



AGENDA ITEM 13 CONSUMER PARTICIPATION AND TRAINING GROUP

1 Working Group structure and terms of reference

The group is co-chaired by Sadie Homer, CI and Guillermo Zucal, IRAM - Argentina. The principal on going activities relate to funding, training, awareness raising and promoting the ISO Directory. The ISO Strategic Plan 2016-2020 and the ISO Action Plan for Developing Countries will form a basis for an action plan for the working group.

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

2. Funding consumer participation

Many NSBs and consumer groups are struggling to either maintain or find sufficient funding to be able to provide consumer participation into national standards work. There are additional resource requirements for regional and international work.

Guillermo Zucal (IRAM - Argentina) and Rémi Reuss (AFNOR - France) lead the Funding Task Group and will provide a verbal update at the meeting. The need for a fundraising task group was confirmed at the June 2016 meeting.

The task group monitors the following topics with a short update

- ISO - World Bank MOU – this in its early stages and being monitored for internal cooperation at the appropriate time
- ISO Academy to highlight opportunities for consumers in developing countries – the WG chairs and CI representative continue to collaborate with ISO Academy in the preparation and selection of delegates to attend consumer training events
- Innovative fundraising activities – follow the ANEC research on diversification of funding
- Monitor and promote the Directory of consumer interest (funding) – continue to encourage NSB's to update their entries
- Contribute to the work to promote broader awareness of COPOLCO – on-going activity

3. ISO Action plan for developing countries 2016-2020

The action plan and its key outputs were noted at the June 2016 meeting. The WG convenors requested information from the ISO Academy who shared the following information :

- *Number of consumers attending TCs sponsored through Academy*
Over 3000 delegates are sponsored by ISO Academy each year to attend TC's of key interest to developing countries, including NSB related training. Two thirds of delegates are from stakeholder groups but there is currently no facility to identify and track individual stakeholder groups. This may become available in the future when the investment for the required technology becomes available.
- *Information on new standards projects in DEVCO*
Training for NSB's focusing on stakeholder participation is a project where the WG may be able to support the ISO Academy. The Academy are exploring ways to offer training looking at the reality in individual countries and adapting to meet local situations that may vary substantially even in between countries in the same region.

- *Information on supported IT platforms and tools to share with COPOLCO*
Supported tools are focused on improving the Quality infrastructure within developing countries.

4. Balanced representation on TC/WGs

Following discussions at the last meeting in November 2016, the potential value of data on stakeholder participation in standards development was recognized as an essential tool for an open and transparent process and to enable targeted actions to be taken based on real data. There are challenges in collecting this data and NSB's need to be encouraged to collect and provide data to ISO, but also to invest in tracking their own committees and national delegations. This will help to build confidence and credibility in the development of consensus based standards.

This WG could request that ISO COPOLCO members make their NSB's aware of the importance of this data and encourage them to work to improve procedures to collect and provide the data.

5. ISO Directory of consumer interest participation and ISO connect

Dana Kissinger and her team lead this activity.

The WG chairs have asked Dana to provide a verbal update on progress and a reminder of the content and use of both the ISO Directory of consumer interest participation and ISO Connect, a convenient portal bringing everything together in one place.

6. Collaboration with other organizations

Information produced by Consumers International on the updated UNCPG was distributed to ISO COPOLCO members and highlighted in ISO social media.

The WG noted at the last meeting that ISO COPOLCO should be encouraged to build cooperation with UNCTAD. This will be requested in a resolution to the plenary meeting. See draft resolutions

Guillermo Zucal will provide a verbal update on regional consumer engagement strategies.

7. Best practices Guidance document for succession planning

A link to the ANSI event held in October 2016 was added to the succession best practice guidance. The guide still needs to be highlighted in the e-newsletter and made available via a link.

8. Update on the ISO COPOLCO Distance learning Module

CEN/CENELEC have a WG to develop e-learning tools for societal interests which were made aware of the ISO COPOLCO tool after the last meeting. The group decided to base their material on this. The WG are adapting the material to reflect the European context for which it will be used and also to reflect the needs of each of the societal groups represented by ANEC, ECOS and ETUK. An online e-learning module has already been developed for SME's. The material will first be adapted for consumers and the other groups may take a little longer.

The European material will reference and link to the ISO COPOLCO material and this has highlighted the need to revise the current version which is now 5 years old. The WG should discuss how to progress this during 2017.

The WG should also discuss how to action the proposal to develop COPOLCO material based on the BSI materials produced for consumers.

9. Regional/national training workshops

In December 2016, the ISO Academy held an East Europe/Central Asia consumer-training event in Vienna. The COPOLCO Consumer participation and training group and Consumers International collaborated with the Academy and COPOLCO secretariat to deliver the workshop.

Engaging consumers in standards development was organized in the framework of the *ISO Action Plan for Developing Countries 2016-2020* in collaboration with the ISO Committee on consumer policy (ISO/COPOLCO), with generous funding provided by the Swedish International Development Cooperation Agency (Sida). The workshop was hosted by the Austrian Standards Institute (ASI) for the benefit of ISO members in Central and Eastern Europe.

This workshop represented a unique opportunity for representatives from National Standards Body (NSB), consumer organizations and government ministries from countries in Eastern Europe and Central Asia to work together and explore how standards can address societal and economic concerns with a specific focus on the consumer stakeholder.

Aims of the workshop

- raise awareness of standards as a means to safeguard consumer interests;
- enhance the role of consumer representatives in the standards-setting process at the national, regional and international levels; and
- promote dialogue between representatives of National Standards Bodies (NSBs), consumer organizations and consumer protection agencies from ISO member countries in Eastern-Central Europe and Central Asia, so that they may work together effectively on consumer protection issue

There were 21 sponsored representatives from NSBs, consumer organizations and government ministries responsible for economic affairs or consumer protection. One representative funded his own participation. One or two representatives were selected from the following countries: Albania, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Former Yugoslav Republic of Macedonia, Lithuania (self-funded), Georgia, Montenegro, Moldova, Kazakhstan, Kyrgyzstan, Serbia, Tajikistan, and Ukraine.

The participants indicated concerns with safety and quality of both imported and domestic products. Specific examples included shoes, safety of toys, cosmetics, food safety, tourism services and overall quality of products and services. A lack of testing laboratories and other resources contribute to inadequate market surveillance.

Many clearly saw the benefit of bringing together organizations and agencies who work on consumer protection issues to collaborate and find positive outcomes from working together and using standards as a tool to produce solutions. NSB's planned contacting and visiting different stakeholders to 'cross the bridge' between stakeholders and the NSB. Workshops, training days and outreach through traditional and social media were mentioned.

In 2017 the ISO Academy has organized a regional workshop on consumer involvement: **Consumers and standards for road safety solutions** to be held on **16 May 2017 in Kuala Lumpur**. This event is taking place as part of the ISO/COPOLCO meeting week held at the invitation of DSM and the Malaysian Association of Standards Users. In addition to the common aims outlined above for the Vienna event, the workshop also aims to enable participants to participate in developing road safety related recommendations to take forward to the ISO COPOLCO workshop in the area of road safety occurring on 17 May.

Draft Resolutions

COPOLCO Resolution x/2017

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

COPOLCO

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

requests COPOLCO members to raise awareness of the ISO Guidance and Additional Guidance on Stakeholder engagement, within their NSB's.

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

COPOLCO Resolution x/2017

Consumer participation and training group (2)

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

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

COPOLCO Resolution x/2017

Consumer participation and training group (3)

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

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

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

asks ISO COPOLCO to support a proposal to update the content of the material in synchrony with the European work.