



36TH MEETING OF ISO/COPOLCO – RESOLUTIONS

Milan, 15-16 May 2014

COPOLCO Resolution 1/2014

Planning and reporting methodology

COPOLCO

thanks the Convener of the Strategic Plan Implementation Group for the proposed COPOLCO planning and reporting methodology,

appreciates the proposal's intent to better demonstrate alignment of COPOLCO's work with the ISO Strategic Plan and track progress of COPOLCO's activities,

supports the intent of the methodology; and,

requests the COPOLCO Secretariat to note suggestions made at the plenary and to incorporate the approach into existing planning and reporting tools (e.g. *ISO Connect*).

COPOLCO Resolution 2/2014

ISO Strategy consultation

COPOLCO

thanks the Deputy Secretary-General for his informative and comprehensive presentation on the *ISO Strategy 2016-2020* consultation, and for the opportunity to participate in the process,

invites the COPOLCO Chair and Secretary to prepare the consultation to COPOLCO members by 16 June 2014, for responses by 21 July, in order to allow timely development of a consolidated COPOLCO position.

COPOLCO Resolution 3/2014

Standardization of services

COPOLCO

thanks SAC (China) for its proposals to revise ISO/IEC Guide 76, *Development of service standards – Recommendations for addressing consumer issues*,

decides to launch a systematic review consultation for ISO/IEC Guide 76,

accepts in principle SAC's proposal to establish a new COPOLCO working group on standardization of services,

requests SAC to fill in a COPOLCO new activity template for the establishment of the working group in order to define its scope and other aspects, and avoid overlap with other working groups; for consideration by the COPOLCO Chair's Group,

further decides to set up a task group, composed of Norma McCormick (SCC – Canada), Elena Mocchio (UNI – Italy), Anne Ferguson (BSI – United Kingdom), and Arnold Pindar (ANEC – pending confirmation) to assist Lili Cao (SAC – China) in the development of the template proposal.

COPOLCO Resolution 4/2014

Terms of Reference and title for Key areas for consumers working group

COPOLCO

approves the new title and the revised Terms of Reference for the Key areas for consumers working group given in COPOLCO 15/2014.

COPOLCO Resolution 5/2014

Key areas for consumers

COPOLCO

thanks the working group, Key areas for consumers, for its report and annexes appearing at COPOLCO 15/2014,

approves the Project Overview format, Annual Report and Handbook published with the report,

expresses its sincere thanks and gratitude to Mr Steve Williams (TTBS – Trinidad and Tobago) for his long-standing service as co-chair of the group.

COPOLCO Resolution 6/2014

Consumer participation and training group (1)

COPOLCO

thanks the consumer participation and training working group for its report at COPOLCO 16/2014,

approves its continued activities as outlined in the work plan,

notes the success of Consumers International's e-learning course built on COPOLCO's Distance Learning Module, *Consumers and standards, Partnership for a better world,*

further notes the benefit of ISO/COPOLCO working in collaboration with Consumers International and its members to improve understanding of the role of standards in consumer protection, and the need for consumer participation in standards;

asks the ISO Central Secretariat to renew its efforts to increase consumer participation in standards and explore opportunities to use novel formats, such as CI's e-learning programme, for use with consumer and other stakeholders.

COPOLCO Resolution 7/2014

Terms of Reference for Consumer participation and training working group

COPOLCO

approves the revised Terms of Reference for the Consumer participation and training working group, at Annex 1 to COPOLCO 16/2014.

COPOLCO Resolution 8/2014

Product safety working group (1)

COPOLCO

approves the Terms of Reference for the Product safety working group proposed in COPOLCO 17/2014,

notes the addition of the phrase, "and emerging issues" added after the third bullet point, and the addition of "to coordinate with IEC on safety issues for common areas of interest".

COPOLCO Resolution 9/2014

Product safety working group (2)

COPOLCO

thanks the Product safety working group for its report at COPOLCO 17/2014, and for its contributions to the development, promotion, and revision of ISO/IEC Guides with a consumer focus,

notes expected publications in 2014 of the revisions of ISO/IEC Guides 50, *Safety aspects – Guidelines for child safety in standards*; Guide 51, *Safety aspects – Guidelines for their inclusion in standards*; and Guide 71, *Guidelines for standards developers to address the needs of older persons and persons with disabilities*.

COPOLCO Resolution 10/2014

Product safety working group (3)

COPOLCO

notes the draft NWIP ISO/IEC 82079-2, *Preparation of instructions – Structuring, content and presentation – Part 2 – Provisions for instructions for self-assembly products*,

further notes the draft NWIP, *Choking hazards of small component parts*,

invites the Product Safety Working Group to consider incorporating suggestions made at the plenary, and produce final versions;

requests submission of the final versions of both New Work Item Proposals to the TMB.

COPOLCO Resolution 11/2014

Product safety working group (4)

COPOLCO

thanks the Product safety working group for its scoping document on decorative fireplaces, notes the recommendation to await further work until after the related European standard is released, further notes the recommendation not to proceed with work on bioethanol fuels, recognizes the importance of other safety issues presented at this gathering, approves continued activities in the area of product safety as discussed at this plenary, invites the group to submit a progress report for members' consideration at the 2015 COPOLCO meeting.

COPOLCO Resolution 12/2014

Terms of reference for the Global marketplace group

COPOLCO

approves the Terms of Reference proposed in COPOLCO 18/2014 by the COPOLCO working group, *Consumer protection in the global marketplace*.

COPOLCO Resolution 13/2014

Financial Services

COPOLCO

invites its members to encourage support and input of consumer views into the forthcoming Committee Draft of all parts of ISO 12812, *Mobile financial services*.

COPOLCO Resolution 14/2014

Counterfeit goods

COPOLCO

requests its members to coordinate the participation of consumer representatives in ISO/TC 247 *Fraud countermeasures and controls*, to promote the consumer perspective in the drafting of standards on anti-counterfeiting,

encourages consumer representatives to become involved in their NSB's TC 247 mirror committee deliberations to put forward consumer views on this standard.

COPOLCO Resolution 15/2014

Unit pricing

COPOLCO

thanks the unit pricing task group for its report; and,

approves the development of a NWIP proposing the development of a guideline standard on unit pricing at Annex 3 to COPOLCO 18/2014.

COPOLCO Resolution 16/2014

Consumer vulnerability

COPOLCO

recognizes the need to engage stakeholders, including service providers,

notes such efforts at national level in the United Kingdom for BS 18477, *Inclusive service provision – Requirements for identifying and responding to consumer vulnerability*,

invites its members to solicit feedback on BS 18477 among national stakeholders to gauge its potential appeal as an International Standard,

requests the global marketplace working group to monitor national activity and feedback,

supports the proposal to hold a COPOLCO workshop on consumer vulnerability in 2015 to consider the feasibility of standards in this area.

COPOLCO Resolution 17/2014

Child and youth friendly banking products

COPOLCO

notes the comments appearing at Annex 6 to COPOLCO 18/2014 and those made at the fringe and plenary meetings,

decides not to pursue work on child and youth-friendly banking products,

requests the global marketplace working group to develop a COPOLCO new activity template on financial literacy for young consumers.

COPOLCO Resolution 18/2014

2014 COPOLCO Workshop

COPOLCO

thanks the panel chairs, speakers, facilitators and rapporteur for their contributions to the workshop, *Building confidence in a business-to-consumer relationship: roles and expectations*,

notes the valuable content of the presentations and discussions made during the workshop,

emphasizes the importance of effective two-way communication and building trust between organizations and consumers,

notes the relevance of other Guides and International Standards in the context of this proposal,

decides to establish a task group to examine the feasibility of an international guidance standard on two-way communication between organizations and consumers, composed of representatives from Australia, Canada, Germany, Korea, the United Kingdom and United States, led by Australia, taking into account the plenary discussions,

requests the group to report back to the COPOLCO Chair's Group before 15 October 2014.

COPOLCO Resolution 19/2014

Safety of household appliances

COPOLCO

refers to its (Plenary) Resolution 21/2013 on the safety of household appliances for all consumers (removal of the “exclusion clause” in the IEC 60335 series of standards),

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

notes progress made by IEC/TC 61, Safety of household appliances, on the issue of surface temperature levels of household appliances, which is of particular importance for older consumers and children (revision of IEC 60335 Parts 2-3, 2-9, 2-23, 2-43 be to be in line with IEC Guide 117),

encourages COPOLCO members to continue to support the IEC/TC 61 revision of the relevant IEC 60335 series of standards on the safety of electrical household and similar appliances, based on CENELEC's work to take the needs of vulnerable consumers into account, and to adopt lower surface temperature limits for IEC 60335 Parts 2-3, 2-9, 2-23, 2-43 in line with IEC Guide 117.

COPOLCO Special Resolution 1/2014

Thanks to UNI

COPOLCO

expresses its deeply felt gratitude and thanks to the Ente Nazionale Italiano de Unificazione (UNI) and to the Regione Lombardia for its dedicated support, outstanding hospitality and excellent arrangements, which contributed to an outstanding 2014 meeting week.