



REPORT TO THE CAG FROM THE COPOLCO CONSUMER PARTICIPATION & TRAINING GROUP

1 Working Group structure and terms of reference

Sadie Homer (BSI, UK) and Antonino Serra (CI) co-chair this group.

Principal ongoing activities are to improve consumer participation globally through capacity building and training, sharing funding models and national activity through the ISO directory to benefit COPOLCO members. The ISO Strategic Plan 2016-2020 and the ISO Action Plan for Developing Countries form a basis for the action plan for the working group.

The Consumer Participation & Training Working Group (CP & T WG) Terms of Reference were confirmed at the 2014 Plenary (Resolution 7/2014).

2 Funding consumer participation

The task force is chaired by Remi Reuss (AFNOR, France). Outcomes include national funding models on the NSB consumer interest directory such as matched funding, crowd sourcing; identifying consumer priority standards to seek ISO DEVCO TC funding; pointing to position papers produced by consumer organizations e.g. ANEC, CI and its members to inform NSBs of consumer policy. It was suggested at the last WG3 meeting to:

- survey NSBs to see how they are engaging with consumer stakeholders, the key issues; what support they receive from government – and how ISO could help
- work with the ISO Capacity team to explore the possibility of seeking financial support specifically for sustained consumer representation in priority ISO TC WGs
- explore the possibility of requesting a review and impact assessment to identify consumer issues, to be incorporated within NWIPs
- develop a COPOLCO communication to ISO Council to request that it reminds members of its obligations to engage all stakeholders; and explore how ISO can help, especially in developing countries which are often geographically vast; leading to additional challenges in bringing consumer representation to participate in NSBs located in capital cities

All these items require the participation and contribution of all WG3 members. It is proposed to assign each action to a small group of WG3 members during this meeting and to plan a longer meeting at the next plenary to report to and engage the views of the broad COPOLCO membership.

These items do not fall under the original remit of the funding group, so its function and future also needs to be decided.

3 Online E-learning Materials

COPOLCO resolution 23/2017 supports the proposal to update this content in synchrony with e-learning materials for consumers being developed by ANEC, ECOS and ETUK as part of the CEN/CENELEC Societal Stakeholders Group.



It is planned to launch the module on World Standards Day on October 14th.

WG3 members will be briefed about the progress with resources to update the COPOLCO module in line with this module, which links to it.

BSI and CI have committed to help review the COPOLCO version once work can progress.

4 Developing countries

ISO DEVCO has set up two new WGs to focus on two priority areas:

- WG1 tasked at identifying standardization areas of specific interest to developing countries
- WG2 on sharing resources to enhance NSB capabilities in the development and use of standards

COPOLCO Chair, Guillermo Zucal, attended the ISO GA and DEVCO meetings and will report back to the WG3 on relevant issues and collaboration with DEVCO.

5 Consumer representation on TCs and WGs ISO Consumer Participation Directory

The COPOLCO secretariat will update on the numbers of NSBs completing the template.

WG3 will consider possible barriers and how to encourage more NSBs to complete their information.

6 Collaboration with other organizations (UNCTAD)

This has been reassigned to the CAG.

7 ISO COPOLCO consumer stakeholder training materials (in conjunction with WG2)

Sadie Homer and Takashi Nakakuki (JSA, Japan) held a discussion at the last WG3 meeting to suggest ways to both raise awareness of the benefits of consumer participation and to produce credible, robust standards, particularly in standards that deliver consumer protection.

The discussion highlighted the importance of the inclusion of training of 'consumer stakeholders and participation' in the ISO Academy training for new chairs/secretaries of ISO TC/SC/WGs.

The suggestion was supported and several initiatives being developed and put in place at BSI, SCC and other NSBs were discussed.

The WG3 should consider how this may be taken forward and welcomes other examples from COPOLCO members.

8 Consumer Participation and Training events during 2018/19

Erich Kieck, who joined ISO recently as the Director of the Capacity building team will join the WG3 meeting to share the plans for consumer related training.

Antonino Serra will share the results of a recent survey of CI members and their work on standards, as well as CI's priorities in standards work.