



New Standards Initiatives from ISO COPOLCO

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What is ISO-COPOLCO?

- International Organization for Standardization (ISO) – Geneva, Switzerland
 - Comprised of 159 National Standards Bodies
 - E.g., ANSI (U.S.), SCC (Canada), JISC (Japan)
- Committee on Consumer Policy (COPOLCO) established in 1978
 - 95 ISO member bodies
 - International Electrotechnical Commission (IEC)
 - Liaison organizations: Consumers International, OECD
 - Provides closer links between standards world and consumers, the ultimate customers and beneficiaries of standards

COPOLCO Terms of Reference

- Study means of helping consumers benefit from standardization, including participating in national and international standardization
- Provide a forum for exchange of information on standards
- Advise ISO Council on consumer viewpoint of current and potential ISO work
- Advise ISO Council on need to revise policies or actions regarding consumers

COPOLCO Issues and Priorities

Priorities Working Group has identified 15 standardization areas of high interest to consumers

- **Product safety**
- Services
- Needs of the elderly, people with disabilities
- Environmental issues
- Global market issues, incl. standards for customer satisfaction, ecommerce, personal data privacy, social responsibility

COPOLCO Priorities (continued)

- Fire safety
- Second hand goods
- Contraceptive devices
- Image safety
- Safety of household appliances
- Performance of household appliances
- Child related products
- Furniture
- Health informatics
- Public information symbols

Annual COPOLCO Workshops

- 2002 – Corporate social responsibility
- 2003 – Consumer confidence and the role of standards. Principles and ethical practice
- 2004 - Regulation, co-regulation, or deregulation: Who's at risk? Legislation and standards, partners in consumer protection
- 2005 - A safer world for consumers – How can standards help?
- 2006 - How can environmental standards promote sustainable consumption?

COPOLCO Achievements

- Informational publications
- Policy statements
 - E.g. Needs of older persons and peoples with disabilities – explains universal design and basic principles
- Proposals for new standards
 - E.g., Complaints handling standard – harmonizes methods of responding adequately to claims on products and services
- Guides

ISO/IEC Guides Produced by COPOLCO

- ISO/IEC Guide 14, Product information for consumers
- ISO/IEC Guide 37, Instructions for use of products of consumer interest
- ISO/IEC Guide 41, Packaging – Recommendations for addressing consumer needs
- ISO/IEC Guide 46, Comparative testing of consumer products and related services – General principles.
- ISO/IEC Guide 74, Graphical symbols – Technical Guidelines for the consideration of consumers' needs

ISO/IEC Guides Developed with COPOLCO Input

- ISO/IEC Guide 50, Child safety and standards – General guidelines
- ISO/IEC Guide 51, Guidelines for the inclusion of safety aspects in standards
- ISO/IEC Guide 71, Guidelines for standards developers to address the needs of older persons and persons with disabilities

COPOLCO Ad Hoc WG on Guides

- Concerns raised by COPOLCO product safety working group and others
- Lack of awareness / use of Guides
- No guidance provided on how to use Guides
- Guides not widely available
- Guides not promoted enough
- Ad Hoc WG developed a strategy paper to promote greater awareness and use

COPOLCO Recommendations on Guides

- Develop guidance materials / Encourage training
- Actively Promote Guides
- Require / encourage TCs/SCs to use / apply Guides
- Emphasize role / value of Guides in ISO/IEC Directives
- Improve web access
- Consider providing free access
- Publish multilingual editions / encourage translation
- Review and revise at regular intervals

How Can You Get Involved?

- Contact ISO Member in Your Country
- Comment on COPOLCO new work item proposals
- Participate in National Mirror Committee for COPOLCO
 - ANSI Consumer Interest Forum
 - Members include consumer groups and advocates, industry trade associations, CPSC, testing organizations, et al.
 - Meeting May 2 to prep for May 24-25 COPOLCO annual meeting
- Participate in National Mirror Committees to ISO Technical Committees
 - U.S. Technical Advisory Groups

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