

# ISO/COPOLCO PLENARY MEETING, 22-23 MAY 2013 – RESOLUTIONS

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## **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.

## **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*

## **COPOLCO Resolution 3/2013**

*ISO/COPOLCO Workshop*

COPOLCO

thanks the speakers, panellists 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.

## **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.

## **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.

## **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.

## **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.

### **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.

### **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.

### **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.

## **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.

### **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.

### **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,

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