



Ref. COPOLCO N192

Date 2016-02-10

TO THE COPOLCO MEMBERS

COPOLCO Work Programme 2016, Extraordinary Council meeting

Dear Sir or Madam,

This is to inform you of several recent decisions by the ISO Council.

Recruitment of the ISO Secretary-General

We take this opportunity to communicate the results of an extraordinary Council meeting held on 27 January 2016, as appearing in Resolution 1/2016, overleaf.

Please also note: Council also changed the ISO General Assembly dates to 12-13 September 2016 (Beijing).

2016 Work Programme

We confirm that the ISO Council has approved COPOLCO's Work Programme for 2016 (at Annex), as follows:

Council Resolution 38/2015

Council approves the 2016 work programmes of CSC/FIN, CSC/SPC, President's Committee, TMB and COPOLCO, as set out in Annexes 2 (Rev.), 3 (Rev.), 4, 5 and to 6 (Rev.) to document Council vote 05/2015.

We thank you for taking note of the above.

Yours faithfully,

Dana Kissinger-Matray

Secretary of COPOLCO

Enclosure

COUNCIL RESOLUTION 1/2016

(Appointment of the new Secretary-General)

Council,

having considered the presentations and interviews of the three candidates presented at the meeting,

decides to continue the selection process to search for a new Secretary-General. In the continuation of that process:

- a) decides to enlarge the selection committee and to include, in addition to the President's Committee, interested Council members, and
- b) agrees that the selection criteria should be refined.

To that effect:

- a) asks Council members to inform by Monday 1 February 2016 the secretary of the President's Committee whether they wish to take part personally in the enlarged selection committee,
- b) asks each Council member to provide input by Friday 12 February 2016 to the secretary of the President's Committee for the refinement of the selection criteria,
- c) following which, the secretary of the President's Committee will circulate the final selection criteria for the express approval of all Council members by correspondence.

OTHER RESOLUTIONS PASSED AT THE EXTRAORDINARY MEETING**COUNCIL RESOLUTION 2/2016**

(Date and place of the General Assembly in 2016)

Council decides that the 2016 ISO General Assembly will take place in Beijing (China) from Monday 12 to Tuesday 13 September 2016.

This resolution supersedes [Council Resolution 28/2014](#).

COUNCIL RESOLUTION 3/2016

(Dates and places of Council meetings in 2016)

Council decides to hold its 2016 meetings as follows:

- 17-18 March (Thursday-Friday) in Geneva;
- 11 September (Sunday) at the venue of the General Assembly.

This resolution supersedes [Council Resolution 29/2014](#).



DRAFT 2016 COPOLCO work programme
(as approved under Council Resolution 38/2015)

| | Actions | Expected result | Responsible | Target | Status |
|---|---|---|--|--|---------------|
| 1 | <p>Develop an underlying COPOLCO strategy to underpin the aims and priorities of the ISO Strategy 2016-2020:</p> <ul style="list-style-type: none">• Write and approve a “COPOLCO Action Plan for consumer interests”. | <p>Align COPOLCO’s activities and priorities with those of ISO.</p> | <p>Chair and Chair’s Group</p> | <ul style="list-style-type: none">• Approve the draft at the COPOLCO meeting in June 2016. | |
| 2 | <p>Increase the visibility and impact of consumer interests’ role in ISO, especially among developing countries:</p> <ul style="list-style-type: none">• Assess the impact of training and awareness raising events in:<ul style="list-style-type: none">- Geneva (COPOLCO plenary),- Addis Ababa (ARSO GA), and- Brasilia (CI World Congress).• Hold a training and awareness-raising event in Vienna for CIS and Central Asian countries | <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”</p> <p><i>Supported by the ISO Academy</i></p> <p>COPOLCO Chair</p> | <ul style="list-style-type: none">• June 2016• September 2016 | |
| 3 | <p>Contribute to ISO’s technical and policy work on services standardization:</p> <ul style="list-style-type: none">• Develop a Committee Draft of ISO/IEC Guide 76.• Write a research paper on services standardization from the consumer’s | <p>Make good guidance available to technical committees and policy groups on services standardization from the end-user’s perspective.</p> <p>Support ISO’s effort to</p> | <p>COPOLCO WG 18 “Consumer issues in service standardization”</p> | <ul style="list-style-type: none">• June 2016 | |

| | Actions | Expected result | Responsible | Target | Status |
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| | point of view, based on survey findings and collection of case studies. | develop a coherent market-relevant strategy in services standardization by providing input from the consumer's point of view. Contribute to adapting policy on services standardization in ISO better to respond to stakeholders' needs. | | | |
| 4 | Address consumer protection issues for product information, privacy and protection of personal data: <ul style="list-style-type: none"> • Undertake a gap analysis of existing standards of ISO, IEC and ISO/IEC JTC 1 and the ITU and UN/ECE to identify areas needing further work. • Develop positions and possible future work items on other high-priority areas identified at the plenary meeting, depending on gap analysis findings: privacy by design, wearable computing, and standards for the collaborative economy. | Market-relevant proposals for policy and deliverables on privacy and personal data, 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"> • June 2016 • NWIPs on high-priority areas: December 2016 | |
| 5 | <ul style="list-style-type: none"> • Complete and submit a justification study on business-to-consumer communication • Propose the revision of ISO/IEC Guide 14, <i>Purchase information on goods and services intended for consumers</i> into an International Standard | If approved for development in a TC or PC, enhance consumer protection and information through development of standards tools for use by suppliers. | COPOLCO WG 05, "Consumer protection in the global marketplace" | <ul style="list-style-type: none"> • February 2016 • February 2016 | |

| | Actions | Expected result | Responsible | Target | Status |
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| 6 | Publish the revision of ISO/IEC Guide 46, <i>Comparative testing of consumer products and related services – General principles</i> . | Improved understanding by technical committee experts, specialists and consumer organizations of comparative testing and its relevance to consumers. | COPOLCO WG 12, "Revision of ISO/IEC Guide 46" | <ul style="list-style-type: none"> June 2016 | |
| 7 | <p>Improve profile, networking and coordination among consumer representatives in the ISO System.</p> <ul style="list-style-type: none"> Publication of <i>Standards and consumers – Update 2016</i> Re-design and update <i>the ISO Directory of consumer interest participation</i>, taking account of new key areas for consumer participation and evolving information needs. | 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"</p> <p>Supported by the COPOLCO Secretariat</p> | <ul style="list-style-type: none"> June 2016 December 2016 | |
| 8 | Circulate the Committee Draft of ISO/IEC Guide 41, <i>Packaging – Recommendations for addressing consumer needs</i> 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"> December 2016 | |
| 9 | <p>Conduct outreach to the broader community about the benefits of ISO standards:</p> <ul style="list-style-type: none"> Publish quarterly Newsletter, ISO Consumer update Maintain and feed <i>ISOConsumers</i> Facebook and Twitter accounts. | Raise ISO's profile and publicize market relevance of standards as aids to consumer protection | COPOLCO Secretariat | <ul style="list-style-type: none"> Newsletter: 4x a year Social media: several times a week | |

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| 10 | Organize a workshop to explore a theme of consumer interest to assess relevance for standards work (annual event). | Discern market trends and market demand for potential new standardization areas | COPOLCO WG 01 "Chair's Group" | <ul style="list-style-type: none"> June 2016 | |
| 11 | Study the feasibility of proposing a guidance standard on general principles on risk management for safety of consumer products. | If approved, development of a tool to help manufacturers improve product safety (pending approval and addition to the work programme of a technical committee or project committee) | COPOLCO WG 04 "Product safety" | <ul style="list-style-type: none"> June 2016 | |
| 12 | Study the feasibility of initiatives to protect vulnerable populations: <ul style="list-style-type: none"> Consult COPOLCO members on demand for a deliverable on the "vulnerable consumer" Review proposal on financial information for youth Social media-based awareness raising against counterfeiting | If approved, development of widely applicable guidance for use by authorities, manufacturers and standards-writers. | COPOLCO WG 05 "Consumer protection in the global marketplace" | <ul style="list-style-type: none"> June 2016 | |