



## CONFIRMED MINUTES OF THE 33<sup>rd</sup> COPOLCO PLENARY MEETING – London, United Kingdom, 25-26 May 2011

---

**ISO Secretary-General**  
**BSI Director of Standards**  
**COPOLCO Chair**

Mr. Rob Steele  
Mr. Mike Low  
Ms. Norma McCormick

### Members

<b>ABNT</b> Brazil	Mr.	<b>Amorim</b>	Carlos	ABNT
<b>AFNOR</b> France	Mr. Mr.	<b>Reuss</b> <b>Faucon</b>	Rémi Arnaud	AFNOR AFNOR - Indecosa CGT
<b>ANSI</b> USA	Mr. Ms. Mr. Mr.	<b>Boyles</b> <b>Golodner</b> <b>McCabe</b> <b>Reyes</b>	Michael Linda James Rigoberto	U.S. Department of Commerce/ITA National Consumers League ANSI County of Los Angeles Department of Consumer Affairs
<b>ASRO</b> Romania	Mr.	<b>Cazan</b>	Vasile	ASRO/COCON (National mirror committee)
<b>BIS</b> India	Mr. Prof. Prof. Ms.	<b>Bhalla</b> <b>Khanna</b> <b>Misra</b> <b>Panda</b>	Anurag Sri Ram Suresh Alka	Department of Consumer Affairs, Government of India University of Delhi, Delhi Indian Institute of Public Administration (IIPA), New Delhi
<b>BSI</b> United Kingdom	Mr. Mr. Mr. Ms. Mr. Mr. Ms. Ms.	<b>Bell</b> <b>Davey MP</b> <b>Eisenegger</b> <b>Ferguson</b> <b>Hampson-Jones</b> <b>Spinks</b> <b>Warne</b> <b>Yu</b>	David Edward Pete Anne Newell Jim Caroline Ping	BSI UK Department Business Innovation & Skills Affairs BSI CPIN BSI CPIU BSI CPIU UK National Federation of Consumers (CPISAG) BSI CPIN BSI
<b>BSJ</b> Jamaica	Ms.	<b>Williams- Ricketts</b>	Nadine	BSJ
<b>BSN</b> Indonesia	Ms. Mr. Ms.	<b>Adiati</b> <b>Agustina</b> <b>Erni</b>	Frida Srie Rifana	Ministry of Trade Consumer Empowering, Ministry of Trade National Consumer Protection Agency

	Mr.	<b>Hadad</b>	Suarhatini	National Consumer Protection Agency
	Mr.	<b>Napitupulu</b>	Johni B	BSN
	Mr.	<b>Rahardjo</b>	Budi	BSN
	Ms.	<b>Zahir</b>	Huzna	Consumer Foundation of Indonesia
<b>DIN</b> Germany	Ms.	<b>Both</b>	Karin	DIN Consumer Council - Germany
	Ms.	<b>Büning</b>	Monika	Federation of German Consumer Organizations
	Prof.	<b>Maier</b>	Lothar	DIN Consumer Council - Germany
<b>DS</b> Denmark	Ms.	<b>Agger</b>	Maibritt	Danish Standards Foundation
	Ms.	<b>Federspiel</b>	Benedicte	Danish Consumer Council
<b>DSM</b> Malaysia	Ms.	<b>Abdul Hamid</b>	Rashinah	Department of Standards Malaysia
	Ms.	<b>Hussin</b>	Nor Latifah	DSM
	Ms.	<b>Veerabarathi</b>	Mohana Priya	DSM
	Ms.	<b>Nadarajan</b>	Ratna Devi	Malaysian Association of Standards Users
	Mr.	<b>Nadason</b>	Marimuthu	Malaysian Association of Standards Users
<b>FTSQCO</b> Fiji	Ms.	<b>Kumar</b>	Premila	Consumer Council of Fiji
<b>GSB</b> Ghana	Mr.	<b>Lukaz</b>	Jean	The Consumer Partnership
<b>ICONTEC</b> Colombia	Ms.	<b>Herrera</b>	Sandra	Instituto Colombiano de Normas Técnicas y Certificación
<b>INN</b> Chile	Ms.	<b>Leiva</b>	Maria	Servicio National del Consumidor – Chile (SERNAC)
<b>INNORPI</b> Tunisia	Mr.	<b>Ben Said</b>	Lotfi	INNORPI
<b>IRAM</b> Argentina	Mr.	<b>Zucal</b>	Guillermo	IRAM
<b>ISS</b> Serbia	Ms.	<b>Donic</b>	Marina	ISS
<b>JISC</b> Japan	Ms.	<b>Kawamura</b>	Makiko	Shufuren
	Mr.	<b>Kawasaki</b>	Takehiko	Ministry of Economy, Trade and Industry
	Prof.	<b>Matsumoto</b>	Tsuneo	Hitotsubashi University
	Mr.	<b>Nakakuki</b>	Takashi	Japanese Standards Association (JSA)
<b>KATS</b> Republic of Korea	Ms.	<b>Kim</b>	Jai Ok	Consumers Korea
	Ms.	<b>Lee</b>	Suh-hyue	Consumers Korea
	Mr.	<b>Nam</b>	Ha-uk	KATS
	Ms.	<b>Ryu</b>	Ji Youn	KATS
	Ms.	<b>Song</b>	Vokyung	Consumers Korea

<b>KAZMEMST</b> Kazakhstan	Ms.	<b>Ilgundinova</b>	Aiman	RSE Kazakhstan Institute of Standardization and Certification
<b>KEBS</b> Kenya	Ms.	<b>Ajulu</b>	Christine	Consumer Information Network (CIN)
<b>NC</b> Cuba	Ms.	<b>Godoy del Pozo</b>	Lianette	NC
<b>NEN</b> Netherlands	Ms.	<b>Ferro</b>	Imola	NEN
<b>NSAI</b> Ireland	Mr. Mr.	<b>Jewell McDonnell</b>	Dermott Enda	Consumers' Association of Ireland NSAI
<b>NSI</b> Namibia	Mr. Mr.	<b>Gaweseb Kaakunga</b>	Michael Riundja Ali (Othy)	Namibia Consumers Association NSI
<b>SA</b> Australia	Mr. Ms. Ms. Mr. Mr.	<b>Dee Easton Sharma Thomson Furbank</b>	Bill Robyn Ashwini James John	Compliance Solutions Consumers Federation of Australia SA SA Consumers Federation of Australia
<b>SABS</b> South Africa	Dr.	<b>Johnston</b>	Clifton	SABS
<b>SAC</b> China	Ms. Mr.  Mr.  Ms.	<b>Cao Qin  Wang  Xing</b>	Lili Shutong  Jun  Yuyan	SAC General Administration of Quality Supervision Inspection and Quarantine General Administration of Quality Supervision Inspection and Quarantine Quality and Technical Supervision Bureau of Hainan Province
<b>SASO</b> Saudi Arabia	Dr. Mr. Mr.	<b>Alhamad Alzaid Molla</b>	Mohammad Youssef Nabil	Consumer Protection Association (N.G.O) SASO SASO
<b>SCC</b> Canada	Ms. Ms. Mr. Mr. Mr.	<b>Bank Bruni Dulmage Jackson Kingston</b>	Jeanne Sondra Rae Jay Darryl	SCC SCC ULC Standards SCC SCC
<b>SFS</b> Finland	Ms.	<b>Vahtila</b>	Susanna	SFS
<b>SII</b> Israel	Mr.	<b>Peleg</b>	Ehud	Israel Consumer Council
<b>SIS</b> Sweden	Ms. Mr.	<b>Edmark Henriksson</b>	Helene Jens	Swedish Standards Consumer Council The Swedish Consumers' Association

<b>SIST</b> Slovenia	Ms.	<b>Lampic</b>	Mojca	SIST
<b>SN</b> Norway	Mr.	<b>Aas</b>	Finn	SN
	Mr.	<b>Annexstad</b>	Eirik	SN
	Mr.	<b>Kili</b>	Terje	SN
	Ms.	<b>Murvold</b>	Merete	SN
<b>SNV</b> Switzerland	Mr.	<b>Vögele</b>	Jean-Marc	Federal Consumer Affairs Bureau
<b>SON</b> Nigeria	Mr.	<b>Okiyi</b>	Robert Nnana	SON
<b>SSMO</b> Sudan	Mr.	<b>Mohammed</b>	Hassan	SSMO
<b>STAMEQ</b> Vietnam	Mr.	<b>Van Khoi</b>	Nguyen	STAMEQ
<b>TBS</b> Tanzania	Mr.	<b>Kihiyo Elia</b>	Bernard	Tanzania Consumer Advocacy Society
<b>TISI</b> Thailand	Ms.	<b>Klum-em</b>	Nopporn	TISI
	Mr.	<b>Seangsawang</b>	Patara	TISI
<b>TSE</b> Turkey	Mr.	<b>Isik</b>	Mehmet Fatih	TSE
	Ms.	<b>Oztop</b>	Didem	TSE
<b>TTBS</b> Trinidad and Tobago	Mr.	<b>Williams</b>	Steve	TTBS
<b>UNBS</b> Uganda	Mr.	<b>Kimera</b>	Henry Richard	Consumer Education Trust (CONSENT)
<b>UNMZ</b> Czech Rep.	Mr.	<b>Dupal</b>	Libor	Czech Consumer Association

#### Liaisons to ISO / COPOLCO

<b>CI</b>	Ms.	<b>Homer</b>	Sadie	Consumers International
	Mr.	<b>Macmullen</b>	Justin	Consumers International
	Ms.	<b>Tzanetou</b>	Chryssi	Consumers International
<b>OECD</b>	Ms.	<b>Terauchi</b>	Ayako	OECD
<b>IEC</b>	Mr.	<b>Bukkjaer</b>	Gert	IEC

#### ISO Central Secretariat

<b>ISO/CS</b>	Ms.	<b>Emorine</b>	Madeleine	COPOLCO Secretariat
	Ms.	<b>Kissinger-Matray</b>	Dana	Secretary of COPOLCO
	Ms.	<b>Le Breton</b>	Micheline	COPOLCO Secretariat
	Ms.	<b>Tranchard</b>	Sandrine	Communication Officer

**Observers**

<b>ANEC</b>	Mr.	<b>Russell</b>	Stephen	European association for the co-ordination of consumer representation in standardization
<b>ISEAL</b>	Ms.	<b>Tregurtha</b>	Norma	ISEAL Alliance
<b>OIML</b>	Mr.	<b>Kool</b>	Willem	OIML

---

**AGENDA ITEM 1            OPENING OF THE MEETING**

1. Mr. David Bell (BSI), Head of External Policy, officially opened the 33<sup>rd</sup> plenary meeting of COPOLCO. Mr. Bell indicated that the UK commemorates 60 years of consumer participation in the work of BSI: a Women's Advisory Committee was formed in 1951. He announced that the UK Government Minister, Mr. Edward Davey, MP with the responsibility of consumer affairs, was invited and would deliver an address later on. Mr. Bell warmly welcomed the participants around the world from 46 countries and extended a special welcome to the 13 BSI sponsored delegates. Mr. Bell emphasized that the needs of the consumer are recognized around the world as key input to the standards development process.

2. The COPOLCO Chair thanked Mr. Bell for his welcome address and invited heads of delegations to introduce themselves and members of their delegations.

3. The Chair thanked SCC for providing funding and support to represent ISO/COPOLCO. She thanked the ISO COPOLCO Secretary and her team, and BSI's staff for hosting these meetings and related events. The Chair delivered an opening address.

*Note: All addresses delivered during the opening ceremony are attached as annexes at the end of the minutes.*

**AGENDA ITEM 2            ADOPTION OF THE AGENDA**

4. The agenda was adopted as presented.

**AGENDA ITEM 3            ADDRESS BY THE ISO SECRETARY-GENERAL**

5. Mr. Rob Steele, the ISO Secretary-General, thanked BSI for the excellent welcome reception held the previous evening. Mr. Steele referred to the *ISO Strategic Plan 2011-2015* which was approved at the 2010 ISO General Assembly in Oslo. One of the seven ISO key objectives is "ISO deliverables meet customer needs" which implies that we have to know who our customers are. He pointed out COPOLCO's role in the objective of reaching out to, and engaging, stakeholders. The ISO Secretary-General referred to the excellent opportunity of networking during these meetings. When there are natural disasters, consumers look for guidance and actually help with the response.

6. Thanks to COPOLCO, the Secretary-General pointed out that ISO has taken new directions with topics such as services, the needs of the elderly and persons with disabilities, social responsibility, financial services, disaster preparedness and recovery. The Secretary-General indicated that the fifth ISO Chairs' Conference 2011 entitled "Simpler, faster, better" would be taking place in Geneva on 16-17 June: the message is "we need to be excellent".

7. The ISO Central Secretariat is running a programme which models the standards process from start to finish. The model is being used for 4 experiments: code of conduct, development times (1, 2, 3 years); radical editing such as possibly eliminating the CD stage; and finally, the XML process (a technique which permits easier parsing or “chopping” of a standard into separate elements).

8. The Secretary-General referred to ISO 50001:2011, *Energy management systems – Requirements with guidance for use*. ISO is involved in renewable energy resources; i.e. solar, hydrogen in conjunction with IEC, sustainability in bioenergy. He was asked to speak on the responsible corporation and on energy efficiency at the World Economic Forum (WEF) in Davos and at a regional meeting in Rio de Janeiro. He also underlined the impact of ISO 26000:2010, *Guidance on social responsibility*. ISO 26000 has been adopted by Austria, Spain, Denmark, Portugal and the Netherlands. ISO has been selling this standard; an article was published in ISO Focus+. There is pressure from the business sector for some form of reporting and certification for this standard. There is also a great deal of interest, curiosity and discussion. The UN Global Compact has some mapping documents to ISO 26000.

*Secretary's note: ISO 50001 was published in June 2011.*

9. ISO is heavily involved in technical areas associated with the financial sector, such as credit cards and security of financial data transfer. Increasing consumer confidence was discussed during a workshop of ISO/TC 68 *Standardization in the field of banking, securities and other financial services: current and future needs* and during the 2010 COPOLCO workshop. There is a role for voluntary standards and reinforcing the role for financial services to provide a service to consumers rather than only being a vehicle to serve the interests of the financial community.

10. In the area of disaster preparedness and recovery, ISO has issued an FDIS on disaster recovery in the nuclear sector which would have been very helpful had it been produced sooner. ISO is also looking at innovative fields; 5-6 new TCs have been established in the last few months. During its March 2011 meeting, the ISO Council asked the Secretary-General to set up task forces on water and sustainability. Security and biotechnology are also priority areas.

11. The Secretary-General emphasized the difference between international and private standards. He added that we must ensure good consumer representation in national mirror committees and technical committees and that COPOLCO can make a difference. He stated that “We are here not only for today but for tomorrow”. Recent events have shown that governments and regulators are struggling in that they manage within their own jurisdictions but are less able to manage among jurisdictions. The United Nations discusses many issues; standards are a route to real progress by offering concrete solutions.

12. The Chair warmly thanked the ISO Secretary-General for his valuable remarks.

13. Mr. Bill Dee (SA) encouraged collaboration with ICPEN (International Consumer Protection and Enforcement Network) and OECD CCP, the committee on consumer policy.

14. The Chair confirmed that ICPHSO (International Consumer Product Health & Safety Organization) is collaborating with COPOLCO. She added that discussion of liaisons was on the agenda.

COPOLCO passed **Resolution 1/2011**:

COPOLCO,

*expresses its appreciation to the ISO Secretary-General for his encouraging and informative presentation.*

#### **AGENDA ITEM 4                    TABLING OF THE MINUTES OF THE 32<sup>nd</sup> COPOLCO MEETING HELD IN INDONESIA ON 27-28 MAY 2010**

15. The minutes were adopted as presented.

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

16. The Secretary referred to the report appearing at COPOLCO 10/2011, and indicated that she delivered a presentation during the ISO/TC 68 workshop on financial services in Amsterdam and acted as a session Chair. It was a very positive and interesting workshop. Sadie Homer (CI) also participated. The Secretary highlighted the new brochure "*Involving consumers - Why and how*". This brochure is available in English and French. With respect to *ISO Consumer update*; COPOLCO's newsletter, it is now available in French. She announced the development of a database of resolutions from various governance and policy committees, i.e., a central repository, available by July. She clarified that the translation in Spanish of the brochure on graphical symbols was done by the COPANT mirror committee CT 153 PAN-COPOLCO. As to the membership of COPOLCO, the Dominican Republic (DIGENOR) re-joined ISO/COPOLCO. COPOLCO's membership now comprises 108 members.

17. The Secretary mentioned the following updates of ISO/IEC Guides:

- ISO/IEC Guide 71:2001, *Guidelines for standards developers to address the needs of older persons and persons with disabilities* will be revised. COPOLCO has been invited to nominate a representative to a technical advisory group organized by the ISO/TMB.
- Regarding ISO/IEC Guide 51:1999, *Safety aspects – Guidelines for their inclusion in standards* a first joint working group meeting took place last December, led by COPOLCO and the Advisory Committee on Safety of IEC. A second working draft just went out to the members, and another meeting will be held mid-June.
- As to ISO/IEC Guide 37, *Instructions for use of products by consumers*, it should be published by September.
- A working group was established for the revision of ISO/IEC Guide 74:2004, *Graphical symbols - Technical guidelines for the consideration of consumers' needs*.

18. The Chair gave an update to her report appearing at COPOLCO 10/2011. She reported to the ISO Council in March on the activities of COPOLCO for the 2007-2010 Action Plan to promote the involvement of consumers in standardization. She further reported on the ISO/COPOLCO general customer satisfaction survey. It is a detailed survey addressing *inter alia* the engagement of COPOLCO members, plenary, workshop, and other meetings. With respect to the workshop criteria and programme focus, contribution of speakers, moderators, rapporteurs, the range of responses was mostly good or excellent (69-89%). She said that the overall results were high. She acknowledged the efforts of the COPOLCO Secretary and her team for developing the survey and for the positive results.

19. Regarding the CI World Congress in Hong Kong the Chair delivered two presentations at the plenary session and fringe meeting. She thanked Sadie Homer for getting standards on the CI agenda. There will be more opportunities to promote the good work done by COPOLCO.

20. The Chair emphasized the strong relationship with DEV-T; two thirds of COPOLCO's membership is from developing countries. She noted the increased interest by CASCO in COPOLCO's work. COPOLCO's presence is welcomed and needed at the CASCO table. There is now a standing invitation for COPOLCO to attend CASCO's future plenary and workshop events. The Chair pointed out the importance of CASCO and conformity assessment for COPOLCO's activities. In 2010, she attended the CASCO workshop and made a presentation there as well as participating in the plenary and various other meetings. She will also attend the ISO 9000 Advisory Group meetings which examine issues relating to integrity of ISO 9000 certification.

21. The Chair agreed to Ms. Caroline Warne's proposal to share the results of the customer satisfaction survey to members. She confirmed that they were specific to COPOLCO's activities.
22. The Secretary-General added that the results are useful for the Strategic Plan development. The ISO Central Secretariat will be using external agencies to develop surveys at a broad level and the information will be made public.
23. In response to a question from Ms. Sadie Homer, the Secretary-General indicated that the ISO/TMB PEG had produced two brochures. The PEG is working on improving the standard development process. This group and the Living Lab are working together.
24. The Secretary added that more information appears in COPOLCO 19/2011.
25. Ms. Sondra Bruni (SCC) underlined the general public's lack of understanding with respect to ISO 9000. The Canadian delegation suggested publishing presentations made by the Chair and Secretary at various events in the *ISO Online* site, accessible to the public.
26. Ms. Benedicte Federspiel (DS) thanked the Secretary-General for his presentation and asked him to facilitate consumer organizations' presence within NSBs and to enable consumer participation within national mirror committees. She asked the Secretary-General to request NSBs to speak with their governments about including consumer representation in standardization nationally.
27. The Secretary-General confirmed he was doing it already. ISO is organizing fora for Chief Executives of NSBs: one of the issues was looking at how leaders can work on involving consumer representatives.
28. Dr. Mohammad Alhamad (SASO) underlined the cultural and weather conditions and differences throughout the world. He noted and expressed concern that there were no speakers from developing countries at the workshop on "Homes for tomorrow".

## **New work items and issues**

### **AGENDA ITEM 6                      WORKING GROUP, CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE**

29. Mr. Bill Dee (SA) referred to COPOLCO 11/2011. He indicated that Mr. Jean Lukaz from Ghana was appointed as co-Convenor of the working group as a twinning arrangement. He gave an update on standards in development that had originated in the working group itself.

#### **Guidelines on Consumer product warranties**

30. Mr. Dee indicated that a guidance standard on this topic would be intended for use by producers or sellers of consumer products when offering written consumer product warranty information to consumers. There are many international and national consumer laws that apply to consumer product warranties particularly in developed countries. There is less legislation in the developing countries. This standard could potentially help sellers comply with the various laws. However, its primary purpose would be to assist sellers who wish to provide written consumer product warranties that are easy to understand, unambiguous, and have terms and conditions that respond to consumer needs and expectations.
31. Mr. Dee added that a survey of COPOLCO members had shown that there was strong support from developing countries for the proposal. Extensive consultations have taken place on a draft NWIP and a draft standard (see annexes 1 and 2 to COPOLCO 11/2011). The draft NWIP and standard have been circulated to working group members and to COPOLCO for comment, and were approved for submission to ISO as a proposal to develop a standard.



32. Mr. Dee indicated that a chair and secretariat were missing for any future project committee and invited volunteers to contact the COPOLCO Secretariat.

COPOLCO passed **Resolution 2/2011:**

COPOLCO,

*thanks Mr. Bill Dee (SA), Convenor of the working group, Consumer protection in the global marketplace, for the report appearing in COPOLCO 11/2011,*

*notes the strong support expressed by COPOLCO members, especially from developing countries, for an International Standard on warranties,*

*approves the proposal appearing in Annex 1 to COPOLCO 11/2011.*

### **Customer Contact Centers**

33. There was strong support in a survey conducted amongst COPOLCO members for the development of an international standard or a guidance document on customer contact centers. A NWIP (New Work Item Proposal) was prepared by Dr. Clif Johnston (SABS) appearing at Annex 3 to COPOLCO 11/2011. India is considering providing a chair to this new project committee. South Africa offered to provide the secretariat.

34. Mr. Dee thanked Dr. Clif Johnston for his excellent work.

COPOLCO passed **Resolution 3/2011:**

COPOLCO,

*approves the proposal on customer contact centers appearing in Annex 3 to COPOLCO 11/2011,*

*notes the offers from SABS (South Africa) to provide a secretariat and BIS (India) to consider providing a chair of a project committee,*

*requests the Secretary to forward the proposal to the ISO Council for discussion and further action.*

### **Financial services**

35. Mr. Dee reported that during the ISO/COPOLCO 2010 workshop, *Restoring consumer confidence in global financial services*, members noted two main trends: consumer protection issues related to the provision of financial services, and the growth of new technologies and business models developed in response to consumers' needs in financial services.

36. COPOLCO decided to gather information from its members on "current and emerging practices regarding financial services". Furthermore, COPOLCO invited the working group to review the results of the ISO/COPOLCO workshop; and to identify case examples and the extent of existing national standards, codes or guidelines that deal with five major priority areas for consumers identified during the workshop.

37. At the beginning of 2011 the working group developed a consultation circulated as COPOLCO 01/2011. The areas covered in the survey, were:

- Provision of financial information and disclosure
- Design of information for targeted financial services
- Best practices for the provision of financial services, including access to services
- Sale and delivery of financial services
- Mechanisms of enforcement and redress, and the use of innovative technologies and alternative business models.

38. The initial results revealed that an outstanding issue which needed further study was payment of utilities bills by mobile phones.

39. According to the survey (COPOLCO 01/2011), the areas identified by COPOLCO members which would benefit from the development of international standards or guidelines were:

- Cross-border payments
- Remittances from foreign workers to home countries
- Financial services through Internet and new technologies: e.g. Smart phone, iPod
- Mobile phone-based services
- Micro-credit
- Web-based peer-to-peer lending
- Credit unions

40. Mr. Dee indicated that follow-up items were developing further proposals for 2012, and nominating a COPOLCO representative to ISO/TC 68, *Financial services*. Another follow-up item is to re-circulate the survey, to compile the results and share them with the members.

41. Mr. Dee encouraged members to participate in this important survey when it would be re-circulated. He added that a good working relationship was needed with TC 68. He reported that the biggest problems identified by COPOLCO members were: undisclosed level of financial risk, hidden or inflated charges and fees, and contract terms not explained clearly. CI members identified “aggressive or invasive sales techniques” as a major problem; and the two other big issues were the same as COPOLCO’s, i.e. hidden charges and contract terms.

42. The Secretary thanked members who responded to the survey. A complete set of the results will be available to members. She also mentioned that insurance was raised as an issue in the survey. She added that mobile banking developments should be followed in ISO/TC 68/SC7/WG10. The Secretary emphasized the need to research the gaps and see if good practices exist.

43. Mr. Justin Macmullan (CI) gave an update of work done in the financial services area by CI. Financial services are a key issue for CI at the moment. CI has campaigned at meetings of the G20, and OECD. CI has a number of projects in different regions on financial education and developing codes of conduct. Areas of interest were on information, design and disclosure, examples of best practice, bank accounts, savings accounts, credit, pensions, micro-finance, remittances, unfair contract terms and conditions, provision of comparable information. Research on mobile phone money transfers and remittances was conducted by CI.

44. Mr. Dee thanked CI for their hard work; joint efforts of CI and COPOLCO added legitimacy to this important project.

45. Mr. Jim McCabe (ANSI) stated that ANSI was looking forward to the results of COPOLCO’s and CI’s surveys, and to the presentation material of the workshop held in Amsterdam. He emphasized the importance of consumer participation in this committee.

46. Ms. Maria Leiva (INN) asked if insurance would be included in the recirculation of the Financial Services survey as it is very relevant. This should be included in both consultations: CI’s and COPOLCO’s. At Ms. Warne’s suggestion, the group decided to recirculate the survey in its original form to COPOLCO members to ensure comparability of data.

COPOLCO passed **Resolution 4/2011**:

COPOLCO,

*underlines the importance of consumer protection in financial services to individuals, including systems of redress, and notes that as a result of the global financial crisis, financial services are a top priority for consumers worldwide,*

*notes that financial services have been the focus of the 2010 and 2011 Consumer Rights Day campaigns of Consumers International,*

*welcomes the participation of the COPOLCO Secretary and CI Policy Advisor at the ISO/NEN workshop, Standardization in the field of banking, securities and other financial services, current and future needs, held in conjunction with the meeting of ISO/TC 68; and the opportunity it provided for dialogue with representatives of financial institutions, regulatory agencies and international organizations,*

*notes the work of ISO/TC 68, Financial services, and areas of common interest, notably on standards for mobile phone-based financial transactions,*

*further notes that although some requirements are of a technical nature, there are other consumer issues related to mobile phone-based financial transactions which might be addressed,*

*invites COPOLCO members to ensure adequate national consumer participation in the work of ISO/TC 68.*

and passed **Resolution 6/2011:**

COPOLCO,

*invites COPOLCO members to consider the consumer information, design and disclosure aspects of ISO 22222, Personal financial planning – Requirements for personal financial planners and to assess any need for revision of these parts,*

*further invites COPOLCO members to identify and report examples of national implementation of ISO 22222,*

*requests the COPOLCO Secretary to correspond with the members with a view to obtaining these responses.*

### **Interoperability**

47. Mr. Dee updated members about the status of the proposed ISO/IEC Guide on consumers' needs in interoperability of goods and services. When Mr. Allan Asher was CEO of ACCAN (Australian Communications Consumer Action Network) a draft guide was developed which was circulated to working group members for comments. Comments were sought from KATS (Korean Agency for Technology and Standards). A new revised version was not issued and since then Mr. Asher has been appointed the Commonwealth's Ombudsman. KATS agreed to take over the leadership role. Once COPOLCO agrees to the draft, it will be shared with consumer and public interest groups for further comments.

48. Ms. Linda Golodner (ANSI) thanked Bill Dee for his report. Regarding interoperability and KATS taking leadership, she hoped that an Online Forum would be established by KATS.

### **Guidelines for the assessment and improvement of energy services to users**

49. Consumers International (CI) submitted a NWIP on guidelines for the assessment and improvement of energy services to users. The standard proposed would be designed for use by energy suppliers (whether integrated or not into grid systems) with a view to improved service to users. The energy services covered would include gas, electricity and hot water district heating systems, as well as distributed fuels and off-grid systems.

50. The ISO/TMB noted the status report from COPOLCO on the proposal and asked ISO/CS to carry out a preliminary enquiry on the proposal to assess the interest of stakeholders other than consumers. In accordance with this resolution, ISO/CS conducted a survey among the ISO members. The matter was also referred to SAG-E, who recommended that COPOLCO make efforts to ensure an appropriate level of support for its initiative by energy suppliers and policy

makers. The survey among ISO members has been completed and the results are due to be discussed at the TMB meeting scheduled for mid-June 2011.

51. Ms. Christine Ajulu (KEBS) asked if developing countries could be involved in smart meters.

52. In response to a question from Ms. Jai Ok Kim, the Secretary reported that the ISO/TMB will consider the circulation of a new work item proposal to the ISO membership.

53. The COPOLCO plenary in London passed a resolution encouraging the ISO/TMB to take account of the support of the COPOLCO members, including offers of leadership from Malaysia and Korea, and launch a NWIP for vote by the ISO membership.

COPOLCO passed **Resolution 7/2011:**

COPOLCO,

*notes that an earlier proposal, Guidelines for the assessment and improvement of energy services to users has already been discussed in ISO fora,*

*further notes that KATS (Korea) has indicated its willingness to provide a secretariat and that DSM (Malaysia) is able to provide a chair from the energy sector,*

*encourages the ISO Technical Management Board to take account of the support of the COPOLCO members, including offers of leadership, and launch a New Work Item proposal for vote by the ISO membership.*

#### **Network Billing**

54. Mr. Dee reported that the status of Network Billing is DIS; comments were due last March. The next PC 239 has been scheduled in Korea to consider the comments on the DIS.

#### **E-commerce**

Mr. Dee reported on the progress of the development of ISO/CD 10008, *Quality Management - Customer satisfaction - Guidelines for business-to-consumer electronic commerce transactions*. The first committee draft would be ready for internal ISO review in July-August, and that it was planned for completion by 2012-2013. Mr. Kernaghan Webb from Canada is the convenor. This standard is following the model of the standards on customer satisfaction (ISO 10001, 10002, 10003). ISO 10008 is being developed with participation of representatives of government, (OECD), private sector, consumers, standards organizations, and academics.

55. Mr. Dee indicated that the series of customer satisfaction standards ISO 10001, 10002, 10003 went out for a systematic review consultation.

#### **ISO 10002:2004, Quality management: customer satisfaction – Guidelines for complaints handling in organizations**

56. Several COPOLCO members expressed interest in a certifiable standard on complaints handling. Members further decided that the working group should prepare a feasibility study on the revision of ISO 10002:2004, *Quality management: customer satisfaction – Guidelines for complaints handling in organizations*.

57. The following countries supported the proposal of a certifiable ISO 10002: Indonesia, India, Argentina, Republic of Korea, South Africa, and the United Kingdom. Mr. Guillermo Zuca (IRAM) reported that certifiable standards on complaints handling already exist in Argentina. Dr. Clif Johnston (SABS) further indicated his support for a clean and new certifiable standard on complaints handling.

58. The Secretary was concerned about the economic impact and stakeholders' participation, and suggested that COPOLCO be consulted on this proposal.

59. Ms. Caroline Warne (BSI) asked if there was a network of ombudsmen or equivalent that we could survey on insurance complaints.
60. Mr. Dermott Jewell (NSAI) confirmed there was a network and said he would send the data to Mr. Bill Dee and the COPOLCO Secretariat.
61. Mr. Finn Aas (SN) reported that in Norway there is a complaints handling system which is an agreement between banks, insurance companies and the Consumer Council. Therefore requests should be directed to the Consumer Council.
62. Ms. Benedicte Federspiel (DS) informed members that ombudsmen systems are different in the UK and in European countries.
63. Prof. Sri Ram Khanna (BIS) indicated that in India there are ombudsmen for insurance and for banking services. Regarding ISO 10002 he asked whether this standard had already been certified in some countries.
64. Mr. Bill Dee emphasized a market need. A feasibility paper would be a start. He encouraged members to promote this standard in their respective countries.
65. Mr. Rigo Reyes (ANSI) suggested adding to the standard the commitment across the organization about the complaints resolution procedure. A point of reference when getting consumer complaints is needed. He added that there is a lack of resolution of individual complaints.
66. The Secretary asked for clarification about Mr. Reyes' suggestion: whether he meant a network for government consumer protection agencies to share information about complaints and to facilitate the resolution of these complaints through this channel.
67. Mr. Dee mentioned that ICPEN, the International Consumer Protection and Enforcement Network should be contacted in this regard.
68. Ms. Anne Ferguson indicated that through the European Commission there is a network in Europe on complaints handling: [http://ec.europa.eu/consumers/ecc/index\\_en.htm](http://ec.europa.eu/consumers/ecc/index_en.htm)
69. Mr. Jim McCabe (ANSI) informed members of a site for cross-border complaints: <http://www.econsumer.gov/english/>; it operates as a partnership of consumer protection agencies including 26 countries world-wide.
70. Ms. Sondra Bruni (SCC) thanked Mr. Bill Dee for his very comprehensive presentation. She asked if the group could give an update on ISO 26000 from time to time.
71. Mr. Bill Dee indicated that Malaysia was able to offer this update.
72. Mr. Dermott Jewell (NSAI), Chair of the financial services ombudsman bureau in Ireland indicated that lots of problems came from within the insurance industry, because they are poor at complaints handling. He added that information could be received from ombudsmen. The group accepted his suggestion to contact ombudsmen and other consumer protection agencies and passed resolution 5.
73. Ms. Sadie Homer (CI) thanked Mr. Bill Dee for his hard work.

COPOLCO passed **Resolution 5/2011**:

COPOLCO,

*decides to recirculate the survey on financial services (COPOLCO 01/2011), in order to broaden the response base,*

*encourages COPOLCO members to respond promptly to the survey,*

*notes that there are a number of existing national and regional initiatives covering consumer issues in the financial services area, particularly relating to information on financial services,*

*requests the working group to compile data on financial services-related complaints from various sources, including ombudsmen, alternative dispute resolution bodies and consumer associations, and*

*tasks the working group, Consumer protection in the global marketplace to work with Consumers International and further investigate relevant issues in financial services for consumers, focusing on:*

- *consumer information design and disclosure on financial services,*
- *consumer protection issues in mobile banking,*
- *related insurance services, and*
- *remittances and wire transfers to foreign countries.*

and passed **Resolution 8/2011**:

COPOLCO,

*notes the support expressed by some COPOLCO members for a certifiable standard on complaints handling,*

*requests the working group, Consumer protection in the global marketplace to prepare a feasibility study on the revision of ISO 10002, Quality management – Customer satisfaction – Guidelines for complaints handling in organizations into a requirements standard which is certifiable.*

## **AGENDA ITEM 7            WORKING GROUP ON CONSUMER PARTICIPATION**

74. The convenor of the working group, Mr. Jim McCabe (ANSI) referred to the report appearing at COPOLCO 12/2011, he encouraged members to use the newly published brochure “*Involving consumers: why and how – Practical guidance for standards development bodies.*”

75. Mr. McCabe stated that funding issues concerned both developing and developed countries. Closer collaboration with DEVCO (ISO Committee on developing country matters) was raised during the November working group meeting in Geneva to identify specific technical areas.

76. Another idea was to use the ISO General Assembly as an occasion to start dialogue with NSBs. A COPOLCO project could be to look for more consumer engagement at the national level. As for the Action Plan 2007-2010, all items have been completed. The working group’s terms of reference are still valid, but could be revised.

77. Mr. McCabe reported on other outcomes of the fringe working group meeting, for example the need to balance the consumer and commercial sector representation in TCs. A suggestion was to have an equal consumer “vote” on every ISO committee and make sure that the consumer perspective is captured. One suggestion was to promote respect of consumer experts as co-

equals to industry experts. The Participation Group noted that the training group is planning on providing training on how to participate effectively as a consumer representative.

78. Mr. McCabe expressed the group's interest in the outcome of the ISO/TMB Process Evaluation Group (PEG) and hopes to have the opportunity to comment on it. One action item related to the improvement of consultations' response rate and the quality of surveys was to make the checklist for developing surveys accessible on *ISO Online*. He referred to the template appearing in annex 1 to COPOLCO 12/2011 that captures the working group's work progress. The idea is to make this template available for the working group convenors and COPOLCO Secretariat when the work programme is being updated. Another recommendation was to have an HTML input form for the project information template created by ISO/CS staff.

79. The E-newsletter has been recognized as an excellent publication; it is reaching a large audience. The newsletter is now available in French and will soon also be in Spanish. Other communication tools are the social networks: Facebook, Twitter. Mr. McCabe reported that the global market working group used the teleconference tool during their fringe meeting; we should continue using such webinar tools in the future.

80. The ISO Directory of consumer interest participation provides a wealth of information at the national level. The task group could monitor and help members in filling out the input form. ISO/CS reminded members to update the data. For reference: [www.iso.org/isoconsumerdirectory](http://www.iso.org/isoconsumerdirectory). The working group will form a project team to enhance the use of these Key Performance Indicators (KPI) and metrics.

81. The working group agreed to approve the ISO 26000 definition of consumer: *Consumer – Individual member of the general public, purchasing or using property, products or services for private purposes*. The only difference between the existing COPOLCO definition and ISO 26000's is "products" replaces the term "goods" used originally. This definition would be included in ISO/IEC Guide 2:2004, *Standardization and related activities -- General vocabulary*.

82. Mr. McCabe announced his resignation as working group chair and invited members to contact the COPOLCO Chair and/or Secretary if interested in this position.

83. Mr. Libor Dupal (UNMZ), Chairman of the Czech Consumer Association and Director of the Consumer Cabinet for Standardization, reported on the current situation of consumer participation in the Czech Republic. UNMZ developed a project on consumer participation; this was funded by the Norwegian Government. Mr. Dupal proposed to set up a sub-group in the Consumer Participation working group to analyze and address barriers to consumer participation, and indicated that he would be interested in joining the consumer participation group.

84. Mr. Jay Jackson (SCC) supported Mr. Dupal's proposal.

85. Ms. Caroline Warne (BSI) offered to share a presentation she made when she was Chair of COPOLCO on barriers to consumer participation. Mr. Jim McCabe added that Ms. Warne had developed a paper related to participation of COPOLCO working groups and asked if the request from Mr. Dupal focused more on barriers to consumer participation in standards development.

86. Ms. Sadie Homer (CI) asked how and when the outcome of the PEG project would be reported to ISO members, COPOLCO members, and liaisons. We should emphasize the role of COPOLCO members when going back to their respective NSBs. Ms. Homer referred to the mirror committees; not all national standards bodies have set up such committees.

87. The Secretary-General indicated that identifying issues was good but finding solutions could be even better. Solutions might not always be in finance. With respect to e-meetings, he indicated that ISO had just signed a contract with CISCO for a teleconference tool, "Webex", which is more user-friendly than "GoToMeeting".

88. Mr. Jay Jackson (SCC) reminded members that a small working group looking after KPIs had been formed and new members are welcome to join this group.

89. The Secretary asked for a written report by the task group. Mr. McCabe indicated that a planning and reporting template were distributed at the fringe working group meeting.

90. Mr. Gert Bukkjaer (IEC) reported that CENELEC accepted many stakeholders, as do ANEC as observers. CI is the consumer organization corresponding to the IEC. Mr. Bukkjaer proposed to identify in which projects the IEC is involved in collaboration with CI, COPOLCO, and the IEC. Mr. Bukkjaer would be happy to bring to the attention of the IEC which committees needed consumer representation.

91. Mr. McCabe indicated that in the US they have appointed a consumer advocate to the US national committee council to the IEC. More consumer involvement in IEC committees should be happening. He encouraged members to share the new brochure with experts involved in IEC committees on how to involve consumers. He added that there should be a standing invitation for Mr. Bukkjaer to report to the IEC/SMB.

COPOLCO passed **Resolution 9/2011:**

COPOLCO,

*thanks the convenor of the working group on consumer participation, Mr. James McCabe (ANSI), for his comprehensive report to the working group and plenary meetings appearing in COPOLCO 12/2011,*

*further thanks the convenor, the working group and the staff of the ISO Central Secretariat for developing the new brochure *Involving consumers – Why and how – Practical guidance for standards development bodies,**

*encourages COPOLCO members to circulate the brochure widely as a means to help facilitate consumer involvement in standardization,*

*directs the working group to pursue the additional initiatives described in the working group's report including:*

- *an analysis of barriers to consumer participation in standards-setting,*
- *investigation of methods to improve performance planning and reporting of key performance indicators,*
- *development of a proposal related to funding consumer participation, for example in the COPOLCO priority areas,*
- *consideration of an update to the working group's terms of reference, in light of the completion of the 2007-2010 Action Plan to promote the involvement of consumers' interests in standardization.*

and passed **Resolution 10/2011:**

COPOLCO,

*notes the goal of providing new COPOLCO members and representatives with summary information about the activities of COPOLCO and its working groups to facilitate their introduction to, and engagement with, COPOLCO,*

*approves the project information template appearing in Annex 1 to COPOLCO 12/2011.*



and passed **Resolution 11/2011:**

COPOLCO,

*notes the work of the ISO/TMB Process Evaluation Group (PEG) to investigate the responsiveness of the ISO standards development processes to changing stakeholder needs and expectations in light of ISO's diverse work programme,*

*awaits eagerly the results of the PEG investigation, and hopes to have the opportunity to comment,*

*recommends that ISO consider as a matter of principle that the standards development process should be characterized by balanced representation from all affected stakeholder groups including consumers when the standard involves consumer goods or services.*

and passed **Resolution 12/2011:**

COPOLCO,

*notes the survey results in Annex 3 to COPOLCO 12/2011,*

*supports the adoption of this definition as the official COPOLCO definition:*

*Consumer – Individual member of the general public, purchasing or using property, products or services for private purposes (ISO 26000, Guidance on social responsibility),*

*proposes that this definition be added to the ISO Concept Database and included in ISO/IEC Guide 2, Standardization and related activities – General vocabulary, with a view towards promoting greater consistency in use of this term in standardization work.*

and passed **Resolution 13/2011:**

COPOLCO,

*notes the resignation of its convenor, Mr. James McCabe (ANSI), from the convenorship of the group,*

*expresses its appreciation for his outstanding leadership.*

## **AGENDA ITEM 8            WORKING GROUP ON PRODUCT SAFETY**

92. Referring to the working group report appearing at COPOLCO 13/2011 and its 8 annexes Ms. Ratna Devi Nadarajan (DSM), co-Chair of the working group, reviewed the work programme proposed for 2010-2011.

93. The working group had worked on a variety of subjects:

- Revision of ISO/IEC Guide 51:1999, *Safety aspects – Guidelines for their inclusion in standards*
- Inclusion of rationale statements in standards
- Development of a proposal to revise ISO/IEC Guide 50:2002, *Safety aspects – Guidelines for child safety*
- Actions to promote international harmonization of standards
- Follow-up actions to address adequacy of instructions for assembly and maintenance
- Revision of ISO/IEC Guide 71:2001, *Guidelines for standard developers to address the needs of older persons and persons with disabilities*
- Consideration of the development of a simple product safety guide checklist
- Consideration of issues related to testing facilities in developing countries
- Review of safety markings and the use of safety symbols

94. Some of the watching briefs were:

- Further examine the need for product tracking systems
- Consider the need for a guidance standard on safe product design
- Development of ISO 10377, *Guidance standard – Consumer product safety: A practical guide for suppliers*
- Development of ISO 10393, *Guidance standard on consumer product recall and corrective action: code of good practice*

95. The participants confirmed the proposed work programme for 2011-2012.

96. Mr. Jim McCabe (ANSI) reported that there was some confusion around the age limits for children. He suggested defining age limitations of a child in standards, consistently, for example, a child is a person under the age of 14 years old. This could be envisaged when revising ISO/IEC Guide 50. He further added that development of harmonized international injury data element collection systems by the product safety working group would certainly help dialogue with regulators.

97. Ms. Robyn Easton (SA) answered that the group could look at identifying data elements. The main issue with data injury systems are the different systems being used around the world, which result in data not being transferable.

98. Mr. Stephen Russell (ANEC) thanked the group for supporting the deletion of the exclusion clause in IEC 60335 Part 2, *Household and similar electrical appliances standards series of standards*.

99. Mr. Jim Spinks (BSI) recognized that data collection is a very expensive process, but one idea could be to involve health visitors and social workers who visit homes where families have suffered injuries, and alert appropriate NSBs.

100. The co-Chair Ms. Robyn Easton (SA) reported that following discussions with hospital emergency centers, nurses and doctors are too overworked to fill out forms; it is time consuming.

101. Mr. Jay Jackson (SCC) suggested communicating with the OECD product safety working group about their work in this regard.

102. Ms. Robyn Easton (SA) confirmed that since there is now a link with the OECD product safety working group, they would start to coordinate and hopefully swap information.

103. Ms. Caroline Warne (BSI) said that collecting data from different countries was difficult because of different methods. She emphasized relevant information that would be useful: totals of specific accident groups and the origin of the database. She added that detailed studies on different kinds of accidents from different countries were needed.

104. Ms. Sadie Homer (CI) thanked the co-Chairs for their excellent work and for the meeting they held during the CI World Congress in Hong Kong.

105. Mr. Gert Bukkjaer (IEC) commented on the rationale statements; they are used in CEN's standards but there has been opposition within the IEC because rationale statements can be construed as an alternative to the standard. Regarding harmonization of toy standards: CENELEC and the IEC agree on age limits for children, but there is a difference with ISO standards. For example, for ISO/IEC, CENELEC and IEC have agreed on "below 14 years".

106. Mr. Rae Dulmage (SCC) suggested looking at a comprehensive e-health standard. He reported that the injury database in Canada needed updating.

107. Mr. Jim McCabe (ANSI) noted the liaison between the working group and the OECD product safety working group. He reported that in the U.S. it is the Federal Trade Commission that deals with unfair trade practices within the OECD CCP (Committee on Consumer Policy), and the U.S. Consumer Product Safety Commission, which is the regulator for consumer product safety, that participates in the Working Party on consumer product safety.

108. Ms. Kim (KATS) promoted the International Symposium on product safety organized by ICHPSO on 31 October-2 November 2011 and hosted by KATS in Seoul, and extended an invitation to attend.

109. Ms. Nor Latifah Hussin (DSM) recommended that regarding international harmonization of standards for safety of toys, PC 245, *Cross-border trade of second-hand goods* should be looking at the use of second-hand toys.

110. Mr. Rae Dulmage (SCC) answered that the safety of toy standards should look at the toys' life cycle. There had been discussion about toys within ISO/PC 245, but there was no support for toys because experts thought that toys do not leave the country. This issue could not be covered as PC 245 was dealing with cross-border and not national trade. Mr. Dulmage offered to convey a proposal to the committee.

111. In response to a question from Mr. Reyes, Ms. Ratna Devi Nadarajan (DSM) explained that PC 240 is developing guidance on product recalls; it will provide guidance to suppliers to systematically recall products, or implement corrective actions to ensure that consumers do not have access to unsafe products. She added that it would be useful to developing countries.

COPOLCO passed **Resolution 14/2011:**

COPOLCO,

*thanks the product safety working group and its co-convenors, Ms. Robyn Easton (SA) and Ms. Ratna Devi Nadarajan (DSM), for their report appearing in COPOLCO 13/2011,*

*approves the proposal to revise ISO/IEC Guide 50, Safety aspects – Guidelines for child safety, noting the need for a plain-language approach and a consistent way of expressing age limits in standards,*

*requests the Secretary to finalize the proposal and submit it to the ISO Council.*

and passed **Resolution 15/2011:**

COPOLCO,

*approves the product safety working group's proposed initiatives as follows:*

- *encouragement of consumer participation in the Joint Working Group to revise ISO/IEC Guide 51, Safety aspects – Guidelines for their inclusion in standards,*
- *submission of comments to address inadequacies of assembly and maintenance instructions in the draft of ISO/IEC 82079, Preparation of instructions – Structuring, content and presentation, Part 1: General principles and detailed requirements,*
- *submission of comments on the safety gap for assisted living products in the current revision of ISO/IEC Guide 71, Guidelines for standard developers to address the needs of older persons and persons with disabilities, at an opportune time.*

and passed **Resolution 16/2011:**

COPOLCO,

encourages the product safety working group to pursue further work as follows:

- *harmonize safety standards, in particular for safety of toys,*
- *investigate injury data elements with a view towards facilitating a more coordinated international injury data system,*
- *support modification of the exclusion clause relating to vulnerable consumers in IEC 60335 Electrical household and similar appliance standards series of standards,*
- *encourage IEC/TC 61 to commence a revision of the relevant standards,*
- *call for improved safety design in top-loading, vertical axis washing machines,*
- *investigate issues concerning weight-bearing load limits on a range of products, particularly portable items,*
- *consider ways to track initiatives of consumer engagement in international fora on nanotechnology, and*
- *support an active exchange with the OECD Working Party on Consumer Product Safety.*

## **AGENDA ITEM 9                      RESULTS AND FOLLOW-UP ACTIONS – COPOLCO WORKSHOP**

112. Ms. Linda Golodner (ANSI) summarized the presentations delivered during the workshop; it started with an opening address by Mr. Mike Low, BSI Director of Standards, and Ms. Norma McCormick, Chair of COPOLCO.

- Mr. Peter Caplehorn, speaker from Scott Brownrigg delivered a presentation on the reasons why we needed standards on sustainable housing.
- Mr. Richard Waterhouse, speaker from RIBA Enterprises talked about building information modelling as a valuable tool in building homes for the future.
- Ms. Monika Büning, Federation of the German Consumer Organizations, highlighted effective heat insulation for existing houses, the role of standards, and how various chemicals work together. Consumers need to know what is sustainable in the future; i.e. what is green today, will it be green tomorrow? Some questions concerned universal design and how a designer changes the design of a building according to the climate and cultural differences.
- Mr. Paul Murphy, GHD Australia, spoke about rebuilding after disasters, the impact of resilient communities, and that resilience can mean different things to different people. The culture should be considered when developing a standard.
- Mr. Gordon Browne, The Good Earth Trust, reported on key sectors that require setting minimum levels: water, nutrition, sanitation, shelter, food. He gave a demonstration of a plastic sheet based on an ISO standard which was used as an emergency shelter. He also explained the role of earth blocks.
- Mr. Rigo Reyes, Los Angeles County, talked about how emergency preparedness plans have been developed in that county. He addressed the importance of having a one-stop center and single services for consumers. He outlined seven things to do to determine potential risk as well as how to get water and food, and first aid supplies. Mr. Reyes raised issues such as emergency evacuation plans and routes, where to find shelter and transportation, and potential scams after disasters.

113. Panel discussion on smart meters:

- Mr. Rémi Reuss, AFNOR, reported on projects looking at smart meters and potential risks and benefits they have discovered in France and Germany. He talked about privacy, security and concerns about a supplier knowing more information than the consumer wanted them to reveal.
- Mr. Neil Avery, ANEC representative, highlighted key questions for smart meters, and defined what a smart meter was.

- Mr. Stephen Douglas, British Gas, emphasized benefits of smart meters; they help ensure more accurate bills, and energy supplies can be more easily managed. Some questions concerned the knowledge of smart meters, and the importance of information for consumers.
- Mr. Rob Steele concluded by saying, “do we have smart consumers who can understand the impact of smart grid, smart meters, and where the needs of international standardization are?” He reiterated that these discussions could lead to some standards.

114. Ms. Ratna Devi Nadarajan (DSM) gave an overview of issues covered in break-out sessions. Some issues raised during break-out sessions on disaster management concerned:

- Guidance for temporary, adequate, and suitable shelters
- Flood plans
- Disaster insurance,
- Standards for rebuilding considering lessons learned,
- ITC tools
- Evacuation and mass transportation
- After-disaster communication.

Expectations from standards raised covered the following topics:

- Generic guidance
- What greening our homes means
- Methods to compare carbon footprints
- Stock take on best practices
- Assisting consumers to take advantage of smart meters.

A universal guide on emergency preparedness was suggested.

115. Issues highlighted at the break-out sessions on greening our homes concerned:

- Different interpretations of the term “green”
- Acknowledging that one size does not fit all
- Renewable energy
- Issue of zero carbon
- Water footprints
- Risk management
- Generic guidance document and method to compare carbon footprint
- Expectations from greening our homes.

116. There was some discussion around the role of NSBs and how they engage with each other. Experts talked about the commitment from NSBs to have consumer representation at their existing mirror committee on green standards. Other issues raised were regarding information on gaps and government incentives promoting green behaviour.

117. Ms. Ratna Devi Nadarajan (DSM) proposed that COPOLCO consider taking stock of current best practices or procedures which are available for organizations to provide guidance to local authorities with emergency preparedness, when natural disasters such as massive floods occur.

118. Mr. Steve Williams (TTBS) asked if we should consider requirements for emergency shelter housing which is the step before rebuilding after disasters.

119. Ms. Linda Golodner (ANSI) indicated that several good recommendations came out of the break-out group discussions such as on disaster relief, preparedness, and data gathering. She suggested creating a task group to work on prioritization, research, and definitions to prepare a proposal with recommendations.

120. The Chair asked if follow-up on sustainable housing would be necessary and whether it is related to reconstruction other than post-disaster.

121. COPOLCO members decided that two task groups would be formed:

- Rebuilding after disasters – Ms. Golodner volunteered to chair this group
- Sustainable housing (including greening our homes). BSI will offer someone to chair this group.

COPOLCO passed **Resolution 17/2011**:

COPOLCO,

*notes the many suggestions from its members on possible standards initiatives and guidelines that could be developed on the themes of rebuilding after disasters and sustainable housing,*

*decides to establish two task groups to undertake further research and make recommendations to COPOLCO for its 2012 meeting, on:*

- *rebuilding after disasters, including emergency shelters, led by Linda Golodner (ANSI),*
- *sustainable housing, including smart meter issues, led by a representative of BSI.*

*further notes rapidly developing technology, for example of smart meters and smart grids, and their impact on consumers,*

*encourages technical committees and organizations involved in these technologies to work together towards establishing gateways between different systems such as for gas, water and electricity,*

*supports the use of international ergonomics standards in the development of meter interfaces and development of dedicated interfaces for end users, to enable adaptation of data formats.*

## **AGENDA ITEM 10            DISCUSSION OF POTENTIAL LIAISON ORGANIZATIONS**

122. Mr. Willem Kool presented the OIML: the International Organization of Legal Metrology; a report appears at COPOLCO 15/2011. Metrology is the science of measurement and its application. The OIML is an inter-governmental organization which was established in 1955. Under the terms of the WTO/TBT Agreement, the OIML is considered an international standards-setting body. OIML's membership comprises 113 countries in total; 57 are full members and 56 are corresponding members.

123. The most important liaisons with other international organizations are: the BIPM (Bureau International des Poids et Mesures) which is providing measurement units and standards, ILAC/IAF (providing accreditation and certification) and UNIDO. The OIML provides the regulatory structure to metrology. OIML co-organized the World Metrology Day with the BIPM on 20 May 2011. The theme was on chemical measurements.

124. The OIML is a member of the JCGM, the Joint Committee for Guides in Metrology. The JCGM develops guides for uncertainty in measurement (GUM) and the international vocabulary of metrology (VIM). Those guides underpin most of OIML's activities.

125. OIML's main publications are called Recommendations. These are international standards which contain technical and metrological requirements for measuring instruments and methods. They are models for regulations. Members have a moral obligation to implement these Recommendations into their national legislations. The OIML finds that international harmonization is a very difficult issue and that there are many differences between national legislations that potentially raise barriers to trade. The OIML published a guidance document for a law on

metrology. Developing countries find it useful when setting up legislations. OIML publishes documents on vocabulary and on legal metrology. The OIML also publishes a quarterly bulletin. Publications are free of charge and available for download from the OIML web site ([www.oiml.org](http://www.oiml.org)).

126. The OIML has 18 Technical Committees and 45 Sub-Committees. 108 projects are currently in progress. The CIML is the International Committee of Legal Metrology; it approves OIML's Recommendations and Documents. The BIML is the International Bureau of Legal Metrology; it is the executive office which is responsible for publications, the coordination of the technical work and the liaison with other international organizations. OIML stakeholders are from various sectors: legislators, regulators, manufacturers, industry, commerce and trade, and consumers.

127. Consumer interests within OIML's activities could be in measuring instruments (weighing instruments, utility meters, petrol pumps). A very important area for consumers is the control of the quantity of product in pre-packages. The consumer's voice would be helpful; it is about the quantity of product (net content). There is no direct consumer input into the technical work of the OIML. This is the reason why the OIML is seeking liaison with COPOLCO.

128. In response to a question from Mr. Khanna, Mr. Kool confirmed that the OIML was not involved in the telecom industry. It is OIML's members who determine what issues are of concern.

129. Mr. Libor Dupal (UNMZ) supported cooperation with the OIML.

130. Responding to a question from Mr. Steve Williams (TTBS), Mr. Kool answered that the OIML has developed standards for utilities meters: water, gas, heat, and electricity. The OIML held a seminar about the metrology of smart meters two years ago. They needed to define what the scope of legal metrology should be for smart meters. It is important for consumers to be able to verify the bill from their utility suppliers. In the European Union there is a requirement in the Measuring Instruments Directive (MID) for instance that the electricity meter has to have an indication of the measurement results, which is not always a requirement in other parts of the world. The question was brought up whether other technical metrological requirements and testing should be introduced due to these new information technology systems. There is an expert report (OIML E 6:2011) published on the OIML website.

131. Mr. Jay Jackson (SCC) asked if the OIML produced statistics on quantity in pre-packaged products, and if so if they could share them with COPOLCO, but Mr. Kool confirmed that the OIML is not producing such statistics.

132. The Secretary indicated that ICPEN are involved in this kind of activity, but in a more general way.

133. Mr. Jim McCabe (ANSI) explained that the U.S. representative in the OIML is from the National Institute of Standards and Technology. There is also a group called the US National Conference on Weights and Measures (NCWM). At ANSI the Chair of the COPOLCO mirror committee is Ms. Kathleen Thuner, the former Agricultural Commissioner and Sealer of Weights and Measures of San Diego County, California. The Chair of the NCWM talked about the issue of some national disputes on how to weigh meat and poultry that included water; what would the standard be. Mr. McCabe also noted that state weights and measures officials may be involved in inspection of electric vehicle charging devices and consumer billing. Mr. McCabe asked how national issues might relate to the work of OIML internationally.

134. Mr. Kool said that regarding food products the OIML has a liaison with the Codex Alimentarius Commission. The issue of substances (such as water) injected in meat and poultry is about product quality rather than quantity. Regarding electric vehicles, the OIML is currently revising their standard on electricity meters. The OIML is also concerned with road safety, for instance: tyre pressure gauges.

135. In response to a question from Mr. Kihyo (TBS), Mr. Kool said that the OIML recommended the metric (SI) system of units.

136. Prof Lothar Maier (DIN) emphasized the importance of metrology to the consumer. He indicated that he was involved in some projects related to calibration which were crucial to developing countries. He therefore strongly supported cooperation between the OIML and COPOLCO.

137. The Chair asked what the benefits would be of an eventual liaison between COPOLCO and the OIML.

138. Mr. Kool expressed hope for some technical cooperation and information exchange to learn about ISO/IEC Guides. The OIML could also ask COPOLCO's opinion when drafting a standard.

139. The Chair indicated that several countries supported a liaison with the OIML and that it would be discussed during the Chair's group meeting with a positive recommendation for a liaison.

## **AGENDA ITEM 11            ETHICAL TRADE FACT-FINDING GROUP: CONCLUSIONS**

140. Mr. Rémi Reuss (AFNOR) referred to the report appearing at COPOLCO 16/2011. Following the COPOLCO 2007 workshop, *Can consumers rely on fair trade claims?* The Ethical Trade Fact-finding Process (ETFP) was formed. This group developed a final report which appears in the working document at annex to COPOLCO 16/2011. It is available in English, French and Spanish. He strongly encouraged members to read this document and share it as much as possible.

141. Ms. Norma Tregurtha from ISEAL Alliance explained ISEAL's goals, strategy, tools, and their community. ISEAL develops codes of good practice. She briefly reported on the ETFP process; Phase I was essentially based on research work, whereas in Phase II the group concluded with a set of recommendations. Some of these recommendations were focused on reducing or minimizing consumer confusion about inaccurate and unreliable ethical claims. Ms. Tregurtha presented a flowchart on taxonomy of sustainability claims. A multi-stakeholder process was needed to build global consensus on a common understanding of sustainability claims.

142. ISEAL spent most of 2011 on fundraising. The steering committee members will include ISEAL members, NGOs, such as CI, industry initiatives, government agencies and donors. She also invited ISO/COPOLCO to nominate a representative.

143. Ms. Sadie Homer (CI) thanked ISEAL for recognizing the role of COPOLCO as stakeholders, as well as CI and other stakeholders' interests. Ms. Homer informed members that the ETFP process was also reported at the CI World Congress in Hong Kong, during the fringe meeting "Making fair trade the easy choice". This meeting was hosted by the Kuala Lumpur office. There was a huge interest in Asia in working with WTO Asia and OXFAM Hong Kong.

144. In response to interest expressed in joining the ETFP, Ms. Tregurtha explained that one way was via nominations submitted to ISO/COPOLCO. There is a list serve. The ETFP committee uses webinar facilities. She encouraged members to visit: <http://www.isealalliance.org/>.

145. The ISO Secretary-General indicated that criticism is sometimes heard about private standards produced by the same organizations that also provide certification services to standards. He asked what ISEAL was doing in terms of transparency, inclusion and openness when developing standards. He further requested clarification on what was being done to make sure developing countries were involved.

146. To the first question Ms. Norma Tregurtha responded that compliance with the ISEAL Codes of Good Practice is a way of distinguishing credible voluntary standards. One of ISEAL's core



principles is impartiality and independence of verification. For the second question, ISEAL makes special provision for developing countries through an earmarked portion of the budget.

147. Several participants expressed confusion about the difference between “ethical” and “fair trade”, as well as the difference between “ethical” and “sustainability”.

148. Ms. Tregurtha indicated that within the WTO the notion of fair trade is about fairness between trading partners whereas ethical trade is more about inclusion of small producers. Within ISEAL they work on social, environmental and sustainable issues and they see both of these issues; “ethical and sustainable” connected.

149. Ms. Homer (CI) further added that ethical trade was broader than fair trade; it looks at social, economic attributes. Terms and definitions needed to be addressed in a more formalized process.

150. Ms. Warne (BSI) highlighted that original fair trade concepts included economic well-being of the suppliers. It seems that it has now changed to sustainability issues which are more environmentally oriented although “ethical”. She expressed concern about this shift.

151. Mr. Budi Rahardjo (BSN) felt that there was a lot of overlap between the social responsibility standard and ISEAL’s work.

152. Ms. Tregurtha indicated that ISEAL focused on social and environmental standard systems and labels whereas ISO 26000’s scope is broader.

153. Mr. Steele further added that another distinction about ISEAL was that they are developing guidelines, he cited the FSC (Forest Stewardship Council). ISEAL is developing standards and providing certification schemes to meet the needs of stakeholders. ISO has been trying to work closer with ISEAL, but there has been more competition than cooperation.

## Items for approval or information

### **AGENDA ITEM 12            WORKING GROUP, PRIORITIES FROM THE CONSUMER’S POINT OF VIEW PRIORITY PROGRAMME AND ANNUAL REPORT**

154. Ms. Sondra Bruni, co-Chair of the working group, commented on the report appearing at COPOLCO 20/2011 from discussions made at the fringe meeting in London. She indicated that a report on safety of household appliances was received after the publication of the 2011 Annual Report; it will be added in the 2012 version. The co-Chair indicated that the two submissions on road traffic safety management systems from Ms. Jeanne Bank, and electric vehicles from Mr. Jim McCabe would be placed under key/emerging areas. She recommended accepting these submissions. Ms. Jeanne Bank from Canada would be the Key Person for the road traffic safety area and Australia would offer a KP for electric vehicles by the next Chair’s Group meeting. KATS offered a KP for the “green standards” area: Dr. Oh-Daegyun from the Korea Energy Management Corporation (KEMCO).

155. With respect to the Priority Programme update, the Priorities Group decided to reintroduce financial services to the programme under the global market key/emerging area.

156. During the fringe meeting, members requested assistance from the COPOLCO secretariat with identifying possible twinning opportunities and soliciting nominations from NSBs for available positions.

157. The working group envisaged the deletion of health informatics priority area from the Priority Programme. The prior Key Person for health informatics, Ms. Audrey Dickerson, explained that it is a very technical area and that very few consumer issues were involved. Further attempts will be

made to find a KP with assistance from Mr. Rae Dulmage (SCC) and also by checking with the ISO Directory of consumer interest participation. The Priorities group decided to delay the deletion and discuss it further during the next Chair's Group meeting.

158. Ms. Jeanne Bank (SCC) commented that the scope of TC 215, *Health informatics*, is focused on coding of databases. The focus on education and consumer issues has narrowed.

159. There was a suggestion from KATS on dispute resolution. The working group recommended defining with the COPOLCO secretariat and the appropriate working group the best forum in which to discuss this important issue further.

160. On second-hand goods, Mr. Steve Williams (TTBS) provided an update. It is intended for developing countries. He encouraged members from developing countries to participate actively in the work.

161. Prof. Khanna (BIS) supported the Key Person twinning arrangement initiative. India expressed support for a certifiable consumer dispute resolution standard. He recommended we should be careful when deciding whether to delete health informatics; It is not just about giving information to consumers. There are now apps that record patients' key characteristics, for example inside a smart phone.

162. The Secretary-General indicated that the electrical vehicle area is moving very fast. There is competitive pressure between manufacturers around the world. There are already competing standards in this area.

163. With respect to financial services, Mr. Steele emphasized that the major issue is regulators who are very concerned that ISO may be getting into areas associated with development of public policy in some geographic jurisdictions. He strongly encouraged members to be very clear about their objectives for voluntary standardization activities. Regarding twinning arrangements, funding is an issue. ISO/TMB hopefully will develop some recommendations during their meeting on 14-15 June 2011.

164. The Secretary-General challenged COPOLCO to define what it wanted to prioritize, otherwise no progress could be made, and to define where the resources were going to come from. He suggested focusing on areas where COPOLCO can really make a difference.

165. Ms. Bruni (SCC) recalled that at the November 2010 meeting the ISO Secretary-General indicated that there was some resistance in the financial services area. The financial services industry had the same reaction in Canada when a survey was conducted. The CPI representatives explained to the banking industry how ISO's and COPOLCO's processes work, that standards are voluntary, and that issues are different in developing and developed countries.

166. The Secretary-General agreed with Prof. Khanna, and said "We must make it clear that we are not engaged in public policy development." He explained that when the financial services issues were raised, the U.S. Treasury contacted other very large treasury agencies and stopped this process. Since that happened, the Securities and Exchange Commission and the U.S. Treasury attended the workshop in Amsterdam and misunderstandings were cleared. He insisted on emphasizing that ISO is not engaged in public policy development. The Secretary-General further recommended that we need to address these specific areas rapidly.

**COPOLCO passed Resolution 20/2011:**

COPOLCO,

*thanks Ms. Sondra Bruni (SCC) and Mr. Steve Williams (TTBS), for the report and annexes of the working group, Priorities from the consumer's point of view, appearing in COPOLCO 17/2011,*

supports the group's recommendation to address Road transport: safety and sustainability, including electric vehicles and road traffic safety management systems, as a key and emerging priority,

further supports developing country representatives to pair with key persons in a twinning arrangement,

approves the Priority Programme, Annual Report and Handbook published as annexes to COPOLCO 17/2011.

## **AGENDA ITEM 13      TRAINING GROUP**

167. Ms. Caroline Warne (BSI) referred to COPOLCO 18/2011. She expressed her thanks to the COPOLCO Secretary and the DEVT team. Ms. Warne referred to the induction and orientation sessions; the orientation should become a regular event. The Distance Learning Module was developed 4 years ago, some updates are needed. Therefore, the group decided to set up a small task group to determine what should be revised in this module; a section on how to be an effective consumer representative was proposed.

168. With regard to "Train-the-trainer", the training group suggested publicizing this event via an article in the ISO Focus+ magazine and in the Newsletter because they were not sure that NSBs were aware of these training capabilities in the regions. This would back up the newly published brochure "*Involving consumers – Why and how*".

169. Ms. Sadie Homer (CI) and Mr. Arnold Pindar, President of the UK National Consumer Federation, participated in an event in India last March. Ms. Warne indicated that the 17 delegates attended the BSI sponsored event "*Building bridges and crossing them*" of Monday in London; it was aimed at encouraging co-operation between NSBs and consumer organizations nationally. BSI sponsored 13 experts from developing countries.

170. Mr. Budi Rahardjo (BSN) indicated that the orientation session is very useful to newcomers and to delegates from Indonesia too because it updated them on work in progress.

171. Mr. Jim McCabe (ANSI) thanked the co-Chairs for their excellent work. Thanks to the BSI sponsored training event there was a larger number of NSBs represented at the events.

172. Ms. Warne (BSI) added that selection criteria were tight and they tried to choose new candidates.

173. Prof. Khanna (BIS) reported that the training held in India was very useful. Their mirror committee felt they needed to adapt the training module on a national basis; therefore they set up a small group to work on this project.

174. Ms. Anne Ferguson (BSI) thanked Ms. Warne, Ms. Homer and the Secretary for their hard work in preparing the session of Monday evening and also thanked the participants for their enthusiasm.

175. Mr. Michael Gaweseb from the Namibian Consumer Rights Association (NSI) supported the sponsored programme and indicated that more support was needed in his country.

176. Ms. Christine Ajulu from the Consumer Information Network (CIN) in Kenya and Prof. Sri Ram Khanna (BIS) expressed their appreciation to BSI for their sponsorship.

177. Mr. Guillermo Zucal (IRAM) thanked the co-Chairs for organizing a workshop in 2010. The experience was excellent, bringing together consumers and NSB representatives.

COPOLCO passed **Resolution 18/2011:**

COPOLCO,

*thanks the COPOLCO training group and its co-convenors, Ms. Caroline Warne (BSI) and Ms. Sadie Homer (CI), for their report appearing in COPOLCO 18/2011,*

*acknowledges the five successful follow-up regional and national training workshops that have taken place in Argentina, Benin, Jamaica, Kazakhstan, and the Philippines,*

*expresses its appreciation to participants, donors and host institutions who contributed to the success of these events,*

*notes that the two-year follow-up evaluation from the French Train-the-Trainer event is still ongoing and looks forward to the results,*

*requests the training group and ISO's Development and Training Services (ISO/DEVT) to consider the need for refreshing the regional/national pool of trainers to compensate for natural attrition,*

*recommends that, in the light of the new brochure, Involving consumers – Why and how – Practical guidance for standards development bodies, the pool of trainers be brought to the attention of NSBs as an available resource,*

*further notes comments made by the Secretary-General about the new ISO/DEVT training initiatives and asks the training group to review this programme to identify where issues of consumer representation might be incorporated.*

and passed **Resolution 19/2011:**

COPOLCO,

*notes that both the CD-ROM and on-line versions of the distance-learning module, Consumers and standards: Partnership for a better world, have been widely used, and that available data suggest that the module is being used as intended,*

*further notes that the module is now four years old and that some sections may need updating,*

*asks the training group to set up a small task force to review the module and make recommendations about updating, and a possible addition to address effective consumer representation,*

*invites the group to continue to monitor the use made of the various sections of the module.*

## **AGENDA ITEM 14            ENHANCING CONSUMER PARTICIPATION IN DEVELOPING COUNTRIES: PRIORITY ISSUES FOR THE DEVELOPING COUNTRIES COPOLCO GROUP**

178. Mr. Steve Williams (TTBS) explained the roles of the DCCG. There were 15 countries represented in the DCCG meeting in London and 20 participants. This was very well attended and only possible thanks to the BSI sponsorship programme. Mr. Williams emphasized that such sponsorship combined with the COPOLCO plenary and related events would be highly appreciated in future COPOLCO events.

179. Mr. Williams reported that greater participation from developing countries in the work of ISO/PC 245, *Cross-border trade of second-hand goods* was needed. This committee is chaired by Canada and China. He welcomed new members from developing countries to join this committee

by contacting the ISO/COPOLCO Secretariat. Members were encouraged to provide comments on the working draft that is presently available.

180. The DCCG group decided to collaborate with ISO/CS in trying to identify Key Persons in co-chairing arrangements.

181. The group supported a proposal to revise ISO 10002 on complaints handling into a certifiable standard.

182. Mr. Williams reported on a newly created "Chat forum" developed in the ISOTC server; the name would be "Developing countries oriented virtual group". The Secretary indicated that this chat forum is part of a larger trend allowing better collaborative work. The forum has been set up, but more adjustments were needed. DCCG members will be notified as to login instructions when this forum will be operational. COPOLCO Members will be updated within a few weeks.

183. He thanked BSI for providing funding to delegates from developing countries and requested the Secretary-General for additional assistance he may be providing for future meetings.

## **AGENDA ITEM 15            ACTIVITIES OF CONSUMER INTEREST UNDER ISO AND IEC BODIES OTHER THAN COPOLCO**

### **15.1 Agenda item            ISO and ISO/IEC groups reporting to the TMB**

184. The Chair reported in her capacities as key person for security and COPOLCO representative on the Strategic Advisory Group on Security (SAG-S). She mentioned that the SAG-S still exists but may be moved to another structure; it is in abeyance. With respect to ISO/TC 223 on security, this committee is meeting early June 2011 in Berlin; there is a brief report in the Priority Programme Annual Report. She suggested asking the Chair of the committee to add an item on their agenda about outcomes of the COPOLCO workshop; this would allow COPOLCO to share consumers' concerns with TC 223.

185. The Chair referred to the update on sustainability and ISO Guide 82 appearing at annex 1 to COPOLCO 19/2011. She and Mr. Robert Duncombe (SNV) reported, but Mr. Duncombe is the main COPOLCO representative in the Sustainability Guide Drafting Group (SGDG). The Chair indicated that the guide focused on environment and social responsibility areas. The representatives were concerned that the title "sustainability" could be misleading, and it was not clear how standards writers would use this guide.

186. Ms. Robyn Easton (SA) suggested keeping this guide on sustainability as a stand-alone document, not mixed with other topics.

187. Ms. Anne Ferguson (BSI) said that she would contact Ms. Amanda Richardson (BSI) who is leading this group and reiterate COPOLCO members' concerns.

188. The Secretary gave a brief update on the work of the SAG-E. She thanked Dr. Clif Johnston (SABS) for having stepped in as an alternate to Mr. Allan Asher, COPOLCO representative to the SAG-E, at the 6<sup>th</sup> meeting last February in South Africa.

189. Dr. Clif Johnston (SABS) referred to the report on the update on the ISO/TMB Strategic Advisory Group on Energy (SAG-E) appearing at annex 2 to COPOLCO 19/2011 and indicated that the COPOLCO NWIP on assessment and improvement of energy services had been under consideration for some time, including at the SAG-E meeting where KATS representatives had expressed displeasure at the slow pace of decision-making, and urged the TMB to take a final decision on this item. The participants expressed their support.

190. In response to a comment from Ms. Caroline Warne, the Secretary informed members that Mr. Allan Asher attended the second meeting of the SAG-E as a guest, and as a permanent member as from the third meeting. The concern is what appears in the final report to the TMB.

191. The COPOLCO Chair invited the Secretary-General to provide further details about the future of the SAGs on energy and security.

192. The Secretary-General highlighted two aspects: The technical issues and the strategic aspect. He emphasized that both energy and security areas are important and that they would still remain after the original work of the Strategic Advisory Groups. Other subjects of critical importance were water and sustainability. The ISO Council will consider the future of these groups. With respect to sponsorship he mentioned that it is incumbent on ISO members to consider ways of continuing involvement in standards without the sponsorship. As to funding and training and development programme, the amount allocated to funding has more than doubled and will last the length of this current strategic plan through 2015. He wished to consider how this can be leveraged for the consumer's interest and indicated that he would raise this *inter alia* at CEO forums being held for the ISO membership. He further added that we need to ensure that CEOs of NSBs are aware of the benefits of consumer's involvement to consumers and to other stakeholders.

## **15.2 Agenda item            Conformity assessment (CASCO)**

193. The Secretary referred to COPOLCO 20/2011. CASCO is developing an informative brochure on market surveillance to share best practices. It will soon be published. The Secretary mentioned the increased involvement of the Chair in participating in the CASCO CPC, CASCO workshop and notably in the ISO 9000 Advisory Group; this group has taken strong interest in consumer input to maintain and ensure the credibility of ISO 9000 certification which has been an ongoing concern. She also mentioned the great volume of activity the committee was maintaining to produce and maintain the "CASCO Tool box" of conformity assessment standards and guides.

194. Prof. Khanna (BIS) expressed alarm at the number of fraudulent ISO 9001 certifications in the market and urged ISO to take steps to sanction these abuses, stating that they harm the credibility of ISO 9000 and of ISO itself. There is enormous confusion in the market place.

195. The Secretary-General replied that a number of measures were underway. The International Accreditation Forum (IAF) is increasing its surveillance activities. The IAF, the International Laboratory Accreditation Cooperation (ILAC) and ISO had signed a memorandum of understanding for a five-year action plan aimed at reinforcing the credibility of these certifications. In particular, discussions are ongoing to look at the feasibility of developing a database of organizations with properly accredited certifications; it still has to be discussed by the ISO Council.

196. ISO 26000 on social responsibility is a guidance standard; there are efforts to stop attempts by outside organizations to perform certifications to this standard. There is also the IIOC, grouping together certifiers which is attempting to maintain surveillance of the market. The Secretary-General stated emphatically that ISO has a responsibility to show that a standard is being used in the way the committee intended.

197. He added that a survey of the value and uptake of standards in the Asian region is about to be published, and that there is a real added value to those organizations which had been certified to ISO 9001.

198. Prof. Khanna (BIS) expressed his wish to inform the IAF of the situation and for COPOLCO to have representation at the IAF meeting. The Secretary-General invited him to submit case studies of such incidents and indicated that he would follow up with more information.

199. Mr. Dee (SA) also invited Professor Khanna to contact the International Consumer Protection Enforcement Network (ICPEN) to investigate these certification claims.

200. Ms. Jeanne Bank (SCC) pointed out that credibility of certification also applied to certification of persons. This was especially critical in the application of new technologies, e.g. smart meters, where consumers are dependent on the competence of personnel involved in installing and maintaining the smart meters, and interfacing with consumers.

### **15.3 Agenda item      Developing country matters (DEVCO)**

201. The ISO Secretary-General commented on the report from DEVCO appearing at 21/2011. He expressed his thanks to the Swedish International Development Cooperation Agency (SIDA) for their long-range and extensive financial support of the ISO/DEVT programme. He emphasized the need to think about who the customer is, what the customer needs, and therefore what learning and growth must take place. ISO is interested in making sure that people understand how standards work. The aim of the training is to lead to progress, making the trainee more expert over time. ISO is examining how it can help with training and advice and considers the desirability of separate training programming if the established programming does not meet needs.

202. ISO was also considering how to reinvigorate electronic training courses, making use of new technologies to make training more effective and more interactive.

203. Finally, the Secretary-General indicated that ISO was looking at using IT more effectively, for meetings at distance, such as use of “webinars”, blog posts, and other new ways to communicate, including those which are not time-dependent. For example, the *Economist* magazine runs debates on its Web site, including management of comments, which take place over a week.

204. He indicated that “GoToMeeting”; a software that allows teleconferencing and exchange of presentations would be replaced by a much better system as from September.

*Secretary’s note: the system chosen was “Webex” [www.webex.com](http://www.webex.com).*

205. Ms. Caroline Warne (BSI) suggested pursuing collaboration between DEVT and COPOLCO.

206. The Secretary-General referred to the latest publication of DEVT; *Developing Talent – Catalogue of ISO’s technical assistance and training programmes for ISO members*.

*Secretary’s note: see [http://www.iso.org/iso/developing\\_talent.pdf](http://www.iso.org/iso/developing_talent.pdf).*

### **15.4 Agenda item      International Electrotechnical Commission (IEC)**

207. Mr. Gert Bukkjaer, IEC representative to COPOLCO, summarized developments of interest to consumers, as appearing in a report tabled just before the plenary meeting (see Annex 4). He stated that coordination between CENELEC and the IEC was increasing; 80% of standards in CENELEC are based on IEC standards. Regional and national standards are also taken up a great deal within the IEC.

208. Mr. Bukkjaer reminded the assembly that as regards the IEC 60335 series on household appliances, deleting the exclusion clause was not that simple. It is not adequate simply to delete the clause without modifying the scope and re-considering the whole standard, including tests. Common elements in this series go into the Parts 1, but there are many different Parts 2, which then have to be revised. On the other hand, CLC TC 61 has worked with ANEC on this issue, and some drafts will be discussed in October at the meeting of the IEC Standardization Management Board. Mr. Bukkjaer maintained that it was preferable to work internationally, in the IEC rather than using the CENELEC route.

209. Mr. Bukkjaer announced that an Amendment 2 to IEC 62115, *Electric toys* was published. In a new edition soon under way, toy manufacturers are requested to address voltage variations in exposed toy parts in order to reduce risk to children. Safety and performance issues relating to Light-emitting diodes (LEDs) in toys will also be discussed at an IEC/ CLC 61 meeting in September. New standards are being developed for luminaires with LEDs which will save electricity and reduce environmental impact.

210. The IEC Advisory committee on Safety (ACOS) and IEC SMB have now finalized IEC Guide 116, *Guidelines for safety related risk assessment and risk reduction for low voltage equipment*. This is to harmonize a multitude of different risk guides. A CENELEC Guide 29 on temperatures of hot surfaces likely to be touched has been converted to IEC Guide 117. Finally, IEC Guide 104, *The preparation of safety publications and the use of basic safety publications and group safety publications* is being published. The IEC/SMB decided that this guide would be mandatory for use by IEC technical committees.

211. Mr. Bukkjaer reported that the first meeting of the Joint Working Group to revise ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards* went well even though the IEC generally supported less change in the revision process than ISO. A face-to-face meeting was productive and necessary for this very important guide.

212. Mr. Bukkjaer also praised the earlier COPOLCO work on battery chargers which had facilitated the signature of the memorandum of understanding between the European Commission and a group of major manufacturers of mobile telephones and related devices on standardized battery charges and plugs. This led to a European standardization mandate to CEN, CENELEC and ETSI which was then taken up in IEC/TC 100.

213. Mr. Bukkjaer highlighted the importance of smart meters and smart grids, saying that this was an area of extremely rapid development, especially as regards technological changes in the automotive industry, in particular electric vehicles, and where COPOLCO had to pay close attention. The IEC is very active with a number of technical committees coordinating on the development of standards for the smart grid, bringing together smart meters, automotive electronics and other energy using equipment. The IEC has also developed the IEC Smart Grid Standard Mapping Solution, a road map of the smart grid for experts.

214. Finally Mr. Bukkjaer described third party testing and certification activities in IECEE and expansion of the affiliate country programme, providing assistance with implementation of IEC standards in developing countries.

## **AGENDA ITEM 16                    ACTIVITIES OF CONSUMER INTEREST WITHIN ORGANIZATIONS OTHER THAN ISO AND IEC**

### **Agenda item 16.1                    Activities of Consumers International with respect to standardization – Report by a CI representative**

215. Ms. Sadie Homer (CI) referred to her report appearing at COPOLCO 22/2011. The highlight of the year was the Consumers International World Congress which had just taken place in Hong Kong on 3-6 May; the theme was entitled *Empowering tomorrow's consumer*. Ms. Christine Lagarde, French Finance Minister, and Mr. Rob Steele, ISO Secretary-General, sent video messages which were greatly appreciated. Ms. Norma McCormick participated in a number of sessions. Over 700 delegates attended this event which was hosted by the Hong Kong Consumer Council. Ms. Sadie Homer mentioned the success and warm response to the breakout session on social responsibility that was held at the Congress, as well as a resurgent interest in standards in general as a means of consumer protection. Social responsibility, and specifically the newly-published standard, ISO 26000, received a great deal of attention in the sessions. Ms. Jai Ok Kim was elected Vice President of CI. There was a great deal of interest in the role of consumers in



standardization, increasing awareness of standards and consumer participation. The Congress was an occasion for representatives of government to become familiar with standards.

216. Ms. Homer thanked ANEC for its assistance to help roll out work at the national level. She expressed her thanks to BSI, in their sponsored delegates from the developing world; six delegates were from consumer organizations. She also thanked participation of Mr. Steve Williams (TTBS) and Ms. Premila Kumar (FTSQCO) who have been sponsored four years from Industry Canada.

217. Mr. Guillermo Zucal (IRAM) thanked Sadie Homer for her report and also thanked CI Latin America for supporting their regional activities.

**Agenda item 16.2            Recent activities of the Organisation for Economic Co-operation and Development (OECD) Committee on Consumer Policy (CCP): Report by an OECD representative**

218. Ms. Ayako Terauchi is the new representative to COPOLCO from OECD/CCP. Referring to COPOLCO 23/2011, she reported on e-commerce, product safety, consumer economics, and green claims.

219. She mentioned that the E-commerce guidelines for consumer protection in the context of electronic commerce were first published in 1999; they were undergoing review in three major areas: digital content products, on-line payments, and the participative web. At the recent meeting of the OECD/CCP there was a great deal of attention paid to information disclosure. For mobile payments the discussion focused on developing solutions to meet policy objectives.

220. At its April 2010 meeting the OECD/CCP adopted a 10-point action plan on product safety, divided into three phases, short, medium and long term; and noted the early work of the newly-established Working Party on Product Safety. As a first step, the group published a report, "Enhancing Information Sharing on Consumer Product Safety", (which includes some input from experts from the COPOLCO working group on product safety). The Working Party has objectives to set up a global recall database and make an inventory of national and international developments in the area of product recall.

221. Ms. Terauchi reported that the CCP discussed the use and impact of survey results in policy making, to be finalized in October 2011.

222. Finally, the OECD/CCP approved a report on its activity in Green Claims, which will contribute to the United Nations Commission on Sustainable Development and the OECD's green growth strategy, due to be finalized in May 2011. The OECD/CCP has also been involved in the revision of the consumer interest chapter of the OECD Guidelines for Multinational Enterprises, which will be approved at the OECD Ministerial meeting in 2011.

223. In response to a question on the global access to a product recall database, Ms. Terauchi indicated that she would be pleased to assist in this database once it is available.

224. Referring to documents listed in the presentation Prof. Khanna (BIS) asked if they were available. Documents that are finalized can be obtained by contacting Ms. Terauchi at OECD: [ayako.terauchi@oecd.org](mailto:ayako.terauchi@oecd.org)

225. Responding to Ms. Christine Ajulu (KEBS), Ms. Terauchi confirmed that the Consumer Policy Toolkit could be used for local consumer purposes.

## **AGENDA ITEM 17 REGIONAL DEVELOPMENTS AND INITIATIVES**

### **Agenda item 17.1 Developments of consumer interest in European standardization: Report by an ANEC representative**

226. Mr. Stephen Russell, ANEC Secretary-General, thanked Prof. Lothar Maier (DIN) for his presentations in India in 2009 and Bali in 2010. He referred to COPOLCO 24/2011.

227. Mr. Russell highlighted the need for consumer participation in standards-development in CEN/CENELEC/ETSI. This area is often under-resourced and not sufficiently appreciated by consumers, and this is the reason why ANEC was founded in 1995.

228. The ANEC Secretary-General explained that ANEC coordinates and channels the consumer view into the development of European Standards (ENs) under mandates within the New Approach system. He pointed out that few national delegations in Europe actually have consumer representatives as experts. He strongly urged forging alliances with the business sector to allow sufficient resources to achieve representation goals.

229. Mr. Russell mentioned that many electrical product safety standards, through the “exclusion clause” do not take into account persons with disabilities or special needs (including children). ANEC therefore argued that consumer protection should not be compromised for vulnerable consumers, that a large number of elderly and very young consumers were using electrical appliances, and that therefore the exclusion clause was unacceptable.

230. Mr. Russell announced that under Standardization Mandate 392, six European standards involving electrical appliances were revised in 2010 to take vulnerable consumers into account, and encouraged COPOLCO to request IEC TC 61 to do the same for the part 2 sections of the IEC 60335 standard series on household and similar appliances.

231. Mr. Russell invited members to download ANEC’s Annual Report and ANEC publication that are available on its website: [www.anec.eu](http://www.anec.eu)

#### **COPOLCO passed Resolution 21/2011:**

COPOLCO

*thanks Mr. Stephen Russell, ANEC Secretary-General, for the report about ANEC activities appearing in COPOLCO 24/2011,*

*acknowledges the importance for household appliances to be safe for use by consumers, whatever their age and abilities,*

*notes that ANEC’s efforts on issues related to removal of the exclusion clause in standards on safety of electrical household and similar appliances in six sections of IEC 60335 Part 2, together with CENELEC’s work, has paved the way for their revision.*

### **Agenda item 17.2 Developments of consumer interest in the Asia-Pacific: Report by a representative of the Asia-Pacific members of COPOLCO**

232. Ms. Ratna Devi Nadarajan (DSM) introduced the report of the group (COPOLCO 25/2011) and emphasized that the ANCO group concentrates on building capacity on consumer participation in standards in the Asia-Pacific region. Five workshops had taken place between 2007 and 2011, generally on product safety and accessible design. The most recent workshop took place in Kuala Lumpur in March 2011, and focused on product safety and product recalls. The workshop highlighted the importance of sharing information on recalls and product safety

incidents with a view to justifying the need for standards or regulations, raising awareness of consumers, assessing product risk, and developing capacity. Sharing accident/incident data is a challenge not only regionally but even within a country. Similar data formats would greatly aid in this. ANCO invites its members to respond to surveys on any consumer issues and to participate in ISO PC 240, *Product recall* and ISO PC 243, *Consumer product safety*.

### **Agenda item 17.3      Developments of consumer interest in the Latin American region: report by a representative of COPANT CT 153**

233. Mr. Guillermo Zucal (IRAM) reported that the CT 153 PAN-COPOLCO group had grown a great deal: from 6 members in 2001 to 19 members from the Americas and the Caribbean in 2010. The group translated the new brochure, the *International language of ISO graphical symbols* into Spanish, and ran several workshops in Chile and Argentina, aimed at increasing consumer participation. The group also focused on reinforcing responses to COPOLCO surveys and is considering a dedicated project for improving consumer participation in technical work. The progress of consumer participation has been encouraging: a recent survey of the CT 153 members showed that all of the members had consumers participating in technical committees. Most had contact with consumer organizations and two-thirds of the members incorporated consumer interests within policy committees.

### **AGENDA ITEM 18      REVIEW OF THE COPOLCO WORK PROGRAMME**

234. The Secretary reported that the work programme for 2010-2011 was published as an Annex to COPOLCO 26/2011. It is based on the comments and decisions made at this meeting for the activity to be undertaken in 2011-2012. A new draft will be developed for approval of the COPOLCO members and then submitted to the ISO Council.

### **AGENDA ITEM 19      ANY OTHER BUSINESS**

235. The Secretary gave a special award on behalf of ISO's Communications Services to Mr. Nakakuki (JISC) in recognition of his article on social responsibility, written for *ISO Online*.

236. Mr. Gert Bukkjaer (IEC) requested COPOLCO, and ISO, not to undertake publication or revision of too many different ISO/IEC Guides, as these documents have a different status within ISO and IEC. The difficulty for IEC is that guides are often considered mandatory, also with binding effect on the standards within the guides' scope. The result is an unduly onerous workload and expense to industry, which has to meet requirements set out in the newly published or revised guides, and also revise other relevant IEC standards. Therefore, it is necessary to weigh the need for publication or revision against the economic impact.

237. Ms. Sandra Herrera (ICONTEC) reported that the Colombian national mirror committee suggested revising ISO/IEC Guide 41:2003, *Packaging – Recommendations for addressing consumer needs* because the information on environmental labelling is obsolete, and ISO/IEC Guide 14:2003, *Purchase information on goods and services intended for consumers*. She called for a revision of these two ISO/IEC Guides.

238. Prof. Sri Ram Khanna (BIS) reiterated his concern with defending the credibility of ISO 9001 certifications.

239. The COPOLCO Secretary indicated that the ISO 9000 Advisory Group brings together IAF, ILAC and ISO/CASCO to undertake various activities supporting the credibility of ISO 9001 certifications.

240. The ISO Secretary-General also indicated that ISO publishes a survey of ISO 9000 and other management system certifications every year and that the findings were freely available. He indicated that he would send further information about this.

Secretary's note: see <http://www.iso.org/iso/survey2009.pdf>.

241. Ms. Premila Kumar (FTSQCO) delivered an invitation to host the 2012 COPOLCO meeting in the Fiji Islands, followed by a video presentation of the Islands and the venue. On behalf of the members, the COPOLCO Chair gratefully accepted the invitation and thanked Ms. Kumar and the Fiji government for their invitation to COPOLCO.

242. On behalf of COPOLCO she also warmly thanked BSI for its hospitality and excellent hosting of the 2011 meeting.

243. The Chair delivered a closing address appearing at annex 5.

244. The ISO Secretary-General thanked BSI for their support, and the Chair and the Secretary of COPOLCO for their work, and adjourned the meeting.

### **COPOLCO Special Resolution 2011:**

COPOLCO,

*expresses its deeply-felt gratitude and thanks to BSI for hosting the 33rd COPOLCO plenary meeting and related events,*

*congratulates BSI on 60 years of consumers' involvement with standards activities,*

*commends BSI's excellent arrangements, outstanding hospitality and untiring support which ensured that the meeting week was as enjoyable as it was productive.*

Annex 1 – Address from Mr. Edward Davey MP, Minister for employment relations, consumer and postal affairs

Annex 2 – Welcome address from Mr. David Bell, BSI, Head of External Policy

Annex 3 – Welcome address from Ms. Norma McCormick, Chair of COPOLCO

Annex 4 – IEC report

Annex 5 – Closing address from Ms. Norma McCormick, Chair of COPOLCO

## Speech for COPOLCO Plenary Meeting.

Wednesday 25 May, Grange St Paul's Hotel

I am delighted to be here and am very pleased to welcome so many consumer, government and standards representatives from around the world to London for the 33<sup>rd</sup> gathering of the Consumer Policy Committee. We are delighted to host you all this year.

### [Government Position]

The UK Government understands that rigorous standards are an important tool to encourage economic growth and innovation. Good standards help us to deliver policy objectives in many sectors of the economy from sustainability to services and from nanotechnology to healthcare – and all of them have an impact on the lives of consumers. Standards also spur innovation and allow the development of new products, services and technologies ensuring that they are compatible with existing ones - for the benefit of consumers.

Standardisation is a particularly useful tool when it captures the views of all interested parties. When consumers and other stakeholders are brought into the room the standards can help drive progress on two of the Coalition Government's key aims.

### [What does it mean]

**First** standards give consumers confidence in the products and services they buy, and consumer confidence will be an important factor in restoring the UK to growth.

**Secondly**, it's about putting more power in people's hands – a massive transfer of power from central government to local communities – and participation in the development of voluntary standards can play a part in empowering consumers to come together to improve their own lives.

### [What does Government do?]

The UK government is keen to ensure that consumers are treated fairly; that they know their rights and can use them effectively; and that consumer law is fair to both consumers and business. Well founded standards developed with good participation from consumers and their advocates can play an important role in achieving these objectives. Therefore Government through BSI, the national standards body, works to ensure that standards are developed through a true, broad-based consensus, taking in the views of consumers, businesses, both large and small, charities and other interested parties.

### [Benefits of Standardisation]

Standards help to protect people and make their life easier, including those people who may be considered 'vulnerable'. I am aware that nationally and internationally consumers in standards have undertaken a lot of work to help to ensure that products and services are safe and accessible to people, and that the needs of children are taken into account.

So it's important that my department, BIS, has supported the development of an important standard aimed at ensuring fair, flexible services for all (BS 18477: 2010 Inclusive service provision). This standard published by BSI at the end of last year was drawn up with significant input from key consumer organizations here in the UK.

Standards raise levels of quality, safety, reliability, interoperability and efficiency of consumer products and services. As Minister also for postal services, I know how much consumer input there has been to European standards aimed at ensuring good quality postal services.

I know 'interoperability' was the theme of the ISO COPOLCO workshop, two years ago in India, and that work is ongoing by a working group to develop more principles in this area. To give one example, here in Europe, mobile phone operators have got together with the standards bodies to develop a standard for battery chargers, which could help reduce the number of old ones most of us have lying round at home. Greater co-operation like this could deliver a wide range of benefits in the future.

But we need to make it as easy as possible for consumers to get involved in the standards-setting process. Here in the UK, we make special provision to ensure that volunteer consumer representatives are not out of pocket when they take on the task of sitting on standards committees, alongside manufacturers and service providers, to make sure that the consumer voice is heard.

This year's event is a good opportunity for us all to learn new ways to increase consumer involvement in standardization, by hearing from countries where it works well - such as Argentina, Canada, Korea, and here in the UK.

It's clear that effective consumer involvement has resulted in many important standards, including those which have come out of the workshops run by ISO COPOLCO – very recently the ISO 26000 standard on Social Responsibility which was not only a consumer idea but had huge input from consumers, including Consumers International.

An effective network to represent consumer interest can be a powerful voice. The BSI Consumer & Public Interest Network has grown from the Women's Advisory Committee, established in 1951, and today includes representatives specifically for key consumer concerns such as accessibility, sustainability, services, security & privacy and of course safety, and including a group of Disabled Experts.

This Network has forged close links with all of the key UK consumer organizations and uses these links to ensure that the consumer's view is strongly represented in UK standards.

I hope it will act as an inspiration to those of you with newer consumer networks and those yet to set them up, I wish you good progress. To the rest of you, I hope you find the rest of week productive.

**Opening remarks - Wednesday 25 May 2011 - ISO COPOLCO Plenary**

COPOLCO Chair Norma McCormick, ISO Secretary General Rob Steele, distinguished guests, colleagues and friends from around the world, on behalf of BSI – the UK's member of ISO - it gives me great pleasure to welcome you to the UK and welcome you to London and to formally open the 33<sup>rd</sup> plenary meeting of ISO COPOLCO.

This year represents a significant milestone in standardization in the UK as we commemorate 60 years of consumer participation in the work of BSI.

In 1951 BSI recognized that if we were to produce standards which ensured that the new electrical products to be used around the home would be safe and fit for purpose then the requirements of the end user needed to be taken into consideration from the beginning of the standards development process. And so was born the Women's Advisory Committee.

So began a strong and binding relationship that has endured to this day.

What the 1950s pioneers can not have imagined is how the breadth of the topics of interest to consumers would grow, and how the standards work programme would develop; from safety of domestic appliances and safety of toys; to web accessibility and social responsibility. And standards bodies and consumer organizations will have to continue to work together in the years ahead to reflect those changing interests and demands of the informed consumer.

Later today we will receive a visit from the UK Government Minister with responsibility for consumer affairs - Edward Davey MP - to illustrate the important role that government sees for consumers in standardization.

We're pleased to welcome 43 countries to this year's COPOLCO Plenary, including some sponsored by BSI to whom I extend a special welcome.

This level of participation demonstrates that the needs of the consumer are recognized around the world as a key input to global standards programmes;

BSI's proud to host COPOLCO. It's my pleasure to welcome you to London and I wish you a successful meeting.

David Bell  
Head of External Policy  
British Standards Institution

Welcome address by Norma McCormick

Thank you to David Bell for representing BSI and for his welcoming address.

It is with great pleasure that I stand before you in the second year of my term Chair of ISO COPOLCO and to open our 33rd Annual Plenary.

I feel so privileged and happy to have been given this opportunity and to serve in this capacity. I am very grateful to the Standards Council of Canada who have provided the generous and consistent support necessary to allow me to participate fully in order to discharge the duties and responsibilities that are expected of the position, and to represent ISO COPOLCO at other events when requested.

This job has been made much easier and even more enjoyable than I could have imagined due to the wonderful support by Dana Kissinger, and her team - Michelene Lebreton and Madeline Emorine. We should all be very proud of the work done by the ISO COPOLCO Secretariat who demonstrate a very strong commitment to providing timely and appropriate service to our members. In my Chair's Report later this morning I will be providing some evidence of this. Effective customer service is also a priority for ISO as a whole. It is an important pillar in ISO'S 2011-2015 Strategic Plan to meet the expectations of the National Standards Bodies who are ISO's members.

I represent ISO COPOLCO as a member of this Strategic Planning Committee, and in this, and every other forum in which I have encountered Rob Steele ISO's Secretary – General, I have found him to be a genuine supporter of ISO COPOLCO and of consumers in general. Our ability to advance consumers' interest and protection in the standards system is partially dependant on this organizational and leadership support. We need ISO, and ISO needs us.

Again this year by our choice of the Workshop topic, we have demonstrated our ability to anticipate significant emerging issues, and to be proactive in offering to ISO our insights, opinions and perspectives on what requires further study by COPOLCO or action by ISO.

Once issues are identified, the real work begins by our dedicated Working Group conveners and key persons who do the research and fact- finding, determine the need for action and advance new work items. They will be reporting to you today on our progress. The success of any organization is dependent on its leadership, and we continue to benefit from their efforts supported by the active participation of our membership.

In closing, I want to express our appreciation for the kind hospitality already shown to us by our hosts, the British Standards Institute. We thank you for inviting us, and for the work that has gone into the organization and arrangements for this meeting that has consumed the time and resources of your leadership, staff and volunteers. As well, the generous support by BSI made possible the attendance of 13 developing country representatives. The attention that has been paid to the logistical and hospitality arrangements has gone a long way to ensuring that our time here will be both productive and pleasurable.



Before we turn to the adoption of the agenda, I would like provide some instructions to make our next two days run smoothly. If you wish to speak, wave your delegation card to get my attention. Then activate the microphone with the button and speak slowly and clearly into it.

We will begin with an introduction of the delegations, liaisons and observers. If you are a delegation of more than one member, we ask that the head of delegation introduce him or herself, and then the accompanying members of the delegation.

Once the introductions are complete I will ask you approve the adoption of the agenda by means of a motion, and we will receive the address by the Secretary – General.

---

Norma McCormick  
Chair, ISO COPOLCO



## AGENDA ITEM 15.4 REPORT FROM IEC

---

Below a report on status and some recent IEC activities of interest to COPOLCO, concerning safety, conformity assessment and the affiliate country programme.

### 1 Safety

**1.1 General aspects.** The overlap, link and corporation between IEC and the European organization CLC creating the EN standards has increased significantly the last years. The EN standards are among other things backing up the EU Directives, which are laws in EU. This is happening for many important areas, also within consumer interest. The corporation is regulated by the Dresden Agreement between IEC and CLC and the result is that about 80 % of the EN standards are based on IEC standards, with or without modification. At the same time national standards from other countries like US is also more and more in the melting pot of IEC.

**1.2 TC 61 Safety of Household and similar appliances** met in Seattle in October and started to work with new 5<sup>th</sup> edition of IEC 60335-1.

A **common problem for IEC and CLC is the so called “exclusion clause”** in the scope of 60335-1, which in earlier editions excluded the use of appliances by young children or infirm persons without supervision. It has now been discussed and modified, but different in IEC and in the draft in CLC. The scope cannot be extended without being covered by requirements and tests. In IEC some parts 2 therefore was changed. Due to a **mandate to CLC TC 61 from the EU Commission on vulnerable people** (including children) additional requirements for part 1 and for many parts 2 has now been drafted and discussed in CLC. Some drafts are now **ready for discussion in IEC and will be circulated and discussed in the October IEC meeting**, where the Chairman of CLC TC 61 will be present for the discussion. The remaining parts 2 will then after agreement either be finalized in CLC and sent to IEC or will be prepared in the IEC. I believe that the last solution is most beneficial for both organizations.

**1.3 Amendment 2 to the IEC standard 62115, Electric toys**, is published. The work to prepare a new and completely updated second edition will start in the end of this year in a common IEC and CLC group. The problem to protect accessible toy parts when connected to TV, computers, consoles and monitor screens from higher voltages than 24 V due to electronic failure or missing earth connection of the equipment is dealt with in CLC.

**1.5 For LEDs in toys the** draft product standard mentioned in the report of last year is ready for discussion in a meeting in September and will then be circulated in CLC TC 61. It is drafted as an annex to the toy standard and will also be included in the next edition of the IEC standard.

**1.6 The luminaire committee TC 34** is in the process of preparing several standards for **luminaries with LED lamps**. The work includes introduction of safety requirements for Tubular LED lamps replacing tubular fluorescent lamps and performance aspects for LED luminaire is also under discussion. The start of this revolution was the ECODesign Directive in Europe and international outfasing of different lamps with very high energy consumption.

As a result IEC 62560, Safety specifications for Self-ballasted LED-lamps for general lighting services by voltage higher than 50V and IEC/PAS 62707-1, LED-Binning, General requirements and white grid has just been published. They cover the safety and the colour performance of those LED lamps.

1.7 Due to different energy restrictions **IEC TC 96 for Transformers, reactors, power supply units and combination thereof**, has published a standard for **Switch Mode Power Supplies (SMPS)**, 61558-2-16. A large series of standards for transformers and linear power supplies is now used together with this standard for internal frequencies between 500 Hz and 100 MHz. An example is the standard for transformers for toys. Another standard under development is also due to the energy saving purposes, namely the draft standard IEC 61558-2-26, Requirements and tests for **transformers and power supply units for saving energy and similar purpose. The main purpose is to reduce the streetlights** in the night instead of completely switching off.

1.8 **The IEC Advisory Committee on Safety (ACOS)** and the IEC Standardization Management Board (SMB) has now finalized and published **IEC Guide 116, Guidelines for safety related risk assessment and risk reduction for low voltage equipment**. IEC hopes, that this guide can help to harmonize the risk assessment made by authorities, test houses, standard developers from countries all over the world. The main purpose of the guide is to assist committees to draft a new standard.

1.9 ACOS and SMB also finalized the conversion of **CENELEC Guide 29, Temperatures of hot surfaces likely to be touched - Guidance document for Technical Committees and manufacturers** to the **IEC Guide 117** now published. The guide is made for low voltage products and is to be used when standards are prepared or revised. There are minor differences between the two guides; the IEC guide is giving more flexibility than the CLC as it is having a larger scope.

1.10 The new edition of **IEC Guide 104, The preparation of safety publications and the use of basic safety publications and group safety publications**, is also published.

During the discussions SMB decided, that only Guide 104, 107 for EMC and 108, Guidelines for ensuring the coherency of IEC publications – Application of horizontal standards for other horizontal standards are **mandatory guides. All other Guides are voluntarily**.

1.12 The revision of **ISO/IEC Guide 51:1999 Safety aspects – Guidelines for their inclusion in standards, has started with a meeting in December between ISO and IEC**. This guide is considered as one of the most important safety guides and is used as a basis for IEC Guide 104. IEC has the opinion that it should only be amended if it is really necessary. One of the problems is that IEC has a more limited scope for risk and safety than ISO but in spite of this the meeting went well. A report will be given by COPOLCO.

1.13 COPOLCO project on battery chargers. The SMB decision to allow the mobile phone industry to **standardize the battery chargers and plugs for mobile phones and cameras took place** in IEC TC 100, Audio, video and multimedia systems and equipment's. After some time industry and the EU Commission agreed to make the project in Europe with a larger group of manufacturers. A memorandum of understanding (MoU) and a mandate from the Commission (M 455) to CEN, CLC and ETSI was created. The proposal for safety and EMC is based on an output voltage of 6V with a maximum of 9V in case of a failure. It requires a "mini USB" connector and is published in CLC. IEC transferred the EU draft back to IEC TC 100 where the proposal was published recently. The standard being IEC/EN 62684, is named Interoperability specifications of common external power supply (EPS) for use with data enabled mobile telephones. Thank you COPOLCO

1.14 The preparation of **an ISO/IEC guide for inclusion of security aspects in standards** failed. It was approved by IEC but rejected by ISO. ISO will decide what to do, IEC comments are sent to ISO.

1.16 SMB also agreed to revise **ISO/IEC Guide 63, Guide to the development and inclusion of safety aspects in International Standards for medical devices**, and the **ISO/IEC Guide 71, Guidelines for standards developers to address the needs of older persons and persons with disabilities**. Guide 71 will be revised by a TMB/SMB Working group.

1.17 Concerning Automotive Electronics, Smart Meters and Smart Grids the work is still partly interrelated and a combination of safety and performance. The work is characterized by the involvement from many interest groups (ISO, IEC, CLC, CEN, car industry and the power suppliers) and is really growing fast. The following main development can be mentioned.

**Automotive Electronics** covers electric vehicles including electric cars. The IEC work is mainly carried out in IEC TC 69, Electric road vehicles and electric industrial trucks and in ISO TC 22, Road vehicles. ISO/IEC JWG, Vehicle to Grid Communication Interface, are also in the picture. A joint CEN-CENELEC/BT/WG "Focus Group for Electrical Vehicles Standardization" is taking care of the European side. SMB has approved a MoU between ISO TC22 and IECTC's on automotive electrotechnics. The SMB has recently agreed to establish an SMB Task Force to address a counter proposal from ISO/TC 22 for the Joint MoU between ISO and IEC. The situation is mainly that the car industry more and more takes care of the car development itself and work together with other groups for external problems starting from the socket outlet in the car. Many hybrid cars are already on the market saving energy by combining gasoline and battery recharging by driving.

**Smart meters** for electric energy as well as for gas, water, and heat are remote controlled in such a way that prices and availability can be used for deciding on the consumption. IEC TC 13, Electrical energy measurement, tariff- and load control is one of the relevant IEC committees. For Europe the work is based on a mandate M 441 from the Commission including communication protocols for enabling interoperability. A Smart Meter Co-ordination Group (SMCG) with Ad Hoc groups assists the mandated work cooperating with other organizations. Also CLC TC 205, Smart house, is vitally contributing. There has been a steady progress in the work and collaboration with the smart grid groups. The rising cost of energy is now accelerating the work.

The **smart grid**, intelligent net connecting smart meters, automotive electronics and other energy using equipment is really the centre. For smart grids the standardization is the key issue as it is combining so many items. IEC TC 57, Power systems management is the relevant IEC committee. IEC has also created an SMB Smart Grid Strategic Group (SG3). TC 57 has several working groups covering such items as energy management system application, system for distribution, security and interoperability. Europe has also created a joint CEN/CLC/ETSI joint WG to follow and contribute to the work. According to IEC more than 100 IEC Standards have been identified as relevant to the Smart Grid. Well known standards for Functional safety and security is among them. From the authority side the smart grid is more and more considering the smart grid as a supply security and not only an environmental and economic aspect. But it is already now seen, that the Smart Grids will transform the electricity industry, ensuring transparency and give many opportunities for new players.

The IEC has finalized its online [IEC Smart Grid Standard Mapping Solution](#). It's a multidimensional interactive tool can create a road map of the smart grid for experts around the world.

## **2 Conformity assessment**

**2.1 IECEE** represents **third party testing and certification** bridging local and regional conformity assessment systems. The aim is to cover the relevant IEC standards as far as possible. It is now also of growing interest of COPOLCO.

**2.2 New areas. Functional Safety** for products which have no Functional Safety covered in their product standard is now included in the CB Scheme based on the general horizontal standard series IEC 61508. For household appliances and similar products the standard IEC 60335 covers Functional Safety.

It is considered how to **include Energy Efficiency and Performance** with Safety. One problem is how to deal with the national/regional programmes.

### **3 IEC Affiliate Country Programme and other external relations**

3.1 and 3.2 **The Affiliate Country Programme** still contributes with assistance to the Affiliate Countries with the IEC work and in using the standards. **Adoption and use of IEC standards** is one of the goals for the programme. To date 36 developing countries have benefited from the programme and some 3500 IEC standards are now used as national standards in those countries.

---

## Closing remarks by Norma McCormick

Thank you all for your participation over the last 2 days. While this Annual workshop and Plenary is our “flagship” event, you will recognize by the Working Group reports that the real work goes on in the Working Groups between our Annual meetings. And each year our workload continues to increase as we identify new areas of interest and involvement, and add them to our priorities list to ensure that we stay on the leading edge as ISO’s early warning system.

Without wanting to throw a bucket of cold water reality on our enthusiasm for taking on new work, I want to say a word of caution that we may be spreading our existing resources too thinly. Anything worth doing is worth doing well, and the better solution to constraining our work is to expand our participation resources.

Rob raised a very good question: What is going to happen on Monday?

I anticipate that those whose workload has been dramatically expanded are going to say “What have I got myself into?” I am hoping that those of you who have not yet been affected by our decisions are going to wake up Monday morning and ask: “How can I help?” So if you are new to COPOLCO, or have not been an active participant in a Working Group, ask yourself “What are the areas of primary concern for me and the consumers I represent and our National Standards Body?” Choose one or more areas of interest and get involved. Then think about how you can “maintain the bridge” and keep the momentum generated here going in your own country. Christine made a very good point about attrition. If this is also a concern for you, think of ways to pass on what you have learned for the benefit of others.

This concept of succession planning is equally important to ISO COPOLCO. We have just experienced the need to replace a dedicated and experienced Working Group Chair. I hope that in the future we will develop a mechanism that allows us to embrace rather than worry about such a change because our leaders have been mentoring others who can effectively step up as successors when the time comes.

And this leads to a topic of twinning. We have been challenged to think of ways in which capacity – building can occur including the sharing of Chair responsibilities between developing and developed countries. I observe that this has been effective and that we now have highly competent and engaged developing country representatives now assuming leadership roles. Perhaps it is time to explore the ways in which they share their skills and experience not only with other developing country members but with other members who are new to COPOLCO and willing to get involved.

I want to close this meeting with another personal thanks to the BSI and organizers. What a fantastic job you have done. As well, this opportunity to serve as your Chair has exceeded my wildest expectations and thank you to you all for your support.

---

Norma McCormick  
Chair, ISO COPOLCO