



CONFIRMED MINUTES OF THE 37th COPOLCO PLENARY

ISO/COPOLCO N 184

14 May 2015, Geneva (Switzerland)

COPOLCO Chair	Ms Nadarajan Ratna Devi
ISO Deputy Secretary-General	Mr McKinley Kevin
ISO Vice-President, Finance	Mr Peyrat Olivier

Members

Argentina	Mr	Zucal	Guillermo	IRAM
Australia	Ms	Alison	Scotland	SA
	Mr	Dee	Bill	SA, Compliance solutions
	Mr	Easton	Robyn	Consumers Federation of Australia
	Mr	Furbank	John	Consumers Federation of Australia
Botswana	Ms	Mpho Lucas	Polly	Ministry of Trade and Industry
Brazil	Mr	Amorim	Carlos	ABNT
	Ms	Romano	Thalita	ABNT
Canada	Ms	Bank	Jeanne	SCC
	Mr	Dulmage	Rae	SCC, ULC Standards
	Ms	Ersoy	Suzanna	SCC
	Ms	Islic	Nicki	SCC
	Mr	Kingston	Darryl	SCC
	Ms	McCormick	Norma	SCC
	Ms	Simpson	Christine	SCC
Chile	Ms	Lopez	Marly	INN
	Ms	Leiva	Maria	INN
			Christina	
China	Ms	Cao	Lili	CNIS, SAC
	Ms	Liu	Chengyang	SAC
	Ms	Liu	Xia	CNIS, SAC
	Mr	Zhang	Wei	CAS
Colombia	Ms	Herrera	Sandra	INCONTEC
Cyprus	Mr	Rossides	Stamatis	CYS
Czech Republic	Mr	Dupal	Libor	SCS
	Ms	Pekova	Andrea	UNMZ

Denmark	Ms	Agger	Maibritt	DS
Finland	Ms	Jakosvo	Katri	The Consumer Union of Finland
France	Ms Mr	Coly-Dufourt Reuss	Ludivine Rémi	ALLDC AFNOR
Germany	Ms	Both	Karin	DIN
Indonesia	Mr Mr Ms Ms Ms Ms	Anas Metrauida Ningrum Sudardjat Hilman Komala	Arief Tunus Sukma Ilyani Muti Sophira Dewi Odjar Ratna	Coordinating Ministry for Economic Affairs BSN Coordinating Ministry for Economic Affairs YILKI BSN BSN
Israel	Mr	Peleg	Ehud	SII, Israel Consumer Council
Italy	Ms	Mocchio	Elena	UNI
Japan	Ms Mr Mr Ms Mr	Kawamura Matsumoto Nakakuki Suzuki Yamashiro	Makiko Tsuneo Takashi Takako Jo	Shufuren JISC JSA JSA JISC
Kenya	Ms	Awuor	Celine	CIN
Korea	Ms Ms Ms	Kim Moon Song	Jaiok Eunsook Vokyung	KATS KATS KATS
Lithuania	Ms	Armanaviciene	Alvita	LNCF
Malawi	Mr	Gwaza	Moses	MBS
Malaysia	Mr Mr Mr Ms	Nadason Awang Abd Manaf Mohd Noor	Marimuthu Mat Pauzi Fairus Ainal Fatiha	DSM MDTCC EC DSMC
Moldova	Ms	Pislari	Anastasia	INS
Morocco	Ms	Akarif	Fatiha	IMANOR
Myanmar	Mr	Han	Cho Min	MSTRD
Namibia	Mr Ms	Gaseweb Jacobs	Ernst Michael Rozina	NSI NSI
Netherlands	Ms	Dijkstra	Jelte	NEN
Norway	Ms	Murvold	Merete H.	SN

	Ms	Varland	Elisabeth	SN
Singapore	Mr	Seah	Seng Choon	SPRING SG/ CASE
South Africa	Mr	Manaka	Abner	SABS
	Ms	Monyanga	Emmah	National Regulator for Compulsory Specifications
Sweden	Mr	Henriksson	Jens	The Swedish Consumers' Association SIS
	Ms	Söderberg	Kerstin	SIS
Switzerland	Mr	Hilty	Robert	SNV
	Mr	Maurer	Benno	SNV
	Mr	Vögele	Jean-Marc	Head of FCAB
Thailand	Ms	Kulsalanon	Siripen	TISI
	Ms	Klum-Em	Nopporn	TISI
Uganda	Mr	Richard	Kimera	CONSENT
United Kingdom	Ms	Ferguson	Anne	BSI
	Ms	Heemskerk	Christine	BSI
	Ms	Metham	Sue	BSI
	Mr	Shuker	Jim	BSI
	Mr	Lewis	Keith	BSI
USA	Ms	Thuner	Kathleen	ANSI
	Ms	Greenberg	Sally	

International / Regional organizations

ANEC	Mr	Pindar	Arnold
	Ms	Giovannini	Chiara
	Mr	Eisenegger	Peter
CI	Ms	Homer	Sadie
OECD	Mr	Jackson	Jay

ISO Central Secretariat

ISO/CS	Ms	Kissinger-Matray	Dana	Secretary of COPOLCO
	Ms	Emorine	Madeleine	COPOLCO Secretariat
	Ms	Wolf	Esther	COPOLCO Secretariat
ISO/CASCO	Mr	Hallenbeck	Lane	CASCO Chair

ITEM 1 OPENING OF THE MEETING

1. The COPOLCO Chair welcomed delegates to the 37th COPOLCO plenary.
2. Olivier Peyrat (ISO Vice President, Finance) thanked the Chair and everyone who helped to prepare the COPOLCO plenary and related events. He welcomed delegates stating he would provide follow-up information on commitments made at the 2014 plenary in Milan. ISO President's Committee pays a lot of attention to involving different stakeholders in standardization; COPOLCO is important as it mirrors trends from around the world and includes the consumer as stakeholder in standardization.
3. Robert Hilty (SNV) thanked the Chair and Oliver Peyrat, warmly welcoming delegates on behalf of SNV. He highlighted the importance of COPOLCO's work as standards are increasingly important in legislation, and consumers need to be represented.
4. COPOLCO passed Resolution 1/2015.

COPOLCO Resolution 1/2015

ISO Strategy consultation

COPOLCO

notes the development of the ISO Strategy 2016-2020, and its planned completion in September 2015,

approves the development of a corresponding COPOLCO strategy to support the aims and priorities of the ISO Strategy 2016-2020, as appearing in COPOLCO 10/2015,

notes comments made during the meeting about consumer participation in standards work at the national and international levels,

requests the COPOLCO Chair's Group and the Consumer participation and training working group to:

- *consider how to apply COPOLCO's Terms of Reference to support consumers' interests in standards,*
- *develop further guidance to help consumer representatives be effective in representing consumers' interests in their relevant areas,*
- *propose a programme at the ISO General Assembly to promote the advantages of consumer representatives' participation, based on the principle of balanced stakeholder participation, to CEOs of National Standards Bodies attending the GA; and*
- *work with the ISO Central Secretariat to consider the feasibility of approaching donor agencies to fund participation of consumer representatives in targeted technical areas.*

ITEM 2 ADOPTION OF THE AGENDA

5. The Chair proposed the following changes:
 - Ismail Albaidhani (ISO Academy) would join the plenary via WebEx directly after lunch to introduce ISO Academy's work;
 - Arnold Pindar (United Kingdom) would present the Working Group on Services report;
 - Darryl Kingston (Canada) would present the PASC report, deputizing for Steven Cornish.

6. The agenda was adopted with these changes.

ITEM 3 KEY DEVELOPMENTS ACROSS ISO

7. Olivier Peyrat introduced the key developments across ISO. After mentioning the fruitful workshop on 13 May, *The connected consumer in 2020 – Empowerment through standards*, he mentioned his follow-up of the concern raised at the COPOLCO plenary meeting in Milan in 2014: that the term 'consumer' was not explicitly mentioned in the draft ISO Strategy for 2016-2020. Olivier Peyrat forwarded this concern to the President's Committee, and the term was now included in the new draft.

8. He reaffirmed COPOLCO's role as the worldwide voice of consumers in standards at the international policy level. The challenge is to get input in standardization from consumer representatives at national level, and these representatives need basic technical knowledge, as well as the ability to articulate consumer expectations. Consumer organizations need to find the interface between policy, standardization work, and consumers' expectations.

9. Finally, Olivier Peyrat evoked an earlier discussion by the President's Committee on the importance of consumers as stakeholders in standardization for building a sustainable world together, achievable through various outreach methods such as the internet and volunteers. It involved balancing industry's and the consumers' interests in standardization, as well as the use of standards in regulation, which in turn could guarantee regulations are always up to date and compatible with citizen's expectations.

ITEM 4 MINUTES OF THE 36TH COPOLCO MEETING IN MILAN

10. The minutes were accepted as tabled.

ITEM 5 CHAIR AND SECRETARY'S REPORTS

11. The Chair, Ratna Devi Nadarajan referred to COPOLCO 09/2015 and her attendance of CASCO STAR and CCP meetings. These addressed, inter alia, issues with the Terms of Reference of CASCO and COPOLCO on ethical labelling, as well as other labelling and certification issues. The Technical Interface Group of ISO/CASCO will take it up. The Chair is looking forward to working with CASCO on these issues.

12. In addition, capacity building activities for mirror committees of CASCO at the national level to enable stakeholder participation were discussed.

13. The Secretary, Dana Kissinger-Matray updated the Secretary's report. COPOLCO currently has 123 members, of which 70 are P- and 53 are O-members. Two new P-members, Costa Rica and Namibia were warmly welcomed.

The TMB recently decided not to enforce the membership downgrade requirement in the ISO/IEC Directives for the vote on ISO/IEC Draft Guide 50. She also announced plans for several joint trainings between COPOLCO and the ISO Academy in 2015. One had just taken place on 11 May 2015.

NEW WORK ITEMS AND ISSUES – GENERAL MATTERS

ITEM 6 ISO STRATEGIES 2016-2020: OUTCOMES AND PERSPECTIVES

COPOLCO strategy development, new work programme and yearly implementation model

14. Kevin McKinley, ISO Deputy Secretary-General, introduced ISO's draft Strategy 2016-2020 (COPOLCO 10/2015), and COPOLCO's input.

15. One of the Council's standing committees, the Strategy and Policy Committee, ensures the implementation of ISO Strategy and helps formulate ISO's strategic directions. He emphasized the open and transparent development process; incorporating the needs and interests of all stakeholders.

16. Over 90 ISO members commented, using feedback and ideas from national stakeholders on how ISO's future should be shaped. COPOLCO, TMB, and CASCO also gave feedback on the strategic plan, along with regional and international organizations such as CI, IFAN and other global players.

17. The Council SPC identified broad areas of convergence, and debated divergences such as the role of the Central Secretariat in helping ISO members. The SPC has since consulted with the Technical and the Council Standing Committee on Finance.

18. COPOLCO gave the following main recommendations:

- Enhancing member body commitment to stakeholder participation;
- Enforcing stakeholder participation through supporting technologies;
- Stating the term 'consumer' explicitly in each of its three sections;
- Reinforcing networks and members' capacity, especially developing countries;
- Clarifying language and intent of standards;
- Boosting capacity building, awareness raising, and credibility of processes and products.

19. Kevin McKinley emphasized ISO faces many new challenges: technological, economic, legal, environmental, societal and political. Two major risks and opportunities are stakeholder engagement and ISO's intellectual property. The final aim is that ISO standards are used everywhere. This is based on the three pillars of developing people and organizations, making use of technology, and improved communication. These pillars themselves are built on the core business of ISO: engaging with stakeholders and partners and high quality standards processes through ISO's global membership.

20. Specific plans and actions for developing countries, technical management, and policy areas such as consumers and conformity assessment – and management of ISO's resources – are being prepared. Set indicators will measure ISO's performance implementing its strategy, and a guide on 'setting priority achievements and objectives to ensure the success of ISO in 2020 and beyond' will be published.

21. The next steps for strategy development are:

- Finalize the document based on an April 20th Council WebEx session (by end of May 2015);

- Develop material on background of development of the new strategy;
- Provide updates at relevant meetings of regional standards organizations (eg PASC, COPANT, CEN);
- Hold WebEx information sessions for ISO members (June-July 2015);
- Present the document at ISO's General Assembly in Korea, in September 2015, for approval;
- Have CSC/SPC develop metrics to measure where we are now, and help monitor the new strategy's implementation.

22. Oliver Peyrat clarified that ISO needs to be aware of members' different levels of access to new technologies, and that this should not become a barrier to engagement by developing countries.

23. The following issues and questions were discussed:

Improving regional connections:

- ISO's Singapore office was piloted to improve the connection between members and other stakeholders in the region, and improve the visibility of ISO standards. The Pacific Area Standards Congress (PASC) expressed strong regional support for this office and ISO has received positive feedback so far. If successful, this can be replicated in other regions. ISO Academy will complement this by increasing regional training events.

ISO Strategy consultation:

- Appreciation for consulting CI on the ISO Strategy and for responding to CI's strategic plan. Avoid confusion between the terms 'consumers' and 'consumer representation', as they are not interchangeable.
- Seeing the development of standards on 'social responsibility' or 'quality management', should elements of business ethics can be featured in the new strategic plan, too? The response lay in developing adequate standards for global challenges and reinforcing ISO's code of ethics as part of the system.
- The new strategy is an important opportunity for stakeholder engagement from consumers and ISO Council is open to bringing in all kinds of stakeholders. The consumer plays a vital role in feedback on standards, especially revisions.

Improving consumer representation in ISO's technical committees:

- While information in the Global Directory is becoming more complete, integrating consumer representatives in committees lies primarily with the NSB. In the meantime, ISO TMB will be doing more analysis on improvements that can be made for stakeholder involvement.
- Can ISO's Member Dashboard now give reliable information on consumer stakeholder participation in technical committees as an indicator for achieving the strategic objective of stakeholder representation?
- Consumer representation is often neglected in standardization processes on the national level. The Consumer participation and training working group assists NSBs to manage or develop projects to increase the participation of consumer representatives. But ISO has to do more to promote consumer representation.
- Often funding problems or the political situation in some countries prevents consumers from being represented in standardization work. Thus setting up regional offices is a good idea, as it can facilitate regional cooperation and engagement even without major funding. It is important to increase the profile of the Singapore office and consider a KPI such as the increase in engagement of consumer representatives from the region in standardization.

- The regional office is not intended to replace the interaction between the NSB and its national stakeholders. It was to leverage the potential of the NSB and to facilitate their work.
- Information on stakeholder participation in technical committee working groups and training programmes is still lacking, which prevents effective analysis of efforts to engage consumers in ISO's work. In the United Kingdom the government provides funding for attendance in international meetings for designated stakeholders. Could this be replicated at the international level?
- Funding was a national issue and the answer lay in best practices, such as the proposed funding template of the CP&T working group or soliciting support for consumer representatives from organizations not directly participating in the process, such as insurance companies.
- Consumer organizations should not be allowed to take funding from industry, to guarantee objectivity and their legal status as consumer representatives. However, that cuts funding sources, which leads to a lack of consumer participation.
- Developing countries face difficulty in engaging consumers in the standardization process, eg in Indonesia, in spite of the NSB's efforts. The following was necessary: more education and information on standards development, the role and value of the consumer in this process, training for consumer representatives on how they can influence standardization. Training efforts by ISO/COPOLCO and ISO Academy were also helpful and appreciated.
- The NSB is the key actor in engaging consumer representatives on the national level and ISO Academy is taking a more active role in this process to support NSBs.
- TCs in Cyprus always have one member from a consumer representation organization but this work is voluntary.
- Can ISO support NSBs by helping to connect funders and organizations looking for funds and sharing best practices from other organizations such as the World Bank and the European Union?
- A best-practices session concerning funding could take place at a future COPOLCO meeting.

24. The Chair proposed that the Chair's Group and the Consumer participation and training group apply COPOLCO's terms of reference to increase consumers' work in TCs. Furthermore, the chair invited participants to consider how ISO/IEC Guides can help consumer representatives to get engaged in highly technical standardization work and to explore whether the DEVCO meeting could include an item on assisting NSBs with promoting balanced stakeholder engagement in at least the policy committees. Finally, she suggested the ISO Central Secretariat explore ways donor funded projects can include supporting NSBs to increase consumer participation.

ITEM 7 COPOLCO'S VISIBILITY AND ADDED VALUE TO MEMBERS

25. The Chair introduced COPOLCO 11/2015. The aim, enhancing COPOLCO's visibility among ISO members, is a result of discussions at the 2014 GA. NSB CEOs did not see the value of ISO COPOLCO and its results trickling down to the national level. Therefore the Chair proposed circulating a questionnaire to evaluate the current situation. She invited the members to provide feedback on the draft questionnaire.

26. Participants made the following suggestions:

- Reduce unnecessary abbreviations
- Provide more answer alternatives, especially for questions two and four
- Follow up on the ISO Strategy
- COPOLCO should develop a work programme based on ISO's strategy, consumer

- interest, and its terms of reference.
- Evaluate the plenary and related events on completion of COPOLCO's visibility and value to member states.
 - Change question 5 from "Do you have a national mirror committee of COPOLCO?" to: "Do you have a national consumer committee where you discuss COPOLCO issues?"
 - Reconsider the use of the term "mirror committee" to include different methods of national consultation.
 - Focus on showing specific impact COPOLCO has had on the national level.
 - Ask respondents to consider all deliverables COPOLCO has developed and evaluate their implementation at the national level.
 - Specify "visibility" to mean "visibility within the ISO system", i.e. Technical Programme Managers and committee experts.

ACTION ITEMS:

- Set up an action plan to increase COPOLCO's visibility within ISO (Chair and Secretary)
- Send the revised questionnaire to NSBs and some TCs
- Generally to increase communication to all stakeholders of the ISO community about the impact of COPOLCO's work (Chair and Secretary, COPOLCO CG, CP &T).

COPOLCO Resolution 2/2015

COPOLCO's visibility and impact to members

COPOLCO

notes the report of the COPOLCO Chair appearing at COPOLCO 11/2015,

approves the recommendations proposed in the report, with addition of comments made at the meeting.

ITEM 8 REVISION OF ISO/IEC GUIDES – REVIEW OF CURRENT PROJECTS AND FOLLOW-UP ACTIONS

27. The Secretary provided an update on COPOLCO 12/2015. There has been progress in the work of the revision of several guides. The majority of ISO/IEC Guides are also free of charge for [download from iso.org](http://www.iso.org). This was part of a TMB decision to recognize that ISO/IEC Guides have been undervalued and under-promoted within the ISO system and are not well known. The TMB has been very supportive in this matter.

28. The Secretary mentioned the revision of ISO/IEC Guide 14, *Purchase information on goods and services intended for consumers*. The working group, led by convener Michelle Altoff has prepared a committee draft nearly ready for Committee Internal Ballot consultation.

29. The COPOLCO Chair has convened the group developing ISO/IEC Guide 46, *Comparative testing of consumer products and related services – General principles*. A Draft Guide enquiry would be launched soon and members were encouraged to coordinate at the national level and vote on the enquiry.

30. Finally, the Secretary mentioned the published revisions of important ISO/IEC Guides, such as Guide 50, *Safety aspects – Guidelines for child safety in standards and other specifications*;

Guide 51 on *Safety aspects – Guidelines for their inclusion in standards*; and one developed through cooperation between ISO, IEC and ITU: Guide 71, *Guide for addressing accessibility in standards*.

31. The ANSI delegation conveyed a remark from Michelle Althoff that the working group was pleased with the progress revising Guide 14 to bring greater clarity, continuity, and global consensus on robust types of product information with a benefit for consumers.

ITEM 9 STANDARDIZATION OF SERVICES – CONSUMER ISSUES

32. Arnold Pindar (BSI, ANEC) referred to COPOLCO 13/2015 in thanking the group Co-Chair, Liu Chengyang and other colleagues for their work. The systematic review consultation for ISO/IEC Guide 76 started in October 2014 and ended in March 2015. 13 P-members voted for a revision. The working group noted suggestions to take into account the more recent CEN Guide 15 and its reference to Guide 76. CEN Guide 15's content will therefore be integrated into the revision of ISO/IEC Guide 76. Participants were invited to give feedback on the Guide.

33. The working group will be divided into two sub-groups: one dealing with the wider aspects and more general issues of services standardization, and the other with the Guide 76 revision itself. The next step will be to create a first working draft of ISO/IEC Guide 76, before the next meeting of the Chair's Group.

34. The services working group will survey existing standards at the national or regional level, for a gap analysis. They will also gather case studies on consumer issues in services for evaluation.

35. Delegates offered the following comments:

- There is some overlap between the working group on consumer issues in services and the consumer protection in the global market place working group; it is necessary not to confuse the scopes of the two working groups;
- The Chair's Group can supervise the two working groups to prevent confusion;
- Why is the Guide planned for publication in 2017?
- A four year work plan allows time for controversial discussions, but the working group will try to publish the Guide earlier.

COPOLCO Resolution 3/2015

Consumer issues in standardization of services (1)

COPOLCO

approves the proposed Terms of Reference of ISO/COPOLCO working group 18, Consumers' issues in standardization of services, appearing in COPOLCO 13/2015.

COPOLCO Resolution 4/2015

Consumer issues in standardization of services (2)

COPOLCO

notes the results of the systematic review and report appearing at Annexes 3 and 4 to COPOLCO 13/2015, further notes comments made at the meeting,

decides to revise ISO/IEC Guide 76, Development of service standards – Recommendations for addressing consumer issues, invites COPOLCO WG 18 to start revision work on the Guide.

ITEM 10 2015 WORKSHOP – RESULTS AND FOLLOW-UP ACTIONS

WORKSHOP RESULTS

36. Rémi Reuss (AFNOR) and Alison Scotland (SA) summarized the workshop of 13 May 2015, *The Connected Consumer in 2020: Empowerment through Standards*. The main question was whether standards can help protect consumer data privacy in an environment of innovative business practices, big data and the Internet of Things (IoT), and if so, how. Presentations were made in the morning, followed by two group discussions in the afternoon.

37. The first discussions generated as main themes:

- Consumers' right to opt in and out (with a preference for a default opt out) and the possibility to stop data being recorded;
- The right for data to be forgotten/erased after a certain time;
- The right to know how/where information is stored, controlled – what for, and how long;
- The right for consumers to change their minds;
- The “quantified world” and the perception that nobody will have privacy in future;
- Financial cost to protect your privacy, rather than privacy as a default (potentially creating a split society);
- Needed gap analysis of existing standards and other infrastructure;
- Need for participation in IEC, and equally for IEC to participate in COPOLCO;
- Respect the freedom of choice for consumers;
- Different levels and preferences for data access;
- Worker protection vs. worker privacy rights.

38. During the second round of table discussions the following actions for COPOLCO were recommended:

- Promote greater interaction between COPOLCO, IEC & ITU / ISO-IEC JTC 1;
- Encourage industry to have a code of conduct on privacy (could be included in a guide?);
- Raise awareness and educate consumers, especially in developing countries;
- Recognize the need to train technical experts on consumer privacy issues;
- Lead a gap analysis to identify all privacy related standards, guidelines, and other supporting documentation, then determine what is not covered / not known;
- Ensure privacy by design guidelines are incorporated into ISO/IEC, not just BSI;
- Create a code of practice for collective data; including the right to be forgotten;
- Bring a template for wearable computing through to CAG;
- (Re)define privacy.

39. Finally, Alison Scotland presented workshop conclusions: Norma McCormick, chairing the discussion sessions, highlighted the similarities between the product safety issue years ago and

privacy now. We have to identify security and/or privacy risk, use understanding of risk and formalize it, share it and make sure people can act on it, develop easy-to-understand user guide(s). The importance of educating young people or vulnerable consumers, prevention and protection, training technical experts to understand consumer issues, and prevention of victimization were emphasized. Consumers can position themselves away from being vulnerable and become empowered to ask questions, protect themselves and others, and solve problems.

Secretary's note: The workshop summary and presentations are available on ISO.org.

40. Comments from the floor were:

- Include privacy by design in the ISO/IEC Directives;
- About 2-3 years ago, BSI experts spend 6 months trying to define the term 'privacy', and they were not successful. Privacy is a complex term, especially real time dynamic privacy control;
- Lack of an industry code of conduct makes educating the consumer even more crucial;
- Consider use of standards for self-regulation in a sharing economy and examine impacts on privacy;
- The Global Marketplace working group could address three issues: the gap analysis for privacy, collaborative economy issues not covered in the privacy or the business-to-consumer information realms, and new trends in wearable computing;
- Identify existing standards that can be used by regulators in order to protect the data and privacy of consumers;
- There are big differences in national levels of standardization and regulation, therefore it might be difficult for COPOLCO to identify if existing standards can be used for regulation purposes and if they are suitable to cover national gaps;
- An [ISO/IEC brochure and resources on referencing standards in regulation](#) exists, and a workshop on how to use standards to support regulation will take place on 2-3 November 2015 in Geneva;
- After the gap analysis, a proposal to develop guidance for consumer representatives would be helpful to support consumer representatives' work raise consumers' awareness of privacy issues;
- For mobile banking, some national governments use standards to develop national legislation or regulation;
- Many consumers in developing countries are not 'connected consumers' yet and won't be by 2020. This can lead to low awareness of privacy issues that can arise for the 'connected consumer'. It is necessary to share findings with consumers, governments and regulators so they will be able to handle technological developments in their countries;
- Technical progress is rapid: consumers who are not 'connected' yet will be soon. Thus, we need to act now, so 'connected consumers' of tomorrow are prepared;
- A gap analysis should look at existing standards committees dealing with IT and assess if it is possible to incorporate a 'blocking' ability for consumers to protect their own privacy;
- CYS (Cyprus) provides free education on consumer protection, including privacy and new technologies; and educates people about standards and related processes;
- An OECD report on the digital economy can be found in the additional working documents; COPOLCO could input on privacy through its liaison with OECD CCP;
- The OECD Guideline addresses e-commerce, rather than privacy. But the OECD sub-committee on the digital economy and regulations might work with COPOLCO on privacy issues. There is also a sub-committee on regulations which might be interested in cooperating with COPOLCO.

FOLLOW UP ACTIONS

41. The Chair summed up the main workshop outcomes:

- The Consumer protection in the global marketplace working group will do a gap analysis of existing standards within ISO, IEC and ISO/IEC JTC1; ITU and UN/ECE on personal privacy – with a view to ensuring privacy issues affecting consumers' interests are adequately dealt with; and to recommend a course of action for ISO to address these issues, for the consideration of the COPOLCO Chair's Group at its next meeting;
- The group will also develop a scoping paper and complete a new activity template based on Dr Kernaghan Webb's presentation and discussions at the COPOLCO 2015 workshop with respect to the collaborative economy and consumer issues;
- In addition, the global marketplace working group will develop a new work item template on wearable computing, to be considered by the Chair's Group at its next meeting;
- The COPOLCO Plenary further noted strong support for the gap analysis expressed by representatives from Kenya and other developing countries to ensure that developing country privacy concerns expressed at the workshop and plenary are factored in;
- COPOLCO invites IEC to participate regularly in COPOLCO's plenary and Chair's Group meetings, and emphasizes the need for ISO to coordinate appropriately with IEC and ITU on issues relating to consumers' personal control in real time over use of personal data;
- The Consumer participation and training group was requested to consider the feasibility of replicating the National Consumer League's model (ANSI-USA) for outreach to young and vulnerable consumers for use in other countries.
- The Chair's Group was invited to consider the feasibility of recommending the incorporation of privacy-by-design principles into the ISO/IEC Directives and to discuss the feasibility of proposing the adoption of standards resulting from the European Commission Mandate on privacy by design, as International Standards.

42. Comments from the floor on the follow-up actions were:

- Privacy standards will probably take considerable time to come into being, but national legislation does not have to wait. Some countries might legislate new technology issues even before a standard is in place.

Secretary's note: The idea of introducing privacy by design in the ISO directives was strongly supported by the plenary.

COPOLCO Resolution 8/2015

2015 workshop, The connected consumer in 2020 – empowerment through standards

COPOLCO

thanks the speakers, facilitators and rapporteurs for their contributions to the 2015 workshop, The connected consumer in 2020 – empowerment through standards, emphasizes the need to adapt business and standardization methods to meet the challenges posed by the rise of the collaborative economy and innovative business models, decides to request the Consumer protection in the global marketplace working group to undertake a gap analysis of existing standards within ISO, IEC and ISO/IEC JTC1, the ITU and UN/ECE on privacy and protection of personal data in order to identify areas needing further work in consumer protection, for the consideration of the COPOLCO Chair's Group at its next meeting in November 2015,

notes strong support for the gap analysis expressed by representatives from Kenya and other developing countries to ensure that developing country privacy concerns are factored into the analysis,

further notes that comments made at the workshop and plenary meeting about privacy will be considered for the gap analysis,

invites IEC representatives to participate regularly in COPOLCO's plenary and Chair's Group meetings,

emphasizes the need for ISO to coordinate appropriately with IEC and ITU on privacy and personal data protection issues, recognizing the need for consumers' dynamic, real-time and active control over use of their personal data.

WORK ITEMS AND ISSUES – WORKING GROUPS, FUTURE MEETINGS

ITEM 11 KEY AREAS FOR CONSUMERS WORKING GROUP

43. Merete Murvold (SN) and Takashi Nakakuki (JISC) presented the work in COPOLCO 15/2015.

44. Takashi Nakakuki briefly overviewed the working group's mandate, which is to raise awareness, identify and monitor key areas, and to facilitate networking.

45. Further, he introduced the working group's four deliverables :

- Handbook
- Project Overview
- Report "Standards for consumers – Update"
- List of published consumer standards

46. The key areas for consumers report is now published in a new format under the title "Standards for consumers – Update". It includes highlights for the 29 key areas.

47. Takashi Nakakuki thanked the key persons for contributing their reports. The working group has provided a new list of published consumer standards, available on ISO's website. It has also received a new key area on Unit Pricing, approved for development into an International Standard on 12 February 2015. John Furbank (Standards Australia) will be the key person for this.

48. Merete Murvold encouraged participants to submit proposals for new key areas.

COPOLCO Resolution 5/2015

Key areas for consumers (1)

COPOLCO

thanks Mr. Takashi Nakakuki for his willingness to take the responsibility as co-chair of COPOLCO WG 2 Key areas for consumers,

appoints Mr. Nakakuki as co-chair of this working group.

COPOLCO Resolution 6/2015

Key areas for consumers (2)

COPOLCO

approves unit pricing as a new key area, supporting the newly-established ISO/PC 294, Guidance on unit pricing.

COPOLCO Resolution 7/2015

Key areas for consumers (3)

COPOLCO

thanks the Key areas for consumers working group for its report and annexes appearing at COPOLCO 15/2015,

approves the report "Standards for consumers – Update", project overview, template for new submissions and list of consumer standards published as annexes to COPOLCO 15/2015.

ITEM 12 CONSUMER PARTICIPATION AND TRAINING WORKING GROUP

49. Guillermo Zucal (IRAM) summarised the working group's activity since 2014 (COPOLCO 16/2015). Its last meetings were in November 2014 and May 2015.

50. The group confirmed Sadie Homer's (CI) appointment as co-Chair of the working group, taking over from Anne Ferguson (BSI).

51. Main work includes developing a funding template, training activities, updating ISO's online directory and case studies on consumer participation. Further, the work plan includes guidance for COPOLCO contact persons, and "COPOLCO mirror committees", and a succession task force, to be led by Nicki Islic from SCC (Canada).

52. Guillermo Zucal promoted the training initiative of ISO Academy and COPOLCO, at CI's congress in Brazil on 18-20 November.

Secretary's note: A consumer training event also took place during ARSO's General Assembly in Addis Ababa, Ethiopia, on 14 August.

COPOLCO Resolution 9/2015

Consumer participation and training working group (1)

COPOLCO

thanks the Consumer participation and training working group for its report at COPOLCO 16/2015,

approves its continued activities as outlined in the work plan,

welcomes efforts to re-introduce regional training, particularly for those from developing countries, and

thanks the ISO Academy, trainers, and participants for the successful training session on 11 May 2015.

COPOLCO Resolution 10/2015

Consumer participation and training working group (2)

COPOLCO

notes plans to revise the ISO Directory of consumer participation to disseminate information about activities of the Consumer participation and training group work plan, such as the funding database.

COPOLCO Resolution 11/2015

Consumer participation and training working group (3)

COPOLCO

thanks Caroline Warne for her work in developing new guidance on COPOLCO mirror committees and COPOLCO contact persons,

requests COPOLCO members to encourage consumer participation at the national level,

further requests the consumer participation and training working group to revise the document in light of comments made at the meeting, and recirculate it to the members of COPOLCO,

recommends that, on completion, this guidance be disseminated widely among the COPOLCO membership and included in relevant training sessions.

COPOLCO Resolution 12/2015

Consumer participation and training working group (4)

COPOLCO

thanks the outgoing co-Chair Anne Ferguson (BSI – UK) for her work,

approves the appointment of Sadie Homer (CI) as the new co-chair of the working group.

ITEM 13 PRODUCT SAFETY WORKING GROUP

53. Eunsook Moon (KATS) presented COPOLCO 17/2015. She cited two NWIPs of the working group on product safety:

- ISO/IEC 82079-2: Part 2, *Provisions for instructions for self-assembly products* has been forwarded for IEC/TC 3's consideration. The next step depends on the ballot.
- The NWIP on choking hazards of small component parts was resubmitted to TMB with a suggestion to forward it to TC 122, *Packaging*.

54. A new project is being discussed: General principles for risk management of consumer product safety. The plan is to form a sub-committee and consider a revised draft to be resubmitted for COPOLCO's further consideration .

55. New issues under consideration are:

- Nappy sacks: this issue was forwarded to the group revising ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs*);
- E-cigarettes/Liquitabs washing pods: acknowledged as serious safety issues;
- Lithium button cell batteries: No further work until current international work is concluded;
- 3D or additive printing: Contact ISO/TC 261, *Additive manufacturing* to raise safety concerns;
- Drones: Contact ISO TC 20/SC16, *Aircraft and space vehicles* to raise safety concerns.

COPOLCO Resolution 13/2015

Product safety working group (1)

COPOLCO

approves the report of the Product safety working group (PS WG) at COPOLCO 17/2015, notes the continued input from the PS WG into the revision and promotion of ISO/IEC Guides, further notes the revisions in 2014 of:

- ISO/IEC Guide 50, Safety aspects – Guidelines for child safety in standards and other specifications
- ISO/IEC Guide 51, Safety aspects – Guidelines for their inclusion in standards, and
- ISO/IEC Guide 71, Guide for addressing accessibility in standards;

thanks the Product safety working group members for their contributions in these areas.

COPOLCO Resolution 14/2015

Product safety working group (2)

COPOLCO

notes the submission of the new work item proposals, ISO/IEC 82079-2 Preparation of instructions – Structuring, content and presentation - Part 2 - Provisions for instructions for self-assembly products; and Choking hazards of small component parts to ISO TC 10 for ballot, further notes positive comments, but non-acceptance of these proposals due to an insufficient nomination of experts, and the decision of ISO/TC 10 to forward NWIP ISO/IEC 82079-2 to IEC/TC 3 for further consideration and ballot closing on 7 August 2015.

decides to resubmit the NWIP, Choking hazards of small component parts for consideration by another technical committee, such as ISO/TC 122, Packaging.

COPOLCO Resolution 15/2015

Product safety working group (3)

COPOLCO

thanks the Product safety working group for their scoping document on Quantification of risk assessments, appearing at Annex 1 to COPOLCO 17/2015, notes comments made on the proposal, and the proposal to appoint a task group to redraft it, invites the product safety working group to resubmit the draft for further consideration of members, recognizes the importance of other safety issues presented in COPOLCO 17/2015, further invites the group to submit a progress report for members' consideration at the 2016 COPOLCO meeting.

COPOLCO Resolution 16/2015

Product safety working group (4)

COPOLCO

thanks ANEC for its report on issues relating to safety of products appearing at COPOLCO 25/2015,

strongly supports ANEC's campaign to delete the exclusion clause from the parent IEC 60335 standards, and other standards for consumer products,

further supports lowering of surface temperature limits in the IEC 60335 series of standards,

invites members with the national representation in IEC/TC 108 to support ANEC on safety issues relating to audio-video equipment.

ITEM 14 CONSUMER PROTECTION IN THE GLOBAL MARKETPLACE WORKING GROUP

56. Bill Dee (SA) presented five initiatives (COPOLCO 18/2015):

- Communicating with consumers: Markets and governance agencies need to re-frame how they deal with consumers. In this context, Mr Dee pointed to the template on business-to-

consumer communication, and the ongoing revision of ISO/IEC Guide 14 *Purchase information on goods and services intended for consumers*. Further, he supported the future conversion of ISO/IEC Guide 14 into an international standard.

- Financial literacy for youth: The proposal still needs to undergo review by the WG and the Chair's Group, and COPOLCO members will be invited to respond to a formal consultation in due course.
- Dealing with consumer vulnerability: BSI's work on consumer vulnerability was noted, and Bill Dee invites members to contact the COPOLCO Secretariat to indicate their interest in participating in any future work in this area.
- Counterfeiting: Outcome from the workshop in Fiji: An education campaign is being developed by ISO/CS, including a kit for members to help run national campaigns focused by theme and on social media.
- Consumer product warranties: DSM (Malaysia) is interested to host the secretariat and provide a project leader for a new PC on consumer warranties.

57. All these initiatives are outcomes of previous workshops, giving them high relevance.

58. Standards under development are:

- Customer contact centres: A working group is currently developing CDs of both parts and aims to circulate them to the PC in time for comments to be resolved at a PC meeting scheduled for September 2015 in South Africa.
- Mobile banking: COPOLCO noted the release of ISO 12812, *Core banking – Mobile financial services* as a Draft International Standard. Members are encouraged to comment.
- For energy services: ISO 50007, *Activities relating to energy services – Guidelines for the assessment and improvement of the service to users*. Bill Dee encouraged consumer participation in developing this standard.

59. Finally he indicated the group would follow up recommendations from the 2015 workshop (see above, Agenda item 10).

60. Bill Dee thanked Anne Ferguson and Jeanne Bank for their dedicated work in consumer protection in the global marketplace.

61. Comments from the floor were:

- TC 68 was forthcoming to consumer representatives and included consumer protection in all documents. All TCs should note COPOLCO is the forum to seek consumer expertise and input for their work.
- A more generic process was needed to identify issues within TCs that need consumer input, to allow consumer representatives to get involved sooner rather than later.
- Support for the projects on Guide 14 and financial literacy, and thanks to the working group.

COPOLCO Resolution 17/2015

Global marketplace working group (1)

COPOLCO

thanks the global marketplace working group for its report at COPOLCO 18/2015,

approves the activity template on business-to-consumer communication appearing at Annex 1 to COPOLCO 18/2015,

notes the ongoing revision of ISO/IEC Guide 14, Purchase information on goods and services intended for consumers,

supports future conversion of ISO/IEC Guide 14 into an International Standard, upon its publication.

COPOLCO Resolution 18/2015

Global marketplace working group (2)

COPOLCO

notes the work of British Standards Institution on consumer vulnerability as described in COPOLCO 18/2015,

invites its members to contact the COPOLCO Secretariat to indicate their interest in participating in any future work in this area,

requests the Secretary to correspond with the members to gather views and information about the interest and relevance of international work on consumer vulnerability.

COPOLCO Resolution 19/2015

Global marketplace working group (3)

COPOLCO

notes the release of ISO 12812, Core Banking – Mobile Financial Services (all parts) as a Draft International Standard,

encourages its members to provide support to comments and votes on the ballot.

SHORT ORAL REPORTS AND DISCUSSION ON POTENTIAL FOR REGIONAL COOPERATION IN TODAY'S ISO

ITEM 15 SHORT ORAL REPORTS AND PANEL DISCUSSION ON THE THEME: "WHAT POTENTIAL IS THERE FOR REGIONAL COOPERATION IN TODAY'S ISO?"

15.1 Developments of consumer interest in European standardization: Report by ANEC representative Arnold Pindar

62. Arnold Pindar (ANEC) said ANEC was able to sign a contract with the European Union at the end of last year, and a second contract with the European Free Trade Association (EFTA). Together these guarantee ANEC's funding for the next 4-6 years.

63. Further, he introduced ANEC's role in the EU-US Transatlantic Trade and Investment Partnership (TTIP), which is supposed to be signed by the end of this year. ANEC is trying to balance differences in standards between the EU and the US. These differences stem from very

divergent standardization processes. Besides standards, there are also conformity assessment and marking issues. More generally, ANEC is defining EU positions on international standardization and these issues. He emphasized the need to look at the implications for consumers stemming from standardization at the international level. So even though globalization is an opportunity for international standardization, ANEC also faces challenges for global consumer protection.

64. Finally, Arnold Pindar also welcomed the mention of consumers in the new draft of ISO's strategy 2016-2020. He felt the strategy needs to make a clear distinction between the terms 'consumer' and 'customer', and to reinforce the participation of consumer representatives in t ISO's standards development process.

65. Arnold Pindar expressed concern that consumer representatives face more difficulties in participating in the process with shorter timeframes.

15.2 Developments of consumer interest in the Asia-Pacific: Report by a representative of the Asia-Pacific members of COPOLCO

1 Asian and Pacific Island Consumer Policy Report 2015 (AP COPOLCO) – Muti Sophira Hilman

66. Muti Sophira Hilman (BSN - Indonesia) presented AP COPOLCO's report. She gave a short overview of the establishment of the organization. It was originally established as ANCO in 2006, but was renamed AP COPOLCO in 2012, after Pacific Island countries joined.

67. AP COPOLCO's mandate is to:

- Raise awareness among consumers, industry, and government of the importance of standards, consumer protection and a sound metrology infrastructure;
- Provide information on activities related to Asian developing and Pacific Island countries' policies on standards, consumer protection and metrology;
- Enhance capacity of different stakeholders to advance standards, consumer protection and sound metrology infrastructure in the Asian developing countries and Pacific Island countries.

68. Furthermore, she gave an update on the working group's activities in the fields of awareness and education, testing, capacity building and research, and assistance from ISO COPOLCO. The overview included Indonesia, Japan, Korea, Malaysia, Thailand and Vietnam.

69. Muti Sophira Hilman (BSN) stated that more information and the full report can be found on the website of the Malaysian Association of Standards Users.

2. Pacific Area Standards Congress – Darryl Kingston

70. Darryl Kingston (SCC) presented the PASC report, deputizing for Steven Cornish (ANSI).

71. He stated that PASC is not a standards development body. Its aim is to strengthen the cooperation between countries of the Pacific region and ISO and IEC. The focus of PASC is to set and establish priorities for the Pacific Region.

72. PASC submitted feedback to the ISO Strategic Plan 2016-2020. Further, PASC sent a letter urging closer collaboration between ISO, IEC and ITU; to reduce overlaps in new emerging ICT areas such as Smart Cities, the Internet of Things (IoT) and Security. There was also collaboration with ISO Technical Committees on PASC's pilot projects.

73. There was cooperation between PASC and ISO in regional capacity building activities. PASC members supported capacity building workshops organized by ISO's Regional Office, and ISO participated in PASC's Workshop on fostering the next generation of leaders in 2014.

74. Darryl Kingston also presented a survey which was launched on consumer standards issues of common interest among countries in the region and for specific countries in the region. Further, he presented concerns for consumer interest participation in national and international standards development of the PASC members.

75. Finally, he presented several possible future areas for PASC's engagement with ISO/COPOLCO, for example; to provide further input for COPOLCO's strategic plan, strengthening cooperation with ISO's regional office, and identify and communicate regional priorities. ISO could assist PASC in promoting NWIPs, capacity building activities, undertaking consumer safety projects with APEC SCSC and other regional bodies; and in its dialogue with consumers on the use of standards.

15.3. Developments of consumer interest in the Latin American region – Guillermo Zucal, a representative of COPANT CT 153

76. Guillermo Zucal (IRAM) presented the 17 member countries and their specific interests and capacities in standardization work, especially in consumer representation.

77. The most important activities of COPANT CT 153 were:

- IRAM's Consumer Committee achieved high participation in different TCs;
- Agreement IDEC – ABNT (Brazil), CPCON Standard Committee on Consumer Standards were actively engaged in campaigns on the news, TV, and social media;
- Norma Cubana (Cuba) adopted COPOLCO Guides (37, 59, 51, 64, 71, and 76) and participated as an NSB in the development of consumer protection law;
- INDECOPI (Peru) – Comité técnico de normalización (CTN) de políticas des consumidor has translated and adopted ISO/COPOLCO Guides, launched surveys, and run campaigns;
- ICONTEC (Colombia) – NTC 198 – Consumers work for the adoption of ISO/IEC Guides and public discussions;
- INN (Chile) – the National Mirror Committee and National Consumers Committee have been working on product safety;
- SCC Connect (Canada) has a consumer interest panel; a workshop will be held in June.

78. The Secretary noted that regional organizations and coordination bodies mirror the concerns of ISO COPOLCO, for example regarding the Internet of Things and coordination between ISO, ITU and IEC. Could regional organizations be the future or driver of ISO?

79. Mr Kingston (SCC): Regional groups are identifying regional needs and fields that ISO should further explore. Regional organizations will not replace ISO; their work is complementary.

80. Arnold Pindar (ANEC): On the European level, ANEC is working in a legislative framework. The big and important issues today are of global nature – which makes it necessary to increase

cooperation between all geographical areas and levels of organization. There could be a driver for one or two specific areas. But as a whole everyone, also minor stakeholders; particularly consumers; need to be integrated into the process. Regional organizations will not replace ISO but will have to work more closely with it.

81. Kimera Henry Richard (UNBS – Uganda): asked whether it would be possible to include the African region in the plenary to report back on regional developments in 2016. The Chair responded that a channel would be established with the African Organization for Standardization's Consumer Committee (ARSO COCO) to report to COPOLCO's next plenary.

INFORMATION ITEMS

ITEM 16 ACTIVITIES OF CONSUMER INTEREST WITHIN LIAISON ORGANIZATIONS

16.1. Consumers International – Sadie Homer

82. In her report at COPOLCO 19/2015, Sadie Homer indicated that CI's Congress would be on 18-21 November in Brasilia. More information will be sent to COPOLCO members, and can be found on the CI website. She thanked ISO Academy and SIDA for sponsoring a number of CI members from developing countries.

83. The training on Monday, 11th of May contributed well to bringing in voices from developing countries. Ms Homer was looking forward to the training in November, as a side event of the CI Congress. She stressed CI's website provides ample information on their work.

16.2. Recent activities of the Organization for Economic Cooperation and Development (OECD) Committee on Consumer Policy (CCP) – Jay Jackson

84. Jay Jackson (OECD CCP) gave an update following a big meeting in April. The OECD CCP will host the OECD ministerial meeting on the digital economy in Mexico on 22-23 June 2016, on the theme, *The digital economy, innovation, growth, and social prosperity – Protecting consumers in the sharing economy*. The conference will look at the interaction between sharing economy activities and existing consumer protection frameworks. It will examine such issues as:

- Which reputation initiatives best build trust among peers?
- What level of responsibility should be borne by business platforms?
- What is the extent of sharing activities?

85. The Federal Trade Commission is having a consultation and a one day workshop on ['The sharing economy' on 9 June 2015 in Washington](#). Jay Jackson added the OECD CCP just released a report on industry self-regulation which includes references to ISO and ISO COPOLCO.

WRITTEN REPORTS TO NOTE

ITEM 17 ACTIVITIES OF CONSUMER INTEREST UNDER ISO AND IEC BODIES OTHER THAN COPOLCO

17.1. CASCO

86. The Chair of CASCO, Lane Hallenbeck, emphasized the huge overlap of issues discussed by COPOLCO and CASCO (see COPOLCO 22/2015). They evolve all around optimizing trust between buyers and sellers. CASCO works on defining the bridge between standards and conformity assessment for the whole supply chain, of which the last and most important point is the end consumer.

87. A main focus of CASCO was to increase the inclusiveness and participation of its members by holding meetings all over the world (and not only in Geneva). CASCO organized a workshop and plenary meeting last fall with the title, *Opportunities, challenges and priorities*. The next plenary in spring 2016 will be in the United Arab Emirates and in 2017 in Canada. Mr Hallenbeck proposed to connect CASCO and COPOLCO in a workshop or to coordinate the scheduling of plenary meetings in future.

88. Policy committee meetings were held by AENOR in Madrid this year. Standards for the service sector, and privacy issues, are increasingly important. Further topics discussed were: validation and verification in conformity assessment methods, the STAR group on outreach to stakeholders, the new online tool for regulators, work on creating a stakeholder forum in 2016, ethical and other labelling, composition of committees and working groups, the meeting of the working group on accreditation bodies, and developing national mirror committees.

89. At the end of the year, CASCO plans to organize a workshop on conformity assessment with the World Standards Cooperation. COPOLCO members are invited to attend.

90. Currently, three-quarters of ISO members are also CASCO members. Lane Hallenbeck wants to increase this in future.

91. Lane Hallenbeck stated CASCO's toolbox of conformity assessment documents has evolved from Guides to International Standards.

92. CASCO also gave feedback on ISO Strategy.

93. Lane Hallenbeck mentioned funding is always an area of concern for CASCO.

94. Franck Mmakgabo from the South African Bureau of Standards will succeed Lane Hallenbeck as Chair of CASCO in 2016.

17.3 Developing country matters (ISO Academy)

95. Ismail Albaidhani (Director of the ISO Academy) welcomed the delegates and thanked the Chair. He congratulated participants of the training, jointly organized by ISO Academy and COPOLCO.

96. He indicated the Action Plan for Developing Countries is a strategic framework which ISO produces every four years to structure activities to assist developing countries around the world. The current plan ends this year, and the new plan for 2016-2020 has been drafted. DEVCO CAG members drafted impact areas, shared with ISO members, who were encouraged to reach out and contact national stakeholders for feedback. The new APDC mentions the importance of consumers and their involvement – an improvement on the last strategic plan.

97. Dr Albaidhani encouraged participants to comment the APDC.

ITEM 18 ANY OTHER BUSINESS

98. The Secretary stated on behalf of Sandra Herrera, convenor for the revision of Guide 41 on packaging, that she would like to repeat her invitation to NSBs to nominate experts to participate in the work.

99. On behalf of all members of COPOLCO Sadie Homer thanked Anne Ferguson and Jeanne Bank for their dedicated work, wishing them all the best for their future endeavours.

COPOLCO Special Resolution 1/2015

COPOLCO

expresses its sincere thanks to Anne Ferguson (BSI – UK) and Jeanne Bank (SCC – Canada) for their dedicated work, leadership and longstanding commitment and contributions to COPOLCO, wishes them an excellent retirement.

Secretary's note: on behalf of COPOLCO, the Chair and Secretary also expressed their thanks to Robyn Easton after the COPOLCO meeting for leading the product safety working group and for her contributions to COPOLCO. Robyn Easton stepped down from the co-convenorship of the working group due to reorganization at Standards Australia.

Concluding remarks

100. The Chair thanked everyone who helped to make the COPOLCO plenary meeting and related events a success. She also thanked speakers and facilitators, for their support of the workshop, and COPOLCO members for their active participation. The next plenary will probably be in Geneva again.

101. Celine Awuor (KEBS) thanked ISO Academy and COPOLCO on behalf of the sponsored delegates from developing countries for the opportunity to participate in the training and the COPOLCO plenary and related events.

COPOLCO Special Resolution 2/2015

COPOLCO

expresses its deep appreciation to the Swiss Association for Standardization (SNV), sponsors, and the staff of the ISO Central Secretariat for their co-hosting and excellent support to the 2015 COPOLCO meeting and related events.