



## DRAFT AGENDA

### COPOLCO Consumer Participation & Training Working Group meeting ISO Central Secretariat, Geneva – 8 November 2016, 11:30-12:30

| Item |   | Document    | Rapporteur                    |
|------|---|-------------|-------------------------------|
| 0.   | <b>CP &amp; T Working Group update and work programme</b>   | N69, N70    | Sadie Homer                   |
| 1.   | <b>Introductory remarks</b>   |             | Sadie Homer                   |
|      | <b>Funding Task Group</b>   |             |                               |
|      | Update and discussion for proposed actions  |             |                               |
| 2.   | <ul style="list-style-type: none"><li>• ISO - World Bank MOU</li><li>• ISO Academy to highlight opportunities for consumers in developing countries</li><li>• Innovative fundraising activities</li><li>• Monitor and promote the Directory of consumer interest (funding)</li><li>• Contribute to the work to promote broader awareness of COPOLCO</li></ul> | Oral report | Guillermo Zucal<br>Rémi Reuss |
| 3.   | <b>Consumer representation on TCs and WGs</b> <ul style="list-style-type: none"><li>• Using data effectively to promote consumer participation</li><li>• Encouraging input to consumer directory</li></ul>  | Oral report | Sadie Homer                   |
| 4.   | <b>ISO Directory &amp; ISO Connect</b> <ul style="list-style-type: none"><li>• Update on launch</li><li>• Update on use</li></ul>   | Oral report | Dana Kissinger                |
| 5.   | <b>Regional Consumer Engagement Strategies</b> <ul style="list-style-type: none"><li>- Updates from regions</li></ul>   | Oral report | Guillermo Zucal               |

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|------|---|-------------|------------------------------------|
| 6.   | <b>Succession Planning</b> <ul style="list-style-type: none"> <li>• Update</li> <li>• ANSI event</li> </ul>   | N67         | Nicki Islic (CSA)<br>Steve Cornish |
| 7.   | <b>DLM – e-learning tools</b> <ul style="list-style-type: none"> <li>• E- promotion</li> <li>• ANEC survey</li> </ul>                               | Oral report | Sadie Homer<br>ANEC                |
| 8.   | <b>Training</b> <ul style="list-style-type: none"> <li>• Update on Central and Eastern Europe/Central Asia</li> <li>• 2017 possibilities</li> </ul> | N71         | Sadie Homer<br>Dana Kissinger      |
| 9.   | <b>Any other business from WGs</b>  |             | Guillermo Zucal                    |
| 10.  | <b>Concluding remarks – actions summary</b>   |             | Sadie Homer                        |