – France), funding task group co-convenor, used this new way to support the presence of a delegate at this plenary.

80. Mr Zucal concluded it would be helpful to have an umbrella structure to approach NSBs, and reiterated the importance of funding as the crux of consumer participation.

81. Sadie Homer (Consumers International), co-convenor of the working group on consumer participation, commented crowdfunding helps short term projects with specific aims, but you need longer term funding by other means for long term participation of consumers.

82. She praised ISO Academy for having its funds renewed, noting it approves three sponsorships by calendar year for less developed countries. This working group works with Academy on training workshops – these were successful and it is important to continue them. They enable consumers to attend ISO's meetings; and standards bodies were also introduced to the consumer movement at CI's World Congress 2015.

83. Ms Homer concluded by appealing to participants to enter as much data in and as clearly as possible when the ISO Directory of consumer interest participation is released by ISO Central Secretariat. Regional collaboration is valuable – and members are encouraged to comment best practice guidance for succession planning. Finally, the distance learning module, [Consumers and Standards: Partnership for a better world](#) is a useful tool, to be advertised widely.

COPOLCO Resolution 20/2016

Consumer participation and training group (1) – ISO Directory of consumer interest participation

COPOLCO

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

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

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

invites all ISO COPOLCO members to use this valuable resource.

COPOLCO Resolution 21/2016

Consumer participation and training group (2) – CI World Congress

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

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

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

COPOLCO Resolution 22/2016

Consumer participation and training group (3) – MoU with the World Bank

COPOLCO

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

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

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

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

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

ITEM 15 REVISION OF ISO/IEC GUIDES 14 AND 41

84. The Secretary drew attention to **N214**, noting the Guide 14 enquiry will close on 16 September, then it will be published.

- **Guide 14 on product information** – the Committee Draft consultation is over and its project leader, Michelle Altoff (ANSI – USA) is convening a meeting in the US in October. It will then go to the final stage of voting. COPOLCO supports its conversion into an International Standard, as mentioned earlier by the Global Marketplace working group. The decision will be within the remit of the TMB on how to allocate this work: either to an existing technical committee or by creating a new one – pending approval.
- **Guide 41 on packaging** – Sandra Herrera (ICONTEC – Colombia) co-convenor conveyed the next meeting is at the end of July in the USA, and urged more representatives with the consumer voice to participate. Christine Heemskeerck (BSI – UK) underscored the importance of consumer participation as well.

SHORT ORAL REPORTS AND DISCUSSION ON POTENTIAL FOR REGIONAL COOPERATION IN TODAY'S ISO

ITEM 16 REPORTS FROM LIAISONS AND REGIONAL INITIATIVES

16.1 International Electrotechnical Commission (IEC) – Joyce Bleeker

85. Joyce Bleeker updated the report at **N215**: IEC had their Standardization Management Board meeting on 13-14 June. She informed participants that Low Voltage Direct Current (LVDC) is likely to become a Systems Committee and IEC is extending its trial on remote participation in TC/SC meetings for a further 2 years.

86. The Chair warmly welcomed Joyce as IEC representative to COPOLCO.

16.2. Consumers International (CI) – Jens Henriksson

87. Jens Henriksson (Sweden) referred to the report at **N216**, and a new CI strategy since last year which involves many big global challenges – antibiotics in animal husbandry is a huge concern. He thanked ISO for bringing standards activities to CI's World Congress in Brasilia in November 2015.

88. The World Congress was outstanding; a training seminar jointly run by ISO and CI at Congress united consumer representatives and standards body representatives for a full day of activities, including an open outreach on standards. Jens Henriksson complimented Dana Kissinger and her Academy colleagues on an excellent training seminar. Furthermore ISO Acting Secretary-General, Kevin McKinley, discussed standards in a Q&A at a workshop linked to the plenary. This was the first time standards were highlighted in this way, which bodes well for future consumer participation in standards.

89. CI is lobbying for World Consumer Rights day on March 15 to be fully recognized as a United Nations Day, to strengthen it.

90. Mr Henriksson concluded on the importance of mobile payments, recommending that consumers support the work and the important cooperation with ANEC. He is personally involved in both. It is an advantage to work together; recent examples are on TC 290 for online reputation standards and IEC TC 59 on the safety of electrical household products. Work is still ongoing.

16.3. Organization for Economic Cooperation and Development (OECD) Committee on Consumer Policy (CCP)

91. The Secretary conveyed best wishes and apologies from Jay Jackson and referred participants to the written report (**N217**).

16.4 Developments of consumer interest in European standardization: Report by ANEC representative Arnold Pindar (N218, superseded by N224)

92. Arnold Pindar expressed his great pleasure to report on a busy and eventful year, particularly this week: 14 June had their 21st anniversary, so ANEC representatives missed the services workshop.

93. ANEC's General Assembly had many guests review its achievements of the past two decades. ANEC defends consumers through legislation, standards, conformity assessment.

94. In some fields such as standardization, the necessary expertise has significantly increased – this is particularly challenging for ANEC and the whole standardization landscape. He thanked members who sent testimonials.

95. On June 21, ANEC signed a joint standardization initiative with the European Commission to strengthen policy making and stakeholders of standardization, including trade missions. ‘Inclusiveness’ is the key term, Mr Pindar hoped it would lead to better standardization in the European Union.

96. ANEC aims for better training and awareness of standards among consumers and policy makers. World Standards Day activities on the 14 October will continue. Significant political momentum here may lead to the possibility to achieve major outcomes. ANEC’s General Assembly on the 19-20 June ratified its membership for 2015-2020 – a record 32 countries out of a potential 35 are now ANEC members. 20 attended ANEC’s anniversary.

97. Mr Pindar concluded on progress promoting standards in Brazil, continuing collaboration with CI on the safety of household appliances, including the removal of an exclusion clause to lower surface temperatures, to avoid, for example; toasters burning users. ANEC is also working on traffic safety and online reviews, and has commented on many ISO/IEC Guides, notably on safety aspects (50), child safety (51) and product information for consumers (14).

98. Mr Pindar concluded saying there are numerous other activities, and invited participants to follow ANEC’s newsletter and tweets.

99. The Chair thanked Arnold Pindar and expressed the importance of improving support for the region.

COPOLCO Resolution 23/2016

ANEC

COPOLCO,

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

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

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

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

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

100. The Chair referred to the report appearing at N219. She highlighted recent activity in unit pricing and the role of the Secretariat in assisting members to engage.

16.6. Developments of consumer interest in the Latin American region - Guillermo Zucal, a representative of COPANT CT 153

101. Mr Guillermo Zucal (IRAM – Argentina) briefly explained the role of the pan-American Commission on Standards and its task force on consumer participation in ISO/COPOLCO.

16.7. Developments in the African region (ARSO)

102. The Secretary conveyed the ARSO Secretary-General's apologies, who was invited, but unable to attend the plenary and workshop this time; thanking him for sending his remarks to the Consumer participation and training group.

103. The ARSO General Assembly had a special session for consumers – this provided the opportunity to set up a COPOLCO committee for African members, ARSO COCO. ARSO is interested in ISO's continuing collaboration at its General Assembly, and has a new committee for conformity assessment.

104. Their General Assembly next week addresses standards implementation with a focus on conformity assessment and women's empowerment, trade facilitation and standards implementation of the African free trade area, and sensitization of policy makers to the importance of standards. Sadie Homer (Consumers International) was invited to speak on women's empowerment.

WRITTEN REPORTS TO NOTE

ITEM 17 ACTIVITIES OF OTHER ISO BODIES OF CONSUMER INTEREST

17.1. CASCO

105. Sean McCurtain, CASCO Secretary, referred participants to report **N220**

17.2 Developing country matters (DEVCO)

106. Participants were referred to N221.

107. Olivier Peyrat said at ANSI's initiative Council launched a task force on an ISO Information Technology strategy, which inter alia will help consumers in developing countries engage better with standards work.

108. What is at stake for COPOLCO, given the wealth of problems, is to leverage focal points for actions. He proposed having a COPOLCO nominate a representative to participate in drafting ISO's policy to leverage these actions. IT can help reach consensus more quickly, so scarce resources can be best applied. He encouraged rapid action to increase involvement at the council level on this issue..

109. Steven Cornish (ANSI – USA) agreed, and noted, a new strategic advisory group for ageing societies (“the silver economy”) of interest to COPOLCO as an initiative taken by TMB at its meeting on 15 June. He suggested that the COPOLCO Secretary approach the TMB Secretariat about potential COPOLCO representation. NSBs will be represented in 4 categories, including consumers/general public.

ITEM 18 ANY OTHER BUSINESS

110. The Secretary re-iterated the call for co-convenors for the Key Areas and Global Market working groups, and a consumer representative to JTC 1, Information Technology.

111. TMB was warmly thanked for its co-hosting of the services workshop.

112. Next year’s plenary: two invitations to host COPOLCO 2017 were received from Malaysia and Indonesia:

- Malaysia: congratulated COPOLCO for this successful plenary and offered to host the 39th plenary in Kuala Lumpur in Malaysia for 2017. A Standards Users video was played showing Asia’s “business events hub”. The workshop theme proposed for 2017 is road safety; following the Volkswagen scandal and Takata air bag explosions, worldwide recalls, this is timely. A message from actress Michelle Yeoh, road safety ambassador, was shown – with terrifying statistics of the number of deaths and reminding viewers that they all have a role in road safety – are you playing your part?
- Indonesia: the Government of Indonesia mandated Mr Nanang, President of Indonesia’s Consumer Protection Agency, to offer to host the next plenary in Malang, Indonesia. They pledged outstanding service, tax exemptions for hotels and other expenses, and translation for all delegations. This has been discussed a long time. Mr Nanang warmly invited COPOLCO members to give Indonesia the chance to hold the next ISO COPOLCO in 2017 that will contribute further to the development of Indonesia.

113. Dana Kissinger warmly thanked, on behalf of ISO Central Secretariat, the two delegations for their kind offer to host the next plenary. Since there is a bid for two places, it will probably happen over two years, 2017 and 2018, at the discretion of the ISO Secretary General. It will be in May, as there are relatively few competing events then.

Concluding remarks

114. The Chair thanked Urs Fisher and SNV for their support to the meeting, ISO/CS for its great support, the TMB staff, the ISO Vice President and Acting Secretary General, and everyone who helped to make the COPOLCO plenary and related events a success. She also thanked speakers and facilitators for their support of the workshop and COPOLCO members for their active participation.

115. The Chair re-iterated, on behalf of COPOLCO, her sincere thanks and appreciation to Merete Murvold (SN – Norway) in advance of her resignation from COPOLCO at end 2016.

Special resolution 1/2016

Thanks SNV for its ongoing support to ISO/COPOLCO.

Annex 1: Welcome speech from SNV
Annex 2: Gulliver and the Lilliputians

Opening address SNV, Urs Fischer, Deputy Director SNV

Dear Madam Chair, dear COPOLCO Members

Due to schedule constraints we are not able to physically be present at the 38th COPOLCO Plenary Meeting. Please take our sincere apologies!

We welcome ISO-COPOLCO Members again in Switzerland to the 38th Plenary. The events on the previous days this week, have added some value to the ISO community with a big focus on consumer related issues. We are happy to see how engaged COPOLCO Members are and we are confident that COPOLCO can actively contribute to reach ISO's Strategic Goals.

The Workshop on Global Services at the beginning of the week revealed that there is a large potential where COPOLCO can engage. New business models where services are of key, requires standardizers to act in a proactive way. We have to provide the necessary support and to foster experts' ability to take into account consumers' interests.

It is as well a big opportunity to attract new stakeholder categories to enlarge ISO's community.

We are proud to tackle with you together the challenges ahead of us and wish you a successful plenary meeting.

Hopefully seeing you soon – with kind regards Swiss Association for Standardization (SNV)

