



ISO/COPOLCO WG 2 Key areas for consumers

MASTER PROJECT OVERVIEW

Version 2020-01-10

The Working Group provides information on key areas of ongoing standards work in ISO and IEC of interest to consumers. The following key areas (in alphabetical order) are identified as being very relevant for consumers and where consumers currently are working:

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1.	Artificial Intelligence	ISO JTC 1, SC 42, Artificial Intelligence IEC SEG 10, Ethics in Autonomous and Artificial Intelligence Applications Open Community for Ethics in Autonomous and Intelligent Systems (OCEANIS) started by IEEE in July 2018 JTC1 decided to move AI governance from SC40, IT Service Management and IT Governance, to SC42, Artificial intelligence, as a joint project, in 2018	1. Ethical AI, clarifying unintended effects of 'black boxes' of decision making			Ms Bianca Wylie, SCC	IEC SEG 10, Brian Tranter JTC1 SC 42 Consumers International is a liaison and ANEC can also join ISO/IEC JTC1/SC42 SG1, WGs 1-4 Stephen Kwan, ANSI WG 3-4: Juhani Huttunen, SFS WG4: Klaus Hoeckner, ASI		Added 2019-03-14 (see robotics at item 20 below) Consumer involvement is sought – inform national mirror committees. Consumers International reports good dialogue with Wael Diab, Secretary of the JTC1 SC 42 2019-02-26 Brian Tranter, BSI stepped down in May 2019

¹ The criterion used for the consumer stakeholder group for the purposes of registering experts in the ISO Global Directory is 'national, regional and international consumer representation bodies, independent of any organization that would fall into the 'industry and commerce' category, or individual experts engaged from a consumer perspective.' Please ensure the proper stakeholder categories are given for all experts.

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2.	Consumer warranties and guarantees	ISO/PC 303, Guidelines on consumer warranties and guarantees ISO 22059	1. missing or unclear or unfair guarantees and warranties 2. insufficient information on consumer rights to warranties and guarantees			Mrs Sharifah Azlinda Syed Abu Bakar, DSM	Shahrul Mohd Tahir Seah Seng Choon, SSC Sandra Hererra, ICONTEC Takashi Nakakuki, JISC Guillermo Zucal, IRAM Eunsook Moon, KATS Lili Cao, SAC Lisbeth Boloka, SABS	Publication expected	Added 2016-06-15 Report last updated March 2019
3.	Cosmetics – Air Pollution Protection Factor	ISO/TC 217, Cosmetics – Air Pollution Protection Factor (APPF) ISO/TC 217 WG 7, Sun protection test methods	1. Product claims are often vague and inconsistent, causing confusion in the marketplace 2. Provide reliable and trustworthy results, develop standardized tests			Mr Michael Wong, SCC	No		Report last updated March 2019

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4.	Elderly & persons with disabilities – Products, services and env't	ISO/IEC Guide 71:2014 ISO/TC 173/SC7, Assistive products for persons with disability, Accessible design ISO/TC 59/SC 16, Accessibility and usability of the built environment ISO/TC 59/SC 17, Sustainability in buildings and civil engineering works ISO/TC159/WG2, Ergonomics for people with special requirements ISO/TC159/SC4, Ergonomics of human system interaction WG 10, Accessible design for consumer products ISO/TC159/SC5, Ergonomics of the physical environment WG5, Physical environment for people with special requirements ISO/TC 122, Packaging — Accessible Design — ISO 22015, Handling and manipulation ISO/IEC JTC1/SC35, User interface / WG 6, User interfaces accessibility IWA18:2016, Community-based integrated life-long health and care services for aged societies ISO/IEC JTC1/SC35, User interface - WG 6, User interfaces accessibility ISO/TC 314, Ageing Societies ISO/TC 314/WG 1, Ageing workforce ISO/NP 23617 (Under development) <i>Ageing societies – guidelines for an inclusive workforce</i> ISO/TC 314/WG 2, <i>Dementia inclusive</i> ISO/NP 23623 (Under development) <i>Ageing Societies – Framework for Dementia-inclusive communities</i> ISO/TC 314/WG 3, Carer inclusive WD 23889, <i>Carer-inclusive and accommodating organizations</i> IEC/TC 59, Performance of household and similar electrical appliances - WG 11 IEC SyC AAL, Active assisted living	1. Older persons and persons with disabilities have difficulties using consumer products so need standards that account for this 2. All consumers benefit through the better design of products and services in turn boosts access to, and satisfaction with, the global marketplace. All consumers benefit from inclusive designs which facilitate, for example, easy opening of packaging; access to buildings; and social participation, such as being able to use the internet or television, pushchairs benefit from wheelchair access. 3. Ultimately, it can be argued that further accidents can be prevented through good design, and that all of society benefits	ISO TC 173 is seeking consumer involvement to revise ISO 7176-15 (2018-11-13) ISO/TC 314, Ageing Societies, is seeking input from consumers (2018-11-13)		Mr Ken Sagawa, JISC Mr Rae Dulmage, SCC	Susan Harker, BSI ISO/TC 173 Joseph Bascou, AFNOR Hans Hammarlund, SIS ISO/TC 59/SC 16 Doris Ossberger, ASI ISO/TC 59 SC 17 Adam Robertson, Jennifer Hillard SCC; Guido Hoff, DIN ISO/TC 159 Susan Harker, BSI Ulrike Kuhlmann, Kristina Unverricht, Hilke Groenewold, Hans-Jorg Windberg, DIN ISO/TC 122 Axel Thiele, DIN Ca. 29 consumers in JTC 1 working groups ISO/TC 314 TCG1 and TG 2 Jeanne Bank, BSI Rae Dulmage and Patrick Harkness, SCC ISO/TC 314 TG 1 Patrick Harkness, SCC ISO/TC 314, WG1 Peter Huber, ASI Rae Dulmage and Patrick Harkness, SCC ISO/TC 314, WG2 and WG 3 Patrick Harkness, SCC	ISO FDIS 24552 <i>Ergonomics — Accessible design — Accessibility of digital information visually displayed on consumer products</i> ISO/IEC Guide 71:2014 is under review	ISO/TC 314 has strong input from consumers Article by the United Kingdom on dementia-friendly communities in the January 2019 ISO consumer update Report last updated March 2019 Recent standards: ISO 24550:2019, <i>Ergonomics — Accessible design — Indicator lights on consumer products</i> ISO 22015:2019, <i>Packaging — Accessible Design — Handling and manipulation</i> (published)

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5.	Electronic Cigarettes, vape and vapour products	ISO/TC 126, Tobacco and tobacco products SC3/WG1, Determination of substances in e-liquids ISO 20714, E-liquid — Determination of nicotine, propylene glycol and glycerol in liquids used in electronic nicotine delivery devices — Gas chromatographic method ISO 20768, Vapour products – Routine analytical vaping machine – Definitions and standard conditions ISO/TC 126/SC 3, Vape and vapour products, WG2, Routine analytical e-cigarette vaping machine ISO 20768, Routine analytical e-cigarette puffing machine – Definitions and standard conditions ISO/TC 126, Tobacco and tobacco products SC3/WG1, Determination of substances in e-liquids ISO 20714, E-liquid — Determination of nicotine, propylene glycol and glycerol in liquids used in electronic nicotine delivery devices — Gas chromatographic method ISO 20768, Vapour products – Routine analytical vaping machine – Definitions and standard conditions ISO/TC 126 SC3 WG2, Routine analytical e-cigarette vaping machine ISO 20768, Routine analytical e-cigarette puffing machine – Definitions and standard conditions CEN/TC 437, Electronic cigarettes and e-liquids (WG 1) Terminology and definitions (WG 2) CEN TS 17287, Requirements and test methods for electronic cigarette devices published on 2019-01-16 (WG 3) Requirements and test methods for e-liquids (WG 4) CEN/TR 17236, Electronic cigarettes and e-liquids – Constituents to be measured in the aerosol of vaping products	1. No progress of standardization to lack of active membership 2. Domination by industry 3. It is unclear which components of an e-cigarette must be child-resistant. The TS must ensure e-cigarettes cannot easily be operated by small children (typically a button must be pushed 5 times in sequence within a certain time) and that any closures for refill openings are child-resistant (typically of push-and-turn type).	Chair welcomed greater consumer representation on 2017-08-17	Recommended action: A suitable test procedure based on test protocols for child-resistant packaging must be provided (either within the DTS or an improved child resistance features should be included in any future ISO standard). 2019-03-10	Ms Christine Heemskerk, BSI	Canada, Switzerland and the United Kingdom have appointed consumer representatives. Korea is running a large consumer campaign on the safety of e-cigs so may be interested to contribute. Christine Heemskerk (BSI, UK) is active in European work. France no longer participates at international level ISO/TC 126/SC 3/ WG 1 Patrizia Cavalli, Marc Szeeman, Olivier Théraulaz, SNV Alan Depauw, AFNOR CEN/TC 437, Franz Fiala, ANEC CEN/TC 437 WG2 and 3 Christine Heemskerk, BSI		Added 2016-06-15 Report last updated March 2019

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6.	Ethical claims and environmental labels	ISO/CASCO WG 53, <i>Ethical claims – Labels and supporting information</i> ISO 17033:2019 , <i>Ethical claims and supporting information – Principles and requirements</i> ISO/TC 207/SC 3, <i>Environmental labelling</i> ISO 14025, <i>Environmental labels and declarations – Type III environmental declarations – Principles and procedures</i>	1. proliferation of ethical claims in the marketplace 2. Ensure transparency; and enable consumers to have confidence in the validity of what is being stated 3. Ensure it can be used with existing standards, such as the 14020 series on environmental labels, claims and declarations, without undermining their more rigorous requirements			Ms Jennifer Hillard, SCC	ISO/CASCO WG 53 Jennifer Hillard, SCC Sadie Homer, BSI Matsumoto Tsunako, JISC Victoria Hailey, SCC Susan Lubega, George Walusimbi Mpanga, UNBS ISO TC 207 SC 3 Gabriela Fleisher, DIN	ISO 14025 is up for systemic review on 2020-07-15	Added 2018-07-25 Report last updated March 2019
7.	Fire safety	ISO/TC 21/SC 3, <i>Equipment for fire protection and firefighting / Fire detection and alarm systems</i> ISO 7240-3 <i>Fire detection and alarm systems – Part 3: Audible alarm devices</i> ISO/TC 61/SC 14, <i>Environmental Aspects</i> ISO/WD TR 23891, <i>Plastics – Recycling – Necessity of standards</i> ISO/TC 61/SC 10, <i>Cellular Plastics –</i> ISO/DIS 17880.2 (Under development) ISO/TC 61/SC 4, <i>Plastics / Burning Behaviour</i> ISO/ PRF TR 20118 (under development) ISO/TC 92/SC 3, <i>Fire Safety / Fire threat to people and environment</i> ISO/NP 19706 (under development)	1. Fire is always a risk and new materials in combination with other new products can affect the fire safety of the consumer 2. Consumers need to understand and speak to the risks that can arise from these issues and how equipment and product design to protect against fire can best mitigate these risks	In most cases, the consumer needs are met. 1. No progress of the relevant activities for standardization. 2. ISO/TC 136 ignition and fire standards for furniture are old. The use of synthetics in furniture and in building materials has changed the dynamics in a residential environment	Recommended action: Suggest recommending the updating of the ISO/TC135t related standards. 2019-03-15	Mr Rae Dulmage, SCC	<i>Rae Dulmage</i> ISO/TC 61/SC 4/WG 10 Mike Hayes, Tania Vandenberghe, ANEC ISO/TC 92 SC 2 Vyto Babrauskas, Robert Berhinig, John D. Nicholas, Deggary N. Priest, James Shaw, Javier Trevino, ANSI ISO/TC 136 Tayfun Avdan, SIS OTHER TCS – NO		Report last updated March 2019

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		ISO/TC 136, Furniture No activity related to Fire Safety standards							
8.	Food safety and labelling	ISO/TC 34, Food products ISO/WD TR 23304, <i>Food products – Guidance on how to express vitamins and their vitamins content</i> ISO/DTS 26030, <i>Sustainable development and social responsibility – Guidance for using ISO 26000:2010 in the food chain</i> ISO/TC 34 SC 12, Sensory Analysis NP 20784, <i>Sensory claim substantiation</i> ISO/TC 122, <i>Packaging</i> ISO 22742:2010, <i>Packaging – Linear bar code and two-dimensional symbols for product packaging</i> ISO 28219:2017, <i>Packaging – Labelling and direct product marking with linear bar code and two-dimensional symbols</i> Antibiotics in food is another concern. Monitor the Codex Alimentarius and WTO/SPS agreements and activity.	1. Food labeling, primarily as a means of consumer protection, has exploded – with concerns on nutrition, genetic modification, pesticide and/or additive use, identifying known allergens, product origin disclosure, tracking products to help recalls, and more 2. Consumer groups, the health industry, associations advocating/supporting food triggered diseases and niche agricultural groups are mounting pressure on government organizations and industry to bring a cleaner, less confusing, labeling system to the public. 3. There few standards if any that set out requirements for food labels			Rae Dulmage, SCC (food labelling) Mira Kos Skubic (SIST)	ISO/TC 34 SC 17 WG 3 and 11 Jennifer Hillard, SCC ISO/TC 34 WG 23, Marino Melissano, UNI SC 12, Guillermo Zucal, IRAM OTHER TCS – NO		Looking for consumer participation in ISO/TC 34 SC 12 Rae Dulmage (SCC) and Mira Kos Skubic (SIST) joined in 2019 Report last updated March 2019

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9.	Furniture	ISO/TC 136/WG 3, Furniture ISO/DIS 7171, Storage units – Test methods for the determination of stability TC 136/WG 6, Children's and nursery furniture NWIP Children's furniture – Mattresses for cots and cribs – Safety requirements and test methods ISO DIS 7175-1, Children's cots and folding cots for domestic use – Part 1 safety requirements ISO DIS 7175-2, Children's cots and cots for domestic use – Part 2 Test methods ISO 9098-1:1994, Bunk beds for domestic use – Safety requirements and tests – Part 1: Safety Requirements ISO 9098-2, Bunk beds for domestic use – Safety requirements and tests – Part 1: Test methods ISO 7171, Furniture – Storage units – Determination of stability IEC/TC 61, Safety of household and similar electrical appliances IEC 60335-2-116 – electr. furniture	1. Children killed by falling furniture – a worldwide scandal leading to recalls, but not in every country, due to a patchwork of different standards... is an example of how standards directly impact consumer safety, as well as raising issues of performance and fitness for purpose. Other emerging issues include health impacts of chemicals in furniture; and sustainable sourcing 2. American studies show that 80 % of the consumers don't fasten the storage furniture to the wall as indicated in the instructions	Lack of consumer representation in ISO TC 136 and CEN TC 207.	Recommendation: call for greater participation (2019-03-06) A letter from WG2 (N 490/2018) led to ISO/DIS 7171 being updated for better stability There is generally focus on prevention on further accidents concerning inadequate stability of storage furniture not only in the US but also in Korea, Japan, China and Australia. Australia has published a good guide. CPSC in the US is considering if legislation is the way forward (Advance Notice of Proposed Rulemaking) and it is supported by the American industry	Ms Helen Amundsen, Danish Consumer Council Ms Benedicte Federspiel, DS	ISO/TC 136 WG 1-3 Tayfun Avdan, SIS		Report last updated March 2019

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10.	Graphical symbols	ISO/TC 145, Graphical symbols ISO 9186-1:2014, <i>Graphical symbols – Test methods – Part 1: Method for testing comprehensibility</i> ISO/TC 145 / SC 1, Public information symbols ISO 7001:2007 (Amdmts in process) ISO/FDIS 28564-3 (Under development) <i>Public information guidance systems – Part 3: Guidelines for the design and use of information index signs</i> WG 4, Public information symbols (Revision of ISO 7001) ISO/TC 145/SC 2, <i>Graphical symbols – safety identification, signs, shapes, symbols and colours</i> ISO 7010:2011, <i>Graphical symbols – Safety colours and safety signs – Registered safety signs (Amdmts in process)</i> ISO/CD TR 20559 (under development) <i>Graphical symbols – Safety colours and safety signs – Guidance for the development and use of a safety signing system</i> ISO/WD 22578 (under development)	1. Graphical Symbols are used to communicate information, warnings and actions to the public in a consistent manner such that the time to react is quick 2. There is need for consumer input participation through belonging to the member body mirror committee or through liaison to actively take part in the decisions, reviews and discussions on proposed symbols, evaluation methods and new areas of work.	To a great extent, the key consumer objective is reached Some more participation (formal and informal) on the national mirror committees and in the work of the committees that seek to have symbols adopted, registered or developed, would be helpful		Mr Rae Dulmage, SCC	ISO/TC 145/SC 1 and 2, Rae Dulmage, SCC SC 3 None but they consult with the other subcommittees of which Rae Dulmage is a member	TC 145 subcommittees are balloting several consumer/public safety symbols	John Perry (BSI) stepped down 2018-04-03 Rae Dulmage joined 2018-11-13 Report last updated March 2019

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11.	Healthcare organization mgmt.	ISO/TC 304, Healthcare organization management ISO/NP 22886, <i>Terminology</i> ISO/NP 22956, <i>Outcome based Staffing</i> ISO/NP 23447, <i>Hand Hygiene Performance and Compliance</i>	1. individual patient consumers are the most direct end users of healthcare services. Anything that maximizes the value in care quality and cost affects their lives in immediate and enduring ways	Consumer participation	Call for consumer representation issued 2017-02-07	Dr Ronald McKinley*, ANSI Mr Lee Webster, ANSI	<i>International Trade Union Confederation (ITUC) is a liaison</i> NO CONSUMERS	ISO/NP 22886 DIS balloting closes on 13 May 2019 ISO NP 22956 and NP 23447 are moving to CD draft in spring 2019	Added 2016-06-15 Report last updated March 2019 *Dr Veronica Muzquiz Edwards is new TC Chair until 2024
12.	Health informatics	ISO/TC 215, Health informatics ISO TSP, <i>Digital Elderly Homecare system</i> ISO/AWI TR 22696 (under development), Guidance for identification and authentication for connectable personal healthcare devices ISO/DTR 21835 (under development) Health-related data which a person generates daily ISO/AWI 27789 (under development) <i>Audit trails for electronic health records</i> ISO/AWI 80001-5-1, (under development), <i>Application of risk management for IT-networks incorporating medical device – Safety, effectiveness and security in the implementation and use of connected medical devices or connected health software – Part 5-1: Activities in the</i>	Privacy is the main concern 1. Rising use of e-health carry great value for patient care, turnaround time... more time for action, less time needed for information sharing. How you achieve this without compromising safety, security of information, patient privacy – and yet provide improved care – is a concern to consumers 3. New technologies open concerns and risks to safety, security, diagnosis and privacy	Consumer participation is needed to share advice and concerns on consumer matters related to health informatics, to ensure the intended objective is met, while addressing the consumer issues The adoption and implementation of health informatics at times lags the standards that have been developed – it takes a long time for infrastructure to switch from paper and personal intervention to a health informatics system		Mr Rae Dulmage, SCC	<i>Rae Dulmage</i> Monica Key, ANSI Ken Toyoda, Kouichi Kita, Yasunori Tajiri, Mihoko Okada, Daiki Watanabe, Takehiro Sakuma JISC Heather Grain, SA Kelly Abrams, SCC		Report last updated March 2019

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13.	Household appliances (performance)	IEC/TC 59, Performance on household appliances TC 59 CAG, AG 14 Chairman's Advisory Group (CAG) SC 59 committees	From consumers' point of view, it is important that the test methods are based on consumer behaviour and that these test methods provide reproducible results, so that the consumer can rely on declared values (e.g. related to energy or water consumption) and can compare the performance of appliances			Ms Karin Both, DIN	<i>Karin Both</i> <i>G. Heilmann (ANEC)</i> <i>J. Kjeldgaard, Danish Consumer Information Centre</i>		The next meeting of TC 59 and its SCs and WGs will take place in October 2020 In 2019 only some WGs met Report last updated March 2019
14.	Household appliances (safety) – Electrical accessories and gardening appliances	IEC/TC 61, Safety of household and similar electrical appliances IEC/TC 23, Electrical accessories IEC/TC 34, Lamps and related equipment IEC/TC 35, Primary cells and batteries ISO/TC 86, Refrigeration and air-conditioning Especially from the viewpoint of child safety; ISO/IEC Guide 50	1. The key consumer objective is to protect consumers from safety hazards such as fires, electric shocks, burns and mechanical hazards. 2. Responding to safety concerns in the field through frequent amendments 3. Protection of vulnerable users eg Child safety from hot surfaces			Mr Jun Young Choi, KATS	<i>Javier Pablo Garcia Fernandez (CI)</i> OTHER TCS – NO	Guide 50 Systematic Review started 15 October 2019	Safety of household appliances eg fires are being addressed by COPOLCO Product Safety Group Report last updated March 2019

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15.	Image safety Ergonomics of human-system interaction	ISO/TC 159 SC4, Ergonomics of human-system interaction	1. Flashing, moving, 3D images in the screens of TVs, and game machines may cause undesirable effects such as photosensitive seizures, motion sickness, visual fatigue etc 2. The effects are more sensitive for children, and warning systems for parents might help protect children		ISO standards on reducing photosensitive seizures and visual fatigue with 3D images have been developed as ISO 9241-391:2016 and ISO 9241-392:2015, respectively. The work is now focused on a standard on visually induced motion sickness. Work items concerning safety in using head-mount-displays (HMD) are also being considered as work for a near future; a preliminary work item on reducing undesirable biomedical effects induced by seeing images in head-mounted displays has recently been registered (ISO/PWI 9241-382)	Mr Ken Sagawa, JISC	JACONET, Japan Hans-Jörg Windberg, Hilke Groenewold, Ulrike Kuhlmann, Kristina Unverricht, DIN		Report last updated March 2019
16.	Mechanical contraceptives	ISO/TC 157, Non-systemic contraceptives and STI barrier prophylactics ISO 19351:2019 , Fallopian rings – Requirements and test methods	1. Ensure they work as intended			Mr Titus Oyoo, KEBS	Roger Tanfield, BSI		Titus Oyoo is the new key person since 2019-05-28
17.	Nano-technologies	ISO TC 229 WG4, <i>Material Specifications</i> TS 2195, <i>Nanotechnologies – Polymeric nanocomposite films for food packaging – Barrier properties: characteristics and measurement methods</i> ISO TC 229 JWG1, <i>Terminology</i> – Part 3: Carbon nano-objects – Part 4: Nanostructured materials – Part 6: Nano-object characterization – Part 8: Nanomanufacturing processes (parts in process) ISO/TC 229/WG 3, Health, Safety and Environmental Aspects of Nanotech	1. Labelling, societal and common issues 2. Safety, sustainability and consumer choice. 3. Biotechnologies, fine bubbles technologies are emerging areas	Difficulty reflecting consumers' views into the relevant standards setting – Dr McGinty and Elaine Attwood are the only two independent consumer representatives	Recommendation: Call for more consumer representatives, ideally from the different continents 2019-03-30	Dr Sue McGinty, BSI	TC 229 Sue McGinty, BSI Elaine Attwood, SA Brian Haydon, SCC (through the TG Consumer & Societal Dimensions and TG Sustainability Sue McGinty and Elaine Attwood have input to all work in TC 229, as well as joining specific project groups) ISO/TC 281 Elaine Attwood, SA Mokoto Takata, JISC	TS 2195 due for ballot in 2019	Report last updated March 2019

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		ISO/TC 229/TG 2, Consumer and societal dimensions of nanotech ISO/TC 229/TG 3, Nanotechnologies and sustainability (including labelling) ISO/TC 229/JWG 1, Terminology ISO/TC 229/JWG 5, Products Applications CONVERGING TECHNOLOGIES ISO/TC 276, Biotechnology ISO TC 281, Fine Bubbles ISO/TS 13830, <i>voluntary labelling for</i>					OTHER TCS – NO		
18.	Packaging / Child resistant packaging	ISO/TC122/SC3/WG 3, <i>Child resistant packaging</i> EN ISO 8317, <i>Packaging — Child-resistant packaging — Requirements and testing procedures for reclosable packages</i> EN ISO 13127: 2012, <i>Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems</i> CEN/TC261/SC5/WG27 <i>Child resistant packaging</i>	1. Every year children die after swallowing medicine or common household products 2. Ensuring safe, accessible packaging, avoiding migration of harmful substances to the contents, and environmentally disposable, among other issues		Call for more experts	Ms Helen Amundsen, DS	Axel Thiele, DIN (in SC 3)	ISO/IEC Guide 41, <i>Packaging – Recommendations for addressing consumer needs</i> , published in Oct 2018.	Related to child safety. See item 3 above for accessible packaging Report last updated March 2019

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19.	Product safety (horizontal issues) – Safety aspects – Guidelines for child safety – Safety aspects – Guidelines for their inclusion in standards	ISO/IEC Guides 50 and 51 Guide 51:2019	Ensuring consumer goods are safe			Dr Eunsook Moon, KATS	<i>Eunsook Moon</i> <i>Karin Both, DIN</i>	Guide 50 Systematic Review ballot opened 2019-10-15	Report last updated March 2018
20.	Protection of personal data	ISO PC 317, ISO/NP 31700 WD 1, <i>Consumer Protection: Privacy by Design of Consumer Goods and Services</i> CEN/CENELEC JTC 8, Privacy by Design CEN/CENELEC JTC 13, Cyber Security CEN/TC 225 AIDC technologies CEN/TC 224 Personal identification, electronic signature and cards and their related systems and operations (Standards are published as EN ISO-standards) UK BSI – IST 33, 34 and ICT 1, IoT1 Internet of Things, Big Data, Smart Cities and the range of technical committees dealing with digitised goods and services used or purchased by consumers. ISO/IEC/JTC 1/SC 27, IT Security	In this digitally pervasive 21 st Century, protection of consumer's private lives from digital intrusion and harm, as well as any loss of consumer rights, is fundamental to consumer trust in the digital world. If consumer trust is undermined, many of the benefits of digital technology could be delayed or not achieved in full			Mr Peter Eisenegger, BSI	ISO PC 317, <i>Peter Eisenegger</i> <i>Xanthe Couture, CI</i> <i>Amelia Andersdotter, ANEC</i> <i>Rae Dulmage, Jennifer Hillard, Bianca Wylie, Karen Young SCC</i> CEN/CENELEC <i>Matthias Pocs, Marcus Pritsch</i> <i>Peter Eisenegger ANEC</i> BSI COMMITTEES <i>Ray Broadbridge, Peter Eisenegger BSI – CPIN</i> JTC 1 SC 27, <i>Lionel Vodzislavsky</i> AFNOR; <i>Kristina Unverricht DIN;</i> <i>Charles Provencher, SCC;</i> <i>Andrea Caccia, Alessandro Cosenza, Cesare Gallotti, Alessandro Guarino UNI; Wenlei Wang SAC; Roselle Reig BPS</i>	WD 1 of ISO 31700 circulated to PC 317 meeting in May 2019	Added in 2017 PC 317 set up on 2018-03-22 with BSI Secretariat. The initial work on ISO 31700 over the first 2.5 month working period looks promising. (2019-03-15)

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21.	Robotics	<p>ISO/TC 299, Robotics</p> <p>WG 1, Vocabulary and characteristics</p> <p>WG 2, Personal Care Robot Safety</p> <p>WG 3, Industrial Robots</p> <p>WG 4, Service robots</p> <p>WG 5, Medical robot safety</p> <p>WG 6, Modularity for service robots</p> <p>ISO/TC 199, <i>Safety of Machines</i></p> <p>ISO TC 199 WG 12, Human-machine-interactions</p> <p>IEC SEG 10, <i>Ethics in Autonomous and Artificial Intelligence Applications</i></p> <p>BSI/AMT/-/2, Robots</p>	<p>Automated or programable systems including robots are increasing common – society’s appetite is seemingly insatiable. These devices offer many positive attributes, but also potential to harm. The technology can be badly applied or, because of its inherent flexibility, used inappropriately. Physical injury can result from unpredictable or unexpected movements and personal security can be at risk through the communications networks systems rely upon.</p>	<p>- No progress of the relevant activities for standardization</p> <p>- Decision by TC 299 to exclude Robot Ethics from scope: Work with other organizations to develop standards</p> <p>- Continuing debate over the structure and scope of TC 299 hampers standards development: Encourage the TC to come to a conclusion and focus on standards</p> <p>Difficulty reflecting consumers’ views into the relevant standards setting</p> <p>- Domination of TC by industrial interests: Continue to object to industrially driven goals that are not in the interest of consumers through membership of the relevant TCs and Encourage representatives, particularly from China and other parts of Asia, to support consumer goals for new and existing standards</p> <p>Need for improved coordination</p> <p>- Potential for differing standards to be generated by different uncoordinated committees: Use the consumer network to identify robot standards in different committees and encourage consistency</p> <p>- Keeping up with the pace of innovation: Little that can be done other than to encourage the development and adoption of new standards as they are prepared</p> <p>(2019-03-06)</p>		<p>Mr Brian Tranter, BSI</p>	<p>TC 299, WG2, TC 199, WG12</p> <p>IEC SEG 10</p> <p>BSI/AMT/-/2, Brian Tranter</p> <p style="background-color: red; color: black; text-align: center; font-weight: bold;">OTHER TCs – NO</p>	<p>ISO/DIS 18646-2, <i>Robotics – Performance criteria and related test methods for service robots – Part 2: Navigation</i>, for ballot in January 2019</p>	<p>Added 2016-06-15</p> <p>Report last updated March 2019</p>

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22.	Safety of toys	ISO TC 181 WG 1, <i>Safety of toys</i> Draft amendment 1 to ISO 8124-1, <i>Safety of toys – Part 1: Safety aspects related to mechanical and physical regarding “Flying toys”</i> ISO 8124-10, <i>Safety of toys – Part 10: Experimental sets for chemistry and related activities</i> ISO 8124-11, <i>Safety of toys – Part 11: Chemical toys (sets) other than experimental sets</i> ISO TC 181 WG 3, <i>Migration</i> ISO 8124-3 amd 2 (Finger Paints) ISO 8124-3 (Migration) <i>ISO TC181 WG 6, Phalates</i> <i>ISO FDIS 8124-6</i> approved ISO TC181 WG 10, <i>Microbiology ISO 8124-12</i> CEN/TC 52, <i>Safety of toys</i> IEC 61 WG, Toys	1. Child safety is an emotive issue, especially when accidents happen, or lives are lost – and when better standards could prevent these. Safety goes beyond physical properties and adequate warnings, to encompass the composition of toys to ensure they do not contain harmful organisms or substances with immediate and/or unknown long-term health effects, to which children are particularly vulnerable due to their physical immaturity. 2. Counterfeit dangers	None		Ms Helen Amundsen, DS	ISO TC 181 <i>Helen Amundsen</i> Antonio Bonacruz, Australian Consumer's Association (ACA) Christine Simpson, SCC CEN/TC 52 ANEC	All ISO TC 181 WG 1 standards are progressing to DIS for comments and voting in 2019 ISO PRF 8124-3 – Migration ISO 8124-5, <i>Determination of concentration of certain elements in toys</i> , Systemic Review opens 2020-04-15	The TC 181 meeting was in Seoul, Republic of Korea in September 2019 Report last updated March 2019

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23.	Security and resilience	ISO/SAG-S ISO/TC 292, Security and resilience WG 1 - ISO 22300 Vocabulary WG 3 - ISO 22328, <i>Emergency management – Guidelines for implementation of a community-based natural disasters early warning system</i> ISO 22329, <i>Emergency management – Guidelines for the use of social media in emergencies</i> WG 5 - ISO 22395, <i>Guidelines for supporting vulnerable persons in an emergency</i> ISO 22370, <i>Security and resilience – Community resilience – Framework and principles for urban resilience</i> WG 6 - ISO/CD 22341, <i>Protective security – Guidance for security and crime prevention by urban design and management</i>	1. As the safety and security of consumers are threatened by new challenges, risks and threats, organizations are called on to improve their capacity to prevent, mitigate and respond to emergency situations and the resilience capability of their organizations and their communities. 2. Consumers also benefit when impacts are minimized by systems that ensure the authenticity of products and documents.	None		Ms Norma McCormick, SCC —"— Mr Hyeonho Park, KATS	Norma McCormick, SCC ISO/TC 292 Kimberly Carty, James Leflar, Curt Floyd, ANSI Aunur Rofiq Hadi, BSN Jeanne Bank, Patrick Harkness, Graham Whitehead, Agni Shah, Adrienne Chung, Norma McCormick, SCC Adalberto Biasiotti, UNI	ISO 22300 – Vocabulary, under revision in 2019	Report last updated March 2019
24.	Services – Energy services	ISO/TC 242/WG 5, Energy services ISO 50007 was published in 2017				Dr Ju Myon Park, KATS			No report received Dr Ju Myon Park added 2019-03-15 will report next year

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25.	Services – Financial services – Mobile banking	ISO/TC 68/SC 7, Core banking ISO/TC 68/SC 7, WG 10 Mobile Banking - Payments ISO/TC 68/SC 2, Financial Services - security ISO/TC 68/SC 8, Reference data for financial services	With the business landscape undergoing significant changes in the last decade, the need for an evolved consumer protection framework is being felt across sectors and nations	No progress of the relevant activities for standardization (2019-03-06)		Mr Sri Ram Khanna, BIS (CI looking for someone)	TC 68 SC 7 WG 10 Mr Sri Ram Khanna, BIS OTHER TCS – NO		ISO 12812 series on mobile banking was published in 2017 Report last updated March 2019
26.	Services – Tourism services	ISO/TC 228, Tourism and related services - ISO 21101:2019, <i>Adventure tourism</i> ISO/TC 228 / WG 14, Accessible Tourism ISO DIS 22525, <i>Medical Tourism – Services requirements</i> ISO/DIS 22483, <i>Accommodation: Hotels – Service requirements</i>				Mr Keith Lewis, BSI	<i>Keith Lewis</i> TC 228 Michela Vuerich (NBN/ANEC) Daniel Humphrey, BSI Conchy Martin Rey and Luigi Leporiere (UNE) TC 228/WG 14 Marnie Peters, Isabelle Ducharme, SCC		No report received ISO 21401 , Ecotourism published in Jan 2019
27.	3D Printing	ISO/TC 261, Additive manufacturing	Improve safety		Letter sent to TC 261 to highlight consumer issues and encourage them to appoint consumer representatives on 2017-03-03	Ms Neidra Motha, SA	No consumer reps		Added 2016-06-15 No report received
28.	Sharing Economy	ISO/TC 324, Sharing economy TC 324/AHG 1, Options for operationalization TC 324/TG 1, Strategic Business Plan IWA 27:2017, <i>Guiding principles and framework for the sharing economy</i>				Mr Antonino Serra, CI Mr Woo Kyoo Mun, KSA Mr Kernaghan Webb, SCC Mrs Chengyang Liu, SAC	TC 324 ANEC – Michaela Vuerich and Antoine Champion CI – Antonino Serra and Liz Coll SCC – Kernaghan Webb, Patrick Harkness		Added 2019-08-13

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29.	Vulnerable Consumers	ISO/PC 311 WG 1 ISO/CD 22458, <i>Consumer Vulnerability – Inclusive service – Identifying and responding to consumers in vulnerable situations</i>	1. Slow progress, especially as this is based on an existing document (BS 18477). 2. replace 'inclusive service' with 'Identifying and responding to consumer vulnerability – requirements for service providers'.		1. Recommended action: Being addressed by BSI but needs to be monitored 2. Recommended action: BSI-CPIN and ANEC representatives are working together to align comments and will raise this at next WG1 meeting. Any additional support from ISO COPOLCO members is welcome (2019-03-06)	Ms Julie Hunter, BSI	Julie Hunter, BSI Anne Ferguson, ANEC Antonino Serra, CI Saral James, Sothi Rachagan DSM Seah Seng Choon, SSC Jeanne Bank, Patrick Harkness, Jay Jackson and Norma McCormick, Nicki Islic SCC Juha Beurling, SFS Audun Skeidsvoll, SN Takashi Nakakuki, JISC Cat Newton, SA		Added 2017-05-15 Report last updated March 2019

ANNEX:**Key Area with active technical standards committee without a key person**

These are items recognised by consumers as important but there is no expectation of finding a key person. Items without a key person are unable to be updated and will not be monitored by the Key areas WG.

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1	Contact lens care products	ISO/TC172/SC7/WG9, Contact lenses	1. Improve all health and safety requirements (microbiological safety, cytotoxicity) 2. Ensure accurate labelling	Low consumer participation Opposition by manufacturers	Standards created	Vacant	ISO/TC 172/SC 4/WG 2 William "Chip" Richardson, ANSI ISO/TC172/SC7/WG9 Christian de Thuin, Xavier Subirana, AFNOR		No key person since 2017-03-15.
3	Preparations for instruction for use	IEC/TC 3 – ISO/TC 10 JWG 16 IEC 82079, <i>Instructions for the use of products (under revision)</i>							Added 2016-06-15 John Perry (BSI) stepped down 2018-04-03
4	Road vehicle safety systems	ISO/TC 22/SC 12 + SC 5, Road Vehicles ISO/TC 22/WG 2, Child restraint systems ISO/TC 22/SC 36, Safety and impact testing				Looking for someone	TC 22 / SC 31 Andrej Prosenc and Stefan Saumweber ASI	ISO/TC 22/SC36 four standards up for review on 7-2010 (safety harnesses, child passengers, impact tests, child seat presence system)	Seeking a key person for TC 22/SC 36 and its subordinated working groups 2018-02-25. Helen Amundsen (DS, Denmark) can no longer report in 2019.

5	<p>Road Transport: Safety and Sustainability</p> <ul style="list-style-type: none"> – Road traffic safety management systems – Electric vehicles 	<p>ISO/PC 241, Road traffic safety management systems</p> <p>IEC TC 69, Electric road vehicles and electric industrial trucks</p> <p>ISO TC 204, Intelligent transport systems</p> <p>ISO TC 241, Traffic safety management systems</p>				<p>Looking for someone</p>	<p><i>PC 241 – Representatives of road safety organizations</i></p> <p>OTHER TCS – NO</p>		<p>Call for more experts.</p> <p>Was 2017 COPOCO workshop theme.</p> <p>Call for greater representation in TC204 and 241 at WG2 meeting 2017-05-15.</p> <p>Mr Peter Glowacki, CSA Group stepped down on 2018-04-18 and Dr Kwei Quaye, SGI, Canada stepped down on 2018-04-21.</p>
6	<p>Sustainable cocoa</p>	<p>ISO/TC 34/SC 18, Cocoa</p> <p>CEN/TC 415, Sustainable and Traceable Cocoa</p>				<p>Considering whether to keep as a key area</p>	<p><i>ANEC</i></p>		<p>Added 2016-06-15</p> <p>First International Standards for sustainable and traceable cocoa just published in May 2019.</p> <p>Ms Imola Ferro (NEN) stepped down on 2018-09</p>

Key areas currently with no relevant work in the standards committee

1	Online reputation	ISO/TC 290, Online reputation WG 1, Online Consumer Reviews	1. Trusting online reviews when using comparison sites	No progress of the relevant activities for standardization (2019-03-06)	ISO 20488 offers requirements to organizations that manage consumer review sites, detailing good practice throughout the process, from collection to moderation and to publication. It gives recommendations that increase consumer trust in online consumer reviews, increase the protection of suppliers from exploitation and mischief, and improve the purchase decisions of consumers and the quality of products and services provided by organizations	No active work	Michela Vuerich, ANEC Anke Scheiber, DIN	ISO 20488 published in 2018	Added 2014-05-13. Key person, Patrick Harkness (SCC) stepped down on 2019-02 as no active work Report last updated March 2019
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