



CONSUMER PARTICIPATION AND TRAINING WORK PLAN 2013-2014 updated November 2013

	Activity	COPOLCO Work programme/ resolution	Detail of activity	Lead	Date due	Update	Future action: who/what
1	Support ISO Strategic plan	WP 2013 items 1.7 & 2.6. Also 1.10 'Revise the terms of reference of COPOLCO's working groups.'	Consider and report on ways to address consumer participation and related issues in response to ISO's strategic objectives as set out in the <i>ISO Strategic Plan 2011-2015</i> . Mostly covered by rest of CP Work plan	ISO CS	May 2014	<u>Sep 2013</u> Substance agreed at COPOLCO 2012 May Plenary. <u>Nov 2013</u> draft revised CP & T ToFR agreed at 14 Nov WG meeting	Circulate to wider group for comment and subsequent confirmation at May 2014 Plenary. Ensure Work Programme reflects T of R.
2	Funding consumer participation	COPOLCO Resolution 9/11 COPOLCO Resolution 10/2012 COPOLCO Resolution 7/2013	<i>JOINT ACTION WITH TRAINING GROUP AND PRIORITIES GROUP</i> <i>Resolution 9/2011</i> — develop a proposal related to funding consumer participation, for example in the COPOLCO priority areas. — develop list of key technical areas requiring funding (PG) — Use occasion of ISO GA for further dialogue with NSBs. <i>Resolution 10/2012</i> ISO Council encouraging ISO members to work with national governments, etc., to raise awareness of value of consumer participation in national committees and assist participation through financial and other means. <i>Resolution 7/23</i> ...invites the COPOLCO Secretary to discuss the practicality of the funding task group initiatives with ISO/DEVT	Guiller mo Zucal & Rémi Reuss		<u>Nov 13</u> Funding Task group ideas discussed with ISO DEVCO lead Beer Budoo, who attending WG meeting. Noted template for database of funding ideas links with Online directory 3.2 brochure for how to get funding links with 3.6. Brochure publication. Considered possibility of making cooking stoves a pilot for consumer representation funding. ISO CS to explore how Trust Funding achieved.	1. Confirm names of Task Group members 2. Continue to explore database of funding ideas, Trust funding, explanatory brochure (see 3.6), funding attendance at cooking stoves (see 3.1) and whether changing funding rules for Policy committees is possible.

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3	1. Actions supporting participation in TCs & WGs	COPOLCO work programme 2013 item 2.5 and 2.9 COPOLCO Resolution 7/2013	2.5 Information and actions to support and promote consumer participation in national, regional, and international standardization 2.9 Outreach and orientation for new members and other stakeholders <i>Resolution 7/23 ... asks the COPOLCO Chair to introduce an agenda item into the next meeting of the ISO/Council dealing with effective participation of consumer representatives in the standardization process at the national level, within certain countries.</i>	ISO CS		Actions mainly covered by ISO CS; specific CP WG items below <u>Nov 13</u> Norma reported that next opportunity to cover consumer participation would be March Council meeting when new chair, Ratna, attended. Review of participation statement being undertaken by Chairs Group.	Possible pilot with consumer representation in Cooking stoves standards work.
3	2. Online Directory of Consumer participation	COPOLCO work programme 2013 item 2.5.2 COPOLCO Resolution 10/2012 COPOLCO 17/2012 ANNEX 3 Page 2, Action 4 COPOLCO	See ISO Directory at: http://www.iso.org/iso/resources/resources_consumers/iso_directory_of_consumer_interest.htm 2.5.2 Maintain and update Directory <i>Resolution 10/2012</i> promote the Directory among ISO members and encourage members to fill in and update their entries. Action 4 Review the online directory template for information presented there to encourage greater provision of e.g. links to relevant slides and publications (<i>see some suggestions from feedback from London 2011 sponsored delegates</i>). <i>Resolution 1/2013</i>	Libor Dupal	May 2014	<u>Nov 2013</u> Draft revised template discussed at Nov WG meeting. Three stages identified: a) provision of guidance for completion of existing form by NSBs b) minor updating of existing Directory to add TCs in key areas, asap. b) Longer term revision of Template to be available for any future revision of Directory format.	ISO CS to explore future possibilities from technical aspect. Continue work on format of new template for future use.

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		Resolution 1/2013	ISO CS gather information on use of Directory...	ISO CS		Nov 2013 CS Survey results obtained & fed into template review. Noted links possible with 2. Funding And 3.10 succession	
3	3. Develop case studies of national consumer involvement	COPOLCO 17/2012 ANNEX 3 Page 2, Action 2	As means of sharing good practice, gather case studies from several countries as examples of how consumer involvement can operate; explain existence of similar or different systems (this would build on the case studies already provided in the <i>Involving consumers</i> brochure).	Suzanna Ersoy	May 2015	Nov 2013 Identified possible lead. Note Links with item 3.2.	Feed back on preliminary exploration of possible project with national consumer organization.
3	4. Collaborate with Regional Groups	COPOLCO 2012 Plenary, Minutes 59, 120, 124, 129, 133 and COPOLCO Resolution 19/2012	Minutes 59 and 124 ANEC involvement in work to develop a toolbox for consumer engagement with European standardization. Minute 120 – DCCG Minute 129 – ANCO Minute 133 – CT 153 PAN-COPOLCO Resolution 19/2012 proposal that a Pacific Islands Countries Consumer Network be established	Norma McCormick (inventory only)	May 2014 report	7th ANCO Workshop held 23-24 April 2013, in Kuala Lumpur, had as its theme: 'Promoting Balanced Stakeholder Participation in Standardization' with the focus on consumer participation.	WG to utilise any outputs from ANCO workshop in taking forward other actions. Inventory of existing groups and other regional groups established to track COPOLCO's work; contact names to be drawn up and representatives invited to May 2014 COPOLCO meeting. Agenda item at May 2014 WG to discuss future action.
3	5. Develop COPOLCO mirror committee guidelines	COPOLCO 17/2012 ANNEX 3 Page 2, Action 1	Develop guidelines on mirroring COPOLCO at national level using good practice examples from Consumer Participation discussion. Include guidance on role of the 'designated person' within NSBs/Standards Bodies.	Caroline Warne	Dec 2014	Nov 13 Agreed to take an initial look at any current guidance related to the 'designated person' initially and following that, mirror committees.	Feed back proposals to May 2014 WG meeting relating to the designated person role.
3	6. Brochure publication	COPOLCO work programme 2011	See brochure: <i>Involving consumers – why and how – practical guidance for standards</i>	ISO CS		Sep 13 Feedback being obtained use of brochure.	Consider who/what/when

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		<p>item 1.1; COPOLCO 26/2011.</p> <p>COPOLCO work programme 2013 item 2.5.5</p> <p>COPOLCO Resolution 9/2011</p> <p>COPOLCO Resolution 10/2012</p>	<p><i>development bodies</i> at: http://www.iso.org/iso/resources/resources_consumers/publications_produced_by_copolco.htm</p> <p>Includes case studies on why, when, where & how to involve consumers etc.</p> <p><i>Resolution 9/2011</i> COPOLCO members to circulate brochure widely as a means to help facilitate consumer involvement in standardization</p> <p><i>Resolution 10/2012</i> COPOLCO CS to get feedback on the extent to which ISO members are implementing the ISO brochure at national level.</p>	Caroline Warne & Sadie Homer		Nov 13 WG meeting discussed possibilities for more targeted funding brochure than current 'How to get funds', including how to identify donors and how to make funding application.	funding guidance could be produced.
3	7. Use of social media	<p>COPOLCO work programme 2013 item 2.5.5</p> <p>Development of publications and use of social media to promote awareness of standardization as a tool for consumer protection.</p>	<p>Use of Facebook, Twitter, YouTube to promote consumer participation.</p> <p>"Chat forum" developed in the ISOTC server; to be "Developing countries oriented virtual group". <i>COPOLCO Plenary 2011: 182:</i></p>	ISO CS	May 2014	<p>Sep 13 Various activities now in place, including COPOLCO Face book page. Metrics now included in Annual report.</p> <p>Nov 13 Discussed at WG meeting. Consider Linked in etc.- possible CP & T Group</p>	Presentation possible at next CP WG meeting to help determine future actions.
3	8. Alternatives to face-to-face meetings	<p>COPOLCO 2012 Minutes 134-136</p>	<p>Extend use of weblinks, chat rooms etc. to supplement face to face meetings.</p> <p>Guidance on using Webex, (which replaced 'Go to meetings') has been circulated and past WGs have offered facility. Some data exists on experiences: COPOLCO 17/2012 ANNEX 4</p> <p>There is the potential to offer guidance on making best use of such meeting opportunities.</p>	ISO CS	May 2014	Nov 2013 WG heard of success of CI use of Adobe system for training sessions.	Explore possible web attendance at next CP & T WG meeting in Milan.
3	9. Balanced representation	<p>COPOLCO Resolution 11/11</p>	<p><i>Resolution 11/2011</i> '... the standards development process should</p>	ISO CS/	Dec 2014	Sep 13 To monitor consumer involvement in TCs and WGs	

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	n on TC/WGs	COPOLCO 2012 Plenary, Minute 50	be characterized by balanced representation from all affected stakeholder groups including consumers when the standard involves consumer goods or services. Minute 50 – importance of balanced representation raised by Ehud Peleg of Israel. <u>NOTE</u> ISO/TMB Process Evaluation Group report (COPOLCO 40/2012) resulted in ISO decision to record stakeholder categories for participants in TCs & WGs (see COPOLCO 44/12).	Ehud Peleg All	Mar 2014	as data becomes available from ISO Dashboard <u>Nov 13</u> Letter circulated by Ehud on consumer reps' lack of technical knowledge and need for support from TC secs.	WG members to provide comments on Ehud letter for possible inclusion in Ratna's report to March Council meeting
3	10. Explore initiatives to encourage succession	COPOLCO 17/2012 ANNEX 3 Page 2, Action 5	As the cohort of experienced consumer representatives grows older, share experiences on ways of attracting in younger consumer representatives to train up.	T.B.D.		<u>Nov 2013</u> presentation to WG on SA Young Leaders programme.	Group to explore what happening at national level. Follow also International Conference on Education in Standardization (ICES). Possible to cross reference on ISO consumer directory. Possible future workshop theme.
4	Barriers to consumer participation	COPOLCO PLENARY 2011: Minute 83 -85 and COPOLCO Resolution 9/2011. COPOLCO 17/2012 ANNEX 3 Appendices B2 and C2	Libor Dupal, Czech Republic, proposed setting up a sub-group to analyze and address barriers to consumer participation, following UNMZ (Czech Republic) project on consumer participation, funded by Norwegian Government. Action 6 Review barriers indicated in 2009 work to ensure all relevant actions underway (COPOLCO 17/2012 ANNEX B2). See also funding proposals.	Ehud Peleg		<u>Sep 13</u> Many of the proposed actions have been incorporated into other actions in the CP WG workplan, e.g. funding task Group. Need lead to progress outstanding actions: <ul style="list-style-type: none"> • local/regional collaboration to translate working documents • explore whether lack of adequate computer facilities is 	Anne work with Ehud to identify if further work needed on Barriers report. Re-assign some actions to other parts of work plan.

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		COPOLCO 17/2012 ANNEX 3 Page 2, Action 6				still a barrier for any organizations. • exploring extent of regional gaps in WG membership and whether any further action is needed.	
6	Evaluation of Distance learning Module	COPOLCO Resolution 8/2013	<i>Resolution 8/2013</i> ...invites ISO members and other stakeholders to publicize and promote the Distance Learning Module ...	Caroline Warne & Sadie Homer	Dec 2014	Nov 2103 Needs to run for a year before evaluating metrics.	
	Promotion of existing training & materials	COPOLCO Resolution 8/2013	<i>Resolution 8/2013</i> ...invites ISO members and other stakeholders to publicize and promote the Distance Learning Module and all other relevant ISO publications, noting the role social media could play.	Caroline Warne & Sadie Homer		Nov 2103 First articles has gone in ISO Consumer Update promoting the use of publications.	Further articles for ISO Consumer Update promoting the use of publications.
	Regional/national training workshops	COPOLCO Resolution 10/23	<i>Resolution 10/2013</i> Notes that there have been no regional or national training workshops following the train the trainer programme, requests the working group to consider how to address needs	ISO CS and Caroline Warne & Sadie Homer	May 2014	Nov 13 Discussed at CP&T WG meeting.	To exploring possibilities for training alongside May 2014 Plenary in Milan with UNI and ANEC/CEN-CENELEC