



31st meeting of COPOLCO, New Delhi (India), 27-28 May 2009

Resolutions

COPOLCO Resolution 1/2009

Address by the ISO President

COPOLCO

notes the address of the ISO President, delivered on his behalf by the COPOLCO Secretary,

thanks the President for his inspirational address on the occasion of COPOLCO's 31st meeting,

acknowledges the regrets expressed by the ISO President for his absence due to unforeseen circumstances, and conveys its best wishes.

COPOLCO Resolution 2/2009

Chair's and Secretary's report

COPOLCO

thanks the Chair and Secretary for their joint report and their representation activities,

congratulates the Chair on her achievements, notably her award of the Order of Civil Merit by the Korean government in 2008.

COPOLCO Resolution 3/2009

Possible expansion of the scope of COPOLCO

COPOLCO,

having considered the request by ISO Council that COPOLCO consider a possible expansion of its scope and participation in light of the evolution of ISO's work programme to issues of societal concern,

acknowledges that COPOLCO covers a broad range of issues of concern to both consumers and other public interests of the 21st century,

notes that COPOLCO has always addressed these issues from the perspective of the consumer and accordingly,

confirms its support for maintaining COPOLCO's current terms of reference and consumer focus,

further confirms the definition of consumer as published in the *ISO/IEC Statement on consumer participation in standardization work*, to be "an individual member of the general public, purchasing or using goods, property or services, for private purposes",

encourages ISO members to participate in COPOLCO and to support the active participation of consumer organizations in its work, including in national delegations to COPOLCO,

acknowledges the contributions that public interest organizations can make by providing information and expertise on subjects of concern to consumers and COPOLCO,

invites COPOLCO members to consider involving public interest organizations in COPOLCO's activities as appropriate, while maintaining the consumer focus of this representation,

notes the existing procedure whereby formal and ongoing liaisons to COPOLCO are established by the ISO Secretary-General in consultation with the COPOLCO Secretary and Chair,

recommends that future liaisons to COPOLCO be undertaken in consultation with the COPOLCO Chair's Group, and that criteria be established for acceptance of liaisons between COPOLCO and international public interest organizations, including:

- those whose interests fall within the scope of COPOLCO's activities,
- those who will commit to active and ongoing participation in COPOLCO,
- those who will assume the rights and responsibilities of liaisons set forth in the ISO/IEC Directives, Part 1,
- those who are not involved in private standards-setting or certification activities,
- those who reflect a balance of interests from developing and developed countries;

In light of the foregoing, requests the ISO Secretary-General to keep COPOLCO apprised of discussions with relevant international public interest organizations about liaison with COPOLCO.

COPOLCO Resolution 4/2009

ISO Strategies 2005-2010 - lessons learned and future challenges

COPOLCO,

thanks the COPOLCO Secretary for her presentation of COPOLCO's achievements and challenges inherent in the realization of the objectives within the *ISO Strategic Plan 2005-2010*,

encourages ISO to draw useful lessons from the innovative structure and working methods of the ISO working group on social responsibility, and its balanced multi-stakeholder approach and operations,

observes that consumer participation is still negatively impacted at all levels by lack of resources,

notes the proposal from the representative of SII (Israel Consumer Council) that ISO establish a funding mechanism to support consumer participation,

supports the enhancement of funding mechanisms to reinforce consumer representation, both within international technical committees and at COPOLCO-related meetings, and to this end,

notes the COPOLCO Chair's recommendation to develop a set of criteria for funding consumer representatives, as a follow-up of a separate discussion during the January 2009 meeting of the Council Standing Committee on Strategies,

requests the COPOLCO Secretary to correspond with the members and to work together with the COPOLCO Chair and a task group, to be established under the consumer participation working group, on a funding proposal for consumer participation.

COPOLCO Resolution 5/2009

ISO Strategies 2005-2010 - lessons learned and future challenges (2)

COPOLCO

notes the consultation under way among the members and liaisons of ISO, on the development of the *ISO Strategic Plan 2011-2015*,

urges its members to interface with the standards bodies in their countries and participate as important stakeholders in the formulation of national positions, in response to this consultation.

COPOLCO Resolution 6/2009

Consumers International

COPOLCO

thanks Consumers International for its report,

welcomes the implementation of the Ethical Trade Fact-finding Group's (ETFFG) project to investigate consumer issues related to ethical trade claims and labelling,

requests the ETFFG to coordinate with ABNT and AFNOR to ensure their participation in the ETFFG's deliberations,

looks forward to further news on the progress of the work of the ETFFG.

COPOLCO Resolution 7/2009

Consumer purchase guarantees

COPOLCO

thanks the working group, *Consumer protection in the global marketplace*, and its convenor, Mr. Bill Dee (SA) for the report appearing at COPOLCO 16/2009,

further thanks Ms. Caroline Warne (BSI) for her report investigating the demand for an international guidance standard in the area of consumer purchase guarantees, appearing at COPOLCO 17/2009,

notes the results of the survey to members of COPOLCO, DEVCO and Consumers International, and in particular, the high rate of response,

further notes that, irrespective of the existence of legislation in many countries, a large proportion of respondents supported the development of an international guidance standard,

asks the working group, *Consumer protection in the global marketplace* to investigate the feasibility of developing a New Work Item Proposal, including the appropriate scope and content of any such guidance, by COPOLCO's next meeting.

COPOLCO Resolution 8/2009

Project committees

COPOLCO

notes with satisfaction the launch of the work of ISO/PC 239, *Network services billing*, and ISO/PC 240, *Product recall*,

encourages greater participation in these project committees, with balanced geographic representation,

invites the COPOLCO Chair to correspond with COPOLCO members encouraging national participation in future meetings.

COPOLCO Resolution 9/2009

Secretariat for the energy services project committee

COPOLCO

notes and welcomes KATS' invitation to host the secretariat of any future project committee appointed to develop the COPOLCO proposal, *Guidelines for the assessment and improvement of energy services to users*, assuming its approval,

thanks KATS for this offer of support to the project.

COPOLCO Resolution 10/2009

Energy sustainability task group

COPOLCO,

thanks the working group, *Consumer protection in the global marketplace*, and in particular its task group on energy sustainability, for investigating the outcomes of the 2008 COPOLCO workshop, *How can consumers influence a sustainable energy future?*

approves their recommendations, in particular,

- to urge ISO to consider the proposal from COPOLCO, *Guidelines for the assessment and improvement of energy services to users*.
- to request ISO to carry out a feasibility study to assess both the need and scope for an International Standard for smart meters, including a particular focus on their consumer functionalities (features),
- to invite ISO/TC 207, *Environmental management* to make the revision of the existing standard on environmental labelling an urgent priority, in particular for the issue of carbon footprint labelling, within ISO 14021 *Environmental labels and declarations - Self-declared environmental claims* (Type II environmental labelling),
- to invite ISO/TC 207, *Environmental management* to reconsider the layout and scales of the labelling scheme, in relation to increased efficiency of domestic appliances, within ISO 14025 *Environmental labels and declarations - Type III environmental declarations - Principles and procedures*,

- to support international energy efficiency standardization for new and existing buildings, noting already-existing CEN and Australian standards,
- to investigate the opportunity for developing International Standards for devices producing domestic renewable energy (or domestic micro-generation devices), which also need to be assessable for safety, performance, durability and ease of operation,
- to recommend to ISO to consider development of a global sustainability guidance standard for biofuels,

requests the energy sustainability task group to convey its relevant recommendations to the SAG-E at its next meeting, through the representative of COPOLCO, Mr. Allan Asher (BSI).

COPOLCO Resolution 11/2009

ISO Strategic Advisory Group on Energy

COPOLCO

recalls COPOLCO Resolution 18/2008 which recommended that ISO invite a representative of consumer interests to join the ISO SAG-E,

thanks the TMB for inviting COPOLCO to submit nominations for a COPOLCO representative,

notes recommendation 33 of ISO SAG E (SAG E Doc 14 2009-03-20) that:

'SAG E welcomes the useful contributions from the guest representative from COPOLCO and recommends that COPOLCO become a permanent member of the group. In the event that the TMB agree the representative from COPOLCO is asked to submit a paper for the next meeting on consumer priorities in energy efficiency and renewable energy sources',

decides to invite the COPOLCO task group on energy sustainability to prepare a submission to SAG-E incorporating, where relevant, the recommendations derived from the 2008 Seoul workshop, *How can consumers contribute to a sustainable energy future?*, and

requests that the task group inform COPOLCO of significant developments in the field of this work.

COPOLCO 12/2009

Call centers

COPOLCO

notes that call centers (customer contact centers) are often a source of frustration to consumers, and that organizations increasingly outsource their services to call centers, often across national boundaries, which adds to the complexity,

further notes that standards addressing these issues from a quality management perspective are being developed in Europe, South Africa, and possibly other countries and regions, and, in view of the international nature of outsourced call center operations,

invites the working group, *Consumer protection in the global marketplace* to research current standards and other initiatives in this area in greater depth, with a view to developing a proposal for COPOLCO to consider at its 2010 plenary meeting.

COPOLCO Resolution 13/2009

Consumer participation

COPOLCO,

thanks the working group on consumer participation for its comprehensive report appearing at COPOLCO 18/2009,

encourages ISO members to provide information on their national efforts to involve consumers in standardization by utilizing the new Online Directory of consumer interest participation,

supports the plans of the working group on consumer participation to monitor use of the Directory,

approves the working group's plans to finalize an informative guide for standards bodies on consumer participation in standardization,

further approves the working group's proposed list of key performance indicators (KPIs) to measure the effectiveness of COPOLCO members' engagement and consumer participation in standards work, and its plans to establish a process for monitoring KPIs.

COPOLCO Resolution 14/2009

Consumer participation (2)

COPOLCO,

thanks Caroline Warne (BSI) and Jim McCabe (ANSI) for their report presenting an analysis of participation in COPOLCO and identifying a range of barriers to participation in COPOLCO and in COPOLCO working groups (WGs),

notes the conclusions, in particular the effect of sponsorship on participation at COPOLCO and that response rates of some 30% have been achieved in some consultations,

accepts the recommendations aimed at improving participation presented in the report, in particular:

- adopting the proposed induction activity
- maintaining the training programme
- developing the proposed electronic newsletter
- ensuring COPOLCO members are aware of their responsibilities
- making available summary information on the projects in the WGs, and
- promoting use of good practice when undertaking consultations involving surveys;

charges the consumer participation WG with developing an informal checklist to encourage good practice when COPOLCO or its WGs undertake consultations and surveys,

invites the Secretary together with the WG convenors to develop a summary of the projects in each of the WGs.

COPOLCO Resolution 15/2009

Working group on product safety

COPOLCO,

thanks the working group on product safety and its co-chairs, Dr. Elizabeth Nielsen (SCC) and Ms. Ratna Devi Nadarajan (DSM), for their report appearing at COPOLCO 21/2009,

notes the resignation of Dr. Nielsen as co-chair, and expresses its appreciation to Dr. Nielsen for her leadership of the group,

welcomes Ms. Robyn Easton (SA) as new co-chair of the group,

further notes the forthcoming revision of ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards*,

recommends that rationale statements be considered as one aspect within the future revision of ISO/IEC Guide 51,

approves the group's recommendation to expand the survey on use ISO 8124, *Safety of toys* to the members of DEVCO,

encourages harmonization of toy safety standards,

commends the establishment of a task group on consumer and societal issues within ISO/TC 229 *Nanotechnologies*,

notes the forthcoming enquiry to ISO and IEC on ISO/IEC Draft Guide 37, *Instructions for use of products by consumers* and a parallel revision of IEC 62079, *Preparation of instructions – Structuring, content and preparation*, currently at the CD stage,

decides to request IEC to consider including provisions for adequacy of instructions within the revision of IEC 62079, and then, upon publication of ISO/IEC Guide 37, to consider initiating an early revision of ISO/IEC Guide 37 to include provisions on assembly and maintenance.

COPOLCO Resolution 16/2009

Enhancement of consumer participation in standardization in developing countries: Train-the-trainer programme

COPOLCO

thanks the training group and its co-convenors, Ms. Caroline Warne (BSI) and Ms. Sadie Homer (CI) for their report, appearing in COPOLCO 19/2009,

notes the development, with the Secretary, of an induction programme to orient new COPOLCO members and representatives (at Annex 1 to COPOLCO 19/2009), and

invites the Secretary to adopt this programme over the coming year;

recognizes the importance of robust evaluation and charges the training group and the Secretary with developing and initiating evaluation of the Distance learning module, and further evaluation to monitor the impact of the Train-the-trainer programme.

notes the successful development and implementation of the second Train-the-trainer workshop,

expresses its appreciation to AFNOR for its generous and efficient hosting of this event,

looks forward to national or regional follow-up workshops in French-speaking countries,

also notes the five highly successful regional and national follow-up training events spinning off from the first Train-the-trainer event held in 2008,

expresses its heartfelt appreciation to the Swedish International Development Cooperation Agency (Sida), BSI, COPANT, and CI for ongoing support to this second phase of the capacity-building activity jointly organized by COPOLCO and DEVCO,

thanks the host countries of the many successful training events held to date.

COPOLCO Resolution 17/2009

COPOLCO Workshop: Interoperability: does it fit, will it work and can standards help?

COPOLCO,

thanks the speakers, moderators, panellists and rapporteurs for their excellent contributions to the workshop,

emphasizes its support for measures to seek solutions to problems of interoperability,

notes the wide range of concerns raised in workshop discussions in relation to consumer goods and components,

recommends, inter alia, the following initiatives:

- development of a COPOLCO Guide explaining consumer issues in interoperability
- given the convergence of technology, enhancement of cooperation between ISO, IEC and ITU on consumer issues in interoperability
- development of new standards for batteries and battery chargers.

COPOLCO Resolution 18/2009

COPOLCO Workshop: Interoperability: does it fit, will it work and can standards help? - Consumer welfare and the information society

COPOLCO,

notes the rapid expansion of goods and services entering the market as a consequence of developments in information and communications technology

further notes the rich and challenging presentations and breakout group discussions at the ISO/COPOLCO workshop on interoperability,

recognizes the recommendations of the breakout groups on the desirability of a COPOLCO statement of consumer principles relating to interoperability and the information society,

requests the working group, *Consumer protection in the global marketplace* to convene an online discussion forum, open to all COPOLCO members and other consumer stakeholders, with the goal of developing a statement of principles on ICT interconnectivity and associated matters,

further requests that the statement address issues such as consumer rights, privacy, net neutrality, consumer protection issues, and appropriate consumer participation in the development of standards relating to these matters.

COPOLCO Resolution 19/2009

Developing countries COPOLCO Group (DCCG)

COPOLCO,

notes the report of the DCCG convener, Mr. Steve Williams (TTBS),

thanks him for his ongoing support to developing country input to COPOLCO's activities,

requests the Secretary to investigate whether a discussion forum for the DCCG could be set up with a link to the ISO Online Website, and

encourages developing country members to join the list serve of the DCCG.

COPOLCO Resolution 20/2009

Priorities Group

COPOLCO

notes the report and annexes of the working group, *Priorities from the consumer's point of view* ("Priorities Group") appearing at COPOLCO 22/2009,

expresses its appreciation to Ms. Annie Tricoche (AFNOR) for her past service as co-chair of the working group,

thanks the co-chairs, Ms. Sondra Bruni (SCC) and Mr. Steve Williams (TTBS), for their report and completed projects,

further thanks the Priorities Group key persons for their contributions to the COPOLCO Annual Report,

notes the Priorities Group's initial investigations into adding counterfeiting and fraud as an emerging priority,

approves the Priority Programme, Annual Report and Handbook appearing at Annexes 1, 3, and 4 to COPOLCO 22/2009.

COPOLCO Resolution 21/2009

CASCO, DEVCO

COPOLCO

notes the reports from CASCO and DEVCO

thanks these committees for their reports, and

expresses its appreciation for their cooperation on projects of mutual interest, in particular market surveillance for CASCO, and training issues, for DEVCO.

COPOLCO Resolution 22/2009

COPOLCO

noting that misleading certification claims are affecting the credibility of the certification process,

further noting that ISO and its NSBs lack enforcement powers,

urges ISO to encourage the International Consumer Protection Enforcement Network (ICPEN) to put priority on taking enforcement action against misleading standards certification claims.

COPOLCO Resolution 23/2009

ISO/IEC/ITU-T Strategic Advisory Group on Security (SAG-S)

COPOLCO

thanks Ms. Norma McCormick (SCC), COPOLCO representative to the ISO/IEC/ITU-T Strategic Advisory Group on Security (SAG-S) and consumer representative to TC 223, *Societal Security*, for her report on security-related issues to COPOLCO.

emphasizes the importance of the consumer contribution to the work of these groups.

COPOLCO Resolution 24/2009

Future workshops

COPOLCO

expresses its thanks and appreciation to BSN, Indonesia, for its invitation to host COPOLCO in 2010,

requests the Secretary to correspond with the members on possible themes for the 2010 workshop,

further requests the Chair's Group to facilitate the choice of workshop theme, organization and planning of the 2010 workshop in coordination with BSN,

expresses its thanks and appreciation to BSI, United Kingdom, for its invitation to host COPOLCO in 2011.

COPOLCO Resolution 25/2009

IEC

COPOLCO

thanks the representative of IEC, Mr. Gert Bukkjaer, for his comprehensive report, referenced as COPOLCO 26/3009),

appreciates his input on a number of matters of common interest.

COPOLCO Resolution 26/2009

COPOLCO work programme

COPOLCO

notes the draft work programme appearing as COPOLCO 32/2009,

requests its Secretary to amend the work programme in light of discussions at the meeting and to circulate a revised work programme for 2010, indicating more precise details on progress in achieving milestones,

further requests its Secretary to submit a finalized version to the ISO Council for approval.

COPOLCO Resolution 27/2009

ANCO and CT 153 PAN COPOLCO

COPOLCO

thanks ANCO for its report, delivered by Ms. Ratna Devi Nadarajan (DSM),

notes its activities, particularly the workshop on Accessible Design,

thanks CT 153 PAN COPOLCO for its report, delivered by Mr. Guillermo Zucal (IRAM),

encourages these groups in their work and looks forward to future developments.

COPOLCO Resolution 28/2009

ANEC

COPOLCO

thanks ANEC for its report, delivered by Professor Dr. Lothar Maier (DIN), in particular for highlighting matters of interest to COPOLCO.

(Special resolutions overleaf)

COPOLCO Special Resolution 1/2009

Thanks to the government of India, BIS

COPOLCO

expresses its deep appreciation to the Honourable President of India, Honourable Minister of Agriculture, Consumer Affairs, Food & Public Distribution, and the Secretary, Department of Consumer Affairs, and other dignitaries, for their support to the COPOLCO meeting and related events,

expresses its deeply-felt gratitude and thanks to the Director-General, management and staff of the Bureau of Indian Standards,

emphasizes that their excellent arrangements, outstanding hospitality and support greatly facilitated COPOLCO's discussions and decisions.

COPOLCO Special Resolution 2/2009

COPOLCO Chair

COPOLCO

notes that the term of the COPOLCO Chair will draw to a close at the end of 2009,

recognizes the outstanding contributions of the Chair during her term,

thanks the Chair for her energetic and distinguished service to COPOLCO and to the worldwide consumer movement.