



## UNCONFIRMED MINUTES OF THE 39<sup>TH</sup> PLENARY OF COPOLCO Kuala Lumpur, Malaysia, 18 May 2017

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<b>Chair:</b>	Ms. Ratna Devi Nadarajan (COPOLCO Chair; DSM, Malaysia)
<b>Participants:</b>	There were ca. 100 participants, both members and observers
<b>ISO Central Secretariat:</b>	Mr. Sean MacCurtain, Director of Conformity Assessment and Consumer Matters (CACM) Ms. Dana Kissinger, Secretary of COPOLCO Ms. Anna Koroleva, Project Coordinator, CASCO

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### AGENDA ITEM 1                      Introductory Remarks

Ratna Devi Nadarajan opened the meeting, referring to the agenda [N304](#), and welcomed all participants.

Dr Shaw Voon Wang, Director-General of the Malaysian Institute of Road Safety Research (MIROS), welcomed delegates, highlighting the importance of COPOLCO for ISO to protect consumer health and safety, and improve standards. He emphasized that ISO 39001, *Road traffic safety management systems*, is important and brings many benefits.

ISO is an excellent platform. Implementing ISO standards is key for relevance – conformity assessment is hence important.

Dr Voon Wang concluded by urging delegates to grab opportunities from recent progress to improve the system further. He asked “What do you want to take back from Kuala Lumpur? How can we make standards more relevant to consumers? How can we get the message across about standards consumers really need?” Consumers have an important role to play that must be reinforced.

### AGENDA ITEM 2                      Adoption of the Agenda

[N304](#) was adopted without changes.

### **AGENDA ITEM 3                      Key developments across ISO**

ISO President-elect, John Walter (SCC – Canada) presented changes in ISO; and how COPOLCO can take a greater part in ISO going further; at [N326](#).

He thanked the organizers for the exceptional media coverage: the opening by the Minister of Science Technology and Innovation, the TV and radio interviews – all a great opportunity to highlight what ISO and COPOLCO are doing. Mr Walter recommended, having spent the last days talking about local road safety, that it is important to link this to, and tackle this at, the international level.

The question is how to enhance the role of policy committees in ISO? COPOLCO is a valuable source for new ideas in ISO.

COPOLCO has a strong role to play in enhancing road safety, and many other areas such as vulnerable consumers and services, have a common theme.

COPOLCO has gained a significant reputation in Council.

Then, Mr Walter discussed the regional engagement strategy: ISO needs to assess how to best support ASEAN's regional organizations. This has to be driven by people in this region, as they know exactly what they need.

- Services are a significant percentage of GDP. A successful workshop in Vancouver, Canada, in April 2017 on *Growing the services industry with ISO standards*, has just addressed the gaps and opportunities, the current challenges and solutions standards can offer. The next step, to be decided by Council, is how to drive this process forward.
- The Smart Cities Forum, organized in November 2017 in Barcelona, Spain, has a huge impact on consumers, and is the theme for the next World Standards Day on 14 October 2017.
- Stronger cooperation between ISO and IEC is necessary, the opportunity to work more closely together is important for consumers, so we do not duplicate what we do, especially in the area of Information and Communications Technology, there are great opportunities to collaborate.

ISO had gone through changes. John Walter looks forward to working with the new Secretary General, Mr Sergio Mujica, who comes from a developing country, Chile. He will start in July 2017.

On nominations of COPOLCO Chairs, there have been some innovations in the governance processes to be discussed at the 2017 General Assembly. Council is to have a more prominent role, and will meet three times in different countries around the world. Council aims to be more open and aware of the needs of COPOLCO and other policy committees.

A new committee, the Nominations Review Committee, has President's Committee members and members from Council (France, Ecuador and Singapore), they will meet for the first time in June 2017.

Mr Walter concluded by praising the new team at ISO engaged with the staff to build the base and move the organization further, with a new dynamic, to deliver what ISO members need.

The plenary passed a resolution thanking Mr Walter for his speech:

## **COPOLCO Resolution 1/2017**

COPOLCO

Thanks the ISO President-elect, John Walter, for his presentation.

### **AGENDA ITEM 4                      Tabling of the minutes of the 38<sup>th</sup> COPOLCO meeting held in Geneva on 18 June 2016**

The minutes at [N236](#) were accepted with a small request from Singapore: to correct the spelling of Seah Seng Choon's name in the attendance list.

### **AGENDA ITEM 5                      Chair's and Secretary's reports on items not otherwise covered in the agenda**

The Chair and Secretary presented [N276](#).

#### **Actions**

Sadie Homer (BSI – UK) requested an opportunity for a presentation to be made about COPOLCO's work with the ISO Academy at the regional engagement workshop during ISO's next General Assembly on 20-22 September 2017 in Berlin, Germany.

## **COPOLCO Resolution 2/2017**

COPOLCO

approves the Chair's and Secretary's report (COPOLCO N276).

## **New work items and issues – general matters**

### **AGENDA ITEM 6                      Raising the profile of consumer interests in the ISO system (awareness and capacity building)**

The Chair and Secretary presented [N277](#).

### **AGENDA ITEM 7                      Strategy implementation for ISO/COPOLCO**

The COPOLCO Chair presented [N278](#).

#### **Actions**

- [N277](#) has a long list of items, the intent is to identify specific items each year the Chair's Group can work on.

The plenary passed the following resolution:

### **COPOLCO Resolution 3/2017**

*Visibility of COPOLCO within the ISO system, ISO Strategy implementation*

COPOLCO

approves the proposals in COPOLCO N277/2017 and N278/2017,

invites the COPOLCO Chair's group to develop and report back on actions at the 2018 Plenary meeting.

## **AGENDA ITEM 8                      2017 workshop – Results and follow-up actions**

Ratna Devi Nadarajan reviewed [N 279](#).

Suzanna Ersoy (SCC – Canada) reported outcomes of the road safety workshop at Annex 1.

Experts expressed concerns ISO needs to address: law enforcement, drivers' education and raising awareness are important issues in making our roads safer.

Standards implementation is crucial for policy makers at national and international level; an action plan should be put in place, with clear strategies and a connection with global initiatives to share best practices, experiences and tools (specifically databases). Support from the United Nations is needed.

The workshop discussed solutions:

- involve regulators, enhance national dialogue with National Standards Bodies (NSBs)
- promote strategies by government
- enhance cooperation at all levels, use new technologies to involve developing countries

The main takeaways:

- develop a handbook (toolkit) using workshop outcomes, and share it with all engaged stakeholders
- consider human, vehicle and road
- ISO should investigate the status of national adoptions of ISO 39001, *Road traffic safety (RTS) management systems – Requirements with guidance for use*, to make sure countries are implementing this useful tool. This can wait for the systematic review soon; one of the questions is on national adoption
- COPOLCO is to raise awareness about road safety concerns, issues and solutions brought up at the meeting
- see what is being done already and build on that
- support national level capacity building

Sadie Homer (BSI – United Kingdom) praised the capacity-building workshop: outputs should be shared further. Part of COPOLCO's remit is to raise awareness, through sending messages to Council to encourage asking NSBs to look at tools ISO already offers, to encourage them to reach out to regulators and policy makers. We need to alert them to the tools that are out there that they can use to reduce the bad statistics.

She recommended asking ISO Academy if they can reach out to NSBs in the ASEAN region noting the impact of car crashes here, and to offer some capacity building opportunities; make them aware of the

capacity-building workshop. Dana Kissinger recommended these documents should go to DEVCO first, asking them if they can join this activity.

Takashi Nakakuki (JISC – Japan) underlined one of the messages from the workshop is to increase consumer participation in committees at national and international level. This can be taken up by the Key areas group, to encourage COPOLCO members to strengthen consumer representation at national and international level, open the door, so relevant TCs in road safety welcome consumer reps. COPOLCO members need to think about it, as it has to go through them. One of the key areas is road safety.

Eunsook Moon (KATS – Korea) – COPOLCO has done some work in road safety already, PC 303 *Guidelines on consumer guarantees and warranties*, does not have strong support from members, and it is necessary to encourage them to participate better. Also consider the IWA on sharing economies; vehicle co-sharing is getting very popular, yet has safety issues and work needs to be done on this. Also ISO 26000, *Social Responsibility*, is working now on an IWA 26, *Using ISO 26000 guidance on social responsibility in management systems*, we should start regional and national campaigns.

The Chair of PC 303, Dr Rahmah Ismael, added her concerns about the difficult start to work and urged members to nominate experts to participate in the work, as the resulting standard would be beneficial for consumer confidence.

Seah Seng Choon (SPRING – Singapore) stated that sharing best practices should be encouraged – online or in other ways, instead of starting everything from scratch.

Antonino Serra Cambaceres (CI) said CI had a project on road safety, which its members are now promoting around the world. CI can provide a list of consumer associations working on this to share practices and get in contact to see how they can better interact with NSBs.

In response to a question on how the workshop outcomes will be taken forward, the COPOLCO Secretary said that the inputs will be put together, with ideas from the capacity-building workshop. She would share some ideas at the break, and submit them to the participants for comments.

Professor Wong is working on the development of ISO 39002, *Good practices for implementing commuting safety management*, and encouraged COPOLCO to be part of this revision. He added that the UN Decade of Action is ongoing, and that the UN Sustainable Development Goals for 2020 have been revised. He encouraged COPOLCO to look at this document.

Peter Hartzell, Secretary of ISO/TC 241, *Road traffic safety management systems*, praised these actions, and indicated that TC 241 is happy to coordinate with DEVCO and ISO Academy on a capacity-building workshop on road traffic safety.

John Walter, ISO President-elect asked where these actions fit into the whole ISO strategy and how this would be done. Where does this fit needs to be discussed.

Ms Nadarajan agreed we need to come up with concrete steps, and prioritize the work by splitting responsibility among COPOLCO working groups and coordinating with active international agencies.

Sean MacCurtain (Director, ISO Consumer and Conformity Assessment Matters) suggested this prioritization to be done in the Chair's Group, which should come up with a list of concrete actions and work plan. He suggested to make a recommendation from the plenary that this work goes to the Chair's Group, to analyse how these actions link to ISO Strategy and COPOLCO implementation, prioritize them, and report back to the members.

**Action:** The COPOLCO Chair and Secretary are to refine the recommendations, then ask the Chair's Group to pick up specific deliverables with a workplan to deliver on.

The plenary passed the following resolution:

**COPOLCO Resolution 5/2017**  
*Workshop, Road safety by design*

COPOLCO

thanks the speakers, panelists, and facilitators for their contributions; and the sponsors and partners for their support to the workshop, *Road safety by design*,

notes the ideas and outcomes proposed,

decides on four main areas of action:

- **Assessing the current road traffic safety challenges**

asks the ISO Central Secretariat to perform a simple survey of use during the next systematic review of ISO 39001, *Road traffic safety management systems – Requirements with guidance for use*, and selected other standards related to road traffic safety, to develop a matrix of ISO members having adopted these standards; and,

requests the COPOLCO Secretary to circulate the results to COPOLCO members for further action.

- **Improving implementation**

urges its members to promote use and implementation of ISO standards related to road traffic safety.

- **Enhancing information sharing for awareness-raising**

requests the COPOLCO Secretary to consult COPOLCO members for nominations of an expert to investigate issues raised at the workshop and develop a report to inform road safety authorities, technical committees and other technical groups,

invites members to share material and best practices from workshops and other road traffic safety-related work on a website or repository for the ISO standards community, road traffic safety professionals, academics, consumer organizations and other stakeholders,

further invites the COPOLCO Chair to investigate links with international databases on road crashes.

- **Outreach efforts**

invites the ISO Academy to consider further capacity-building activities for developing country ISO members in the area of road traffic safety,

encourages COPOLCO members to promote consumer participation in technical committees,

requests the COPOLCO Chair to establish contact with international organizations and agencies that are active in road traffic safety in order to establish durable collaborative partnerships to improve road safety outcomes.

## New work items and issues – working groups

### AGENDA ITEM 9 Working group on services standardization

Liu Chengyang (SAC – China) referred to [N280](#), for the decisions and report of the working group, and then discussed [N281](#) on the recommendations for future actions and revision of ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues*.

She gave a presentation, [N325](#).

Takashi Nakakuki (JISC – Japan) added a service standard JISC want to propose to ISO, on refrigerated parcel delivery services.

On *Recommendation 3*, Michaela Miller (ANSI – USA) asked about the ad hoc group mentioned in WG 18; their suggestion was to have a task group to do this, and a need to determine what the task force will come up with? Bill Dee (SA – Australia) clarified that this should wait as the task group will report to the next plenary.

Suzanna Ersoy (SCC – Canada) agreed the publication of Guide 76 is good. But the group should also consider the ways of using the Guide and to make sure it is relevant. There are lots of guides.

Imola Ferro (NEN – Netherlands) reported that the task group issue was discussed at the working group meeting and Global marketplace group. It was agreed that to avoid excessive overlapping, the right place to deal with will be the Global marketplace group.

Michaela Miller (ANSI – USA) suggested that if the target is SMEs, a handbook is more appropriate, as a guide for the use of standards writers.

Discussion ensued on use and promotion of ISO/IEC Guides. Ms Ersoy recommends to clarify in the resolutions what the expectations from COPOLCO members are, what concrete actions they can take, as lots of actions are put on the ISO Central Secretariat.

Karin Both (DIN – Germany), asked why COPOLCO should write a handbook for SMEs? Dr Liu, supported by Rémi Reuss (AFNOR – France), clarified that it was because the service providers are small SMEs that largely impact consumers. Imola Ferro (NEN – Netherlands) added that the decision from the discussions at the WG was to investigate what exists already and how it is received and used by SMEs, before developing anything else.

Sean MacCurtain stressed the need to coordinate with the ISO TMB, since it is doing lots of work on services and SMEs. The work has to fit into the whole ISO strategy.

The plenary passed the following resolution:

#### **COPOLCO Resolution 4/2017**

##### *Standardization of services*

#### COPOLCO

notes WG 18's recommendations for COPOLCO's consideration,

expresses its appreciation for the working group's proposals on service standardization,

requests WG 18 members to await the outcome of ISO's deliberations on services standardization before proceeding further in developing its recommendations,

invites COPOLCO members to respond to the consultation on ISO/IEC CD Guide 76, *Development of service standards – Recommendations for addressing consumer issues*, before 24 June 2017.

## **AGENDA ITEM 10                      Key areas working group**

Takashi Nakakuki (JISC – Japan) drew attention to the working document [N282](#). He then gave a presentation [N324](#) with the group's main decisions and resolutions.

New potential key areas are aging societies, sharing economy, the IWA on social responsibility in management systems, and fine bubble technology.

### **Aging societies**

Damian Fisher (SA – Australia) drew COPOLCO's attention to recommendations for aging societies emerging from the ISO Strategic Group and Technical Management Board, as well as work by APEC.

### **Fine bubble technology**

Damian Fisher (SA – Australia) reported. More consumer participation is welcomed in this area, COPOLCO should invite NSBs to get involved, and ask JISC for more details on the work programme. This is an emerging area of standardization, important to consumers, so really worth getting involved. There are industrial, environmental and safety implications, a big consumer element in this.

### **The categorization and management of key areas**

Eunsook Moon (KATS – Korea) had a process question on how to categorize and prioritize key areas, there was a full list with emerging priorities and watching briefs. She recommended having a prioritization system to improve monitoring of these areas. Mr Nakakuki noted this will be considered in restructuring the layout of the overview that will be presented at the group's next meeting in November 2017.

Suzanna Ersoy (SCC – Canada) reported the group agreed not to "delete" key areas as they always stay important areas, but need better prioritization. She asked that this be kept in the resolution. The group needs to reflect on what is meant by a "key area" since most standards have a consumer element. Better criteria should be created to define what has to be included and why.

Sadie Homer (BSI – UK) praised the key areas reports as a useful toolbox for consumer organizations: they know who to contact for a particular area they have an interest in, so BSI is not in favour of taking addressed areas away from the list. Sweden shared this position. Furthermore, consumer reps work on areas for a long time, and these sometimes return. We should reflect the key areas relevant for consumer groups around the world, and focus on these. COPOLCO should help bring consumer representation into areas of great importance to consumers and highlight these to the national level to have consumer reps involved in these areas. It's not up to COPOLCO to decide what these key areas are, it is the work of consumer organizations around the world.

### **Action item:**

For consideration for the next meeting item: refine the Handbook criteria and definition of the key areas – more clarity is needed.

Mr Nakakuki agreed consumers need to better understand why areas are chosen as key, for consumer engagement, they need to understand what matters, and how they can be impacted by a standard.

John Furbank (SA – Australia) felt an archiving system is necessary, either in the *Consumer standards* list or another "waiting list".

The plenary passed the following resolutions:

**COPOLCO Resolution 6/2017**

*Key areas for consumers (1) – Appointment of co-convenor*

COPOLCO

thanks Mr John Furbank for his willingness to take responsibility as co-convenor of COPOLCO WG2, *Key areas for consumers*,

appoints Mr Furbank as co-convenor of this working group.

**COPOLCO Resolution 7/2017**

*Key areas for consumers (2) – vulnerable consumers*

COPOLCO

notes the result of the New Work Item Proposal vote on *Guideline for inclusive services: identifying and responding to consumers in vulnerable situations*.

approves “vulnerable consumers” as a new key area, with Ms Tessa Russell (BSI – UK) as possible key person.

**COPOLCO Resolution 8/2017**

*Key areas for consumers (3)*

COPOLCO

approves reviewing the status of key areas and revising the handbook and the template accordingly,

further approves the following key areas decisions:

- *Customer contact centres* : ISO/FDIS 18295-1 and ISO/FDIS 18295-2, and *E-commerce* : ISO 10008:2013 to be transferred to the *List of consumer standards*,
- *Contact lens care products* to be transferred to the *List of key areas* in an annex (e.g. as “Pending Items”),
- *Mechanical contraceptives*, *Cosmetics-sun protection* and *Food safety* to be retained as key areas with the expectation of finding key persons soon;

notes the concern that the completion of standards does not mean that the consumer issue has been definitively addressed, and that consumer issues recur in those areas through technological change and other reasons,

requests the key areas group to revisit the criteria for determining key areas.

**COPOLCO Resolution 9/2017**

*Key areas for consumers (4)*

COPOLCO

highly appreciates the key persons’ efforts on behalf of the working group,

approves the *Standards for consumers – Update*, *Project overview*, and *List of consumer standards* to be updated and uploaded to iso.org.

further supports restructuring the *Project overview*; and,

notes the working group’s further work.

**COPOLCO Resolution 10/2017**

*Key areas for consumers (5) – consumer participation in relevant TCs*

COPOLCO

supports actions undertaken by the working group towards consumer-relevant TC/SCs to ensure adequate consumer input in areas of consumer interest,

appreciates the positive responses from some of the TC/SCs;

encourages COPOLCO members to promote consumer representatives' involvement at the international and/or national level in key areas standards' development, especially in the field of *Robotics* (ISO/TC 299), *Safety of machinery* (ISO/TC 199), *Additive manufacturing (3D printing)* (ISO/TC 261), *Electronic cigarettes, vape and vapor products* (ISO/TC 126), *Furniture* (ISO/TC 136), *Healthcare administration* (ISO/TC 304), *Intelligent transport systems* (ISO/TC 204) and *Traffic safety management systems* (ISO/TC 241).

notes the necessity of improving the effectiveness and relevance of consumer participation.

**COPOLCO Resolution 11/2017**

*Key areas for consumers (6) – TC training in consumer matters*

COPOLCO

supports drawing TC/SC chairs' and secretariats' attention to the importance of consumers' involvement in standard setting,

encourages the working group to liaise with the COPOLCO Participation and training group to reflect this suggestion into relevant ISO training programmes.

**AGENDA ITEM 11                      Consumer protection in the global marketplace working group**

Bill Dee (SA – Australia) presented the report [N283](#) and gave a presentation [N323](#).

**Consumer vulnerability** – the NWIP was approved on 14 May 2017, and BSI – UK have accepted to provide the Secretariat. Good consumer participation will be important to have on the new committee.

**Digital legacies** – Internet providers give consumers concerns over what happens with the online profiles, when people die, for example. Online services providers should improve their practices; a discussion paper would be a good start as this is a global consumer issue. A resolution was made to this effect.

BSI wanted the following to be minuted, in addition to the resolution:

- The NWIP should be sent, after incorporating any comments received by 30 May 2017, to the TMB for its review and comments.

The plenary passed the following resolutions:

**COPOLCO Resolution 12/2017**

*Global marketplace working group (1) – privacy*

COPOLCO

approves the report appearing at COPOLCO N283/2017,

invites COPOLCO members to provide comments on the NWIP (Annex 1) and the attached draft standard outline (Annex 2) by 30 May 2017 to expedite its submission to the ISO Technical Management Board.

**COPOLCO Resolution 13/2017**

*Global marketplace working group (2) – sharing economy*

COPOLCO

congratulates and thanks Standards Council of Canada and the Canadian Standards Association for hosting the development of an IWA on the sharing economy.

**COPOLCO Resolution 14/2017**

*Global marketplace working group (3) – sharing economy (2)*

COPOLCO

notes the development of an IWA on the sharing economy,

invites COPOLCO members to review the IWA and submit additional comments to a dedicated task group (as below),

decides to establish a task group to:

- identify consumer detriments, challenges and priorities in the sharing economy contained in the IWA and other sources
- identify national and international methodologies in various countries in addressing some of the above detriments, challenges and priorities
- develop insights which can assist in the development of future work on this topic to ensure the inclusion of consumer priorities in the scope
- report on these issues in time for discussion at the 2018 Plenary
- liaise with relevant COPOLCO working groups

requests the Secretary to correspond with the members to identify volunteers for this group.

**COPOLCO Resolution 15/2017**

*Global marketplace working group (4) – vulnerable consumers*

COPOLCO

notes the results of the vote on the New Work Item Proposal,

encourages COPOLCO members and other NSBs to participate in the drafting committee.

**COPOLCO Resolution 16/2017**

*Global marketplace working group (5) – mobile banking and energy services*

COPOLCO

- notes the publication of ISO 12812, *Core banking – mobile banking* (all five parts), and the imminent publication of ISO 50007, *Assessment and improvement of energy services to users*,
- thanks CI for its involvement,
- encourages COPOLCO members to promote the adoption of these standards in their jurisdiction.

### **COPOLCO Resolution 17/2017**

*Global marketplace working group (6) – Consumer product warranties*  
COPOLCO

notes the work undertaken by ISO/PC 303, *Guidelines on consumer warranties and guarantees*,

urges COPOLCO members to coordinate the nomination of experts to participate actively in the development of this standard.

### **COPOLCO Resolution 18/2017**

*Global marketplace working group (7) – Digital legacies*  
COPOLCO

tasks the Global marketplace working group with preparing a discussion paper on digital legacies for presentation at the 2018 Plenary.

## **AGENDA ITEM 12                  Product safety working group**

### **Risk assessment of consumer product safety**

Co-convenors Karin Both (DIN – Germany) and Eunsook Moon (KATS – Korea) presented their report [N284](#) in their presentation [N317](#).

They reported outcomes of the task group fringe meeting:

China presented its proposed standard for consumer goods, with intense discussions on how to take this forward: through a NWIP to be launched by COPOLCO; to review standards that deal with the same topic? None of these seemed satisfactory, the group decided that it would be quicker and more efficient to contact China to submit the NWIP with input by COPOLCO.

The task group can be dissolved.

China's representative confirmed it is interested to do so and welcomed COPOLCO members' support on this.

### **Choking hazards**

At its last meeting in November 2016, the group decided to put in place a new PC to develop a horizontal International Standard on choking hazards.

### **Liquitabs/washing pods**

The group checked existing EU and ASTM regulation, which are similar. ISO TC 91, *Surface Active Agents*, said this was out of its scope. So the group decided to develop an NWIP based on the two documents mentioned, and to send it to TC 91.

### **Accident investigation**

JISC – Japan want to launch an NWIP for a new standard. An ad-hoc group formed with representatives from Japan and Malaysia will work on this.

### **Trampoline parks**

SA – Australia suggested this issue, and welcomes information from members on whether this is a topic in their countries. SA want to develop something and will share information.

### **Nappy sacks**

Bags without breathing holes suffocate children. The group tried to determine if this was a global problem or not, and will await the result of national work in the United Kingdom by a multi-stakeholder group working on a code of conduct. Once this is ready, it will be distributed to the group and it will decide whether to continue work or not.

The co-convenors called for any new issues from the plenary. None had been submitted at the fringe meeting.

### **New product safety issues**

#### **Table saws**

Michaela Miller (ANSI – USA) informed that the US Consumer Product Safety Commission raised the risks of using table saws, and will perform a performance standard. The Commission will vote a proposal, once the notice is published, the US rep will circulate it to COPOLCO for information.

#### **Personal mobility devices**

SPRING – Singapore reported these have security issues. Without standards, these can endanger users, circulating too fast, inattentively. It affects road safety as well. A new standard is needed and SPRING will submit a proposal for the working group's consideration.

The plenary passed the following resolutions:

#### **COPOLCO Resolution 19/2017**

*Product safety working group (1) – choking hazards*

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N284 and its proposed work projects,

invites the PSWG to develop a New Work Item Proposal on liquidabs,

further invites the PSWG to develop a second NWIP on choking hazards of small component parts based on CEN/TR 13387-3, the Australian Handbook, *Product Safety Framework* part 3.25 and ISO 8124-1, *Safety of toys*, to be developed by an ad hoc group, taking into account comments made during the PSWG meeting.

supports the proposal to set up an ad hoc group with the aim to write a New Work Item Proposal on "Accident Investigation" based on the Japanese proposal and taking into account the comments made during the PSWG meeting,

recognizes the importance of other safety issues presented in COPOLCO N284, and

asks the group to submit a progress report for members' consideration at the 2018 COPOLCO Plenary.

#### **COPOLCO Resolution 20/2017**

*Product safety working group (2) – Risk management of consumer product safety*

COPOLCO

recalls that the Product safety WG task group (ISO/COPOLCO/TG 4) was tasked with discussing the proposal on risk assessment of consumer product safety (COPOLCO Resolution 18/2016),

suggests that the most efficient way forward would be for SAC (China) to submit a New Work Item Proposal with an attached draft standard to the ISO Technical Management Board,

decides to disband ISO/COPOLCO TG4.

## **AGENDA ITEM 13            Consumer participation and training group**

Sadie Homer (BSI – UK) and Guillermo Zucal (IRAM – Argentina) presented the report [N 285](#). They gave presentation [N 322](#).

**Funding task group:** after their fringe meeting they had another session in a small group, which decided for a new funding strategy to find new sources of funding. They decided to prepare a new strategy explaining why it is important to have consumer representation. This document will help in knocking on potential donor doors, such as UNIDO, ISO, and others.

**ISO's Action plan for developing countries:** was discussed. Academy can support representatives but has to work with NSBs to get these sponsorships.

**Collaboration with other organizations:** enhance this with ASEAN, UNCTAD, WTO.

**Succession planning:** nothing new.

**Distance learning module:** since not everyone knows this, it is an excellent tool that should go on ISO's homepage. It needs updating. COPOLCO members will be asked for comments, on how to update and improve this useful tool.

**Regional/national training workshops:** were run in cooperation with ISO Academy in Vienna. They had a succesful capacity building workshop during the plenary week, for which the sponsors SIDA; ANEC, United Kingdom and India were thanked. Experts and organizers were thanked for their contributions.

SCC – Canada requested the outcomes of the training be shared, since many members run similar events, sharing resources would be useful.

The COPOLCO Secretary, Dana Kissinger, confirmed these resources will be posted on the ISO website. She also asked about having a module for consumers incorporated in the ISO training for Secretaries and Chairs, which is an action to keep in mind.

SA – Australia recommended that COPOLCO reaches out to DEVCO more formally, to try to reach out to these organizations in a joint effort.

The plenary passed the following resolutions:

### **COPOLCO Resolution 21/2017**

*Consumer participation and training group (1) – ISO guidance on stakeholder participation*

COPOLCO

notes the importance of stakeholder participation in the ISO process and in its developing country training activities, including the opportunity to seek support for sponsored experts to attend ISO technical work,

requests COPOLCO members to raise awareness of ISO guidance and related materials on stakeholder engagement within their NSBs,

further requests COPOLCO members from developing countries to explore opportunities for consumer representatives in their technical work to participate in ISO technical work, through sponsorships made available through the ISO Academy.

**COPOLCO Resolution 22/2017**

*Consumer participation and training group (2)*

COPOLCO

highlights the discussions within the Consumer participation and training group of the benefits and opportunities that closer co-operation with UNCTAD could bring to developing country capacity-building through standards, asks the ISO/COPOLCO Chair, with the support of Consumers International, to explore opportunities to engage with UNCTAD.

**COPOLCO Resolution 23/2017**

*Consumer participation and training group (3)*

COPOLCO

welcomes the CEN/CENELEC initiative to develop e-learning material for societal stakeholders, based on the ISO/COPOLCO distance learning module, *Consumers and Standards – partnership for a better world* notes that the ISO/COPOLCO material was published in 2009 and updated in 2013, further notes that CEN/CENELEC will reference and link to the ISO/COPOLCO module, supports the consumer participation and training group's recommendation to update the content of the material in parallel with the European work.

**AGENDA ITEM 14                      Revision of ISO/IEC Guide 14**

The COPOLCO Secretary drew attention to [N286](#).

ANSI – USA suggested a resolution to note the progress of the guide and transform it into an International Standard.

The plenary passed the following resolution:

**COPOLCO Resolution 24/2017**

*Revision of ISO/IEC Guide 14*

COPOLCO

notes the progress of ISO/IEC Guide 14, *Product information for consumers*, recalls the Global marketplace working group's recommendation to convert ISO/IEC Guide 14 into an International Standard (COPOLCO Resolution 17/2016),

invites a willing ISO NSB to develop a New Work Item Proposal and nominate a project leader for this task upon publication of ISO/IEC Guide 14, pending support to launch a ballot to ISO members on Guide 14's conversion, and its subsequent approval.

**AGENDA ITEM 15                      Revision of ISO/IEC Guide 41**

Sandra Herrera (ICONTEC – Colombia) summarized and provided an update to the report [N287](#).

Her presentation is at [N321](#).

The group discussed around 100 comments on the Committee Draft and formulated proposals to be discussed at its next meeting in July 2017, along with the way forward.

She noted the main changes in the revision:

- Expanded scope to include secondary and tertiary packaging, and other aspects such as labelling information and distribution channels
- Additional provisions on safety and sustainability of packaging, to address needs of vulnerable consumers
- Reference to ISO 18601, *Packaging and the environment – General requirements for the use of ISO standards in the field of packaging and the environment*; and related documents on packaging and the environment
- Additional guidance for suitability for intended purpose
- Integration of the iterative process of risk assessment and risk reduction using the approach of ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards*
- Updated references to other ISO/IEC Guides on product information for consumers, instructions for use of consumer products, child safety, safety aspects in standards and accessibility
- Addition of clauses on presentation of information, recognisability and uniformity, and legibility of text

## **AGENDA ITEM 16      Reports from liaison organizations and regional initiatives**

### **AGENDA ITEM 16.1      International Electrotechnical Commission**

The report by Joyce Bleeker is at [N288](#).

Sadie Homer (BSI – UK) noted IEC work interacts with lots of areas COPOLCO is interested in. COPOLCO should keep welcoming active IEC participation, and inform them of COPOLCO work and consumers' recognition of their work.

### **AGENDA ITEM 16.2      Activities of Consumers International with respect to Standardization**

Antonino Serra presented an update to the report [N289](#).

The CI fringe meeting was productive, with members very engaged and enthusiastic about COPOLCO. CI is changing its logo after more than 25 years. Digitization affects consumers a lot, and is a priority for CI. This year's World Consumer Day addressed the theme, *Building a digital world consumers can trust*. CI is calling upon the United Nations to declare March 15 as World Consumer Rights Day. He also mentioned the G20 summit run jointly with the G20 Presidency in Berlin on 15 March as a landmark occasion.

Mr Serra thanked Sadie Homer for all her hard work for standards and consumers.

### **AGENDA ITEM 16.3      Recent activities of the Organisation for Economic Co-operation and Development (OECD) – Committee on Consumer Policy (CCP)**

Melanie Raymond drew attention to the reports [N290](#), [N301](#), and gave her presentation [N320](#).

The OECD Ministerial meeting in June 2016 was also on the digital economy. Two reports are publicly available and can be used in respective countries:

- Updated *Consumer Protection in E-Commerce* recommendation
- Report “*Protecting Consumers in Peer Platform Markets: Exploring the Issues*”

Following the Ministerial, the CPP has held round tables on how to implement e-commerce recommendations:

- Unfair contract terms
- Alternative dispute resolutions
- Consumer redress for non-monetary transactions

A survey on online trust mechanisms will be released in November 2017.

CPP discussed the consumer benefits and challenges of the Internet of Things, and did joint work with the working party on product safety.

For evidence-based policy, the CPP reported on the use of overall behaviour insights in consumer policy, and are examining its applicability to a sector. The CPP is also looking at the impact for consumer product safety of technology-driven products and supply chains. Participants at an April meeting of the CCP were informed of ISO work on 3D printing as one case.

#### **AGENDA ITEM 16.4      Developments of consumer interest in European standardization: Report by an ANEC representative**

Jens Henriksson (SIS – Sweden, and ANEC) gave an update on [N299](#) on the considerable work in priority areas to COPOLCO.

Cooperation between different consumers organizations is continuing, with important numbers of Memorandum of Understandings being signed, on different topics, including standards.

ANEC extends its support for the work to be done within ISO on vulnerable consumers and the sharing economy. On the exclusion clauses in electro-technical standards, ANEC is urging consumer movements to support the ANEC and CI objectives, to remove barriers for persons with disabilities.

#### **AGENDA ITEM 16.5      Developments of consumer interest in the Asia-Pacific: Report by a representative of the Asia-Pacific members of COPOLCO**

Ratna Devi Nadarajan (DSM – Malaysia) stressed the region’s mobilization for the workshop on road safety. A full report will be provided at the next meeting.

#### **AGENDA ITEM 16.6      Developments of consumer interest in the Latin American region: report by a representative of COPANT CT 153**

To the report, [N316](#), Guillermo Zucal (IRAM – Argentina) added COPANT CT 153 has a COPOLCO mirror committee with many countries. WebEx meetings will be used for countries to raise awareness on standards and their importance for consumers, as well as capacity building. The committee will try to promote a project to PTB and UNIDO to develop some national and regional developments for consumers.

#### **AGENDA ITEM 16.7      Developments of consumer interest in the African Region**

See the report [N292](#).

## **AGENDA ITEM 17      Written reports to note from other ISO bodies of consumer interest**

### **AGENDA ITEM 17.1      Conformity assessment (CASCO)**

Sean MacCurtain reported [N293](#), especially the revision of two major CASCO standards, ISO 17011 on competence of accreditation bodies; and ISO 17025 on competence of laboratory accreditation bodies.

The CASCO Strategic Alliance and Regulatory (STAR) group liaises with inter-governmental agencies, and has agreed to hold stakeholder days including one for the insurance industry in 2016.

Mr MacCurtain thanked the COPOLCO Chair, Ratna Devi Nadarajan, for her work, enhancing the cooperation between CASCO and COPOLCO, on behalf of members.

### **AGENDA ITEM 17.2      Developing country matters (DEVCO)**

Highlights from [N294](#) is that DEVCO has new leadership, Ms Lena Dargham from Lebanon, and a new strategy that COPOLCO members should all look at. They are hosting a workshop in Berlin, Germany in conjunction with the ISO General Assembly.

## **AGENDA ITEM 18      Any other business**

John Furbank (SA – Australia) mentioned it would be important to have the Organization of Legal Metrology (OIML) on board.

Rae Dulmage (SCC – Canada) drew members' attention to the revision of ISO TS 20245, *Cross border trade of second hand goods* into an International Standard; the project is currently at DIS stage.

Muti Sophira Hilman (BSN – Indonesia), showed a video and invited the COPOLCO members to hold the next meeting of COPOLCO in Malang, Indonesia in May 2017, at a date to be confirmed. The invitation was accepted with thanks.

## **CLOSE OF THE MEETING**

Ratna Devi Nadarajan thanked participants for their active involvement and the organizers of the road safety workshop in Malaysia.

The floor passed the following special resolutions:

### **COPOLCO Special Resolution 1/2017**

*Thanks to DSM*

COPOLCO

expresses its deeply felt gratitude and thanks to the Ministry of Science, Technology and Innovation, the Department of Standards Malaysia and to the Malaysian Association of Standards Users and other stakeholders, for their dedicated support, outstanding hospitality and excellent arrangements which contributed to an outstanding 2017 COPOLCO meeting week.

**COPOLCO Special Resolution 2/2017**

*Thanks to the COPOLCO Chair*

COPOLCO

expresses its profound thanks to the COPOLCO Chair for her dedication, excellent work and leadership during her mandate, and wishes her all the best for the future.

## **Outcomes from the ISO/COPOLCO workshop, *Road Safety by Design*, 17 May 2017 in Kuala Lumpur, Malaysia**

### **Q1. Building partnerships**

**Greatest road safety priorities and how can we connect with global or regional initiatives to address these priorities?**

- Enforcement of regulations that already exist – this will change people's behaviour e.g. seat belt wearing will become automatic
- Ongoing market surveillance – enforcement to prevent use of mobile phones while driving
- Product requirements should be consistent for the whole global supply chain
- More effective consumer education
- Need a regulatory and standardization dialogue involving consumers
- Basic criteria for drivers' licenses
- General traffic mobility planning
- Law enforcement
- Drivers' behaviour (insurance, incentives, laws, fines) / drivers' culture and behaviour patterns
- Conditions of road / infrastructure / design
- Transformation from traditional production to new safer production
- Collaboration between standards and regulation authorities
- Sharing of best practices (regarding issues such as drunk driving, speeding, public mass transportation)
- Policy makers should be more involved in standards development and ISO COPOLCO
- Active participation in global regional and safety forums – UNECE activities
- Driver awareness about NCAP – drivers' culture seminar / trainings
- Build awareness on this issue in the national context
- Develop and implement action plan
- Create global road safety targets
- Referral to standards in legislation
- Adopt relevant standards for road and for vehicle safety
- Education on distracted driving and road sharing – education is key
- Standards to be implemented for driving schools and obtaining a drivers' licence
- Regulation and law enforcement is crucial / Have monitoring mechanisms
- Have strong and well represented consumer groups that can be a strong point of reference nationally
- To actively participate in international fora and share national concerns internationally / experience and practices

- Capacity building – organizing a training workshop
- Sharing information, ideas and case studies
- Make international commitments and implement nationally
- Use of technology to share ideas / experience
- No ‘one size fits all’ – future plans must be ‘flexible’; to follow use and implement at national level
- Take into consideration the input received from capacity building

**In summary:**

This is a global crisis that needs global collaboration to find the solutions and tools that can help ensure that consumers, in every country, travel safely on their roads: whether by car, bus, motorcycle, tuk-tuk or as pedestrians. Whether in developed or developing countries, it is certain that road safety is an issue across the globe.

During the first break out and workshop session, when we discussed **road safety priorities and how can we connect with global or regional initiatives to address these priorities,** it was noted that:

- Road safety priorities should center on law enforcement / drivers’ awareness (both of their environment and behaviour, more particularly the **“Human-Vehicle-Road-Environment”** – all contribute to making travelling by road safe for consumers – and ALL these elements need to be considered in parallel, when looking at solutions using regulations, standards, education or design. It was also clearly expressed that standards implementation, both national and international, is crucial; and that policy makers’ involvement with a concrete action plan is essential.
- Connection with global initiatives should be done through organizations; by sharing common practices (experiences and strategies), cases and databases. In addition approaches should be underpinned by relevant international agreements such as UN Sustainable Development Goals, UN Consumer Protection Guidelines, ISO 26000 Social responsibility, etc.

**Q2. Finding solutions – promoting good practices**

- Driver awareness – the vehicle, the environment, the human
- Standards in place to see a meaningful change in road accidents / death trends
- Getting more consumer organizations involved with CI to participate in COPOLCO and technical committees
- Have specific measures in place
- Inform policy makers of new standards for road safety
- 2<sup>nd</sup> hand recondition for cars – how to improve safety
- Promote more on the road safety management system (indirect tool for government)
- Involve more regulation authorities in ISO activities/events
- Consumers’ participation to be ensured in road safety standardization
- Promote understanding of ISO 39001 for all stakeholders

- Involve pressure groups to get more proactive participation from the government / stakeholders
- Encourage policy makers to have an active role in global and/or regional organizations like COPOLCO
- Use technology for law enforcement – e.g. speed limits

### **In Summary:**

When discussing the topic of finding solutions and promoting good practices, some of the discussions centered on:

- Enhance the involvement of the regulators in ISO activities and enhance national dialogue led by National Standards Bodies. This can bring together key national stakeholders to discuss how manufacturers, suppliers, government, road safety and enforcement agencies, emergency services and NGOs and others can come together to meet the needs of the demand side of the market for safe, accessible transport.
- Promote safety management systems by government by having specific strategies and targets in place. Enhance collaboration between national/regional/global organizations by using **emerging and existing technology** to enable innovative and accessible ways to allow developing country knowledge, experience and skills to participate in and add value to international decision making fora, such as the UN, ISO, IEC, OECD...

### **Q3, what are some recommendations for ISO – what useful takeaway will you implement at home?**

- Harmonization of ISO standards in all countries in encouraging change in road users' behaviour
- ISO technical committee(s) to establish more standards on safety of automotive/road vehicles
- Collaborate with consumer associations in standards development
- ISO standardization on road and car safety should be promoted in respective countries, especially for National Standards Bodies (NSBs)
- To conduct more consumer awareness related to road and vehicle safety – standards to boost consumer participation in standardization activities
- Intensive promotion and campaign on road safety standards for the education of concerned stakeholders
- National adoption of the relative standards on child restraint systems
- ISO to support NSBs to convince regulators of the importance of road safety management to be implemented
- National adoption of ISO 39001, *Road Traffic Safety management*
- Dissemination of road traffic safety issues and solutions to industry and consumers

- In one country, they adopted 5 pillars from the UN Decade of Action Plan into a Presidential Decree. They pushed the coordination among the ministries to achieve goals
- Should have a COPOLCO issue paper on this topic
- Ensure that national mirror committees adopt / update the standards of ISO/TC 241
- ISO to monitor (survey) the adoption of ISO 39001; its uses and impact on road safety
- To be reported to member bodies, published on ISO's website, and sent to COPOLCO members
- Consider an MOU similar to e-commerce that ISO / IEC / ITU / UNECE have
- ISO COPOLCO to develop a discussion document for delegates to take home and common understanding of expected outcomes
- Facilitate national discussions
- Collect statistics
- Set common visions after evaluating national policy roadmaps
- Adopt standards / develop standards / promote participation

**In summary, what are some recommendations for ISO and what useful takeaway will you implement at home?**

- ISO needs to monitor the adoption of ISO 39001
- NSBs should ensure countries are using and implementing ISO 39001
- COPOLCO is to raise awareness and have an Issue paper
- Capacity-building and raising awareness to facilitate and enhance national and international discussions

**Discussions: Secretary to submit to full report to ISO/COPOLCO**

Questions / Comments (from IRAM, BSI, SPRING, SA, SIS, KATS and CI): incorporate comments/suggestions from the capacity building workshop. SIS – suggested that an action plan be developed.

It was proposed that a one-pager with talking points be developed with actions to outreach to ISO Academy and ISO DEVCO, and also to government and international agencies involved with road traffic safety. In addition, ISO COPOLCO to review the action plan and ensure alignment with corresponding timeframes.



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