



CONSUMERS AND STANDARDS FOR ROAD SAFETY SOLUTIONS

ISO/COPOLCO/ACADEMY TRAINING WORKSHOP

Pullman Hotel City Centre, Kuala Lumpur, Malaysia – 16 May 2017

This capacity-building workshop is part of an ongoing series of training events for consumer interests in the different regions of the world. The long term objective is to improve representation and involvement of the consumer stakeholder group in the development of standards at the national, regional and international levels. This event is also designed to prepare participants to participate effectively in an international workshop on road safety issues on 17 May.

The aims of this workshop are to:

- raise awareness of standards as a means to safeguard consumer interests;
- enhance the role of consumer representatives in the standards-setting process at the national, regional and international levels; and
- encourage representatives of National Standards Bodies (NSBs), consumer organizations and consumer protection agencies to identify road safety issues and work together on national solutions.
- enable participants to help formulate recommendations from COPOLCO in the area of road safety at the international workshop occurring on 17 May.

After the capacity-building workshop, participants should be able to:

- identify the role of International Standards and other frameworks to improve national situations
- define and identify the issues with road and vehicle safety in their country
- link with partners and networks to address issues at the national and international level,
- decide on specific actions to take forward to address national road-safety related issues
- participate in developing road safety related recommendations for COPOLCO to take forward.
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10:30-10:45 **Opening and welcome**

Introduction and context setting

Review of objectives, objectives, workshop structure, speakers

Self introduction of speakers/facilitators

Speakers and facilitators – Part 1: *Sadie Homer, Dana Kissinger-Matray, Ratna Devi Nadarajan, Guillermo Zucal, Nur Aymuddin Asiyikin, Antonino Serra*

10:45-11:15 **Icebreaking activity: Introduce your neighbor**

(including what are the key consumer issues in your country)

11:15-11:45 **Presentation 1: Setting the stage – Standards and consumer protection**

11:45-12:00 **Panel discussion** *(selected representatives or countries)*

- Successful models of consumer engagement
- Success stories in particular sectors or standards

- Solving (at least partially) the issue of funding for consumers in standards development

Q&A

12:00-12:30 Key issues to discuss in groups

- Where have standards made a difference in your country?
- What consumer protection gaps do you think standards could address?
- What can be done to make standards useful to consumer protection?

12:30-13:00 Presentation 2: Networks and resources, and how to get involved

Perspectives and structures in ISO

- ISO's governing bodies and ISO Strategies 2016-2020
- Principles of stakeholder engagement
- ISO/COPOLCO – its impact on improving consumer protection through standardization.
- COPOLCO Mirror committees and COPOLCO contact persons
- Online resources for COPOLCO members and stakeholders
- National participation as a basis for international work

Other organizations and networks

- ISO/COPOLCO consumer participation and training group
- Regional and International Consumer and Standards Organizations/ Networks – ACCP, ACCSQ
- Identifying consumer priorities when writing a standard-
- Bringing consumer representatives to the table
- Critical phases in standards development
- Funding consumer representatives' involvement in standards development (in addition to ISO Academy)

Q& A, Open discussion

Guided discussion on making connections (including overcoming barriers)

13:00-14:00 Lunch

14:00-14:15 Presentation 3: Briefing about 17 May workshop and plenary issues Q&A

14:15-14:45 Presentation 4: the current landscape of road safety issues

A general presentation allowing context-setting and understanding the big picture of road safety problems, solutions and actors, and the current situation in ISO member countries.

- Facts, figures and feedback: what emerges from sponsored participants' country reports
- Overview of active agencies and programmes: briefing on UN ECE standards, briefing on New Car Assessment Programmes, NHTSA etc.
- How standards and technical committees address road safety problems

Speakers and facilitators – Part 2 Peter Hartzell, Ronald Vroman and Guido Adrienssens CONFIRMED

Karien Venter , CRIS – TO BE CONFIRMED

Q &A

15:00-15:30 **Presentation 5: National case studies**

Choice of issues and concerns based on actual case studies from the region

Short presentations from 3-5 participant countries, based on three questions:

- Identify 3 (three) issues which pose the greatest challenge to road and vehicle safety in your country – cite figures/data where possible.
- What improvements are needed to improve road / vehicle safety in your country?
- How do you imagine your role in advancing these changes: how would you start, what resources would you need?

Briefing for afternoon discussion session.

15:30-16:00 **Tea/Coffee break**

16:30-17:30 **Facilitated discussion in groups**

Questions

- How can International Standards help improve road / vehicle safety in your country?
- Do you see the need to be involved in International Standards development for road and vehicle safety?
- If yes how will you do that, and if no, what is preventing you?
- What further coordinated action is needed to enhance road safety?

17:30-18:00 **General discussion, Q& A**

Identification of key points and priorities

(main conclusions for one representative to discuss on 17 May workshop panel).

Close of the workshop