



40th MEETING OF ISO/COPOLCO – RESOLUTIONS

COPOLCO Resolution 1/2018

Chair's and Secretary's reports

COPOLCO

approves the Chair's and Secretary's report (COPOLCO N370),
tasks the COPOLCO Chair's Group to consider the comments in the Systematic Review ballot results on ISO/IEC Guide 37, *Instructions for use of consumer products*, and make a recommendation for review and approval of the members,
approves the proposal on Guides (Annex 6 to COPOLCO N370), taking into account comments made at the meeting.

COPOLCO Resolution 2/2018

Chair's Group strategic review

COPOLCO

approves the proposal that the Chair's Group establish a task group to develop a permanent strategy of engagement and outreach to IEC, ITU and other relevant committees and organizations, and to share relevant policy initiatives.

COPOLCO Resolution 3/2018

Sharing economy – TG5

COPOLCO,

approves the report of ISO/COPOLCO TG5, *Sharing economy* (COPOLCO N374),
asks the Council to consider a report from COPOLCO, including suggestions for easy access to the IWA,
tasks the Secretary to actively disseminate IWA 27 and encourage its implementation,
requests ISO members to raise awareness and report progress on promoting the IWA as a relevant tool to enhance consumer protection and trust in the sharing economy, in time for the next Chair's Group meeting in October 2018.

COPOLCO Resolution 4/2018

2018 COPOLCO Workshop (1)

COPOLCO

notes the increased engagement of consumers with the digital marketplace in online purchases, sharing economy platforms and social interactions,
recognizes the desire for trust and convenience without negatively affecting the consumer,
further notes the increased availability of new International Standards and other tools recently published or under development that may help meet the needs of the online consumer,
urges its members to promote the adoption and use of these tools at the national level.

COPOLCO Resolution 5/2018

2018 COPOLCO Workshop (2)

COPOLCO

invites the COPOLCO Secretariat to circulate the report of the workshop to the full membership of COPOLCO, for review and comment,
tasks the COPOLCO Chair's Group to note the results and develop a recommendation by correspondence for final approval by COPOLCO in time for the next Chair's Group meeting in October 2018.

COPOLCO Resolution 6/2018

Key areas for consumers – WG2 (1)

COPOLCO

approves the report of the key areas working group (COPOLCO N377),
further approves the amendment to the key areas working group's terms of reference,
expresses its appreciation to key persons for their efforts and vital role in the working group,
confirms the *Standards for consumers – Update, Project overview, List of published consumer standards, and Handbook* (Annexes 2-5 to COPOLCO N377).

COPOLCO Resolution 7/2018

Key areas for consumers – WG2 (2)

COPOLCO

emphasizes that *food safety, mechanical contraceptives and cosmetics/sun protection* are important areas for consumers,
invites COPOLCO members to nominate key persons for these key areas,
notes that environmental issues – such as those covered by ISO 14026, *Environmental labels and declarations – Principles, requirements and guidelines for communication of footprint information* (published in December 2017), will be transferred into the list, *Consumer relevant standards*.
requests WG2 to review the meaning of “Key areas for consumers”.

COPOLCO Resolution 8/2018

Key areas for consumers – WG2 (3)

COPOLCO

approves the proposed format of the restructured *Project overview* (Annex 6 to COPOLCO N377) and modified format of the key person's reports (Annex 7 to COPOLCO N377).

COPOLCO Resolution 9/2018

Key areas for consumers – WG2 (4)

COPOLCO

supports enhancing input from consumers' perspectives into the TC/SCs relevant to key areas,
encourages the key areas working group to cooperate with key persons on this issue.

COPOLCO Resolution 10/2018

Consumers' issues in services standardization – WG18 (1)

COPOLCO

notes the report on the current progress of ISO/IEC Guide 76, *Development of service standards – recommendations for addressing consumer issues* (COPOLCO N376), and requests that ISO/IEC Guide 76 progress to enquiry after incorporation of final amendments.

COPOLCO Resolution 11/2018

Consumers' issues in services standardization – WG18 (2)

COPOLCO

invites the COPOLCO Secretary to report to the TMB on areas of disadvantage to consumers highlighted in COPOLCO N375 to determine priorities for future service standardization, and further requests the consumers' issues in services standardization working group (WG18) to cooperate with the consumer participation and training working group (WG3) to raise awareness of consumers' needs in services and remind service providers of the benefits of standardization, taking into consideration ISO/IEC Guide 76.

COPOLCO Resolution 12/2018

Global marketplace working group (WG5) (1) – Privacy

COPOLCO

encourages its members to coordinate the nomination of consumer experts to participate in PC 317, *Privacy by design for consumer goods and services*.

COPOLCO Resolution 13/2018

Global marketplace working group (WG5) (2) – Artificial intelligence

COPOLCO

notes the issues raised by panel of experts at the meeting of the global marketplace working group in conjunction with the May 2018 Plenary,

invites the working group to:

- provide reference materials to the COPOLCO Secretariat to circulate to the COPOLCO members, including those referenced in WG5N77/2018, *Consumer Detriments related to Artificial Intelligence (AI)*,
- request feedback from COPOLCO members regarding ethical AI implementation in their country;
- seek ongoing cooperation between ISO/COPOLCO and ISO/IEC JTC1/SC42, *Artificial intelligence* to ensure alignment on AI.

Resolution 14/2018

Global marketplace working group (WG5) (3) – Digital legacies

COPOLCO

notes the issues raised in *Digital legacies: Consumer issues for managing digital legacies* (Annex to COPOLCO N378/2018),

approves the development of a guidance brochure for consumers on managing digital accounts and assets.

tasks the Global marketplace working group with developing a NWIP on a standard for platform owners setting principles for accessing and owning digital accounts and content for deceased persons.

COPOLCO Resolution 15/2018

Global marketplace working group (WG5) (4) – Third party inclusive complaints handling systems

COPOLCO

invites the working group to investigate third party inclusive complaints handling systems, and to engage interested COPOLCO members in this work.

COPOLCO Resolution 16/2018

Global marketplace working group (WG5) (5) – Terms and conditions

COPOLCO

invites the working group to investigate terms and conditions, and to engage interested COPOLCO members in this work.

COPOLCO Resolution 17/2018

Product safety working group (WG4) (1) – NWIPs

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N379 and its proposed work projects,

further approves new work item proposals on *Liquitabs* (Annex 1 to COPOLCO N379) (pending completion of its outline), *Choking hazards* and its draft outline (Annex 2 to COPOLCO N379),

notes that the draft NWIP, *Accident investigation* (Annex 3 to COPOLCO N379) will be revised to take account of the comments made during the PSWG meeting, and

invites COPOLCO members to comment on the revised draft NWIP when re-circulated.

COPOLCO Resolution 18/2018

Product safety working group (WG4) (2) – ISO 10393

COPOLCO

recognizes the importance of other safety issues presented in COPOLCO N379

notes the importance of the Systematic Review of ISO 10393:2013, *Consumer product recall – guidelines for suppliers* in 2018,

draws COPOLCO members' attention to this revision,

asks the group to submit a progress report for members' consideration at the 2019 COPOLCO Plenary.

COPOLCO Resolution 19/2018

Product safety working group (WG4) (3) – Stuffed articles

COPOLCO

approves the establishment of a task group to investigate stuffed articles,
invites the product safety working group to engage interested COPOLCO members to develop a scoping paper for this work.

COPOLCO Resolution 20/2018

Product safety working group (WG4) (4) – Safety of household appliances

COPOLCO

refers to the ISO/COPOLCO Resolution 23/2016 (Plenary) on safety of household appliances for all consumers (removal of the “exclusion clause” in IEC 60335 series of standards)

thanks ANEC for the report about ANEC activities and in particular for its efforts in removing the “exclusion clause” in the EN 60335 series of standards on safety of electrical household and similar appliances,

notes the progress made by IEC TC 61 “Safety of household appliances” on the issue of surface temperature levels of household appliances, which is of particular importance for older consumers and children,

encourages COPOLCO members to continue to support the IEC TC 61 revision of the relevant IEC 60335 series of standards on safety of electrical household and similar appliances, based on the work done in CENELEC in order to take into account the needs of vulnerable consumers and to encourage IEC TC 61 to accelerate the process of adopting surface temperatures limits for IEC 60335 Parts 2 in line with IEC Guide 117:2010 *Electrotechnical equipment – Temperatures of touchable hot surfaces*.

COPOLCO Resolution 21/2018

Consumer participation and training working group (WG3) (1) – DEVCO WG1

COPOLCO

approves the report of the consumer participation and training working group in COPOLCO N380/2018,

supports the current activities outlined in the report,

invites the consumer participation and training working group to liaise with ISO/DEVCO WG1 to build capacity for consumer interest participation in areas of priority interest to developing countries.

COPOLCO Resolution 22/2018

Consumer participation and training working group (WG3) (2) – collaboration with UNCTAD

COPOLCO

notes the recent invitation from the UNCTAD competition and consumer policies branch to reinforce cooperation with ISO,

requests the Chair's Group to pursue avenues of collaboration and mutual exchange on consumer protection issues between ISO/COPOLCO and the UNCTAD Intergovernmental Group of Experts on Consumer Law and Policy.

COPOLCO Resolution 23/2018

Consumer participation and training working group (WG3) (3) – co-convenor

COPOLCO

approves the appointment of Antonino Serra (CI) as co-convenor of the COPOLCO consumer participation and training working group.

COPOLCO Resolution 24/2018

Revision of ISO/IEC Guide 14 – (WG15)

COPOLCO,

notes the publication of ISO/IEC Guide 14, *Products and related services – Information for consumers*,

further notes its applicability to suppliers, and its greater usefulness and visibility as an International Standard or similar document,

reaffirms its support for converting ISO/IEC Guide 14 an International Standard,

welcomes the offers from ICONTEC (Colombia) and SCC (Canada) to consider leading the project.

COPOLCO Resolution 25/2018

Revision of ISO/IEC Guide 41 – (WG16)

COPOLCO,

approves the report of WG16,

notes the forthcoming publication of ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs*,

thanks WG16 for its work.

COPOLCO Resolution 26/2018

ANEC

COPOLCO,

refers to its Resolution 23/2016 (Plenary) on safety of household appliances for all consumers (removal of the “exclusion clause” on ANEC activities and in particular for its efforts in removing the “exclusion clause” in EN 60335 series of standards on safety of electrical household and similar appliances),

notes the progress made by IEC TC 61 “Safety of household appliances” on the issue of surface temperature levels of household appliances, which is of particular importance for older consumers and children,

encourages COPOLCO members to continue to support the IEC TC 61 revision of the relevant IEC 60335 series of standards on safety of electrical household and similar appliances, based on the work done in CENELEC in order to take into account the needs of vulnerable consumers, and to encourage IEC TC 61 to accelerate the process of adopting surface temperatures limits for IEC 60335 Parts 2 in line with IEC Guide 117:2010 ‘*Electrotechnical equipment – Temperatures of touchable hot surfaces*’.

COPOLCO Resolution 27/2018

Consumers International

COPOLCO

notes the achievement of the sustainable development goals (SDGs) is a task that involves all stakeholders including consumers, producers, governments and that standards are credible tools that generate trust, and contribute to the achievement of sustainable development goals; *and*

recognizes ISO (through COPOLCO) and Consumers International have intensified the dialogue they have had for 40 years, to enhance their synergies and work together so consumers feel more confident that the goods and services they use can contribute to achievement of the SDGs; *and*

recommends that ISO/COPOLCO and Consumers international continue to intensify this cooperation on consumer protection through the development and implementation of standards, the participation of consumer organizations or in standardization processes, and, above all, to make consumer organizations aware of and understand the importance of standards as a valuable tool in support of the SDGs.

COPOLCO Special Resolution 1/2018

Thanks to BSN

COPOLCO

expresses its deeply felt gratitude and thanks to the National Standardization Agency of Indonesia and its partner organizations and stakeholders, for their dedicated support, outstanding hospitality and excellent arrangements which contributed to an outstanding 2018 COPOLCO meeting week.