International Organization for Standardization
Organisation internationale de normalisation
Международная организация по стандартизации

ISO/COPOLCO WG 2 Key areas for consumers
PROJECT OVERVIEW
Version 2017-06-19

The Working Group provides information on key areas of ongoing standards work in ISO and IEC of interest to consumers. The following key areas (in alphabetical order) are identified as being very relevant for consumers and where consumers currently are working:

No.	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Key Person(s) reporting to COPOLCO, NSB/Liaison	Consumer repre-sentative(s) [From ISO GD and key persons report]	Notes
1.	**Consumer warranties and guarantees**	ISO/PC 303 Guidelines on consumer warranties and guarantees	Ms Saral James Maniam, DSM	Saral James Maniam	Added 2016-06-15
2.	**Cosmetics** – Sun protection	ISO/TC 217 WG 7 Sun protection test methods	(To be decided) BSI is looking for someone.	No	Seeking a new key person. If none found, delete in November 2017
3.	**Elderly & persons with disabilities** – Products, services and environment	ISO/TC 173 Assistive products for persons with disability ISO/TC 59/SC 16 Accessibility and usability of the built environment ISO/TC 159 Ergonomics ISO/TC 122 Packaging ISO 11156 Packaging –- Accessible design – General requirements	Mr Ken Sagawa, JISC	ISO/TC 159 – Yes (Susan Harker, BSI Consumer rep, ANEC and World Blind union) The other TCs - No	

		ISO 17480, Packaging – Accessible design – Ease of opening ISO/IEC JTC 1, Information technology ISO/NP 24500-3, Ergonomics – Accessible design – Part 3: Accessibility of digital information visually displayed on consumer products			
4.	**Electronic Cigarettes, vape and vapour products**	ISO/TC 126/SC 3, Vape and vapour products CEN/TC 437, Electronic cigarettes and e-liquids	Ms Christine Heemskerk, BSI	Canada and the United Kingdom have appointed consumer representatives. Korea is running a large consumer campaign on the safety of e-cigs so may be interested to contribute. Christine Heemskerk (BSI, UK) is active in European work.	Added 2016-06-15 Letters sent to Chairs of TC 126 and SC 3 to ask for greater consumer representation on 2017-02-13.
5.	**Environmental issues** – labelling, environmental footprint	ISO/TC 207 SC3, Environmental labelling has just drafted a standard ISO/DIS 14026 (Environmental labels and declarations – Principles, requirements and guidelines for communication of footprint information (carbon and water footprint)	Mr Franz Fiala, ASI Dr Daegyun Oh, KATS	(No information available)	.

| 6. | **Fire safety** | ISO/TC 21, Equipment for fire protection and firefighting
ISO/TC 38, Textiles
ISO/TC 61, Plastics
ISO/TC 92, Fire safety
ISO/TC 136, Furniture | Mr Rae Dulmage, SCC | (No information available) | |
| 7. | **Food safety** | ISO/TC 34, Food products
ISO/TC 34 SC 12, Sensory Analysis
NWIP 20784, Guidance on substantiation for sensory and consumer claims

Antibiotics in food is another concern. Monitor the Codex Alimentarius and WTO/SPS agreements and activity. | Elizabeth Nielsen, Consumers Council of Canda | Guillermo Zucal | Seeking a new key person and looking for consumer participation in ISO/TC34 SC12

Phil Creed (BSI) was asked on 2017-02-17 and Sabrina Anthony (SPRING) on 2017-05-08.

Elizabeth Nielsen can provide updates on food labelling from 2017-02-22. |

8.	**Furniture**	ISO/TC 136, Furniture TC 136/WG 6 , Children's and nursery furniture established with scope at 22 July 2016 plenary "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."	Ms Helen Amundsen, Danish Consumer Council Ms Benedicte Federspiel, DS Ms Imola Ferro, NEN	--------------------------- TC 136 WG 6: Kjeld Bülow Maria Holmberg, Swedish Consumer Agency Kelly Mariotti, USA Lis Trofe, USA	Children's furniture The Chair responded favourably to the call for greater consumer participation on 2017-03-24. An FDIS was approved, and ISO/TC 136/WG3 are planning a meeting in mid-September 2017 in Germany. 2017-06-06
9.	**Graphical symbols**	ISO/TC 145, Graphical symbols ISO/TC 145 / SC 1, Public information symbols ISO/TC 145 / SC 2, Safety identification, signs, shapes, symbols and colours ISO/TC 145 / SC 3, Graphical symbols for use on equipment IEC/SC 3C ISO/TC 145-IEC/SC 3 JWG 11, Graphical symbols for use on equipment ISO/IEC Guide 74, Revision Group	Mr John Perry, BSI	John Perry Susan Woodhouse Gordon Hayward (BSI, UK)	
10.	**Healthcare services**	ISO/TC 304, Healthcare administration	Dr Ronald McKinley Mr Lee Webster	(Call for consumer representation issued)	Added 2016-06-15 Secretary Lee Webster

					agreed that consumer representative(s) be added (2017-02-07); and reported back after their first plenary meeting on 2017-02-17.
11.	**Health informatics**	ISO/TC 215, Health informatics	Mr Rae Dulmage, SCC	(No information available)	Privacy is the main concern.
12.	**Household appliances (performance)**	IEC/TC 59, Performance on household appliances	Ms Karin Both, DIN	Karin Both G. Heilmann (ANEC) J. Kjeldgaar, Danish Consumer Information Centre, DS	
13.	**Household appliances (safety)** – Electrical accessories and gardening appliances	IEC/TC 61, Safety of household and similar electrical appliances IEC/TC 23, Electrical accessories IEC/TC 34, Lamps and related equipment IEC/TC 35, Primary cells and batteries ISO/TC 86, Refrigeration and air-conditioning	Mr John Drengenberg, ANSI Mr Jun Young Choi, KATS	Garcia Fernandez (CI)	Safety of household appliances eg fires are being addressed by COPOLCO's Product Safety Group.
14.	**Image safety** – Ergonomics of human-system interaction	ISO/TC 159 SC4, Ergonomics of human-system interaction	Mr Ken Sagawa, JISC,	JACONET (name changed from NCOS, Japan)	

15.	**Mechanical contraceptives**	ISO/TC 157, Non-systemic contraceptives and STI barrier prophylactics	CI is looking for someone		The work in France has stopped and no more reporting will occur (2017-03-15). Find another key person or delete as a key area.
16.	**Nanotechnology**	ISO/TC 229/WG 3, Health, Safety and Environmental Aspects of Nanotechnologies	Dr Sue McGinty, BSI	Sue McGinty	Labelling, societal and common issues. Call for more experts.
17.	**Online reputation**	ISO/TC 290, Online reputation	Mr Rémi Reuss, AFNOR	Ratna Devi Nadarajan, DSM Julie Hunter, Michela Vuerich, ANEC/CI	Added 2014-05-13 DIS is expected soon.
18.	**Packaging**	ISO/TC 122/SC 5, Packaging	Ms Helen Amundsen, DS	Franz Fiala, ASI	Related to child safety. See item 5 above for accessible packaging. Call for more experts.
19.	**Preparations for instruction for use**	IEC/TC 3 – ISO/TC 10 JWG 16	Mr John Perry, BSI	Mr. John Perry, BSI	Added 2016-06-15
20.	**Product safety (horizontal issues)** – Safety aspects – Guidelines for child safety	ISO/IEC JWG for the revision of ISO/IEC Guide 50 ISO/IEC JWG for the revision of ISO/IEC Guide 51	Mr Brett Lovett, SA Dr Eunsook Moon, KATS	Eunsook Moon	

	– Safety aspects – Guidelines for their inclusion in standards	ISO/IEC JTAG for the revision of ISO/IEC Guide 71 IEC/TC 59, 61 Performance and safety of household and similar electrical appliances			
21.	**Protection of personal data**	CEN/TC 225 AIDC technologies CEN/TC 224 Personal identification, electronic signature and cards and their related systems and operations (Standards are published as EN ISO-standards) ISO/IEC/JTC 1/SC 27 IT Security techniques.	Mr Peter Eisenegger, BSI	Peter Eisenegger Erland Overby, SN	
22.	**Road vehicle safety systems**	ISO/TC 22/SC 12 + SC 5 Road Vehicles	Ms Helen Amundsen, DS	Henry Görlitz	
23.	**Road Transport: Safety and Sustainability** – Road traffic safety management systems – Electric vehicles	ISO/PC 241 Road traffic safety management systems IEC TC 69 Electric road vehicles and electric industrial trucks	Dr Kwei Quaye Mr Peter Glowacki, SCC	PC 241 – Representatives of road safety organizations No	Call for more experts. Is the 2017 COPOCO workshop theme.
24.	**Robotics**	ISO/TC 299 Robotics ISO TC 199 WG 12 Human-machine-interactions	Mr Brian Tranter, BSI	Mr. Brian Tranter, BSI	Added 2016-06-15. Chairs agreed to call for greater consumer awareness and participation in TC 299 and TC 199 (2017-02-10 and 2017-02-27). TC

					199 plenary resolution (São Paulo 12, 2017-03-31).
25.	**Safety of toys**	ISO/TC 181, Safety of toys	Ms. Helen Amundsen, DS Ms Imola Ferro, NEN	Helen Amundsen Antonio Bonacruz, Australian Consumer's Association (ACA)	The standard was on DIS enquiry in June/July 2016. ISO 8124-8 Safety of toys – Part 8: Age determination guidelines published in 2016 (also in CEN).
26.	**Second hand goods**	ISO/PC 245, Cross-border trade of second-hand goods	Ms Sadie Homer, BSI Mr Rae Dulmage, SCC	Rae Dulmage	Approved for conversion to an International Standard. Call for more experts, especially from developing countries.
27.	**Security**	ISO/SAG-S ISO/TC 292, Security	Ms Norma McCormick, SCC --"— Mr Hyeonho Park, KATS	Norma McCormick Jeanne Bank, SCC John Wood, BSI and CEN	

28.	**Services – Energy services**	ISO/TC 242/WG 5, Energy services	Mr Robin Simpson, CI Ms Jai Ok Kim, KATS		
29.	**Services – Financial services – Mobile banking**	ISO/TC 68/SC 7, Core banking ISO/TC 68/SC 7, WG 10 Mobile Banking / Payments	Mr Sri Ram Khanna, BIS Mr Robin Simpson, CI	No Susan Pandy P.G.L.Potgieser	Standard is almost ready.
30.	**Services – Tourism services**	ISO/TC 228, Tourism and related services ISO/TC/14, Accessible Tourism ISO/NP 22525, Tourism and related services – Medical Tourism – Services requirements ISO/NP 22483, Tourism and related services – Accommodation: Hotels – Service requirements.	Mr Keith Lewis, BSI	Keith Lewis	New working group on accessible tourism – WG 14, meeting on 13-14 February in Madrid.
31.	**Sustainable cocoa**	ISO/TC 34/SC 18, Cocoa CEN/TC 415, Sustainable and Traceable Cocoa	Ms Imola Ferro, NEN	ANEC	Added 2016-06-15
32.	**Unit pricing**	ISO/PC Guidance on unit pricing	Mr John Furbank, SA	John Furbank Ian Jarratt, CI	Added 2015-05
33.	**3D Printing**	ISO/TC 261, Additive manufacturing	Ms Brett Lovett, SA		Added 2016-06-15 Improve safety. Letter sent to TC 261 to highlight consumer issues and encourage them to appoint consumer representatives on 2017-03-03.
34.	**Vulnerable Consumers**	NWIP accepted in May 2017	Ms Tessa Russel, BSI	UNCTAD	Added 2017-05-15