

**Consumer Priorities in International
Standardization Work**

Priority Programme

***Annual Report
2011***

**ISO Committee on Consumer policy
(COPOLCO)**

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(Priority areas appear by listing within the Draft 2010 Priorities Programme)

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Note: No reports received for Health informatics

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DRAFT PRIORITY PROGRAMME 2010-2011

Each year, COPOLCO sets priorities on aspects of technical work within ISO or IEC of most interest to consumers.

COPOLCO allocates its areas of priority interest for consumers into two categories. They are:

Part A – Key or emerging priorities: new areas of technical work, or fields with new implications for consumers;

Part B – Watching brief priorities: mature areas of work which have or have had active and successful consumer representation – consumer issues have been addressed to a large extent and/or have been reassessed by the working group as a lesser global priority, at present.

Priority areas

Part A – Key / emerging priorities	Key person(s)	Technical committee(s) Project committee(s) Working group(s)
Child related products Child resistant packaging, and children's furniture	DS, Helen Amundsen, DK DS, Benedicte Federspiel, DK NEN, Imola Ferro, NL	ISO/TC 22, <i>Road vehicles</i> / TC 122, <i>Packaging</i> / TC 136, <i>Furniture</i>
Security Societal Security, Building security	SCC, Norma McCormick, CA	ISO/TC 223, <i>Societal Security</i> ISO/IEC JTC1/SC 37, <i>Biometrics</i>
Product safety <ul style="list-style-type: none"> Horizontal issues related to safety and performance 	SA, Robyn Easton, AU SCC, Elizabeth Nielsen, CA	IEC/TC 59, 61 <i>Performance and safety of household and similar electrical appliances</i> ISO/PC 243, <i>Consumer Product Safety – guidance for suppliers</i>
<ul style="list-style-type: none"> Safety of toys Product recalls 	DS, Helen Amundsen, DK DSM, Ratna Devi Nadarajan, MY	ISO/TC 181, <i>Safety of toys</i> ISO/PC 240, <i>Product recall</i>
Nanotechnology	SCC, Elizabeth Nielsen, CA	ISO/TC 229
Food safety	SCC, Patricia Wait, CA KATS, Eunsook Moon, KR	ISO/TC 34, <i>Food products</i>

Part A – Key / emerging priorities	Key person(s)	Technical committee(s) Project committee(s) Working group(s)
Services Tourism and related services Water supply and wastewater disposal	BSI, Judith Samson, GB CI, Robin Simpson	ISO/TC 228, <i>Tourism and related services</i> ISO/TC 224, <i>Service activities relating to drinking water supply systems and wastewater systems</i>
Environmental issues <ul style="list-style-type: none"> Environmental management systems "Green standards" 	ASI, Franz Fiala, AT JISC, Takashi Ibusuki, JP Vacant	ISO/TC 207, <i>Environmental management</i> <i>Awaiting recommended KP from KATS</i>
Global market <ul style="list-style-type: none"> QMS standards for customer satisfaction 	SA, Bill Dee, AU	ISO/TC 176/SC 3, <i>Supporting technologies - WG 10/11/12</i>
<ul style="list-style-type: none"> Interoperability 	SA, Allan Asher, AU	
<ul style="list-style-type: none"> Network services billing 	CI, Robin Simpson KATS, Vokyoung Song, KR	ISO/PC 239
<ul style="list-style-type: none"> Protection of personal data 	BSI, Peter Eisenegger, GB	CEN TC 225 & TC 224, <i>WG 3 security and WG 4 application standards for auto-identification</i>
<ul style="list-style-type: none"> E-commerce 	SCC, Kernaghan Webb, CA	ISO/TC 176/SC 3/WG 17, <i>Guidelines for business-to-consumer electronic commerce transactions</i>
Counterfeiting and fraud	ANSI, Jim McCabe, US <i>Ad interim</i>	ISO/TC 246, <i>Anti-counterfeiting tools</i> ISO/TC 247, <i>Fraud countermeasures and controls</i>
Social responsibility	ANSI, Linda Golodner, US	ISO WG SR
Second hand goods Cross-border trade of second-hand goods	TTBS, Steve Williams, TT CI, Sadie Homer SCC, Rae Dulmage, CA	ISO/PC 245

Part A – Key / emerging priorities	Key person(s)	Technical committee(s) Project committee(s) Working group(s)
Mechanical contraceptives (Synthetic condoms and IUD's)	AFNOR, Rémi Reuss, FR (CI participation)	ISO/TC 157
Cosmetics Sun protection test methods	AFNOR, Claire Wallaert, FR	ISO/TC 217 WG 7
Safety, performance and environmental aspects of road vehicles	SCC, Jeanne Bank, CA ANSI, Jim McCabe, US	ISO/PC 241, <i>Road traffic safety management system</i>

Part B – Watching brief priorities	Key person(s)	Technical committee(s) Project committee(s) Working group(s)
Contact lens care products	AFNOR, Claire Wallaert, FR	ISO/TC 172 WG 9
Image safety Ergonomics of human-system interaction	JISC, Ken Sagawa, JP	ISO/TC 159 SC4
Fire safety issues	SCC, G. Rae Dulmage, CA SCC, Emmanuel Sopeju, CA	ISO/TC 21/ 38 / 61 / 92/ 136
Safety of household appliances Electrical accessories and gardening appliances	ANSI, John Drengenberg, US CI, Connie Yin-hing Lau, HK KATS, Jun Young Choi, KR	IEC/TC 61 IEC/TC 23 /34/35 ISO/TC 23
Performance of household appliances	DIN, Karin Both, DE	IEC/TC 59
Health informatics	<i>Vacant</i>	ISO/TC 215
Graphical symbols	BSI, John Perry, GB	ISO/TC 145 ISO/TC 145 /SC 1 ISO/TC 145 /SC 2 ISO/TC 145 /SC 3 IEC/SC 3C ISO/TC 145-IEC/SC 3 JWG 11

<p>Elderly & persons with disabilities</p> <p>Products, services and environment</p>	<p>JISC, Ken Sagawa, JP</p>	<p>ISO/TC 173</p> <p>ISO/TC 59/SC 16</p> <p>ISO/TC 159</p> <p>ISO/TC 122</p> <p>ISO/IEC JTC1</p>
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Reports from Key Persons

Part A – Key and emerging priorities

1. Child related products

1. **Key persons:** Helen Amundsen, Imola Ferro

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC22/SC12, Road vehicles	<p>WG1</p> <p>ISO 29061-1:2010, <i>Road vehicles -- Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage systems -- Part 1: Vehicles and child restraint systems equipped with ISOFIX anchorages and attachments</i></p> <p>ISO/DTR 29061-2, <i>Road vehicles - Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage systems - Part 2: Manual to assist the usability assessments of ISO 29061-1.</i></p> <p>ISO/WD 29061-3 and 4 Part 3: <i>Vehicles and child restraint systems equipped with non-ISOFIX anchorages and attachments</i> Part 4: <i>Securing of child in child restraint system and daily handling aspects</i></p> <p>Subjects for WG 1/TF 4</p>	<p>Next meeting of ISO/TC22/SC 12 will be in May 2011 in Paris.</p> <p>The standard was published in 2010</p> <p>ISO/DTR 29061-2 Photos and other supporting material for the finalization of the usability manual should now be uploaded in order to finalise the "usability manual".</p> <p>ISO/WD 29061-3 and 4</p> <p>WG 1 asks for registration of these parts as Preliminary Work Items in the SC 12 work programme.</p> <p>Considering the rapid development within the ECE/GRSP informal CRS group on some of the compatibility items, WG 1 needs to reconsider the TF 4 subjects as follows: 1. CRS support leg vs. vehicle floor Activities covered by the</p>

		<p>ECE/GRSP in CRS working group related to i-Size support leg items will not be dealt with in the ISO compatibility work.</p> <p>2a) ISOFIX-supported booster; ISOFIX vs. belt anchor locations Research is needed to analyse current situation on vehicles and CRS. Australian data will also be used as input.</p> <p>2b) Booster seat: Interference of vehicle head restraints to CRS Vehicle head restraints may interfere with child seat. Data needed on vehicle and CRS dimensions in head restraint area.</p> <p>3. Vehicle belt length & buckle position vs. CRS Gabarit as proposed by Renault has to be discussed further and agreed. New concept to be developed with a common measurement system for CRS and vehicle.</p> <p>4. "R2x fixture" as reflected in resolution 264 Comparison of R2 box in vehicle to R2 box with CRS and [15 or 18] month 95 % child. Data showing desirable improvements from both vehicle and CRS sides are needed.</p>
	ISO 13218 Accident report form	<p>ISO 13218 A corrigendum to the ISO 13218 Accident report form is prepared, containing updated references to AIS etc.</p>
ISO/TC 122/SC3, Packaging	EN ISO 8317, <i>Child-resistant packaging — Requirements and testing procedures for reclosable packages</i>	<p>Proposed revision of EN ISO 8317 The discussion about Clause 4.2 of EN ISO 8317 was re-opened and Sweden made a new proposal for the amended wording. The following was agreed:</p> <p>4.2 Safety requirements A child-resistant package, in addition to satisfying the requirements for child resistance specified in 4.3, shall meet the requirements for packaging, such as being appropriate for and compatible with the contents, providing mechanical protection and functioning properly for the life of</p>

	prEN ISO 13127, <i>Child-resistant packaging - Mechanical test methods for reclosable child-resistant packaging systems</i>	<p>the package.</p> <p>EXAMPLE</p> <p>Certain contents can affect the physical or mechanical properties of the packaging system which can lead to a loss of the child resistant function over time. In such a case the packaging may not be in conformity with this standard.</p> <p>NOTE Compatibility between the packaging and the contents can be assessed using appropriate methodology.</p> <p>This will be incorporated into 8317 at the next revision. Sweden still sees the need to develop test methods to determine the durability of a child resistant closure and the compatibility of the closure with the intended content.</p> <p>No further news</p>
ISO/TC 136, Furniture	WG 3 Furniture – storage units At the moment this working group is the only one of interest to consumers	<p>The secretariat of ISO/TC 136 is now located at UNI in Italy. The Secretary, Fabrizio Tacca, and the Chairman, Christian Tumiotto, are both from Italy.</p> <p>The last meeting of ISO/TC 136 was in May 2010 in Milan and the next meeting will be in May 2011 in Italy.</p> <p>All TC Members agreed that most of the ISO/TC 136 standards are out dated and the only way to proceed is to withdraw all these standards and have a circulation of ISO/CDs using the relevant TC 207 standards texts.</p> <p>The ISO/TC 136 Secretariat will circulate a list of the outdated standards proposing the withdrawal for them by explaining the reasons of the proposal and asking for an agreement from the Members.</p>
CEN TC 252, Child care products	Pr EN 16120:2010 and pr EN 1930:2010, draft EN 12586/A1:2010	Draft standards have been published for comments
CEN PC 63, High Chairs	Draft EN 14988-1:2006/A1:2010 Draft EN14988-2:2010/A1:2010	Draft amendments are published
CEN/TC 52, Safety of		A couple of draft standards have

Toys		been published for comments. The drafts concern flammability, mechanical physical properties and Safety swings, slides and similar activity toys for indoor and outdoor family domestic use
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3. What are the key consumer concerns in your priority area?

Key concerns are of two categories. One is child safety of the products (both toys and other type of child articles) and the other is (information on) correct use of the products.

In the area of child care products there is a new mandate upcoming to cover a large number of items (see annex). Although no decision had been made yet it might be that some of the standards will be developed in cooperation with CEN/TC 207 Furniture and CEN/TC 248 Textiles and textile products/WG 20 Safety of Children's clothing.

In the area of toy safety the most actual subject is the new Toys Directive (2009/48/EC) coming into force in Europe in July 2011. The new directive also has effect on the European standards for toy safety. It is expected that the standards having effect on the physical/mechanical aspects of toys will be published in July 2011.

In the area of play grounds a new work item has been proposed on accessible playgrounds.

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 22/SC 12, Road vehicles	WG 1 Child restraint systems	D: Henry Görlitz Stiftung Warentest Usability: UK: representing BSI-CPC Mike Hayes Child Accident Prevention Trust
ISO/TC 122, Packaging	SC 3/WG 3 Child resistant packaging ISO/FDIS 8317 <i>Child resistant packaging - Requirements and testing procedures for reclosable packages</i>	A: Dr. Franz Fiala Österreichisches Normungsinstitut Postfach 130 A -1021 Wien 2 Page 13 Franz Fiala Tel +43 1 21300 709 Fax +43 1 21300 328
CEN/TC 261/SC 1/WG 7	prEN 14375 <i>Child-resistant non-reclosable packaging for medicinal products</i>	A: Dr. Franz Fiala

2. Security – Societal and building security

1. **Key person:** Norma McCormick

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
Strategic Advisory Group on Security		Committee inactive since 2010
ISO/TC 223 Societal Security		CDs and DISs developed by Working Groups

3. What are the key consumer concerns in your priority area?

Several natural and human-induced catastrophes over the past year continue to draw attention to the importance of the work of TC 223, particularly in the areas of emergency management incident response including exercises and testing, public warning, guidance for emergency preparedness and continuity management systems and organizational resilience. These events have also heightened the importance of future work on mass evacuation and sheltering. Further work is also needed on the development of tools to assess emergency response capabilities. An emergency capability assessment workshop was held in September, 2010 Shanghai, China where it was determined that a standards is required to assist in understanding and assessing capability strengths and weaknesses in order to ensure better preparedness and enhance cooperation and coordination. China (SAC) will develop NWIP in collaboration with the Secretariat of WG 3. The next meeting of ISO/TC 223 will be held in Berlin the first week of June 2011.

4. Consumer representation in priority area

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 223 Societal Security WGs 2 and 4	Norma McCormick Consumer representative Canadian Standards Association
TC 223 has 46 participating members, 16 observer members and 11 liaisons. While participants come from all regions of the world, consumer representation is absent in all but the Canadian delegation and there are few representatives from Africa and the Middle East. This is a gap, as it is important that the standards being developed meet the needs of consumers and developing countries.	

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3. Product Safety – Horizontal issues

1. **Key persons:** Robyn Easton and Elizabeth Nielsen

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
COPOLCO Working Group 4 Product Safety	Horizontal Standards	Inclusion of <i>Rationales in Standards</i> . Approved by ISO TMB in June 2010. IEC SMB has been informed, for their consideration.
	Revision of ISO/IEC Guide 51	First joint ISO/IEC meeting December 2010, further meetings June 2011 and November 2011. Robyn Easton attending.
	Standardizing the form and manner of presentation of instructions for assembly, maintenance and usage	Comments being submitted to CD/DIS IEC/ISO 82079 - 1, <i>Preparation of instructions - Structuring, content and presentation - Part 1: General principles and detailed requirements</i> .
	Harmonisation of Toy Safety Standards	Product Safety Report on Use of ISO Toy Standard has been shared with APEC and ANEC.
ISO/TC 229, Nanotechnology		Monitoring continues of nanotechnology, developing standards via ISO TC 229 and IEC TC 113. A Societal Interests group has been established. See separate entry by Dr Elizabeth Nielsen
ISO/PC 243, Consumer Product Safety – Practical guidance for suppliers		Meetings commenced 2009, now held jointly with PC 240. Guidance to suppliers with respect to what needs to be done to market a safe product During 2010, the committee met three times: in Winterthur, Switzerland; Vancouver, Canada; Santiago, Chile. In 2011, it met in Sydney Australia and a revised CD was produced. The committee will meet again in September in San Francisco, USA to finalize a DIS for distribution. It has been working closely with PC 240 to ensure the standards produced are compatible.

ISO/PC 240 Product Recalls		Meetings commenced 2009, now held jointly with PC 243. See separate entry by Ratna Devi Nadarajan
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3. What are the key consumer concerns in your priority area?

- Development of a proposal to revise **ISO/IEC Guide 50**, *Safety aspects – Guidelines for child safety*

ISO/IEC Guides 50, 51 and 71 inform the basic safety requirements for Standards makers. Guides 51 (1999) and 71 (2001) are being revised, so Guide 50 (2002) should also be updated to maintain currency. A survey on the Use of Guide 50 and suggested alterations has been circulated to COPOLCO members and responses will be included in the submission supporting a revision.

- Cooperation with the IEC Advisory Committee on Safety (IEC/ACOS) to revise ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards* (plus raising the possible inclusion of Rationale statements)

Robyn Easton, co-Chair of the Product Safety Working Group, is the COPOLCO representative on the revision team. An initial meeting was held in December 2010, with further meetings scheduled for June 2011 and November 2011. It is expected the revision process will have a tight time line.

- Representation and actions to promote international harmonization of standards and legislation on toy safety

Following circulation to ANEC of the *Product Safety Report on the use of the ISO toy standard*, their position paper on *The possible streamlining of the legal and standardisation frameworks for toy safety*, was shared in reply and was circulated to PS WG members and further afield.

To maintain interest in the pursuit of harmonisation, an article was written by Robyn Easton to update readers, published in the October 2010 edition of *ISO Focus +*.

- Publication of the revision of ISO/IEC Guide 37, *Instructions for use of products by consumers*. Related follow-up actions to address adequacy of instructions (assembly, maintenance and use)

It was decided that issues on assembly and maintenance instructions could be addressed in the forthcoming Standard: ISO/IEC 82079-1, *Preparation of instructions - Structuring, content and presentation - Part 1: General principles and detailed requirements*. Submitted comments are requested for consideration and will be made via the current circulation of the CD/DIS.

- Consider the need for a Guidance standard on safe product design
- Further examine the need for a standard on product tracking systems

At this stage the topics are being assigned to a watching brief status. Once *Consumer product safety: A practical guide for suppliers* is published, Design Appraisal and Product Traceability will be reassessed to see if they require further specific attention.

Key consumer concerns are safety of consumer products on the market, safety instructions and information about the safe use of a product.

- Consider the development of a simple checklist product safety guide to assist with the preliminary identification of unsafe goods

A briefing paper has been drafted for consideration of members.

- Consider issues related to testing facilities in developing countries

A briefing paper has been drafted for consideration of members.

- Conduct a gap analysis of safety criteria within assisted living products in the light of ISO/IEC Guide 71, *Guidelines for standard developers to address the needs of older persons and persons with disabilities*.

This topic has not been progressed as the revision of ISO/IEC Guide 71 has now been approved and comments on assisted living products will be submitted when there is a call at the DIS stage.

- Review safety markings and the use of safety symbols

This topic has been considered, however, in 2010, ISO released the *International language of ISO graphical symbols* booklet, a layman-friendly guide to internationally harmonized symbols to raise awareness about these international symbols and teach the public to recognize the meanings behind their various shapes and colors.

The graphical symbols included in the booklet were primarily drawn from ISO 7001, *Graphical symbols - public information symbols*, and ISO 7010, *Graphical symbols - Safety colours and safety signs - Registered safety signs*. Using a cartoon format, the booklet illustrates many uses of the harmonized symbols that, for example, direct you to the exit in case of a fire or tell you not to swim in dangerous waters. A separate section explains the different shapes, colors and symbols used to convey important information, for instance, how signs warning about hazards which could result in personal injury or which threaten health are illustrated as a yellow triangle with black borders and black symbols.

It was decided that raising further awareness of safety symbols and subsequent regulatory concerns were now a national responsibility.

4. Consumer representation in priority area

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
COPOLCO WG 4 – Product Safety ISO/PC 240, Product Recall	Ratna Devi Nadarajan - Malaysian Standards Users
ISO/TC 229, Nanotechnology ISO/PC 243, Consumer Product Safety – Practical guidance for suppliers	Norma McCormick – Chair of COPOLCO Elizabeth Nielsen, Chair – Consumer’s Council of Canada Maria Leiva, Consumer Product Safety – SERNAC
	Tania Vandenberghe - ANEC
	Sadie Homer - Consumers International

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3. Product safety – Safety of toys

1. **Key person:** Helen Amundsen

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 181, Safety of toys	<p>WG 1 Mechanical and physical properties</p> <p>ISO 8124-1, <i>Safety of toys - Part 1: Safety aspects of mechanical and physical properties</i></p> <p><i>Draft amendment 1 to ISO 8124-1 regarding "Various clauses" (WG 1)</i></p> <p><i>Draft amendment 2 to ISO 8124-1 regarding 'magnets in toys' (WG 1/TG 2)</i></p> <p><i>Draft amendment to ISO 8124-1 regarding "cords in toys"</i></p>	<p>The last meeting of TC 181 + WG1 was held in Melbourne, Australia in November 2010</p> <p>The chairman of TC 181 Christian Wetterberg is now employed by Lego, so is the chairman of CEN/TC 52 in Europe.</p> <p>Progression to FDIS ballot in Jan, but has not been circulated yet. Canada, Denmark and Malaysia disapproved because of the test procedure for close-to-the-ear toys, which does not take into account the worst case situation and the foreseeable use by children.</p> <p>The work item has been reinstated and will now be progressed to DIS ballot.</p> <p>Progressed to CD for a 3 months commenting period starting in late January. NB! Maximum length of cords for children above 18 months and up to 36 months will be changed from 220 mm to 300 mm. Below 18 months the maximum length will still be 220 mm.</p>

	<p><i>Draft amendment to ISO 8124-1 regarding "projectiles, rotors and propellers"</i></p> <p><i>Draft amendment(s) to ISO 8124-1 regarding "impalement" and "impaction" (WG 1/TG 8)</i></p> <p><i>Age determination guidelines – Change of deliverable</i></p> <p><i>Age determination guidelines – Creation of a WG 7 and appointment of convener</i></p> <p><i>Revision of ISO 8124-2:2007 – Safety of toys – Part 2: Flammability</i></p> <p>ISO/TC 181/WG 4 "Total concentration of certain elements"</p>	<p>Progression to CD in February for a 4 month commuting period but the document has not been circulated yet.</p> <p>Progression to CD in June for a 3 month comment period. The convener will be Mrs Kitty Pilarz, US</p> <p>The document will be published as a Technical Report</p> <p>It was decided to create WG 7 "Age determination guidelines" and to appoint Ms Christine Lefebvre, Canada, as WG 7 convener</p> <p>The result of the systematic review of ISO 8124-2:2007 requests the Secretariat to send out a new work item proposal identical to the version of the European document, prEN 71-2, which will be issued for European vote. The work item will be dealt with by ISO/TC 181/TG 2 "Flammability" with Richard Hayman, New Zealand, as convener.</p> <p>The document will progress as CD for a 4 month period for comments. It was decided:</p> <ul style="list-style-type: none"> • that the sample size should be aligned with Part 3 (migration) • that it should be indicated that the standard would provide a helpful test for raw materials, such as paint • that composite sampling of simple materials should be allowed • that the methodology should be fairly open and generic allowing test houses to use their already available equipment
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		<ul style="list-style-type: none"> that a simple hot plate digestion should be kept
	ISO 8124/WG 6 "Certain phthalate esters in toys and children's products"	<p>The document will progress as CD for comments for a 3 months period very soon.</p> <p>The convenor of the group is from China.</p> <p>The standard focuses on 6 phthalates and will cover both toys and children's products.</p>
	ISO 8124-4, <i>Safety of toys – Part 4: Swings, slides and similar activity toys for indoor and outdoor family use</i> (WG 1/TG 2)	The standard was published in 2010
	WG 1/TG 2 <i>Draft Amendment 1 to ISO 8124-4 regarding "inflatable activity toys"</i>	The document was sent out in January with a request to approve the draft as a DIS by end of March 2011.
	<i>Draft amendment 2 to ISO 8124-4 regarding "paddling pools"</i>	The document has been sent out in Jan. as CD for comments in a 4 months period by mid. May.

3. What are the key consumer concerns in your priority area?

(No information submitted)

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 181, Safety of toys	WG 1 ISO 8124-1	DK: Helen Amundsen Forbrugerraadet Box 2188 1017 Copenhagen K Denmark Tel +45 77 41 77 41 Fax +45 77 41 77 42 ha@fbr.dk

		<p>CI: Antonio Bonacruz Australian Consumer's Association (ACA) 57 Carrington Road Marrickville NSW 2204 Australia Tel +61 2 95 77 33 43 Fax +61 2 95 77 32 11</p> <p>Malaysia Mohana Priya Malaysian Association of Standards Users No 24, Jalan SS1/22A 47300, Petaling Jaya Selangor Tel: 03-78764648 / 78774741 Fax :03-78730636</p>
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3. Product safety – Product recalls

1. Key person: Ratna Devi Nadarajan

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/PC 240, Product Recall	ISO 10393 and ISO10377	<p>The ISO 10393 is currently in committee draft stage. The standard developed by the ISO PC 240 provides an international model code of good practice for consumer product recalls and other corrective actions after the product has left the manufacturing facility. Corrective actions include but are not limited to refunds, retrofit, repair, replacement; disposal, and public notification.</p> <p>ISO PC 243 – Product Safety is the committee developing the ISO 10377 – Product Safety Guidelines for Suppliers.</p> <p>Both committees viewed that the standards should complement each other, as product recalls and corrective actions are integral to product safety and the product supply chain.</p> <p>The two committees had two joint meetings: 15th to 18th November in Santiago, Chile and from March 7th to 11th in Sydney, Australia.</p> <p>The ISO 10393 is expected to be published by 3rd Quarter of 2012.</p>

3. What are the key consumer concerns in your priority area?

- Product safety incident / accident reporting,
- Information sharing and
- Corrective action and recalls of defective products in the market.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/PC 240	ISO 10393	<p>Malaysian Association of Standards Users – Secretary of the committee (Ratna Devi Nadarajan)</p> <p>CSA – chair of ISO PC 243 on product safety. Both committees had two joint meetings (Dr.Elizabeth Nielsen)</p>

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4. Nanotechnology

1. Key persons: Elizabeth Nielsen

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 229, nanotechnology	WG on terminology	<p>The WG terminology is publishing a series of standard on Vocabulary as follows:</p> <ul style="list-style-type: none"> Part 1: Core terms Part 2: Nano-objects – nanoparticle, nanofibre and nanoplate Part 3: Carbon nano-objects Part 4: Nanostructured materials Part 5: Nano/bio interface Part 6: Nanoscale measurement and instrumentation. <p>The part 4 standard is not out for ballot.</p>
		<p>Two task groups were established of interest to consumers</p> <ul style="list-style-type: none"> 1. Task Group on Sustainability 2. Task Group Task Group on Consumer and Societal Dimensions of Nanotechnologies

3. What are the key consumer concerns in your priority area?

As in the past, labeling of products containing nano-materials is a main concern for consumers. The CEN committee on nanotechnology drafted a Technical Specification entitled “Guidance on the labeling of manufactured nano-objects and products containing manufactured nano-objects”. The TS under the fast track process was not approved by ISO although many countries do believe that such a document needs to be produced but written in a simpler manner with a greater focus on consumer products. ANSI and Canada have or are in the process of submitting requests to TMB for such a TS to be developed by TC 229. Such a voluntary guide would help to ensure that all kinds of users, from professionals to consumers, are aware of the nanoparticle content of products they are purchasing, selecting or handling. This will serve to reduce confusion among the public and consumers faced with a new technology.

One of the major concerns that was raised throughout the discussions was how the TG recommendations would be used to direct the work of the TC 229 WGs. Members of the group did not want to have the recommendations that could be seen as the TG directing the work of the WGs. As a result, at the May 2010 meeting of TC 229 the TG on consumer and societal dimensions held a workshop to explore the role of ISO in the governance of nanotechnology. The conclusion is that ISO may potentially play an important role in the governance of nanotechnology, but that the standardisation process should be improved on several points, in particular with regard to transparency and consumer participation.

4. Consumer representation in priority area

(No information submitted)

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5. Food Safety

1. Key person: Patricia Wait

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 34/SC 17, Management systems for food safety		Sub-committee was established. Secretariat is Denmark, 32 P members, 14 O members. Two meetings held, third meeting scheduled for Oct. 2011.
	ISO TS 22002-1:2009: <i>Prerequisite programmes on food safety -- Part 1: Food manufacturing</i>	Reconfirmed as a Technical Specification, Sept. 2010.
	ISO WD 22002-2:200x: <i>Prerequisite programmes on food safety -- Part 2: Good manufacturing practices for food services</i>	Working draft initiated.
	ISO/WD TS 22002-3 <i>Prerequisite programmes on food safety -- Part 3: Primary production - Recommendation on good hygienic practices on farm</i>	Working draft initiated.
	ISO 22003:2007: <i>Food safety management systems -- Requirements for bodies providing audit and certification of food safety management systems</i>	Standard at systematic review

3. What are the key consumer concerns in your priority area?

A rash of foodborne illness outbreaks and food product recalls over the past few years has led to increasing concern among the public about the safety of the food supply.

Accessibility of food safety management systems to SMEs to permit continued access to domestic retail and foodservice markets.

Recognition by national governments, and by intergovernmental organizations (e.g. Codex, FAO, WHO) of the ISO 22000 family of standards as a basis of harmonizing food safety management system requirements and reducing the cost burden within the agri-food industry and to consumers.

The development of International Standards for Safety Management Systems ensures that the foods are safe at the time of consumption. With the same reference document all around the world, this avoids, for example, multiple certifications.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 34/SC 17, Management Systems for food safety	Consumer Goods Forum

6. Services – Horizontal issues, Tourism and related services

1. Key person: Judith Samson

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 228, Tourism and related services		Plenary meeting held in Brazil April 2010. No UK delegates attended because of volcanic ash storm
ISO/TC 228, Recreational diving services	<p>WG1</p> <p>ISO 24801-3:2007, <i>Safety related minimum requirements for the training of recreational scuba divers</i></p> <p>ISO 24802-(parts 1 and 2):2007, <i>Safety related minimum requirements for the training of recreational scuba instructors</i></p> <p>ISO 24803, <i>Requirements for recreational diving service providers</i></p> <hr/> <p>ISO/DIS 13289, <i>Requirements for conduct of snorkelling excursions (service provisions)</i></p> <p>ISO/DIS 13970, <i>Safety related minimum requirements for the training of recreational snorkel guides</i></p> <p>ISO/CD 13293, <i>Requirements for Gas Blender training programmes</i></p> <p>ISO 11107, <i>Requirements for training programmes on enriched air nitrox (EAN) diving</i></p> <p>ISO 11121, <i>Requirements for Introductory training programmes to scuba diving</i></p> <hr/>	<p>Meetings held in Vienna, Austria 2010-06/10/11 and in Sharm-el-Sheikh, Egypt 2010-12-12/13</p> <p>These 3 standards (24801,2,3) are now being revised and it has been proposed to harmonise them with EN14153-(1, -2 and -3), EN14413 and EN14467</p> <hr/> <p>Proposal to become FDIS</p> <p>Proposal to become FDIS</p> <p>Resolution taken by CEN/TC 329 on 2010-11-19 to adopt this into a NWI with two levels of qualifications; now DIS.</p> <p>Published</p> <p>Published</p>

ISO/TC 228, Health Tourism Services	<p>WG2 ISO/DIS 28621, <i>Medical spas – title now changed to <i>medical spas using natural resources – Service requirements</i></i></p> <p>PWI 12769, <i>Beauty, Spa and Wellbeing therapy – management and quality of services</i></p> <p>PWI 12768, <i>Thalassotherapy Services</i></p>	<p>Secretariat has refused to accept this CD unless section on management is deleted or that it becomes subject to ISO Guide 72 justification. Ireland has proposed that a new CEN Project Committee should be formed on this standard.</p> <p>Tunisia held 2nd meeting in September 2010. Ongoing debate on issue of wellbeing.</p> <p>Draft resolution – voting results by 2011-04-11</p>
ISO/TC 228, Tourist Information Offices	<p>WG3 ISO/CD 14785, <i>Tourist Information and Reception services at Tourist Information Offices</i></p>	<p>5th meeting held in Santander, Spain 2010-10-19/20. Several e-meetings and phone meetings held Nov and Dec 2010 and Jan 2011. Final draft produced; approval as DIS sought by 2011-04-18</p>
ISO/TC 228, Golf Services	<p>WG4 NWI 12760 International draft (N47) circulated but at November meeting it was decided to postpone the work temporarily as too many adverse comments were made on the draft.</p>	<p>4th meeting Madrid 2010-05-17/18 and 5th meeting in Tunisia, 2010 -11-22/23.</p> <p>Suggestion by Spanish delegation to disband the WG supported by UK committee.</p>
ISO/TC 228, Beaches	<p>WG5 ISO 13009 (draft) on beach management to ensure that beaches provide safe environment. Discussed standards on water safety signs and beach flags (BS/ISO 20712)</p>	<p>4th meeting Santander, Spain 2010-10-20. Beach safety and access for all have been included in draft.</p>

3. What are the key consumer concerns in your priority area?

A very useful leaflet entitled “A parents’ guide to adventurous activities abroad for young people” was published for general distribution, encompassing BS 8848:2007 + Amendment 1:2009. It includes much of the content of the proposed Adventure Tourism standard.

Several service standards are affected by the obligation of including a management clause within each project so that organizations can monitor the quality of service, which varies from country to country.

To native English speakers, it is rather sad that even some titles are misspelt, notably “Accommodation” (with the wrong number of “cs” or “ms”) and “Yatch” (instead of “Yacht”). Somehow each Secretariat should have the text checked by a native English person before it is circulated.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 228, Tourism and related services	Judith Samson BSI, CPIN UK Conchy Martin Rey ANEC
ISO/TC 228, Tourist information and reception services at tourist Information Offices	Judith Samson BSI CPIN
ISO/TC228, Beaches	Susan Woodhouse BSI CPIN
ISO/TC228, Adventurous activities	Susan Woodhouse BSI CPIN Now Task Force Leader for Part 3

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6. Services – Water supply and wastewater disposal

1. Key person: Robin Simpson

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 224, <i>Service activities relating to drinking water supply systems and wastewater systems - Quality criteria of the service and performance indicators</i>	ISO 24510, <i>activities relating to drinking water & wastewater services; guidelines for assessment & improvement of services for users</i>	Since the finalization of the standard at the end of 2007, concerted efforts have been made by our French colleagues at the NGO PsEau to raise finance for the standard to be piloted. Interest has been widely expressed in principle but after initial support by the World Bank Institute for Africa-wide consultation, it has been difficult to raise finance for piloting in specific localities. In June 2010, with a view to mounting a project with finance from French municipalities, there was a seminar in Ouagadougou to verify the feasibility of local pilots in Burkina Faso, supported by the African Water Association. This was followed by a road show of workshops in three municipalities in BF in December 2010. It was facilitated by Christophe Le Jalle of PsEau and by Mounir Zouggar (Morocco) past chair of the Developing Country group of TC 224. It remains to be seen if financing can be obtained for a full pilot programme.

3. What are the key consumer concerns in your priority area?

The standard is widely recognised as appropriate to improving customer care in day to day operations, and is notably appropriate to developing countries with incomplete networks. However, for financial reasons it has been difficult to get pilot projects established.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
TC 224	CI represented the consumer interest until the final publication of the standard but has been unable to pursue this activity subsequently apart from participation in a seminar in Uganda on the adoption of the standard in Africa funded by the World Bank Institute in 2008.

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7. Environmental issues – Environmental management systems

1. Key person: Franz Fiala

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO TC207 SC3 “Environmental labelling”	ISO 14020, <i>Environmental labels and declarations - General principles</i>	Options for revision are debated (see below)
ISO TC207 SC4 “Environmental performance evaluation”	ISO/CD 14031, <i>Environmental performance evaluation - Guidelines</i>	CD was circulated in December 2010
ISO TC207 SC7 WG2 “GHG management in the value or supply chain”	ISO/CD 14067-1, <i>Carbon footprint of products - Part 1: Quantification</i> ISO/CD 14067-2, <i>Carbon footprint of products - Part 2: Communication</i>	Second CDs were circulated in September 2010 (see below)

3. What are the key consumer concerns in your priority area?

ISO 14020 *Environmental labels and declarations - General principles*

Discussions on the revision of the whole package of the ISO 14020 series of standards started at the 2007 ISO TC 207 SC3 in Beijing and were continued at the meetings in Bogotá (2008), Kota Kinabalu (2009) and Cairo (2009). At the meeting in León (2010) a Task Group under the leadership of Franz Fiala (European Association for Consumer Representation in Standardisation, ANEC) was created “with the task to identify any potential revision needs, gaps and the development and management for the revision of ISO 14020, if necessary” (Resolution 6/2010). A questionnaire was prepared by this group and sent to NSOs and liaisons for comments by end of January 2011. Unfortunately the support for more substantive changes as advocated by ANEC met with limited support. An evaluation of the responses will be carried out before the 2011 meeting in Oslo and further debated there.

ISO/CD 14031 *Environmental performance evaluation - Guidelines*

The revised ISO 14031 includes a new concept regarding sector specific environmental indicators intended to enable comparisons between companies on a process level (e.g. production of 1 ton of cement). Typical sustainability reports are often based on the Global Reporting Initiative (GRI) Guidelines and indicate overall amounts of energy, resources and emissions used or released by an organization which do not allow any comparisons between companies and are, therefore, of rather limited value. The new concept was developed with a major input from ANEC and constitutes a big step forward in environmental reporting.

ISO/CD 14067 *Carbon footprint of products*

ANEC maintained and reinforced its critical position towards the carbon footprint of products (CFP) standards in preparation and expressed its disapproval to the CDs issued in September 2010.

For ANEC it was difficult to see the added value of part 1 of the standard on quantification which to a large extent looks like a copy-paste from ISO 14040/44. The CFP specific requirements were considered questionable as they allow quite different interpretations. ANEC insisted that the

results of quantification of (partial) CFP based on part 1 of ISO 14067 will NOT result in comparable figures and are – at least in a consumer and public policy context – of little value. ANEC also maintained that properly prepared PCRs involving all relevant stakeholders in a balanced way are a prerequisite to obtain figures which are meaningful in a public policy and consumer context and regretted that part 1 does not make this clear.

ANEC also fundamentally disagreed with part 2 on communication which follows an anything goes approach and ignores consumer needs. Numbers on products are meaningless for most consumers. They need clear messages in form of excellence labels (such as type 1 labels) or letter/colour codes and appropriate scales to identify superior products. ANEC regretted that the CD constituted a step backwards compared to previous drafts.

Apart from that ANEC has other major reservations regarding carbon footprint labels as they narrow down the environmental issue to just one aspect. Essentially such labels may be seen just as a form of marketing assuming that the consumers (mis)interpret the carbon numbers as indication of excellence.

The criticism is based on a several pieces of research work commissioned by ANEC including a study entitled: [“Requirements on Consumer Information about Product Carbon Footprint”](#) carried out by the German Oeko institute which shows the limitations of the approach.

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC207 “Environmental management”	SC3, SC7 and TC	Deni Greene, Consumers’ Association, Australia
ISO/TC207 “Environmental management”	SC7 and TC	Gabriela Fleischer, DIN Consumer Council

8. Global market issues

1. Key persons: Bill Dee and Kernaghan Webb

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
QMS standards for customer satisfaction		<p>Results on a vote by NSB's whether to review these standards (10001,2,3) were as follows: Confirm with or without corrections ISO 10001 : 32 ISO 10002 : 29 ISO 10003 : 28</p> <p>Revise/Amend ISO 10001 : 4 ISO 10002: 7 ISO 10003: 7</p> <p>Withdraw ISO 10001: 1 ISO 10002: 0 ISO 10003: 1</p>
ISO/PC 239, <i>Network services billing</i>	14452 Network services billing draft	<p>Network Billing DIS is due to close in March 2011 and the next meeting of PC 239 has been scheduled for 29th April in Korea</p> <p>Major progress was made on drafting the standard which CI is happy to support. The major issue was ensuring that the scope covered non-metered consumption. The next meeting in Seoul in late April will decide whether to continue to the next stage, after approval of DIS.</p>
ISO/TC 176 SC3/WG17, <i>Guidelines for business-to-consumer electronic commerce transactions.</i>	ISO 10008	<p>The third WG 17 meeting of ISO 10008, <i>Quality Management Customer Satisfaction: Guidelines for business-to-consumer electronic commerce transactions</i> was held in the Netherlands, Oct. 4 -6 (earlier meetings: June, 2010; March, 2010; February 2011). An analytical framework for understanding B2C e-commerce transactions (pre-transaction phase, transaction phase and post-transaction phases), has been developed. The WG agreed to an overall approach, and developed a preliminary draft of the Introduction, Scope, Definitions, Principles, and the Decision-making and Action Framework. The WG is now drafting the Design, Implementation, and Continuous Improvement components. Next scheduled meeting in April 2011 in Paris (specific dates not yet worked out). Projected final publication: 2012. More</p>

		<p>participation from consumer representatives would be welcomed.</p> <p>In the past 12 months, the Working Group has had 4 Working Group meetings and is in the process of developing a first committee draft:</p> <ul style="list-style-type: none"> • First WG meeting, March, 2010 (Toronto): agreed to general approach and key concepts • Second WG meeting, June, 2010 (Colombia): began drafting introduction, scope, definitions, guiding principles • Third WG meeting, October, 2010 (Netherlands): began drafting B2C e-commerce framework, planning, design, development (PDD) • Fourth WG meeting, February, 2011: complete PDD, Implementation, Continual Improvement <p>At the moment, the first committee draft is completed through Webex meetings.</p>
Interoperability		<p>In Delhi in 2009 it was decided to produce an ISO/IEC Guide on consumers' needs in interoperability of goods and services. Issues to be incorporated in the guideline include challenges of interoperability, net neutrality, consumer information, measures needed to protect the interests of consumers, and International co-operation.</p> <p>The Australian Communications Action Network (ACCCAN) developed a draft guide and comments were sought from KATS. It was circulated to WG members for comments and the way forward.</p> <p>Once COPOLCO Draft has been agreed to it will be shared with consumer and public interest groups for further info.</p> <p>A next version of the draft is expected soon.</p>

3. What are the key consumer concerns in your priority area?

With rapid growth in the importance, and use, of information and communications technology, restrictions on the use of goods and services caused by mechanical or technical barriers to interoperability are causing great loss of consumer welfare. This project seeks to identify consumer principles to combat this loss of welfare.

SAG-E is currently reviewing a wide range of standardization activities with a view to giving guidance to technical committees on better ways to achieve energy efficiency. Most recently the group considered the CI proposal on energy services and provided qualified support for this work.

ISO 10008, *Quality Management Customer Satisfaction: Guidelines for business-to-consumer electronic commerce transactions* is centrally concerned with and addresses consumer issues. As

such, the entire standard represents a consumer concern. That having been said, all consumer issues are being addressed.

The major issue in network services billing by far was the applicability of the standard to billing for non-metered consumption. This is because many non-volumetric formulae for charging are based on the notion of indirect measurement acting as an approximation of typical consumption, (for example cubic air volume for district heating schemes, numbers of occupiers or size of dwelling for water) or using meters for one service, such as water, as surrogate meters for other services such as sewerage. If this concept of *measured* service, as opposed to *metered* service, is accepted, then restriction of the standard to metered services would have been too narrow. Furthermore, partial metering is quite common, notably in the water sector, and it would have been very difficult to explain why a metered household would have been covered by the standard and an unmetered household next door, would not. The reorientation of the standard away from a restriction to metered service was fully accepted by the PC.

Another important issue was the adaptation of the draft standard to take into account the very recent development, particularly in Africa, of payment into utility accounts by mobile phone money transfer. Such practices bring huge benefits to very poor consumers by reducing queuing times and enabling payment of small frequent sums at low cost.

4. Consumer representation in priority area

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
PC 239	Clif Johnson
PC 239	CI represents the consumer interest directly although in person only once out of three times. Participation has been by submission of written amendments.
SAG-E	Allan Asher
TC 176/SC3/WG17	Kernaghan Webb is Chair/Convenor of ISO TC 176 SC 3/WG 17, developing ISO 10008, <i>Quality Management - Customer satisfaction - Guidelines for business-to-consumer electronic commerce transactions</i> . Although there are consumer representatives from government (Office of Consumer Affairs, Department of Industry Government of Canada), inter-governmental bodies (OECD Consumer Policy Committee) and standards bodies (DIN consumer representative), there are no consumer organizations represented on the working group. There used to be someone from a Canadian consumer group (Option Consommateurs), but she recently left that consumer organization and no one has replaced her. There should be a consumer organization (NGO) on the working group.

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8. Global market issues – Protection of personal data

1. Key person: Peter Eisenegger

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
CEN/TC 225 & TC 224	New European standards for Radio Frequency Identification technology – at least 19 new items identified by EU study with delivery split between CEN and ETSI	Privacy by design in RFID PIA processes Consumer awareness and information Meeting EU Data Protection requirements

3. What are the key consumer concerns in your priority area?

For Data Protection as a whole:

- Building privacy in from the beginning i.e. privacy protection standards are not yet established though for example some key features exist in ISO RFID standards that relate to security aspects.
- Privacy by design to ensure that current technologies are designed to maximise privacy from inception.
- Privacy enhancing technologies with a view to gaining much more use of supplementary protection if privacy cannot be inherently designed in.
- Standards that cater for people's natural behaviour (behavioural economics) so as to protect the public from exploitative practices and technologies.
- Consumers as data controllers – where through blogs, social networking sites etc. which is a new phenomenon and where maximum privacy by default should be aimed for.
- Proportionality of use of data especially by the public sector.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
CEN/TC 225, WG 3 security and WG 4 application standards for auto-identification	Peter Eisenegger BSI/ANEC

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9. Counterfeiting and fraud

1. Key person: Jim McCabe (ad interim)

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/PC 246	ISO/DIS 12931, <i>Performance criteria for authentication tools for anti-counterfeiting in the field of material goods</i>	DIS ballot initiated
ISO/TC 247	ISO/AWI 16125, <i>Development of a Generic Security Assurance MSS</i>	New project registered in TC/SC work programme
ISO/TC 247	ISO/NP 16678, <i>Anti-counterfeiting track and trace method using unique identifier numbering</i>	Japanese proposed new project approved. This is the use of mass serialization to identify products against a data base to ascertain a level of authenticity. This standard will attempt to create a global structure for marking products to inhibit counterfeiting. The serial numbered products can be authenticated throughout the manufacturing and distribution chain including the consumer.

3. What are the key consumer concerns in your priority area?

PC 246's scope is: Standardization in the field of anti-counterfeiting tools.

TC 247's scope is: Standardization in the field of the detection, prevention and control of identity, financial, product and other forms of social and economic fraud.

Counterfeiting and piracy affects a huge assortment of consumer goods including apparel and footwear, medicines, autos and auto parts, food and beverages, cosmetics, movies and music.

Specific consumer concerns include safety and health risks, performance aspects, usability / fitness for purpose, accessibility, data protection, economic harm.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/PC 246, Anti-counterfeiting tools		Kristina Unverricht, DIN Consumer Council
		Doug Geralde, Canadian Standards Association
ISO/TC 247, Fraud countermeasures and controls		Same as above
ISO/TC 247		Pierre Delval, Chairman, Waito Foundation

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10. Social responsibility

1. Key person: Linda Golodner

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TMB/WG/SR	ISO 26000	<p>The final meeting of the SR Working Group took place in Copenhagen in May 2010, when it approved ISO 26000 as an FDIS. The number of participating member bodies rose to 99 countries, 40 plus international or broadly-based regional organizations, with more than 450 individual experts. It broke ISO records for the number of experts working on a single document. After final editing, the document went to NSBs for vote and the standard was approved. ISO 26000 was launched in Geneva on November 1, 2010. A Post Publication Organization Stakeholder Advisory Group was established by ISO/CS to include experts from the Working Group. It is led by the Swedish Standards Institute (SIS) and the Brazilian Association of Technical Standards (ABNT). The PPO SAG has representatives from the same stakeholder groups as the SR Working Group. The terms of reference for the PPO SAG are:</p> <ul style="list-style-type: none"> • Assess and advise ISO/TMB on any proposals to revise ISO 26000; • Advise ISO/CS on requests for interpretation of ISO 26000 from NSBs; • Advise ISO/CS on promotion, communication, and training activities; • Gather information to identify good and bad practices using ISO 26000 and report to ISO/CS; and • Review and assess results of the systematic review and advise ISO/TMB. <p>For more information about ISO 26000, see www.iso.org/sr.</p>

3. What are the key consumer concerns in your priority area?

Assuring that ISO 26000 is adopted and used appropriately and providing information to consumers about the standard.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
PPO SAG	ISO 26000	Sri Ram Khanna (BIS) Ratna Devi Nadarajan (DSM) Sadie Homer (CI) Linda Golodner (ANSI) Deni Greene (SA) Jens Henriksson (DS) Felicia Monye (SON) Gefei Yin (SAC) Claus Jorgensen (DS) Jorge Molina (DGN)

11. Second-hand goods

1. **Key persons:** Rae G. Dulmage, and Steve Williams

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/PC 245, <i>Cross-border trade of second-hand goods</i>	ISO 20245, <i>Standard for cross-border trade of second-hand goods</i>	<p>A first working draft /committee draft, ISO/PC 24525 was prepared and circulated for comment in February 2011. At the March 2011 meeting of ISO/PC 245 in Ottawa comments received were reviewed and recommendations agreed on. Working Groups were set up to create a new working draft to be circulated to the committee.</p> <p>Some highlights of the meetings were as follows:</p> <ul style="list-style-type: none"> Principles for the cross border trade of SHG's will be included in the standard to promote shared responsibility and cooperative efforts in the international trade of SHG to ensure transparency and ethics are maintained in this trade. This standard is intended to be a guidance standard and not a regulatory or conformity assessment standard. Standard will focus on consumer products sold as "as is". This standard will not cover remanufactured, rebuilt, or refurbished products which will be captured in the definition of Second Hand Goods. Single use medical devices such as toothbrushes; electric toothbrushes and CPAC machine for sleep apnoea will be covered in this standard. An Assessment/Evaluation Form is being considered to provide full disclosure to the receiver of the second hand goods.

3. What are the key consumer concerns in your priority area?

The key consumer concerns that are of interest to unsuspecting consumers re cross-border trade of second-hand goods are associated with the following:

- Health and safety of consumers;
- Protection of the environment;
- Poor performance;

4. Consumer representation in priority area

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
ISO/PC 245	Premila Kumar, Consumer Council of Fiji, FTSQCO

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12. Mechanical contraceptives

1. Key person: Rémi Reuss

2. Description of new developments under priority area

Working groups	Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 157/WG 23	Revision of EN ISO 4074 – 2002 : <i>Natural Latex rubber condoms – requirements and test methods</i>	The revised draft standard which has circulated as a second ISO/DIS was NOT approved. As target dates for FDIS will be over, a NWIP should be circulated for vote with a revised DIS document.
ISO/TC 157/WG 3	ISO 7439: 2002, <i>Copper – bearing intra-uterine contraceptive devices – Requirements, tests</i> ISO 11 249, <i>Guidance for clinical evaluation</i>	Amendment 1 to ISO 7439 – 2002 – is published. ISO/WD 11 249 shall be circulated for vote as a CD.
ISO/TC 157/WG10	“Burst requirements” ISO 16037, <i>Rubber condoms for clinical trials</i>	On the recommendation of the WG, the TC approved the progress of ISO 16037:2002 “Rubber condoms for clinical trials - Measurement of physical properties” as an amendment.
ISO/TC 157/WG 14	ISO 16038 - <i>Rubber condoms - guidance on the use of ISO 4074 and ISO 23409 in the quality management of natural latex condoms and synthetic condoms</i>	A second ISO/DIS shall be sent to member bodies for two months Voting;
ISO/TC 157/WG 17	ISO/FDIS 23409 – <i>Male condoms Requirements and Test methods for condoms made from synthetic materials</i>	The ISO/FDIS 23409 was approved.
ISO/TC 157/WG 18	ISO/FDIS 25841, <i>Female condoms – requirements and test methods</i>	The ISO/FDIS 25841 was approved.
ISO/TC 157/WG 20	ISO/NP 29943, <i>Condoms- Guidance on clinical studies – part 1 : male condoms</i>	Part 1 will be circulated as an ISO/DIS for balloting.
ISO/TC 157/WG 20	ISO/NP 29943.2: <i>Condoms- Guidance on clinical studies – part 2 : female condoms</i>	Part 2 will be circulated as an ISO/CD for a three months balloting
ISO/TC 157/WG 21	ISO/ FDIS 29941, <i>Determination of nitrosamines migrating from natural rubber latex condoms into various media</i>	The ISO/FDIS 29941 was approved.

ISO/TC 157/WG 22	ISO/FDIS 29442, <i>Prophylactic dams- Requirements and test methods</i>	The ISO/FDIS 29442 has been approved.
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3. What are the key consumer concerns in your priority area?

The main concern is the revision of the EN ISO 4074: 2002. The latest version of the standard (after corrigendum) does not include a key test and requirement (Oven treatment test). The latest ISO/DIS has not been approved but the majority of the TC participants do not accept to have this test back in the standard. Other changes pushed in during the revision such as the suppression of the requirements for condoms with extra strength claims for instance. Consumer organizations are invited to lobby to improve the document in progress.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 157, mechanical contraceptives	Christian de THUIN Institut National de la Consommation – France -
WG 15 Additional lubricants	Christian de THUIN
WG 17 Synthetic condoms	Christian de THUIN
WG 18 Female condoms	Christian de THUIN
WG 20 Clinical trials	Christian de THUIN
WG 23 Natural rubber latex	Christian de THUIN

13. Cosmetics

1. Key person: Claire Wallaert

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 217, Cosmetics	WG 7 Sun protection test methods	<p>In 2010, there were 2 meetings (in Monaco and Kyoto).</p> <ol style="list-style-type: none"> 1) ISO 24444, <i>In vivo determination of SPF (Sun Protection Factor)</i> FDIS vote was approved. The revised version of the document has been sent for publication in December 2010. 2) ISO 24445, <i>In vitro determination of SPF (Sun Protection Factor) based on transmittance</i>. A parallel ad hoc group, <i>External SPF in vitro Ad Hoc group</i> was set up to discuss about some technical points of the method and to make some propositions to improve it. (there are no consumer representatives in this group). 3) ISO 24442, <i>In vivo determination of UVA</i>. DIS vote was approved. The FDIS vote will be launched on the new version of the document integrating comments of DIS vote. 4) ISO 24443, <i>In vitro determination of UVA protection</i>. Comments on the DIS vote will be discussed in next ISO meeting. 5) ISO 16217, <i>Water Resistance</i>. NWIP proposed by Australia has been accepted. WD has been circulated to the members for comments. These comments will be discussed during the next ISO meeting. 6) NWIP, <i>Photostability of sunscreens</i>. A document proposed by Australia has been circulated to the members to be discussed in next ISO meeting. WG7 is questioning the development of a method since there is little bibliography on this topic. <p>2 new working groups have evolved :</p> <ul style="list-style-type: none"> • WG 4, Cosmetic Terminology, currently evaluating “organic” and “natural” cosmetics - consumers are often confused and deliberately misled by these claims • WG 8, Nanotechnology in Cosmetics, this has been

		suggested as a new WG. Nanotechnology has been used in cosmetics for some time i.e. in lipsticks but use of the technology is increasing, with concerns from the public on the safety of both the technique used in manufacturing and in super small molecules that can pass through barriers in the body, the safety of which is yet to be determined.
CEN/TC/392	Cosmetics	<p>The first plenary meeting took place in Brussels in October 2009.</p> <p>The scopes of the different working groups to be included in this TC were discussed : analytical methods, microbiology, skin compatibility and efficacy methods</p> <p>The second plenary meeting took place in Delft in May 2010.</p> <p>The following working groups were created :</p> <ul style="list-style-type: none"> - WG1 “analytical methods” - WG2 “microbiology” - WG4 “efficacy including sunscreens”

3. What are the key consumer concerns in your priority area?

Consumers are concerned with the different standards under development for several reasons. For **ethical reasons**: it is about time in vitro methods were developed and standardized as the industry traditionally uses the in vivo evaluation. The consumers must follow the development of the 2 in vivo standards especially the inclusion/exclusion criteria and all the points related with the clinical testing. The In Vitro SPF Test Method is also under European mandate.

Regarding the new project “**Water Resistance**”, the project, as it is so far, only evaluates water resistance for sun protection factor of UVB. The consumers’ point of view is that the method should include an evaluation of the UVA protection as well so that consumers could have an indication that the product still protects against UVA after a swim. This request is in line with European recommendations about the labelling of sunscreens imposing the indication of the UVA factor protection in addition to UVB factor protection.

In the CEN Cosmetics, the consumers’ point of view is that there should be a development of standardized methods to **evaluate the efficacy of sunscreens** on specific claims (hydration, anti-wrinkle...).

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 217/WG 7	Robyn Easton (Australia)

14. Safety, performance and environmental aspects of road vehicles

1. Key person: Jeanne Bank

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/PC 241	ISO 39001, <i>Road traffic safety management systems – Requirements with guidance for use</i>	The PC has produced a Committee Draft dated Jan. 14 th . The 6 th meeting of the PC will take place May 9-13 th in Australia at which time comments from member bodies will be reviewed and draft standard progressed. The Secretariat is Sweden (SIS)

3. What are the key consumer concerns in your priority area?

Road traffic safety is a global concern. In 2009 it was estimated that more than 1.2 million people are killed each year and as many as 50 million sustain non fatal injuries on roads around the world and that this level is rising. The socio-economic and health impacts of this road trauma are substantial.

PC 241 is in the process of developing a management systems-type standard which would outline the requirements for a tool that would help organizations to reduce death and serious injuries related to road traffic crashes and their potential occurrence. The standard would be applicable to both public and private organizations. The standard does not cover the technical requirements for transportation products and services (e.g. roads, vehicles, emergency services) Consumers are important stakeholders to this initiative. Road systems are the most complex and dangerous systems that consumers encounter on a daily basis. This standard has the potential to help reduce injuries and deaths on our roads.

The PC has worked hard to align the draft standard with the high level structure and common terminology for management systems standards which has been proposed by the ISO/TMB Joint Technical Coordination Group. The PC has also incorporated extensive guidance material in Annexes which will help users to implement standard and which also provides discipline specific information about international work relating to road traffic safety management frameworks. The current draft provides sector specific guidance, while maintaining consistency with the high level management system model and terminology.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Not known – however, a number of the technical experts working on standard from the various delegations are representatives of road safety organizations and have a strong road user perspective.

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Part B – Watching brief priorities

15. Contact lens care products

1. Key person: Claire Wallaert

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 172/SC7, Optics and Photonics - Contact Lens and Contact Lens Care Products	WG9 Contact Lens Care Products (LCP)	<p>In 2010, there were 2 ISO meetings (in Toronto and in Las Vegas)</p> <p>1) Review of EN ISO 14534 : 2002, <i>Contact lenses and contact lenses care products – Fundamental requirements</i> FDIS stage. Comments were made about details to give on the grid of activity of the product to professionals in order for them to give adequate advice to users of lens care products. These comments have not been taken into account.</p> <p>2) Cytotoxicity of lens care products. A method was proposed by AFNOR (France) to adapt the ISO 10993-5 (a general standard for all medical devices) to the specificity of lens care products for the evaluation of cytotoxicity. The protocol proposed which should be supported by all the Consumers organizations is optimized to be specifically adapted to lens care solutions (human cell lines, direct contact between the product and cells, shorter incubation times) and is part of a global strategy for risk assessment of lens care solutions. The discussions are difficult on this topic. It seems that some manufacturers are reluctant to accept the development of such a method that would be used as an harmonized standard to screen the cytotoxicity of lens care products available to the general public.</p> <p>3) ISO 14729, <i>ophthalmic optics– Contact lens care product – Microbiological requirements and test methods for products and regimen for hygienic management of contact lenses</i>. This project group has been pursuing three topics: (1) ISO 14729/FDAM-1 has now been approved and was published in January 2011. (2) The pre-project development of a test method to assess lens care products with contact lenses in a lens case, challenged with bacterial</p>

		<p>and fungal organisms is ongoing.</p> <p>(3) The pre-project development of a test method to assess the encystment potential of care systems vs. <i>Acanthamoeba</i> trophozoites has progressed to the stage of an experimental protocol which will be finalized by Jan 2011, along with an agreement by a number of centres to carry out a ring test in 2011. WG-9 agreed that a PWI status be assigned to this work.</p> <p>4) ISO 18369 "<i>Ophthalmic optics - Contact lenses</i>" parts 1/2/3/4</p> <p>The project has identified the key objectives for all parts of 18369 and a number of actions concerning 18369-2, mainly concerning soft lenses.</p> <p>5) ISO 13212 : 2006 "<i>Ophthalmic optics - Contact lens care products -Guidelines for determination of shelf-life</i>"</p> <p>The Pre-Project Group has made a revision of this standard and proposed that it be circulated as an NWIP or a CD.</p> <p>6) ISO 11978 : 2000 "<i>Ophthalmic optics — Contact lenses and contact lens care products — Information to be supplied by the manufacturer</i>"</p> <p>Various proposals were discussed to revise this standard, including comments received on ISO 14534. It was agreed that the changes would be incorporated into ISO 11978 and circulated to the WG. Any further comments would be considered at the next meeting. It was agreed that this work should be registered as a PWI.</p>
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3. What are the key consumer concerns in your priority area?

Background: The Comparative test of the French National Consumer Organisation (I.N.C.) published in 2007 is only one of the elements that draw the attention on this Public Health issue. Several products were recalled from the market following the US FDA alert and later the same products were recalled also in Europe. Although the industry argues that the problems are only linked to specific products, consumers believe that the increasing number of ocular infections are due to fungi (*Fusarium*) and to amoebas, and more general causes. The French regulatory Health Agency (AFSSAPS), independently from the I.N.C. study, had carried out market surveillance on 10 products on the market, also on products which are sold through Europe and worldwide. This market surveillance study concluded that some products showed poor microbiological efficiency on bacteria and fungi, and that some of the products could be qualified as potentially highly *in vitro* toxic.

The consumer concerns are to improve the microbiological methodology and to strengthen the microbiological efficiency criteria for better safety for the consumers. More widely there is a strong need to improve all the health and safety requirements. In this respect, it is essential to have some international harmonized methods to evaluate the *in vitro* cytotoxicity of these medical devices. Currently every manufacturer or regulatory agency has its own single method. Another main issue for the consumers is the labelling. Today there is a poor transparency about the level of

performance of the products, although the international standard already has 2 levels of microbiological efficiency. In practice, consumers need a third level of products which really have a high power of disinfection (and which comply with the European standards EN1270 and EN1040). Consumers really need to know what they choose. And practitioners (ophthalmologists) also need to know what to prescribe to the users of lenses. There is a strong need for grids and classes of products.

The statement of the manufacturers that the development of the number of eye diseases is only due to a misuse of the products by the consumers is not acceptable.

There is a very strong opposition to reconsidering some fundamental improvements of these standards from the majority of the participants in these committees and project groups (the participants are mainly manufacturers). We suggest all the consumer organizations to lobby in their national mirror committees on this issue to encourage a higher participation of independent parties from the industry, such as consumers or regulatory bodies, to get more involved and participate at an international level. All scientific data or comparative testing on LCP are welcome and can be sent to the key person of COPOLCO.

4. Consumer representation in priority area – any consumer representation that you may be aware of

(No information submitted)

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16. Image safety

1. Key person: Ken Sagawa

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO TC159 Ergonomics of human system interaction	WG12/ NP 9241-391 <i>Ergonomics of Human System Interaction -- Part 391: Requirements, analysis and compliance test methods for the reduction of photosensitive seizures</i>	A new work item on photosensitive seizure was approved in 2010 and CD is being prepared.
CIE (Commission internationale de l'éclairage)	TC1-67	A CIE technical report is in preparation.

3. What are the key consumer concerns in your priority area?

With the development of imaging technology in the IT field, flashing images, rapidly moving images appear frequently in image screens such as TVs, games, in our daily life which may cause undesirable biological effects on viewers such as photosensitive seizures, motion sickness, etc. A standard method to avoid such undesirable image effects is required to protect consumers from those images. These effects are especially sensitive to younger children and a warning system to parents might be useful for them. Consumers' concerns are particularly on how to protect their children from the undesirable images effects.

4. Consumer representation in priority area

(No information submitted)

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17. Fire safety issues

1. Key persons: Rae G. Dulmage and Emmanuel Sopeju

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO TC 92, Fire Safety TC 92/SC 1 - Fire initiation and growth	ISO/DIS 12949	<i>Standard test method for measuring the heat release rate of low flammability mattresses and mattress sets.</i> Currently at beginning of FDIS Ballot. This document is similar to existing standards in the US and Canada for these product categories.
ISO TC 92, Fire Safety TC 92/SC 1 - Fire initiation and growth	ISO 12863-10	<i>Standard test method for measuring the ignition propensity of cigarettes.</i> Published in 2010.
ISO TC 92, Fire Safety TC 92/SC 3 - Fire threat to people and environment	ISO 26367-1:2011	<i>Guidelines for assessing the adverse environmental impact of fire effluents -- Part 1: Fundamentals.</i> Next Meeting is in Ottawa, Canada in October 2011
ISO TC 92, Fire Safety TC 92/SC 4 - Fire safety engineering	ISO/DIS 16732	<i>Fire safety engineering -- Guidance on fire risk assessment.</i> Voting has closed. Next meeting is in Ottawa, Canada in October 2011.

3. What are the key consumer concerns in your priority area?

Ensuring fire safety and fire safety systems for consumers. Consideration of environmental and health impacts as well as life safety. Good fire risk assessment standards and consideration of the effects of materials, systems and new technologies on fire safety. Consideration of fire safety issues related to new materials and products as well as the combined effect of them.

The plenary session of TC 92, Fire Safety was held in Paris, France on 8 April 2011. This year's meeting was hosted by AFNOR at their St. Denis offices. The following items of interest to COPOLCO were discussed at the meeting.

Proposal for a standard in cigarette lighters:

The ISO 9994:2005, *Lighters – Safety operations* is currently published under ISO/TC 61. This standard establishes requirements for lighters to ensure a reasonable degree of safety for normal use. The document provides safety specifications applicable to all flame-producing products commonly known as cigarette lighters, cigar lighters and pipe lighters. At the April 2011 ISO/TC 92 Plenary in Paris, a proposal from TC 61 to move this activity to TC 92 was discussed. The members supported an earlier decision by the TPMG to reject the proposal to move the activity to TC 92. It was agreed that the TC 92 objectives and strategy is about fire properties of products and fire safety engineering in order to reduce risks in case of fire for example in a building. TC 92 does not have competence in the area of safety of a burner or a lighter. This decision will be passed on to the chair of TC 61.

Ignition Propensity of Cigarettes

ISO 12863, *Standard method for measuring the ignition propensity of cigarettes* has been published. This standard was developed by TC 92 SC1 in co-operation with the ISO Committee on tobacco. The requirements in this document are to introduce new type of cigarette that will self-extinguish when not smoked. This will help to reduce the occurrence of fires started by ignition of combustible materials (furnishings etc.) by cigarettes. This standard is now part of, or being introduced, into regulations by several countries in Europe; and Canada and the USA.

4. Consumer representation in priority area

(No information submitted)

18. Safety of household appliances

1. Key persons: John Drengenberg and Connie Lau

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
IEC/TC 61, Safety of Household and Similar Electrical Appliances	600335-1 and all associated part 2 standards	Surface temperatures for cooking ovens in the self-cleaning (pyrolytic) mode and their effect on small children has progressed. However, there are presently different surface temperatures under discussion for the normal cooking and self-cleaning modes. Children can be burned in either mode so there should be no difference in temperature limits.
Same	Same	Ceiling fans have fallen from the ceiling and injured people. A secondary suspension system is being discussed. Installation errors have been seen in the field causing a risk of injury due to failure to install the fan properly. Therefore significantly stronger-worded instructions indicating the importance of proper installation are being considered.

3. What are the key consumer concerns in your priority area?

IEC TC-61 deals with product safety hazards such as fire hazards, electric shock hazards, burn hazards and mechanical hazards.

We frequently focus on safe surface temperatures of electrical appliances for all users and especially children.

Mechanical hazards such as falling ceiling fans are also addressed by this technical committee in addition to electrical and fire hazards.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
IEC TC 61 Safety of Household and Similar Electrical Appliances	600335-1 and all associated part 2 standards	Mr. Garcia Fernandez (CI)

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19. Performance of household appliances

1. Key person: Karin Both

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
IEC/TC 59, Performance of Household Electrical Appliances	IEC 62301 Ed. 2.0	2. edition published in January 2011
SC 59 A, Dishwashers	IEC 60436 Ed. 3.0	
SC 59 D, Home laundry appliances	IEC 60456 Ed. 5.0	5 th edition published, work on 6 th edition started
SC 59 F, Floor treatment appliances	IEC 60312-1 IEC 60312-2	Work on wet vacuum cleaners in ongoing. New work started on household cleaning robots.
SC 59 L, Small appliances	IEC 60661 IEC 60442 IEC 60496 IEC 60530 IEC 60619 IEC 61309 IEC 61817 IEC 60311	MT 1 intends to work on energy efficiency of irons. MT 2 is still dealing with a new standard on food slicers
SC 59 K, Ovens and microwave ovens, cooking ranges and similar appliances	IEC 60350 IEC 60705	
SC 59 M, Cooling and freezing appliances	IEC 62552	

3. What are the key consumer concerns in your priority area?

IEC TC 59 works on test methods for the performance of electrical household appliances. The main consumer concern is that the described test method reflects the consumer behaviour, and that it describes the actual use of the appliance in household.

The last meeting of IEC TC 59 and its Subcommittees took place from 11th to 15th October 2010 in Seattle.

IEC SC 59, *A Performance of dishwashers*.

SC 59 A is working on a 4th edition of the standard. It is intended to include a revised small bowl specification as well as plastic dishes, new cleaning agents and a new combined cleaning and drying evaluation.

IEC SC 59 D, *Performance of home laundry appliances*

The 5th edition of IEC 60456, *Clothes washing machines for household use - Methods for measuring the performance* was published in February 2010. Work on the 6th edition is going on and the work on a standard for Electric clothes washer-dryers (IEC 62512) has started.

IEC SC 59 F, *Performance of vacuum cleaners (floor treatment appliances)*

IEC 60312-1, *Dry vacuum cleaners* as well as IEC 60312-2, *Wet vacuum cleaners* were published in September 2010. This standards are revised version of the sections of IEC 60312 4th edition dealing with dry vacuum cleaners and wet vacuum cleaners. Comments received on future IEC 60312-3 Ed 1.0, *Cleaning robots for household use* are under discussion in WG5.

IEC SC 59 K, *Performance of ovens, microwave ovens, cooking ranges and similar appliances*.

It was decided at the Seattle meeting, that the CLC documents for the Energy Efficiency of hobs, ovens and microwave ovens which will be sent to CLC UAP will be circulated in SC59K as Committee Drafts.

IEC 59 K decided to split its standard IEC 60350 in two separate parts. Part 1 *Electric cooking ranges, ovens, steam ovens and grills for household use* and Part 2 *Electric hobs for household use*.

IEC 59 L, *Performance of small appliances*

SC 59 L also met in Seattle. The comment received on the amendments prepared by MT 2 for several small appliances and on a draft for food slicers were discussed at the meeting. All documents will be published as CDV. The Hair dryer standard shall in future be dealt with by SC 59L MT 2.

MT 1 irons is still working on "ironing efficiency" and looks for a method to evaluate wrinkles. It is planned to hold the next MT 1 meeting in conjunction with the meeting of SC 59 D and its WG's as wrinkles are also a topic for washing machines and tumble dryers.

IEC 59 M, *Performance of electrical household and similar cooling and freezing appliances*

Two new working groups were founded under SC 59 M: WG 1 noise and WG 2 dealing with energy measurement and performance.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
IEC/TC 59 Performance of Household Electrical Appliances	IEC 60704-1 <i>Noise-General</i> IEC 60704-3 <i>Noise-Determining and verifying declared values</i> IEC 60704-2- (1,2,3,4,5,6,7,8,11) particular requirements IEC 61592 <i>TR Panel testing</i> IEC 61923 <i>TR Repeatability and Reproducibility</i> IEC 61591 <i>Range Hoods</i> IEC 61254 <i>Electric Shavers</i> IEC 61855 <i>Household electrical hair care appliances - Methods of measuring the performance</i> IEC 62301 <i>Household electrical appliances - Measurement of standby power</i>	K Both, DIN Consumer Council, DKE I Filmer, Consumer Policy Committee, BSI
TC 59 CAG, Chairman's		I Filmer, Consumer Policy

Advisory Group (CAG)		Committee, BSI K Both, DIN Consumer Council, DKE
SC 59 A Dishwashers	IEC 60436 Amendment 1/ 2/ 3	J Kjeldgaard, Danish Consumer Information Centre, DS G Heilmann, DIN Consumer Council, DKE
SC 59 A/WG 1 Standard detergent and standard rinse agent SC 59 A/WG 2 Dishwasher tests	Amendment 3	J Kjeldgaard, Danish Consumer Information Centre, DS G Heilmann, DIN Consumer Council, DKE
SC 59 C Heating Appliances	IEC 60299 <i>Blankets</i> IEC 61255 <i>Heating pads</i> IEC 60379 <i>Storage water heaters</i> IEC 60531 <i>Thermal storage room heaters</i> IEC 60675 <i>Direct-acting room heaters</i>	
SC 59 D Home laundry appliances	IEC 60456 <i>Washing machines</i> IEC 61121 <i>Tumble dryers</i>	J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59 D/WG 13 Test Materials SC 59D/WG 17 Global application of 60456		J Kjeldgaard, Danish Consumer Information Centre, DS J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59D/WG 18 Uncertainty		J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59 D/WG 19 Reference machine and programs		
SC 59 D/WG 20 Rinsing-efficiency		
SC 59 D/MT 14 Maintenance team for IEC 61121		J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59 D/ MT 15 Maintenance team for IEC 60456		J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59 F Floor treatment appliances	IEC 60312 <i>Vacuum cleaners</i> IEC 60369 <i>Floor polisher</i>	

SC 59 L Small appliances	IEC 60442 <i>Toaster</i> IEC 60530 <i>Kettles and jugs</i> IEC 60619 <i>Food preparation appl. Amendment 1</i> IEC 60 661 <i>Coffee makers</i> IEC 60496 <i>Warming plates</i> <i>Amendment 1 & 2</i> IEC 61309 <i>Deep-fat fryers</i> IEC 61817 <i>Portable appliances for cooking, grilling and similar use</i> IEC 60508 <i>Ironing machines</i>	K Both, DIN Consumer Council, DKE I Filmer, Consumer Policy Committee, BSI
SC 59 L/MT 1 Maintenance of IEC 60311	IEC 60311 <i>Electric irons</i> <i>Amendment 1 & 2</i>	J McSavage, Consumer Policy Committee, BSI K Both, DIN Consumer Council, DKE
SC 59 M Cooling and freezing appliances	ISO 15502 <i>Household refrigeration appliances – Characteristics and test methods</i>	
SC 59 K Ovens and microwave ovens, cooking ranges and similar appliances	IEC 60705 <i>Microwave ovens</i> IEC 60350 <i>Cooking ranges</i> IEC 61902 <i>TR Visual clarity of see-through microwave ovens doors</i> IEC 62591 <i>Household range hoods</i>	I Filmer, Consumer Policy Committee, BSI
SC 59 K/WG 1 Small cakes – ingredients, procedure	IEC 60350 Amendment	
SC59 K /WG 3 Usable Volume	IEC 60350 Amendment	

20. Graphical symbols

1. **Key person:** John Perry

2. **Description of new developments under priority area**

Committee No/Title	Standard(s) affected	Issue addressed/ progress or change reported
ISO/TC 145, Graphical symbols	<p>TC 145 is the ISO horizontal committee for graphical symbols. The committee and subcommittees are responsible for:</p> <ul style="list-style-type: none"> • development of standards for the design and comprehension testing of graphical symbols; • evaluation, standardization and registration of graphical symbols submitted by ISO and CEN product committees and ISO Member Bodies; • contributing to the development of the ISO Concept Database; • providing advice to ISO and CEN technical committees, and others, as and when necessary. <p>Note: The term 'graphical symbol' refers to public information symbols, safety signs (including water safety signs), product safety labels, and graphical symbols for use on equipment.</p>	<p>Standards published to date or under development cover:</p> <ul style="list-style-type: none"> • design principles for graphical symbols (including shapes and colour specifications); • escape route signing; • safety way guidance systems; • durability of safety signs; • escape and evacuation plan signs; • public information guidance systems; • comprehension testing of graphical symbols; • vocabulary. <p>During the past twelve months two new standards have been published and a number reviewed. Several standards are being revised or are under development.</p> <p>Significant numbers of safety signs and graphical symbols for use on equipment have been accepted for standardization and registration, and others are being evaluated. Several large batches of public information symbols are being considered for standardization.</p> <p>Committee members continue to take a keen interest in development of the ISO Concept Database and provide comments to ISO/CS as appropriate.</p>

<p>ISO/TC 145/WG 3, Terminology</p> <p>ISO/TC 145/WG 5, (disbanded) New group to being formed</p> <p>ISO/TC 145/WG 7 Testing of the usability of graphical symbols</p>	<p>ISO 17724:2003, <i>Graphical symbols – Vocabulary</i></p> <p>ISO/IEC Guide 74:2004, <i>Graphical symbols: Technical guidelines for the consideration of consumers' needs</i></p> <p>Note: Development of Guide 74 was a COPOLCO initiative.</p> <p>ISO 9186-1:2007, <i>Graphical symbols – Test methods – Part 1: Methods for testing comprehensibility</i></p> <p>ISO/WD 9186-3, <i>Graphical symbols – Test methods – Part 3: Methods for testing recognizability of symbols</i></p>	<p>Five year systematic review completed and standard confirmed.</p> <p>Work on revising the Guide will begin soon.</p> <p>Five year systematic review completed and standard now under revision. CD to be issued shortly.</p> <p>This new part of ISO 9186 will specify a method for testing the recognizability of graphical symbols intended to communicate information to users who are familiar with what the symbol is intended to denote or represent - the symbol "referent". Referents may be specialized, so that the general public cannot be expected to be familiar with them without familiarity training.</p>
<p>ISO/TC 145/SC 1, Public information symbols</p> <p>ISO/TC 145/SC 1/WG 4, Revision of ISO 7001</p>	<p>ISO 7001:2007, <i>Public information symbols</i></p> <p>This standard is a catalogue of public information symbols that have been evaluated by TC 145/SC 1 and approved for registration and publication.</p> <p>The standard currently includes some 90 public information symbols identified for convenience under the following groupings:</p> <ul style="list-style-type: none"> • public facilities; • transport facilities; 	<p>Systematic review completed and standard now under revision. Outline of technical changes to be discussed at TC 145/SC 1 meeting in Vienna in June 2011.</p> <p>A large number of proposed new public information symbols are under consideration.</p>

<p>ISO/TC 145/SC 1/WG 5, Public information guidance systems</p>	<ul style="list-style-type: none"> • tourism culture and heritage; • sporting activities; • commercial activities; • behaviour of the public. <p>ISO 22727:2007, <i>Creation and design of public information symbols</i></p> <p>ISO 28564-1:2010, <i>Public information guidance systems – Part 1: Design principles and element requirements for location plans, maps and diagrams</i></p>	<p>Five year systematic review completed and standard is now under revision. Outline of technical changes required will be discussed at TC 145/SC 1 meeting in Vienna in June 2011.</p> <p>Standard published October 2010.</p> <p>Ballot on a NWIP for a part 2 on “design principles and requirements of location signs and direction signs” initiated in January 2011.</p>
<p>ISO/TC 145/SC 2, Graphical symbols – safety identification, signs, shapes, symbols and colours</p> <p>ISO/TC 145/SC 2/ WG 1, Safety identification, shapes, symbols and colours</p>	<p>ISO/FDIS 7010, <i>Graphical symbols – Safety colours and safety signs – Registered safety signs</i></p> <p>This standard is a catalogue of safety signs evaluated and approved by SC 2 for registration and publication under the following categories:</p> <ul style="list-style-type: none"> • warning • prohibition • mandatory action • fire safety • safe condition (means of escape and emergency equipment) 	<p>Standard under revision. FDIS ballot initiated February 2011. The revision includes several technical changes as well as consolidation of a large number of safety signs published as amendments to the 2003 standard.</p> <p>Further batches of safety sign proposals are under consideration, including forty seven marine safety signs for use on board cruise ships and others relating to skiing.</p> <p>Note: The European Committee for Standardization (CEN) has agreed in principle to adopt ISO 7010 as a European standard (EN). This would mean that CEN member bodies would be required to withdraw any conflicting national standards. A</p>

		timetable has still to be agreed.
	ISO 3864-1 Ed 2, <i>Graphical symbols – Safety colours and safety signs – Part 1: Design principles for safety signs in workplaces and public areas</i>	Approved for publication March 2011.
	ISO 3864-2:2004, <i>Graphical symbols – Safety colours and safety signs – Part 2: Design principles for product safety labels</i>	Amd 1 published March 2011.
	ISO/DIS 3864-3 Ed 2, <i>Graphical symbols – Safety colours and safety signs – Part 3: Design principles for graphical symbols for use in safety signs</i>	Standard under revision. DIS ballot initiated January 2011.
	ISO 17398:2004, <i>Safety colours and safety signs – Classification, performance and durability of safety signs</i>	Five year systematic review completed and standard confirmed.
ISO/TC 145/SC 2/ WG 3, Safety way guidance systems (disbanded)	ISO 16069:2004, <i>Graphical symbols – Safety signs – Safety way guidance systems (SWGS)</i>	Five year systematic review completed and standard confirmed.
ISO/TC 145/SC 2/ WG 4, Water safety signs and beach safety flags	ISO 20712-1:2008, <i>Water safety signs and beach safety flags – Part 1: Specifications for water safety signs used in workplaces and public areas</i>	Systematic review scheduled for mid-2011.
	ISO 20712-2:2007, <i>Water safety signs and beach safety flags –Part 2: Specifications for beach safety flags – Colour, shape, meaning and performance</i>	Systematic review completed and standard confirmed.
	<i>This standard is a catalogue of water safety signs evaluated and approved by SC 2 for registration and publication under the following categories:</i> <ul style="list-style-type: none"> • <i>warning</i> • <i>prohibition</i> • <i>mandatory action</i> • <i>safe condition (means of escape and emergency</i> 	

<p>ISO/TC 145/SC 2/ WG 5, Colorimetric and photometric properties of safety sign materials</p>	<p><i>equipment)</i></p> <p>ISO 20712-3:2008, <i>Water safety signs and beach safety flags – Part 3: Guidance for use</i></p> <p>ISO 3864-4:2011, <i>Graphical symbols – Safety colours and safety signs – Part 4: Colorimetric and photometric properties of safety sign materials</i></p> <p>This standard provides manufacturers/suppliers of safety signs, test laboratories and instrument manufacturers with specifications for the colorimetric and photometric properties of safety signs comprising different types of materials.</p>	<p>Systematic review scheduled for mid-2011.</p> <p>New standard published March 2011.</p>
<p>ISO/TC 145/SC 3 Graphical symbols for use on equipment</p> <p>TC 145/SC 3/WG 1 Coordination and registration of graphical symbols for use on equipment</p>	<p>ISO 7000, <i>Graphical symbols for use on equipment – Index and synopsis</i></p> <p>This standard is a catalogue of graphical symbols for use on equipment that have been evaluated and approved by ISO/TC 145/SC 3 for registration and publication. The standard comprises several thousand graphical symbols.</p> <p>Note: ISO 7000 graphical symbols are available on the ISO Concept Database. In addition, ISO 7000 and IEC 60417 form the joint ISO/IEC <i>database for graphical symbols for use on equipment</i>.</p>	<p>The standard is frequently updated with the addition of newly approved graphical symbols developed by ISO and CEN technical committees.</p>
<p>IEC/TC 3/SC 3C Graphical symbols for use on equipment</p>	<p>IEC 60417, <i>Graphical symbols for use on equipment</i></p> <p>This standard is a catalogue of mainly electrotechnology-related graphical symbols for use on equipment that have been evaluated and approved by IEC/SC 3C for registration and publication.</p>	<p>The standard is frequently updated with the addition of newly approved graphical symbols developed mainly by IEC and CENELEC technical committees.</p>

	Note: IEC 60417 and ISO 7000 form the joint ISO/IEC database for graphical symbols for use on equipment.	
ISO/TC 145-IEC/SC 3C JWG 11 Basic principles for the development of graphical symbols	<p>IEC 80416-3:2002 DAmD 1, <i>Basic principles for graphical symbols for use on equipment - Part 3: Guidelines for the application of graphical symbols – Amendment 1</i></p> <p>ISO 80416-4:2003, <i>Basic principles for graphical symbols for use on equipment - Part 4: Guidelines for the adaption of graphical symbols for use on screens and displays (icons)</i></p> <p>Note: the IEC/ISO 80416 joint series consists of four parts and provides design principles for the development of graphical symbols for use on equipment and for their modification for application (including for on-screen use as icons).</p>	<p>Ballot 2nd CD closed October 2010: DAmD 1 unanimously approved.</p> <p>Five year systematic review completed and standard confirmed.</p>

3. What are the key consumer concerns in your priority area?

3.1 Graphical symbols are encountered by consumers in a wide range of every-day settings, including on many products and as water safety signs. Concerns are that:

- the design principles developed by ISO/TC 145 for graphical symbols are consistent and take account of the needs of consumers;
- a technical committee wanting to include graphical symbols in its publications:
 - i) makes use of the relevant design and 'catalogue' standards developed by ISO/TC 145 (e.g. ISO 3864 series, ISO 7000, ISO 7001, ISO 7010, and ISO 20712) and ISO/IEC Guide 74¹;
 - ii) makes contact with the TC 145 secretariat² as soon as a need for graphical symbols is identified; and,
 - iii) accesses and uses guidance documents on the public section of the ISO/TC 145 website (www.iso.org/tc145);
- the procedures set out in the ISO 9186 series are used as widely as possible for testing the effectiveness of graphical symbols;
- the ISO Concept Database requires further development.

¹ISO/IEC Guide 74, *Graphical symbols: Technical guidelines for the consideration of consumers' needs*

²a frequently encountered problem is that technical committees submit graphical symbols to TC 145 for evaluation and registration at a very late stage in the development of their standards - very often at DIS and sometimes even at FDIS. This can cause immense problems which can easily be obviated by early approaches to the TC 145 secretariat.

3.2 IEC safety related graphical symbol

An issue of serious concern for consumers, and ISO/TC 145, is that IEC/SC 3C unilaterally adopted – that is, without formal consultation with ISO/TC 145 - a safety related graphical symbol. This will be used on electrical and electronic products. The symbol definition is:

"Graphical symbol for use on equipment that conveys a message with a relation to personal and/or equipment safety and that is not qualified as a safety sign, e.g. because the related risk is comparatively low.

Note: A safety related graphical symbol may e.g. express a prohibition (Do not ... !) or a warning related to a specific hazard (Caution! ...), however it is not required to use the safety colours and shapes according to ISO 3864-1. It can be standardized in IEC 60417 or ISO 7000."

ISO/TC 145/SC 2 'Safety signs' is very concerned at this development. ISO safety signs are intended to cover **all** levels of personal risk. ISO published standards define safety signs by type - e.g. caution, warning, prohibition, mandatory action - with standardized shape and safety colours specified for each type. Therefore, there is no need for a new symbol dealing with the safety of persons. The deliberate omission of safety colours is to be deprecated. Moreover, it will clearly be impossible to control the use and application of such a symbol once it is published and available for widespread use. If there is a need to alert consumers to a particular safety issue then this should clearly be by the use of a proper safety sign conforming to the ISO specifications.

4. General comments

4.1 COPOLCO leaflet for consumers

COPOLCO has published a leaflet for consumers with the title "*The international language of ISO graphical symbols*". It takes the form of the story of a family going on holiday and the graphical symbols they encounter. In addition to explaining the meaning of various graphical symbols, the leaflet includes a section explaining the colours, shapes, and related safety messages of the different types of safety sign (i.e. warning, prohibition, mandatory action, fire safety)

4.2 ISO Concept Database

Graphical symbols registered in ISO 7001, ISO 7010, ISO 7000 and ISO 20712 (public information symbols, safety signs, graphical symbols for use on equipment and water safety signs respectively) are accessible on ISO's Concept Database (CDB). Although graphical symbols can be viewed and downloaded from the CDB there are concerns that further development is required.

4.3 Liaisons and contacts with other ISO/TCs

ISO/TC 145 has a liaison with ISO/TC 228 'Tourist and related services', and has ensured that ISO/TC 223 'Societal security' is aware of the range of graphical symbols which have been standardized in case they are relevant to the committee's work. Informal contacts are also maintained with other ISO committees as appropriate.

4 Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 145 Graphical symbols	John Perry and Susan Woodhouse, BSI- Consumer and Public Interest Network (CPIN)
ISO/TC 145/SC 1 Public information symbols	Susan Woodhouse
ISO/TC 145/SC 1/WG 5 Public information guidance systems	Susan Woodhouse
ISO/TC 145/SC 2 Graphical symbols - Safety signs	John Perry Susan Woodhouse (water safety signs)
ISO/TC 145/SC 2/WG 1 Safety identification, shapes, symbols and colours	John Perry
ISO/TC 145/SC 2/WG 4 Water safety signs and beach safety flags	Susan Woodhouse
ISO/TC 145/SC 3 Graphical symbols for use on equipment	John Perry Susan Woodhouse
ISO/TC 145/SC 3/WG 1 Coordination and registration of graphical symbols for use on equipment	John Perry
ISO/TC 145/SC 3/WG 2 Index and synopsis (Revision of ISO 7000:2004)	John Perry (WG convener)
IEC/TC 3 Information structures, documentation and graphical symbols	John Perry
IEC/TC 3/SC 3C Graphical symbols for use on equipment	John Perry
ISO/TC 145 – IEC/SC 3C JWG 11 Basic principles for the development and use of graphical symbols [for use on equipment]	John Perry

21. Elderly & persons with disabilities

1. Key person: Ken Sagawa

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC159, Ergonomics	<p>WG2/TR22411 2nd edition <i>Ergonomic data and ergonomic guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities.</i></p> <p>Advisory Group for Accessible Design (AGAD)/ No standards developed in WG</p>	<p>The 2nd version of the TR22411 is under preparation. Useful information to be included in the 2nd version is being collected.</p> <p>Contribution to the WSC workshop on Accessibility (Geneva, November 2010) was managed. Participation of TC159 to the revision task of Guide 71 is being considered.</p>
ISO/TC159 /SC1, Ergonomic Principles	<p>SC1/WG1 New work items of process standards on ergonomic principles is being considered</p>	<p>Ergonomic principles and Accessibility are addressed in the NWIPs to implement the concepts in each of the executives, managers, experts levels of the corporations.</p>
ISO/TC159/SC4, Ergonomics of human system interaction	<p>WG9/ ISO 9241-910 <i>Ergonomics of human-system interaction -- Part 910: Framework for tactile and haptic interaction</i></p> <p>WG9/ISO 9241-920 <i>Ergonomics of human-system interaction -- Part 920: Guidance on tactile and haptic interactions</i></p> <p>WG10/ ISO24503 <i>Ergonomics -- Accessible design --Tactile dots and bars on consumer products</i></p>	<p>FDIS 9241-910 was registered in October 2010, and voting being prepared.</p> <p>ISO 9241-920 was published in March 2009.</p> <p>ISO 24503 was published in January 2011.</p> <p>Another new work item on designing tactile letters and symbols is being prepared.</p>
ISO/TC159/SC5, Ergonomics	WG5/ ISO 28803	DIS28803 was approved, and

of the physical environment	<p><i>Ergonomics of the physical environment -- Application of international standards to people with special requirements</i></p> <p>WG5/ ISO 24500 <i>Ergonomics -- Accessible design -- Auditory signals for consumer products.</i></p> <p>WG5/ ISO 24501 <i>Ergonomics -- Accessible design -- Sound pressure levels of auditory signals for consumer products.</i></p> <p>WG5/ ISO24502 <i>Ergonomics -- Accessible design -- Specification of age-related luminance contrast for coloured light</i></p>	<p>FDIS is being prepared.</p> <p>ISO 24500 was published in September 2010.</p> <p>ISO 24501 was published in December 2010.</p> <p>ISO 24502 was published in December 2010.</p>
ISO/TC 173, Assistive products for persons with disability	WG 7/ ISO 23599 <i>Assistive products for blind and vision impaired persons -- Tactile walking surface indicators</i>	Voting on DIS 23599 is closed in March 2011.
ISO/TC173/SC7 (new)	<p>NWIP <i>Standardization of principles relating braille signage for guides of public facilities and operation instructions of consumer products</i></p> <p>NWIP <i>Accessible Design — Consideration and assistive products for accessible meeting</i></p>	A new SC was established in 2010 for accessible design in the field of assistive products, and 2 NWIs were proposed and now in voting for approval.
ISO/TC 59 / SC 16 Accessibility and usability of the built environment	WG1/DIS21542 <i>Building construction -- Accessibility and usability of the built environment</i>	DIS 21542 was approved and FDIS 21542 voting is being prepared.
ISO/TC122, Packaging	<p>WG9/ ISO 11156 <i>Packaging -- Accessible design -- General requirements</i></p> <p>NWIP <i>Packaging - Accessible Design - Ease of Opening</i></p>	<p>DIS 11156 was approved and FDIS 11156 is being prepared for voting.</p> <p>Two new work items (ease of opening and Braille on medicinal packages) are being prepared.</p>

	NWIP <i>Packaging - Braille on packaging for medicinal products</i>	
ISO/IEC JTC 1, Information Technology	<p>SWG-A ISO/IEC TR 29138-1 <i>Information technology -- Accessibility considerations for people with disabilities -- Part 1: User needs summary</i></p> <p>ISO/IEC TR 29138-2 <i>Information technology -- Accessibility considerations for people with disabilities -- Part 2: Standards inventory</i></p> <p>ISO/IEC TR 29138-3 <i>Information technology -- Accessibility considerations for people with disabilities -- Part 3: Guidance on user needs mapping</i></p>	ISO/IEC TR29138 Part 1 to Part 3 were published.
ISO/IEC JTC 1 / SC 35, Information Technology	<p>WG 6/ ISO/IEC FCD 24756 <i>Information technology -- Framework for specifying a common access profile (CAP) of needs and capabilities of users, systems, and their environments.</i></p> <p>WG6/ ISO/IEC FCD24786 <i>Information technology -- User interfaces -- Accessible user interface for accessibility settings</i></p> <p>WG6/ ISO/IEC CD 29136 <i>Information Technology - User Interfaces - Accessibility functions for personal computers.</i></p>	<p>ISO/IEC 24756 was published in 2009.</p> <p>ISO/IEC 24786 was published in 2009.</p> <p>ISO/IEC DIS 29136 is in voting for the DIS approval.</p>
IEC/TC59 Performance of household and similar electrical appliances	WG11 <i>Draft Guidance Document for the application of ISO/TR 22411 to IEC 60442, Electric toasters for household and similar use – Methods for evaluation of accessibility</i>	Guidelines for the application of Guide 71 and TR22411 to household appliances is being developed as a case study of toaster.

CEN/CENELEC/ETSI	Joint working group; Technical report	Technical Reports on testing, specification used and guideline for award criteria and conformity assessment One of the working groups in Design for all proposed the revision of ISO/IEC Guide 71 to COPOLCO.
ETSI/STF 416	ETSI TR 102 612 <i>DEN/HF-00125 European accessibility requirements for public procurement of ICT products and services</i> <i>DTR/HF-00126 Documents relevant to European accessibility requirements for public procurement of products and services</i> <i>DTR/HF-00131 Guidelines on accessibility award criteria for ICT products and services</i> <i>The TR will give guidance to procurers on the award criteria relevant to each area of user needs in the procurement of ICT products and services</i>	The TR 102612 was published. ESTI started the 2nd phase of the work related European Mandate 376 under STF416. CEN Standards and Technical reports are being discussed.

3. What are the key consumer concerns in your priority area?

Older persons and persons with disabilities have various types of difficulties in using daily consumer products due to their limitation of human abilities, i.e. hard of opening of packaging, hard to see public signs, etc. Those problems could be solved by means of standards that take into account the needs of older persons and persons with disabilities.

This concept was addressed in ISO/IEC Guide 71 the work of which was initiated by COPOLCO. Consumers are keen about the progress on how this guide is being implemented in every product and how the consumer voices are reflected to the design of everyday products.

There was a request to TMB through COPOLCO from CEN and ANEC for the revision of ISO/IEC Guide 71 which has existed for 10 years since its publication. TBM decided to revise the guide and started to form a group for the revision task under the TMB. A call for membership is about to announce to national bodies and relevant parties such as disability organizations.

In November 2010, a workshop on accessibility organized by World Standards Cooperation (WSC) in conjunction with the event of the World Standards Day was held in Geneva. Discussion and information exchanges and discussions were held in three groups, everyday products, buildings, and e-accessibility. A request was sent to ISO to organize a strategy development group to harmonize the accessibility related works in ISO and other relevant parties.

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
TC159	WG2/ISOTR22411	A member is nominated from the BSI consumer group.
TC159	AGAD	A delegate from World Blind Union (WBU) participates the group meetings.
CEN	BT WG	ANEC is one of the memberships and leading the group.