



International Organization for Standardization  
Organisation internationale de normalisation  
Международная организация по стандартизации

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Ref. COPOLCO N261

**TO THE COPOLCO MEMBERS**

2017-01-06

## **ISO/COPOLCO 2017 Work Programme**

Dear Sir or Madam,

We confirm that the ISO Council has approved the 2017 work programme for COPOLCO, as per Council Resolution 37/2016. The final version of this work programme is attached and has also been sent to the ISO members.

We thank you for taking note of the above.

Yours faithfully,

A handwritten signature in black ink, reading 'Dana Kissinger-Matray'. The signature is written in a cursive, flowing style.

Dana Kissinger-Matray  
Secretary of COPOLCO

Enclosure



**2017 COPOLCO work programme**  
*(as approved under Council Resolution 37/2016)*

	<b>Actions</b>	<b>Expected result</b>	<b>Responsible</b>	<b>Target</b>	<b>Status</b>
1	<p>Increase the visibility and impact of consumer interests' role in ISO, especially among developing countries:</p> <ul style="list-style-type: none"><li>• Hold a training event in conjunction with the COPOLCO plenary meeting and related events</li><li>• Conduct outreach to ISO member CEOs and other representatives during ISO meetings and visits to ISO premises.</li></ul>	<p>Increase capacity of members and make the role of consumer interests in the ISO system at the policy and technical levels more fully understood.</p>	<p>Chair and Secretary with COPOLCO WG 03, "Consumer participation and training", with support by the ISO Academy</p>	<ul style="list-style-type: none"><li>• May 2017</li></ul>	
2	<p>Contribute to ISO's technical and policy work on services standardization:</p> <ul style="list-style-type: none"><li>• Write recommendations for future initiatives on standardization of services, based on 2016 workshop results and further research into COPOLCO members' priorities</li></ul>	<p>Contribute to adapting policy on services standardization in ISO better to respond to stakeholders' needs.</p>	<p>COPOLCO WG 18 "Consumer issues in service standardization"</p>	<ul style="list-style-type: none"><li>• May 2017</li></ul>	
3	<p>Organize a workshop to explore a theme of consumer interest to assess relevance for standards work (annual event).</p>	<p>Discern market trends and market demand for potential new standardization areas</p>	<p>COPOLCO WG 01 "Chair's Group"</p>	<ul style="list-style-type: none"><li>• May 2017</li></ul>	

	<b>Actions</b>	<b>Expected result</b>	<b>Responsible</b>	<b>Target</b>	<b>Status</b>
4	<p>Improve profile, networking and coordination among consumer representatives in the ISO System.</p> <ul style="list-style-type: none"> <li>• Publication of <i>Standards and consumers – Update 2017</i></li> <li>• Launch <i>the ISO Directory of consumer interest participation,</i></li> </ul>	Reliable and easily visible indicators of representation by the consumer stakeholder group in ISO's policy and development work.	<p>COPOLCO WG 02, "Key areas group"</p> <p>COPOLCO WG 03, "Consumer participation and training", Secretariat</p>	<ul style="list-style-type: none"> <li>• May 2017</li> <li>• September 2017</li> </ul>	
5	Conduct a gap analysis of existing ISO deliverables on risk management for consumer products	Determine need for a additional risk management standards to enhance consumer product safety	COPOLCO WG 04 "Product safety"	<ul style="list-style-type: none"> <li>• May 2017</li> </ul>	
6	Study the feasibility of new standards work for liquid detergent capsules	Address safety issues for small children arising from accidental exposure to or ingestion of these products	COPOLCO WG 04 "Product safety"	<ul style="list-style-type: none"> <li>• May 2017</li> </ul>	
7	<p>Address consumer protection and privacy issues for the global digital marketplace,:</p> <ul style="list-style-type: none"> <li>• Develop a new work item proposal on incorporating privacy by design concepts in standards for products using digital technology</li> <li>• Develop a new work item proposal on a guidance standard for consumer needs in the collaborative economy</li> </ul>	Market-relevant proposals for policy and deliverables on privacy and personal data and the collaborative economy, to be considered by ISO in collaboration with its partners.	COPOLCO WG 05 "Consumer protection in the global marketplace"	<ul style="list-style-type: none"> <li>• May 2017</li> </ul>	

	<b>Actions</b>	<b>Expected result</b>	<b>Responsible</b>	<b>Target</b>	<b>Status</b>
8	Develop a new work item proposal on a standard for vulnerable consumers, based on British Standard BS 18477.		COPOLCO WG 05 "Consumer protection in the global marketplace"	<ul style="list-style-type: none"> <li>• May 2017</li> </ul>	
9	Develop awareness and education materials on anti-counterfeiting from the consumer point of view	Increased awareness of risks to consumers of using counterfeit products	COPOLCO WG 05 "Consumer protection in the global marketplace"	<ul style="list-style-type: none"> <li>• December 2017</li> </ul>	
10	Circulate the Enquiry Draft of ISO/IEC Guide 41, Packaging – Recommendations for addressing consumer needs to the members of ISO and IEC.	Align consumers' needs with state of the art in safety, sustainability and product information aspects of packaging	COPOLCO WG 16 "Revision of ISO/IEC Guide 41"	<ul style="list-style-type: none"> <li>• December 2017</li> </ul>	
11	Develop an Enquiry Draft of ISO/IEC Guide 76.	Make good guidance available to technical committees and policy groups on services standardization from the end-user's perspective.	COPOLCO WG 18 "Consumer issues in service standardization"	<ul style="list-style-type: none"> <li>• December 2017</li> </ul>	
12	Conduct outreach to the broader community about the benefits of ISO standards: <ul style="list-style-type: none"> <li>• Publish quarterly Newsletter, ISO Consumer update</li> <li>• Maintain and feed <i>ISOConsumers</i> Facebook and Twitter accounts.</li> </ul>	Raise ISO's profile and publicize market relevance of standards as aids to consumer protection	COPOLCO Secretariat	<ul style="list-style-type: none"> <li>• Newsletter: 4x a year</li> <li>• Social media: several times a week</li> </ul>	