

**UNCONFIRMED MINUTES OF THE 31st COPOLCO PLENARY MEETING****New Delhi, India, 27-28 May 2009**

COPOLCO Chair				Ms. Jai Ok Kim
Members				
ABNT Brazil	Mr.	Amorim	Carlos	ABNT
AFNOR France	Mr.	Reuss	Rémi	AFNOR
ANSI USA	Ms. Mr. Mr. Mr.	Golodner McCabe Mutkoski Boyles	Linda James Steve Michael	National Consumers League ANSI Microsoft (observer) U.S. Dept. of Commerce/ITA (observer)
BIS India	Mr. Mr. Dr. Mr. Mr. Mr. Dr. Prof. Mr. Dr. Mr. Mr.	Banik Batra Bhatla Chandra Diundi Gupta Hanspal Khanna Maheswari Pathania Pillai Samjay	N. P.K. Sneh Alinda V.K Sharad K. Savita Sri Ram C.K. Mamta G.P. Singh	BIS BIS BIS BIS SPCAD SPCAD VOICE VOICE BIS IIPA Ministry of Consumer Affairs Government of India – Department of Consumer Affairs Consumer Association (Palakkad District) Consumer Association (Palakkad District)
BOBS Botswana	Mrs.	Mbaiwa	Sophie	BOBS
BSI United Kingdom	Mr. Ms. Ms.	Asher Ferguson Warne	Allan Anne Caroline	BSI CPIN BSI CPIU BSI CPIN
BSJ Jamaica	Mr.	Whittingham	Lionel Dunstan	Higglers and Market Association
BSN Indonesia	Mrs. Mr. Mrs. Mrs.	Ratna Komala Rahardjo Ketut Oka Ni Gusti Putu	Dewi Odjar Budi Harmini Nastiti	BSN BSN BSN BSN

DIN Germany	Dr. Ms. Dr. Mr.	Prof. Maier Both Fleischer von Braunmuehl	Lothar Karin Gabriela Patrick	DIN Consumer Council - Germany DIN Consumer Council - Germany DIN Consumer Council - Germany GTZ-ASEM Project "Consumer Protection and Sustainable Consumption in India"
DS Denmark	Ms.	Møller	Helga	DS
DSM Malaysia	Mr. Ms. Dr.	Nadason Nadarajan Tahar	Marimuthu Ratna Devi Mohd Mokhtar	Malaysian Association of Standards Users Malaysian Association of Standards Users Ministry of Domestic Trade and Consumer Affairs
	Ms.	Veerabarathi	Mohana Priya	Malaysian Association of Standards Users
FTSQCO Fiji	Ms.	Kumar	Premila	Consumer Council of Fiji
INN Chile	Mrs.	Leiva	Maria	Servicio Nacional del Consumidor - Chile
IRAM Argentina	Mr.	Zucal	Guillermo	IRAM
JISC Japan	Mr.	Edamura	Nobuhisa	Ministry of Economy, Trade and Industry (METI)
	Mr.	Nakakuki	Takashi	Japanese Standards Association (JSA)
KATS Republic of Korea	Mr. Ms. Ms. Dr. Mr. Ms.	Park Ryu Seo Moon Jin Lee	Sung Yoo Ji Youn Min Kyoung Eunsook Tae Hoon Suh Hyue	KATS KATS KATS Consumers Korea Korea Consumer Agency Consumers Korea
NEN Netherlands	Dr.	Ferro	Imola	NEN
SA Australia	Mr. Mr. Mr. Ms.	Dee Fischer Furbank Sharma	Bill Damian John Ashwini	Compliance Solutions Standards Australia Consumers Federation of Australia Standards Australia
SABS South Africa	Dr. Ms. Mr.	Johnston Seroba Khanyile	Clifton James Monaga Conny Bongani Arnold	South African Consumer Union (SANCU) SABS National Regulator for Compulsory Specifications (NRCS)
SAC China	Mr. Mr.	Li Li	Dongfang Tao	SAC General Administration of Quality Supervision, Inspection and Quarantine (AQSIQ)
	Ms.	Liu	Zhuohui	General Administration of Quality

				Supervision, Inspection and Quarantine (AQSIQ)
	Ms.	Liu	Xia	China National Institute of Standardization (CNIS)
	Ms.	Cao	Lili	China National Institute of Standardization (CNIS)
SASO Saudi Arabia	Mr.	Alkholaif	Ibrahim	SASO
SCC Canada	Mrs.	Bruni	Sondra	SCC
	Mrs.	McCormick	Norma	SCC
	Mrs.	Winter	Susan	Canadian Standards Association (CSA)
	Mr.	Bonnilla	Pat	SCC
SII Israel	Mr.	Peleg	Ehud	SII Consumer Council - Israel
SIS Sweden	Mr.	Henriksson	Jens	The Swedish Consumers' Association
SN Norway	Ms.	Tveter	Trine	Standards Norway
	Mr.	Aas	Finn	Consumer Council of Norway
SSMO Sudan	Ms.	Basheir	Soad	SSMO
	Mr.	Elawad	Mohamed	SSMO
SWASA Swaziland	Mr.	Kruger	Riccardo	SWASA
TISI Thailand	Ms.	Ratanamungmek	Chaowalee	TISI
TTBS Trinidad and Tobago	Mr.	Williams	Steve	TTBS
UNMZ Czech Republic	Mr.	Dupal	Libor	Czech Consumer Association
Liaisons to ISO / COPOLCO				
CI	Ms.	Thuraisingham	Indrani	Consumers International
IEC	Mr.	Bukkjaer	Gert	IEC Representative
ISO Central Secretariat				
ISO/CS	Ms.	Kissinger-Matray	Dana	Secretary of COPOLCO
	Ms.	Lazarte	Maria	Communication Officer
	Ms.	Le Breton	Micheline	COPOLCO Secretariat

Apologies:

ISO President, Dr. Alan Morrison
DS Denmark, Ms. Benedicte Federspiel
CI, Ms. Sadie Homer

INAUGURAL CEREMONY

1. The following distinguished guests and officers delivered their addresses at the inaugural ceremony of the 31st ISO COPOLCO plenary:

- Her Excellency the President of India, Shrimati Pratibha Devisingh Patil
- The Honourable Shri Sharad Pawar, Minister of Agriculture, Consumer Affairs, Food & Public Distribution
- The Honourable Mr. Yashwant Bhave, Secretary, Department of Consumer Affairs, from the Government of India
- Mr. Sharad Gupta, Director-General of BIS
- The Secretary of COPOLCO, Ms. Dana Kissinger-Matray on behalf of the ISO President, Dr. Alan Morrison

2. The ceremony ended with a vote of thanks by Mr. Sharad Gupta.

Inaugural address by Honourable President of India, Shrimati Pratibha Devisingh Patil

3. "Consumer protection is of special significance to each one of us, as we all are consumers", and "Stimulating consumer demand and creating confidence in institutions and markets is one of the focal areas for tackling the situation", declared the Honourable President of India.

4. The Honourable President of India cited the Indian Consumer Protection Act, and added that standards play a key role in consumer protection at national and international levels. The President underscored that standards will avoid unnecessary trade disputes and will be a guide to exporters for supplying goods overseas. She encouraged National Governments to use the ISO/IEC Guides. The full text of the Honourable President's speech appears at Annex 1. Please see a press release on <http://presidentofindia.nic.in/sp270509.html>.

Opening remarks by the Secretary of COPOLCO, Ms. Dana Kissinger-Matray on behalf of the ISO President, Dr. Alan Morrison

5. The COPOLCO Secretary, on behalf of the ISO President stated, "Today in India services are a major source of economic growth. India is one of the fastest growing economies in the world. The rise of the IT sector and, thanks to a large number of well-educated people, skilled in the English language, becoming a major exporter of software services and software workers, has planted the country on the global business map. It is therefore vital that India gets increasingly involved in international standardization". The Secretary of COPOLCO then outlined the added value of International Standards to trade and consumer protection, and mentioned COPOLCO's contributions to ISO's work.

6. To conclude, the Secretary, thanked all delegates and experts involved in COPOLCO's activities for their constructive and vigilant contribution to the success and improvement of ISO standards, and their contribution to economic development and social progress. The full text of the ISO President's speech appears at Annex 2.

7. The Chair praised the address delivered by Her Excellency the President of India. She acknowledged each member's participation to this meeting, and expressed her sincere appreciation to BIS for hosting the COPOLCO meeting and their excellent arrangements.

AGENDA ITEM 1 OPENING OF THE MEETING

8. The COPOLCO Chair thanked all the working group convenors for their contributions. She indicated that COPOLCO had proposed many successful new work items since last year. She mentioned a few topical items, such as the financial crisis, energy efficiency and climate change issues. The workshop on 26 May had addressed interoperability. She pointed to access to knowledge, information and communications technology (ICT), nanotechnology and biotechnology as important areas for consumers in the future. ISO established a Strategic Advisory Group, SAG-E on energy: Mr. Allan Asher was appointed as the COPOLCO representative and attended the ISO/IEC/IEA Workshop, entitled, *International Workshop on International Standards to Promote Energy Efficiency and Reduce Carbon Emissions* held in Paris in March 2009.

9. The Chair reiterated the importance of the role of standards and indicated that COPOLCO's membership amounted to 105 members. She also referred to the consultation on the *ISO Strategic Plan 2011-2015*.

10. The Chair invited each head of delegation to introduce him or herself, and the delegation members.

AGENDA ITEM 2 ADOPTION OF THE AGENDA

11. The report from Consumers International was advanced to the first day of the plenary. The agenda was adopted with this change.

AGENDA ITEM 3 ADDRESS BY THE ISO PRESIDENT

12. The COPOLCO Secretary delivered the address on behalf of the ISO President, Dr. Alan Morrison.

13. The Secretary highlighted some of the challenging issues we are facing in our interconnected world, such as facilitation of the global trade in products and services, the financial crisis, climate change, ensuring a sustainable energy future, optimizing the use and access to water, rapid growth, pervasiveness of information, and also the UN Millennium goals which include the eradication of poverty and hunger, and granting access to education and better health conditions for everyone.

14. The Secretary recalled that a wide consultation of ISO members was underway to capture their suggestions and expectations, including those of their stakeholders such as consumers, to update the *ISO Strategic Plan 2011-2015* and that comments and inputs were important. She urged members to convey their input through their respective national ISO members. The subsequent plan would be submitted for final approval to the ISO General Assembly in Oslo, Norway, in September 2010.

15. A few examples of ISO standards were cited to answer the question raised during the workshop on interoperability in New Delhi: *Does it fit, will it work and can standards help?*: bank card sizes, freight containers, Personal Identification Numbers (PIN) as well as country and currency codes, which are all based on ISO standards.

16. It was also mentioned that Council was looking forward to COPOLCO's final recommendations following the plenary meeting in India, on its terms of reference and constituency.

17. To conclude, on behalf of the ISO President, the Secretary encouraged the launching of standards and initiatives that would make a difference to the quality and safety of products and services, a difference to the economies in our countries and to people's working and home lives.

18. The Chair thanked the Secretary and expressed her best wishes to the ISO President.

19. COPOLCO passed **Resolution 1/2009**:

COPOLCO,

notes the address of the ISO President, delivered on his behalf by the COPOLCO Secretary,

thinks the President for his inspirational address on the occasion of COPOLCO's 31st meeting,

acknowledges the regrets expressed by the ISO President for his absence due to unforeseen circumstances, and conveys its best wishes.

AGENDA ITEM 4 TABLING OF THE MINUTES OF THE 30TH COPOLCO MEETING HELD IN SEOUL ON 28-29 MAY 2008

20. The Chair thanked KATS and the Korean Ministry of Knowledge Economy for supporting the 30th COPOLCO meeting in Seoul.

21. Ms. Sondra Brunj (SCC) indicated one correction to the minutes of the 30th meeting. In paragraph 89, it should read, Dr. Nielsen indicated a report on Nanotechnology and its impact on consumers from the Consumers Council of Canada and funded by the Government of Canada (and not by industry). It was agreed that a new version with this change would be uploaded on ISODOC.

Secretary's note: this has since been done.

22. Ms. Brunj referred to the report from the IEC appearing at Annex 4 to COPOLCO 33/2008 (in the working document at page 51) and informed members that Dr. Nielsen was involved in a meeting of the IEC Advisory Committee on Safety (ACOS) in March 2009. Dr. Nielsen would give some feedback about it.

23. The Chair declared the minutes adopted with this change.

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

24. The Chair referred to the report appearing in the working documents at COPOLCO 13/2009. She attended several meetings from May 2008 to April 2009, both within and outside of the ISO context, as a member of COPOLCO as part of the KATS delegation, and also as a CI member. The Chair attended the ISO General Assembly in Dubai last October and made a presentation of COPOLCO's report to DEVCO at their plenary, and was involved in the meetings of the ISO Council Standing Committee on Strategies (CSC/STRAT) in 2008 and 2009. She has been intensively involved in COPOLCO's activities. She also indicated that she wrote a book on climate change.

25. The Secretary highlighted some projects she was involved in, to fulfil the *ISO Action Plan to enhance consumers' participation in standardization*. These included developing the Consumer Interest area of *ISO Online*, the ISO Directory of consumer interest participation and the development of the second edition of the Distance Learning Module which is now available on *ISO Online*. She added a clarification about COPOLCO's membership: SAZ, Zimbabwe has been reinstated.

26. Ms. Caroline Warne (BSI) congratulated the Chair for the award of the Order of Civil Merit she received in 2008 from the Korean government.

27. COPOLCO passed **Resolution 2/2009**:

COPOLCO,

thanks the Chair and Secretary for their joint report and their representation activities,

congratulates the Chair on her achievements, notably her award of the Order of Civil Merit by the Korean government in 2008.

AGENDA ITEM 6 STRATEGIC ISSUES

Agenda item 6.1 Discussion of the scope of COPOLCO, assessment and recommendations

28. The Chair reminded participants that discussion had taken place during the Chair's Group meeting in November 2008 and the plenary of May 2008.

29. Mr. James McCabe (ANSI), heading up the task group on COPOLCO's scope, started his report by referring to the request by ISO Council (COPOLCO 9/2008) to consider an expansion of COPOLCO's scope in view of the expansion of new areas addressed by the committee and ISO. The discussion related to the participation of Non-Governmental Organizations (NGOs) and inter-governmental organizations, together referred to as Public Interest Organizations (PIOs), both at the national level and as organizations in liaison with COPOLCO; and possible change of COPOLCO's terms of reference. Following last year's meeting a task group was formed. The task group's charge was to survey COPOLCO's members and their consumer representatives about PIOs' involvement in COPOLCO's members' activities at the national level, to seek the views of selected international representative PIOs on this issue, to formulate a draft position paper for discussion by the Chair's Group, and to submit a preliminary report to the ISO Council for its March 2009 meeting, with a final COPOLCO proposal to be adopted at this meeting. He underlined it was a very significant issue.

30. The key topics of discussion were: firstly, should COPOLCO's terms of reference include PIOs? Secondly, should COPOLCO increase the number of organizations in liaison with COPOLCO to include PIOs? And finally, should the involvement of PIOs in National Standards Bodies' (NSBs) delegations to COPOLCO increase? The survey was carried out based on these questions.

31. Mr. McCabe reviewed the survey results (Annexes 2 and 3 COPOLCO 14/2009): 46% of P-members responded. The vast majority of NSBs which responded had attended a COPOLCO plenary in the last five years.

- 68% supported expanding COPOLCO's terms of reference, while 21% were opposed and 11% were not sure.
- 64% supported increasing international organizations in liaison with COPOLCO, 18% were opposed and 18% were not sure.
- 68% supported increasing PIOs' representation in NSBs' delegations to COPOLCO, 14% were opposed; 18% not sure.
- 88% already involved PIOs in national consultations.

32. Mr. McCabe reported on five of the reasons given for supporting an expansion of COPOLCO, five IN opposition, some reasons for conditional support, and also the types of PIOs to involve.

33. These were the agreed actions noted during the Chair's Group meeting:

- The general feeling was that the consumer focus should not be lost,
- The current terms of reference should remain unchanged, but a paper describing the scope of COPOLCO, to encourage the involvement of PIOs at meetings at the national and international levels, could be developed,
- To confirm how COPOLCO established liaisons, what the rules and the rights of liaisons were,
- To re-examine COPOLCO's definition of the consumer. What a consumer representative is in the standardization context should be addressed.
- The ISO Secretary General, Alan Bryden, proposed to engage a dialogue with a small number of international NGOs that have a direct involvement in setting IS for labelling and certification processes of interest to consumers. The ISO Secretary-General proposed to involve the ISEAL Alliance or Fair trade NGOs, and also the World Wildlife Fund (WWF).

34. Because of the change of Secretary-General this dialogue has not started yet with international PIOs.

35. Mr. McCabe mentioned that a meeting of the task group on scope took place in New Delhi on 25 May. In spite of the fact that less than 50% of COPOLCO P-members had responded to the survey, it was decided not to send it again, as extra weight would be given to the minority opinion apprehensive of expansion and how that would impact on consumer focus. Also it was noticed that positions had evolved since the survey was issued.

36. The Canadian delegation had put forward a position paper (see at Annex 3) which was summarized as follows:

- Identifying mechanisms for including environmental and social perspectives can be better reflected elsewhere in the ISO decision-making process
- COPOLCO has always approached issues from a consumer perspective
- Liaisons should be reviewed as a means of effective participation of other perspectives in the process, but with clearly defined roles and responsibilities.

37. Mr. McCabe read through a preliminary draft resolution for COPOLCO's consideration based on the discussion thus far. The Chair thanked Mr. McCabe for his excellent presentation and invited the floor to comment.

38. Mr. Jens Henriksson (SIS) thanked Mr. McCabe and the task force for their hard work and conveyed strong support from SIS. He clarified that SIS was open to look at the terms of reference; involving NGOs was fine in Sweden: all kinds of NGOs, for example from environmental or disabilities organizations, were already invited to participate.

39. Ms. Caroline Warne (BSI) informed members that Mr. Alan Bryden reassured the Chair's Group at its last meeting that the ISO Council was not undermining the consumer focus.

40. Ms. Sondra Bruni (SCC) supported the draft resolution which Mr. McCabe tabled, provided that the bullet point on annexing the document appearing at pages 125-126 of the working documents, to the terms of reference was removed.

41. Mr. Guillermo Zucal (IRAM) agreed with the proposal. He referred to the statement encouraging PIOs' participation in NSBs' delegations, but it had to be clear that consumer organizations have to be included in delegations too.

42. Prof. Sri Ram Khanna (BIS) stated that BIS had involved PIOs in the past. He expressed some apprehension about the lack of consumer representation. In many countries consumer organizations

are non-existent. Another concern is if PIOs and NGOs come from developed countries, he feared that they would dominate the discussion. One condition should be that there is a balance of NGOs' participation from developed and developing countries. Consumer focus should not be diluted.

43. Mr. Finn Aas (SN) agreed that there are some problems in consumer participation in standardization. SN does not want to change COPOLCO's terms of reference.

44. Mr. Marimuthu Nadason (DSM) indicated that some NGOs get more funding and support to participate in meetings than consumer groups do.

45. Dr. Eunsook Moon (KATS) requested some clarification with regard to liaison organizations to COPOLCO.

46. COPOLCO has two liaisons at this time: Consumers International and the OECD's Consumer Policy Committee. Mr. Bryden had mentioned that he would like to add one or two organizations as a first step. He had mentioned as possibilities the UNEP (UN-Environmental Program), the ISEAL Alliance, and WWF.

47. Prof. Lothar Maier (DIN) supported previous comments. He drew members' attention to the paper prepared by Caroline Warne appearing at Annex 4 to COPOLCO 18/2009 (page 184, table 2). He suggested that in each national delegation a consumer representative be included. This should be the priority before including any other kind of organizations.

48. Ms. Indrani Thuraisingham (CI) mentioned that CI recognized the broadening scope of interest in COPOLCO, but consumer focus should not be diluted.

49. Ms. Caroline Warne (BSI) reminded members that the prior ISO Secretary-General was only proposing to open the discussion and then feedback to COPOLCO. She endorsed the fact that consumer involvement was needed.

50. Mr. Jens Henriksson (SIS), being from a consumer organization, agreed with previous comments but was worried about not involving other NGOs in the context of current issues. It can strengthen the consumer voice with other NGOs even though the first focus is consumers.

51. Ms. Sondra Bruni (SCC) agreed with IRAM's and BIS's comments. Her suggestion was to take enough time before inviting new liaison organizations.

52. Mr. Libor Dupal (UNMZ) reported that UNMZ supported COPOLCO's concentrating its efforts on consumer involvement.

53. Prof. Khanna (BIS) underlined some concerns about how to select an international PIO. There is no problem with inter-governmental organizations such as UNEP, but international PIOs should have a balanced interest in developed and developing countries and not be involved in private sector certification.

54. Mr. Carlos Amorim (ABNT) and Dr. Clifton Johnson (SABS) supported BIS's comments. Mr. Amorim further added that private standards and certification organizations should not be included. He indicated that CI members in Brazil, for example, never participate in meetings.

55. The Secretary summarized members' positions with regards to the terms of reference, that they should remain unchanged. Regarding liaison organizations, the involvement of liaisons at this time was not well received. There was a lack of understanding of what this meant and the implications this would have. There was also a concern that involving international NGOs or PIOs as liaisons would dilute the consumer focus of COPOLCO.

56. Ms. Warne (BSI) underscored that an important issue was that most international PIOs or NGOs would come from developed countries. It was suggested that an ideal situation would be a balanced participation between developed and developing countries.

57. Mr. McCabe (ANSI), referring to Mr. Amorim's comment on involving PIOs or NGOs at the national level, stated that NSBs can decide if a PIO or NGO should participate in national meetings.

58. Ms. Warne (BSI) added that we could encourage appropriate consultations with NGOs and PIOs on an ad hoc basis as opposed to a permanent situation, ensuring that the consumer's voice is not diluted in the process.

59. The Chair indicated that she felt that these discussions had led to a consensus. These recommendations/resolutions would be conveyed to the ISO Council for next September.

60. The preliminary draft resolution was amended in light of the comments and COPOLCO passed **Resolution 3/2009**:

COPOLCO,

having considered the request by ISO Council that COPOLCO consider a possible expansion of its scope and participation in light of the evolution of ISO's work programme to issues of societal concern,

acknowledges that COPOLCO covers a broad range of issues of concern to both consumers and other public interests of the 21st century,

notes that COPOLCO has always addressed these issues from the perspective of the consumer and accordingly,

confirms its support for maintaining COPOLCO's current terms of reference and consumer focus,

further confirms the definition of consumer as published in the ISO/IEC Statement on consumer participation in standardization work, to be "an individual member of the general public, purchasing or using goods, property or services, for private purposes",

encourages ISO members to participate in COPOLCO and to support the active participation of consumer organizations in its work, including in national delegations to COPOLCO,

acknowledges the contributions that public interest organizations can make by providing information and expertise on subjects of concern to consumers and COPOLCO,

invites COPOLCO members to consider involving public interest organizations in COPOLCO's activities as appropriate, while maintaining the consumer focus of this representation,

notes the existing procedure whereby formal and ongoing liaisons to COPOLCO are established by the ISO Secretary-General in consultation with the COPOLCO Secretary and Chair,

recommends that future liaisons to COPOLCO be undertaken in consultation with the COPOLCO Chair's Group, and that criteria be established for acceptance of liaisons between COPOLCO and international public interest organizations, including:

- *those whose interests fall within the scope of COPOLCO's activities,*
- *those who will commit to active and ongoing participation in COPOLCO,*
- *those who will assume the rights and responsibilities of liaisons set forth in the ISO/IEC Directives, Part 1,*
- *those who are not involved in private standards-setting or certification activities,*

- *those who reflect a balance of interests from developing and developed countries;*

In light of the foregoing, requests the ISO Secretary-General to keep COPOLCO apprised of discussions with relevant international public interest organizations about liaison with COPOLCO.

Agenda item 6.2 ISO Strategic Plan 2005-2010: Lessons learned and future challenges

61. The Chair indicated that the Council Standing Committee on Strategies (CSC/STRAT) discussed the plan for 2011-2015 during its meeting last January. Input from the meeting of COPOLCO to the next meeting of the CSC/STRAT meeting is welcome.

62. The Secretary referred to COPOLCO 15/2009 (page 129). She mentioned that the ISO Secretary-General, Mr. Rob Steele, was interested to know what needed to be implemented in the next *ISO Strategic Plan 2011-2015*, based on what has or has not been achieved during the last *ISO Strategic Plan 2005-2010*.

63. The Secretary reviewed COPOLCO's achievements and cited some relevant technical areas, such as: systems of redress, social environment, safety and health, the launch of second-hand goods, tourism and related services, sustainable energy and security. She further cited publications of Guides, i.e., ISO/IEC Guide 76:2008, *Development of service standards -- Recommendations for addressing consumer issues*. She highlighted the Train-the-trainer events that were made possible with the support of SIDA, DEVT and host NSBs. Finally, the Secretary mentioned the CD-ROM and online tutorial, information publications, annual workshops, and ISO/IEC policies statements on the elderly and persons with disabilities, as well as consumer representation on ISO and IEC TCs.

64. She reminded members that the consultation of ISO members was taking place at this time. She encouraged all members to provide their input at the national level and consider in what ways the goals of the *ISO Strategic Plan 2005-2010* had been achieved, and if not, what more could be done. This consultation would end on 30 September 2009. She encouraged everyone to seek input into this new *ISO Strategic Plan 2011-2015* at the national level. She pointed to an item of particular interest to consumers in this plan which is item 5 on the involvement of stakeholders, as well as the questions related to current mechanisms for stakeholders, ways of monitoring, questions or guidance and information from ISO, and expansion of ISO's network of international relations of stakeholders.

65. The Secretary concluded her presentation by underscoring that there were two issues: The first one was to assess where COPOLCO and consumers stand within the ISO system, and what more was needed; and secondly, to draw what is needed into the formulation of the next Strategic Plan.

66. Mr. Jens Henriksson (SIS) cited the lessons learned from the experience with the Social Responsibility working group, in terms of the process, evolution and involvement of different stakeholder groups. This is an excellent opportunity for ISO to learn from this situation and use the processes that have been used within that work. There is a balance of different stakeholders. The work accomplished by the group is evolving in a very positive manner.

67. The Chair cited the first and second key objectives of the *ISO Strategic Plan 2005-2010*:

1. Developing a consistent and multi-sector collection of globally relevant International Standards.
2. Ensuring the involvement of stakeholders.

She confirmed that the ISO Council considers the SR work as a model.

68. Ms. Linda Golodner (ANSI) supported SIS but cautioned that careful consideration of the multi-stakeholder involvement in the SR group was required, because not everything worked perfectly. There were good lessons.

69. Prof. Sri Ram Khanna (BIS) suggested that national mirror committees should be advised about the consultation and give their inputs from the consumer's point of view. He also emphasized the experience of the multi-stakeholder participation in SR. He indicated that BIS also participated and that ISO would soon evaluate this multi-stakeholder participation. He also mentioned that labour and consumer groups had been identified as underrepresented and that this was particularly true of developing countries.

70. Mr. Ehud Peleg (SII) indicated that as involvement of consumers in meetings required funding, he requested that COPOLCO submit a proposal to the ISO Council that ISO should facilitate and financially support consumer representatives' participation in international meetings (see Annex 4).

71. Mr. Jens Henriksson (SIS) added that the SR example guaranteed a certain influence even from weaker groups. A mechanism should not only be based on the number of representatives.

72. The Chair indicated that three years ago COPOLCO asked for funding for consumer participation but the request was not accepted. She also added that she had raised this issue during the last CSC/STRAT meeting. She was asked to define criteria in order to identify who would be eligible. The Chair requested that a group be formed to develop some criteria for a proposal to be submitted to the next CSC/STRAT meeting. She suggested referring to the criteria used by DEVCO.

73. The Secretary proposed to correspond with the members as a basis for a proposal to the CSC/STRAT.

74. Prof. Khanna (BIS) indicated that DEVCO's criteria have been very successful in enhancing developing country participation in the SR group. He suggested that a resolution should include the implementation of an ISO Funds-in-Trust for consumer participation in standardization work.

75. James McCabe (ANSI) volunteered to participate in the group to define criteria for consumer participation and proposed that SII should also join this group. BIS and SCC also offered their help.

76. The Chair indicated that this discussion would fall under the remit of the consumer participation group. She further added that some funding for speakers invited to future workshops would also be needed.

77. COPOLCO passed **Resolution 4/2009**:

COPOLCO,

thanks the COPOLCO Secretary for her presentation of COPOLCO's achievements and challenges inherent in the realization of the objectives within the ISO Strategic Plan 2005-2010,

encourages ISO to draw useful lessons from the innovative structure and working methods of the ISO working group on social responsibility, and its balanced multi-stakeholder approach and operations,

observes that consumer participation is still negatively impacted at all levels by lack of resources,

notes the proposal from the representative of SII (Israel Consumer Council) that ISO establish a funding mechanism to support consumer participation,

supports the enhancement of funding mechanisms to reinforce consumer representation, both within international technical committees and at COPOLCO-related meetings, and to this end,

notes the COPOLCO Chair's recommendation to develop a set of criteria for funding consumer representatives, as a follow-up of a separate discussion during the January 2009 meeting of the Council Standing Committee on Strategies,

requests the COPOLCO Secretary to correspond with the members and to work together with the COPOLCO Chair and a task group, to be established under the consumer participation working group, on a funding proposal for consumer participation.

78. and passed COPOLCO **Resolution 5/2009**:

COPOLCO,

notes the consultation under way among the members and liaisons of ISO, on the development of the ISO Strategic Plan 2011-2015,

urges its members to interface with the standards bodies in their countries and participate as important stakeholders in the formulation of national positions, in response to this consultation.

AGENDA ITEM 7 WORKING GROUP, CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE

79. Mr. Bill Dee (SA), convenor of the working group on consumer protection in the global marketplace referred to ISO 10002:2004 - *Quality management- Customer satisfaction – Guidelines for complaints handling in organizations* being used by the Australian government agency (in the region where he lives). As to the other two ISO 10001:2007 - *Quality management - Customer satisfaction – Guidelines for codes of conduct for organizations*, and ISO 10003:2007 - *Quality management - Customer satisfaction – Guidelines for dispute resolution external to organizations*, they were still new and probably needed further promotion.

80. Mr. Dee indicated that ISO 26000 on Social Responsibility was due for publication in 2010. The process had been long and hard because of the involvement of many stakeholders and experts. It was the experts' decision to move to CD (Committee Draft) stage.

81. He also indicated that a SR WG meeting had taken place in Quebec in May 2009 to discuss comments on the CD, and to resolve issues raised by negative votes. The documents will move to the DIS (Draft International Standard) stage by October 2009.

82. The first meeting of the Project Committee on Network Services Billing, PC 239, had been scheduled for 29-30 June 2009 at BSI premises in London. More representation was welcome to this PC. Mr. Dee emphasized the importance of this standard.

83. With regard to PC 240, *Product Recall*, Mr. Dee indicated that more participation from Europe was and other regions would be welcome.

84. Ms. Ratna Devi Nadarajan (DSM) indicated that according to the ISO technical officer assisting in the coordination of the meeting it is generally difficult to get members to participate in PC meetings. It is recommended that having a clear idea of the structure of the standard when submitting a NWIP would help more participation in meetings.

85. Mr. Dee (SA) reported on the E-Commerce consumer standard and mentioned that consultations were underway among some relevant technical bodies (JTC 1, TC 68, Management Group of the MoU on E-commerce between ISO, IEC, ITU-T and UN/ECE) to assess the market relevance of the E-Commerce proposal.

86. He briefly explained that the standard for guidelines for compliance programmes for organizations was a guideline document for organizations, explaining how to set up a regulatory compliance programme, operationalizing consumer protection laws.

87. Mr. Dee informed members that an issue was raised at the Priorities WG meeting about Call Centers. The focus is on quality service to the end-user (consumer). A decision was made to form a task group and to come back with a discussion/feasibility paper from a consumer's perspective with the pros and cons of a standard.
88. Dr. Clifton Johnston (SABS) added that these call centers operate across national boundaries and India is a provider of such services. Because of the complexity of arranging contracts with many details across countries this situation creates a lot of problems. There are countries where standards work has started but consumer input is still required.
89. In response to a question from the Secretary, Dr. Clifton Johnston answered that it might cover telemarketing if it was an outsourced type of operation. He indicated that the call centers' activities are typically business-to-business transactions. A business will outsource the customer contact aspect of its work and delegate this task to a call center.
90. The Chair asked if ISO 10002:2004 - *Quality management- Customer satisfaction – Guidelines for complaints handling in organizations* was not covering these issues already.
91. Mr. Dee (SA) answered that this initiative of forming a task group was only to explore what the consumer issues were and develop a discussion paper. A standard was not the aim of the task group.
92. Ms. Anne Ferguson (BSI) explained that in Europe there was a customer contact center standard and that this covered appropriate guidelines defining quality criteria between the service provider and the call center. What we are concerned about is the quality, efficiency and treatment of the consumer (end-user).
93. Mr. Jens Henriksson (SIS) highlighted the need for the accessibility perspective in such a standard; such provisions do not currently exist.
94. Mr. Allan Asher (BSI) explained that a lot of the large retailer institutions, who regularly deal with many complaints and inquiries, have contracted out to a call center in order to avoid these kinds of issues. He added that he would have thought that a good part of this inquiry would be to incite call centers to implement the spirit of the ISO 10002 standard.
95. Mr. Patrick von Braunmuehl (DIN) mentioned that there is a standard in Germany. Some discussion was taking place between the call center industry, telecom and consumer organizations. He found interesting reference documents: technical details such as what is the maximum waiting time, how should the call center invoice the client and how should call center agents be trained. Some call centers were integrated within the company. This experience was highly recommended and a good example.
96. Prof. Khanna (BIS) reported that in India ten million mobile phone orders are being placed every month. Five percent of these orders each month generate customer complaints and telephone calls. The telecom industry in India has defined that the first point of contact in India is the call center. The waiting time when trying to reach a call center is much too long. Prof. Khanna recommended that ISO 10002 be used. He also asked in what types of organizations and what countries this standard was being used, and how it could be promoted.
97. Mr. Bill Dee (SA) explained that provincial government in Australia has requested that government agencies must conform to ISO 10002. Another area where this standard is being used is the financial sector. Every company must have a license, which must include a complaint system and must conform to ISO 10002. The health sector is another example where this standard is used, but this standard should be used in the products and services sector. He recommended running a search in Google on the Internet to find out where this standard is being used.

98. Ms. Anne Ferguson (BSI) indicated that in Europe there was little promotion done. Some regulators have been influenced by the ISO 10002 standard. She added that ISO 10004, on methods of measuring and monitoring customer satisfaction is at the moment out for comments, that COPOLCO should look at this document, as it did not originate with COPOLCO and therefore it did not have the same level of consumers' involvement.

99. Mrs. Warne (BSI) informed members that as soon as the ISO 10002 came out the Law Society in the UK requested all the solicitor's offices to acquire a copy of the standard.

100. COPOLCO passed **Resolution 8/2009**:

COPOLCO,

notes with satisfaction the launch of the work of ISO/PC 239, Network services billing, and ISO/PC 240, Product recall,

encourages greater participation in these project committees, with balanced geographic representation,

invites the COPOLCO Chair to correspond with COPOLCO members encouraging national participation in future meetings.

101. and passed COPOLCO **Resolution 12/2009**:

COPOLCO,

notes that call centers (customer contact centers) are often a source of frustration to consumers, and that organizations increasingly outsource their services to call centers, often across national boundaries, which adds to the complexity,

further notes that standards addressing these issues from a quality management perspective are being developed in Europe, South Africa, and possibly other countries and regions, and, in view of the international nature of outsourced call center operations,

invites the working group, Consumer protection in the global marketplace to research current standards and other initiatives in this area in greater depth, with a view to developing a proposal for COPOLCO to consider at its 2010 plenary meeting.

Agenda item 7.1 Recommendations for standardization of energy, efficiency and renewable energy sources

102. Mr. Allan Asher (BSI) reported on behalf of the convenor of the energy sustainability task group, Ms. Anna Fielder, who is involved in the sustainability work at BSI. The task group was asked to go through all of the findings of the three break-out group sessions of last year's workshop on standards for a sustainable world: *How can standards influence a sustainable energy future?* to see if there were any issues that might be relevant to COPOLCO and the standards system. Mr. Asher informed members that he had been appointed the consumer representative to the ISO SAG-Energy.

The task group responded to the 2008 workshop break-out group recommendations as follows:

Break-out group 1 on consumer access to energy, focusing on energy supply for homes

103. The task group was looking at ways of improving assessment of energy efficiency in homes to produce a set of guidelines. KATS & SABS have indicated strong support in this work. Another concern was the importance of being able to inform consumers about the best way of using household appliances in homes in order to reduce carbon output and price. Mr. Asher also emphasized the ability to use energy at most efficient times of the day, typically overnight, to reduce the daytime load. At the moment metering systems and our home wiring do not allow us to do so. He mentioned that one recommendation was to do a feasibility study to assess the need and scope for an International Standard on smart meters.

Break-out group 2 on labelling and related information: what roles for standards, consumer advocacy and legislation?, focusing inter alia on buildings and domestic appliances

104. A task group recommendation came out from the working group on consumer protection in the global market place about better performance in environmental performance declarations. There is a need to review declarations in existing standards, both Type II, (consumers) and Type III, (business-to-business). The next element was about building standards. Mr. Asher indicated that COPOLCO recommends international building energy efficiency standardization for new and existing buildings. He noted that many building standards are poor. He cited the following examples which were missing in the building standards: the direction a building faces or where the street entrances are planned.

Break-out group 3 on alternative energy issues: what contribution to a sustainable world?

105. The proposed initiatives from the task group are about micro generation: Mr. Asher cited wind turbines, solar energy and hot water as examples. He underscored that many devices do not work and are expensive. The goal would be at least to have some form of standardization that might go to assessment of safety and performance, durability, consumer protection and information.

106. Another recommendation was about biofuel. In many countries there is a mandate to incorporate a certain proportion of biofuel usually ethanol or diesel into the domestic fuel supplies. In Europe, there is a directive that calls for 5.5% of all domestic diesel needs to be met by bio-diesel by 2010. Many countries have introduced 10% for ethanol already. The difficulty is that the fuel stocks for these are often from doubtful sources. Many car manufacturers will not provide warranties. Mr. Asher reported that another bigger issue was the replacement of crops grown for human food with crops grown for fuel. It is relevant in Indonesia or Malaysia where lots of fields have been replaced by palm oil plantations. The group was convinced that over the coming years issues linked to climate change and consumers' role in mitigating these issues will be important for our future. Mr. Asher thought that we might be able to encourage the development of a guidance standard for global, sustainable production of biofuels.

107. Prof. Dr. Lothar Maier (DIN) commented that smart meters are an interesting technology as they provide more transparency to the consumer, especially if the contract allows making a difference between day-time and night-time consumption, but the drawback is in the way data is communicated to the power supplier. He indicated that in Germany there are two systems; first, smart meters are connected with a 3G broadcasting unit directly connected to the power supplier. The second one is that the power suppliers are recommending consumers to connect the smart meter to a private computer or a computer at work. In Germany a strong campaign is being carried out by data protection groups against these practices and systems.

108. Mr. Allan Asher (BSI) thanked Prof. Maier for his excellent intervention which underscored why consumers have to be involved, to be able to address issues of privacy, use of information and consumer protection to avoid abusive practices at regional or national levels.

109. Mr. Carlos Amorim (ABNT) reported that ANSI and ABNT proposed a NWIP to ISO on energy management one year and a half ago. The first meeting of ISO TC 242 took place last March in Brazil. Secondly, DIN and ABNT proposed a NWIP on sustainability in biofuel production. He indicated that a meeting was taking place mid-June in Berlin. Mr. Amorim underscored the importance of labelling for

household appliances and thought that we should encourage consumers to take into account this valuable information about energy consumption. As an example a refrigerator classified in category A (being the most energy efficient category), might be a bit more expensive, but the consumer would then pay less in energy consumption.

110. The Chair added that a workshop on energy management and energy efficiency organized by IEC/ISO/IEA took place mid-March in Paris.

111. Ms. Sondra Bruni (SCC) stated that in Canada funding was given to one of the consumer groups, which had just completed a cost/benefit analysis on smart meters.

112. COPOLCO passed **Resolution 9/2009**:

COPOLCO,

notes and welcomes KATS' invitation to host the secretariat of any future project committee appointed to develop the COPOLCO proposal, Guidelines for the assessment and improvement of energy services to users, assuming its approval,

thanks KATS for this offer of support to the project.

113. and passed COPOLCO **Resolution 10/2009**:

COPOLCO,

thanks the working group, Consumer protection in the global marketplace, and in particular its task group on energy sustainability, for investigating the outcomes of the 2008 COPOLCO workshop, How can consumers influence a sustainable energy future?

approves their recommendations, in particular,

- *to urge ISO to consider the proposal from COPOLCO, Guidelines for the assessment and improvement of energy services to users.*
- *to request ISO to carry out a feasibility study to assess both the need and scope for an International Standard for smart meters, including a particular focus on their consumer functionalities (features),*
- *to invite ISO/TC 207, Environmental management to make the revision of the existing standard on environmental labelling an urgent priority, in particular for the issue of carbon footprint labelling, within ISO 14021 Environmental labels and declarations - Self-declared environmental claims (Type II environmental labelling),*
- *to invite ISO/TC 207, Environmental management to reconsider the layout and scales of the labelling scheme, in relation to increased efficiency of domestic appliances, within ISO 14025 Environmental labels and declarations - Type III environmental declarations - Principles and procedures,*
- *to support international energy efficiency standardization for new and existing buildings, noting already-existing CEN and Australian standards,*

- *to investigate the opportunity for developing International Standards for devices producing domestic renewable energy (or domestic micro-generation devices), which also need to be assessable for safety, performance, durability and ease of operation,*
- *to recommend to ISO to consider development of a global sustainability guidance standard for biofuels,*

requests the energy sustainability task group to convey its relevant recommendations to the SAG-E at its next meeting, through the representative of COPOLCO, Mr. Allan Asher (BSI).

114. and passed COPOLCO **Resolution 11/2009:**

COPOLCO,

recalls COPOLCO Resolution 18/2008 which recommended that ISO invite a representative of consumer interests to join the ISO SAG-E,

thanks the TMB for inviting COPOLCO to submit nominations for a COPOLCO representative,

notes recommendation 33 of ISO SAG E (SAG E Doc 14 2009-03-20) that:

'SAG E welcomes the useful contributions from the guest representative from COPOLCO and recommends that COPOLCO become a permanent member of the group. In the event that the TMB agree the representative from COPOLCO is asked to submit a paper for the next meeting on consumer priorities in energy efficiency and renewable energy sources',

decides to invite the COPOLCO task group on energy sustainability to prepare a submission to SAG-E incorporating, where relevant, the recommendations derived from the 2008 Seoul workshop, How can consumers contribute to a sustainable energy future?, and

requests that the task group inform COPOLCO of significant developments in the field of this work.

Agenda item 7.2 Proposal on guarantees and warranties

115. Ms Caroline Warne (BSI) referred to document COPOLCO 17/2009 (Add.) and explained that this proposal originated at a training group meeting at the request of a member who presented an existing Egyptian standard on guarantees and warranties.

116. She suggested as a way forward a further analysis of the questionnaire, in view of submitting a NWIP (New Work Item Proposal) to the next plenary meeting.

117. She added that an expert from a country where a standard on guarantees and warranties was required would be welcome to take over this proposal.

118. Mr. Bill Dee (SA) volunteered to help in this work.

119. COPOLCO passed **Resolution 7/2009:**

COPOLCO,

thanks the working group, Consumer protection in the global marketplace, and its convenor, Mr. Bill Dee (SA) for the report appearing at COPOLCO 16/2009,

further thanks Ms. Caroline Warne (BSI) for her report investigating the demand for an international guidance standard in the area of consumer purchase guarantees, appearing at COPOLCO 17/2009,

notes the results of the survey to members of COPOLCO, DEVCO and Consumers International, and in particular, the high rate of response,

further notes that, irrespective of the existence of legislation in many countries, a large proportion of respondents supported the development of an international guidance standard,

asks the working group, Consumer protection in the global marketplace to investigate the feasibility of developing a New Work Item Proposal, including the appropriate scope and content of any such guidance, by COPOLCO's next meeting.

AGENDA ITEM 8 WORKING GROUP ON CONSUMER PARTICIPATION

120. Mr. James McCabe (ANSI), convener of the working group, referred to the revised terms of reference of the working group appearing at annex to COPOLCO 18/2009 and below for reference:

- Development / maintenance of the COPOLCO Online Directory
- Development of supporting materials providing guidance on consumer participation in standardization
- Development / monitoring of key performance indicators relating to consumer participation
- Expanding membership and participation in COPOLCO and COPOLCO working groups
- Reporting annually to COPOLCO on progress

COPOLCO Online Directory

121. The Secretary indicated that the Online Directory is a real time tool and enables members to update the output themselves. It is an interactive system and reflects priority areas of consumer participation, as appearing in the Priority Programme. The contact details of the persons submitting the input form, and the COPOLCO contact person listed on the form, are password-protected.

122. Members were informed of the development of the input form and its release. A circular, COPOLCO 44/2008, went out to members on 26 November 2008 requesting each member to complete the input form. The ISO Central Secretariat had recorded 57 replies so far. The *ISO Online* output was planned for mid-June.

Secretary's note: the Directory site is now available: www.iso.org/isoconsumerdirectory.

123. The Secretary reviewed the content of the output; for NSBs of each country, it lists experts participating in international committees, national technical committees or mirror committees for ISO or IEC TCs, consumer representation for other types of consultation, tools to support consumer participation in policy and technical work, areas of priority interest to consumers, lists of affected TCs, and Key Persons in each priority area.

124. The Secretary added that a query of the ISO work programme can be done for areas of consumer interest. She concluded by urging every ISO member to complete its input form.

125. Mr. James McCabe (ANSI) reported on the project to develop a brochure on consumer participation in standardization. Its purpose is to provide ISO members and related standards bodies guidance on the importance and means of achieving consumer representation in standardization. It was mentioned that reports from developing countries in Africa would be a useful addition. The draft table of contents for this informative guide was outlined as follows:

- Introduction
- Value of the consumer perspective in standardization
- What is meant by consumer representation?

- How consumer representation is organized
- Annexes
- National / regional examples
- Resources

It was noted at the working group's fringe meeting that a lot of good information has been compiled. It now needs to be consolidated, edited and organized to develop the material into a useful publication.

126. With regard to Key Performance Indicators (KPIs), it was reported that there were 15 items and that they must map with COPOLCO's terms of reference. KPIs are a means of capturing quantitative or qualitative data in a useful format and a tool to help us measure the effectiveness of COPOLCO and consumer participation in standardization and in COPOLCO. Just to name a few examples of KPIs: number of COPOLCO initiated new work item proposals accepted or not accepted, number of COPOLCO plenary delegations that include a consumer representative, composition of and participation in COPOLCO working groups, number of responses to COPOLCO consultations circulated by the ISO Central Secretariat.

127. Mr. McCabe referred to Annex 4 to COPOLCO 18/2009, a report developed by Caroline Warne (BSI) on ways to increase membership and participation in COPOLCO and COPOLCO working groups. He thanked Ms. Warne for her efforts and described the paper's conclusions, noting for example that sponsorship helps facilitate consumer participation (the Seoul COPOLCO meeting being an example), and its recommendations aimed at encouraging and promoting active membership.

128. Mr. McCabe indicated that the NWIP on Consumer and public interest involvement had been reworked at the request of BSI (United Kingdom) to address engagement by any kind of stakeholder, not only consumers. The NWIP on stakeholder engagement was now out for ballot. Following a question from a member it was recalled that the revised NWIP on Consumer and public interest involvement had been submitted to the TMB at its February 2009 meeting.

129. Mr. McCabe reviewed the work programme of the working group for the coming year:

- Monitor use of COPOLCO Online Directory
- Finalize informative guide on consumer participation
- Establish process for monitoring KPIs
- Assist COPOLCO Secretary with development of the electronic newsletter
- Develop a checklist of best practices for surveys
- Develop information about the working groups

COPOLCO passed **Resolution 13/2009** and **Resolution 14/2009**:

COPOLCO Resolution 13/2009

COPOLCO,

thanks the working group on consumer participation for its comprehensive report appearing at COPOLCO 18/2009,

encourages ISO members to provide information on their national efforts to involve consumers in standardization by utilizing the new Online Directory of consumer interest participation,

supports the plans of the working group on consumer participation to monitor use of the Directory,

approves the working group's plans to finalize an informative guide for standards bodies on consumer participation in standardization,

further approves the working group's proposed list of key performance indicators (KPIs) to measure the effectiveness of COPOLCO members' engagement and consumer participation in standards work, and its plans to establish a process for monitoring KPIs.

COPOLCO Resolution 14/2009

COPOLCO,

thanks Caroline Warne (BSI) and Jim McCabe (ANSI) for their report presenting an analysis of participation in COPOLCO and identifying a range of barriers to participation in COPOLCO and in COPOLCO working groups (WGs),

notes the conclusions, in particular the effect of sponsorship on participation at COPOLCO and that response rates of some 30% have been achieved in some consultations,

accepts the recommendations aimed at improving participation presented in the report, in particular:

- *adopting the proposed induction activity*
- *maintaining the training programme*
- *developing the proposed electronic newsletter*
- *ensuring COPOLCO members are aware of their responsibilities*
- *making available summary information on the projects in the WGs, and*
- *promoting use of good practice when undertaking consultations involving surveys;*

charges the consumer participation WG with developing an informal checklist to encourage good practice when COPOLCO or its WGs undertake consultations and surveys,

invites the Secretary together with the WG convenors to develop a summary of the projects in each of the WGs.

AGENDA ITEM 9 TRAINING GROUP

130. Ms. Caroline Warne (BSI), co-Chair of the training group expressed sincere apologies from Ms. Sadie Homer for her absence as co-Chair.

131. Ms. Warne referred to COPOLCO 19/2009 and reported on the projects the Training group had been developing, namely the Induction programme, and the Distance Learning Module (DLM), including the CD-ROM and online version on the ISO Website (in English and French). A Spanish version is in progress. She reviewed the Train-the-Trainer national and regional events in Argentina, Barbados, Ethiopia, Kenya, and Libya. Each event was attended by 19 to 24 delegates from a wide range of stakeholders: consumer organizations, government, regulators, industry, academia and NSBs.

132. The Secretary reported that a Train-the-Trainer event in French was held in Paris in April with the contribution of AFNOR. Participants invited were from French-speaking countries (Benin, Burundi, Cameroon, Congo, Côte d'Ivoire, Gabon, Guinea, Lebanon, Morocco, Seychelles, and Tunisia). The Secretary reported that the goals of the French event were similar to those of the English event. Exchange of ideas and group exercises were well received. The right persons came to the events. According to the evaluation the results were very satisfactory.

133. It was reminded that the concept of the Train-the-trainer event was to train trainers who will be able to train experts in their respective countries, and that the way action plans were progressing

needed to be monitored. Ms. Warne indicated that evaluations were very good in general and trainees felt that the training was applicable to their work.

134. With regard to future activities, the co-Chair indicated the following items:

- Develop an orientation programme for new members and representatives attending COPOLCO 2010
- Carry out initial evaluation of the Distance Learning Module
- Hold regional/national follow-on workshops for French-speaking countries and possible further activity to train trainers, as a follow-up of the Train-the-trainer programme.

135. Ms. Warne (BSI) indicated that two future regional events were under discussion.

Induction package for new COPOLCO members

136. The induction package for newcomers includes a welcome letter, and a telephone call can be arranged on demand. It was suggested that a mentor could be designated as well as orientation sessions prepared in parallel with the COPOLCO events.

137. To conclude, Ms. Warne thanked CI and all sponsors, the host countries, ISO DEVCO, the training group and participants.

138. Ms. Sondra Bruni (SCC) informed members that in the context of the induction orientation programme, SCC was willing to mentor a newcomer, and would provide a contact person. She also supported the idea of organizing a meeting for delegates coming to the next plenary for the first time.

139. Ms. Dewi Odjar Ratna Komala (BSN) indicated that BSN was a new member and announced that BSN would be hosting the COPOLCO events next year. She supported the orientation programme and implementation could start next year in Indonesia.

140. Ms. Warne indicated that the idea of an orientation meeting would be informal; interested experts could attend and ask questions.

141. Mr. Guillermo Zucal (IRAM) reported that the regional training event in Argentina was highly helpful to all participants. Their feedback was extremely positive; this event helped them understand how COPOLCO functioned and how to improve consumer participation in standardization.

142. Ms. Ratna Devi Nadarajan (DSM) asked if we could monitor how many DLM CD-ROMs have been distributed, or check hits of the DLM website to evaluate this training tool.

143. Ms. Warne (BSI) indicated that work to evaluate and measure both the DLM use, and follow-up of Train-the-trainer events, would be started before the Chair's Group meeting in November 2009.

144. COPOLCO passed **Resolution 16/2009**:

COPOLCO,

thanks the training group and its co-convenors, Ms. Caroline Warne (BSI) and Ms. Sadie Homer (CI) for their report, appearing in COPOLCO 19/2009,

notes the development, with the Secretary, of an induction programme to orient new COPOLCO members and representatives (at Annex 1 to COPOLCO 19/2009), and

invites the Secretary to adopt this programme over the coming year;

recognizes the importance of robust evaluation and charges the training group and the Secretary with developing and initiating evaluation of the Distance learning module, and further evaluation to monitor the impact of the Train-the-trainer programme.

notes the successful development and implementation of the second Train-the-trainer workshop,

expresses its appreciation to AFNOR for its generous and efficient hosting of this event,

looks forward to national or regional follow-up workshops in French-speaking countries,

also notes the five highly successful regional and national follow-up training events spinning off from the first Train-the-trainer event held in 2008,

expresses its heartfelt appreciation to the Swedish International Development Cooperation Agency (Sida), BSI, COPANT, and CI for ongoing support to this second phase of the capacity-building activity jointly organized by COPOLCO and DEVCO,

thanks the host countries of the many successful training events held to date.

AGENDA ITEM 10 RESULTS AND FOLLOW-UP ACTIONS – COPOLCO WORKSHOP

145. During the inaugural session of the workshop welcome addresses were delivered by BIS officials and the Chair of COPOLCO, as follows (in programme order):

- Mr. Sharad Gupta, Director-General, BIS
- Ms. Jai Ok Kim, Chair of COPOLCO, acting as co-Chair of the workshop
- Mr. Alinda Chandra, Additional Director-General, BIS, acting as co-Chair of the workshop
- Mr. Y.S. Bhave, Secretary, Department of Consumer Affairs, Government of India
- Ms. Madhulika Prakash, Deputy Director-General (Technical), BIS

146. Ms. Linda Golodner (ANSI) summarized all the presentations made during the workshop. (See compilation of plenary presentations). Citing the Indian situation, Dr. T.S. Mohan, Principal Researcher Infosys Private Ltd, Bangalore, urged participants to overcome their passive acceptance of lack of interoperability. Mr. Allan Asher, Chair, Consumer and Public Interest Network (CPIN), BSI suggested a stronger consumer voice and the appointment of more consumer experts in committees. Mr. Allan Asher emphasized fair competition rather than trade rules or IP as a way to ensure a better deal for consumers. Mr. R.A. Venkitachalam, Vice-President and Managing Director (India), Underwriters Laboratories delivered a presentation on the impact of counterfeiting on interoperability of products. He highlighted the importance of consumer education about the impact of counterfeiting to consumers' safety. Mr. Steve Mutkoski, Senior Standards Strategist, Corporate Interoperability and Standards Group, Microsoft (USA) highlighted that the speed of innovation gets in the way of setting standards and challenged consumers to consider what role they could play in accessibility, privacy and security issues. Dr. Gabriela Fleischer, Project Manager, DIN, recommended a micro USB Key as a charger for mobile phones and one socket for power. Ms. Indrani Thuraisingham, Head, Consumers International KL office for Asia Pacific and the Middle East (Malaysia) reported on consumers' access to knowledge and pointed out that access to knowledge was hindered by laws inhibiting the development of interoperable products for accessing digital information. She also reported that consumers wanted open media formats that can be both read and written for free.

147. Panel discussion: one positive example was about efforts made to develop a universal charger. Interoperability affects us in many ways, for example in the services area such as getting a

visa or banking business interoperability. One recommendation was that as businesses are for profit, competition should result in serious innovation and good customer service. The role of Intellectual Property (IP) as a barrier to innovation was raised.

Break-out group – Topic 1 – Household appliances and consumer goods other than ICT

Four break-out groups discussed two topics. Below is a summary of discussion under topic 1.

Question 1: What are the areas where problems of interoperability of goods and services are apparent?

148. The following items were proposed as examples requiring improvement in terms of interoperability: Vacuum cleaner bags, plugs and sockets, sizing of clothes and shoes (there is an international standard but it is not used).

Question 2: Can standards help in one or more of these areas?

149. "Pro" elements discussed were:

- More sustainable production
- Big scale production
- Reduction of price
- Interoperability standards look to performance and safety
- Good example of positive interoperability : gasoline station

"Con" elements discussed were:

- Inhibitions in design
- Warranties/Quality, free market: producers would make their own replacement parts and want to deliver defined quality and give warranties only for their own brand.

150. It was agreed that standards were part of the solution. Interoperability is important for consumers and must be addressed case by case. Without compromise of the quality and safety, it is important to allow for innovation by the manufacturer.

Break-out group – Topic 2, Electronic goods and Information and Communications Technology (ICT)

Two break-out groups on topic 2 made the following observations:

Question 1: What are the areas where problems of interoperability of goods and services are apparent?

151. Many products are more complex than consumers want and need. Consumer groups can influence industry. There is a need for a universal charger for mobile phones. Electronic waste is generated. There is a need for a new standard for batteries and battery chargers including safety aspects although several standards already exist on the subject. Power cords need some interoperability improvements, as laptops, floppy disks, CDs, magnetic tapes, cameras, hairdryers, and plugs did. Privacy sometimes gets in the way. Archiving is difficult. There are problems in obtaining instructions for use, especially when it has been a few years since purchasing. There is a need for communication among government, industry and consumer groups. The ultimate objective: it has to work! There are too many remote controls. One suggestion was multiple functions in one product. Domestic plugs could be gradually changed over time. At present there are few manufacturers making plugs. It was also mentioned that manufacturers desire to maintain their market share, driven by competitiveness and unwillingness to meet consumer needs or to respond to complaints. As a consequence, expecting industry to cooperate is a huge challenge.

Question 2: Can standards help in one or more of these areas?

152. Standards organizations should encourage stakeholder participation on this issue. It is a challenge to bring all stakeholders to the table. A recommendation was a workshop on interoperability issues. Another challenge is to convince the industry sector. Standards could certainly grab the attention of manufacturers. Competition can motivate manufacturers to enhance their products. If manufacturers do not adapt or update their product according to the standard requirements, they can lose market share, for example the credit card and its universal use. Another recommendation was that interoperability could be the basis for certification. Software standards could require the enshrining of consumer rights/welfare/consultation/transparency. ISO/IEC/ITU need to consider consumer issues and work cooperatively together.

Question 3: If standards can help, which area(s) most urgently need(s) solutions, and in which specific ways?

153. With regard to software standards it was suggested to develop a consumer statement of principles on interoperability, including concerns about safety, security, privacy, etc. It was suggested that discussion could take place on a Web forum. Also, developing standards for consumer rights such as privacy should be taken into account. For example: call center standards should be more focused on consumer's needs. Another issue was "Net neutrality problems": proprietary issues operating on the Web may create more restrictions, with interoperability disappearing. There could be a danger of destroying the open Web by limiting access. The needs of disabled people also had to be included in the process.

154. COPOLCO passed **Resolution 17/2009**:

COPOLCO,

thanks the speakers, moderators, panellists and rapporteurs for their excellent contributions to the workshop,

emphasizes its support for measures to seek solutions to problems of interoperability,

notes the wide range of concerns raised in workshop discussions in relation to consumer goods and components,

recommends, inter alia, the following initiatives:

- *development of a COPOLCO Guide explaining consumer issues in interoperability*
- *given the convergence of technology, enhancement of cooperation between ISO, IEC and ITU on consumer issues in interoperability*
- *development of new standards for batteries and battery chargers.*

155. and passed **COPOLCO Resolution 18/2009**:

COPOLCO,

notes the rapid expansion of goods and services entering the market as a consequence of developments in information and communications technology

further notes the rich and challenging presentations and breakout group discussions at the ISO/COPOLCO workshop on interoperability,

recognizes the recommendations of the breakout groups on the desirability of a COPOLCO statement of consumer principles relating to interoperability and the information society,

requests the working group, Consumer protection in the global marketplace to convene an online discussion forum, open to all COPOLCO members and other consumer stakeholders, with the goal of developing a statement of principles on ICT interconnectivity and associated matters,

further requests that the statement address issues such as consumer rights, privacy, net neutrality, consumer protection issues, and appropriate consumer participation in the development of standards relating to these matters.

AGENDA ITEM 11 WORKING GROUP ON PRODUCT SAFETY

156. The Chair announced that Dr. Elizabeth Nielsen, co-Convenor of the working group had resigned. She thanked her for her great contribution to this working group's activities.

157. Ms. Sondra Bruni (SCC) referred to the report appearing at COPOLCO 21/2009 and delivered a statement on behalf of Dr. Nielsen. She announced that Ms. Robyn Easton (SA) would be replacing her as co-Convenor with Ms. Ratna Devi Nadarajan (DSM). Dr. Nielsen thanked the working group participants, the Canadian Standards Association and Underwriters Laboratories of Canada for their continued support. Dr. Nielsen will continue working on nanotechnology and in the field of product safety.

158. Ms. Ratna Devi Nadarajan (DSM), as co-Convenor of the working group, reported on the results of the survey on ISO 8124 - Safety of toys. There were limited responses from the developing countries. It was decided to extend the survey to DEVCO to get more inputs. She reported that the working group would prepare a proposal for consideration by COPOLCO for rationale statements to be included in the ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards* revision. With regard to the progress on the adequacy of instructions to be included in the ISO/IEC 37, *Instructions for use of products of consumer interest*, it was proposed to prepare the justification to the committee reviewing the IEC 62079, *Preparation of instructions – Structuring, content and presentation* to include the provisions for adequacy of instructions as appearing in ISO/IEC Guide 37.

159. Ms. Nadarajan (DSM) indicated that the scope of the Task Group on societal and consumers' issues under ISO/TC 229, *Nanotechnology* would be drafted to provide feedback related to societal interests to TC 229. She informed members that the first meeting of the ISO PC 243 on consumer product safety would take place in Canada on 6-7 August*, and added that the first meeting of the ISO PC 240 on product recall took place on 4-5 May in Malaysia.

Secretary's note: This meeting has been postponed to October due to lack of confirmed participation.

160. She reported that, due to lack of resources, work had not progressed in data elements of an injury database, the quality and fitness for purpose of products to protect children and water treatment devices. She proposed to monitor these areas and more development as needs arise or resources become available.

161. Ms. Nadarajan informed members about the recent decision of Ms. Robyn Easton to accept the position of co-Convenor of the group and expressed her sincere gratitude to Dr. Nielsen for her valuable contributions to the work of the working group.

162. In response to a question from James McCabe, the Secretary answered that the ISO/IEC Guide 51 would be revised by IEC ACOS with consumer participation.

163. In response to a question from Dr. Eunsook Moon (KATS), Ms. Ratna Devi Nadarajan (DSM) reported that the exact membership of the task group on societal and consumer issues would be communicated after the meeting and the first priority was drafting the scope of this task group.

164. Ms. Anne Ferguson (BSI) reported that she just received a draft for the scope and terms of reference of this group. She added that the UK had put forward a new consumer representative: Mr. Allan Bent.

165. Concerning the ISO/IEC Guide 37 progress, members asked for some clarifications on the way forward. It was indicated that the working group would prepare the justification to the committee reviewing the IEC 62079 to include provisions for adequacy of instructions as appearing in the latest draft of ISO/IEC Guide 37, and that ISO/IEC Guide 37 would be revised immediately after publication, to take into account provisions on assembly and maintenance within the revised IEC 62079.

166. COPOLCO passed **Resolution 15/2009**:

COPOLCO,

thanks the working group on product safety and its co-chairs, Dr. Elizabeth Nielsen (SCC) and Ms. Ratna Devi Nadarajan (DSM), for their report appearing at COPOLCO 21/2009,

notes the resignation of Dr. Nielsen as co-chair, and expresses its appreciation to Dr. Nielsen for her leadership of the group,

welcomes Ms. Robyn Easton (SA) as new co-chair of the group,

further notes the forthcoming revision of ISO/IEC Guide 51, Safety aspects – Guidelines for their inclusion in standards,

recommends that rationale statements be considered as one aspect within the future revision of ISO/IEC Guide 51,

approves the group's recommendation to expand the survey on use ISO 8124, Safety of toys to the members of DEVCO,

encourages harmonization of toy safety standards,

commends the establishment of a task group on consumer and societal issues within ISO/TC 229 Nanotechnologies,

notes the forthcoming enquiry to ISO and IEC on ISO/IEC Draft Guide 37, Instructions for use of products by consumers and a parallel revision of IEC 62079, Preparation of instructions –Structuring, content and preparation, currently at the CD stage,

decides to request IEC to consider including provisions for adequacy of instructions within the revision of IEC 62079, and then, upon publication of ISO/IEC Guide 37, to consider initiating an early revision of ISO/IEC Guide 37 to include provisions on assembly and maintenance.

AGENDA ITEM 12 Enhancement of consumer participation in standards work, including within developing countries – Report of the Developing Countries COPOLCO Group (DCCG)

167. Mr. Steve Williams (TTBS), convener of the DCCG, reported on its terms of reference and mandate. He indicated that its primary functions were to provide a forum for on-going and more effective working relationships, to develop and maintain a membership list and raise concerns of developing countries.

168. He reported that any member of COPOLCO or affiliated consumer representative was eligible to join this group, the condition being that the convenor shall be from a developing country. There are at the moment 26 participants from 14 countries. Representatives include co-chairs of the COPOLCO working groups on Priorities and Consumer Product Safety, and the Project Committee on second-hand goods. Some participate in the training group and some will participate in the task groups within the consumer participation group. There was a question of having an allocated space on the ISO Web site to facilitate the DCCG's activities.

169. Mr. Williams informed members that a list serve was established to facilitate networking for ongoing working relationships. Two interesting points came out from the DCCG meeting in India: firstly, the importance of networking to raise and discuss issues concerning developing countries, and secondly, the need for DCCG members to be able to communicate electronically between COPOLCO meetings.

170. Ms. Caroline Warne (BSI) gave an example of how she had "used" the DCCG. As the guarantees and warranties issue was raised from a developing country, and in order to get input on the questionnaire, she had asked Steve Williams to consult the DCCG via its list serve, in parallel with the working group on consumer protection in the global marketplace.

171. Prof. Khanna (BIS) recognized that the participation of representatives in meetings from developing countries has been very difficult. There is a need to get institutional and other mechanisms to help promote more participation from developing countries. He recommended urging NSBs to increase participation in the DCCG.

172. Mr. Williams (TTBS) took the opportunity to inform members that any member interested in joining the DCCG was welcome to do so while this meeting was taking place.

173. COPOLCO passed **Resolution 19/2009**:

COPOLCO,

notes the report of the DCCG convener, Mr. Steve Williams (TTBS),

thanks him for his ongoing support to developing country input to COPOLCO's activities,

requests the Secretary to investigate whether a discussion forum for the DCCG could be set up with a link to the ISO Online Website, and

encourages developing country members to join the list serve of the DCCG.

AGENDA ITEM 13 WORKING GROUP ON PRIORITIES FROM THE CONSUMER'S POINT OF VIEW

174. The Chair thanked Ms. Annie Tricoche (AFNOR) for her contribution as co-Chair for the last two years.

175. The co-Chair, Mr. Steve Williams (TTBS) presented the report appearing at COPOLCO 22/2009. He explained that as COPOLCO meetings took place in different places of the world each year this was allowing new participants to attend meetings. Mr. Williams explained that priorities are current or proposed areas of standardization activity of interest from the consumers' point of view.

176. Mr. Williams cited as an example a key/emerging priority: this year's workshop was on interoperability. Should COPOLCO decide that there is an international interest in that subject and that an IS would be recommended to ISO; then interoperability would become a key/emerging priority. He

reported on the functioning and purpose of this working group. One purpose was to identify priority areas of consumer interest and another was to encourage NSBs and other relevant organizations to include consumer representatives on TCs in these areas. Taking into account the needs of developing countries was also part of its charter. Mr. Williams described the two main deliverables: the Priority Programme Annual Report and Priority Programme Handbook. He informed members on the update of Key Persons appearing at page 238 of the working documents.

177. During the working group meeting on 25 May a lively discussion had taken place on call centers. It was proposed that a group composed of Dr. Clifton Johnston (SABS), Ms. Anne Ferguson (BSI), Mr. Allan Asher (BSI) and a delegate from India (to be determined) would develop a justification paper for the next plenary and add call centers as a key/emerging priority area.

178. Counterfeit and fraud also generated lively discussion during the working group meeting. It was recognized as an important area but the group did not identify how COPOLCO could address this area knowing that ISO has already started some work on the subject. There are two committees established: ISO PC 246, *Anti-counterfeiting tools* and ISO TC 247, *Fraud countermeasures and controls*. It was recommended that counterfeit and fraud should be considered and included as a key/emerging priority. Mr. McCabe (ANSI), Mr. Asher (BSI) and Ms. McCormick (SCC) would further investigate to collect some background information.

179. Mr. McCabe (ANSI) suggested adding Steve Williams (TTBS) to this group because of his interest in the matter.

180. Ms. Linda Golodner (ANSI) announced that she was willing to be a Key Person on Social Responsibility.

181. COPOLCO passed **Resolution 20/2009:**

COPOLCO,

notes the report and annexes of the working group, Priorities from the consumer's point of view ("Priorities Group") appearing at COPOLCO 22/2009,

expresses its appreciation to Ms. Annie Tricoche (AFNOR) for her past service as co-chair of the working group,

thanks the co-chairs, Ms. Sondra Bruni (SCC) and Mr. Steve Williams (TTBS), for their report and completed projects,

further thanks the Priorities Group key persons for their contributions to the COPOLCO Annual Report,

notes the Priorities Group's initial investigations into adding counterfeiting and fraud as an emerging priority,

approves the Priority Programme, Annual Report and Handbook appearing at Annexes 1, 3, and 4 to COPOLCO 22/2009.

AGENDA ITEM 14 ACTIVITIES OF CONSUMER INTEREST UNDER ISO AND IEC BODIES OTHER THAN COPOLCO

Agenda item 14.1 ISO and ISO/IEC groups reporting to the TMB

ISO Strategic Advisory Group on Energy (SAG-E); and others

182. Mr. Allan Asher (BSI) explained that after the workshop on sustainability and energy efficiency in May 2008, COPOLCO noted that there was no consumer input at the SAG-E. Mr. Allan Asher was invited as a guest to the meeting in March 2009, and to a workshop involving IEC/ISO/IEA and hosted by the OECD, on developing standards for energy sustainability, energy efficiency, and carbon reduction (Annex 4 to COPOLCO 23/2009). 300 participants attended this meeting from the OECD and from more than 120 countries.

183. Mr. Asher also reported that, as an example, in the sector of ICT the increased volume of e-mail would contribute to massive carbon consumption. This was the reason why it was strongly felt that consumer representation was required in this SAG-E as activities, attitudes, and actions of consumers were important. He referred to the Kyoto targets of 50% to 80% reduction in carbon output by 2050, approximately half to come by energy efficiency measures, and almost half of overall to come from domestic consumers. At the moment no energy efficiency had taken place. Mr. Asher referred to the recommendations from the third meeting of SAG-E appearing at Annex 5 to COPOLCO 23/2009.

184. Ms. Susan Winter (SCC) reported that a consumer representative from Canada attended the meeting in Paris.

185. The Secretary, referring to the Recommendation 35 appearing at p. 262, "SAG E notes the work of ISO/TC 238 on solid biofuels and asks the committee to develop the standards expeditiously", asked whether some of the concerns related to biofuels that were expressed in this plenary would be incorporated in the scope of that committee.

186. Mr. Asher (BSI) clarified that COPOLCO's comments on that aspect would emphasize the sustainability dimension of biofuels, and further added that the biofuels the standard was addressing were solid biofuels that go into power plants, such as crushed olive seeds.

ISO/IEC/ITU-T Strategic Advisory Group on Security (SAG-S);

187. Ms. Norma McCormick (SCC) reported that she has been a representative of COPOLCO on the ISO/IEC/ITU –T SAG on Security (SAG-S) since 2005 and a member of the Canadian delegation representing consumers' interests in ISO/TC 223, *Societal Security*.

188. She referred to security and emergency management initiatives to protect critical infrastructure (CISSS) and indicated that SAG-S was integrating the work done by SA on the "security roadmap". Another consumer interest was the common alerting protocol (CAP) for public warnings including prediction and communication in emergency situations. A key consumer concern was the global impact of counterfeiting and fraud.

189. Ms. McCormick reported that the SAG-S was divided in three subgroups: the first subgroup produced the roadmap. The second subgroup was working on ISO/IEC security guidelines, and the third was on technical assessment. She said that one of the recommendations was the potential for communication with those responsible for revising Guide 51 to harmonize the two standards, one from the security, and the other from the safety perspective. She then drew members' attention to the SAG-S roadmap priorities, and specifically to encourage and support participation by developing countries and economies in transition, in SAG-S and to identify possible security standardization initiatives.

190. Ms. McCormick indicated that the SAG-S is now working closely with IEC and ITU. A large concern is with counterfeiting, including for emergency systems, which are also impacted. With respect to TC 223, *Societal Security*, it now has four working groups, including a WG working on a standard on organizational resilience management systems. She pointed out that Working Group 3 on initiatives on command and control, coordination and cooperation was working on ISO TC 22322 on Public Warning Systems. She urged consumer participation in this work, as there had been several high profile failures. She therefore encouraged delegates to attend the workshop on Public Warning next September to be hosted by JISC in Tokyo.

191. COPOLCO passed **Resolution 23/2009**:

COPOLCO,

thanks Ms. Norma McCormick (SCC), COPOLCO representative to the ISO/IEC/ITU-T Strategic Advisory Group on Security (SAG-S) and consumer representative to TC 223, Societal Security, for her report on security-related issues to COPOLCO.

emphasizes the importance of the consumer contribution to the work of these groups.

Agenda item 14.1 Conformity assessment (CASCO)

192. The Secretary referred to COPOLCO 24/2009, page 263. She highlighted that last year CASCO decided to hold a workshop on Market Surveillance at the end of October 2008. CASCO extended an invitation to the President of Consumers International, Mr. Samuel Ochieng. CASCO is developing a summary document on possible future activities for ISO/CASCO as a result of the workshop discussions. Possible outcomes of the market surveillance workshop were the development of a best practice document on market surveillance and how existing ISO standards can be better promoted to regulators.

193. Mr. Bill Dee (SA) suggested preparing a resolution for COPOLCO to recommend that ICPEN – International Consumer Protection Enforcement Network – adds Market Surveillance to its agenda as a matter of priority.

194. Mr. Allan Asher (BSI) mentioned that ICPEN was meeting in Sydney next November.

Agenda item 14.2 Developing country matters (DEVCO)

195. The Secretary referred to COPOLCO 25/2009, page 267. She brought to members' attention the guidance manual "Standards work on the Web: the ISO solutions". It is one of several publications which have been developed to help the developing countries to participate in the ISO system.

196. COPOLCO passed **Resolution 21/2009**:

COPOLCO,

notes the reports from CASCO and DEVCO

thanks these committees for their reports, and

expresses its appreciation for their cooperation on projects of mutual interest, in particular market surveillance for CASCO, and training issues, for DEVCO.

197. and passed COPOLCO **Resolution 22/2009**:

COPOLCO,

noting that misleading certification claims are affecting the credibility of the certification process,

further noting that ISO and its NSBs lack enforcement powers,

urges ISO to encourage the International Consumer Protection Enforcement Network (ICPEN) to put priority on taking enforcement action against misleading standards certification claims.

Agenda item 14.3 International Electrotechnical Commission (IEC)

198. Mr. Gert Bukkjaer (IEC) indicated that, regarding ISO/IEC Guide 51, ACOS (the IEC Advisory Committee on Safety), had agreed to recommend to the IEC SMB to approve the revision of ISO/IEC Guide 51 and that it would cooperate with ISO/COPOLCO on the revision. Concerning security topics, ACOS was of the opinion that those safety issues should also follow Guide 51 and not create different safety rules.

199. Mr. Bukkjaer reported on the status of some recent IEC activities of interest to COPOLCO, concerning safety. He mentioned the fifth edition of IEC 60335-1, *Safety of household and similar appliances*, a second amendment to IEC standard 62115, *Electric toys*, product standard for toys including LEDs, the revision of IEC Guide 104, *The preparation of safety publications and the use of basic safety publications and group safety publications*. He highlighted the development of a draft for a guide for safety risk assessment in the area of low voltage, and a recent ACOS workshop entitled *Risk assessment in IEC safety standardization work supporting regulations*. CENELEC Guide 29, *Temperatures of hot surfaces* becoming an IEC guide, and automotive electronics, were also addressed.

200. Concerning the COPOLCO project on batteries and battery chargers (power supplies), Mr. Bukkjaer expressed support for homogenizing technical solutions as much as possible to the extent that technical limitations will allow. He therefore supported the solution proposed by some phone companies which was to aim to standardize some groups of products according to common voltage and current. For other groups, different parameters would be used.

Secretary's note: the SMB accepted this principle at its meeting following the COPOLCO meeting.

201. With respect to performance and environmental matters, Mr. Bukkjaer reported on the CENELEC environmental database, IEC 62321 on heavy metals, and IEC 62430, *environmentally conscious design for electrical and electronic products*. He also reported on the development of exposure limits in EMF (Electromagnetic fields). He referred to the ISO/IEC/IEA workshop on energy efficiency which took place in Paris on 18 March 2009. Main topics were optimization of energy systems in buildings, terminology, energy management and efficiency, concept modes of equipment in respect of power demand and the IEC activity in renewable resources. Mr. Bukkjaer talked about conformity assessment and the increase of IECEE certification. He mentioned the IEC Affiliate Country Programme and the adoption and use of IEC standards as being some of the goals of this programme. He referred to a workshop for industrializing countries which would be held during the next IEC General Meeting in Tel Aviv on 18-22 October. Mr. Bukkjaer's full report appears at Annex 5.

202. COPOLCO passed **Resolution 25/2009**:

COPOLCO,

thanks the representative of IEC, Mr. Gert Bukkjaer, for his comprehensive report, referenced as COPOLCO 26/3009),

appreciates his input on a number of matters of common interest.

**AGENDA ITEM 15 ACTIVITIES OF CONSUMER INTEREST WITHIN
ORGANIZATIONS OTHER THAN COPOLCO AND IEC**

**Agenda item 15.1 Activities of Consumers International with respect to
standardization – Report by a CI representative**

203. Ms. Indrani Thuraisingham (CI) referred to the CI report appearing at COPOLCO 27/2009. She reviewed CI's activities, including CI's participation in the workshop on interoperability where she delivered a presentation on access to knowledge, which is one of CI's key campaigns.
204. With regard to COPOLCO's activities, Ms. Sadie Homer actively participated in follow-up events to the train-the-trainer event held in Ghana: in Kenya and in Barbados. Last April, Mr. Robin Simpson from CI participated in the first Train-the-trainer event addressed to French-speaking experts.
205. Mr. Guillermo Zucal (IRAM) informed the delegates that CI had also participated in a training event for consumer representation in Buenos Aires, Argentina.
206. CI members also took part in a COPOLCO survey on customer guarantees and warranties.
207. Ms. Indrani Thuraisingham reported that the 6th meeting of the ISO working group on Social Responsibility was held in Chile and was attended by 397 experts (48 developing and 28 developed countries). Work on the standard progressed towards an accepted CD version, with the work of the Integrated Drafting Task Force (IDTF) being instrumental. Regular experts on the IDTF are Ms. Ratna Devi Nadarajan (DSM), Ms. Linda Golodner (ANSI) and as alternate experts: Mr. Christian Thorun and Mr. Peter Gillespie (UK CPIU). The group supported issuing a CD, having lobbied successfully on key issues of the precautionary principle, sphere of influence, legal references and sustainable consumption. The WG experts' decision to move to CD was warmly received. A full report can be found on the www.consumersinternational.org Website.
208. The Ethical Trade Fact Finding Project (ETFFP) steering group has now recruited a project co-ordinator. The project has had the strong support of the Dutch Ministry of Consumer Affairs and ISO DEVCO, as well as the commitment of the Steering group members from CI, FLO, IFAT, ISEAL, AFNOR, and ABNT.
209. The steering group is encouraging active participation from its NSB members and would welcome suggestions from COPOLCO of ways to increase its input through the nominated NSBs. An international multi-stakeholder round table will take place in September 2009*, supported by ISO DEVCO. ISO/COPOLCO Secretariat will keep COPOLCO members informed of the continued activities of the ETFFP.
- *Secretary's note: the dates are tentatively set for 12, 13 and 14 October. Both the project manager and independent researchers have been hired and organization of the event is under way.*
210. CI urged COPOLCO representatives to propose a secretariat or Chair for the NWI on Guidelines for the assessment and improvement of energy services to users.
211. Ms. Thuraisingham also reported on activities in ISO TC 224, *Water and sewerage services* and Safety of electrical household products, a CI/ANEC project.
212. Ms. Caroline Warne (BSI) asked about the NSBs' participation in the Ethical Trade project and who from AFNOR was taking over from Annie Tricoche, and if a representative had been selected from ABNT.

213. Mr. Rémi Reuss (AFNOR) confirmed he was taking over from Ms. Annie Tricoche. Mr. Carlos Amorim was acting ad interim as representative. He further requested that the newly-appointed project coordinator update representatives of AFNOR and ABNT on the latest activities of this steering group.

214. COPOLCO passed **Resolution 6/2009**:

COPOLCO,

thanks Consumers International for its report,

welcomes the implementation of the Ethical Trade Fact-finding Group's (ETFFG) project to investigate consumer issues related to ethical trade claims and labelling,

requests the ETFFG to coordinate with ABNT and AFNOR to ensure their participation in the ETFFG's deliberations,

looks forward to further news on the progress of the work of the ETFFG.

Agenda item 15.2 Recent activities of the Organisation for Economic Co-operation and Development (OECD) Committee on Consumer Policy (CCP): Report by an OECD representative

215. The Secretary referred to the OECD report (COPOLCO 28/2009) and indicated that there was ongoing cooperation between the Committee on Consumer Policy (CCP) and COPOLCO. The OECD and COPOLCO communicate to update on their respective activities which sometimes overlap. She referred to the book entitled "Promoting Consumer Education" which had been distributed to delegates.

216. The Secretary pointed out the following items of particular relevance which the OECD was working on: spam, consumer education, consumer product safety, fraudulent and misleading environmental claims, the global financial and economic crisis.

217. Following a question from SCC on product safety, the Secretary informed members that Dr. Nielsen spoke at the OECD workshop in October 2008.

AGENDA ITEM 16 REGIONAL DEVELOPMENTS AND INITIATIVES

Agenda item 16.1 Developments of consumer interest in European standardization – Report by ANEC

218. Prof. Lothar Maier (DIN) delivered the report on behalf of Mr. Stephen Russell, ANEC Secretary-General. He referred to the report included in the additional documents: COPOLCO 29/2009. He indicated that one of the key elements of the ANEC Strategy 2008 to 2013 was to build partnerships and to seek to achieve its goals. One of the most important tasks of ANEC is leading the revision of CENELEC standards for electric domestic appliances. ANEC works in liaison with CI at the international level. Prof. Maier reminded members of the Memorandum of Understanding put in place between CI and ANEC.

219. Prof. Maier reported that one of the most important events of ANEC was the adoption of the new legislative framework for products. This framework will come into effect on 1 January 2010 and will facilitate the trading of products on the European market by the use of European standards. Prof. Maier mentioned that building a single European market was a challenge. The European standards organizations are responding to this "challenge", CEN and CENELEC have agreed to work more

closely to establish common political structures. ANEC welcomes this decision and expects better consumer representation in these organizations. The European Commission is also responding and has formed a group of experts for the review of European standardization. He reported that the former Secretary-General of ISO, Mr. Alan Bryden, was a member of this group, Express; so were Mr. Stephen Russell and Mr. Arnold Pindar. The report of the Express group will be available by the end of 2009.

220. COPOLCO passed **Resolution 28/2009**:

COPOLCO,

thanks ANEC for its report, delivered by Professor Dr. Lothar Maier (DIN), in particular for highlighting matters of interest to COPOLCO.

Agenda item 16.2 Developments of consumer interest in the Asia-Pacific

221. Ms. Ratna Devi Nadarajan (DSM) referred to the report appearing at COPOLCO 30/2009 and delivered a brief report on ANCO's activities. She mainly reported on the third ANCO workshop that was held in Malaysia on Accessible Design in February 2009. Participants were from Indonesia, Japan, Korea, Malaysia, Sri Lanka, Thailand, and Malaysia. Participants from developing countries identified a need for technical expertise and thought more such workshops should take place. They also recommended continuity of the work on Accessible Design.

222. Following the ANCO meeting which took place in New Delhi, Ms. Devi Nadarajan gave some updates of the Asian representatives. She reported that KATS had formed the COPOLCO national mirror committee; in Saudi Arabia a consumer organization addressing consumer rights issues was established. In Australia, consumers are well represented in technical work and are currently working on standards related to organic food and organic products. In Thailand, the importance of promoting standards in primary schools and in universities was emphasized. They are developing an e-learning module.

223. Ms. Devi Nadarajan finally indicated that despite the partial withdrawal of funding, future ANCO workshops would still take place with the collaboration of CI.

Agenda item 16.3 Developments of consumer interest in the Latin American region

224. Mr. Guillermo Zucal (IRAM) reported on CT 153, PAN COPOLCO Technical Committee which is the newly formed COPOLCO mirror committee. He explained that the COPANT (Pan American Standard Commission) COPOLCO mirror committee's membership included participants from countries that sometimes are quite far away and that due to the distance it was preferable to communicate electronically rather than to hold meetings.

225. Mr. Zucal indicated that the Train-the-trainers regional workshop on consumer participation in standardization took place in Buenos Aires last November 2008. The first meeting of CT 153 also took place in November.

226. Mr. Zucal highlighted the four objectives of CT 153: an annual workshop, a regional project to strengthen consumer participation, the translation of ISO/COPOLCO Guides and to increase consumer participation in COPOLCO working groups.

227. COPOLCO passed **Resolution 27/2009**:

COPOLCO,

thanks ANCO for its report, delivered by Ms. Ratna Devi Nadarajan (DSM),

notes its activities, particularly the workshop on Accessible Design,

thanks CT 153 PAN COPOLCO for its report, delivered by Mr. Guillermo Zucal (IRAM),

encourages these groups in their work and looks forward to future developments.

AGENDA ITEM 17 REVIEW OF THE COPOLCO WORK PROGRAMME

228. The Secretary referred to the COPOLCO work programme appearing at Annex to COPOLCO 32/2009. This work programme has been approved by the ISO Council. After consultation of the members of COPOLCO the draft work programme will be modified to take into account member's comments and will be submitted to the ISO Council for its approval. After the Council approves the work programme, it will then become the work programme for 2010.

229. Ms. Sondra Bruni (SCC) asked if a column indicating a timeline progression in the COPOLCO work programme could be added.

230. Prof. Khanna, on behalf of BIS, indicated that BIS offered to serve as secretariat in any new committee.

231. COPOLCO passed **Resolution 26/2009:**

COPOLCO,

notes the draft work programme appearing as COPOLCO 32/2009,

requests its Secretary to amend the work programme in light of discussions at the meeting and to circulate a revised work programme for 2010, indicating more precise details on progress in achieving milestones,

further requests its Secretary to submit a finalized version to the ISO Council for approval.

AGENDA ITEM 18 ANY OTHER BUSINESS

232. The Chair informed members that Mr. Robert Steele, the ISO Secretary-General, had received an invitation from BSN (Badan Standardisasi Nasional) to host the COPOLCO plenary and related events in Indonesia in 2010. She invited the delegates from Indonesia to deliver the proposal from BSN.

233. Ms. Dewi Odjar Ratna Komala (BSN) mentioned that it was the first time that BSN was participating at the COPOLCO plenary. Following discussion, the proposed location was the International Conference Center in Bali. She offered to hold an orientation meeting for newcomers during the meeting.

234. The Secretary mentioned that the dates still had to be confirmed. The desire not to overlap with the dates of the SR meeting was noted. The workshop themes would be discussed during the next Chair's Group meeting in November 2009.

235. Members proposed the following workshop themes: Nanotechnology and its impact on consumers, standards for disabled people, improvement in standards related to financial services, standards on financial disclosure, food safety, guidance on how to implement standards.

236. At the Chair's invitation, Ms. Anne Ferguson (BSI) informed members about BSI's offer to host the COPOLCO plenary and related events in 2011 in London. It would coincide with the 60th anniversary of formal consumer involvement in standardization at BSI.

237. The Chair invited BSN representatives to attend the Chair's Group meeting next November in Geneva.

238. COPOLCO passed **Resolution 24/2009**:

COPOLCO,

expresses its thanks and appreciation to BSN, Indonesia, for its invitation to host COPOLCO in 2010,

requests the Secretary to correspond with the members on possible themes for the 2010 workshop,

further requests the Chair's Group to facilitate the choice of workshop theme, organization and planning of the 2010 workshop in coordination with BSN,

expresses its thanks and appreciation to BSI, United Kingdom, for its invitation to host COPOLCO in 2011.

and passed:

COPOLCO Special Resolution 1/2009

Thanks to the government of India, BIS

COPOLCO,

expresses its deep appreciation to the Honourable President of India, Honourable Minister of Agriculture, Consumer Affairs, Food & Public Distribution, and the Secretary, Department of Consumer Affairs, and other dignitaries, for their support to the COPOLCO meeting and related events,

expresses its deeply-felt gratitude and thanks to the Director-General, management and staff of the Bureau of Indian Standards,

emphasizes that their excellent arrangements, outstanding hospitality and support greatly facilitated COPOLCO's discussions and decisions.

COPOLCO Special Resolution 2/2009

COPOLCO Chair

COPOLCO,

notes that the term of the COPOLCO Chair will draw to a close at the end of 2009,

recognizes the outstanding contributions of the Chair during her term,

thanks the Chair for her energetic and distinguished service to COPOLCO and to the worldwide consumer movement.

- Annex 1 – Speech of the Honourable President of India
- Annex 2 – Speech of the ISO President
- Annex 3 – Position paper from Canada
- Annex 4 – Proposal from Israel
- Annex 5 – IEC report

COPOLCO PLENARY 2009

(27 MAY 2009, Wednesday)

DRAFT INAUGURAL ADDRESS

**By Her Excellency the President of India
Shrimati Pratibha Devisingh Patil**

Minister for Consumer Affairs (name to be added later), Shri Yashwant Bhave, Secretary, Consumer Affairs, Dr Alan Morisson President ISO, Shri Sharad Gupta, DG BIS, distinguished delegates, ladies and gentlemen

It is, indeed, a great pleasure for me to be with you this morning to inaugurate the Plenary Meeting of ISO Committee on Consumer Policies (COPOLCO) 2009. I gather that over 100 delegates from the member countries are participating. This is an opportunity for those working for the welfare of consumer protection to share their thoughts, views and best practices. This will enable organizations dealing with subjects on consumer welfare and protection to strengthen their information and knowledge base to deal more effectively with these issues.

The concept of consumer protection is not new to us in India . References to the protection of consumer's interest against exploitation by trade and industry, underweight and measurement, adulteration and punishment for these offences, have been made in Kautilya's 'Arthashastra' – a well known ancient treatise on statecraft covering economic, political and military issues. In more recent times Mahatma Gandhiji, the architect of our freedom movement, also made his famous remark about the consumer being the focus of all business. This remark is so important that it bears repetition once more:

"A consumer is the most important visitor in our premises. He is not dependent on us, we are dependent on him. He is not an interruption to our work; he is the purpose of it. He is not an outsider to our business, he is a part of it. We are not doing him a favour by serving him; he is doing us a favour by giving us an opportunity to do so"

Today, the need for empowerment of consumers is already well recognized world over. Today, we see rapid change and advancement of technology and advent of sophisticated goods. These are coupled with aggressive marketing strategies. Both have resulted in wider choice to the consumers. However, the same rapid technological changes have now made the consumers vulnerable to a plethora of problems. These stem from the fact that consumers do not have the necessary knowledge or information to assess the new technologies that keep entering the market at frequent intervals. It has therefore become essential that consumers make rational choices. It is also imperative that they are protected from trade and business related exploitation. There is a greater need to educate the consumers about the quality of the products. They should also be aware of possible deficiencies in the services. In the era of global trade, consumer protection has drawn attention world over. Simultaneously, there is a greater need for an organized and systematic movement to safeguard the interest of consumers. A strong dispute redressal mechanism must also be in place. This alone can make consumer protection both effective and meaningful.

In India the Department of Consumer Affairs has taken many vital steps to strengthen the consumer movement in the country and protect consumer interest. It has involved in this movement, the State Governments, Voluntary Consumer Organizations, and Consumer Activists etc . We have a strong Consumer Protection Act. This Act has enabled the setting up of a three tier structure of consumer courts at the National, State and District level. These consumer courts have delivered landmark judgments in many spheres and have been a constant source of support to the consumers. Apart from this the Department of Consumer Affairs is also running a plan schemes for upgradation of the infrastructure of the consumer courts and another one exclusively for computerisation of the consumer courts. This apart, there are schemes for consumer education in particular the well known Jago Grahak Jago – “awake, consumer, awake” media campaign.

Standards play a key role in consumer protection. For building consumer confidence more meaningful participation by consumer organizations is

required for developing standards both at the national and international level. Moreover to safeguard consumer interests there is also a need to encourage the implementation of standards concerning consumer safety both at national and international levels.

I am happy to note that the Committee on Consumer Policies i.e. the COPOLCO which is one of the important policy committee of ISO and having 104 member countries is effectively dealing with the issues related to enhancing consumer participation in standardization processes. I am also informed that COPOLCO is indeed playing a key role in developing guides which concerns consumer. These should be used by National Governments to disseminate this information and thus empower the consumers.

It is our privilege that the ISO/COPOLCO has chosen to meet in India in 2009, for the first time in the history of ISO and BIS. I am also heartened by the fact that ISO has chosen India as a venue for its Annual General Meeting in November, 2011. I am sure this two day COPOLCO Plenary meeting would provide a forum to member countries to exchange of information and to share their experience of consumer participation in the development and implementation of standards. This will go a long way in forming a basis for a framework for deciding future policies and plans.

I convey my good wishes and best of luck to all of you, a very successful meeting and to our visitors from overseas I hope you have a wonderful experience of India. With these words, I am happy to inaugurate the COPOLCO PLENARY 2009.

THANK YOU

JAI HIND



ADDRESS
by ISO PRESIDENT **DR. ALAN MORRISON**
at 31st COPOLCO meeting
New Delhi, India
27 May 2009

Her Excellency the President of India, Shrimati Pratibha Devisingh Patil;
Shri Yashwant Bhave, Secretary, Department of Consumer Affairs, *Shri Sharad Pawar, Honourable Minister of Agriculture, Consumer Affairs, Food & Public Distribution*, Shri Sharad Gupta, Director General, distinguished ISO delegates and guests, ladies and gentlemen.

Madame Chair,
Distinguished Delegates,
Ladies and Gentlemen,

Thank you, good morning, and congratulations to each and every one of you. Now, I know it's a little unusual to start off a speech by congratulating the audience, but in this case, it's really appropriate. You see, it's you – representatives of COPOLCO – and everyone you've been able to motivate and energize – who have brought meaningful and long-lasting contributions to ISO.

Today I'm going to be sharing with you some areas where your voice contributes and stimulates our work and perspectives – and will continue to do so as we confront a multitude of interlocking worldwide challenges such as the following:

- Facilitation of the global trade in products and services in a way that does not compromise with the level of safety and quality of life to which the citizens of the global village aspire, in the context of an increasing and, in some regions, aging world population;
- The financial crisis which began in 2008 illustrates the need to restore confidence, to promote good business and governance practice, as well as the need for better risk management and ensuring business continuity;
- The interrelated challenges of responding to climate change, while ensuring a sustainable energy future, optimizing the use of and access to water, and providing the world's growing population with adequate food supplies in a safe and sustainable way;

- The pervasiveness and fast growth of information and communication technologies, which revolutionize daily life as well as production processes and business practice;
- The UN Millennium Goals, which include the eradication of poverty and hunger and granting access to education and better health conditions for all the people of the world.

ISO International Standards provide the international community with practical tools for tackling these issues. ISO's track record and particularly its achievements under the current Strategic Plan give it a solid foundation to address these global challenges. However, in order to continue its successful development, ISO needs to innovate and to identify the best way to add value in the evolving world framework. ISO is addressing these questions in the newly launched consultation on the *ISO Strategic Plan 2011-2015*.

As members of COPOLCO you already know that a wide consultation is underway of ISO's members to capture their suggestions and expectations, including those of their stakeholders, to update ISO's strategy for 2011-2015.

As we go forward, your comments and input are important, so that we know for sure that ISO is on track and doing everything it can to help you and your constituency, the consumers in your country.

I therefore urge you to convey your input, expertise and expectations through your respective national members, who have the leading responsibility for standardization in your country, and I have been invited to send a consolidated response to the Secretary-General by 30 September. ISO's long-term success depends in part on how well we take account of stakeholders' input to standardization, including that of consumers.

The subsequent Plan will be submitted for approval at the General Assembly in Oslo, Norway, in September 2010.

That brings me to the second item:

This year's COPOLCO workshop focused on the issue of interoperability. The questions addressed were, "does it fit, will it work and can standards help?" And the answer to the third question is an emphatic, yes; standards can help. Interoperability is at the heart of one of ISO's main objectives, i.e. to facilitate trade of goods and services among people of all countries. Interoperability is ISO's core business and here are a few examples to prove it: freight containers, bank card sizes, personal identification numbers (PIN) as well as country and currency codes, all based on ISO standards.

During this meeting, you will discuss the conclusions of the workshop and highlight a few more potential areas where ISO could positively impact on interoperability. The COPOLCO workshop, as always, is a welcome source of new ideas and critical input for ISO's future directions.

Let me move on now to the third item: COPOLCO's terms of reference and constituency. Council, which received an interim report at its March meeting, is looking forward to your final recommendation on the subject following your plenary meeting here in New Delhi.

John Fitzgerald Kennedy once said, "Our goal is to again influence history instead of merely observing it." I encourage you to do exactly that: shape history by helping to launch standards initiatives that will make a difference – a difference to the quality and safety of products and services, a difference to the economies of your countries, and to people's working and home lives.

I thank you for your attention and wish you a successful meeting.

Canada's position on the review of ISO COPOLCO's Scope

Canada applauds ISO Council's initiative to identify ways to include perspectives in addition to a consumer perspective in the ISO policy committee process. While we support the objective of identifying mechanisms for including environmental and social perspectives, we believe that these can be better reflected elsewhere in the ISO decision making process.

ISO's former Secretary General has in the past noted that COPOLCO has expanded beyond its current scope to address societal issues. It is Canada's observation, however, that in making its decisions and recommendations, COPOLCO has been careful to respect its consumer perspective mandate, and has not presented itself as the body within ISO to represent a broader range of interests. Rather, COPOLCO has addressed, explored and ultimately made recommendations from a consumer perspective on why particular issues, including those with environmental and social dimensions, should lead to standardization, and has respected the need for proper consideration of other perspectives elsewhere in the ISO decision making process.

COPOLCO's recommendation to advance a corporate social responsibility standard is often cited as an example regarding scope expansion. Canada notes, however, that COPOLCO's recommendation to ISO Council to develop this standard was made only after considerable research and discussion to determine why, *from a consumer perspective*, the social and environmental dimensions of corporate activity were worthy of standardization. A key component of COPOLCO's recommendation was that before proceeding any further, ISO first establish a multi-stakeholder advisory group to consider perspective in addition to those of consumers.

We believe COPOLCO has been operating well within its current scope of helping consumers benefit from standardization, and has been diligent in making recommendations to ISO Council when it believes that other appropriate perspectives should be considered in the ISO decision making process.

Therefore, Canada recommends the COPOLCO scope remain focused on the consumer perspective and that it not be assigned the responsibility of representing a broader public interest perspective. Further, we recommend the matter of liaisons be reviewed as a means of effective participation of other perspectives in the process with clearly defined roles and responsibilities.



המועצה הישראלית לצרכנות
ISRAEL CONSUMER COUNCIL

25 May, 2009
Ref: 20105/09

COPOLCO Conference 2009

Participation of Consumer Representatives in ISO Standards Processes

Proposal for a Funding Solution

Much has been said about the importance of having consumer representatives involved in the international standards processes carried out by the International Standards Organization (ISO).

The consumer, as end user, has firsthand knowledge of the quality and safety of a product, as well as other aspects such as comfort, usability, and so on.

The consumer perspective needs to be presented by the consumers themselves, thus ensuring that no consideration other than the benefit to users enters into the picture. Notwithstanding the growing awareness of the importance of consumer involvement in the standards process, the nature of the standards adoption process and its dynamics do not, in practice, allow for such consumer involvement.

Involvement also requires in-person participation in meetings of the international standards committees or working - groups. Such participation involves significant costs which, for the most part, cannot be covered by consumer organizations.

National standards bodies do not allocate sufficient funds to finance travel by consumer representatives; the industrial and business sectors are also not so forthcoming...

The proposal that I would like to make is that COPOLCO, as the representative of consumer interests before the ISO, should submit a proposal to the ISO board in the following terms: that a required component of membership fees paid to ISO by the various member countries should be a sum for funding participation of consumer representatives in international meetings.

In this context, I would note that funds aimed at assisting representatives of developing countries to participate would not be an appropriate response to the need described above.

Fundamentally, there is no necessary connection between the level of development of a particular country and the economic position of its consumer organizations, which often operate with rather limited budgets, and thus cannot allow themselves to finance travel to international meetings.

Proposed by Ehud Peleg, General Manager of Israel Consumer Council



Below a report on status and some recent IEC activities of interest to COPOLCO, concerning safety, performance (includes environmental matters and energy efficiency) conformity assessment and the affiliate country programme.

1 Safety

1.1 A new 5th edition of IEC 60335-1, **Safety of Household and similar appliances** is in preparation by TC 61. An FDIS will soon be circulated for final voting. As there are more than 100 parts 2 with particular requirements for different appliances, the new part 1 is prepared in such a way, that it shall be used in conjunction with the appropriate existing part 2. The most important changes are found for Functional Safety and Resistance to Fire.

1.2 A second amendment to IEC standard 62115, **Electric toys**, is also in preparation and will soon be circulated for vote in IEC and CLC as the IEC and EN standard is nearly identical.

In Europe the new EU Directive for toy safety is ready for final approval with a transitional period of 2 years. For the chemical requirements the transitional period is 4 years. In order to support the directive further work is necessary to include the following aspects in the standard for electric toys

- functional safety
- limitation of UV radiation for special toys making use of UV light (The organization IGNIRP will be asked)
- EMF (electromagnetic fields)
- modification of the limits for surface temperatures if necessary, when the new IEC/CLC guide for hot surfaces is used for checking.
- development of a system of symbols together with CEN/ISO, probably made by CEN.

1.3 The committee TC 76, Optical radiation safety and laser equipment, finalized last year the standard CIE/IEC 62471 – Photobiological Safety of Lamps and Lamp systems. It is a horizontal standard for LED without laser effect. Based on this standard a guide on how to prepare **product standards for products including LEDs** is now nearly ready for voting as a Technical Report.

These two standards will be used in order to produce a **product standard for LEDs in electric toys**, where radiation limits for children and a simple test method is missing. The same is taken place for luminaries.

1.4 The IEC Advisory Committee on Safety (ACOS) had a meeting last week. **The revision of Guide 104**, The preparation of safety publications and the use of basic safety publications and group safety publications, was discussed and finalized. Will be forwarded to IEC Standardization Management Board (SMB) for final vote in the IEC Council.

1.5 At the SMB meeting in February SMB noted the ISO/TMB resolution to approve in principle **the proposal from COPOLCO to revise ISO/IEC Guide 51:1999 Safety aspects – Guidelines for their inclusion in standards**, and decided to request ACOS to participate with COPOLCO in the revision. This item was also at the ACOS agenda and ACOS fully supported to participate. This guide is considered as one of the most important safety guides.

1.6 A draft for a **guide for safety risk assessment in the area of low voltage** is still under discussion in ACOS on request from SMB. The guide is primarily for use by committees drafting standards but can also be used where no safety standard exists for the product.

An **ACOS Workshop** with the title "Risk Assessment in IEC Safety Standardization Work supporting Regulations" was therefore held in Milan 18 and 19 May, just before the ACOS meeting. Authorities and test houses from countries all over the world was invited as speakers. The Workshop gave a good indication that the standards developers in IEC and regulators can develop a common basis of understanding as how safety standards may support their regulatory requirements. After a further discussion in the ACOS meeting it was decided to have an additional correspondence among ACOS members and then to forward the draft to IEC SMB for final vote in the IEC Council.

1.7 ACOS also finalized the discussions together with national comments on the IEC draft for conversion of the **CENELEC Guide 29, Temperatures of hot surfaces likely to be touched - Guidance document for Technical Committees and manufacturers**, into an IEC guide. The guide is made for low voltage products and is to be used when standards are prepared or revised. It can also be used by manufacturer having products not covered by standards or for assisting the manufacturer in designing the products. It was earlier decided to keep it inside the IEC as a first step. ACOS agreed to forward the draft to IEC SMB for final vote in the IEC Council.

1.8 The draft publication TS 62441, **Accidentally caused candle flame ignition for audio/video, communication and information technology**, has been created by **TC 108**. It covers safeguards to reduce the likelihood of flame spread that could lead to room flash-over as a result of accidental ignition of exterior housings of audio/video and information and communication technology products, likely to be used in the home, caused by a simulated candle flame. It will be discussed by the SMB in their meeting in June together with a report from the ACOS and ACEA Joint Task Force meeting. The industry is mainly against the JTF recommendations being extended to other household appliances or IT equipment and can only support it being specifically referred to television sets, as also agreed by ACOS.

1.9 **SMB** has received a report from **CLC on the Dresden agreement** between IEC and CLC. The report confirmed the continued positive results of the agreement with approximately 80% of IEC CDVs FDISs and ISs being submitted to parallel voting procedures. The European work items (EN standards) are offered to IEC on a regular basis to the TC/SC secretaries.

1.10 **SMB** has earlier agreed to establish a special task force composed of the officers/experts of relevant IEC TC/SCs, e.g 21A, 22E, 23C, 35, 61, 96, 108 and 111 to analyse the technical details and implications of the COPOLCO proposal on standardization of batteries and battery chargers. It has been agreed with ISO that such a project belongs to IEC. The group will receive an invitation very soon from the convener J. Roed, Danish SMB alternate member of SMB.

1.11 The **SMB Chairman** has reported to SMB that he had attended the ISO/TMB meeting concerning **Automotive Electronics**. The discussion had taken place on the need for closer coordination between the ISO committees dealing with automotives and the IEC committees dealing with components being included in automobiles. ISO TC 204 deals with intelligent transport systems where some coordination is needed with some of the IEC TCs. It was reported that liaison between the ISO and IEC TCs in certain areas of this domain are starting to become more effective.

However, considering the importance of the rapid development of electrotechnics in the automotive industry, ISO/TMB recognizes the need for the Memorandum of Understanding dated 1990 to be updated to take into account IEC involvement in this area and changes in vehicle technology. ISO and IEC Central Secretariats will prepare a draft revised MOU for the TMB and SMB meetings in June 2009.

The comment was also made that automotive electrotechnics is a new area where a purely electrotechnical car (fully networked car) would be directly connected with the work on SmartGrid. The technology required for the fully networked car and hybrid autos regarding charging batteries, plugs and sockets in the smart grid and smart metering in the systems require also good cooperation between ISO and IEC for standardization in these areas. IEC TC 69, Electric road vehicles and electric industrial trucks, is invited to make a report at the next SMB meeting in June on what is foreseen regarding future projects in this area.

2 Performance and environmental matters

2.1 SMB has considered the input received from SMB members following an evaluation of the resources required for **IEC to interface with the CENELEC environmental database** and decided not to establish a joint database. IEC will continue to validate the information in the CENELEC environmental database.

2.2 The IEC committee TC 111, Environmental standardization for electrical and electronic products and systems, has submitted **two new standards for approval as horizontal standards:**

- IEC 62321: Electrotechnical Products – Determination of Levels Of Six Regulated Substances (Lead, Mercury, Cadmium, Hexavalent Chromium, Polybrominated Biphenyls, Polybrominated Diphenyl Ethers), (see item 3.2) and
- IEC 62430: Environmentally Conscious Design for Electrical and Electronic Products. The full list of horizontal standards can be found on the IEC web page.

2.3 Canada has offered the SMB to draft a proposal on the subject of the **development of exposure limits in EMF measurement standards by several TCs** for discussion by the SMB in June. Several other SMB members will participate in drafting the paper with the Canadian NC. The aim of the paper is to provide clear information and direction to TCs of who is responsible for setting exposure limits.

2.4 **The SMB approved a report with recommendations from SMB SG 1.** The next meeting of SG 1 will be held in Paris on 2009-03-18 in conjunction with the ISO/IEC/IEA Energy Efficiency Workshop. Also a joint meeting is planned with the ISO Group on Energy Efficiency. The main topics on the SG 1 agenda is the optimization of energy systems in buildings, terminology, energy management and efficiency, concept modes of equipment in respect of power demand and the IEC activity in renewable resources. In addition both IEC and ISO technical management bodies agreed to a proposal for a common international terminology document on energy efficiency to be undertaken by a joint Project Committee.

3 Conformity assessment

3.1 **The number of IECEE certificates (CB certificates)** is still growing; showing that the CB Scheme is properly answering the market needs. The IECEE conformity assessment does also help to reduce trade barriers created by different certification systems in the different countries. Help in this way also assists countries to meet their obligations to the WTO, as most trade agreements are based on the use of International Standards. Conformity Assessment is also a key issue for many products from developing countries.

3.2 **IECEE is still continuing to investigate and develop new areas** to be covered by the CB Scheme or new schemes.

The CB Scheme has recently expanded to cover RoHS testing based on the EU directive "Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment". This is achieved by adding the new IEC Standard 62321, Electrotechnical products - Determination of levels of six regulated substances (lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls, polybrominated diphenyl ethers) to the scheme.

3.3 **New member bodies of the CB Scheme are:** Columbia and Pakistan.

4 IEC Affiliate Country Programme and other external relations

4.1 **The Affiliate Country Programme** continues to extend the number of affiliates. The IEC family now consist of 159 Countries (76 Members and 83 Affiliate Countries). Since November 2008 Suriname and Palestine Standards Institution has become members. Other countries are still moving up to associate members and further on to full members. The Programme is aimed at developing countries and newly industrialized countries committed to use and adopt IEC International Standards and starting up with a limited, but active participation. Since the Programme was launched in 2001, Kazakhstan, Kenya, Macedonia, Nigeria, Cuba, Libya and Albania have upgraded their participation to membership, with voting rights.

4.2 **Adoption and use of IEC standards** is one of the goals for the programme. 32 Affiliate Countries has since November 2008 declared the adoption of 2780 IEC International Standards and more than 7700 IEC International Standards have been sent free of charge to 60 Affiliate Countries to start their electronic library.

4.3 **Assistance to IEC members in developing countries** is offered as country visits aimed at increasing participation in standardization activities. 27 countries attended the Developing Countries workshop on Electrical Energy Efficiency).

A workshop for industrializing countries (IEC Members and Affiliates) will be held during the next General Meeting to be held in Tel Aviv, 18-22 October 2009.

IEC is collaborating with regional partners through the JCDCMAS (Joint Committee for the coordination of technical assistance to Developing Countries in Metrology, Accreditation and Standardization) and regularly reports to WTO/TBT Committee on its activities for developing countries.
