



UNCONFIRMED MINUTES OF THE 35th ISO/COPOLCO PLENARY

22-23 May 2013, Valletta (Malta)

ISO Vice-President, Technical Management
Chairman, MCCA
Chair of ISO/COPOLCO

Dr Elisabeth Stampfl-Blaha
Mr Francis Farrugia
Ms Norma McCormick

Members

ABNT Brazil	Mr Mr	Amorim Fragoso	Carlos Ricardo	ABNT ABNT
AFNOR France	Mr	Reuss	Rémi	AFNOR
ANSI USA	Mrs Mrs	Golodner Hughes	Linda Karen	National Consumers League ANSI
BIS India	Prof.	Khanna	Sri Ram	University of Delhi, Delhi
BSI United Kingdom	Ms Ms Ms Dr Mr Ms Mr	Warne Ferguson Metham Hayes Spinks Heemskerk Creed	Caroline Anne Sue Mike Jim Christine Philip	BSI Consumer & Public Interest BSI BSI Child Accident Prevention Trust UK National Consumer Federation Trading Standards Institute/CPIN BSI Consumer & Public Interest
BSN Indonesia	Mrs Mrs	Ratna Komala Hidayati	Dewi Odjar Nur	BSN BSN
DGN Mexico	Ms	Gutierrez Lopez Portillo	Sara	
DIN Germany	Ms	Both	Karin	DIN Consumer Council - Germany
DS Denmark	Mrs Mrs	Federspiel Agger	Benedicte Maibritt	Danish Consumer Council Danish Standards Foundation
DSM Malaysia	Ms Dr Dr	Nadarajan Nadason Abdul Samad	Ratna Devi Marimuthu Mohd Khalid	Malaysian Association of Standards Users Malaysian Association of Standards Users

GOST-R	Mr Mr	Dudko Aronov	Vitaly Iosif	VNIIS VNIIS
HZN Croatia	Mrs	Ferencak Brodaric	Vesna	HZN
ICONTEC Colombia	Mrs	Herrera	Sandra	ICONTEC
IRAM Argentina	Mr	Zucal	Guillermo	IRAM
JISC Japan	Mr Mr Prof.	Nakakuki Nakamura Tan	Takashi Kazuhiro Michelle	Japanese Standards Association (JSA) Ministry of Economy, Trade and Industry (METI) Tezukayama University
KATS Republic of Korea	Ms Ms Ms Ms Dr Mr	Wang Lee Kim Song Moon Park	Ji-Yeong Yong-Hyun Jai Ok Vo-kyung Eunsook Hyeon-Ho	KATS KATS Consumers Korea Consumers Korea National Food Safety Information Service Yongin University
MCCAA Malta	Mr Mr	Farrugia Farrugia	Francis E. Francis P.	MCCAA Director General MCCAA Standardization Director
NEN Netherlands	Mrs	Ferro	Imola	
NSI Namibia	Mrs Mrs	Heita Pogisho	Johanna Maria	NSI Ministry of Trade and Industry
SA Australia	Mr Ms Mr Ms Mr	Dee Easton Furbank Mackay Meguerditchian	Bill Robyn John Ruth Varant	Compliance Solutions Consumers' Federation of Australia ACCC – also representing OECD
SABS South Africa	Dr Ms	Johnston Boloka	Clifton Lisbeth	SA National Consumer Union
SAC China	Ms Mr	Li Miao	Han Yuchen	CNIS - China National Institute of Standardization General Administration of Quality
SCC	Ms Mr Mrs Ms Mr Mr Dr	Bank Dulmage Ersoy Iafano Kingston Mangalam Nielsen	Jeanne Rae Suzanna Maria Darryl Srikanth Elizabeth	CSA ULC Standards SCC Electrical Safety Authority of Ontario SCC Technical standards and Safety
SII Israel	Mr	Peleg	Ehud	Israel Consumer Council

SIS Sweden	Mr	Henriksson	Jens	The Swedish Consumers' Association
SN Norway	Mr Ms Ms	Skeidsvoll Stene Murvold	Audun Toril Merete	SN SN SN
SPRING SG Singapore	Mr	Seah	Seng Choon	Consumer Association of Singapore
TTBS Trinidad and Tobago	Mr	Williams	Steve	TTBS
UNI Italy	Mr Mr Mrs	Lensi Compagnoni Mocchio	Ruggero Antonio Elena	CNCU – Consiglio Nazionale
UNMZ Czech Republic	Mr	Dupal	Libor	Czech Consumer Association

International / Regional organizations

ANEC	Mr Ms	Pindar Giovannini	Arnold Chiara	President Senior Policy Officer
CEOC CI	Mr Ms Mr	Nieuwenhuis Homer Upchurch	Drewin Sadie Luke	CEOC - Observer CI CI
OECD OIML	Ms Mr	Mackay Kool	Ruth Willem	(also listed with SA delegation) OIML

ISO Central Secretariat

ISO/CS	Ms	Kissinger- Matray	Dana	Secretary of COPOLCO
	Ms Ms	Kerswell Tranchard	Katia Sandrine	COPOLCO Secretariat Communication Officer

ITEM 1 OPENING OF THE MEETING

1. Mr Francis Farrugia, Chairman of the MCCA, welcomed participants and provided the following information. Malta may be a small country, but the Standards Authority which is a member of ISO and the IEC has expanded to include metrology, consumer affairs, market surveillance, and European legislation for product safety. It provides resources for market and standardization activities and is also concerned with product safety. The MCCA covers the whole spectrum of consumer issues, and now has plans to develop lab facilities and activities for food safety. The authority is dealing with all issues dealing with quality, and will play a role in the European Union for consumers.
2. Ms Norma McCormick, Chair of ISO/COPOLCO, expressed appreciation for the invitation and thanked Mr Farrugia for his welcome, and the MCCA for hosting ISO/COPOLCO.
3. The Chair welcomed the members to the 35th meeting of ISO/COPOLCO.
4. The Chair welcomed Dr Elisabeth Stampfl-Blaha, the ISO Vice President of Technical Management, who also chairs ISO's Technical Management Board (TMB), and leads the Austrian Standards body.
5. The ISO Vice President thanked the MCCA as an ideal host where consumer protection and standardization are united in one place. She stated that the role of standards is to promote fair and transparent competition and safeguard consumers' interests and welfare. COPOLCO is a key platform in developing standards that are relevant to consumers. Her first meeting at ISO was the COPOLCO plenary, and she was impressed by the variety of items and the internationalism of the participants. Since then, this variety has broadened.
6. ISO standards are being developed faster and are much more open and accessible to consumers. COPOLCO has developed or contributed to a distance learning module and eight guides to show ways standards can engage consumers, addressing, *inter alia*, the needs of persons with disabilities and elderly people. ISO's new website is fresh and easy to use. By the year's end standards will be in XML to give user-friendly access to a wider range of participants using electronic sources.
7. Still much needs to be done: many consumers ignore the role standards can play; resources are scarce in times of economic crisis; and there are new issues in product safety.

ITEM 2 ADOPTION OF THE AGENDA

8. The participants introduced themselves and their organizations.
9. Item 9 was moved before 8. Consumers International's report was taken on day 1. Item 15.4, the IEC report, was noted.

ITEM 3 ADDRESS BY THE ISO VICE-PRESIDENT, TECHNICAL MANAGEMENT

10. The ISO Vice President said that standards can help consumers in a world in which trust between manufacturers and consumers has been broken; while consumers say they prefer local, customized services, they are becoming a rare luxury. With the advent of the modern supermarket and internet-based shopping, we have no idea how food is produced. Still we want trust. How can standards help? Standards help us buy cheaper, buy safer. They are behind the scenes in international trade, global supply chains and global markets. The ISO system of over 160 countries has the ambition to encourage and support more participation for the broad acceptance of widely effective standards, which lead to safe, reasonably priced goods and services.

11. Consumers tend to say they want variety, but standards do not mean bland uniformity – there is room for the improvement of consumer perception of standards and their role. The Vice President emphasized that consumers need to become more aware of the existence and value of standards.

12. A trend over the past five years has been the rise of economic and societal topics in standards; many directly impact the daily lives of consumers, such as fire safety, but also indirectly, for example, sustainability.

13. ISO encourages greater participation from its stakeholders: it has developed its governance system in the past three years and having the COPOLCO Chair in Council meetings is highly appreciated. ISO is also testing ways to streamline standards development, for example through the Living Lab and project management initiatives. It is improving communications to improve access to stakeholders not part of the formal process; its website is available and encourages user review in three languages, and its 'plain language' policy is also being pioneered by Ms Norma McCormick (in one of the working groups of ISO/TC 223, *Societal Security*).

14. Dr Stampfl-Blaha congratulated the COPOLCO Chair, paying tribute to her professional contribution for consumers in the last year of her second term.

ITEM 4 MINUTES OF THE PREVIOUS MEETING

15. Mr John Furbank of Standards Australia asked to delete the sentence on page 14, paragraph 65, as this evolved into another resolution that was supported. It was the process they had been abstaining from, not the principle.

16. The minutes were accepted as amended.

ITEM 5 CHAIR'S AND SECRETARY'S REPORTS

The Chair's report

17. The Chair presented her report at COPOLCO 08/2013, page 68:

Search for a new Chair

18. The Chair noted that as 2013 marks the final year of her term, the ISO Secretary-General has opened the search process for a new Chair. So far the ISO Secretary-General has received one formal nomination; and encourages others. The cut-off date is 15 June 2013. The President's

Committee will review these and will then make recommendations to the ISO Council at its September meeting, in time for ISO's General Assembly in Saint Petersburg, Russia.

Chair's representation activity

19. The Chair has participated on the **Council's Strategy and Policy Committee** and represents COPOLCO on the Strategic Advisory Group on Security. There is now a report under consideration by the TMB identifying the need to integrate technical committees working in the area of security, an important area for consumers.

20. The Chair has been **raising the profile of COPOLCO around the world** while attending ISO/TC 223 meetings (Italy). She thanked Ms Sandra Herrera (ICONTEC) for the invitation to participate in the regional meeting in ICONTEC. She also made a presentation to the African Regional Standardization Organization while in Kenya. She noted the upgrade of Mexico's membership from O to P and that Croatia (HZN) and the United Arab Emirates (ESMA) have also joined COPOLCO.

21. The Chair has participated in a joint CASCO / COPOLCO task group on dealing with fraudulent claims and consumer complaints regarding management systems certification. Mr Alister Dalrymple was at the workshop yesterday; he was impressed with the scope and outcome of the COPOLCO workshop, and wants to add an item for COPOLCO in the CASCO workshop in Beijing in October.

22. She added that COPOLCO is working to strengthen **liaison relations** and to create new ones, such as with the International Consumer Product Health and Safety Organization (ICPHSO).

23. She noted that many standards development organizations produce magazines and most are looking for **content** and suggested that ISO COPOLCO could provide articles to increase the profile of COPOLCO around the world.

24. She observed that the Technical Management Board's request for national experts to be identified within seven **stakeholder categories** provides an excellent opportunity to provide a benchmark against which COPOLCO can measure an increase in consumer participation in technical committees and to evaluate the extent to which training initiatives and different funding models are effective.

The Secretary's report

25. The COPOLCO Secretary presented the report, at COPOLCO 08/2013, page 70:

Meetings for revision of the Guides

26. The Secretary highlighted the advantages of the ISO/IEC guides, and the importance of input into the consultation process, for example, the working group meeting on May 21 on the revision of ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety*. It is important to comment back to the COPOLCO member contact so the Revision Group can take them into account in the next meeting in September.

27. ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards*, on the safety aspects of standards as a whole, is more advanced in the process. There will be a meeting to look at comments arising from a draft Guide enquiry to all ISO and IEC members.

28. The Guides consultations are going on in parallel with the IEC. ISO/IEC Guide 51 has had two Committee Drafts already. The revision group is meeting in October, and consultation will close on August 19.

Social media

29. COPOLCO's innovation since November 2012 is the use of social media to popularize the role of consumers in standards, and to draw links with the general public to show how standards fundamentally improve the world economy, and their importance for consumer protection. The difficulty is that not everyone knows about the ISO system and standards, so a lot remains to be done.

30. The COPOLCO Secretariat opened a Facebook and Twitter account in November 2012, and the Secretary stated "we invite you to look at that, send us your comments, suggestions, on how we can use that to best advantage".

New working tools and developments

31. ISO/COPOLCO has been using the ISODOC server for a long time, at the same time, technical committees have been using the ISOTC server. As the two are running in parallel, policy/governance experts go to ISODOC and technical experts go to the ISOTC server. ISO management is of the opinion that two is redundant and quite soon the ISODOC server will be shelved.

32. The Secretary stated that she would provide advance warning and coordinate the transition, provide fuller explanation, and send full information about the transition before its completion by the end of September. All committee documents will go to the ISOTC server, which COPOLCO experts have already been using for their working groups.

Membership

33. The Secretary extended a warm welcome to delegates from Mexico (DGN) and Croatia (HZN) attending a COPOLCO meeting for the first time.

Future Project, "ISO Member Dashboard"

34. The ISO Central Secretariat "ISO Member Dashboard" will be a 'one stop shop' for information about a given ISO member; pulling currently existing fragmented information into one place.

35. This web-based system will allow people within the ISO system to access information about ISO members. Some parts will be password-protected but will mostly be publicly available. Analysis of that information would provide insight into stakeholder participation on committees.

36. The Secretary proposed an idea to integrate the *ISO Directory of consumer interest participation* into the ISO Member Dashboard. Through the COPOLCO Chair and Secretary Pamela Tarif, ISO Membership Manager, has invited input into this. The Secretary will contact COPOLCO members about current Directory use and to determine support for a proposal for integration with the ISO Member Dashboard.

37. The ISO Member Dashboard and stakeholder identification

The participants present expressed support. The Participation Group co-conveners indicated that they use the information in the directory to collect data about different standards bodies and models for consumer participation.

Ms Sadie Homer, CI expressed satisfaction that ISO has moved to identify stakeholders, a positive response to ISO 26000, *Social Responsibility*, which demands greater awareness and involvement of stakeholders. Consumers are being recognized for their impact as a distinct stakeholder within ISO but questioned whether the IEC also adopting this approach?

The ISO Vice President noted that the IEC has a sectorial approach. She will meet her counterpart in June and will check this question.

In response to a request for clarification, the COPOLCO Chair responded that consumers are not participating in technical work as actively as needed. These tools should help better identify consumers to analyse the existing situation and find ways to support their active participation.

38. Increasing consumer participation in guides development

In response to a question by Mr Takashi Nakakuki, JISC, Japan, on how to motivate consumer organizations to comment on ISO/IEC Guide 51, the Secretary recommended circulating Guide 51 so that consumer organizations can confirm that nothing it contains would result in consumer detriment. The Guide strengthens the focus on vulnerable consumers, the needs of the elderly, persons with disabilities, children, and has a more precise approach to risk assessment to address the needs of all consumers.

39. Increasing consumer awareness of COPOLCO and NSBs

Mr Seng Choon Seah, SPRING SG, Singapore, noted that COPOLCO is not well publicized in many countries, and that it is important for NSBs to identify the consumer associations in order better to communicate with them:

Observations

- The gateway into the standards system is through the NSBs; ISO relies on NSBs to coordinate its activities at the national level.
- Information goes directly to NSBs, but does necessarily get forwarded to those in charge of COPOLCO matters.

Solutions

- Ensuring that issues for consultation reach the COPOLCO person in charge in NSBs by copying past contributors to spread the word.
- Encouraging consumer representatives to contact their NSB to get information directly. Contacting the 2000+ subscribers to the newsletter, *ISO Consumer update*, as this is an extensive pool of stakeholders.
- Using social media to make people involved in consumers issues more aware of what is happening in COPOLCO and the standards world as a whole, and encouraging contact with NSBs and ISO COPOLCO.
- Asking consumer organizations such as CI to disseminate COPOLCO information to their members, as many umbrella organizations are CI members.
- Providing earlier communication to allow consumers' long term planning as consumers need time to raise support, finances, sponsorships.
- An ISOTC server feature not in ISODOC is having more than one direct contact for NSBs to receive mail, which is a way to expand our mailing list. This will start over the summer.

40. COPOLCO passed resolution 1/2013:

COPOLCO Resolution 1/2013

Developing stakeholder participation

COPOLCO

invites the COPOLCO Secretary to correspond with the members of COPOLCO to gather information on their use of the *ISO Directory of consumer interest*, and their suggestions,

notes the future development of a new project to centralize data on ISO members into a single platform with ISO members' profiles,

further notes that this project is in the pre-planning stages,

emphasizes that stakeholder participation is a vital element of ISO's strategic objectives,

supports the addition of a category on stakeholder participation within the future project, and

requests the Chair and Secretary to develop a justification for the addition of this category.

NEW WORK ITEMS AND ISSUES – GENERAL MATTERS

ITEM 6 REVISION OF ISO/IEC GUIDES – PROGRESS AND DECISIONS

41. The Secretary, referring to COPOLCO 09/2013, page 95, thanked IEC colleagues for good collaboration in developing these guides, especially the revisions of Guide 50 and 51:

42. ISO/IEC **Guide 37**, *Instructions for use of products by consumers*, was published in December 2012. Dr Gordon Hayward led the work. The Secretary acknowledged the working group's effort. ISO/IEC **Guide 51** on safety aspects in standards was improved to take into account vulnerable consumers. ISO/IEC **Guide 46** on comparative testing of consumer products and related services, is a new group which was to hold its meeting on Friday 14 May at the MCCA.

43. **ISO Guide 14**, *Purchase information for consumers*, and **Guide 41**, *Packaging – Recommendations for addressing consumer needs* is due for revision, Ms Sandra Herrera, ICONTEC, Colombia, has provided a justification for the revision, such as missing definitions. As COPOLCO is now required to request ISO/TMB for the revision, the Secretary invited comments on Ms Herrera's paper.

44. Dr Mike Hayes, BSI, UK – As the convener of the Guide 50 revision group, he thanked the Secretary for her support and participants for the productive, positive, and enthusiastic Guide 50 workshop. Since the challenge of all guides is to show they are being used effectively, COPOLCO needs demonstrate that they are used and publicize them more effectively.

45. COPOLCO passed resolution 2/2013:

COPOLCO Resolution 2/2013

ISO/IEC Guides revision

COPOLCO,

notes the report on ISO/IEC Guides referenced as COPOLCO 9/2013,

decides to propose the revision of two ISO/IEC Guides to the ISO Technical Management Board:

- ISO/IEC Guide 14, *Purchasing information on goods and services intended for consumers*, and
- ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs*

ITEM 7 2013 WORKSHOP – RESULTS AND FOLLOW-UP ACTIONS

46. Referring to COPOLCO 10/2013 on page 139, the Chair recalled that Dr Clif Johnson of SABS, South Africa had summarized the workshop in 2012 and invited him to present the 2013 workshop summary.

47. Dr Clif Johnson presented workshop highlights:

48. The workshop examined the challenges and opportunities of new products and technologies, food production and processing technology, factors that affect product safety and access to product information, and asked how can standards help?

49. Dr Helena Dalli showed how consumer protection is at heart of the new government; one of its challenges is constant change, and consumer education is important from an early age.

50. Ms Norma McCormick pointed to COPOLCO's capacity to anticipate major issues over the years, not least this time. She gave a message from Dr Elisabeth Stampfl-Blaha on how the advances of the internet are increasing benefits and challenges, and the key issues are trustworthiness, consumer questions on the origins of food, and redress. These themes emerged throughout the discussions.

51. Mr Luke Upchurch shared the results of **CI's recent survey** of 60 countries: about half have a national consumer policy; of those, only half provide financial compensation to consumers, or have e-commerce procedures and only 52 declare the energy consumption of products. Communication is improving and NSBs are listening, but the pace of change is increasing. With these on-going challenges, more standards are needed to underpin legislation.

52. Mr Ruggero Lensi spoke of how UNI deals with consumers and innovation by **mapping stakeholders**. There is not just a single consumer representative but a multitude – housewives, special interest groups, travellers etc – and all have different aspects to represent. He outlined how, in Italy, **a new standardization document** has been created to meet specific market requests, to have them available more rapidly and shared through the internet.

53. Mr Noel Toledo outlined how **market surveillance** plays an important role in ensuring product safety; surveillance authorities use standards extensively. The current economic crisis is forcing authorities to collaborate more to share resources, as they tended to work in isolation – austerity has boosted cooperation. There is the challenge of products sold over the internet and the way forward to more effective surveillance is greater participation by surveillance authorities in standards development and external review and assessment of their work.

54. Ms Ruth Mackay discussed the **OECD's Global Recalls Portal** launched last year and its promising nature as a useful tool with lots of information, not just limited to the OECD but available to the whole world, as it is evolving to accommodate not just English but other languages of the world, in a single product safety resource, providing a supportive, user-friendly, format. The OECD is beginning to collate global injury data and to combine it in one place, that on a global basis can bring value to consumer protection.

55. Dr Elizabeth Nielsen, speaking of **ISO 10377, Consumer product safety – Guidelines for suppliers**, assessed emerging risks in supplying safe products, noting how standards contribute to innovation by building 'safety in' at the design stage. Product safety involves the whole supply chain, at every phase e.g. design specification, production, marketplace. She gave examples of how standards help at each stage.

56. Ms Ratna Devi noted how **ISO 10393**, *Consumer product recall – Guidelines for suppliers*, draws on best practice across stakeholders, and is a management system standard. It is extremely useful for providing documentation for regional authorities, and for SMEs and regulators that currently lack recall administrative procedures.

57. **Opportunities for innovation**; improves data-sharing, allows building of a global database on product safety issues, has made more information available on products, and provides direct access for consumers, which social media can enhance. Consumer organizations can provide a trusted interface personalized to their national policy. Making standards more generic, and improving the way we produce standards for consumer protection were also identified as opportunities.

58. **Challenges**: A serious challenge is the economic situation and the time constraints to standards development; despite changes in the technology used in their manufacture. There is a lack of knowledge on the safety of new, rapidly developed, ICT applications, and new issues arise e.g. is information available in every channel, is it trustworthy? We need innovative ways to solve the greater complexity of issues – and there is need for the greater commitment of consumers.

59. Mr Alister Dalrymple gave information on the scope of ISO/TC 34 on **food safety**, which has published over 800 standards and covers everything from food trade, quality, fair trade and sustainable development. The overarching publication, ISO 22000, is a food safety management system and certification to ISO 22003 provides an innovative approach that involves both product and management systems certification covering different actors in the food supply chain. Formerly certification covered either product or management system certification, but not both. However, each is important for food safety.

60. During the **panel and question and answer session**, Dr Eunsook Moon commented that not all suppliers can benefit from increased global access, especially in the Asia-Pacific where a large proportion of food is imported. 50% of the world cannot access food safety standards. This leads to falling consumer confidence. She illustrated, through the Korean case, how providing food safety systems can keep small suppliers in the system while still providing a general measure of food safety. The panel addressed new issues of genetically modified organisms, nanotechnology, the destruction of food producers by global production chains, and the challenge of making food sustainable and available to everyone.

61. Ms Christine Heemskerk showed how EU regulations have advanced, yet there remain **scandals such as food fraud** with the intention to deceive consumers for gain. ISO standards should prevent this, but market surveillance needs to be highly coordinated: we need the right tools to work effectively, and enhance food traceability.

62. Ms Jean Halloran spoke on **the issues of large scale food production** which present real hazards from non-traditional feeds, drugs and processing; e.g. needle tenderizing pushes surface bacteria *E-Coli* to the heart of meat; and the use of hormones and crowding of livestock, requiring increased use of antibiotics. Nanotechnology, defined as 'common materials whose properties are changed due to their small size' is another issue that needs to be addressed by standards as more research is needed to assess new health hazards.

63. Ms Sandra Herrera noted the trend of increasing **consumer demand** for new food products, such as exotic, convenience, and organic food. Consumers are eating more outside of the home; international trade has increased, with less local sourcing; and SMEs are less capable to investigate and control safety. Standards can help maintain safety in this area.

64. The first panel discussed a range of general unanswered questions e.g. is there a solution to the high costs of organic food certification? Food certification labelling can counter the plethora of labels in the market, of which only some are good and useful. Standards need to benefit local

suppliers and customs authorities, not just big companies able to afford them. Standards provide an opportunity for market surveillance bodies in different countries to coordinate regulatory actions more easily. The Korean food safety system could be extended more widely.

65. The second panel on the challenges and opportunities of the food sector addressed security concerns due to food fraud, non-compliance or carelessness, the reach of surveillance and good standards not being used, inadequate enforcement and ineffective punishment. We need to act quickly. To what extent does certification to standards such as ISO 22003 address traceability? We need a common language and to overcome the lack of safety information on new food products, respect the culture of others and traditional foods; invest further, and need more flexible participation in standards development.

66. Opportunities are to improve labelling, educate consumers, extend the OECD recall database to include health information, share information from Korea, have a closer liaison with CASCO work on *Guidance on small business management systems – Guidance to consumers for safe use and preparation of food*. We must close the link from farm to fork, make testing simpler, better, easier, and use social media more effectively (including ISO's).

67. The COPOLCO Chair concluded with the common impression that "innovation is fast and standards are slow", but which is not always correct. There is a link between environmental contamination and the contamination of food. The consequences of the food safety implications of industrial farming shows it is not effective enough, it should not produce unsafe food in the first place (an example was the concept of "Franken food" leading to addictive behaviour), the good news was the certification of organic production, and improved traceability.

68. The COPOLCO Chair stated "We need to look to the standards system for solutions, we are not measuring and not studying. We fear what science might tell us, we have abandoned the precautionary principle."

69. Dr Clif Johnson added personal observations:

The first point: lack of **compensation** to consumers. Organizations breaking rules for consumer protection pay fines; it is a cost of doing business; but it is not so easy for consumers themselves to be compensated for the loss they have suffered. We need to make it easier for them: make suppliers identify the consumers affected; not just pay for damage but compensate consumers. The second point dealt with Mr Ruggero Lensi's comment on **second-party certification**. There is currently effective representation of producers but not consumers. The consumer is the ideal user of second party certification for services, and this is happening in France.

70. The Chair thanked Dr Clif Johnson and opened the floor for questions and comments. The resulting discussions centred around three high level approaches: the need for participatory guarantee systems, consumer friendly guidance documents on food safety, and encouraging the precautionary principle.

71. Observations: Food traceability, consumer labelling, and the precautionary principle

- A practical approach is using a whole series of standards and publicly available specification documents (PAS) in food retailing, catering, and others e.g. ISO's food traceability standard ISO 22005.
- ISO 10008 will be published soon. It is important to draw the attention of consumers to information on consumer product safety.
- The ISO 22000 series provides technical information for industry, but it is necessary to review them for usefulness to consumers.
- for the precautionary principle we should draw on ISO's social responsibility standard, ISO 26000, as an action item for COPOLCO.

72. True customer feedback over the Internet – comments and suggestions

- The UK International Consumers Federation report discusses the proliferation of commercial schemes undermining trust, how do we get true consumer testing? The report will be available later.
- Having a certification scheme where providers had to leave a satisfaction questionnaire at the end with the client, and get it back to improve the response rate.
- French work on obtaining opinions over the Internet is currently under development, a standard will be published by end 2013. This standard will look not at contents, but the process, of where and how opinions are collected, managed and published to consumers; giving confidence that opinions will be delivered by real consumers and not businesses or competitors.

73. Second-party certification

- It was recommended to look at the guidance documents around ISO 22005 standards with ISO TC 176. Standards exist but it is important to get them into use and to develop guidance documents.
- Mr Alister Dalrymple agreed to check whether a guidance document existed that could be useful for consumers.

74. Standards for local conditions

Mr John Furbank, Standards Australia – We should address farmers' market issues, stalls and less sophisticated shops, in a guide. Mr Carlos Amorim, ABNT, Brazil, in a context of more private standards and marks of conformity, asked how ISO standards can be more effective; they work to protect the quality in large shops but less in smaller market places. How can we be more proactive to protect the consumer in these contexts?

Mr Ehud Peleg, SII, Israel – When a new standard is developed, it should be reviewed to ensure transparency and avoid the possibility of harm to consumers.

75. Innovations in food safety

Mr Jens Henriksson, SIS, Sweden – There is a Swedish initiative to store individualized consumer receipts in stores, to help communication of safety recalls directly to the consumers. ID numbers and automatic notifications help connect consumers with their purchases and their receipts.

76. COPOLCO passed resolution 3/2013:

COPOLCO Resolution 3/2013

ISO/COPOLCO Workshop

COPOLCO

thanks the speakers, panelists and facilitators for their contribution to the workshop,
Innovating food products – How can standards ensure consumer protection?,

notes the role of consumers in second party conformity assessment processes,

supports increased coordination with the ISO Committee on conformity assessment (ISO/CASCO) to reinforce consumer participation in second-party conformity assessment processes such as participatory guarantee systems, notably on-line systems,

recommends the participation of consumer representatives in ISO/TC 34/SC17, and review of ISO TS 22004, *Food safety management systems -- Guidance on the application of ISO 22000:2005* for applicability to consumers,

emphasizes the need to apply the precautionary principle contained in ISO 26000, *Guidance on social responsibility* to the area of food safety and traceability,

notes the many additional suggestions and ideas from the participants on possible standards initiatives and guidelines that could be developed,

decides to establish a task group to undertake further research and make recommendations to COPOLCO for its 2014 meeting,

requests the COPOLCO Secretary to correspond with the members to invite nominations for this task group.

ITEM 8 PLANNING AND REPORTING – APPLYING THE YEARLY IMPLEMENTATION PLAN OF THE ISO STRATEGIES 2011-2015

77. The Chair and Secretary presented the report appearing at COPOLCO 11/2013, page 144:

78. The Chair stated that COPOLCO has been trying to link its activities to ISO's strategic plan, by **creating a simple model**. The original proposal came from Mr Jay Jackson (SCC), the resolution passed in the 2012 meeting and was further explored in the CAG. It needs more work. The Chair's Group chose four items from the strategic plan. We solicited comments and have had some from Canada, Egypt, Namibia, South Africa, and the United Kingdom. It started with models by Mr Jay Jackson, called results-based planning and reporting. It demonstrates achievements, not just what you are doing. It is not a simple and straightforward model, yet COPOLCO was asked to approve a process for moving in this direction. If adopted at the Chairs Group, it can then be adopted by the plenary.

79. The Secretary – COPOLCO is trying to tangibly connect the ISO Strategic Plan to yearly objectives. This is a complementary angle to set a timeline on "what and when". This was a way to see how COPOLCO could pick out key issues and projects to work on within the implementation plan that Council approves once a year. She described the process on page 145. Based on the Implementation Plan that Council approves, COPOLCO picks up from Council and applies it to identify and complete certain priority issues and projects. COPOLCO can be tangibly setting to achieve the strategic plan for any given year. The strategic plan is set by governance, and COPOLCO can see how its yearly activities support the overall objectives of ISO.

80. Mr Darryl Kingston, SCC, Canada – stated that COPOLCO planning and reporting would be better served by more closely linking COPOLCO activities with the ISO Strategic Plan and demonstrating to ISO how COPOLCO activities help ISO to achieve its strategic objectives. Canada would be prepared to take the lead in developing a clear model (including linkages to the ISO Strategic Plan, expected outcomes, target metrics and priority deliverables) for consultation at

the November meeting of the Chair's Group and if approved for larger discussion at the 2014 Plenary. He invited members to join.

81. COPOLCO passed resolution 4/2013:

COPOLCO Resolution 4/2013

Key Performance Indicators

COPOLCO

approves the process for selection and evaluation of activities for Key Performance Indicators in support of the annual implementation of ISO's *Strategic Plan*,

decides to delegate the responsibility for its application to the COPOLCO Chair's Group.

ITEM 9 TASK GROUP ON DECISION-MAKING PROCESS

82. Ms Sadie Homer, CI, and Mr Varant Meguerditchian, Standards Australia, presented the report at COPOLCO 12/2013, page 155:

83. Mr Varant Meguerditchian is national sector manager for consumer product safety in Australia. He thanked Ms Norma McCormick on behalf of the decision-making task group. Their mandate was to develop a process to map and analyze existing processes and how work items are selected at COPOLCO.

84. Members at **COPOLCO's 2012 plenary** concluded that it was worthwhile to investigate the existing system in place for working groups and how they select their work. At the Chairman's Advisory Group meeting in Berlin in 2012, a task group was set up for mapping and analyzing the process; comprised predominately of the conveners of existing working groups, working by email since. Their first achievement was to map what working group conveners were actually doing: how they select work and proceed from there. This is an opportunity to refine systems

85. Ms Sadie Homer – There is some need to update work methods and to map all working groups to see if there are opportunities for processes to improve.

86. Referring to the main points in the working document on page 164, the working group focused on a few opportunities for improvement:

- Align to COPOLCO's terms of reference, and invite greater participation.
- Justify the need for work on a single page as a permanent reminder of why the work is important.
- Make sure proposals benefit consumers.
- In the template include research volunteers to prepare the reports so they can pass these to the plenary and secretariat.
- Identify a fixed timeline and estimate time needed to complete the work.

87. Ms Sadie Homer – The other outcome was the linkage between the priorities group and COPOLCO work items in working groups. The Priorities Group was set up 23 years ago. At the time there was less understanding of how to track the existing work in technical committees and how to make people in and out of COPOLCO aware. When there is a standards-setting process going on that is important for consumers, it is important to flag it. We need to share the priorities report. Is it different from the other policy committee's priorities process? It is important to link COPOLCO and the technical committees. New priority issues e.g. drowning risks in top-loading machines, need to be linked to existing technical work.

88. Mr Varant Meguerditchian agreed that COPOLCO needed to continually improve existing processes.

89. **Questions and concerns:** The main concerns expressed on using a template were:

- COPOLCO is currently a developer of consumer issues and policies, not a standards development group.
- It is a burden: especially for developing countries it is important to reduce the efforts of the process as developing countries have marginal contribution and less capacity.
- Effectiveness: the existing workflow is iterative, flexible, interactive. The fear is we will drop good ideas from a "straightjacket" process that aims for efficiency e.g. would the social responsibility proposal have worked using this template?
- It is difficult to make a proposal unless consumer associations have the relationships, expertise, resources and NSB power.
- Who will the final decision-makers be? If we consult the NSBs of COPOLCO members, the decision may be spread among all key stakeholders; diluting consumer impact.

The advantages of using a template:

- It is easy to fill in: and the COPOLCO Secretary and NSBs familiar with the process are able to assist people to complete the form.
- It will help proponents, and working groups: by providing the means and formats to help people bring relevant ideas to market attention. It helps structure a simple document to explain suggested topics to a group, on any subject, to shape views and proposals to avoid confusion.
- The onus of best practice is to be effective and efficient. Australia already has a more complex system whereby people make proposals.

Responses to concerns:

90. Ms Sadie Homer, CI – The idea of a template might seem restrictive – this is not the intention. It is doing what we already do – just making it more transparent. A template in the Priorities Group to place items on the agenda already exists; it helps people see and communicate the idea. This is about tracking and reporting – so that people outside COPOLCO know what it does. COPOLCO's decision-making is through plenary decisions and national ISO delegations which include consumer organizations.

91. Mr Varant Meguerditchian added that a template is an enabler, not a silencer; it is a document that records the work that is going to be done.

92. Ms Linda Golodner, ANSI, USA, recommended that if a small working group looks at the template, it should be balanced and include CI to ensure that priorities being developed are important to consumers. If the proposal concerns a field with consumer representation on technical committees perhaps the proposal should be to develop more communication about technical committees and encourage more participation in the standard-setting process.

COPOLCO Resolution 5/2013

Task group on decision-making process in COPOLCO

COPOLCO

thanks the members of the task group for mapping and analyzing the prioritization systems in COPOLCO,

supports the use of a template with timely deadlines and type of output, as a permanent record of the reason for proposing new COPOLCO work,

agrees to a process, that involves COPOLCO working groups and allows the opportunity for free discussion of ideas, as below,

notes that the process is subject to review by the COPOLCO members annually.

Process:

- Proposer completes the template and submits it to the COPOLCO Secretary,
- COPOLCO Secretary notifies relevant COPOLCO working groups,
- Working groups comment on the proposal, including the time needed to complete the work,
- Secretary forwards the template to the Chair's Group,
- Chair's Group members make sure that the template is complete and aligned with COPOLCO's Terms of Reference and consumer rights,
- Secretary submits template to the COPOLCO members, for comment and expressions of interest in participating in the work.

NEW WORK ITEMS AND ISSUES – WORKING GROUPS

ITEM 10 WORKING GROUP, PRIORITIES FROM THE CONSUMER'S POINT OF VIEW, PRIORITY PROGRAMME AND ANNUAL REPORT

93. Mr Steve Williams of TTBS, Trinidad and Tobago, co-chair of the working group on priorities from the consumer's point of view, presented report COPOLCO 13/2013 on page 168:

94. He reported changes: The key person for **road traffic safety and electric vehicles** is Ms Jeanne Bank (SCC) and for **Health informatics** Mr Khadzir Sheikh Ahmad (DSM). Interoperability is currently vacant and he invited nominations.

95. Deliverables were the priority programme update, Annual Report, Handbook, and template; the Priorities Group is looking for a tool to consider new areas e.g. environmental labelling, financial services, and bioethanol fuels, so he understood that the result was a need to consider how priorities are set and approved. The intention was to come up with something interesting. Innovation by ISO/COPOLCO is important and essential.

96. Mr Williams stated that the Chairs group had appointed a task group for prioritization mapping and analysis, to facilitate increased efficiency. There are four possible options for priorities approval: the Plenary, Priorities Group, Chairman's Advisory Group or a task group. He acknowledged that processes operate in parallel, and that individual groups could recommend and get approval for projects at the plenary meetings. However, he believed that the task group recommendations may not remove the concerns; there was still overlapping and parallel work taking place.

97. The co-chair, Ms Sondra Bruni, resigned late in 2012 and there is a vacancy.

98. Mr Williams asked delegates for their support and thanked Ms Sondra Bruni.

COPOLCO Resolution 6/2013

Priorities Group

COPOLCO

thanks the working group, *Priorities from the consumer's point of view*, for its report and annexes appearing at COPOLCO 13/2013,

expresses its sincere thanks and gratitude to Sondra Bruni (SCC – Canada) for her leadership of the working group, *Priorities from a consumer's point of view*,

approves the Priority Programme, Annual Report and Handbook published with the report.

ITEM 11 WORKING GROUP ON CONSUMER PARTICIPATION, INCLUDING FUNDING TASK GROUP

99. Ms Anne Ferguson, BSI, UK, and Mr Guillermo Zucal, IRAM, Argentina, presented the report at COPOLCO 14/2013, page 174:

100. **Funding** is the main item: it is important for consumer participation in technical committees and working groups, and the use of ISO information and statistics.

101. The working group confirmed its terms of reference, will clarify "**consumer stakeholders**", and add reference to ISO's strategic plan. Exact wording will follow revision of all working groups' Terms of Reference.

102. The work plan shows a need for leaders e.g. for exploring alternatives to face-to-face communication, succession initiatives to bring in younger people, the conclusion of work on barriers to participation, refinement of templates on the ISO directory.

103. It is sensible to have **preliminary discussion of ideas** to see which is likely to be the most productive, instead of fully scoping the idea. The group hopes to report next year on preliminary ideas and how to go forward.

104. Ms Ferguson proposed some actions:

- **Making better use of ISO's support**, to make sure everyone knows about it and makes the ties to consumer and other priorities. We should stress the value consumers bring to standardization, as cost is always balanced by benefit.
- **Creating a database on how standards bodies achieve participation**: The ISO Vice President. Technical Management is interested in this. It would involve collecting information from donors, retailers, and forge a closer link with regional groups such as ANEC and ANCO, which both report to the group and put funding into the event.
- Innovative ideas include **crowdsourcing**: where a website attracts crowd ideas from all over the world, and **micro funding** e.g. putting in a pound each so that more delegates can come to meetings.
- Preparing a **guide on how to seek funds**, as this is an issue everywhere. This would involve sharing ideas and knowledge on how to get funding from other parties.

105. For enhanced consumer participation national groups should feed into the international level, and consumer organizations, NSBs and governments need to cooperate. The group will feed into the **ISO Consumer Directory** review, as it already collects some of this information. It is important

to identify the true level of consumer participation, and establish a baseline of consumer participation, to help COPOLCO evaluate different funding models and their effectiveness.

106. One suggestion is to prepare a stock of articles to be translated for entry into national newsletters and magazines.

107. Ms Ferguson pointed out positive **statistics**, encompassing social media metrics, of increasing members. There were ten times as many subscribers to the *ISO Consumer update* newsletter as when it started in 2009.

108. Mr Ehud Peleg, SII, Israel, supported by Ms Anne Ferguson, BSI, UK, noted that COPOLCO must address consumers' position of inferiority, e.g. hidden interests not being put on the table: it is good practice to clarify interests represented at the meeting. For example, AFNOR (France) issues papers on consumer needs and issues with standards, with – or without – consumer representation at the meeting, for consideration by technical committees.

COPOLCO Resolution 7/2013

Working group on consumer participation

COPOLCO

thanks the working group on consumer participation for its report at COPOLCO

14/2013, approves its continued activities as outlined in the work plan,

welcomes offers to lead certain work plan activities,

further notes the report of the funding task group,

invites the COPOLCO Secretary to discuss the practicality of the funding task group initiatives with ISO/DEVT,

asks the COPOLCO Chair to introduce an agenda item into the next meeting of the ISO/Council dealing with effective participation of consumer representatives in the standardization process at the national level, within certain countries.

ITEM 12 TRAINING GROUP

109. Referring to COPOLCO 15/2013, page 190, Ms Caroline Warne, BSI, UK, training group co-chair, mainly discussed the Distance Learning Module (DLM), and DEVT training program:

110. **The Distance Learning Module** is online at www.iso.org/consumerstandards, in English and French, and a CD Rom will be developed. This is useful, given that not everyone works online.

111. Ms Warne was struck by the number of **existing, yet mainly unknown resources**, such as [My ISO Job](#), relevant to learning about ISO and COPOLCO's work. She pointed out that COPOLCO should remind its networks that these exist and can be translated for national use. Much is referenced inside the DLM, which has guides for consumer participation. There is much easily accessible material. It is important not to underestimate articles and national publications on consumer topics, and to publish news items

112. **ISO/DEVT's yearly survey** around August, asks where technical assistance and training are required. High demand areas have distinct consumer dimensions: energy management, stakeholder management, best practices for national standards strategies, enhancing representation between NSBs and academia, certification of consumer products.

The [Developing Talent](#) brochure talks of the whole range of technical assistance available: Ms Warne reminded members to alert their NSBs.

113. Ms Warne recalled that COPOLCO should decide what to do with its **pool of trainers** for consumer participation: whether to maintain it, who should do so, and what the criteria for inclusion e.g. regional, national, should be; in addition, whether resources should be shared with partners such as the OECD and UNIDO, who sponsor training.

114. **The future of the training group**: it has finished its mandate, has developed materials; prepared and revised the DLM. Ms Warne presented three options, a) retain the group, b) amalgamate it with consumer participation as a subgroup, or c) disband it altogether.

115. COPOLCO passed three resolutions:

COPOLCO Resolution 8/2013

COPOLCO Training Group (1)

COPOLCO

thanks the Training Group for its report appearing at COPOLCO 15/2013,

congratulates the group on the revision of the Distance Learning Module, *Consumers and standards: Partnership for a better world*,

thanks the ISO COPOLCO Secretariat and Consumers International for their role in achieving this, and CI for their endorsement,

draws attention to the new section giving practical advice on being an effective consumer representative,

invites ISO members and other stakeholders to publicize and promote the Distance Learning Module and all other relevant ISO publications, noting the role social media could play.

COPOLCO Resolution 9/2013

COPOLCO Training Group (2)

COPOLCO

thanks the training group for its long-standing commitment to developing and delivering quality training and supporting materials to promote consumer representation in standards development, especially in developing countries,

further thanks the sponsors, host countries, trainers and other organizations for their participation, notes that there are currently no substantial training initiatives to justify the existence of a dedicated group,

recognizes the continuing importance of training to COPOLCO members and its important role in developing consumer participation,

recommends the amalgamation of the Training and Consumer Participation working groups to become the *Consumer participation and training working group*.

COPOLCO Resolution 10/2013

COPOLCO Training Group (3)

COPOLCO

notes that there have been no regional or national training workshops this year following the train the trainer programme,

requests the training group (re-named the consumer participation and training working group) to consider how to address needs,

urges COPOLCO members to note the brochure, *Developing talent*, and to encourage their National Standard Bodies to respond to the annual DEVT survey about ISO members' training needs.

ITEM 13 WORKING GROUP ON PRODUCT SAFETY

116. Ms Ratna Devi Nadarajan of DSM, Malaysia and Ms Robyn Easton, Standards Australia presented the report COPOLCO 16/2013 on page 199:

117. Ms Ratna Devi Nadarajan – announced the recent publication of ISO 10377 on consumer product safety and ISO 10393 on product recall. She recommended support for the revisions of Guides 50, 51 and possibly Guide 64, including environmental aspects in standards and called on COPOLCO to publicize these guides.

118. IEC 82079 on the preparation of instructions has a scoping paper and recommendations. The group completed studies on large home entertainment systems, rebreathing apparatuses, attention blindness, and defibrillators.

119. A couple of the action projects surveyed in managing risks to the public interest include:

- Products emitting dangerous CO² levels in confined spaces.
- Top loading machines – work extension comments have been submitted – raise the issue with NSBs and help identify suitable national committees for further comments.
- Inhalation hazards of small components – a scoping document and suggestions will be incorporated, decision: draft a NWIP to ISO.
- Weight-bearing load limits of portable products – The group consulted similar standards and will await the draft Australian standard before proceeding.
- A new product safety work item on bioethanol fuels and decorative fires for consideration has been submitted, recommendation was to draft a scoping document for members.
- Information-sharing for members – investigating accidents in which consumers have been involved, some tensions with members were discussed.
- Monitoring issues: databases on chemical hazards in products and an international injury database.
- Continuing liaison with ANEC and CI on the exclusion cause and lowering the surface temperature of household appliances, and an active exchange with the OECD product safety working party.

120. Product safety database

Participants observed:

- A product injury database is useful for technical committees to access latest product safety statistics when drafting standards;

- In many countries no information is available. Professor Sri Ram Khanna, BIS, India, recommended to draft a proposal for a standard on basic data formats for an injury database. However others pointed out that one coordinator is best to avoid duplication of effort. The OECD is looking for a system that works internationally. It will contact COPOLCO, ISO, when a standards issue becomes apparent. However, funds are still being raised for the project. Ms Ruth Mackay liaise between OECD Working Party on product safety and COPOLCO.

121. The standardization of chargers

Mr Seng Choon Seah, SPRING SG, Singapore, asked about progress with standardization of chargers. Ms Karin Both, DIN, Germany, said that a European initiative is under way; not just for smartphones but laptops and all other appliances. DIN is trying to convince the European Commission to issue a mandate. Without pressure from the Commission, it is difficult to convince industry it is necessary.

122. The Chair thanked leaders and contributors.

123. The resolutions were accepted:

COPOLCO Resolution 11/2013

Product safety working group (1)

COPOLCO

thanks the working group for its report appearing at COPOLCO 16/2013,

notes the revision of ISO/IEC Guides 50, 51 and 71 and the product safety working group's input,

recognizes ISO's commitment to revision of Guides with a consumer dimension,

supports revision of ISO/IEC Guide 14, 2003, *Purchase information on goods and services intended for consumers*, and ISO/IEC Guide 41, 2003, *Packaging-recommendations for addressing consumer needs*, contingent on systematic review of these guides,

invites consideration of the revision of ISO Guide 64 1997, *Guide for the inclusion of environmental aspects in product standards*,

requests ISO to promote and encourage the use of these guides.

COPOLCO Resolution 12/2013

Product safety working group (2)

COPOLCO

notes the work of the product safety working group on inadequacies of instructions for assembly and maintenance as reflected in the scoping document "Inadequacies of assembly and maintenance instructions", appearing at Annex 1 to COPOLCO 16/2013,

thanks the group for this work,

invites the group to prepare a New Work Item Proposal for a part 2 to IEC 82079, *Preparation of instructions for use – Structuring, content and presentation* for consideration by the ISO Technical Management Board.

COPOLCO Resolution 13/2013

Product safety working group (3)

COPOLCO

notes the submission of the template for consideration of a new project on bioethanol fuels and decorative fires,

approves continued further work on this topic,

requests the group to prepare a scoping document on the safety concerns,

further requests the group to pursue additional product safety work items resulting from COPOLCO

16/2013, and as discussed at the Plenary,

invites the group to submit a progress report at the 2014 meeting.

ITEM 14 CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE

124. Mr Bill Dee of Standards Australia, convener of the Global Marketplace Working Group, presented the background of COPOLCO 17/2013, page 345:

125. COPOLCO defined a couple of major issues at the 2010 workshop in Bali:

126. **Mobile banking** – is a big issue in developing countries in particular, where there is little consumer protection, so it is a priority area for CI which is a fortunate overlap. The working group focuses only on technical issues, not consumer protection, so CI representation can inject the consumer viewpoint on important issues, mainly around information, and new forms of payments such as person to person or person to business. Mr Robin Simpson at CI is the committee liaison. Mr Dee encouraged members to contact Mr Simpson if interested.

127. Another hot consumer issue is **remittances** – involving staggering amounts of money and little consumer protection regulation around the world. Some issues have been covered in the mobile banking area. Once that is done, we will be in a better position to see if COPOLCO can provide a guide or proposal to deal with outstanding issues.

128. **Counterfeiting** – Mr Hyeon-Ho Park, KATS, Korea, chairs technical committee ISO/TC 247/SC 3 on fraud countermeasures and controls. COPOLCO's workshop in Fiji last May discussed enforcement, customs and border control, and a standard published in September after the workshop addressed traceability.

129. Mr Hyeon-Ho Park stated that counterfeiting is a small part of fraud. TC 247 has three working groups, working on forensic tools and solutions, RFID, and other technologies. Working group 1 addresses **security management systems** to provide a framework for managing actions to deliver safe products and services, fraud risk identification, countermeasures and controls. Working group 2 deals with one project – **terminology**, as there is no single definition for fraud and counterfeiting, e.g. black market knockoffs and simulations.

130. **Food fraud** is a type of fraud, there are lots of opportunities for the counterfeiting business. Consumer issues like awareness, empowerment can be effective against national and international fraud.

131. Working group 3 covers **traceability and interoperability**, important for safe products. Japan set up a technical committee on interoperability, product identification, traceability, lightweight directory access protocol (gateway) and unique identifier numbering systems which

provide protection from fraud attacks to ensure the health and safety of consumers, and helps stakeholders share data on a global scale for counterfeits and demand.

132. Mr Bill Dee thanked Mr Hyeon-Ho Park, and encouraged members to boost consumer representation on ISO TC 247, increase awareness of the dangers of counterfeiting through a consumer campaign (e.g. producing a poster), and use of existing guidelines on market surveillance.

133. **Vulnerable consumers** – was raised in Fiji and Ms Jeanne Bank led the investigation. One of the biggest issues is how to identify vulnerable consumers and how to treat them fairly to comply with the law, recognize risk factors or triggers, and use unobtrusive questions to understand circumstances quickly, and act. There is a BSI white paper online on flexible and inclusive services, with six benefits for business. ANEC and the EC have papers and CI are looking at payday loans and vulnerable consumers to make proposals in the area.

134. **Sustainable housing** – Ms Linda Golodner is head of a task group established as a result of the London 2011 COPOLCO workshop, to create a template to determine support for this and other areas.

Ms Anne Ferguson, BSI, UK – Of 10 ideas, 5 were standards related. The key is getting involved in existing standards work in relation to smart meters, energy management systems for residential and non-residential housing, and sustainable low cost housing – but it is unclear how to develop a standard in this area.

135. **Rebuilding after disasters** – was scoped post-London 2011; it was felt that ISO 22320:2011 could help minimize human and other disasters, and help all organizations in any crisis.

136. **Contact centres** – Dr Clif Johnston raised this issue a couple of years ago. South Africa and Malaysia are leading the first meeting of ISO PC 273 in July in Vienna and are keen to promote involvement. Ms Lisbeth Boloka (SABS) is the Secretary of the PC.

137. **Warranties** – On one of the technical training group events in Egypt, Ms Caroline Warne of BSI, saw the need for a standard on warranties, a big problem in developing countries. The NWIP has been approved. SABS is holding the secretariat but the chair is vacant.

138. **Energy services** – Korea leads the development of ISO 17510 on assessment and improvement of energy services to users, and CI has drawn attention to the lack of consumer protection in this area. Ms Sadie Homer, CI, noted that after a long culmination, ISO has accepted and assigned the work. COPOLCO asks for more representatives from consumer stakeholders, in addition to energy providers, and business. It is modelled after a similar standard for water services.

Mr Guillermo Zucal, IRAM, Argentina, agreed that many companies use the water service standard, ISO 24510, *Activities related to drinking water and waste water services – Guidelines for the assessment and improvement of the services to users*, which addresses consumer needs for better service well. No other standard takes it all into account to this extent. It can be used in a benchmarking guideline to promote use of these standards of the services to users by companies.

Ms Jai Ok Kim, KATS, Korea explained that Mr Simpson was assisting KATS in drafting the standard.

139. ISO 14452 on **network services billing** was published in 2012, Professor Song chaired the committee ISO/PC 239.

140. **E-commerce:** ISO 10008, *Quality Management – Customer satisfaction guidelines for business-to-consumer electronic commerce transactions*, is under FDIS ballot, a proof of the power of persistence and patience. Mr Dee urged publicizing it.

141. **Social media** empowers consumers, through sites such as Twitter and Facebook. Mr Rémi Reuss is documenting a consumer opinion standard, a project to lend credibility to online consumer opinions at AFNOR; and Standards Australia is looking for consumer input through Facebook.

Mr Rémi Reuss, AFNOR, France, announced that AFNOR is finalizing the standard that enables online consumer opinions, grievance and restitution processes, defining steps from regulation to outcome, and how AFNOR manages and delivers this service to society, based on its products, services, websites etc. It is possible for websites to be certified by this standard, which will be published this year. AFNOR will submit an article for the *ISO Consumer update*.

142. **Interoperability** – This was noted for follow-up. The Korean standard was enacted in January.

143. Ms Norma McCormick referred to an excellent article appearing with the OIML report in the working documents, on improving consumer confidence in legal metrology, and on the financial cost on inaccurate measurement. Mr John Furbank, Standards Australia, and Dr Clif Johnson, SABS, South Africa volunteered to support this. Mr Furbank noted that Australia has consumer unit pricing legislation but consumer groups feel it is more complex and involved than necessary. A standard would help. Most supermarkets in Australia, Britain and other parts of Europe have indications of kg/liter price; this is controlled by legal metrology departments. He felt that this item needs a push from ISO rather than OIML, although a close liaison is necessary. Mr Furbank offered to produce a discussion paper for the working group to consider.

144. COPOLCO passed six resolutions:

COPOLCO Resolution 14/2013

Global marketplace working group (1)

COPOLCO

thanks the working group, *Consumer protection in the global marketplace* for its report at COPOLCO 17/2013,

approves its continued activities in the area of financial services.

COPOLCO Resolution 15/2013

Global marketplace working group (2)

COPOLCO

approves the report of the anti-counterfeiting task group appearing at Annex 1 to COPOLCO 17/2013,

invites its members to:

- seek and encourage the participation of consumer representatives in ISO/TC 247, *Fraud countermeasures and controls*, in order to bring a consumer perspective into the drafting of standards on anti-counterfeiting;
- promote the use of existing guidelines on market surveillance by organizations, including the International Consumer Protection Enforcement Network (ICPEN) members;

further invites the anti-counterfeiting task group to develop a consumer campaign on anti-counterfeiting, including a poster for wide distribution through the ISO member body channel and through consumer associations linked to COPOLCO and the ISO network.

COPOLCO Resolution 16/2013

Global marketplace working group (2)

COPOLCO

noting that unit pricing is not a counterfeiting issue but, at the same time, an important consumer issue,

invites the working group, Consumer protection in the global marketplace to study the feasibility of developing a New Work Item Proposal for a guideline standard on unit pricing, in cooperation with OIML, and

report back to the 2014 plenary meeting.

COPOLCO Resolution 17/2013

Global marketplace (3) – consumer vulnerabilities

COPOLCO

recognizes the importance of assessing the relevance of a standard, and other national best practices,

notes efforts to engage national stakeholders with the existing British Standard 18477, Inclusive Service provision,

requests the working group, Consumer protection in the global marketplace to monitor national activity and, based on outcomes, consider the feasibility of drafting a New Work Item Proposal modeled on BS 18477 for the COPOLCO Plenary in 2014.

COPOLCO Resolution 18/2013

Global marketplace (4) – standards on energy and water services, network services billing

COPOLCO

notes the start of work on ISO 17510, *Assessment and improvement of energy services to users*,

and Consumers International's commitment to this standard,

further notes the revision of ISO 24510, *Assessment and improvement of drinking and wastewater services to users*, and publication of ISO 14452, *Network services billing – Requirements*,

emphasizes the relationship between these standards and their benefit to

consumers, notes national adoption by KATS (Korea) and BSI (United Kingdom) of ISO 14452,

invites COPOLCO members to encourage the national adoption and use of these standards upon publication.

COPOLCO Resolution 19/2013

Global marketplace (5) – task groups on sustainable housing and rebuilding after disasters

COPOLCO

thanks the task groups on sustainable housing and rebuilding after disasters for their report appearing at Annex 3 to COPOLCO 17/2013, and completing their work,

notes the proposals with respect to each of the five actions and, in particular the consideration of whether sustainable housing should become a new priority area,

recognizes the importance of sustainability, but also the difficulties of proceeding with actions without champions and a clear commitment,

encourages COPOLCO members to promote consumer involvement in existing or emerging sustainability work at national, regional and international levels; particularly regarding consumers' access to and use of smart meters data, energy management for residential housing and sustainable low cost housing,

agrees that at present, it is not appropriate to make sustainable housing a priority and that, given the redrafting of ISO Guide 82, *Guide for addressing sustainability in standards* withdraws proposals to include impact assessments in sustainability standards,

requests the Global Marketplace working group to review these decisions in one year, particularly in light of emerging information about progress with national and regional initiatives,

recommends the integration of consumer protection procedures in standards developed by ISO TC 223, *Societal security*.

COPOLCO Resolution 20/2013

Data collection for on-line consumer opinion

noting the emerging issue of consumer empowerment through Internet resources, including social media,

invites AFNOR to share information about its work in the collection and credibility of on-line consumer opinion.

ITEMS FOR INFORMATION

ITEM 15 ACTIVITIES OF INTEREST WITHIN LIAISON ORGANIZATIONS

ITEM 15.1 Consumers International

145. Ms Sadie Homer, CI, presented COPOLCO 16/2013 at page 198, drawing out topics and a couple of other issues that have since happened:

146. Ms Homer thanked Ms Caroline Warne, Ms Dana Kissinger-Matray and Ms Katia Kerswell, for their efforts on the **Distance Learning Module (DLM)**. This time, the DLM has been endorsed by CI's CEO Ms Helen McCallum, which enhances product recognition by external consumer groups. It is an important document, with a new section on effective consumer representation.

147. She asked members to encourage their networks to boost participation in the **mobile financial transactions standard series, ISO 12812**.

148. ISO/TC 68 approached COPOLCO to seek input. Ms Homer asked whether other technical committees could do the same? How can **energy service providers** take into account extended networks, tariffs? There is support from KATS and DSM, work will start shortly, and she encouraged consumer representation. ANEC and CI have worked together, ANEC is a supporter member of CI, especially on the **electrical safety standard**; making sure it is applicable to all consumers regardless of age or vulnerability.

149. Ms Homer asked rhetorically, "What is **fair trade**, and how can one tell whether a standard or label is good – or not – for a whole raft of issues: organic, fair trade etc?" CI attended an ISEAL (International Social and Environmental Labelling Alliance) meeting in London two years ago. The Forestry Stewardship Council, Fair Trade Labelling Organization and others are members. They have produced sustainability guidelines to apply in a standard for good practice to include rigour and engagement e.g. ensuring consumer representation, outreach to user groups. The sustainability standard uses these principles to assess credibility. Global consultation is currently underway in Brazil, China, the UK and US with CI members. These credibility principles will help them. It is a useful system as it looks at the values and characteristics of what makes an effective standard. And standards development organizations are constantly creating standards so this is a useful tool.

150. **CI's website** includes a standards network with information on COPOLCO, ISO 26000 and other standards, and CI is trying to communicate this better.

151. Mr Luke Upchurch, CI's Head of Communications and Stakeholder Relations, presented benefits for members and supporters:

CI has been active for 50 years, growing from five organizations in 1960 to 240 globally today. Consumer protection has developed substantially. This experience at the global level means CI knows leverage points, how to engage the international process, through experience and experts. Mr Upchurch encouraged members to consider joining CI as it had reviewed its categories of membership:

152. Mr Upchurch announced the next **World Congress** in Montreal in 2015, with specific standards sessions. There will be over 1000 delegates from around the world, with reduced rates for supporters or members.

153. **The power of advocacy** is illustrated by the recent impersonation by CI staff of Tony the Tiger at the United Nations World Health Assembly, to call attention to the problem of junk food. Contact: lupchurch@cosint.org

154. Discussions centred about how Consumers International and ISO/COPOLCO can collaborate:

155. Mr Guillermo Zucal, IRAM, Argentina, asked whether ISO/COPOLCO can access funds to increase consumer participation, or support for a project, or whether CI can increase communication in standards?

156. Ms Sadie Homer responded that CI has worked closely with Ms Dana Kissinger-Matray and COPOLCO with expertise, and DEVT gets funding from donors for specific projects, find co-operators for training. Everyone has funding issues at the moment; funding would have to come through ISO rather than CI.

157. CI is waiting for a new Director General, and it will be timely to meet together with ISO and talk on how to improve our cooperation. Ideas include allocating funds to get members to governance bodies like ISO/COPOLCO, using a 'network' approach in bringing in delegates to an event. Getting funds for people to attend events is difficult, a funding package could bring people to a side meeting. CI is not a funding body, but it can give its members access to funders.

ITEM 15.2 The Organization for Economic Cooperation and Development (OECD) Committee on Consumer Policy (CCP)

158. Ms Ruth Mackay, Chair of the OECD working party on product safety, reported on behalf of Mr Jay Jackson, referring to COPOLCO 19/2013, page 390:

159. Ms Mackay gave an update and flagged upcoming events and documents. Major work has been reviewing guidelines on mobile payments, digital content products, and developing an analytic report on **e-commerce**, which will lead to the development of council instruments to be released in the year 2014-5. So the 1999 existing e-commerce guidelines will be updated, and Mr Bill Dee's committee is also interested.

160. The OECD aims to progress items for 2016 on **the internet economy**, such as new projects on big data and copyright. The **strategic policy decision-making** toolkit is a highly regarded policy development tool; it is hoped to turn it into a Council document. There is review of the current document on **consumer dispute resolution mechanisms** and work on an analytic report on **consumer self-regulation** on supporting consumers interests.

161. A final area of interest is the **consumer product safety** working party. The focus is on 10 **information-sharing mechanisms**, of which the global recalls and injury database are part.

162. An **OECD information-sharing portal** existing since a year and a half is widely used. The idea is to get people to use this portal more widely, have a cultural change in regulator participating organizations so it is used by people close to the field.

163. The OECD is good for finance or systems being developed, but due to a need for more rapid, flexible process, they work closely with the **Product Safety Caucus**, a more informal structure to advance work. They are holding monthly teleconferences and webinars on issues of current interest: for example, laundry capsules that kids swallow and get burned in their mouth/facial area. The OECD Product Safety Working Party is trying to get international media attention and aim to be more collaborative with our work. An example is the issue of collapsing ladders around the world, the OECD hopes for joint actions and media activities in that space. A desire to see more 'joined-up' surveillance by regulators is what this combined caucus and the OECD working party are focusing on.

164. Comments

Ms Mackay agreed to pass on a proposal by Professor Sri Ram Khanna, BIS, India, to flag the issue of importing the concept of consumer detriment, well-defined in the policy toolkit, to the UN Guidelines for Consumer Protection (as it completely misses this issue), in time for its revision meeting in July. Ms Mackay will also update Mr Ehud Peleg, SII, Israel, by email, on the G20 need to strengthen governance for consumers in financial services, after talking with Mr Jay Jackson.

165. Ms McCormick thanked Ms Mackay.

ITEM 15.3 The International Organization for Legal Metrology (OIML)

166. Mr Willem Kool, OIML, presented COPOLCO 20/2013, page 392:

167. **Legal metrology can assist** in enhancing consumer protection and confidence in trade, even in the many places where regulators have few resources.

168. The project to develop a system to **quantify food quantities in pre-packaged foods** has been dropped due to a lack of consensus.

169. A new project on **certification** has been opened. If a number of countries want to set up a system according to the guidelines, and if many have same or similar requirements, it will be easier to support setting up an international system.

170. In response to questions, Mr Kool reported:

171. **Unit pricing** is not a metrological issue, it is an information one – it is about units but no measurements are involved. OIML will cooperate and contribute in this area, but does have standardization as it is not considered a purely metrological issue.

172. Where should **quantity statements** be placed on packages? Australia and the US require principal information on the content panel that must be visible and obvious to consumers. Rules in the EU are not that strict – information must be visible in one view, you should not be obliged to turn the package around to see it. International consensus is likely to tend towards the more relaxed EU regulation than the strict requirements in Australia and the US. Similar to a guide made in 1979, a second committee draft is being revised, and technical committee 6 will look at this issue again.

ITEM 16 REGIONAL DEVELOPMENTS AND INITIATIVES

ITEM 16.1 Developing Countries COPOLCO Group (DCCG)

173. Mr Steve Williams of TTBS, Trinidad and Tobago, convener, presented the DCCG report at COPOLCO 22/2013, page 403:

174. **The DCCG is a platform for the networking of developing countries. Organizing events during the annual COPOLCO meeting** encourages surveys and feedback on committee activities. Last year for the first time, the DCCG held an awareness session conducted by Ms Dana Kissinger-Matray, that increased attendance. The meeting of 13 April 2013 had 22 representatives, including 12 first time attendees; very encouraging. Ms Kissinger-Matray presented on ISO's structure, standing committees, membership of COPOLCO, and activities such as product safety, consumer education training, and important milestones. Another highlight was market surveillance: Ms Ruth Mackay invited members to the ACCC and ICPHSO international conference on product safety in Australia in October. A key agenda item is a workshop on risk assessment, which may interest many.

175. **There is an urgent need for greater participation from developing countries in the work of ISO/PC 245 on cross border trade in second hand goods.** As a result of concerns raised by developing countries, a project committee was established, co-chaired by Mr Rae Dulmage, but he has expressed concern that there is not enough participation. Mr Williams encouraged representatives of developing countries to contribute. He proposed to break down the standard into sector-specific parts.

176. Mr Rae Dulmage, SCC, Canada said he was willing to hand out a draft, and invited members to comment rapidly, as this will help acceptance during the formal CD process. He asked "What are the issues in second hand goods in your country? What sectors are of greatest concern?" Mr Williams encouraged developing country members to contact him to get more participation.

177. TTBS has been elected as COPANT Board Member. This provides greater opportunity to improve the relation between developed and developing countries and encourages consumer participation in international standardization.

178. **Is the DCCG achieving its mandate?** Mr Williams invited members to provide suggestions to help the group be more effective in carrying out business.

179. The Chair thanked Mr Williams and the DCCG.

ITEM 16.2 Developments of consumer interest in European standardization: Report by an ANEC representative

180. Mr Arnold Pindar, ANEC Secretary-General, presented COPOLCO 23/2013 at page 405:

181. Mr Pindar noted that yesterday, the ISO Vice President mentioned ISO governance with a simple phrase: "more joined up". This is also key to **ANEC's strategy**. Resources constraints for the foreseeable future mean ANEC must work more cleverly, e.g. **by coalition** – one example was creating a coalition of 28 European organizations and over a 1000 of their members in a call for a European injury database. This is a powerful way to compel industry.

182. ANEC is one of **CI's supporters since yesterday**, a new and reinvigorated move forward.

183. **The COPOLCO Chair will attend** ANEC's General Assembly on June 14, and the consumer participation and funding working group.

184. ANEC comes under constant pressure from the European Commission to work faster but this can be a problem. The European National Council of Consumers has said the maximum volunteers can give is 2-3 hours. They cannot work faster; ANEC has already lost two representatives as they feel they **cannot keep up with the speed in the standards areas** they are involved in. This leads to the issue of **how to fund mechanisms for consumer experts** to participate in meetings, without creating a divide between volunteers and those paid to attend.

185. The **EU standards regulation** enacted in 2012 formally puts **services** into EU legislation for the first time, and will issue a green paper on the safety of services. **Fire safety and the safety of hotels** are being revised.

186. This regulation gives a legal base for consumer representation in the EU, through ECOS, ANEC and BEUC. It provides **more certainty in ANEC's continued existence and funding** over the next few years. It gives consumers the right to effective participation. Not a voting right (which is maintained by the NSBs), but if a standard is fundamentally against consumers rights, ANEC can stop it to work out the details.

187. One result is that ANEC is **working more closely with EU organizations**, particularly CEN and CENELEC. For the first time ANEC was invited to participate in their General Assembly, and **strategy**. ANEC has also developed its own six year strategy to be adopted by the General Assembly in June.

188. The European Commission's **product safety proposal** aims to update consumer protection, including market safety, but ANEC must remain vigilant as missing elements need to be included.

189. The revision of the IEC 60335 series of standards should take into account environmental issues. There has been some progress on surface temperatures, but ANEC needs to get this messaged properly. Mr Pindar called for COPOLCO to support this work.

190. **Comments**

Consumer chemicals

Ms Norma McCormick noted that the UN global harmonization system date is 2014 and 2015 for the US and Canada respectively, and the EU timeline is a little ahead, so it is important to monitor the impact on consumer chemical legislation. Mr Pindar responded that ANEC feels Europe's REACH legislation does not go far enough and is looking for ways to improve it.

Counterfeit and market surveillance

Mr Drewin Nieuwenhuis, CEOC, reported that an e-commerce survey last week estimated that the world economy loses 2 billion USD a year to counterfeit goods, due to dangers and cost jobs. CEOC is the top commercial company in the sector, with the same interest in protecting the consumer. The problem is applying standards, given three types of manufacturing companies: the willing and able, the willing and unable and the unwilling. Market surveillance is crucial, CEOC has problems with counterfeiting in medical technologies. CEOC is here to offer its services and support to consumer organizations. Mr Pindar explained that ANEC's strategy is a more robust and cohesive market surveillance across the EU. What is the point if people fail to use standards, or deliberately try to mislead customers, and get away with it? ANEC's strategy is to support market surveillance more strongly and get a more cohesive situation across Europe.

COPOLCO Resolution 21/2013

Exclusion clause in IEC 60335, Part 1, Household and similar electrical appliances – Safety
COPOLCO,

refers to its Resolutions 16/2011 (Product safety working group) and 21/2011 (Plenary) on safety of household appliances for all consumers (removal of the “exclusion clause” in the IEC 60335 series of standards),

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

notes the progress made by IEC/TC 61 Safety of household appliances on the issue of surface temperature levels of household appliances, which is of particular importance for older consumers and children (revision of IEC 60335, Part 1 be to be in line with IEC Guide 117, *Electrotechnical equipment – Temperatures of touchable hot surfaces*);

encourages COPOLCO members to continue to support the IEC/TC 61 revision of the relevant IEC 60335 series of standards on safety of electrical household and similar appliances, based on the work done in CENELEC, in order to take into account the needs of vulnerable consumers, and to adopt lower surface temperature limits for IEC 60335, Part 1 be to be in line with IEC Guide 117.

ITEM 16.3 **Developments of consumer interest in the Asia-Pacific: Report by a representative of the Asia-Pacific members of COPOLCO**

191. Ms Ratna Devi Nadarajan presented updates to COPOLCO 24/2013 on page 414:

192. Last year, COPOLCO's plenary resolution was to encourage Asia Pacific interest in ANCO, through a structure, the **PICSN**. The objective is to raise awareness on standardization, metrology and certification.

193. The **7th workshop on balanced stakeholder participation** in April attracted sponsored participations from Cambodia, Indonesia, and Myanmar. Fiji was preoccupied with its first democratic election so there was no progress in capacity building, but a paper was produced and a role and function identified. Malaysia took this project on behalf of the AP region, and 20 incidents were sent to relevant agencies in Malaysia.

194. **Training meetings** e.g. Singapore in May, attracted interest especially from South-East Asia, and highlighted the role of product safety recall and incident sharing systems. SPRING SG also provided training for low income members e.g. Myanmar on consumer protection and standards, and to formalize standards in its Institute for Higher Learning. There will be a workshop in Antipolis, France in June. Contact Mr Marimuthu Nadason.

195. ANCO's standards council has identified needs for new standards on wheelchairs, earphones and bank security. Korea adopted ISO 14452, *Network service billing – Requirements*, as a national standard in January 2013.

196. After 8 years of existence ANCO is adding to the credibility of its network with the addition of the AP group and are proposing to formalize the structure within COPOLCO.

ITEM 16.4 **Developments of consumer interest in the Latin American region: report by a representative of COPANT CT 153**

197. Mr Guillermo Zucal presented COPOLCO 25/2013, page 420:

198. **COPANT** is the technical standards committee from Argentina to Canada to Chile, a region over 10'000 km long that covers more than 20 countries with different cultures, economies and societal needs.

199. Consumer needs vary greatly from country to country, ranging from basic needs of food and housing, to access to the latest smartphone. There are **very different food traditions and cultures of food** e.g. in Peru there are over a 1'000 potato varieties. Only the Peruvians know about this – yet it is important to know if we work on a standard on this issue. There are **many active consumer organizations** in the region, especially Consumers Union, which was the first in 1936. There are many **different types of standardizers**.

200. **COPANT CT 153** has 12 P and 6 O participating members, from almost 20 countries – a large number. Mr Zucal corrected the report to include Brazil which is a P-member. A new participant from Mexico is welcomed and El Salvador wanted to come for the first time to the COPOLCO meeting, but could not. Other countries in the region are not yet involved with COPOLCO.

201. Mr Zucal noted that it is difficult, taking in consideration the distances involved, to have a real workshop, so COPANT first connects by email on the service and aim of COPOLCO.

202. Activities for members include **international workshops** e.g. ICONTEC, Colombia, with Argentina and Chile. Canada participated in the last meeting to increase standardization in the Americas by increasing participation in standards work. Mr Darryl Kingston, SCC, Canada, reported on two workshops during this year's COPANT meeting: ANSI on sustainable building and SCC on capacity building, funded by SIDA, the Americas and Canadian Technical assistance programme. The Caribbean and Canada are negotiating a free trade agreement, and were able to bring in delegates for a full day workshop.

203. COPANT has assisted in providing **Spanish translations** of COPOLCO brochures and **economic support** for delegates to attend meetings. It is trying to **improve consumer participation in the NSBs** and put their viewpoint into standards as sometimes they become law and it is important for consumers to be present in the discussion.

204. Ms Jeanne Bank, SCC, Canada reported on activities of product safety interest at **ICPHSO** (Annex 14 to COPOLCO 16/2013, page 332), :

ICPHSO has just celebrated 20 years of existence. It is an international member-based association with retailers, manufacturers, consumers, testing organizations: all of the players within the product safety community. ICHSO aims to provide – not solutions, or standards – but a forum, an incubator for sharing information. It provides an opportunity for liaison in the standards area: COPOLCO can solicit ICPHSO membership to generate or validate COPOLCO's ideas, such as on the recall standard. ICPHSO has grown significantly, to over 700 participants. It holds annual and regional meetings. The next is in Australia in October.

205. Ms Norma McCormick – Under the tenure of Mr Mark Dewar, chair of ICPHSO, COPOLCO has made active relations; on-going formal relations will be pursued.

206. Ms Norma McCormick thanked Mr Zucal and COPANT 153.

COPOLCO Resolution 22/2013

Asia-Pacific and Latin American COPOLCO members

COPOLCO

supports the AP COPOLCO and CT 153 PAN-COPOLCO initiatives in promoting consumer involvement in Asia and the Pacific Islands region, and the Latin American region, in standardization activities,

encourages AP COPOLCO and CT 153 PAN-COPOLCO to work with the consumer participation and training, and similar groups, to enhance consumer participation in national and international standardization activities,

endorses the formalization of AP COPOLCO,

invites both organizations to report back to the next COPOLCO meeting.

WRITTEN REPORTS TO NOTE

ITEM 17 **ACTIVITIES OF INTEREST WITHIN ISO AND IEC BODIES OTHER THAN COPOLCO**

ITEM 17.1 **ISO and ISO/IEC groups reporting to the TMB**

207. Referring to COPOLCO 26/2013, p 422, Ms Norma McCormick reported three activities:

208. **ISO Guide 82 on sustainability** helps standards writers incorporate sustainability considerations. The TMB has given the drafting group another opportunity to finish the draft. Mr Robert Duncombe (SNV) represents COPOLCO on the drafting group. COPOLCO will be included in the distribution list for the DIS and the COPOLCO Secretary will make it available.

209. The ISO working group on **security**, formed several years ago, was requested to forward a final report to the TMB. The TMB appeared not to take much interest, but under some pressure, was asked to reconvene and consider the integration of security issues across technical committees. At the ANSI meeting in 2012, a report was resubmitted to the TMB, to be considered at its June meeting. The Security Advisory Group is looking at linkages and coordination to identify commonalities in approaches for standards relating to security. One of the technical committees, ISO TC 223, *Societal security*, is meeting in Delft next week.

210. ISO TC 223 is responsible for ISO's **user friendly standards initiative** (identified by Dr Stampfl-Blaha). The TCs are tracking interest of working group conveners in getting involved and seeing the good outcomes of these interventions. It is reviewing its scope and seeing if any other issues are being balloted or proposed, or being submitted that people would like to see. The question is who would be interested in such a standard? NGOs? Given sufficient guidance, could we count on cooperation across these NGOs to make an impact on standards?

211. **Private security** is the new issue of increasingly dangerous places and military style companies coming into existence. It has been approved to proceed, where should it go? This is all of interest to Technical Committee 223. Colour codes and mass evacuation deal with making sure citizens are well-served in case of national disaster.

ITEM 17.2 **Conformity assessment (CASCO)**

212. Referring to COPOLCO 27/2013, page 424, Ms Norma McCormick commented on the report by Mr Sean Maccurtain, CASCO Secretary:

213. COPOLCO has been progressively impressed by CASCO members' ability to consider its concerns e.g. through a **joint task group process for complaints**; so it is not solely dependent on consumer education.

214. COPOLCO wants to draw attention to the **management of the complaints handling system**, it hoped not to only focus on consumers' understanding of conformity assessment, but to set up a verification process so that they can determine what the problem is. The issue from the beginning is whether the organization being complained against was legitimately or fraudulently claiming certification, calling for different processes for redress.

215. Mr Bill Dee convened the working group on complaints handling in ISO/TC 176, and has encouraged three initiatives to assist consumers to understand the accreditation and certification

process, and of course conformity assessment to these standards. CASCO has identified a number of publications that can help.

216. Firstly, a complaint-handling system needs to be visible and accessible e.g. on the front webpage explaining ways consumers can complain, e.g. by email, letter, phone. CASCO commends this standard to COPOLCO, especially these guiding principles. Secondly, there must be an information mechanism so that NSBs are informed of complaints in their regions. Thirdly, NSBs should put on their own websites what to do if there is a complaint; and, finally, inform consumers in the region how to be part of the complaint resolution process. How do we know which organizations are genuinely accredited? Should IAF or NSBs maintain a certifications database? There is hesitation and on-going discussions due to the cost and questions of how it would be organized, funded, and maintained. If ISO refuses to back it, COPOLCO will go back to the accreditation organizations for their consideration.

217. Questions and Comments

Mr Bill Dee, Standards Australia – COPOLCO has sensitized Mr Geert Bukkjaer, and IEC, on the importance of COPOLCO and safety issues.

The COPOLCO Secretary said that another officer has been nominated to liaise with the IEC Central Office, Mr Matei Cocimarov. He submitted a report and expressed regrets at not being able to attend the meeting.

Ms Sadie Homer, CI – pointed out that CI has liaison status with ISO TC 176 and will extend an invitation to its World Congress in 2015. IEC news is welcomed, and will pave better understanding between IEC and ISO/COPOLCO.

Professor Sri Ram Khanna, BIS, India – acknowledged that the Chair outlined what needs to be done on misleading consumers and requested the document with actual steps. This was raised at Fiji, and each time, the burden is on IAF and ILAC, not ISO. Consumers need to know what to do in detail, and NSBs need to know if there is a complaint, but do not have the means to manage the complaint. So what was agreed, and how can we react?

The COPOLCO Chair said that a report was created by the joint task group, and said that she would make sure Professor Khanna got a copy. An NSB can say (and some have already done so), "if you have a concern, this is the process". Clearly a legal process may be needed for a fraudulent claimant, and the Ethernet and internet are often tricky due to the question of jurisdiction. But the key is outlining a process of how NSBs may investigate and respond to a complaint.

Professor Sri Ram Khanna, BIS, India claimed that ISO and the NSBs often have no clue as to what is going on, as certifier organizations are separate entities. ISO says "Sorry, we make the standard but don't control it". There is no control of certification quality in different countries. And if the matter is not handled correctly, we say it is not our problem, but that of the ILAC and IAF. But it is a consumer problem. ISO has to find ways to deal with the issue, it can't be wished away. For many countries like India, it is a big problem.

COPOLCO Chair – Welcomes suggestions on how matters can be improved within our jurisdictions.

ITEM 17.3 **Developing country matters (DEVCO)**

218. The COPOLCO Secretary reported highlights from COPOLCO 28/2013, page 427; from Mr Beer Budoo, secretary of ISO/DEVCO:

219. She indicated how experts can find ad hoc sponsorship. There is a list of technical committees selected by the DEVCO Chair's Advisory Group as being important in increasing developing country participation. This is particularly interesting to COPOLCO as it includes technical committees of great importance to consumers e.g. number one on the list is food safety. Please pay close attention to the contents of this page.

220. Ms Sadie Homer, CI, said that CI was working with ISO/DEVT and KEBS to help an expert participate, and asked if DEVT has identified experts according to categories of stakeholder representation. She added that if all 70 delegates are from the same stakeholder group, COPOLCO could identify why.

221. The COPOLCO Secretary replied that it is work in process. Not all experts were easy to identify beforehand, but this is changing as all experts to working groups must now have a particular categorization. She did not know the existence of data on the choice of experts' profiles, and emphasized the importance of spreading the word that these opportunities exist.

ITEM 18 **REVIEW OF COPOLCO'S WORK PROGRAMME**

222. The COPOLCO Secretary presented COPOLCO 29/2013 page 434, noting that the ISO Council approves COPOLCO's work programme annually. She invited comments on this year's programme and the future one.

223. Mr Darryl Kingston, SCC, Canada – Canada reiterated its offer to take the lead in developing a clear model (including linkages to the ISO Strategic Plan, expected outcomes, target metrics and priority deliverables) for consultation at the November meeting of the Chair's Group and if approved for larger discussion at the 2014 Plenary. Members wishing to join the TG are welcome.

ITEM 19 **THE 2014 WORKSHOP AND PLENARY**

224. The COPOLCO Secretary noted that after years of travelling all over the world, COPOLCO had the opportunity to come home. It is the first time since 1996 that a COPOLCO meeting would place in Geneva. She indicated that the meeting and related events would take place during the week of **12-15 May 2014, at the Starling hotel***. Meeting in Geneva gave the opportunity to meet people from the ISO Central Secretariat, the Swiss member SNV, and an opportunity to learn about Swiss local culture and Swiss consumer concerns. Information can be found on www.geneve-tourism.ch. She encouraged attendance and invited questions at copolco@iso.org.

** Secretary's note: Dates will be 13-16 May and venue might change.*

ITEM 20 ANY OTHER BUSINESS

225. Mr Compagnoni (UNI) noted a special occasion that takes place once every three years, the Milan exposition on feeding the planet and energy for life from 1st May until the end of October 2015. Consumers and civil society representatives are involved in making a programme that could be very relevant for COPOLCO. UNI does not have a mandate to make an official proposal, but it would be a good setting. An invitation for Milan might follow for 2015.

226. There is a lack of awareness on training initiatives developing consumers on **social responsibility**, consumer experts should attend these events to improve their knowledge of these issues of high consumer concern e.g. ISO 26000 in the MENA region had very little participation. We should look at more strategic ways to achieve this.

227. Mr Ehud Peleg, SII, Israel, commented that at national level consumers are often volunteers, and given the hundreds of technical committees dealing with different standards, consumer associations can sometimes afford to send experts, sometimes not, and sometimes lack people who are experts. There is little awareness of standards and consumer representatives are at a disadvantage.

228. The COPOLCO Chair indicated that should would be attending Council in September, not as a voting member, but she offered to request an item on the agenda to deal with COPOLCO concerns on how to get consumers to the standards table.

COPOLCO Special Resolution 1/2013

Thanks to MCCA

COPOLCO

expresses its deeply felt gratitude and thanks to the Malta Competition and Consumer Affairs Authority, and all dedicated staff, for their outstanding hospitality, support and excellent arrangements, which ensured an outstanding COPOLCO meeting.

COPOLCO Special Resolution 2/2013

Thanks to COPOLCO Chair

COPOLCO

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

2013, recognizes the outstanding contributions of the Chair during her term,

thinks the Chair for her energetic and distinguished service to COPOLCO, to ISO and to consumer protection.

Closure of the meeting

The Chair closed the meeting and thanked participants for their contributions.