



International Organization for Standardization  
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# **Standards for consumers – Update**

# **2018**

**ISO Committee on consumer policy (COPOLCO)**



## Foreword

The working group *WG 2, Key areas for consumers*, is a standing committee of ISO/COPOLCO.

It supports members by identifying, monitoring and informing on key standards work of interest to consumers within ISO and IEC.

This report

1. summarizes the latest standardization work identified by the working group
2. points out the specific consumer issues in the work
3. informs on the presence of consumer representative(s)

Key persons are responsible for reporting the specific work collected in this report.

This report is updated up to March 2018.

A special thanks to the Key Persons for their effort in making this annual status available.

We have received no reports for the following areas: contact lenses care products, cosmetics and sun protection, mechanical contraceptives, preparations for instructions for use, energy services, additive manufacturing (3D printing), road transport, road traffic safety management systems, and tourism services.

In some cases, this is because the position of key person is vacant and needs to be filled.

Areas where work is complete have been transferred to the [list of published standards](#).

Ethical labelling has been reported although not an official key area yet.

You can get involved in the work by contacting your [National Standards Body](#) or [copolco@iso.org](mailto:copolco@iso.org).

Questions and comments are welcome at [copolco@iso.org](mailto:copolco@iso.org).



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# 1. Consumer warranties and guarantees

## 1.1 Why this work matters to consumers

Consumers may be frustrated by missing or unclear or unfair guarantees and warranties, when purchases do not function as expected. While effective guarantees can boost customer satisfaction and their lifetime value to a company – a dissatisfied customer may well be lost forever.

## 1.2 Summary of current work in the committee of significance

To ensure better satisfaction and clarity in creating effective guarantees and warranties, ISO/CD 22059, *Guidelines on consumer warranties and guarantees*, reached Committee Draft stage during the committee's November 2017 plenary.

## 1.3 Standards work

Committee	Working draft or standard	Progress or change during reporting year / Any action to be taken
ISO/PC 303, <i>Guidelines on consumer warranties and guarantees</i>	CD 22059	<p>The second meeting in Hangzhou China on 15-17 Nov 2017 was attended by four P-members (China, Malaysia, Singapore and South Korea).</p> <p>FEMAG Australia was approved as A liaison with 6 approvals and 4 abstentions and 2 votes not cast. Ballot ends Jan 15, 2018.</p> <p>CD 22059 draft went through 2 months balloting ending on 3 Feb 2017 with 7 approvals, 3 abstentions and 2 votes not cast (total 12 P-members).</p> <p>The third meeting in Singapore on 21~23 May 2018 will be attended by 5 members (South Africa, Malaysia, Singapore, China and South Korea) to discuss the CD draft comment and go for DIS balloting from June 2018 onwards.</p> <p>ISO/PC 303 plans to complete the project by end 2018.</p>

## 1.4 Relevant links

[ISO/PC 303, \*Guidelines on consumer warranties and guarantees\*](#)

## 1.5 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
PC 303	2017/11	2018/05	CD 22059	<p>Saral James Maniam, Malaysian Association of Standards Users</p> <p>Seah Seng Choon, SPRING, Singapore</p>

## 1.6 Any concern with the standard development

None.

## 1.7 Key person

Saral James Maniam, [saral.james@standardsusers.org](mailto:saral.james@standardsusers.org), at the Malaysian Association of Standards Users

## 2. Elderly and persons with disabilities

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### 2.1 Summary of why this work matters to consumers

Anyone, anytime – can suffer a disability in the capacities we usually take for granted – following accident or disease; minor or life-changing, temporary or permanent. We are also living an unprecedented demographic transition to increasingly aged societies.

Older persons and persons with disabilities have various difficulties using consumer products due to their limitation of human abilities, i.e. hard of seeing, hard of hearing, limited agility, mobility etc. These problems could be solved by means of standard design that take into account special needs and limited abilities.

Better accessibility benefits all consumers through the better design of products and services, which in turn boosts access to, and satisfaction with, the global marketplace. Thus, 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. Many consumers have similar needs e.g. families with pushchairs benefit from wheelchair access. Ultimately, it can be argued that further accidents can be prevented through good design, and that society as a whole benefits.

### 2.2 Summary of current work in the committee of significance

This 'inclusive design' concept was addressed by ISO/IEC Guide 71:2001, *Guide for addressing accessibility in standards*, under the name of 'accessibility' or 'accessible design', after COPOLCO initiated this work around the year 2000. Consumers have been keen on progress in how this guide is being implemented, and how consumer voices are being reflected in the design of everyday products.

In December 2014, Guide 71 was revised with new information and practices collected. Again, COPOLCO initiated this revision.

Revision of the guide reactivated work on developing standards and implementing the concept in industry. Meanwhile new movements have emerged for the well-being of aged people (through better health care services, active ageing etc) both in ISO (a new TC 314 is on ageing societies) and IEC (SyC-AAL) which is expected to be more active in 2018.

### 2.3 Standards work

Committee	Working draft or standards	Progress or change during reporting year / Any action to be taken
ISO/TC159/WG2, <i>Ergonomics for people with special requirements</i>	TR 22411 2 <sup>nd</sup> edition, <i>Ergonomics data and guidelines for use in the application of ISO/IEC Guide 71:2014</i>	The TR was balloted in TC159 and approved with comments. The comments are being resolved, and the TR is to be published after the revision.
ISO/TC159/SC3, <i>Anthropometry</i>	New work item proposals: Measurement of frailty (tentative)	Two new work items (1) one on walking speed measurement for older people; and,

<p>WG4, <i>Human physical strength, manual handling and force limits</i></p>	<p>Ease of handling (tentative)</p>	<p>(2) one on ease of handling will be proposed in SC3/WG4 in 2018.</p>
<p>ISO/TC159/SC4, <i>Ergonomics of human system interaction</i>   WG 10, <i>Accessible design for consumer products</i></p>	<p>CD 24507, <i>Ergonomics — Accessible design — Doors and handles of consumer products</i></p> <p>TS21054-1, <i>Ergonomics — Accessible design — Input controls for consumer products, Part 1: Input controls accessibility for basic operation</i></p> <p>TS21054-2, <i>Ergonomics — Accessible design — Input controls for consumer products, Part 2: Accessibility of input controls for function settings</i></p> <p>CD21055, <i>Ergonomics — Accessible design — Minimum legible font size for people at any age</i></p> <p>CD 21056, <i>Ergonomics — Accessible design — Guidelines for designing tactile symbols and letters</i></p> <p>NP 24500-1, <i>Ergonomics — Accessible design — Indicator lamps on consumer products</i></p> <p>NP 24500-2, <i>Ergonomics — Accessible design — Part 2: Voice guides for consumer products</i></p> <p>NP24500-3, <i>Ergonomics — Accessible design — Part3: Accessibility of digital information visually displayed on consumer products</i></p>	<p>Accessibility of doors and handles of consumer products are specified. DIS ballot is about to start.</p> <p>Accessibility of input controls of consumer products such as ON/OFF buttons are specified. The work is waiting for the next step (CD)</p> <p>Accessibility of input controls of consumer products such as buttons for selecting/setting functions is specified.</p> <p>The work is waiting for the next step (CD).</p> <p>A method for estimating the minimum legible font size for various ages; viewing distance and luminance is developed.</p> <p>After the 2<sup>nd</sup> CD ballot, the work item will proceed to DIS ballot soon.</p> <p>Guidelines on designing legible tactile symbols and letters are being specified. The DIS ballot is finished and comments are being resolved.</p> <p>Accessibility of indicator lamps is specified. A CD ballot is being prepared.</p> <p>Accessibility of voice guides used in consumer products is specified. A CD ballot is being prepared.</p> <p>Accessibility of small visual displays in consumer products is specified. A CD ballot is being prepared.</p>

	<p>New Work Item Proposals:</p> <p>Guidelines for description of alternative text for images in consumer products manual</p>	<p>A new work item on providing text for figures/images in instruction manuals will be proposed.</p>
<p>ISO/TC159/SC5, <i>Ergonomics of the physical environment</i></p> <p>WG5, <i>Physical environment for people with special requirements</i></p>	<p>PWI/ 24505-2, <i>Ergonomics – Accessible design – Method for creating colour combinations, Part 2: For people with defective colour vision</i></p> <p>PWI/ 24505-3, <i>Ergonomics – Accessible design – Method for creating colour combinations, Part 3: For people with low vision</i></p> <p>PWI/24505-4, <i>Ergonomics – Accessible design – Method for creating colour combinations Part 4: General guidance on the use of colour combination standards</i></p>	<p>The following three new work items are being prepared for NP ballot:</p> <p>A method for colour combination for people with colour defects is specified.</p> <p>A method for colour combination for people with low vision is specified.</p> <p>A method for using ISO 24505: Part 1 to Part 3 depending on the application with different populations is specified.</p>
<p>ISO/TC173/SC7, <i>Accessible design</i></p>	<p>New Work Item Proposals:</p> <p><i>Accessible design – Instructions for use of consumer products used by persons with visual impairment</i></p> <p><i>Accessible design – Guidelines for assessment of accessible interface</i></p> <p><i>Accessible design – Guidelines for surveys of needs of older persons and persons with disabilities</i></p>	<p>Three new work items concerning (1) instruction manuals for persons with visual disabilities, (2) assessing accessibility of consumer products, (3) method for surveys on the needs of older persons and persons with disabilities</p> <p>will be proposed in TC173/SC7 in 2018.</p>
<p>ISO/TC122, <i>Packaging</i></p> <p>WG 9, <i>Accessible design for packaging</i></p>	<p>DIS/19809, <i>Packaging – Accessible Design – Information and marking</i></p> <p>CD/22015, <i>Packaging – Accessible Design – Handling and manipulation</i></p>	<p>Design requirements for visual and tactile markings and letters used in packaged are specified. This standard was published at the end of 2017.</p> <p>Design requirements for handling and manipulation of packages are specified. A DIS ballot is being prepared.</p>
<p>ISO/TC314, <i>Ageing societies</i></p>	<p>Work items on Community-based integrated life-long</p>	<p>TC work just started in 2018.</p>

	health and care services for aged societies  IWA18, <i>Community-based integrated life-long health and care services for aged societies</i>	
ISO/TC59/SC16, <i>Accessibility and usability of the built environment</i>	ISO 21542 (revision), <i>Building construction – Accessibility and usability of the built environment</i>	Revision of ISO 21542 is ongoing.
ISO/IEC JTC1/SC35, <i>User interface</i>  WG 6, <i>User interfaces accessibility</i>	ISO/IEC TS 20071-23, <b>Information Technology – User interface component accessibility – Part 23: Guidance on the visual presentation of audio information (including captions and subtitles)</b>  ISO/IEC CD 29138-1, <i>Information technology – User interface component accessibility – Accessibility considerations for people with disabilities – Part 1: User needs summary</i>	Recommendations on visual presentation in TV etc. are specified. Draft is in FDIS registration.  Revision is in DIS ballot.
IEC/TC 59, <i>Performance of household and similar electrical appliances</i>  WG 11	IEC 63008 ED1, <i>Household and similar electrical appliances – Accessibility of controls, doors, lids and handles</i>	Recommendations on accessibility of controls, doors, lids, and handles of household appliances are specified.  The CD comments are being discussed.
IEC SyC AAL, <i>Active assisted living</i>	PNW TS AAL-60 ED, <i>Active Assisted Living (AAL) use cases</i>  I  IEC WD 63168, <i>Connected homes</i>	User requirements in use cases of AAL are specified. The CD document is being prepared  A working draft for NWIP is being prepared.

## 2.4 Relevant links

[ISO/TC 173, \*Assistive products for persons with disability\*](#)

[ISO/TC 159, \*Ergonomics\*](#)

[ISO/TC 122, \*Packaging\*](#)

[ISO/IEC JTC 1, \*Information technology\*](#)

[IEC/TC 59, \*Performance of household and similar electrical appliances\*](#)

[IEC SyC AAL, \*Active Assistive Living\*](#)

[ISO/TC59/SC16, \*Accessibility and usability of the built environment\*](#)

## 2.5 Information of meetings and consumer participation

Committee	Date of last meeting	Date of next meeting	WG/ Standard(s)	Consumer representative(s)
ISO/TC159/WG2	2017/12/12	2018/8/-	TR22411 2 <sup>nd</sup> ed	Susan Harker (BSI)
ISO/SC4/WG10	2017/11/30	2018/8/-	ISO 24507 ISO 21055 ISO 21056 ISO 24506	Susan Harker (BSI)
ISO/TC122/WG9	2018/1/25	2018/11/-	CD22015	-
IEC/TC59/WG11	-	-	IEC 63008 Ed. 1.0	-
IEC SyC AAL	2017/12	2018/6/1	-	-

## 2.5 Any concern with the standard development

None.

## 2.6 Key person

Ken Sagawa, [sagawa-k@aist.go.jp](mailto:sagawa-k@aist.go.jp), Japan National Institute of Advanced Industrial Science and Technology

### 3. Electronic Cigarettes, vape and vapour products

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#### 3.1 Summary of why this work matters to consumers

This is a newly emerging product across the globe. Standardization work is running in parallel at ISO and CEN level. Consumer interests are: safety and health, performance, fitness for purpose and usage. The needs of children are particularly important as regards access to a highly toxic chemical e.g. nicotine. Concerns have been raised regarding the chemicals present or emitted in the e-liquids. There are issues regarding information (benefit or not of e-cigarettes against tobacco) and protection of the environment. Finally, there are issues around the hardware i.e. the battery and charging unit.

The standards are still being developed and drafts are being considered by each working group.

The European standards are being developed having regard to the applicable legislation: The Tobacco Products Directive 2014/40/EU and the European Regulation (EC) No 1272/2008 on classification, labelling and packaging of substances and mixtures.

#### 3.2 Summary of current work in the committee of significance

Potentially better progress of international standardization work as there is now close cooperation of ISO/TC 126/SC 3 with CEN/TC 437 through the unified chairmanship of Mr Arnaud Dumas de Raully (France).

#### 3.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Progress or change during reporting year Any action to be taken
ISO/TC 126, <i>Tobacco and tobacco products</i> SC3/WG1, <i>Vape and vapour products</i>	ISO/NP 20714, <i>E-liquid — Determination of nicotine, propylene glycol and glycerol in liquids used in electronic nicotine delivery devices — Gas chromatographic method</i>  ISO/DIS 20768, <i>Vapour products – Routine analytical vaping machine – Definitions and standard conditions</i>		Still under development Next meeting to be held from 28 to 31 May 2018 in Bordeaux.
CEN/TC 437, <i>Electronic cigarettes and e-liquids</i>		ANEC Franz Fiala	Fifth plenary meeting of CEN/TC 437 on 28 February 2018 in Berlin.
CEN/TC 437/WG 1	<i>Terminology and definitions</i>		Second draft out for comments.

CEN/TC 437/WG 2	<p><i>Requirements and test methods for electronic cigarette devices</i></p> <p>This standard is applicable to electronic cigarettes and similar vapour producing devices intended for the production of aerosol from e-liquids for consumption by inhalation. It is applicable to devices intended for use with or without nicotine content in the aerosol produced. This standard is also applicable to e-liquid containers, filling mechanisms and accessories, electrical and other, intended for use with electronic cigarettes and similar vapour producing devices. This standard specifies the minimum safety and technical requirements for electronic cigarette devices, e-liquid containers, and associated accessories when operated and maintained in the manner prescribed by the manufacturer.</p>	Christine Heemskerk	<p>Since the last plenary of CEN/TC 437 in March 2017, the WG 2 has held one physical and five virtual meetings. The WG 2 finally agreed in November 2017 to submit the document as draft technical specification for approval as new work item in the work programme of CEN/TC 437 and to launch the CEN/DTS vote subsequently. NWIP was approved on 7 February 2018.</p> <p>However, gaps have been identified. Discussion on gaps to take place at next meeting. Recommendation may be to then initiate a new working group under Vienna agreement within ISO/TC 126/SC 3.</p>
CEN/TC 437/WG 3, <i>Requirements and test methods for e-liquids</i>	<i>General principles for manufacturing, filling and holding e-liquids for prefilled containers or products</i>	Christine Heemskerk	Comments have been received on draft, to be discussed in upcoming meeting in March 2018.
CEN/TC 437/WG 4	FprCEN/TR 17236, <i>Electronic cigarettes and e-liquids – Constituents to be measured in the aerosol of vaping products</i>		FINAL DRAFT now published – note this is to be a technical report not a standard – but with a view to consideration of a standard in the future.

### 3.4 Relevant links

[ISO/TC126/SC3. Vape and vapour products](#)

[CEN/TC437, Electronic cigarettes and e-liquids](#)

[Vape and vapour products make their debut in international standardization – ISO focus](#)

### 3.5 Any concerns with the standard development

None.

### 3.6 Key person

For further information, please contact:

Christine Heemskerk, [cheemske@gmail.com](mailto:cheemske@gmail.com), at the British Standards Institution



## 4. Fire Safety

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### 4.1 Why this work matters

Fire safety impinges nearly every aspect of human endeavour. New technologies, materials and approaches (sustainable design) have changed the landscape that we, as consumers, live in.

The subject matter experts of ISO/TC 92, *Fire Safety*, need to work within this changed context, and ensure standards to assess and control the fire risk of materials, products and structures in the broadest sense are adequate.

TC 92 is a horizontal committee, addressing all aspects of fire safety not specifically within the scope of other technical committees. The main stakeholders are: industry (especially construction), national and international regulators (e.g. International Marine Organization, IMO), consumer groups, research and testing organizations, fire safety practitioners, and certification bodies.

In May 1995, ISO's Technical Management Board (TMB) entrusted TC 92 with a co-ordinating role: it is now the forum for all standardization matters related to fire.

The area of fire safety covers building materials, white goods, small appliances, plastics, furniture and equipment to protect or warn against fire... Fire is always a risk, and new materials in combination with other new products can affect the fire safety of the consumer.

Consumers need to understand and speak to the risks that can arise from these issues and how equipment to protect against fire can best mitigate these risks.

Consumer participation varies at the related ISO committees. There is a need for a technical understanding combined with a need to keep current and cover a broad range of topics.

### 4.2 Summary of current work in the committee of significance

In most cases, consumer needs are met. In the case of ISO/TC 136, the fire and ignition standards for furniture have not been updated for some time. Given the known reduction in the time to flashover with new synthetics it appears to be an item to address. ISO/TC21/SC3 and ISO/TC92/SC3 have a number of projects underway on fire safety equipment and building materials.

### 4.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Progress or change during reporting year Any action to be taken
ISO/TC 21/SC 3, <i>Equipment for fire protection and firefighting / Fire detection and alarm systems</i>	ISO/NP 7240-3 [Under development]  <i>Fire detection and alarm systems – Part 3: Audible alarm devices</i>	Rae Dulmage	10.99 – New project approved
	ISO/PRF 7240-5 [Under development]  <i>Fire detection and fire alarm systems – Part 5: Point type heat detectors</i>	Rae Dulmage	50.00 – Final text received or FDIS registered for formal approval

ISO/TC 21/SC 3, <i>Equipment for fire protection and firefighting / Fire detection and alarm systems</i>	ISO/PRF 7240-7 [Under development]  <i>Fire detection and alarm systems – Part 7: Point-type smoke detectors using scattered light, transmitted light or ionization</i>	Rae Dulmage	50.00 – Final text received or FDIS registered for formal approval
	ISO/NP 7240-17 [Under development]  <i>Fire detection and fire alarm systems – Part 17: Short-circuit isolators</i>	Rae Dulmage	10.99 – New project approved
	ISO/NP 7240-25 [Under development]  <i>Fire detection and fire alarm systems – Part 25: Components using radio transmission paths</i>	Rae Dulmage	10.99 – New project approved
	ISO/FDIS 7240-27 [Under development]  <i>Fire detection and alarm systems – Part 27: Point type fire detectors using a smoke sensor in combination with a carbon monoxide sensor and, optionally, one or more heat sensors</i>	Rae Dulmage	50.20 – Proof sent to secretariat or FDIS ballot initiated: 8 weeks
	ISO/NP 12239 [Under development]  <i>Smoke alarms using scattered light, transmitted light or ionization</i>	Rae Dulmage	10.99 – New project approved
ISO/TC 61/SC 4, <i>Plastics / Burning Behaviour</i>	ISO/DIS 9994 [Under development] <i>Lighters – Safety specification</i>	Rae Dulmage	40.99 – Full report circulated: DIS approved for registration as FDIS
	ISO/DTR 10093 [Under development] <i>Plastics – Fire tests – Standard ignition sources</i>	Rae Dulmage	30.99 – CD approved for registration as DIS
	ISO/DIS 11907-1 [Under development]  <i>Plastics – Smoke generation – Determination of the corrosivity of fire effluents – Part 1: General requirements and applicability</i>	Rae Dulmage	40.00 – DIS registered

ISO/TC 61/SC 4, <i>Plastics/ Burning Behaviour</i>	ISO/NP TR 20118 [Under development]  <i>Guidance on fire characteristics and fire performance of PVC materials used in building applications</i>	Rae Dulmage	10.99 – New project approved
	ISO/DIS 22702 [Under development]  <i>Utility lighters – Safety specifications</i>	Rae Dulmage	40.99 – Full report circulated: DIS approved for registration as FDIS
ISO/TC 92/SC 3, <i>Fire Safety / Fire threat to people and environment</i>	ISO/NP 13571-1 [Under development]  <i>Life-threatening components of fire – Part 1: Guidelines for the estimation of time to compromised tenability in fires</i>	Rae Dulmage	10.99 – New project approved
	ISO/DTS 19677 [Under development]  <i>Guidelines for assessing the adverse impact of wildland fires on the environment and to people through environmental exposure</i>	Rae Dulmage	30.20 – CD study/ballot initiated
	ISO/NP 19706 [Under development]  <i>Guidelines for assessing the fire threat to people</i>	Rae Dulmage	50.00 – Final text received or FDIS registered for formal approval
	ISO/WD TR 17886 [Under development]  <i>Fire safety engineering – Design of evacuation experiments</i>	Rae Dulmage	10.99 – New project approved
ISO/TC136, <i>Furniture</i>	No activity related to Fire Safety standards	Rae Dulmage	

#### 4.4 Any concern with the standards development

No progress of the relevant activities for standardization.

ISO/TC136 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 to be taken: Suggest updating the ISO/TC135t related standards.

#### 4.5 Relevant links

[ISO/TC 92, Fire safety](#)

**Studies and reports of interest to consumers:**

[Proceedings of the Furniture Flammability and Human Health Summit  
UL Fire and Safety research](#)

**4.6 Key person**

For further information, please contact:

G. Rae Dulmage, [Rdulmage@outlook.com](mailto:Rdulmage@outlook.com), Ontario, Canada

## **5. Food safety and labeling**

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### **5.1 Why this work matters to consumers**

Food labeling, primarily as a means of consumer protection, has exploded with concerns on nutrition, genetic modification, pesticide and/or additive use, identification of known allergens, product origin disclosure, tracking of products relative to recalls, and more. In addition, the issue of digital labeling by means of adding the information to QRs or product codes that could be scanned by smartphones is being contemplated. It is reported that consumers are often confused by 'green labeling'.

Food labeling, primarily as a means of consumer protection, has exploded with concerns on nutrition, genetic modification, pesticide and/or additive use, identification of known allergens, product origin disclosure, tracking of products relative to recalls, and more. Since food is international in scope crossing borders where regulations and or labeling standards vary, the importance of international labeling standards has increased.

Health professionals agree educating the public on their choices and reducing confusion from food labels is integral to stemming this threat to population health and the economy of many countries.

Ingredient lists are lifelines for people with food allergies, says Beatrice Povolo, Advocacy and Media relations Director for Food Allergy Canada, a non-profit advocating on behalf of people with food allergies. "They count on label information to be accurate and truthful and complete in order for them to make a decision of whether that would be a suitable product or not," she said, adding deliberate ingredient substitutions are not on the organization's radar at the moment.

Hot topic issues tend to fall under the umbrella of transparency in the food supply chain. Much of the discussion in food labeling centers on the consumer's right (or need) to know on a variety of issues including, but not limited to: health-related, genetic engineering, irradiation, adulterated food products, sustainability, and nanotechnology applications.

The debate over food labeling shows no signs of abating. Consumer groups, the health industry, and niche agricultural groups are mounting pressure on government organizations to bring a cleaner, less confusing, labeling system to the public.

### **5.2 Summary of current work in the committee of significance**

The US Department of Agriculture released this year a study on the effectiveness of QR labeling of GM products. They concluded that this type of labeling would place an undue burden on the consumer and greatly impede access to information that is currently required for all other forms of food labeling. On-package labeling is simple, quick, and effective. As the USDA study clearly showed, QR codes, websites, and 1-800 numbers are not. Some of the reasons cited were:

- Technological challenges disproportionately impact low-income earners, rural residents, and Americans over the age of 65
- Consumers are unfamiliar with QR codes or do not know that digital links contain food information
- Many of the more than 100 apps on the market that scan QR codes are not intuitive to use and include pop-up ads, causing consumer confusion

- Consumers may not have equipment capable of scanning digital links on their own, and in most cases, there is not a viable alternative provided by retailers
- Even if access to digital disclosure were universal, a shopper would have to scan each item s/he is shopping for on any given shopping trip (which for a family of 4 could easily amount to more than 50 items). This would be an undue burden on the consumer and greatly impede access to information that is currently required for all other forms of food labeling

### 5.3 Standards work

There are various national/international standards that deal with food but few if any that set out requirements for food labels.

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC 34/SC 12, <i>Sensory analysis</i>	ISO NP 20784, <i>Sensory claim substantiation</i>	WD was issued in 2017.

### 5.4 Relevant links

Examples of international campaigns on better food labelling:

- ✓ [Consumers International's campaigns](#)
- ✓ [BEUC, the European Consumer Organisation: What's in your kitchen?](#)

### 5.5 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s)
TC 34/SC 12, <i>Sensory analysis</i>	2016-11-10/11, Switzerland		ISO/NP 20784, <i>Sensory claim substantiation</i>	

### 5.6 Key person

For further information, please contact:

Dr Elizabeth Nielsen, [ebn1944@gmail.com](mailto:ebn1944@gmail.com), Consumers Council of Canada

## 6. Furniture

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### 6.1 Why this matters

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.

ISO/TC 136, *Furniture*, is particularly relevant to consumers, especially child safety. There were reports of child deaths in Canada and the US when furniture produced by a global Nordic company, tipped over. The company decided to recall this furniture in Canada and the US as it does not comply with the safety requirements in ASTM 2057-14, *Standard Safety Specification for Clothing Storage Units*. However, no recalls were made in other countries. Apparently, Europe and the US have adequate safety standards, but international ones' safety requirements do not address tipping risk. International Standard ISO 7171:1988, *Furniture — Storage units — Determination of stability*, does not include child safety elements.

Children all over the world should equally be protected, and ISO and IEC need to improve standards in this area. Accident and recalls data for national markets can assist in creating better standards.

### 6.2 Summary of current work of significance in the committee

ISO/TC 136 only works on test methods for furniture – except child furniture, covered by its new working group 6.

The reason for creating WG 6, *Children's and nursery furniture*, is that the ISO standards for children's furniture have not been updated for many years. The aim is to create global standards for test methods that all countries will implement, including the US. These will be based on test methods in European standards. At a later stage it might be possible to add common global requirements, if agreed.

The plan is to get global accepted test methods for furniture in general and maybe in the future develop global accepted safety requirements.

A Swedish convenor, working for IKEA, has been nominated to WG 6, and there is representation from the Swedish authorities.

WG 6's scope is decided to encompass:

*"The development of safety requirements and test methods for children's and nursery furniture. Technical specifications, reports and standards in regards of general safety and ergonomics for children and infants."*

Standards being developed are:

ISO 7175-1, *Children's cots and folding cots for domestic use – Part 1: Safety requirements*

ISO 7175-2, *Children's cots and folding cots for domestic use – Part 2: Test methods*

ISO 9221-1, *Children's high chairs – Part 1: Safety requirements*

ISO 9221-2, *Children's high chairs – Part 2: Test methods.*

WG 6 generally works electronically.

After the letter (N 490) by the Chair of ISO COPOLCO WG 2, *Key areas for consumers*, concerning safety and stability of storage furniture was sent to ISO/TC 136, the chair encouraged all the delegations to strengthen consumer participation either directly or in the national mirror committees.

He also stressed the need to complete as quickly as possible the work of revision of the standards on the safety of storage furniture. ISO/DIS 7171 has been out for comment, and most countries supported the draft, but unfortunately there is a lot of resistance from the US. At its meeting in February 2018, ISO/TC 136/WG 3 will discuss this further.

A workshop was held by the CEN/TC 207/WG 1 ad hoc group in January 2018, Sweden, where stability of storage furniture was discussed. Due to a fatal accident in France with a TV falling on a child, most of the workshop was concentrated on this matter. However, since it is possible to place a TV on most storage furniture, most furniture will be covered. The results of the workshop will be discussed at a WG 1 meeting in March 2018. More countries are concerned that the results of the workshop are not sufficient to solve the problem.

There is general focus on prevention of further accidents concerning inadequate stability of storage furniture, not only in the US, but also in Japan, Korea, China and Australia. Australia has published a good guide. The US Consumer Product Safety Commission (CPSC) is considering if legislation is the way forward (Notice of Proposed Rulemaking), and is supported by the American industry. American studies show that 80 % of consumers don't fasten storage furniture to the wall as indicated in the instructions.

### 6.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Progress or change during reporting year / Any action to be taken
ISO/TC 136/WG 3, <i>Furniture</i>	ISO/DIS 7171, <i>Furniture – Storage units – Test methods for the determination of stability</i>	TC 136 WG 1-3 Tayfun Avdan, SIS	ISO/DIS 7171:1988 has been revised and has been out for public comment. It is based on the stability test methods in EN 16122.
ISO/TC 136/WG 6, <i>Children's and nursery furniture</i>	ISO 7175-1, <i>Children's cots and folding cots for domestic use – Part 1 safety requirements</i>  ISO 7175-2, <i>Children's cots and cots for domestic use – Part 2 Test methods</i>  ISO 9221-1, <i>Children's high chairs – Part 1 Safety requirements</i>	TC 136 / WG 6 Kjeld Bülow Maria Holmberg, Swedish Consumer Agency Kelly Mariotti, USA Lis Trofe, USA	ISO/DIS 7175-1 is out for comments. The document is based on the latest version of EN 716-1  ISO/DIS 7175-2 is out for comments. The document is based on the latest version of EN 716-2  ISO/DIS 9221-1 has been out for voting and is now sent to ISO/CS for publication. The standard is based on the latest version of EN 14988-1

	ISO 9221-2, <i>Children's high chairs – Part 2 Test methods</i>		ISO/DIS 9221-2 has been out for voting and is now sent to ISO/CS for publication. The standard is based on the latest version of EN 14988-2
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#### 6.4 Relevant links

The latest development of the following standards and the meeting schedules can be found through these links:

[ISO/TC 136, Furniture](#)

[CEN TC 207, Furniture](#)

Other work of possible interest:

[CEN TC 252, Child use and care articles](#)

[ISO/IEC Guide 50, Safety aspects – Guidelines for child safety in standards and other specifications](#)

[ISO/IEC Guide 51, Safety aspects – Guidelines for their inclusion in standards](#)

[Play matters - ISO](#)

#### 6.5 Any concern with the standard development

Difficulty of reflecting consumers' views into the relevant standards setting, details: Lack of consumer representation in ISO TC 136 and CEN TC 207. Recommendation: call for greater participation.

#### 6.6 Key person

For further information, please contact:

Helen Amundsen, [ha@fbr.dk](mailto:ha@fbr.dk), Danish Consumer Council; or  
Imola Ferro, [imola.ferro@nen.nl](mailto:imola.ferro@nen.nl), Nederlands Normalisatie-Instituut

## 7. Graphical symbols

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### 7.1 Why this matters for consumers

In this context, “graphical symbols” includes public information symbols, safety signs for use in public areas and on industrial and consumer products, and graphical symbols for use on equipment (“equipment” includes both industrial and consumer products).

ISO/TC 145 and its subcommittees are responsible both for developing design and application standards and for the evaluation and registration (where appropriate) of graphical symbols submitted by technical committees, ISO and CEN/CENELEC members and other organizations. Registered graphical symbols are included in ‘catalogue’ standards (see below under individual committee sections).

IEC/TC 3/SC 3C also evaluates and registers graphical symbols for use on equipment. These are submitted mainly by IEC/CENELEC electro-technical committees, and many are used on consumer electrical products.

Key objectives of consumer participation in this work are to ensure, as far as possible, both that design and application standards take consumers’ interests into account; and that graphical symbols intended for consumers are comprehensible and not duplicated. It is also important that technical committees and others submitting symbols for evaluation and registration do so at the earliest possible stage in their development to ensure appropriate design criteria are followed and the publication of standards is not delayed.

Consumer objectives are being broadly met.

NOTE - All graphical symbols registered in TC 145 and IEC/TC 3/SC 3C catalogue standards can be viewed and purchased from the ISO Online Browsing Platform. In addition, graphical symbols for use on equipment (both ISO and IEC) are separately available on the IEC/ISO Joint database on graphical symbols for use on equipment (see links at section 3 below).

### 7.2 Description of new developments under priority area

Committee	Working draft or standard	Progress or change during reporting period. Any action to be taken.
ISO/TC 145, <i>Graphical symbols</i>	TC 145’s scope covers safety signs, public information symbols and graphical symbols for use on equipment.	
ISO/TC 145/SC 1, <i>Public information symbols</i> WG 4, <i>Public information symbols</i> (Revision of ISO 7001)	ISO 7001:2007, <i>Public information symbols</i>  This is a catalogue of public information symbols accepted for registration by SC 1. It also	The systematic review resulted in agreement to revise the standard. The intention is to consolidate the



ISO/TC 145/SC 3, <i>Graphical symbols for use on equipment</i>	ISO 7000, <i>Graphical symbols for use on equipment</i>  This is a catalogue of graphical symbols for use on equipment registered by SC 3.	The standard currently includes 3'440 registered symbols.
IEC/TC 3/SC 3C, <i>Graphical symbols for use on equipment</i>	IEC 60417, <i>Graphical symbols for use on equipment</i>  This is a catalogue of graphical symbols for use on equipment developed mainly by IEC product committees and registered by SC 3C	The standard currently includes 1'470 registered symbols.
IEC/TC 3-ISO/TC 10 JWG16, <i>Preparation of instructions for the use of products</i>	IEC/CDV 82079-1 Ed 2, <i>Preparation of instructions for use – Structuring, content and presentation – Part 1: General principles and detailed requirements</i>  This standard is applicable to all types of consumer and industrial products. It includes, inter alia, requirements for the use of safety signs and graphical symbols to convey information to users of products.	This is intended to be the first basic part of an IEC/ISO series of standards  CDV/DIS issued. Comments and result of ballots (IEC/TC 3 and ISO/TC 10/SC 1) will be considered in mid/late 2018.

### 7.3 Relevant links and publications

[ISO/TC145, Graphical symbols](#) (includes information on submitting graphical symbols for evaluation and registration)

[ISO Store](#) and [ISO Online Browsing Platform](#)

[IEC/ISO Joint database for graphical symbols for use on equipment](#) (requires password)

[ISO/IEC Guide 74, Graphical symbols – Technical guidelines for the consideration of consumers' needs](#)

ISO Brochure [ISO committees on horizontal subjects](#)

ISO Booklet [The international Language of Graphical Symbols](#)

ISO Focus article [Graphical symbols cross borders](#) (May 2010, p 36)

### 7.4 Any concern with the standard development

None.

### 7.5 Key person

For further information, please contact:

John Perry, [johnperry18@btinternet.com](mailto:johnperry18@btinternet.com), British Standards institution

## 8. Healthcare organization management

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### 8.1 Summary of why this work is important to consumers

Although there are several stakeholders in the health value chain, individual patient consumers are the most direct end users of healthcare services. Their interests as consumer are vital since these patients not only desire to receive the best possible care, but they frequently are the direct or indirect payors for this care. Anything that maximizes the value they receive in both dimensions (care quality and cost) affects their lives in an immediate and enduring ways.

Expected consumer benefits include:

- ✓ *Patients and consumers of healthcare will benefit from slower increases in the cost of health care and the resulting access to care. UK and US research also shows that patients are more satisfied and are healthier when receiving services from better managed healthcare organizations*
- ✓ *Organizations that provide healthcare benefits will enjoy either a reduction in their benefits costs or more predictable, slower increase in the costs of coverage as efficiencies in healthcare management are transferred to the policy holders*
- ✓ *Insurance companies and national Ministries of Health will more accurately monitor and compare the quality of management and assess cost control as they determine which healthcare entity provides the best value for their customers and populations*
- ✓ *Developing countries and rural healthcare providers will more easily access and adopt the most effective practices and metrics of more established and better resourced healthcare systems*
- ✓ *Healthcare entities will enjoy the sharing of effective management practices that will drive better outcomes for patients and will reduce the increase in spending of non-clinical services*
- ✓ *Society in general will be better informed about the effectiveness of their healthcare system and gain access to a better quality of care*

### 8.2 Summary of current work in the committee of significance

ISO TC 304 for Healthcare Administration had its second plenary in October 2017 in London, UK. During that meeting, the TC confirmed the Chair, refined the scope, retitled the committee and established two working groups and their convenors. Two other project ideas (metrics and anti-microbial resistance standards), that were not approved during NWIP ballot, were given preliminary work items status. Other discussions included sourcing new ideas for standards, and recruitment of experts and ISO member countries. There are now 10 Participating Members and 22 Observer Members. Depending on the outcome of current ballots and the resolutions from the 2<sup>nd</sup> Plenary, we expect the Ad Hoc Groups below to become Working Groups.

**New Title and Scope:** Healthcare organization management

Standardization in the field of healthcare organization management including classification, terminology, nomenclature, management practices and metrics that comprise the non-clinical operations in healthcare entities.

Other key developments since the last Liaison Report (March 2017)

- Dr Ron McKinley was approved as Chair of TC 304
- TC title and scope approved by ISO TMB

- TC Strategic Business Plan approved by ISO TMB
- Resolutions to start project work were balloted to the membership
- Number of P' member countries grew by 22 % (Poland and Norway)
- Number of O' member countries reduced by 10% (Poland and Norway)
- Overall growth of the TC has been flat since the last plenary (October 2017)
- Internal liaison relationship grew from 1 to 19
- Two new NPs and WGs were approved by the TC at the October plenary:
  - ISO/NP 22886, *Healthcare organization management – Terminology*
  - ISO/NP 22956, *Healthcare organization management – Patient Centered Staffing*
- Two potential projects were placed on preliminary status:
  - ISO/PWI 22759, *Management Process Standards Needed for Hospital Based AMR Prevention and Control*
  - ISO/PWI 22885, *Healthcare organization management – metrics and analytics*
- European Trade Union Confederation (ETUC) became an external liaison and outreach has been made to other external liaison organizations

### 8.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Any comment; For example any expected ballot
TC 304 WG 1, <i>Vocabulary</i>	ISO/NP 22886, <i>Healthcare organization management – Terminology</i>		WG was established at the last plenary meeting and subsequent meetings have occurred. The next in person WG meeting will occur in May in Vilnius, Lithuania
TC 304 WG 2, <i>Staffing</i>	ISO/NP 22956, <i>Healthcare organization management – Patient Centered Staffing</i>		WG was established at the last plenary meeting and subsequent meetings have occurred. The next in person WG meeting will occur in May in Vilnius, Lithuania

### 8.4 Relevant links

ISO TC 304, [Healthcare organization management](#)

### 8.5 Information of meetings and consumer participation

Committee	Last meetings	Next meeting	Consumer representative(s) in the key area
TC 304, <i>Healthcare organization management</i>	1st Plenary Galveston, Texas, USA, 17 February 2017 2nd Plenary London, UK, October 2017	3rd Argentina, October 2018 4th Seoul, South Korea	A call for consumer participation has been issued

		2019 (Proposed)	
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**8.6 Any concern with the standard development**

None.

**8.6 Key person**

Ronald B. McKinley, [rbmckinl@utmb.edu](mailto:rbmckinl@utmb.edu), or Lee S. Webster, [lwebste@utmb.edu](mailto:lwebste@utmb.edu), at the University of Texas Medical Branch, Galveston, USA

## 9. Health Informatics

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### 9.1 Why this matters to consumers

Health Informatics has been an increasing concern of consumers since the rise of the use of E-health and the technologies related to supporting interaction, cross system access and patient information storage and access. There is great value to these improvements in terms of patient care, turnaround time, more time for action and 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. Consumer participation is needed to provide advice and concerns on consumer matters related to health informatics, to ensure the intended objective is met while addressing the consumer related issues.

### 9.2 Summary of current work in the committee of significance

The adoption and implementation of Health Informatics can at times lag behind the standards that have been developed. It takes a long time and infrastructure to switch from paper and personal intervention to a health informatics system. At this time the standards that have been developed through ISO TC 215 have covered most concerns related to the current state of technology and systems. As new work continues, these will need to be revisited for consumer related concerns.

### 9.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Consumer representative(s) in the key area
ISO/TC215, <i>Health Informatics</i>	Consumer affecting standards are completed. Working now on system and interoperability technologies in this cycle.	Rae Dulmage	None

### 9.4 Relevant links

[ISO TC 215, Health Informatics](#)

World Health Organization (WHO) Study on eHealth (December 2016) – [Global Diffusion of eHealth](#)

### 9.5 Information of meetings and consumer participation

Committee	Last meeting	Next meeting
TC 215, <i>Health Informatics</i>	2017-11	2018-04, Maringa (Brazil) 2018-10, Kuala Lumpur (Malaysia)

### 9.6 Any concern with the standard development

None.

### 9.7 Key person

For further information, please contact:

Rae Dulmage, [Rdulmage@outlook.com](mailto:Rdulmage@outlook.com), Ontario, Canada

## 10. Performance of household electrical appliances

### 10.1 Summary of why this work is important to consumers

IEC TC 59, *Performance of household electrical appliances*, its subcommittees and working groups, are responsible for developing standards for measuring the performance of electrical household appliances. These standards normally describe only test methods, without setting any requirements.

From the consumers' point of view, it is important that the test methods are based on consumer behaviour and provide reproducible results, so the consumer can rely on declared values (e.g. related to energy or water consumption) and can compare the performance of appliances.

### 10.2 Summary of current work in the committee of significance

The next meeting of TC 59 and its SCs and WGs is from 19 to 26 October 2018 in Busan, Korea.

### 10.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Any comment; For example any expected ballot
IEC/TC 59, <i>Performance of Household Electrical Appliances</i>	IEC 60704-1, <i>Noise – General</i>  IEC 60704-3, <i>Noise-determining and verifying declared values</i>  IEC 60704-2- (1,2,3,4,5,6,7,8,9,11,14) <i>Particular requirements</i>  IEC 61592 TR, <i>Panel testing</i>  IEC 61923 TR, <i>Repeatability and reproducibility</i>  IEC 61591, <i>Range hoods</i>  IEC 61254, <i>Electric shavers</i>  IEC 61855, <i>Household electrical hair care appliances – Methods of measuring the performance</i>  IEC 62301, <i>Household electrical appliances – Measurement of standby power</i>  IEC 60675, <i>Direct-acting room heaters</i>  IEC 62849, <i>Performance evaluation methods of mobile household robots</i>  IEC TS 62950, <i>Specifying smart capabilities of appliances and devices – General aspects</i>	K Both, DIN Consumer Council, DKE  G. Heilmann, ANEC	



<p>SC 59D/AG 17, <i>Global application of 60456</i></p> <p>SC 59D/WG 18, <i>Uncertainty</i></p> <p>SC 59 D/WG 19, <i>Reference machine and programs</i></p> <p>SC 59 D/WG 20, <i>Rinsing-efficiency</i></p> <p>SC 59 D/MT 14, <i>Maintenance team for IEC 61121 &amp; IEC 62512</i></p> <p>SC 59 D/ MT 15, <i>Maintenance team for IEC 60456</i></p>			
<p>SC 59 F, <i>Surface cleaning appliances</i></p>	<p>IEC TS 62885-1, <i>General requirements on test material and test equipment</i></p>		<p>New parts for cordless vacuum cleaners (IEC 62885-4) and wet hard floor cleaning appliances (IEC 62885-6) are under development</p>
<p>SC 59 F/WG 3, <i>Dry surface cleaning appliances</i></p> <p>SC 59 F/WG 4, <i>Wet surface cleaning appliances</i></p> <p>SC 59 F/WG 5, <i>Surface cleaning robots</i></p> <p>SC 59 F/WG 6, <i>Commercial surface cleaning machines</i></p> <p>SC 59 F/WG 7, <i>Methods of measuring performance of vacuum cleaner under battery operation</i></p>	<p>IEC 62885-2, <i>Dry vacuum cleaners</i></p> <p>IEC 62885-3, <i>Wet carpet cleaning appliances</i></p> <p>IEC 62929 <i>Cleaning robots for household use – Dry cleaning</i></p> <p>IEC/PAS 6261, <i>Vacuum cleaners for commercial use</i></p>		<p>Part 4 of IEC 62885 for cordless dry vacuum cleaners is under preparation</p>
<p>SC 59 K, <i>Ovens and microwave ovens, cooking ranges and similar appliances</i></p>	<p>IEC 60705, <i>Microwave ovens</i></p> <p>IEC 60350-1, <i>Ranges, ovens, steam ovens and grills</i></p> <p>IEC 60350-2, <i>Hobs</i></p>	<p>K Both, DIN Consumer Council, DKE</p>	<p>New edition of IEC 60350-2 was published in 2017 (test methods for so-called flexible and free induction zones or cooking areas are included now. Also, a</p>

	IEC 61591, <i>Household range hoods</i>		specification for standardized and alternative cookware is introduced).
SC 59 L, <i>Small appliances</i>	IEC 60442, <i>Toasters</i> IEC 60530, <i>Kettles and jugs</i> IEC 60619, <i>Food preparation appl. Amendment 1</i> IEC 60661, <i>Coffee makers</i> IEC 60496, <i>Warming plates Amendment 1 &amp; 2</i> IEC 61309, <i>Deep-fat fryers</i> IEC 61817, <i>Portable appliances for cooking, grilling and similar use</i> IEC 60508, <i>Ironing machines</i>	K Both, DIN Consumer Council, DKE	The committee will start to work on a standard for "Electrically operated toothbrushes – Method for measuring performance"  Work on a standard / IEC 62947-1 & IEC TS 62947-2 for "Electrically operated spray toilet seats for household and similar use" is almost completed.
SC 59 M, <i>Cooling and freezing appliances</i>	IEC 62552 Parts 1, 2, and 3, <i>Household refrigeration appliances – Characteristics and test methods</i>  IEC TR 63061, <i>Adjusted volume calculation for refrigerating appliances</i>		

### 10.3 Relevant links

[IEC website; TC Dashboard](#)  
[IEC/TC 59, Performance of household and similar electrical appliances](#)

### 10.4 Any concern with the standard development

None.

### 10.5 Key person

For further information please contact:

Karin Both, [karin.both@din.de](mailto:karin.both@din.de), DIN Consumer Council, Germany

# 11. Safety of Household Appliances

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## 11.1 Summary of why this matters to consumers

Over the past 50 years, the standards for the safety of household appliances have been managed by IEC/TC 61, *Safety of household and similar electrical appliances*. At its Tel-Aviv meeting in October 1966, IEC's Committee of Action decided to divide the work of IEC/TC 59. As a result, TC 61 was established. Subsequently, at TC 61's first meeting in February 1967 in New York, USA, it was agreed the scope of this new technical committee would be *"to prepare safety requirements for electrical appliances for household and similar purposes"*.

IEC/TC 61 continues to maintain – and develop – standards necessary for manufacturers and the safety of electrical appliances for users, national authorities responsible for the safety of appliances, and bodies certifying appliance safety.

## 11.2 Main consumer concerns/issues in this area

Customers for IEC/TC 61 standards include: consumers, manufacturers of appliances, certification and testing laboratories, retailers and national (local) inspection authorities. These standards have attained wide use internationally at both regional and national levels. However, in the United States, national standards prevail, although harmonization efforts are underway. The electrical appliance industry is a mature industry – the coverage of current standards produced by TC 61 and its subcommittees is sufficient for most products.

However, the standards produced require frequent amendment to respond to safety problems encountered in the field and to allow manufacturers to gain certification for new features on existing appliance types. New standards are developed in response to an increase in international trade in new appliance types. Usually an existing regional or national standard is available to form the basis of the international standard. It is for these reasons and in order not to impede development that standardization concerning safety of appliances is generally a reactive rather than a proactive process.

Many aspects relating to the safety of children – when they use an appliance or come into contact with it – are already covered by the IEC 60335 series due to application of ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety*. However, due to the unpredictable nature of child behaviour it is inevitable that some aspects can only be introduced on a reactive basis and will be part 2 specific.

Health/hygiene requirements are generally only a safety issue in relation to appliances involved in the commercial distribution, storage and use of foodstuffs, appliances used to clean up hazardous dust and appliances connected to the water mains. These aspects are covered by the existing standards. Performance issues relating to appliances in general and in particular to the commercial distribution and storage of foodstuffs and domestic storage of foodstuffs are covered by IEC standards produced by other committees such as TC 59 and ISO standards.

The key consumer objective is to protect consumers from safety hazards such as fires, electric shocks, burns and mechanical hazards. The aim of consumer participation is to put the consumer's

perspective into developing new standards and revising existing standards. For example, consumers focus on safe surface temperatures of electrical appliances for all users and especially children. Mechanical hazards – such as falling ceiling fans – are also addressed by this technical committee in addition to electrical and fire hazards.

### 11.3 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
IEC/TC 61, <i>Safety of household and similar electrical appliances</i>	<a href="http://www.iec.ch/dyn/www/f?p=103:30:0:::FSP_ORG_ID,FS_P_LANG_ID:1236,25">http://www.iec.ch/dyn/www/f?p=103:30:0:::FSP_ORG_ID,FS_P_LANG_ID:1236,25</a>	See link to the left.
IEC/TC 61/SC 61B, <i>Safety of microwave appliances for household and commercial use</i>		
IEC/TC 61/SC 61C, <i>Safety of refrigeration appliances for household and commercial use</i>		
IEC/TC 61/SC 61D, <i>Appliances for air-conditioning for household and similar purposes</i>		
IEC/TC 61/SC 61H, <i>Safety of electrically-operated farm appliances</i>		
IEC/TC 61/SC 61J, <i>Electrical motor-operated cleaning appliances for commercial use</i>		
WG 30, <i>Cosmetic and beauty appliances incorporating lasers and intense light sources</i>		
WG 31, <i>IEC 60335-1, Batteries</i>		
WG 33, <i>IEC 60335-2-30, Portable fan heaters</i>		
WG 35, <i>IEC 60335-2-35, Instantaneous water heaters</i>		
WG 38 <i>60335-2-7, Washing machines</i>		

### 11.4 Relevant links

[IEC/TC 61, Safety of household and similar electrical appliances](#)

[IEC/TC 23, Electrical accessories](#)

To prepare standards for electrical accessories for household and similar purposes, the word 'similar' includes locations such as offices, commercial and industrial premises, hospitals, public buildings, etc. These accessories:

- are intended for fixed installation, or for use in or with appliances and other electrical or electronic equipment, and may include electronic components
- are normally installed by instructed or skilled persons; and are normally used by ordinary persons

[IEC/TC 34, Lamps and related equipment](#)

To prepare international standards with specifications for:

- lamps (including LEDs) and glow starters
- lamp caps and holders
- lamp control gear
- luminaires
- miscellaneous related equipment not covered by another technical committee

[IEC/TC 35, Primary cells and batteries](#)

To prepare international standards for primary cells and batteries, particularly specifications, dimensions, performance and guidance on safety matters.

[ISO/TC 86, Refrigeration and air-conditioning](#)

Standardization in the fields of refrigeration and air-conditioning, including terminology, mechanical safety, methods of testing and rating equipment, measurement of sound levels, refrigerant and refrigeration lubricant chemistry, with consideration to environmental protection. The scope includes factory-assembled air-conditioners (cooling), heat pumps, dehumidifiers, refrigerants, and refrigerant reclaiming and recycling equipment as well as other devices, components and equipment such as humidifiers, ventilation equipment and automatic controls used in air-conditioning and refrigeration systems that are not covered by other ISO technical committees.

ISO/IEC Guide 50, [Safety aspects – Guidelines for child safety](#)

**11.5 Information of meetings and consumer participation**

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
IEC/TC61, <i>Safety of household and similar electrical appliances</i>	2017-05-29 to 2017-06-09  Canada (Toronto)			N/A

**11.6 Any concern with the standard development**

None.

**11.7 Key person**

For further information, please contact:

Jun Young Choi, [liya67@ktl.re.kr](mailto:liya67@ktl.re.kr), Korean Testing Laboratory

## 12. Image Safety

### 12.1 Summary of why this matters to consumers

With the development of imaging technology in IT, flashing and moving images, as well as 3D images, appear frequently in the screens of TVs and game machines in our daily lives.

These can cause undesirable biological effects on viewers such as photosensitive seizures, motion sickness, or visual fatigue etc.

A standard content design to avoid such undesirable effects is required to protect consumers from these image hazards. The effects are sensitive for children in particular and a warning system for parents might be useful to protect their children from image hazards.

Standards on reducing photosensitive seizures and visual fatigue on 3D images were developed. Work is now focused on a standard on motion sickness. Work items concerning safety in using HMD (head-mount-displays) are also being considered as work for the near future.

### 12.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
<b>ISO/TC159/SC4</b> <i>Ergonomics of human system interaction</i> <b>WG12</b>	<b>ISO DTR 9241-393</b> <i>Ergonomics of human-system interaction — Part 393: Structured literature review of visually induced motion sickness during watching electronic images of human system interaction</i>  <b>ISO 9241-394</b> <i>Ergonomics of human-system interaction — Part 394: Ergonomic requirements for reducing undesirable biomedical effects of visually induced motion sickness during watching electronic images</i>	Summary of scientific information on visually induced motion sickness.  Committee internal ballot was finished and approved. The TR is to be published in 2018.  Requirements and recommendations for reducing visually induced motion sickness while viewing images on electronic displays.  New work item was approved. The CD document is being prepared.

### 12.3 Relevant links

[TC159/SC4, Ergonomics of human system interaction](#)

### 12.4 Information of meetings and consumer participation

Committee	Date of last meeting	Date of next meeting	WG/ Standard(s)	Consumer representative(s)
TC159/SC4	2018/02	2018/05	-	JACONET (name changed from NCOS, Japan)

### 12.5 Any concern with the standard development

None.

### 12.6 Key person

For further information, please contact: Ken Sagawa, [sagawa-k@aist.go.jp](mailto:sagawa-k@aist.go.jp), National Institute of Advanced Industrial Science and Technology, Japan

## 13. Nanotechnology

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### 13.1 Summary of why this work is important to consumers

Innovation in nanotechnologies represents an industrial revolution at the very small scale where advances in the science and technology are equivalent to that of space programmes in their revolutionizing capacity. Nanomaterials have been increasingly used in industry over the last 20 years and now appear to be at a pivotal point where their use in consumer products is moving from steady increase to exponential – so their utility, risks and benefits throughout their life-cycle are important for society.

As a technology the genie is out of the bottle and consumers would find their daily lives much disrupted from what they now expect if there were restrictions on its uses. There is therefore a greater imperative at this time that the wide consumer community takes note of the issues to be addressed.

The 'nanoscale' is an agreed descriptor principally referring to the size range 1 nm - 100 nm, where 1 nm is  $10^{-9}$ m (0.000000001 m).

Materials in the nanoscale may exhibit properties with new or enhanced characteristics. Properties that can change at the nanoscale might be a) optical (e.g. transparency); b) electrical (e.g. conductivity); c) mechanical (e.g. tensile strength) or d) chemical (e.g. catalysis). The new or enhanced properties are known as 'nanoscale phenomena'.

The main consumer issues are:

- ✓ Environmental safety/sustainability – life cycle chain of both industrial production and products – covering both end of life and end of consumer use
- ✓ Human health exposure – effects over short/long-term for consumers and occupational healthcare workers
- ✓ Traceability/biomarkers and other indicators
- ✓ Labelling/other information – utility, safety and informed choice
- ✓ Interface of nanotechnology – with biotechnology and industrial and medical innovation

### 13.2 Summary of current work in the committee of significance

At TC 229 the work to date has been with working groups on terminology (a very wide and encompassing exercise in domains from general terms to particular material groups, e.g. cellulose, clay, and 2D materials such as graphene and silicon); in metrology and assays; material specifications; health, safety and environmental aspects; along with work on sustainability and consumer issues in ad hoc Task Groups.

Consumer representatives attending the meetings have direct access to development of particular standards or via the Consumer and Social Dimension Task Group.

JWG1 on Terminology has completed a series of standards (ISO 80004) which it is now looking to consolidate, establishing a hierarchy and creating an online publishing format to facilitate easy and timely revisions. This is a pivotal point in the JWG1 remit.

In 2017 a new 'Products and Applications' Task Group was formed from an informal 'Nano-Bio Research Study Group' and going forward work on particular standards for consumer representatives is likely to follow more closely the pattern of work in other Key Areas.

### **13.3 Standards work**

For Products and Applications, a roadmap and checklist was developed at the recent meeting. New Work Items cover anti-bacterial textiles, food packaging, bio-sensors, and DNA identification technologies.

#### **Consumer objectives**

Nanotechnologies and other emerging/converging technologies – which includes synthetic biology, fine bubbles and biotechnology – are fundamental revolutionizing technologies. Consumer representation at the very earliest opportunity is important in developing common standards, for instance in vocabulary and metrology as well as applications. As new forms of materials are introduced into the environment, their safety and life-cycle impact may have both short and long-term effects. Active participation by consumer representatives ensures that societal issues are considered throughout the standard development process.

Fine Bubbles technologies are emerging slowly – there are still a number of theoretical problems with the science which is full of unknowns, but recognizably powerful technological/biomedical applications. Properties are varied. There can be uncertainty in number concentration in extreme environments, for example, some bubbles can last a nano-second while others have been measured up to 11 months. Areas of use include: cleaning/disinfection (salt-, oil- stained); hydroponic growth (with extremely efficient, large trials on lettuce); algae removal; oil/fuel injection applications; medical acoustic (ultrasound); and other biomedical applications.

The emerging technologies not only have the potential to make our lives more streamlined but also to solve some of the planet's problems posed by human industrial behaviours, and those of population growth in terms of food supply.

The 'Plain Language' Nanotechnology Technical Report, a consumer-led project, was successfully published in 2017 and has been adopted by a number of national standards bodies.

The Voluntary Labelling Technical Report needs revision. Work in the new Products and Applications Working Group identified that there would be industry demand-led standards needed for certification. The first version of the Voluntary Labelling document, published five years ago, proved a difficult and divisive exercise and the final document is less than ideal. Taiwan is now proposing a 'NanoMark' – its application would need to be supported by a labelling standard.

Traceability terminology and technical standards are essential for monitoring the penetration of nano in industries.

The TC 229 Consumer and Societal Dimensions Task Group follows all these topics and acts as a forum for horizon scanning. One of its projects for 2018/19 is to update the 2013 survey of ISO member consumer organizations and their awareness of nanotechnologies.

## **BACKGROUND REPORT ON NANOTECHNOLOGIES AND CONVERGING TECHNOLOGIES**

*This note is in support of the Copolco report – to give context to horizontal work in the standards area covering many products and applications in diverse economic domains.*

Reference: ISO 229 20<sup>th</sup> Plenary Meeting in November 2017

ISO 229 Consumer & Societal Dimension Task Group Web Conference February 2018

*Unless otherwise referenced, slides incorporated are from various presentations during the 20<sup>th</sup> TC 229 meeting.*

### General Political

The UK holds the Secretariat for TC 229. The chair, Denis Koltsov, worked hard to placate various parties before the meeting. Tensions existed between the Iranians and Japanese (the Iranians had the support of the Chinese) which meant that duplicate New Work Items were being proposed by both countries. Interesting to note that at the TC 229 sessions there are generally friendly and constructive relationships between the US and Iranian representative. Elsewhere peace had broken out between TC 229 and CEN 352 following differences in 2016 on whether certain standards were more appropriately developed at ISO level. The Seoul meeting however proceeded without any obvious ructions.

### Korea as Host

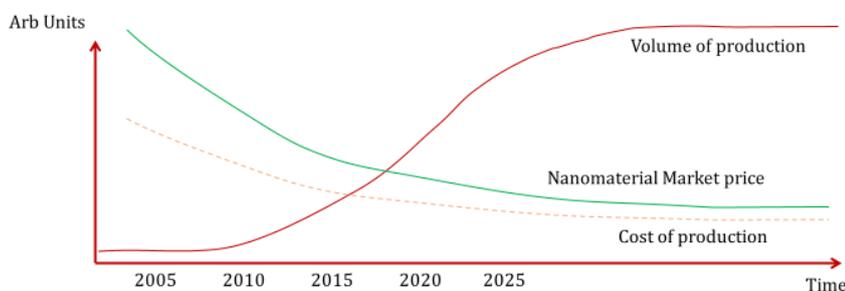
The number of countries represented in Seoul was 17, with only a couple of usual attendees missing. However, the size of the delegations was smaller than usual, particularly the US, reflecting the tensions at the end of 2017 in the region and risk of conflict. Overall, the meeting achieved progress over significant issues, particularly in the new working group on products and applications.

At the opening ceremony, the Chair introduced the sponsors of the meeting which included the Nano-Convergence Foundation, Korea Advanced Nano Fab Center and the Korea institute of Toxicology. The Director of the Nano-Convergence Foundation Industry gave some statistics about an industry which started 17 years ago. In 2015, Korean trade in nano amounted to \$120 billion, with nanoelectronics comprising the largest sector. 9% of the Korean economy involves nanotechnology products. They have a 'nano-convergence spread strategy' which gets revised every 5 years and is supported by government in providing research infrastructure. The Koreans are committed to standards development and to ensuring consumer confidence in both products and safety of the environment. The next generation of products will be 'highly evolved', including with graphene, and commercialization of nano-bio technologies. Next generation smart phones will be bendable so you can fold them up and put them in your pocket, and will be extremely low power.

The rapid increase and industry push towards commercial products can be seen in the following two slides:

## Nanomaterial Industry Trends

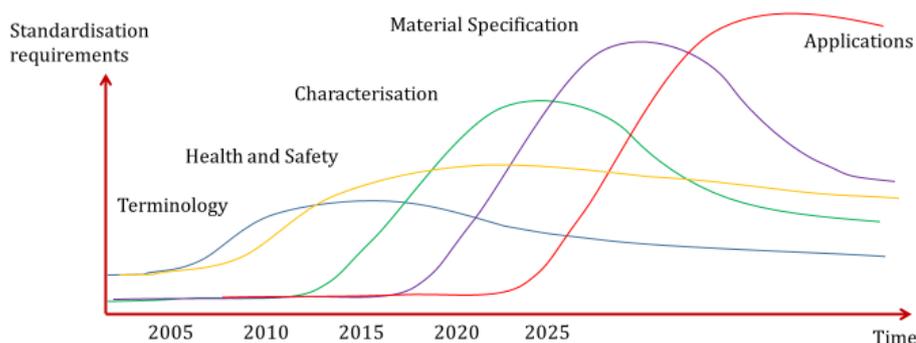
- Production volumes increase, prices decrease



BREC © 2016

Denis Koltsov

## Trends in Standardisation



BREC © 2016

Denis Koltsov

The work until very recently in TC 229 has been concentrated on standards in terminology, metrology, characterization and toxicology – with sustainability and consumer/societal input. The formation of the Nano-bio Research Study Group in 2013 resulted in the establishment in 2017 of a new Working Group No 5 on Products and Applications. For the first time in a WG there was a clear recognition that although standards are not primarily for certification, innovation in industry meant that certification and supporting standards would be demand-led by industry rather than the consumer. The projected increase in standards for nano-applications is likely to be equaled or even eclipsed in demands for product standards.

Some of the statistics about engineered nano-particles entering the environment are nothing less than staggering, and increasing exponentially. Safety evaluations about prescribed particles are well-honed but the sheer number and variety leave questions about evolutionary dynamics which would need expert input.

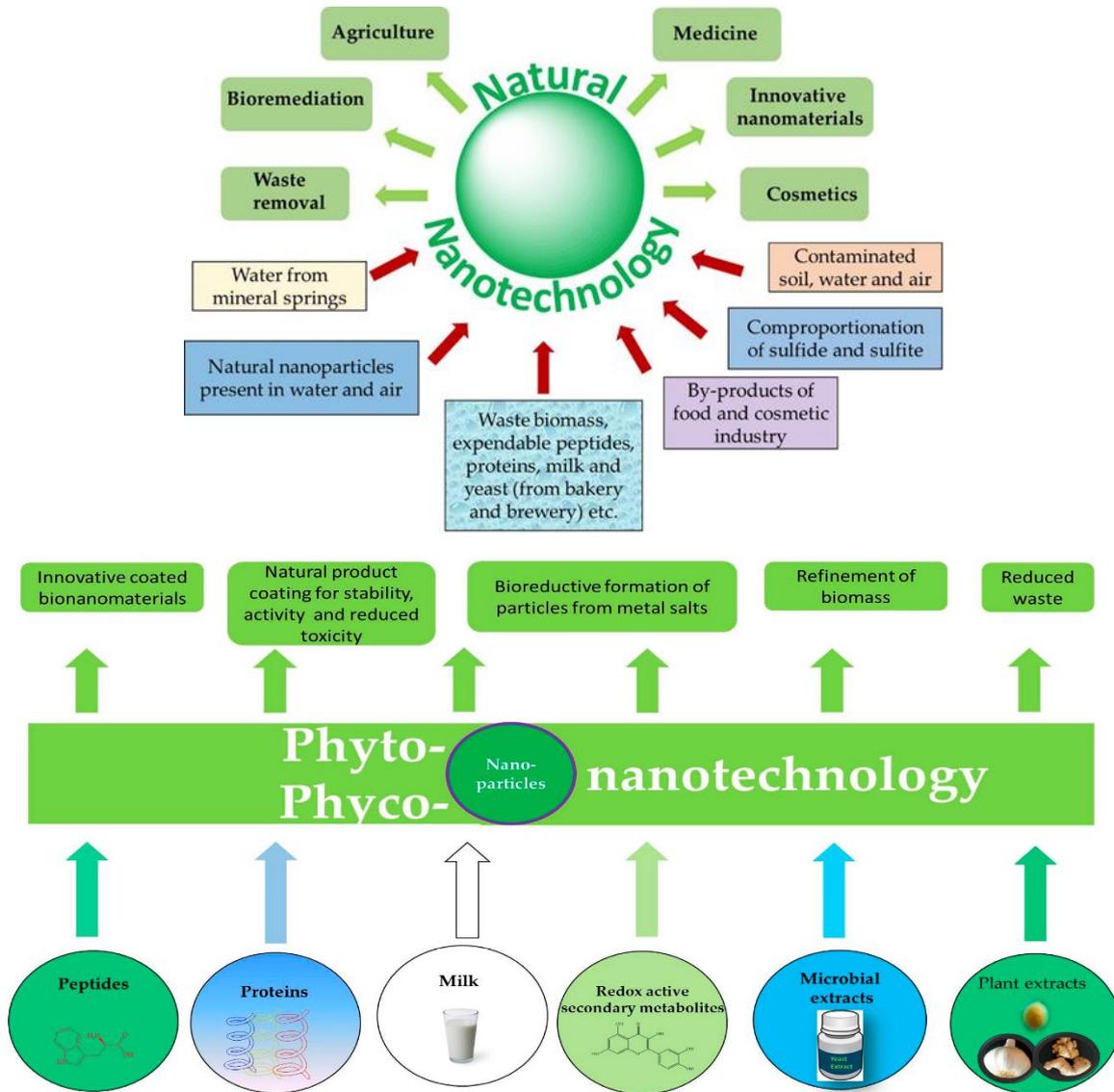
### Quantum Dots (QDs)

Interestingly the production technology advances in QDs mean that they can be produced in increasingly large quantities. To date they have been used principally on screens. Roughly 1 gm QD / QD sheet 1m<sup>2</sup>. In the Japanese market alone in 2015 they produced approximately 15,000 kg in 2015 and that is expected to increase in 2018 to 82,000 kg. New opportunities are needed to use

QD: one such in Japan is in immunohistological staining. Other biomed applications are in development.

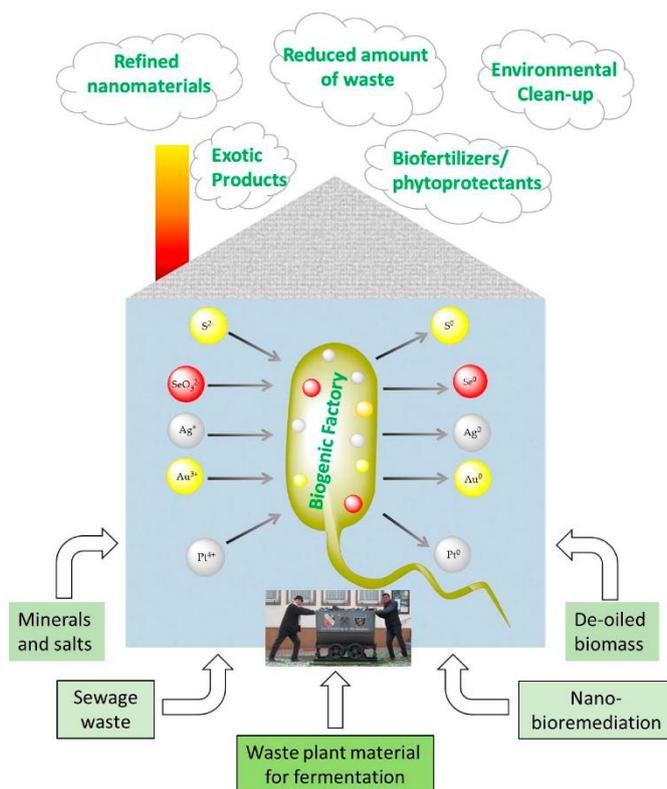
Natural Nanoparticles

At this point it is worth underscoring that nano in the environment is normal to an extent which is only now readily appreciated due to new measurement technologies. Harnessing their attributes and enhancing potential can be appreciated outside the electronic domain:



*“We may anticipate specific biogenic factories, valuable new materials based on waste, the effective removal of contaminants as part of nano-bioremediation, and the conversion of poorly soluble substances and materials to biologically available forms for practical uses.”*

Ref: <http://www.mdpi.com/2076-3921/7/1/3/htm>



### TASK GROUP 3 – SUSTAINABILITY

This group had produced substantive work in the past. The US lead did not attend in Seoul and has since resigned. At the TG2 CASD Webconference on 15 February 2018 it was agreed that any ongoing work in this area can be incorporated into TG2.

### TG 2 – CONSUMER AND SOCIETAL DIMENSIONS

It needs to be said here that it really is only the consumer input from France, Australia and UK that sustains this TG. The US is also fully engaged as a facilitator; indeed, the new Chair is from the State Department, and ANSI representatives are always diligent in hosting the secretariat and in attendance supporting the work.

Overall in the work of TC 229 the presence of the consumer representatives (AUS, FR, UK) is well-recognized. Our presence is appreciated and of itself serves to keep consumer issues in the consciousness which it may not do otherwise.

For the public of course, nanoparticles in baby milk, and undeclared nanoparticles in foodstuffs raise (rightly or wrongly) the same issues as Genetic Modification. Interestingly there are differences in perception from the different delegations: food is a universal but cosmetics elicits a different response, e.g. in France nano is regarded negatively but in the UK nano-cosmetic has the air of super-science.

### WG 5 – PRODUCTS AND APPLICATIONS

The sessions in Seoul were attended by 14 nations (ISO now require advance booking so these statistics are readily to hand). There were two general strategy sessions which put in place title, scope of work and considered proposals for several potential work items. A checklist and roadmap were also developed during the week.

Following a first web meeting on 6 September 2017, five potential new work items had been discussed, on the following: – Evaluation of antibacterial textile – Evaluation of electrochemical nanobio sensor – Nanoparticle toxicity evaluation – Biodistribution evaluation – Evaluation of quantifying biomolecules. Of the above, the following were recommended to proceed to PWI registration: 'Nanotechnologies – Performance evaluation of quantification methods of biomolecules using fluorescent nano-particles' 'Nanotechnologies – Performance evaluation of nanobiosensor using electrochemical method for DNA identification: Part 1 – DNA hybridization'

Already there is some debate whether items should be in WG 5 or WG 4, and the nano-textile item which had been originally due to come to WG 5 was tabled in Seoul in WG 4. Nonetheless the spotlight is now moving to the marketplace and from direct consumer input. WG 5 is likely to take on a priority status.

## **CONVERGING TECHNOLOGIES**

### **Biotechnology TC 276**

There is now a liaison with TC 229. TC 276 work is primarily around metrology and assessment standards. Applications are likely to be developed under TC 229. No direct Consumer input at the moment and probably will be covered anyway by CASD as they arise.

### **Fine Bubbles TC 281**

No direct liaison but their work is covered by three working groups: WG 1 (bubble basic characteristics), WG 2 (measurement), and WG 3 (application)

Current Work items include:

- ISO/PWI 21256-1, *Cleaning applications – Part 1: Test method for cleaning salt (NaCl)-stained surfaces* (Doc. ISO/TC 281/WG3 N050)
- ISO/WD 21256-2, *Cleaning applications – Part 2: Test method for cleaning mineral oil-stained surfaces* (Doc. ISO/TC 281/WG3 N075)
- ISO/WD 20304, *Disinfection efficiency of fines bubbles in water treatment* (Doc. ISO/TC 281/WG3 N074)
- (TR) *Agricultural application – Part 1: Testing method to evaluate growth promotion in hydroponically grown lettuce* (Doc. ISO/TC 281/WG3 N078)
- (Review of new document) *Measurement of bubble bed depth in dissolved air floatation using a particle counter* (Doc. ISO/TC281/N 107)

However fine bubble technologies at the moment at least are heavy in energy demands so not cost-effective. Their development therefore depends on the next generation low energy devices.

Overall the main converging technologies as they come to apply, probably in biomedicine, would expect to come under TC 229 with its CASD architecture in place.

## INTERNATIONAL ORGANIZATIONS

OECD has a Converging and Nanotechnologies board on which the French representative at CASD sits.

Quite separately:

- EFSA has opened a [public consultation](#) on its draft guidance for the risk assessment of nanoscience and nanotechnology applications in the food and feed chain:
- WHO has released Safety Guidelines for Nanomaterials
- EFSA Publishes Part 1 of Draft Guidance on Risk Assessment of Nanoscience and Nanotechnology Applications in the Food and Feed Chain

ISO standards are critical in what is a global market place for nanotechnology products.

### 13.4 Relevant links

[ISO TC 229, Nanotechnologies](#)

[ISO TC 281, Fine Bubbles](#)

[Nano-labelling for well-informed consumers](#)

### 13.5 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s)
ISO TC 229, <i>Nanotechnologies</i>	2017-11	2018-11	Consumer & Societal Dimensions Group  WG1 – Project 14, Plain Language Explanation of Key Terms – publication imminent	Dr Susan McGinty, British Standards Institution, Consumer Interest Network
ISO TC 281, <i>Fine Bubbles</i> (as observer)	2016-12		WG1 – General Principles for usage and measurement of fine bubbles	

### 13.6 Any concern with the standard development

*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

### 13.7 Key person

For further information, please contact:

Dr Sue McGinty, [mcgintysue@outlook.com](mailto:mcgintysue@outlook.com), British Standards Institution

## 14. Online Reputation

### 14.1 Summary of why this work matters to consumers

A vast number of consumer transactions and interactions now take place via the internet, and millions of consumers each year read and write online reviews. The rapid growth of consumer review sites, covering a wide range of products (e.g. clothes, electrical appliances, toys, cars) and services (e.g. restaurants, hotels, builders, plumbers, electricians, lawyers), has the potential to empower consumers and drive industry improvements, by creating a more dynamic way exchange of information. Not only are suppliers asking for consumer reviews, consumers are talking back, and talking to each other.

As online reviews are increasingly influential to consumers' purchasing decisions, it is vital to both consumers and suppliers that sites are managed effectively to build confidence in the quality, integrity, accuracy and transparency of reviews. Both consumers and suppliers have reported some problems with online reviews. These problems might be intentional or unintentional, but can lead to a degradation of trust in the online review process.

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 in order to 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.

### 14.2 Standards work

Committee	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 290, <i>Online Reputation</i>	ISO FDIS 20488, <i>Online Consumer Reviews – Principles and requirements for collection, moderation and delivery processes for online consumer reviews</i>	The project is at Stage 60.00; ISO FDIS is now circulated for ballot. Voting ends 2018-03-23
WG 1, Online Consumer Reviews		

### 14.3 Relevant links

[ISO/TC 290, Online Reputation](#)

Article in [ISO Focus November-December 2014](#)

### 14.4 Date of information and meetings

Committee	Date of last meeting	Date of next meeting	WG / Standard(s) affected	Consumer representative(s)
ISO TC 290, <i>Online reputation</i>	2017/09	Nothing scheduled	WG 1 Project work completed.	Patrick Harkness, Consumer Representative Howard Deane, Consumers Council of Canada Nicki Islic, CSA Group Nancy Peterson, Home Stars INTERNATIONALLY: ANEC/CI; HOTREC; ETTSA (Trip Advisor); Bazaar-Voice; FEEFO; Trust Pilot; Chanel

				Advisor – Germany; WOM Marketing-Japan
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#### 14.5 Key person

For further information, please contact: Patrick Harkness, [pharknes@telus.net](mailto:pharknes@telus.net), SCC, Canada

## 15. Packaging / Child resistant packaging

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### 15.1 Summary of why this work matters to consumers

Packaging has many issues attached. We are in a society of packaging of contents, and the question is whether the packaging achieves its purpose, of being accessible and keeping products safe from damage and degradation, while being safe, avoiding migration of harmful substances to the contents, and environmentally disposable, among other issues.

In terms of safety, every year children die after swallowing medicine or common household products. So the ability of a container to prevent children accessing the contents is tested using panels of young children and clearly defined test protocols described in ISO 8317, *Child-resistant packaging — Requirements and testing procedures for reclosable packages*, and EN 14375, *Child-resistant non-reclosable packaging for pharmaceutical products — requirements and testing*, and EN ISO 13127, *Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems*.

ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs*, will be published this year.

### 15.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC122/S C5/WG 27, <i>Child resistant packaging</i>	<b>EN ISO 8317</b> , <i>Packaging — Child-resistant packaging — Requirements and testing procedures for reclosable packages</i>	No news
	<b>EN ISO 13127: 2012</b> <i>Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems</i>	ISO/NP 13127 is under development (ISO lead)
	<b>EN 14375: 2003</b> , <i>Packaging — Child resistant non-reclosable packaging for pharmaceutical products — Requirements and testing</i>	No news
	<b>EN 862 – Packaging — Child-resistant packaging — Requirements and testing procedures for nonreclosable packages for non-pharmaceutical products.</b>	No news

### 15.3 Relevant links

[ISO/TC 122, Packaging](#)

[ISO TC 122 SC 3, Performance requirements and tests for means of packaging, packages and unit loads](#)

[CEN TC 261 SC 5 WG 27, Child resistant packaging](#)

#### 15.4 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO/TC 122, Packaging	2017-11 in Atlanta, USA		SC3/WG3, <i>Child resistant packaging</i>  <b>EN ISO 8317</b> <i>Child resistant packaging — Requirements and testing procedures for reclosable packages</i>  <b>EN ISO 13127:</b> 2012 <i>Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems</i>	Dr Franz Fiala Österreichisches Normungsinstitut, Austria

#### 15.5 Any concern with the standard development

None.

#### 15.6 Key person

For further information, please contact:

Helen Amundsen, [ha@fbr.dk](mailto:ha@fbr.dk), Danish Consumer Council

## 16. Product Safety (horizontal Issues)

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### 16.1 Summary

The Product Safety Working Group (PS WG) operates as a standing committee under ISO/COPOLCO. The group investigates how adequately safety is addressed within ISO's system of standardization.

The PS WG supports the COPOLCO Chair and Secretary by providing information on the safety of products for consumers and highlighting current and future areas of concern, particularly for developing countries and emerging economies.

Its mandate is:

- to promote the design, manufacture, assembly, sale and disposal of safer consumer products via COPOLCO and ISO
- to develop greater consistency and coherence in requirements for safety in Standards
- to encourage networking and communication between COPOLCO and ISO members and to coordinate with IEC on safety issues for common areas of interest on issues of safety and emerging issues
- to respond to calls for information and advice on product safety issues.

The standards work, which PSWG is working on or involved in, follows.

### 16.2 Standards work

Committee	WG / Standard(s) affected	Issue addressed / Progress or change reported
COPOLCO Working Group 4, <i>Product Safety</i>	Revision of ISO/IEC Guide 50, <i>Safety aspects – Guidelines for child safety</i> This provides guidance to experts who develop and revise standards, specifications and similar publications. It aims to address potential sources of bodily harm to children from products that they use, or with which they are likely to come into contact, even if not specifically intended for children.	Published December 2014

	<p>Revision of ISO/IEC Guide 51, <i>Safety aspects – Guidelines for their inclusion in Standards</i></p> <p>This provides requirements and recommendations for the drafters of standards for the inclusion of safety aspects in standards. ISO/IEC Guide 51:2014 is applicable to any safety aspect related to people, property or the environment, or to a combination of these.</p>	Published April 2014
ISO/TMBG	<p>Revision of ISO/IEC Guide 71, <i>Guide for addressing accessibility in standards</i></p> <p>This provides guidance to standards developers on addressing accessibility requirements and recommendations in standards that focus, whether directly or indirectly, on systems (i.e. products, services and built environments) used by people.</p>	Published December 2014
ISO/TC 10/SC 1/JWG 16 Joint ISO/TC 10/SC 1 - IEC/TC 3 WG, <i>Preparation of instructions for use</i>	<p>Submission of NWIP ISO/IEC 82079, <i>Preparation of instructions – Part 2 Provisions for instructions for use of self-assembly products</i></p>	Submitted July 2014. Topic dealt with in ISO/IEC JWG 16 (responsible for revision of IEC 82079-1)
	<p>IEC/IEEE DIS 82079-1, <i>Preparation of instructions for use – Structuring, content and presentation – Part 1: General principles and detailed requirements</i></p>	Under development. DIS ballot initiated: 12 weeks
COPOLCO	<p>ISO/IEC DGuide 41 <i>Packaging – Recommendations for addressing consumer needs</i></p>	Under development, Close of voting (4.60)
	<p>The series of IEC 60335 <i>Electrical household and similar appliance standards</i></p>	The PS WG continues to support ANEC in exclusion clause modification and lowering external surface temperature of household appliances.
	<p>IEC 60335-2-14:2016 <i>Household and similar electrical appliances – Safety – Part 2-14: Particular requirements for kitchen machines</i></p>	Issued June 2016

IEC TC 61, <i>Safety of household and similar electrical appliances</i>	IEC 62115 Ed. 2.0, <i>Electric toys – Safety</i>	The PS WG supported inclusion of annex J, related to safety of remote controls for electrical ride-on toys, to prevent identified safety hazards in the 2nd edition of IEC-62115 / EN-62115 IEC. IEC-62115. (2016)
	IEC 62115:2017 <i>Electric toys – Safety</i>	Published April 2017
COPOLCO	ISO/IEC Guide 46:2017, <i>Comparative testing of consumer products and related services – General principles</i>	Published February 2017
	ISO/IEC Guide 37:2012, <i>Instructions for use of products by consumers</i>	Under review

### 16.3 Relevant links

[Product Safety WG Report to COPOLCO Plenary May 2018](#)  
[Resources related to consumer standards](#)

### 16.4 Date of information and meetings

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
COPOLCO Working Group 4 Product Safety	November 2017 in Geneva, Switzerland	7 May at the 2018 Plenary	Product Safety Standards	Co-Chairs: Ms Karin Both, DIN Dr Eunsook Moon, KATS

### 16.5 Key person

For further information, please contact:

Dr Eunsook Moon Korean Agency for Technology and Standards (KATS), [mooneu21@gmail.com](mailto:mooneu21@gmail.com), Korea Testing & Research Institute (KTR); or

Brett Lovett, [Brett.Lovett@standards.org.au](mailto:Brett.Lovett@standards.org.au), Standards Australia

## 17. Data Protection and Privacy

### 17.1 Key consumer concerns

The key consumer concerns remain as spelt out in section 19.3 below.

For consumer privacy, the specific issues in last year's report, as listed below, are being addressed through current COPOLCO drafting of an initial version of the *Privacy by Design of Consumer Goods and Services* standard.

#### Key privacy concerns

- ✓ The role of domestic personal processing which is explicitly excluded from most Data Protection legislation, as opposed to organizational processing, which is included
- ✓ An individual's privacy control over automated data collection
- ✓ Third party processing
- ✓ The use of large scale data analytics

### 17.2 Description of new developments under priority area

Committee	WG / Standard(s) affected	Issue addressed / Progress or change reported
UK BSI – IST 33, 34 and ICT 1, IoT1	<p>Internet of Things, Big Data, Smart Cities and the range of technical committees dealing with digitized goods and services used or purchased by consumers.</p> <p>ISO Privacy standards</p>	<p><u>Issues:</u></p> <p>1. <i>Digital issues that consumer reps need to prepare to address</i></p> <p>As in last year's report:</p> <p>With the growth of digital technology in consumers' lives and the associated pervasive collection of data from devices to process personal data through big data technology, or use in smart cities, smart grids etc. etc. there is a growing list of consumer digital issues and concerns such as:</p> <ul style="list-style-type: none"> <li>• <i>Safety</i></li> <li>• <i>ownership changes</i></li> <li>• <i>profiling and pricing analytics</i></li> <li>• <i>ethical IoT data use</i></li> <li>• <i>interoperability</i></li> <li>• <i>commercial lock in</i></li> <li>• <i>new types of interface for consumer information</i></li> <li>• <i>privacy and security</i></li> <li>• <i>consumer control over third party actions, technology spread (e.g. wearables, drones, health technology)</i></li> <li>• <i>software testing cheating</i></li> </ul> <p>...and more</p> <p>2. <i>Privacy</i></p>

		Privacy is being actively addressed by COPOLCO's privacy by design new work item proposal authorized by the ISO TMB for actioning in 2018 through a project committee.
<p><b>Privacy by Design</b></p> <p>ANEC (The European consumers voice in standardization)</p> <p>and</p> <p>BSI Consumer and Public Interest Network</p>	<p>CEN/CENELEC JTC 8 Privacy by Design</p> <p>CEN/CENELEC JTC 13 Cyber Security</p>	<p>Close liaison between COPOLCO and ANEC will be needed to ensure the scarce consumer rep resources available globally for such standards work is not dissipated ineffectively over too many different initiatives.</p> <p>An analysis for ANEC with respect to Consumers and Cyber Security highlights the role of consumer products in Cyber Security.</p> <p>BSI-CPIN have developed a strategic plan and priorities for 2018 and beyond that has at its core the COPOLCO Privacy by Design standardization for consumer goods and services.</p> <p>This will be the first ISO standard created for consumer products that are digitally connected. As such, for BSI-CPIN, it is a key starting point for consumer 'by design' standards also applicable to digitally connected consumer products that address safety by design and inclusive 'design for all'.</p>
<p>ISO COPOLCO</p> <p>Consumer Privacy</p>	<p>ISO/PC 317, <i>Consumer protection: Privacy by design for consumer goods and services</i></p>	<p>COPOLCO consumer protection work: Privacy by Design of Consumer Goods and Services has been authorized.</p> <p>It is essential to assemble an expert project team to address this fundamental digital issue for consumers.</p>

### 17.3. Consumer representation in priority area

Committee	WG / Standard(s) affected	Consumer representative(s)
CEN CENELEC	<p>JTC 8, Privacy by Design</p> <p>JTC 13, Cyber Security</p> <p>TC 225 standards for auto-identification of things</p>	<p>Matthias Pocs ANEC</p> <p>Marcus Pritsch ANEC</p> <p>Peter Eisenegger ANEC</p>
<p>BSI IST 33</p> <p>BSI IoT 1</p>	<p>IT Security Techniques</p> <p>Internet of Things standards</p>	<p>Peter Eisenegger BSI - CPIN</p> <p>Peter Eisenegger BSI - CPIN</p>



## 18. Road vehicle safety systems (Child restraints)

### 18.1 Summary of why this matters to consumers

The working group on child restraints has been renamed as ISO/TC22/SC36/WG2.

Its scope is:

*"International harmonization and standardization in the field of child restraint systems in passenger cars in order to improve safety for children in cars."*

Compatibility and reduction of misuse have been found to be important tasks for standardization efforts.

It has also been stated that WG 2 should not develop new standards intended to replace existing main standards (e.g. UN-ECE R.44, R.129 or FMVSS 213).

### 18.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year / Any action to be taken
ISO/TC22/SC36, Road vehicles	<b>ISO 13215-1</b> , Road vehicles – Reduction of misuse risk of child restraint systems – Part 1: Forms for field studies of misuse	Confirmed at systematic review in 2014
	<b>ISO 13215-2</b> , Road vehicles – Reduction of misuse risk of child restraint systems – Part 2: Requirements and test procedure for correct installation (panel method)	Confirmed at systematic review in 2017
	<b>ISO 13215-3</b> , Road vehicles – Reduction of misuse risk of child restraint systems – Part 3: Misuse Mode and Effects Analysis (MMEA)	Confirmed at systematic review in 2017
	<b>ISO 13218</b> , Road vehicles – Child restraint systems – Report form for accidents involving child passengers	No news
	<b>ISO 13216-3</b> , Road vehicles – Anchorages in vehicles and attachments to anchorages for child restraint systems – Part 3: Classification of child restraint dimensions and space in vehicle	DIS closed and revised version for publication
	<b>ISO/PWI 13216-4</b> , Road vehicles – Anchorages in vehicles and attachments to anchorages for child restraint systems – Part 4: Lower Tether Anchorages (LTA)	Discussed autumn 2017 new updated version for 2018 meeting
	<b>ISO/WD 13215-4</b> , Road vehicles – Reduction of misuse risk of child restraint systems – Part 4: Instructions and labels	No news
	<b>ISO/DTR 29061-2</b> , Road vehicles – Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage	Project cancelled

	<p><i>systems – Part 2: Manual to assist the usability assessments of ISO 29061-1</i></p> <p><b>ISO/WD 29061-3</b>, <i>Road vehicles – Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage systems – Part 3: Installation of child restraint systems using vehicle seat belts</i></p> <p><b>ISO/WD 29061-5</b>, <i>Road vehicles – Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage systems – Part 5: Installation and securing of child in a booster seat</i></p> <p><b>ISO/TS 29062</b> – <i>Child restraints side impact</i></p>	<p>Published 2017</p> <p>Published 2017</p> <p>Revision has started</p>
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### 18.3 Relevant links

[ISO/TC 22/SC 36, Safety and impact testing](#)

### 18.4 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO/TC 22 SC36, <i>Road vehicles</i>	2017/05	2018/05/11 in Milan	WG 2, <i>Child restraint systems</i>	

### 18.5 Any concern with the standard development

None.

### 18.6 Key person

For further information, please contact:

Helen Amundsen, [ha@fbr.dk](mailto:ha@fbr.dk), Danish Consumer Council

## 19. Electric vehicles

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### 19.1. Summary of why this work is important to consumers

The market for electric vehicles is growing, and considerable safety standards and protocols are being developed related to the supply, charging and storage of electricity for electric vehicles (EV) at the national, regional and international level. It is important that countries participate at the international level and work towards harmonization and adoption of standards to minimize international trade barriers to EV adoption.

At the national level, Canada aims to deliver a series of safety standards and protocols related to the supply, charging and storage of electricity for electric vehicles (EV) and fuel cell vehicles in Canada.

To date, Canada has enhanced its participation in the development of EV and Fuel Cell codes and standards through three approaches: The first is the establishment and updating of the Canadian Electrical Code for Electric Vehicle Supply Equipment (EVSE) which published in January of 2018. The second is the development and harmonization of EVSE product requirements for North America which is currently working to update four tri-national standards with USA and Mexico. The third is the participation, establishment, harmonization, and adoption of standards at an international level, to minimize international trade barriers to EV and fuel cell vehicle adoption.

These activities have and will allow Canada to leverage the technical expertise of the international community and establish Canada as a leader in the global EV and fuel cell vehicle community.

### 19.2 Summary of current work in the committee of significance

In addition to the series of standards briefly described above, industry is showing greater interest in system standards related to EVs, fuel cell vehicles, and their infrastructures and communication mechanisms and as such is proposing research initiatives to take a deeper dive into providing guidance.

- Awaiting IEC to publish IEC 61980-3 (after schedule slippage)

### 19.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Any comment; For example any expected ballot
C232(280).1T, <i>Wireless Power Transfer (WPT) Equipment for Electric Vehicles</i>	- C22.2 No. 61980-1, <i>Electric vehicle wireless power transfer systems (WPT) – Part 1: General requirements</i>  - E62660-1, <i>Secondary lithium-ion cells for the propulsion of electric road vehicles – Part 1: Performance testing</i>	Please note that consumer representatives are members of all of our CSA Group committees as dictated by our operating directives.	- Published: August 2016  - Published April 2015

	- E62660-2, <i>Secondary lithium-ion cells for the propulsion of electric road vehicles – Part 2: Reliability and abuse testing</i>		- Published: April 2015
<p>C232(280), <i>Electrical Vehicle – Supply Equipment</i></p> <p><b>Note: All four standards are tri-national documents (Canada, USA, and Mexico)</b></p>	<p>- C22.2 No. 280–13, <i>Electric vehicle supply equipment</i></p> <p>- C22.2 No. 281.1–12, <i>Standard for safety for personnel protection systems for electric vehicle (EV) supply circuits: General requirements</i></p> <p>- C22.2 No. 281.2-12, <i>Standard for safety for personnel protection systems for electric vehicle (EV) supply circuits: Particular requirements for protection devices for use in charging systems</i></p> <p>- C22.2 No. 282– 13, <i>Plugs, receptacles, and couplers for electric vehicles</i></p>		<p>- Published: December 2016 – call for proposals issued</p> <p>- Published: December 2015 – call for proposals issued</p> <p>- Published: December 2015 – call for proposals issued</p> <p>- Published: January 2018.</p>
<p>C239, <i>Harmonized CSA to TC/CSC IEC TC 105 on Fuel Cells</i></p>	<p>C22.2 No. 62282-2: <i>Fuel cell technologies - Part 2: Fuel cell modules</i></p>		<p>Ballot: January 2018</p>
<p>IEC/TC 69, <i>Electric road vehicles and electric industrial trucks</i></p>	<p>- IEC 61851 Series: <i>Electric vehicle conductive charging system – Part</i></p> <p>- IEC 61980, <i>Electric vehicle wireless power transfer (WPT) systems</i></p> <p>- IEC60718, <i>Electrical equipment for the supply of energy to battery-powered road vehicles</i></p>		<p>WG 4 – Power supplies and chargers: Revision of IEC 60718</p> <ul style="list-style-type: none"> <li>- Connection of the vehicle to the AC supply</li> <li>- Connection of the vehicle to off-board charge including buffer batteries</li> <li>- Road side energy supply</li> <li>- EMC</li> <li>- Functional safety</li> <li>- Plugs and sockets</li> <li>- Additional supply to the vehicle for heating, cooling, etc.</li> <li>- Communication between the battery and the charger</li> </ul>

			<ul style="list-style-type: none"> <li>- Inductive coupling for battery charging</li>   <li>MT 5 – DC Charging:</li> <ul style="list-style-type: none"> <li>- Maintenance of 61851-23 and -24</li> </ul>   <li>JPT 61980 – Electric vehicle wireless power transfer (WPT) systems:</li> <ul style="list-style-type: none"> <li>Part 1: General requirements</li> <li>- Part 2: specific requirements for communication between electric road vehicle (EV) and infrastructure with respect to wireless power transfer (WPT) systems</li> <li>- Part 3: specific requirements for the magnetic field power transfer systems.</li> </ul>   <li>JPT 61851-3 Electric vehicle conductive power supply systems:</li> <ul style="list-style-type: none"> <li>- Part 3-1: General Requirements for Light Electric Vehicles (LEV) AC and DC conductive power supply</li> <li>- Part 3-2: Requirements for Light Electric Vehicles (LEV) DC off-board conductive power supply systems</li> <li>- Part 3-3: Requirements for Light Electric Vehicles (LEV) battery swap systems</li> <li>- Part 3-4: Requirements for Light Electric Vehicles (LEV) communication</li> </ul>   <li>- PT 62196-4, <i>Dimensional compatibility and interchangeability requirements for a.c., d.c. and a.c. /d.c. vehicle couplers for Class II or Class III light electric vehicles (LEV)</i></li> </ul>
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<p>IEC/TC23/SC23H, <i>Plugs, Socket-outlets and Couplers for industrial and similar applications, and for Electric Vehicles</i></p>	<p>- IEC 62196-2, <i>Specific requirements for communication between electric road vehicle (EV) and infrastructure with respect to wireless power transfer (WPT) systems</i></p>		<ul style="list-style-type: none"> <li>- To develop the relevant standards in the IEC 62196 series</li> <li>- MT 8 – <i>Maintenance of Plugs, socket-outlets, vehicle connectors and vehicle inlets – Conductive charging of electric vehicles:</i></li> <li>- Maintenance of IEC 62196-1 – Part 1: <i>General requirements</i></li> <li>- Maintenance of IEC 62196-3 – Part 3: <i>Dimensional compatibility and interchangeability requirements for d.c. and a.c./d.c. pin and contact-tube vehicle couplers</i></li> </ul>
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#### 19.4 Relevant links

Current CSA Group standards work is published to committee members only on the *CSA Group Community of Interest Workspace*. Upon completion, a draft standard is displayed for 60 days for public review; at which time comments can be submitted for consideration by the affected committee. As standards publish they become available on the [CSA Group Web Store](#).

[IEC/TC 69, \*Electric road vehicles and electric industrial trucks\*](#)

[IEC/TC SC23H, \*Plugs, Socket-outlets and Couplers for industrial and similar applications, and for Electric Vehicles\*](#)

#### 19.5 Information of meetings and consumer participation

Please note that consumer representatives are members of all CSA Group committees as dictated by CSA operating directives.

#### 19.6 Any concern with the standards development

None.

#### 19.7 Key person

For further information, please contact: Peter Glowacki, [Peter.Glowacki@csagroup.org](mailto:Peter.Glowacki@csagroup.org), CSA Group, Canada

## 20. Robotics

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### 20.1 Summary of why this is important for consumers

Society's appetite for automated or programable systems including robots is seemingly insatiable. Industry is responding by developing more and more devices for use in an ever-increasing number of applications. These devices offer a lot of positive attributes but they also have the potential to be harmful. With automated systems, physical injury can result from unpredictable or unexpected movements. The technology can be badly applied or, as a result of its inherent flexibility, used inappropriately. Personal security can also be put at risk through the communications networks that the systems rely upon.

At the same time society needs to take advantage of this technology, so it must be available at a reasonable price and as accessible as possible. Indeed, one significant potential use of the technology is to assist less able consumers in their daily lives.

Existing standards ensure the safety of machines but the unique nature of robotic systems is not adequately covered by these documents. A new suite of standards is therefore needed to cover the new applications and to support the various general issues such as availability and ethics.

Industry is at present the dominant user of robots but consumers are rapidly catching up. Consumers will be the ultimate beneficiary of robot technology and must therefore participate in the work to ensure that it meets their needs and does not put them at risk.

### 20.2 Summary of current work in the committee of significance

**General** – The structure and focus of ISO/TC 299 was not changed when it was moved from being a subcommittee of the industrially focused ISO/TC 184. A Study Group is now considering changes but is being dominated by industrial members. This combined with the reluctance to change by some others is concerning for the future of standards that will benefit consumers.

A gap remains between ISO and IEC in relation to robotics. A recent proposal by IEC to form a JAG with ISO to review and oversee standardization activities, resolve overlaps and conflicts, and develop a guideline (an ISO/IEC Guide) was rejected by ISO. Instead a proposal that IEC establish a coordination activity for its own committees participating in the area of robot technology was made by ISO. Unfortunately, this will do nothing to halt the current trend for ISO and IEC to generate standards independently for robots and robotic systems. For example, it is reported that IEC/TC 61, *Safety of household and similar electrical appliances*, is already working toward standards for household robotic devices. How many other committees are considering a similar approach is not known. For consumers this will inevitable result in confusion and the likelihood of less effective standards.

- **Availability** – The design and manufacture of robots is dominated by a few large corporations. To make robots more accessible there needs to be greater flexibility and a wider choice of hardware and software. A new standard (ISO 22166-1, *Robotics – Modularity for service robots*) to facilitate this is in development.
- **Accessibility / Safety** – Safe domestic use of robots requires a new approach to machine safety not envisaged by the current standards. A new standard (ISO 21260, *Safety of Machinery – Mechanical safety data for physical contacts between moving machinery and people*) to enable the safe physical interaction between people and machines is being developed.

- **Ethics** – Application of robotic systems raise many ethical questions. Standardization offers a vehicle to address these issues. Despite a considerable amount of interest in this subject, however, industry representatives on ISO/TC 299 have proposed that ethics should not be covered by the Robotics committee. Efforts to resist this are needed.

Independently the UK is now in talks with IEEE on a joint project based upon the existing UK Robot Ethics standard.

## 20.3 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC 299, <i>Robotics</i>		Industrial requirements are threatening to dominate the study group setup to review structure at the expense of consumer views. This must not be reflected in the revised Strategic Plan. Non-Industrial representatives need to be encouraged to ensure this does not happen.
WG 1, <i>Vocabulary and characteristics</i>	ISO 8373:2012, <i>Robots and robotic devices – Vocabulary</i>	Work is ongoing to agree a common definition for 'Robot' and 'Robotic Systems' with IEC.
	ISO 19649, <i>Mobile robots – Vocabulary</i>	Published 2017.
WG 2, <i>Personal Care Robot Safety</i>	ISO 13482:2014, <i>Robots and robotic devices – Safety requirements for personal care robots</i>	No change
	ISO/NP TR 23482-1, <i>Test methods</i>	Limited capability to perform the tests (presently only Japan and Korea) is holding up progress.
	ISO/NP TR 23482-2, <i>Application Guide</i>	Discussions on committee structure is restricting progress.
WG 3, <i>Industrial Robots</i>	Various Industrial standards including ISO 10218 (Parts 1 & 2), <i>Robots and robotic devices – Safety requirements for industrial robots</i>	In general, industrial standards do not directly affect consumers. However, changes to definitions could bring some 'consumer robots' within their scope. This would constrain consumer choice and availability and needs to be resisted.

WG 4, <i>Service robots</i>	ISO 18646-1:2016, <i>Robotics – Performance criteria and related test methods for service robots – Part 1: Locomotion for wheeled robots</i>	No change
WG 5 (with IEC/SC 62A & 62D) <i>Medical robot safety</i>	IEC TR 60601-4-1, <i>Medical electrical equipment – Part 4-1: Guidance and interpretation – Medical electrical equipment and medical electrical systems employing a degree of autonomy</i>	TR published August 2017
	IEC 80601-2-77, <i>Medical Electrical Equipment – Part 2-77: Particular requirements for the basic safety and essential performance of medical robots for surgery</i>	CDV approved
	IEC 80601-2-78, <i>Medical Electrical Equipment – Part 2-78: Particular requirements for the basic safety and essential performance of medical robots for rehabilitation, compensation or alleviation of disease, injury or disability</i>	CDV approved
WG 6, <i>Modularity for service robots</i>	ISO 22166-1, <i>Robotics – Modularity for service robots – Part 1: General requirements</i>	Good progress with this new project. CD approved.
ISO/TC 199, <i>Safety of Machines</i>	ISO 12100:2010, <i>Safety of machinery – General principles for design – Risk assessment and risk reduction</i>	No change.
WG 12, <i>Human Machine Interactions</i>	ISO 21260, <i>Safety of Machinery – Mechanical safety data for physical contacts between moving machinery and people</i>	CD approved but continuing resistance to this standard from the industrial robotics community who have suggested that robots be excluded from the scope.
BSI/AMT/-/2, <i>Robots</i>	BS8611:2016, <i>Robots and robotic devices. Guide to the ethical design and application of robots and robotic systems</i>	Questionnaire published through Cranfield University (see link below)  A collaboration with IEEE to develop a joint standard is being considered.

**20.4 Relevant links**

[UK Robotic Ethics Questionnaire](#)

[ISO/TC 299, Robotics](#)

[BSI/AMT/010, Robots](#)

[ISO/TC 199, WG 12, Human-machine interactions](#)

[The IEEE Global Initiative on Ethics of Autonomous and Intelligent Systems](#)

**Useful Robotics websites / recent articles**

[Robotic Industry Association](#)

[International Federation of Robotics](#)

[Why AI Won't Overtake the World, but Is Worth Watching](#)

[The Consumerization of Robots – Implications for You, Me, and Industry](#)

[European Robotics](#)

*The latest development of the following standards and the meeting schedules can be found through the links shown above*

**20.5 Information of meetings and consumer participation**

<b>Committee</b>	<b>Date of last meeting</b>	<b>Date of next meeting</b>	<b>WG/ Standard(s)</b>	<b>Consumer representative(s) (Name, organization/ affiliation) involved in the key area</b>
ISO/TC 199, <i>Safety of Machines</i>	2018/02	2018/11	WG12 ISO/NP 21260	Brian Tranter BSI CPIN
	2017/03	2018/10	Plenary	Brian Tranter BSI CPIN
ISO/TC 299, <i>Robotics</i>	2018/01	2018/05	WG meetings (See above)	Brian Tranter BSI CPIN
	2017/11	2018/06	Plenary	Brian Tranter BSI CPIN

BSI/AMT/010, <i>Robotics</i>	2018/01	2018/05	UK mirror committee for ISO/TC299 and its WGs	Brian Tranter BSI CPIN
	2017/09	2018/05	Ethics Group	Brian Tranter BSI CPIN

## 20.6 Any concern with the standard development

### a) *Difficulty of reflecting consumers' views into the relevant standards setting*

- Domination of TC by industrial interests

Recommended actions:

- Continue to object to industrially driven goals that are not in the interest of consumers through membership of the relevant TCs
- Encourage representatives, particularly from China and other parts of Asia, to support consumer goals for new and existing standards

### b) *Need for improved coordination*

- Potential for differing standards to be generated by different uncoordinated committees

Recommended action:

- Use the consumer network to identify robot standards in different committees and encourage consistency

### c) *Keeping up with the pace of innovation*

- The application of robotic technology and its development, particularly at present through so-called AI is happening at an incredible pace. Far faster than any standards work. Standards will eventually catch up... but in the meantime the environment is uncontrolled and unchecked: which must be a risk to consumers.

Recommended action:

- Little that can be done other than to encourage the development and adoption of new standards as they are prepared

## 20.7 Key person

For further information, please contact: Brian Tranter, [btranter@btinternet.com](mailto:btranter@btinternet.com), British Standards Institution

## 21. Safety of toys

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### 21.1 Summary of why this matters to consumers

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.

ISO and CEN share this work. Global alignment is still on the agenda of ISO/TC 181, *Safety of Toys*. For safety, it is good to have a common global standard for toys. But consumer representatives must be assured requirements are not being relaxed in this process.

An ad hoc group, *Microbiological safety of toys*, has also been created.

Note: Consumers should be aware that counterfeit toys on the rise worldwide are particularly harmful as they meet no standard. New digital issues such as the right to privacy are emerging – e.g. Cayla the doll was banned in several countries.

### 21.2 Summary of current work in the committee of significance

The task group which compares the three standards ISO 8124 part 1, EN71 part 1, and ASTM F963 (parts relate to mechanical and physical properties) has prepared a technical report. The report will be published; and fortunately, an agreement between ISO and ASTM has been reached enabling publication of a comparison of ISO 8124-1, EN 71-1 and ASTM F 963 containing *all* relevant copyrighted material. The license agreement covers not only the 1st version of the Technical Report agreed upon at the Berlin meeting in October 2016, but also subsequent versions.

A new working group, *Migration of certain elements*, has a Preliminary Work Item (PWI) on revising test methods in ISO 8124-3, *Safety of toys – Part 3: Migration of certain elements*, to include a validated method using ICP-OES (Inductively Coupled Plasma Optical Emission Spectrometry).

Another newly established working group, *Chemical toys*, has adopted a PWI on new standards for *Chemical Experimental Sets*, and *Chemical Toys*, fully based on EN71-4:2013 and EN71-5:2015.

A new WG 10, *Microbiology*, has been created and a *Preliminary Work Item (PWI) regarding elaboration of requirements and/or test methods for microbiological aspects* is registered. The TC 181 Secretariat has sent out a call for experts to this new working group.

Another topic introduced by Canada was discussed concerning a flexible teething toy that meets the requirements in the current standard, but there had been reports in Canada of near-choking incidents involving the product. Canada's recommendation was to consider adding a small force to determine whether products would protrude through template "A" specified in the standard. Currently, there is no force applied to the product. It has been decided to see if there was any similar data in other countries such as that in Canada. The CPSC will conduct a search of their database.

CEN TC 52 is revising the standard for flammability – EN 71-2. It is therefore proposed that when this work has been finished it should be checked whether ISO 8124-2 for flammability should also be revised.

IEC 62115 – includes a number of changes. A significant one is the inclusion of warnings for button and coin cell batteries.

### 21.3 Standards work

Committee	Working draft or standard	Progress or change during reporting year / Any action to be taken
<p>ISO/TC 181, <i>Safety of toys</i> WG 1</p> <p>WG 4</p> <p>WG 6</p> <p>WG 8</p> <p>WG 9</p>	<p><b>FDIS ISO 8124-1:2017</b>, <i>Safety of toys – Part 1: Safety aspects related to mechanical and physical properties regarding cords</i></p> <p><b>ISO/TR 8124-9</b>, <i>Safety of toys – Part 9: Safety aspects related to mechanical and physical properties – Comparison of ISO 8124-1, EN 71-1, and ASTM F963</i></p> <p><b>DAmd 5 to ISO 8124-1</b>, <i>Safety of toys – Part 1: Safety aspects related to mechanical and physical properties regarding "Flying toys (including drones)"</i></p> <p><b>DAmd 6 to ISO 8124-1</b>, <i>Safety of toys – Part 1: Safety aspects related to mechanical and physical properties regarding "Various 2"</i></p> <p><b>ISO 8124-4:2014/Amd1:2017</b>, <i>Safety of toys - Part 4: Swings, slides and similar activity toys for indoor and outdoor family domestic use – Amendment 1</i></p> <p><b>DAmd 2 to ISO 8124-4</b>, <i>Safety of toys – Part 4: Swings, slides and similar activity toys for indoor and outdoor family domestic use</i></p> <p><b>ISO 8124-6</b>, <i>Safety of toys – Part 6: Certain phthalate esters in toys and children's products</i></p> <p><b>DAmd 2 to ISO 8124-3</b>, <i>Safety of toys – Part 3: Migration of certain elements" regarding "Limits for finger paints"</i></p> <p><b>ISO 8124-3</b>, <i>Safety of toys – Part 3: Migration of certain elements covering inclusion of a validated method using ICP-OES (Inductively Coupled Plasma Optical Emission Spectrometry) and various improvements of the sample preparation procedures</i></p>	<p>A consolidated version has been published in 2017.</p> <p>Task group to begin the update of the TR to include the approved revisions of ISO 8124-1, EN 71-1 and ASTM F963 and prepare a text for a working Draft (WD) for March 2018 for a 12 weeks Committee Internal Ballot (CIB)</p> <p>Circulation as a CD for 12 weeks for comments December 2017</p> <p>Circulation for 2<sup>nd</sup> CD for 8 weeks for comments in January 2018</p> <p>Published 2017</p> <p>Progression to DIS for comments and voting for 12 weeks in November 2017</p> <p>FDIS for voting for 8 weeks in April 2018</p> <p>DIS for comments and voting for 12 weeks in November 2017.</p> <p>CD for comments for 8 weeks in April 2018</p>

	ISO 8124-10, <i>Safety of toys – Part 10: Experimental sets for chemistry and related activities</i>	DIS for comments and voting for 12 weeks in October 2017
	ISO 8124-11, <i>Safety of toys – Part 11: Chemical toys (sets) other than experimental sets</i>	DIS for comments and voting for 12 weeks in October 2017
IEC 61 WG, <i>Toys</i>	IEC 62115, <i>Electric toys - safety</i>	Published in April 2017

## 21.4 Relevant links

[CEN/TC 52, Safety of toys](#) and [ISO/TC 181, Safety of toys Play matters - ISO](#)

## 21.5 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
<b>ISO/TC 181</b> <i>Safety of toys</i>	2017-10	2018-09-24/28, Billund (Denmark)	WG 1 <b>ISO 8124-1</b> <b>ISO 8124-3</b> <b>ISO 8124-4</b> <b>ISO 8124-6</b> <b>ISO 8124-8</b>	<b>DK:</b> Helen Amundsen Forbrugerraadet Denmark <b>CI:</b> Antonio Bonacruz Australian Consumer's Association (ACA)
CEN/TC 52, <i>Safety of toys</i>	There have been several meetings		Working groups 3, 5, 10  Interpretations groups	ANEC

## 21.6 Any concern with the standard development

Toy drones/flying toys up to 250 g will be covered by the standard but the reflecting requirements might not be sufficient

Recommended action to be taken: study the present requirements further

## 21.7 Key person

Helen Amundsen, [ha@fbr.dk](mailto:ha@fbr.dk), Danish Consumer Council; or  
Imola Ferro, [imola.ferro@nen.nl](mailto:imola.ferro@nen.nl), Nederlands Normalisatie-Instituut

## 22. Second-hand goods

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### 22.1 Summary of why this matters to consumers

The risk to consumers from defective, unsafe, environmentally damaging second-hand products from toys to cars was causing problems most evident in developing countries, yet also, to a lesser extent, in large developed countries. The development of a standard for the cross-border trade of second-hand goods providing a rating and documentation system was considered a key element to improving and clearing the risks.

This helps establish minimum screening criteria for global trade. This is important as it helps regulate an unruly market and diverts thousands of tonnes of unwanted materials from our landfills.

### 22.2 Summary of current work in the committee of significance

This work started in 2005 based on proposals made by members of ISO's consumer and developing country committees, ISO/COPOLCO and ISO/DEVCO. After discussing whether to include Circular Manufacturing it was decided to not include it in this edition. In May 2017, the proposed standard ISO 20245, *Cross-border trade of second-hand goods*, passed the ISO DIS stage. In June 2017, a WebEx meeting resolved the comments on the DIS and the standard proceeded to ISO/CS review and publication. With the publication of ISO 20245, *Cross-border of second-hand goods*, in December 2017, the work of ISO PC245 is now completed – and the work is now closed.

### 22.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Any comment; For example any expected ballot
PC 245, <i>Cross-border trade of second-hand goods</i>	ISO 20245, <i>Cross-border trade of second-hand goods</i>	Rae Dulmage	Published December 2017  PC 245 disbanded, work under purview of ISO/TMBG

### 22.4 Relevant links

[The second-hand market gets a new ISO standard to protect consumers – December 2017](#)  
[ISO has published ISO 20245:2017 – Cross-Border Trade of Second-Hand Goods – December 2017](#)  
[ISO Focus article on Second-hand goods – July/August 2016](#)  
[Amazon/Kijiji Canada report on Second-hand goods trade – 2016](#)

### 22.5 Key person

G. Rae Dulmage, [Rdulmage@outlook.com](mailto:Rdulmage@outlook.com), Ontario, Canada; or  
Sadie Homer, [Sadie.Homer@bsigroup.com](mailto:Sadie.Homer@bsigroup.com), British Standards Institution

## 23. Security and resilience

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### 23.1 Summary of why this matters

Consumers' safety and security face continuous new challenges, risks and threats.

Public and private organizations are increasingly called on to improve their capacity to prevent, mitigate and respond to emergency situations, and to improve the resilience of their organizations and their communities.

ISO/TC 292, *Security and resilience*, draws together experts from a broad range of sectors and countries to develop standards to promote organizational and community security and resilience.

The standards developed by its six working groups are important to consumers in producing high quality standards "to support nations, societies, industries, organizations and people ... to be free from danger or threat and to feel safe, stable, and free from fear or anxiety."

### 23.2 Summary of current work in the committee of significance

TC 292 is seeking ways to strengthen the co-operation between ISO and UNISDR (United Nations Office for Disaster Risk Reduction) through engagement with the Open-Ended Intergovernmental Expert Working Group on Indicators and Terminology.

**TC 292 Working Group 1 – Terminology** has revised *ISO 22300, Security and resilience – Terminology*, and has a leadership role within TC 292 for its User Friendly Standards initiative, reviewing committee drafts to ensure consistency across standards, encourage the use of clear language and keep a focus on the needs of the standards users. TC 292 standards are developed in English, but may be translated into other languages as they are adopted. It is therefore important to address translation concerns as standards are drafted and to identify terms and definitions that may present problems in translation. **ISO 22300:2018, Security and resilience – Vocabulary**, is freely available on the [ISO Online Browsing Platform](#).

### 23.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Progress or change during reporting year <b>Any action to be taken</b>
TC 292, <i>Security and Resilience</i> WG 1	<b>ISO 22300:2018, Security and resilience – Vocabulary</b>	Norma McCormick, Standards Council of Canada	<i>The revised ISO 22300 now includes new terms and definitions from ISO/TC 292 standards published since the last revision. A common vocabulary – terms and definitions, is important to ensure that countries, emergency services and public and private organizations who are responsible for emergency prevention, mitigation,</i>

			<i>response and recovery can communicate clearly and effectively to minimize the disruption and consequences of incidents.</i>
TC 292, <i>Security and Resilience</i> WG 3	ISO 22320, <i>Emergency response guidelines for incident response (under revision)</i>		Interoperability across private and public organizations is essential for successful incident response; to ensure the sharing of timely, relevant and accurate operational information during a disaster; minimize the risk of misunderstanding and ensure a more effective use of the combined resources. This standard encourages community participation in the development and implementation of incident response measures that are appropriate to the needs of the affected population.
TC 292, <i>Security and Resilience</i> WG 4	ISO 22380, <i>Security and resilience – Authenticity, integrity and trust for products and documents – General principles for product fraud risk</i>	Hyeonho Park, KATS, Korea	This standard will address a variety of product-related fraud crimes, types of product fraudsters, and the strategic business countermeasures that consumers should know about and consider to prevent or reduce any tangible or intangible loss and cost from fraudulent attacks.
TC 292, <i>Security and Resilience</i> WG 5	ISO 22319, <i>Guidelines for planning the involvement of spontaneous volunteers</i>	Jeanne Bank, Standards Council of Canada	This new standard will help organizations to expand and improve response to emergency situations by engaging spontaneous volunteers as part of managing emergencies.
TC 292, <i>Security and Resilience</i> WG 5	ISO DIS 22395, <i>Security and resilience – Community resilience – Guidelines for supporting community response to vulnerable people</i>	Jeanne Bank	This Draft International Standard (DIS) is open for review and comment. Recent major disasters resulting from hurricanes and earthquakes have highlighted the importance of considering the needs of vulnerable people in the event of an emergency. This standard provides guidance for responders and community members to develop a plan to support vulnerable

			people immediately after a disaster and to address long-term response requirements.
TC 292, <i>Security and Resilience</i> WG 5	ISO DIS 22327, <i>Security and resilience – Emergency management – Guidelines for implementation of a community-based landslide early warning system</i>		Landslides are one of the most widespread and commonly occurring natural hazards and increasing significantly due to uncontrolled land use development and human interference into unstable slopes. In many countries, landslides cause substantial socio-economical losses. The goal of a community-based early warning system is to empower individuals and communities to act in sufficient time and in appropriate ways to reduce the possibility of injuries, loss of life, and damage to property and the environment.

#### 23.4 Relevant links

[ISO/TC 292, Security and resilience](#)

#### 23.5 Any concern with the standard development

None.

#### 23.6 Key person

For further information, please contact:

Norma McCormick, [normachw@mymts.net](mailto:normachw@mymts.net), Corporate Health Works, Canada

## 24. E-Commerce & Financial Services

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### 24.1 Summary of why this work is important to consumers

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. This is largely due to the emergence of digital economy, technological advancements relating to how financial services transactions are carried out and growing complexity of goods and services. Financial services and E-commerce lack sector-specific legislation to protect consumers while 'grey areas' which are not sufficiently regulated continue to exist. Concerns like provision of relevant and comparable information, curbs on misleading advertisements and unscrupulous marketing activities need to be addressed. Moreover, with the advent of internet banking and mobile banking, guidelines on e-commerce should also contain provisions relating to online payment, use of debit/credit cards etc.

Dispute resolution obtains a special character when the transaction is international and appropriate policies should be in place with respect to jurisdiction, payment settlement and redress. Present guidelines do not adequately address the issue of cross border dispute resolution or online dispute resolution. Systems for online dispute resolution should be set up as these are not adequately addressed.

Data protection is an issue of importance especially e-commerce and financial services. Boundary-less transactions and online dealings have brought in new challenges and frauds, especially in the context of data protection. Protection of credit details and credit history of consumers is a major risk area, as these details can be easily stolen and abused

The following standards were published in 2017:

- ISO 20275:2017, *Financial services – Entity legal forms (ELF)*
- ISO 12812-1:2017, *Core banking – Mobile financial services – Part 1: General framework*
- ISO/TS 12812-2:2017, *Core banking – Mobile financial services – Part 2: Security and data protection for mobile financial services*
- ISO/TS 12812-3:2017, *Core banking – Mobile financial services – Part 3: Financial application lifecycle management*
- ISO/TS 12812-4:2017, *Core banking – Mobile financial services – Part 4: Mobile payments-to-persons*
- ISO/TS 12812-5:2017, *Core banking – Mobile financial services – Part 5: Mobile payments to businesses*

In view of the changing times, the revised UN Guidelines were adopted by the UN General Assembly on 22 December 2015. Areas being addressed for the first time include E-commerce and financial services. The importance of such a revision for countries can be understood in two ways:

Firstly, more areas need to be identified for setting standards in the area of financial services. There are very few standards in financial services which consumer are using in many countries. Financial services are not a homogeneous group of services but a heterogeneous range of different type of services.

A list shows the nature of this heterogeneity in financial services by breaking this up into 23 subsectors where different types of financial services are being used in one country (India), which

do not have any standards of any type. Consumers face detriment in the absence of such standards in the marketplace:

23 Sectors in Financial Services used by consumer in India (based on comparative testing of services for consumer education carried out by Consumer VOICE in Indian Market between Jan 2008 and Dec 2017)

<b>1</b>	<b>Bank Loan</b>
	Personal Loans by Banks
	Home Loans by Banks
	Car Loans by Banks
	Two-Wheelers Loan by Banks/NBFCs
	Loan Against Property
	Education Loans by Banks for higher study in India
	Education Loans for study Abroad
	Reverse Mortgage Loans in Banks for senior citizens
	Pre-owned (2nd hand) Car Loans from Banks
<b>2</b>	<b>Basic Banking</b>
	Countering fake CURRENCY
	Banking Services made consumer-friendly
	Reverse Mortgage: The sensible
	Bank churning should be put under RBI scanner
	Are banks trustworthy?
	The Golden Age of Banking
	Benefits from Savings Account in Banks
	All About Money Transfers
	Bank Lockers
	ATM Transaction
	Customer Service by Bank
	Prepaid/Gift Card
	Payment Banks
	All About CERSAI (Central Registry of Securitisation Asset Reconstruction and Scurity Interest)
	Small Finance Banks
	Mudra Banks
	Prepaid Card for International Travel
	Unified Payments Interface (UPI)
	Co-operative banks- Service Charges
	Interest Rates on Savings Account
	Banking Ombudsman
	Locker Service in Bank
	Nominations in Bank Deposit Accounts
<b>3</b>	<b>Chit Funds</b>
	Chit Funds
<b>4</b>	<b>Credit Card</b>
	Reasons to love and be wary of credit cards
	Comparitive Analysis of Credit Cards
	Credit Card- Service Charges
<b>5</b>	<b>Debit Card</b>
	Debit Card
<b>6</b>	<b>Financial Services</b>
	Going abroad How to take care of your finances
	A veteran artist
	20 golden rules
	Revisiting MRP
	Are You Being Nudged
	Cost and Innovation: The Fig Leaf Argument
	Free Markets And Caesarean Sections
	What Your Trash Bag Tells About You
	Some Quantum of Solace
	Patchwork Regulation Needs Intervention
	A suitable financial product
	Caught in a tug-of-war
	Reaching For The Sky
	Sunlight is the best disinfectant
	Financial Inclusion Via Mobile Payment System lacking standards
	Towards the end of being good
	Lots to Do For the Sandwich Gen
	The Block Called Money
	A Pressure Valve Called Hazare

	Bombay Stock Exchange (All about BSE)
	Home Loans by NBFCs
<b>7</b>	<b>General Financial Education</b>
	Phishing attack:How to protect your money?
	The Art of Investment
	The power of financial planning
	How India Calculates rate of inflation?
	Schools, Money, Taxes, Statues and Handbags
	Food for thought : Inflation up
	Rising Food Price Inflation
	Why we save but do not invest?
	Make Finance And Economics Work For the Individuals
	1000 COIN to combat FAKE CURRENCY?
	CSR
	CIBIL- Credit Scores
	National Pension System (NPS)
	Financial Literacy and You (FLY)
	Government- sponsored schemes such as- Make in India Skill India Stand Up India and Startup India
	Company Fixed Deposits
	GST- Financial Services
	Insolvency and Bankruptcy Code
	Multi-Currency Prepaid Travel Cards
<b>8</b>	<b>Gold</b>
	Hold on to gold
	Gold Loan Liberates India
	Gold ETF
	Investments in Gold
	Gold Monetization Scheme
<b>9</b>	<b>Health Insurance</b>
	Health Insurance- Policies Analysed
	Health Insurance- Family floater Policies
	Health Insurance Plans for Women
	Critical Illness Insurance Plans
	Personal Accident Insurance Plans
	Top-up Health Insurance
	Cancer Insurance Plans
	Diabetes Insurance Plans
<b>10</b>	<b>Insurance Education</b>
	Insurance and the consumer
	Life Insurance and you
	Insurance: Consumer Life support
	Home Insurance
	Shopkeepers Package Insurance Policy
	Immediate Annuity Plan
	Rail Insurance for e-ticket Travellers
	LPG Related Accident Insurance
<b>11</b>	<b>Loan</b>
	Gold Loans By Banks/NBFCs
	Personal Loans by Banks
<b>12</b>	<b>MISC</b>
	Premium Cab Services in Delhi/NCR
	Inheritance Through Wills
<b>13</b>	<b>Mobile Banking</b>
	Mobile Banking
	Mobile Wallet
	Everything You Need To Know About Mobile Based Payments
<b>14</b>	<b>Mutual Funds</b>
	Mutual Funds
	Mutual Funds for first-time Investors
	Mutual Funds- Hybrid
	Mutual Funds- Equity & Debt
	Equity-Linked Saving Scheme (ELSS)
	Mutual Funds- Liquid Fund
	Mutual Fund- Infrastructure Fund
	Exchange- Traded Funds (ETFs)
<b>15</b>	<b>Senior Citizen Insurance</b>
	Retirement Insurance Plans
	Senior Citizen Health Insurance Plans

<b>16</b>	<b>Senior Citizen Scheme</b>
	Retirement Pension Plans
	Pradhan Mantri Vaya Vandana Yojana
<b>17</b>	<b>Stocks</b>
	Movies Show New Ways To Deal With Scarcities
	DEMAT ACCOUNT MANDATORY FOR INVESTORS
	All About Share Market
	Demat Account
	ASBA (Application Support by Blocked Amount)
<b>18</b>	<b>Tax</b>
	How to Save Income Tax
	What's New In Income Tax From April 2017
<b>19</b>	<b>Term Insurance</b>
	Term Insurance Plans
<b>20</b>	<b>Travel Insurance</b>
	Travel Insurance Plans
	Travel Insurance Plans
<b>21</b>	<b>ULIP</b>
	Ulips: remade in India
	Single Premium Insurance Plans
	Child Benefit Insurance Plans
	Single Premium Insurance Policy
	Unit-Linked Insurance Plans (ULIPs)
<b>22</b>	<b>Motor Vehicle Insurance Plans</b>
	Vehicle Insurance
	Car Insurance
	Two Wheeler Insurance Package Policies
<b>23</b>	<b>Vehicle Loan</b>
	Car (Taxi) Loan for Commercial Purposes

Secondly it needs to be examined whether national legislation in place adequately addresses the focus of amendments to UNGCP. If no, these guidelines can serve as a guiding document for policy makers.

Thirdly, the guidelines can help provide a way forward in securing cooperation between regulators across countries and providing a harmonized approach amongst various international agencies.

### 24.3 Standards work

Committee	Working draft or standard	Consumer representative(s)	Any comment
ISO/TC 68 SC2, <i>Financial Services, security</i>	ISO/AWI 22046, <i>Financial services – Security Requirements for Payment and Post-Authorization Token Management</i>		
ISO/TC 68/ SC8, <i>Reference data for financial services</i>	ISO/CD 10962, <i>Securities and related financial instruments – Classification of financial instruments (CFI code)</i>  ISO/CD 21586, <i>Reference data for financial services – Specification for description of banking products or services (BPoS)</i>  ISO/CD TR 21797, <i>Reference data for financial services – Overview of identification of financial instruments</i>		

#### **24.4 Relevant links**

<https://www.iso.org/committee/49650/x/catalogue/>

#### **24.5 Information of meetings and consumer participation**

No information provided.

#### **24.6 Key person**

Professor S.R. Khanna, [sriramkhanna@yahoo.co.in](mailto:sriramkhanna@yahoo.co.in), Consumer Voice, New Delhi, India

## 25. Sustainable cocoa

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### 25.1 Summary of why this matters

Guiltfree chocolate! Consumers increasingly care about the conditions in which cocoa is sourced, including human and environmental impacts.

Thus, ISO/TC34/SC18, *Cocoa*, has been created to work on standards including, but not limited to, terminology, sampling, product specifications, test methods, and requirements and verification criteria for determining the sustainability and traceability of cocoa.

### 26.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC34/SC18, <i>Cocoa</i>  CEN/TC 415/WG 1	<a href="#">ISO/DIS 34101-1</a> , <i>Sustainable and traceable cocoa beans – Part 1: Requirements for sustainability management systems</i>	Formal Vote expected first half of 2018.
ISO/TC34/SC18, <i>Cocoa</i> CEN/TC 415/WG 10	<a href="#">ISO/DIS 34101-2</a> , <i>Sustainable and traceable cocoa beans – Part 2: Requirements for performance (related to economic, social, and environmental aspects)</i>	Formal Vote expected first half of 2018.
ISO/TC34/SC18, <i>Cocoa</i> CEN/TC 415/WG 5	<a href="#">ISO/DIS 34101-3</a> , <i>Sustainable and traceable cocoa beans – Part 3: Requirements for traceability</i>	Formal Vote expected first half of 2018.
ISO/TC34/SC18, <i>Cocoa</i> CEN/TC 415/WG 6	<a href="#">ISO/DIS 34101-4</a> , <i>Sustainable and traceable cocoa beans – Part 4: Requirements for certification schemes</i>	2 <sup>nd</sup> public enquiry/DIS expected first half of 2018.
ISO/TC34/SC18, <i>Cocoa</i> CEN/TC 415/WG 9	ISO/FDIS 34101-5, <i>Sustainable and traceable cocoa – Part 5 Guidance on the application of the ISO 34101 series</i>	The standard is on hold.

### 26.3 Relevant links

[ISO/TC 34/SC 18](#), *Cocoa*,

[Published standards are:](#)

ISO 2292: 2017, *Cocoa beans – sampling*

ISO 2451: 2017, *Cocoa beans – Specification and quality requirements*

[Big step forward for the cocoa sector with new global standards in the pipeline - ISO](#)

#### **26.4 Information of meetings and consumer participation**

*The latest development of the following standards and the meeting schedules can be found through the link:*

<https://www.iso.org/committee/5100987.html>

#### **26.5 Any concern with the standard development**

None.

#### **26.6 Key person**

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## **26. Unit Pricing (comparative pricing)**

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### **26.1 Summary of why this work is important to consumers**

Shopping can be confusing for many consumers. Particularly when comparing prices. Comparing prices is difficult when products come in containers of different shapes and sizes and quantities. Yet, being able to choose effectively is one of the best tools in the consumer arsenal, to save money and/or choose the least expensive quantity for a consumer's particular needs. Particularly so for vulnerable consumers with limited purchasing power...simplifying choice is an easy way for retailers to gain the trust of consumers as being honest and transparent, and having consumers' interest at heart.

### **26.2 Summary of current work in the committee of significance**

Following COPOLCO's May 2014 resolution for a New Work Item (NWI) on unit pricing, ISO TMB established ISO/PC 294, *Guidance on unit pricing*, in March 2015. At the COPOLCO May 2015 plenary, unit pricing was supported as a key area.

Unit Pricing is where the price of a commodity is accompanied by a price referenced to a standard unit of measurement. For example, a 2-litre carton of orange juice offered at \$7.00 would show a unit price of \$3.50 per litre.

The purpose of the standard is to assist consumers in deciding which item is the best value for money. The international standard could be used by many countries where pre-packaged goods are sold. In countries that do not have unit pricing, economic risk to consumers is high because of their inability to determine which item is best value for money. In countries that have unit pricing the standard could also benefit by retailers voluntarily adopting parts of the standard to improve the quality of unit pricing and regulators wishing to create better regulation.

Studies suggest that consumers face two major challenges in terms of using unit price as part of informed decision-making: first, a lack of consistent and prominent provision of unit price at the point of sale; and second, a lack of consumer awareness and understanding of how to use unit price. Research suggests that it is important to address both challenges simultaneously.

The unit pricing standard would provide principles and guidance in designing, developing and implementing an effective and measurable regime for small to large retailers by establishing best practice for informing consumers of the unit price of goods.

Recent research by Queensland University of Technology (QUT) indicates not only do consumers benefit from using unit pricing but retailers may also benefit. The research shows unit pricing enables some consumers to increase the number of items purchased. Additionally, it shows that consumers may be more inclined to shop at retailers that provide them with unit pricing and other information to assist their purchasing decisions, compared to those retailers that do not.

The focus of this international Standard is applicable to pre-packed consumer products and consumer products sold from bulk where the price is displayed, including

- ✓ At the point of sale, including in store and online; and
- ✓ Other communications about the product, including advertising by electronic and printed formats.

The key consumer objective is to develop a practical guidance standard that assists retailers and regulators to use best practice for displaying and disclosing the unit price of goods.

### 26.3 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/PC 294, <i>Guidance on unit pricing</i>	ISO/DIS 21041:2018, <i>Guidance on unit pricing</i>	Rearranged layout into logical progression. Edited text to clarify meaning, added pictorial representation of labels and added an example of establishing a unit price system. ISO have issued DIS for comment.

### 26.4 Relevant links

[A video prepared by Malaysia on unit pricing](#)

[The price is right - ISO focus](#)

Ashwin Sawhney ISO/PC Project Manager, Standards Australia  
[Ashwin.Sawhney@standards.org.au](mailto:Ashwin.Sawhney@standards.org.au)

### 26.5 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO/PC 294, <i>Guidance on unit pricing</i>	7-9/11/2017 Malta	19-2/6/2018 Kamatahoncho Tendo-City Japan	ISO/DIS 21041:2018, <i>Guidance on unit pricing</i>	Ian Jarratt CI

### 26.6 Any concern with the standard development

None.

### 26.7 Key person

For further information, please contact:

John Furbank, [johnfurbank@internode.on.net](mailto:johnfurbank@internode.on.net), Standards Australia

## 27. Ethical labelling

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*Background of work for consideration as a future key area for reporting in 2019*

For several years, COPOLCO has expressed concerns about the proliferation of ethical claims in the marketplace. A workshop was held in 2007 and this was followed with three years of work by an ethical trade fact finding working group that published its report in 2010.

In 2016, ISO responded to these concerns by establishing a joint working group of CASCO and COPOLCO (JWG 49) to examine the COPOLCO report and look at other programmes and standards, both within ISO and in use in the global marketplace, that could be considered to relate to "ethical claims".

JWG 49 concluded their work by proposing to CASCO that there was a need for an ISO/TS with requirements for ethical labelling and, with the approval of CASCO, a NWIP was circulated and JWG 53 has been established to develop this document.

JWG has three conveners to represent CASCO, COPOLCO and DEVCO. Their deliberations begun in Geneva in February 2018 and it is hoped that their work can be completed and TS 17003 published in less than two years.

As it was a COPOLCO study that triggered the development of TC 17003, this is an important topic for COPOLCO members to follow and JWG 53 will be looking for consumer representation among the experts from NSBs who participate in this work.

There will not be a lot of in person meetings and WebEx will be available for these meetings.