



CONFIRMED MINUTES OF THE 41st COPOLCO PLENARY 24 May 2019 in Harare, Zimbabwe

Chair:	Mr Guillermo Zucal (COPOLCO Chair; IRAM – Argentina)
Participants:	There were approx. 90 participants, both members and observers
ISO Central Secretariat:	Mr Sergio Mujica, ISO Secretary General Mr Henry Cuschieri, Head of Membership and External Relations – minutes taker Mr Sean MacCurtain, Director, Conformity Assessment and Consumer Matters (CACM) Ms Dana Kissinger-Matray, Team leader, Manager of COPOLCO Ms Katia Kerswell, Project Manager, COPOLCO (by Zoom)

AGENDA ITEM 1 OPENING OF THE MEETING

1. The COPOLCO Chair welcomed all participants to this, the first COPOLCO meeting held in sub-Saharan Africa. He expressed his appreciation to SAZ and to the people of Zimbabwe for their kind hospitality, and to the Secretary-General and the ISO President-Elect, Eddy Njoroge, for their attendance at the meeting.

Each Head of Delegation introduced the members of their delegation. The attendance list is at annex.

The **aims of the meeting** were highlighted as having the vision and needs of national standards bodies in developing standards through the inclusion of consumer voices.

The Chair concluded by urging delegates to be active and to contribute to the discussions during the meeting.

AGENDA ITEM 2 ADOPTION OF THE AGENDA

2. The agenda, presented in [N453](#) was adopted.

AGENDA ITEM 3 Appointment of a resolutions team

3. The resolutions drafting group, made up of the following individuals, was approved without objection: Dana Kissinger-Matray (ISO/CS), Michaela Miller (ANSI – USA), Karin Both (DIN – Germany), Takashi Nakakuki (JISC – Japan), Emmah Manyonga (SABS – South Africa).

AGENDA ITEM 4 Key developments across ISO

4. The ISO Secretary-General, Sergio Mujica presented recent developments from ISO. The presentation covered the following three key areas:

COPOLCO within the ISO system

The Secretary-General emphasized ISO is a system with three pillars, namely (a) its members (164) covering 99% of the world's GDP; (b) the network of experts provided by ISO's members that make up ISO's committees; and (c) the Central Secretariat that supports the members and the committees.

COPOLCO is an indispensable component of the ISO system, that has direct access to ISO Council given that the Chairs of the ISO policy committees, including COPOLCO, have a seat at Council meetings and can drive the agenda.

ISO Council – developments and outputs

5. Mr Mujica noted the implementation plan put in place to manage the current strategy (2016-2020). Sixteen key projects have been identified, and reports on progress are provided to Council quarterly.

Projects of interest to COPOLCO include:

Virtual standards development: The average development time of an ISO standard is 3 years. Attempts are being made to address this via projects looking at virtual standards development and online collaborative authoring.

Project management: A project management culture is being reinforced in ISO committees and their activities. This philosophy and mindset are intended to drive efficient standards development.

New unit on research and innovation in the ISO Central Secretariat: The unit has two main pillars, namely foresight activities to identify key trends; and research to justify and demonstrate the value of standards to connect with policymakers and business leaders. A strong commitment from ISO members is needed so these goals are met. ISO is creating a network of members to build the inventory and create the necessary data for the narrative needed for discussions with policymakers. CEOs of ISO member NSBs have been invited to provide names of key people to build the network.

Member support and external relations: To engage effectively with those organizations that we need to work with and create concrete work programmes.

Gender action plan: The issue of gender equality is very relevant to standards development. Most SMEs are run by women. Many standards have a clear gender implication. ISO needs to be gender responsive.

Process for developing the next ISO strategy

6. ISO is developing a lean strategy, a long term (10-year) approach with a built-in ability to adapt. A dedicated workshop was held during the February 2019 Council meeting and the strategy will be a key component of the ISO General Assembly taking place in Cape Town, South Africa in September.

7. The Chair thanked the Secretary-General for his report. The Chair noted the report presents an exciting opportunity for COPOLCO as it is truly involved in the ISO strategy.

The discussion that followed the presentation included the following points:

8. Regarding programmes to engage the younger generation, the Secretary-General noted that ISO has more work to do in this area. Attempts have been made to expand the discussion at Council beyond gender and into diversity as a whole. ISO does not have data on the age of participants and may not be able to capture the data given General Data Protection Regulation (GDPR) considerations. ISO is working with an external lawyer to figure out how to effectively address this issue. In addition, ISO will look at the IEC's successful Young Professionals programme.

9. Regarding the cost of standards, the Secretary-General was asked if Council has given any thought to making ISO standards more accessible via different platforms and reduced costs. The Secretary-General said the topic is relevant and current. He noted the ISO business model, and how essential it is to recover the costs of the system.

10. A question was raised concerning how ISO is tackling member countries who export substandard products into other countries. The Secretary-General made it clear that these considerations go beyond the scope of the organization. He emphasized that all countries are invited to participate in creating and developing high quality international standards, and that if everyone uses the standards then everyone plays by the same rules and there should be no discrepancy. This is, after all, the value proposition of international standardization. If countries build international standards into their regulations then compliance to these standards cannot be challenged at the WTO, which houses an effective dispute settlement mechanism, and where any country can participate.

11. On the subject of consortia standards and the strain they can put on the consensus standardization and certification system, the Secretary-General noted the risk has been identified, and competition from consortia exists. He emphasized the need to trust in the consensus-driven ISO standardization system, because ISO standards are the bona-fide international standards and follow WTO principles. He added that ISO's strategy is to engage with consortia.

12. The Chair expressed his deep appreciation for the Secretary-General's generosity of time and his engagement with COPOLCO's members. He noted that the vision in ISO's draft strategy of building a better life for humankind speaks squarely to the consumer community and presents an exciting challenge.

**AGENDA ITEM 5 Tabling of the minutes of the 40th COPOLCO meeting
in Bali, Indonesia on 10 May 2018**

13. The minutes in [N419](#) were reviewed and accepted.

**AGENDA ITEM 6 Chair's and Secretary's reports on items not otherwise
covered in the agenda**

14. The COPOLCO Chair referred to [N454](#) explaining that the Secretary-General covered the items in his report, and that he has nothing to add. He referred the members to the report already contained within the working documents.

15. The COPOLCO Secretary presented her report [N454](#) with an update and items for decision:

She indicated that in addition to the publications mentioned in the report, the COPOLCO secretariat is working on a brochure on digital issues in standards for consumers to be published in August 2019. Rémi Reuss (AFNOR – France) recommended that brochures of COPOLCO should be available at least in the three official languages of ISO, and not only in English (this would help a lot for their use).

An UNCTAD group of experts on consumer protection law and policy has invited ISO to participate in their next annual meeting, whose theme will be sustainability, in July 2019.

She concluded by noting discussion on the use of ISO/IEC Guides. COPOLCO has submitted positions to TMB in the past, and following its most recent paper, TMB has requested the ISO Central Secretariat to consider the role of different guides and come up with a recommendation to be considered in 2020.

COPOLCO Resolution 1/2019
Chair's and Secretary's reports

COPOLCO
approves the Chair's and Secretary's report (COPOLCO N454).

Strategic and general issues

AGENDA ITEM 7 Feedback from the engagement workshop – pathways to participation

16. Sadie Homer reported the outcome of the capacity-building workshop, *Standards for consumer protection – Pathways to participation* (see [N455](#)).

A dynamic, interactive capacity-building training event took place on 22 May, where more than 40 participants from Zimbabwe and other African countries identified key issues and worked on national strategies to reinforce consumers' involvement in standards issues. Support from ISO's capacity-building programme made possible the attendance of 39 delegates representing 18 English-speaking African countries, in addition to self-funded delegates and regular participants. This had a major impact on the overall attendance and geographic balance of the meeting week, with very positive outcomes.

The objectives of the training workshop were to identify challenges and solutions to consumer participation in standards development, develop outcomes as good practice, increase the number and effectiveness of consumers working in standardization and improve processes of translating consumer needs into standards.

Two workshop sessions featured national case studies from selected participants, who introduced the key national/regional challenges and success stories in standards' development and consumer participation for their countries. These were followed by, table discussions and reporting back. The training workshop concluded with work on national action plans. Participants will work with the workshop moderators and the Capacity building unit to develop their national action plans over the coming months.

Secretary's note: The presentations are available in the ISOTC server [public archive](#).

AGENDA ITEM 8 2019 Workshop – Results and follow-up actions

Refer to [N456](#).

17. Linda Golodner (ANSI – USA) summarized the previous day's COPOLCO workshop, *Towards inclusive commerce – What can standards do?* in [N492](#).

18. Participants then made the following points:

EN 17161:2019, *Design for all – Accessibility following a Design for All approach in products, goods and services – Extending the range of users*, was published recently. The standard promotes design with accessibility in mind and shows the strength of voluntary standards in achieving these goals.

Regarding increasing participation in COPOLCO, it was noted that as much as the current COPOLCO week has succeeded in bringing together NSBs, consumers and regulators, care should be taken to also attract the private sector as this is the sector making products and releasing them into the market. The same goes for state-owned enterprises providing services.

19. The Chair thanked Ms Golodner for her report and members for their comments and useful feedback. He echoed the importance of engaging the private sector and indicated CAG will discuss the actions COPOLCO may pursue coming out of the workshop.

Secretary's note: The presentations are available in the [public archive](#).

COPOLCO Resolution 3/2019

2019 COPOLCO Workshop

COPOLCO

thanks Linda Golodner (ANSI) for reporting on the workshop, *Towards inclusive commerce – what can standards do?*

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 consider actions based on the report at its next meeting.

AGENDA ITEM 9 Future subjects for COPOLCO workshops

20. Referring the members to the details in [N457](#), the COPOLCO Secretary noted the numerous workshops held on different themes. She recalled that the goal of the workshops is to engage, raise awareness and identify actions ISO can take. The secretary solicited suggestions from the floor.

21. Suggestions included:

- Climate change, focusing on the challenges that International Standards can address. Support was expressed for the suggestion, given the standards being developed in the areas of smart cities, circular economy and the role of the consumer
- Sustainable consumption and planned obsolescence of products

22. Consumers International, supported by several other members, spoke in support of the suggestion made on sustainable consumption and suggested to hold a workshop on capacity-building.

23. It was noted CAG will review the offered suggestions.

AGENDA ITEM 10 COPOLCO's strategic review – aims and assumptions

Refer to [N458](#).

24. The Chair explained COPOLCO's work on strategic review began when ISO began to look at the ISO Strategy. He noted that, as a policy committee, there is an obligation to have a balance of interests within the Chairs Advisory Group, and thus operate with clear terms of reference.

25. The Chair highlighted the CAG's objective: to oversee COPOLCO's impact at the international, regional and national levels. The CAG decides on means to achieve this impact through needed restructuring.

26. He presented the proposal to rotate the members of the CAG, and that the composition of the CAG would be driven by geographic balance. He further noted the CAG should focus on policy and strategy, not on work best handled in a working group setting. Lastly, he noted that a Chairs and Convenors group would be constituted as a separate body. This would work with the CAG but not be housed in it.

27. Currently, the members of the CAG are from Argentina, Australia, Brazil, Canada, China, Colombia, Czech Republic, Denmark, France, Germany, Indonesia, Italy, Japan, Korea, Malaysia, Singapore, Switzerland, United Kingdom, United States.

28. In the discussion that followed, clarifications were requested. In particular, members discussed the process for nomination and decision for the CAG's reconstitution. There were diverging views on whether the member should nominate only one candidate representing both itself and its consumer stakeholder group, or whether they could provide one nomination from each side to ensure an adequate pool of consumer representatives for the Chair to choose from. The Chair, supported by the Director, Conformity Assessment and Consumer Matters, stated that he would appoint candidates based on the maximum diversity of stakeholder background as well as geography, and therefore that each member should nominate the most qualified candidate, regardless of background. If members felt obligated to send two candidacies, he would consider both, but would in any case accept only one per country at any given time and that decision was incontrovertible. He therefore preferred leaving the decision to the COPOLCO member. Furthermore, the Chair would not refuse candidacies should there be 10 or fewer submitted, and that in case of a regular CAG member's absence from a meeting, no deputizing was possible.

Support for the new structure was expressed by: Australia, Brazil, France, Germany, Japan, Korea, Sweden, Uganda, and the United Kingdom.

29. Noting no sustained opposition, the Chair indicated approval of the new CAG structure had been attained, that the restructure will be implemented from 2020 onward. Lastly, he assured members that the secretariat will distribute clear details on the composition of the CAG.

30. The US noted its abstention on the approval of the new CAG structure, indicating its belief that a maximum of ten nominated participants does not reflect the 75 P-members of COPOLCO, and its belief that the dynamic of having both NSB and consumer representation from the same member is an asset.

COPOLCO Resolution 2/2019

Chair's Group strategic review

COPOLCO

approves the strategic review plan outlined in COPOLCO 458 and its annexes,
approves the written selection criteria for membership to the Chair's Group, to enable balanced and inclusive representation, as discussed at the meeting*,
requests the secretary to contact the membership with information about the process of nomination and membership criteria.
encourages its members to implement the plan.

*the United States abstains (refer to the Plenary minutes).

CAG MEMBERSHIP CRITERIA

These are the criteria by which the chair will determine membership should more than 10 P-members apply.

- Initial membership is limited to 10 people resulting from NSB nominations by ISO/COPOLCO P-members
- Membership is open to all ISO/COPOLCO P-members
- When more than 10 P-members have been nominated, the chair decides which members to invite based on various criteria such as representation from developing countries, from consumer organizations, knowledge of and active involvement in consumer matters, and geographical areas where relevant

- When less than 10 P-members have been nominated, the chair can consult with individual members in areas not represented to make up the total of 10 P-members
- Irrespective of the number of P-members the chair can appoint up to 4 additional CAG members to achieve a balance of interests

Guidance for NSBs regarding nomination submissions for this new process:

Nominations will be welcome from COPOLCO P-members including:

- NSB representatives
- COPOLCO National Mirror Committee representatives
- Consumer organization representatives

It is anticipated that nominees have knowledge of and active involvement in consumer matters.

Working group issues

AGENDA ITEM 11 Consumer participation and training group

31. Sadie Homer (BSI – UK) and Antonino Serra (CI) noted the group did not meet this year and referred members to [N459](#).

32. New submissions from COPOLCO members are welcomed at the next WG meeting to set priorities, which will be fielded back to the capacity building team in November 2019.

33. The convenors further noted the success of the capacity-building workshop held in conjunction with the Plenary (see agenda item 7) and expressed their thanks to ISO for supporting participants to travel to the workshop. They noted that in the first part of the workshop, those present gave a firm commitment to work together. During the sessions it was clear that collaboration and understanding between NSBs and consumer organizations were prevalent. In the second part of the meeting, participants were asked to share challenges and offer solutions. An action plan is being developed.

34. In closing, the convenors noted that participants in the workshop will receive a survey from the ISO Capacity Building team, and that their honest feedback is encouraged and welcomed.

COPOLCO Resolution 4/2019

Consumer participation and training working group (WG3)

COPOLCO

approves the report of the Consumer participation and training working group in COPOLCO N459/2019,

congratulates ISO/COPOLCO, the ISO Capacity Building team and the participating COPOLCO members from African countries for holding a successful capacity-building workshop,

invites COPOLCO members from all countries to join the Consumer participation and training working group to better engage consumers and consumer issues in their work.

AGENDA ITEM 12 Key areas working group

35. Takashi Nakakuki (JISC – Japan) and John Furbank (SA – Australia) presented [N460](#), [N473](#) and [N474](#).

36. The convenors reminded members that the purpose of the working group is to define key areas where international standardization is occurring so that a resource can be assigned to track the work from a consumer perspective.

37. Their presentation noted updated deliverables, and an appeal for additional key persons to track the key areas.

COPOLCO Resolution 5/2019

Key areas for consumers (1)

COPOLCO

approves the report of the Key areas working group at N460,
encourages the Key areas working group to work on improving access to its deliverables,
recognizes the usefulness of ISO/IEC Guides,
further encourages the Key areas working group to facilitate their access.

COPOLCO Resolution 6/2019

Key areas for consumers (2)

COPOLCO

expresses its appreciation to key persons for their efforts and vital role in the working group,
invites its members to find key persons for the following areas:

- Food safety
- Mechanical contraceptives
- Road transport
- Road vehicle safety systems

encourages the Key areas working group to address the challenge of finding new key persons,
further encourages the Key areas working group to promote effective involvement of consumer representatives, especially in key areas,
reminds its members to promote nomination of authentic consumer representatives to technical committees

AGENDA ITEM 13 Consumer protection in the global marketplace working group

38. Teresa Corbin (SA – Australia) referred to report [N461](#).

39. In addition to the informational items contained within her report, Ms Corbin referred to the Japanese new work item proposal on advertising and marketing affecting children. The objective of the proposed work is to cover all media platforms. It was noted that some industry associations have expressed concerns. She advocated moving forward, reminding members that ISO's standards are, after all, voluntary. She recommended a gap analysis to review the measures that exist already.

40. Resolutions were approved as follows:

COPOLCO Resolution 7/2019

Consumer protection in the global marketplace

COPOLCO

confirms Teresa Corbin (SA – Australia) as convenor for COPOLCO WG 5, and Takashi Nakakuki (JISC – Japan) as co-convenor, ad interim,
approves redrafting the NWIP on Marketing to children appearing at Annex to COPOLCO 461,
notes the concerns expressed by the ICC and ICAS-EASA in their letters to the COPOLCO Chair (WG5 N111 and WG5 N112),
invites the Chair to respond to these organizations, requesting more information about the

reasons for these concerns,
further invites WG5 to develop the proposal on Artificial Intelligence (WG2 N254) from SCC (Canada),
expresses its gratitude to Bill Dee (SA – Australia) for his long-standing and dynamic leadership of ISO/COPOLCO WG 5.

AGENDA ITEM 14 Product safety working group

41. Karin Both (DIN – Germany) and Eunsook Moon (KATS – Korea) updated [N462](#).

Following the presentation of the report provided, the following resolutions were adopted:

COPOLCO Resolution 8/2019

Product safety working group – Stuffed articles

COPOLCO

approves the report of the Product safety working group (PSWG) at COPOLCO N462 and its proposed work projects,
supports the proposal for an international standard on Biological and chemical safety of filling materials in consumer products, and
requests the PSWG to develop a NWIP on Stuffed articles.

COPOLCO Resolution 9/2019

Product safety working group (2) – Instructions for use

COPOLCO

approves the proposal to make a gap analysis of the newly-published IEC/IEEE 82079-1, *Preparation of information for use (instructions for use) of products – Part 1: Principles and general requirements*, and
requests the group to submit a progress report for members' consideration at the 2020 COPOLCO Plenary.

COPOLCO Resolution 10/2019

Product safety working group (3) – Managing school trips

COPOLCO

supports the proposal for an international standard on Managing risk/incidents for youth on organized school trips (WG4 N115), and
requests the Product safety WG to develop a NWIP on Safety of school trips.

COPOLCO Resolution 11/2019

Product safety working group (4) – Incident investigation

COPOLCO

asks the COPOLCO Secretariat to launch a ballot for approval of the revised NWIP on Incident investigation (WG4 N119).

AGENDA ITEM 15 Working group on standardization of services

42. The COPOLCO Secretary in lieu of Liu Chengyang (SAC, China) and Arnold Pindar (ANEC) drew attention to [N463](#) and [N464](#).

43. Members were directed to the written report.

COPOLCO Resolution 12/2019

Services for consumers

COPOLCO
approves the report and proposed activity of ISO/COPOLCO WG18 at N483.

AGENDA ITEM 16 Task group on the sharing economy

44. Antonino Serra (CI) presented [N465](#):

45. Mr Serra noted that the group held a brief meeting during the week and that ISO TC 324 has been created. It was noted that the sharing economy connects to the circular economy, particularly towards a product's end-of-life.

46. The Chair advised members to pay attention to the new TC on sharing economy.

COPOLCO Resolution 13/2019 *Task group 5 – Sharing economy*

COPOLCO
approves the report of ISO/COPOLCO TG5, Sharing economy (COPOLCO N465),
notes the recent launch of ISO/TC 324, Sharing economy
encourages its members to nominate consumer representatives to ISO/TC 324,
thanks Antonino Serra for his convenorship, and
decides to disband TG5

Reports from liaison organizations and regional initiatives

AGENDA ITEM 17.1 International Electrotechnical Commission

47. Members were invited to note [N466](#).

AGENDA ITEM 17.2 Activities of Consumers International with respect to standardization

48. Antonino Serra, Consumers International liaison representative, reported that the Consumers International 2019 Summit took place in Estoril, Portugal, on 30 April-2 May, focusing on consumers at the heart of digital innovation. This summit was the first one where participants engaged directly with representatives of industry, and highlighted consumers' responsibilities and new opportunities for making the digital space hospitable and safe for consumers. Mr Serra also announced Helena Leurent's appointment as Director General of CI.

The COPOLCO Secretary mentioned a successful ISO-BSI side event, *Meeting the standards for consumer protection*, attended by over forty government and consumer representatives and highlighting privacy by design, consumer vulnerability and other innovative ISO standards areas.

See [N467](#).

AGENDA ITEM 17.3 Recent activities of the Organisation for Economic Co-operation and Development (OECD) - Committee on Consumer Policy (CCP)

49. See [N468](#).

AGENDA ITEM 17.4 Developments of consumer interest in European standardization: Report by an ANEC representative

50. [Jens Henriksson](#) (SIS – Sweden) presented highlights of the ANEC report. See [N469](#).

AGENDA ITEM 17.5 Developments of consumer interest in the Asia-Pacific: Report by a representative of the Asia-Pacific members of COPOLCO

51. The Malaysian member representative, [Saral James](#), highlighted the Asia Pacific Consumer Network was established in 2006. It was noted that this organization, which aims to improve the understanding on the rules of engagement in international standards development and trade, will hold a workshop early in 2020.

AGENDA ITEM 17.6 Developments of consumer interest in the Latin American region: report by a representative of COPANT

52. It was noted that COPANT is supporting the activities of consumers by holding virtual meetings to connect all regions. It was further noted that more than 40 participants attended the last session which provided an update on the work of COPOLCO.

AGENDA ITEM 17.7 Developments of consumer interest in the African Region

53. [Dr Eve Gadzikwa](#) presented the ARSO report. She noted that ARSO has mirrored some of the committees of ISO, and that the ARSO COCO committee works on consumer issues, along with ARSO CACO which covers conformity assessment.

Dr Gadzikwa noted that ARSO COCO is a fairly young committee, whose goal is to harmonize standards on the African continent. The most active committees are in the agricultural sector and so the work of ARSO COCO is working to try to promote the standards for the African continent as they relate to consumers.

In concluding, Dr Gadzikwa noted that, from 30 May 2019, the African Continental Free Trade Agreement (ACFTA) will be in effect. Thus, the work of consumer standards development will take center stage, and future new work items will emanate from the continent.

Written reports to note from other ISO bodies of consumer Interest

AGENDA ITEM 18.1 Conformity assessment (CASCO)

54. See the report [N470](#).

55. In his introductory remarks, CASCO Chair, [Frank Makamo](#), noted that the CASCO, COPOLCO and DEVCO Chairs, as the chairs of the three policy development committees (PDC) are working together very closely. For instance, he cited that it was their initiative to have the ISO Secretary-General attend their meetings, that he is happy to see this goal accomplished, and thanked Secretary-General Mr Mujica accordingly.

56. In his presentation, Mr Makamo expressed concern that there are still three classes of consumers – rich, middle and poor. He lamented the poor are still being exploited and urged all present to find ways to empower people to know they have rights as consumers.

57. In closing, Mr Makamo noted CASCO discussed market surveillance at its last meeting, highlighting it as one way of protecting consumers, with a view of locking in safe products and locking out those that are unsafe.

AGENDA ITEM 18.2 Developing country matters (DEVCO)

58. See [N471](#).

COPOLCO Resolution 14/2019

Reports from liaisons and partners

COPOLCO

notes the reports from IEC, CI, OECD/CCP, ANEC, AP-COPOLCO, COPANT, ARSO, ASEAN CCP, and UNCTAD IGE on consumer protection law and policy (N466-N479),
thanks these organizations for their reports.

COPOLCO Resolution 15/2019

Reports from internal liaisons

COPOLCO

notes the reports from CASCO (N470) and DEVCO (N471),
thanks these ISO policy committees for their reports.

AGENDA ITEM 19 Any other business

59. The Chair expressed his thanks to the participants, secretariat and hosts for an excellent week, and closed the meeting.

COPOLCO passed the following resolution:

COPOLCO Special Resolution 1/2019

Thanks to SAZ

COPOLCO

expresses its deeply felt gratitude and thanks to Standards Association of Zimbabwe and its partner organizations and stakeholders, for their dedicated support, outstanding hospitality and excellent arrangements which contributed to an outstanding 2019 COPOLCO meeting week.

ATTENDANCE LIST/LISTE DE PRÉSENCE

Meeting/réunion: 41st COPOLCO Plenary meeting

Place and date/lieu et date: Harare (Zimbabwe), 2019-05-24

Name (in block capitals) and first name Nom (en majuscule) et prénom	Organization (acronym) and country Organisation (initiales) et pays
LOVENESS IC MASEURE	STANDARDS ASSOCIATION OF ZIMBABWE
KUDZAI N. DZAPASI	"
CHIKOMA MWANSA	ZABS - ZAMBIA
KYAZZE JOHN	UNBS - UGANDA
WATASA SAMUEL	U CPA - UGANDA
KIMERA HENRY	CONSENT - UGANDA
SADIE HOMER	BSI UK
CHRISTINE HEEMSLERK	BSI CIN UK
FAUSTO LICHUKHA	PROCONSUMER - MOZAMBIQUE
Amelia Chioniso	INNOV - Mozambique
SAHEBDIN Mosadeg	CAP - Mauritius
KANAKSABEE SAMINADEN PILLAY	INDIAN STANDARDS BUREAU
HENRY G. MSUYA	TBS - TANZANIA
STEPHEN D. BALA	CIN - KENYA
WILLIAM AMWAYI	KEBS - KENYA
MARIMUTHU NADABON	DSM - DEPARTMENT OF STANDARDS MALAYSIA
SARAL JAMES MANIAM	"
NUR ABYIKIN AMINUDDIN	"
MATTADIR MOTTAMED	"
NIOKOZO NYONI	CCZ
ELIJAH CHIDEME	CCZ
Karin Both	DIN Germany
LUCET-DALLONBEVILLE ANNE	la CNL / AFNOR FRANCE
Remi REUSS	AFNOR / FRANCE
Tsuneo MATSUMOTO	JISC / JAPAN
Takashi Nakaluki	JISC / JAPAN
CHARLES ENGLISH	NCPG / NAMIBIA CONSUMER PROTECTION GROUP
HELENE EDMARK	
↓	→ Swedish Inst for Standards
↓	
Joel Harrison	

Name (in block capitals) and first name Nom (en majuscule) et prénom	Organization (acronym) and country Organisation (initiales) et pays
STEPHEN SIMON M. MSBICA	CONSUMER SOCIETY OF ZIM
CYRIL SIRINGWANI	S.A.Z.
Romana MARUNDA	SAZ, ZW
Emrah Manyanga	NRCS(SABS) RSA
Lisbeth Boceka	SABS (RSA)
Yvonne Ndirovu	SABS (South Africa)
NEDSON POPHIWA	SABS (NCC) SOUTH AFRICA
James Goto	SAZ (ZW)
HENRY CUSCHIERI	ISO CS
CARLOS AMORIM	ABNT - BRAZIL
NORMA MCCORMICK	SCC - Canada
Joël Marier	SCC - Canada
Salomé Torres	SCC - Canada
BENJAMIN ESUMAN	CAC - GHANA
ASEYE SEPENU	PSA - Ghana
FAUSTIN EKAK	OCC - D.R.C
AMANDA ZIMANE	RSS - ESWATINI
Samkelisiwe Dlamini-Lubisi	SWASA - Eswatini
ANNIE KALONJERE	MBU - XALAWI
ANTONINO SERRA CAMBACORES	CONSUMERS INTERNATIONAL
PALOMA ELLITSON	NSI - NAMIBIA
SIHAM SERAGEDIN MERGHANI	SSMO Sudan
YASIR SULIMAN	Sudanese Consumer Orgs SCPS
HAYTHAM HASSAN ALI	SSMO - SUDAN
Linda Goladner	ANSI
Michaela Miller	ANST
GERARD MAXWELL	TTBS - Trinidad and Tobago
EUNSOOK MOON	KATS, KOREA
FRANK MAKAMO	ISO/CASCO CHAIR
COMFORT MUCHEKEZA	Consumer Council of ZIM
MUMUNDA ILILONGA	ZAMBIA CONSUMER ASSOCIATION
MOSUNMOLA MOBOLADE SAMUEL	STANDARDS ORGANISATION OF NIGERIA
NECHI OBIAMAKA VIVIAN	STANDARDS ORGANISATION OF NIGERIA
KIMERA HENRY RICHARD	CONSUMER EDUCATION TRUST (CONSENT) UGANDA

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