



REPORT OF THE COPOLCO CONSUMER PARTICIPATION & TRAINING WORKING GROUP

1 Working Group structure and terms of reference

Sadie Homer (BSI, UK) and Guillermo Zucal (IRAM, Argentina) co-chair the group.

Principal ongoing activities relate to funding, training, and updating ISO's *Online directory of consumer participation*.

ISO's *Strategic Plan 2016-2020* and *Action Plan for Developing Countries* (APDC) will form a basis for this group's action plan.

The Consumer Participation & Training Working Group's (CP & T WG) terms of reference were confirmed at the 2014 Plenary (Resolution 7/2014).

It is necessary to nominate a new co-chair to replace Guillermo Zucal, given his appointment as COPOLCO Chair starting in 2018. The group will be consulted to elicit a nomination for this position at its November meeting.

2. Funding consumer participation

There is no progress for this at the moment, nor with the World Bank MOU.

3. *Action Plan for Developing Countries* (2016-2020)

This was published earlier in 2016 and outlines the framework under which ISO will provide technical assistance to developing countries. It lays out the expected outputs and how they will be achieved. It cites programmes that complement these activities, including:

- ISO's sponsorship programme, supporting participation in the work of technical committees – ISO members from developing countries are entitled to three sponsorships per calendar year to attend technical committee meetings of their choice, funded by ISO.

There is no information on how many sponsorships concern consumer representatives.

- The National Standardization Strategies (NSS) initiative of *ISO's Action Plan 2016-2020*, ran two consumer-related workshops in South America:
 - a) Peru – on stakeholder engagement
 - b) Cuba – developing national standardization strategies
- There were very interesting developments in the DEVCO discussion group meeting on developing countries and governance – especially the establishment of two new working groups, and discussion of ways to enhance the role of RSOs in capacity building.

4. Balanced representation on TCs/WGs

COPOLCO Resolution 21/2017 makes two requests:

- for COPOLCO members to raise awareness of the ISO guidance and related materials on Stakeholder engagement, within their NSBs

- for COPOLCO members from developing countries to explore opportunities for consumer representatives to participate in ISO's technical work, through sponsorships made available through ISO Academy

There is no evidence of how many of these sponsorships were addressed to consumer representatives.

COPOLCO Resolution 21/2017

Consumer participation and training group (1) – ISO guidance on stakeholder participation
COPOLCO

notes the importance of stakeholder participation in the ISO process and in its developing country training activities, including the opportunity to seek support for sponsored experts to attend ISO technical work,

requests COPOLCO members to raise awareness of ISO guidance and related materials on stakeholder engagement within their NSBs,

further requests COPOLCO members from developing countries to explore opportunities for consumer representatives in their technical work to participate in ISO technical work, through sponsorships made available through the ISO Academy.

5. ISO Directory of consumer interest participation

See circular [N348](#) for more details. As of today, only 14 COPOLCO members have updated their data.

6. Collaboration with other organizations (UNCTAD)

A COPOLCO resolution asks the ISO/COPOLCO Chair, with the support of the COPOLCO Secretariat, to explore opportunities to engage with UNCTAD.

The COPOLCO Secretary attended the second meeting of the Intergovernmental Group of Experts on Consumer Law and Policy on 3-4 July 2017 (see her report attached at Annex 1). She then attended the first teleconference of interested experts on 28 September 2017 to pursue the ways forward for recommendations on e-commerce (a summary of the discussion is also attached at Annex 2).

COPOLCO Resolution 22/2017

Consumer participation and training group (2)
COPOLCO

highlights the discussions within the Consumer participation and training group of the benefits and opportunities that closer co-operation with UNCTAD could bring to developing country capacity-building through standards,

asks the ISO/COPOLCO Chair, with the support of Consumers International, to explore opportunities to engage with UNCTAD.

7. Evaluation of the Distance learning Module

COPOLCO resolution 23/2017 asks ISO/COPOLCO to support a proposal to update the content of the material in synchrony with the European work:

COPOLCO Resolution 23/2017

Consumer participation and training group (3)

COPOLCO

welcomes the CEN/CENELEC initiative to develop e-learning material for societal stakeholders, based on the ISO/COPOLCO distance learning module, *Consumers and Standards – partnership for a better world*

notes that the ISO/COPOLCO material was published in 2009 and updated in 2013, further notes that CEN/CENELEC will reference and link to the ISO/COPOLCO module,

supports the consumer participation and training group's recommendation to update the content of the material in parallel with the European work.

CEN/CENELEC will send the Secretary their newest version soon which will be used as a basis for COPOLCO and CEN/CENELEC to put together a plan for the revision of the international version.