



## Results of the questionnaire on possible expansion of COPOLCO's scope

### PRELIMINARY RESULTS

Answers have been compiled from 29 countries: IRAM (Argentina), BOBS (Botswana), SCC (Canada), INN (Chile), ICONTEC (Colombia), INTECO (Costa Rica), DS (Denmark), AFNOR (France), DIN (Germany), GSB (Ghana), BIS (India), ISIRI (Iran), BSJ (Jamaica), JISC (Japan), BSMD (Kingdom of Bahrain), NSI (Namibia), NEN (Netherlands), SN (Norway), NSAI (Republic of Ireland), KATS (Republic of Korea), SPRING SG (Singapore), AENOR (Spain), SABS (South Africa), SIS (Sweden), SNV (Switzerland), TISI (Thailand), BSI (United Kingdom), ANSI (USA) and UNIT (Uruguay).

#### Question 1:

**Would you support expanding COPOLCO's terms of reference to address not only the participation and views of consumers and consumer organizations in standardization but also the participation and views of other public interest organizations (inter-governmental and non-governmental) in standardization?**

Responses were:

Yes	Yes, with some conditions	Definitely not	Not sure
BIS	INN	IRAM	SNV
NEN	NSAI	SCC	TISI
KATS	ANSI	DIN	SN
SABS	BSI	ICONTEC	
SIS	BSJ	JISC	
BSMD	AENOR	SPRING SG	
BOBS	DS		
NSI	AFNOR		
ISIRI	INTECO		
GSB			
UNIT			

#### Question 2 – Comments

##### Comments from IRAM–Argentina:

*In the standardization process the weakest sector is consumer, but at the same time standards are addressed to them. COPOLCO was created to develop strategies to help consumers to increase their participation in the standardization process recognizing them as an essential part. The work done by COPOLCO since its creation has shown that working in this way is biggest strength.*

*The point of view from a consumer perspective is independent and has the only interest of consumers.*

*This perspective is not always the perspective of a public interest organization (inter-governmental and non-governmental), so the priorities could be different and the committee policy and scope proposed could be different.*

*NGOs conform clearly a different kind of stakeholder. An NGO can have other different interests from consumers because their interest could be more specifically and could also be supported by unidentified sources.*

*It is not necessary to involve NGOs in COPOLCO because they can go to discuss and give their experience to the specific standardization committees.*

**Comments from BOBS–Botswana:**

*We have recently started a national COPOLCO committee and this will give us a broader base of membership in public interest areas relating to the environment and drinking water services.*

**Comments from SCC–Canada:**

Occupational Health and Safety Representative

*If ISO goes ahead and expands its scope we need to ensure that there would have to be a proviso that the public interest organization has a primary interest in the standards system to make their membership relevant. The organizations would need to be carefully screened and accepted against defined criteria which would include some evidence of a direct interest in standardization.*

Consumer Representative

*At this particular time in the development of COPOLCO, I think the formal addition of public interest groups would overwhelm the interests of consumers. The purpose of COPOLCO is to provide input into the standards process to ensure the reduction or elimination of harm to consumers whether from a safety perspective, or fraud perspective when they purchase and use goods and services. At the present time representation of consumer interests on most TCs is limited. I look at the TC 229 on nanotechnology as an example. Right now the interests of labour and the environment are being dealt with whereas no concerns of consumers are being raised. The main reason for this is the inability of consumer representatives to attend the meetings at the international level due most likely to funding issues. Once the issue of consumer representation is dealt with in the future then COPOLCO may wish to expand its scope.*

*Although I am not sure about full membership for the many reasons voiced at the Seoul Meeting, I do strongly believe in the exchange of information on issues and collaboratively working together. My concern is mainly that NGOs are often one issue focused, and we have not yet completed our task of having ample consumer representation at the international and some national levels.*

Standards Developer

*I think that this broadening to include other interest groups will be very difficult if not impossible to manage. Special interest group's positions are often diametrically opposed to the positions of standards organizations. I can foresee this creating huge dysfunction.*

*The role of COPOLCO has been successful due to its concentration on consumer issues and consumer issues that affect society. Evolving into a consumer and public interest committee with a different and varied set of members would not be positive.*

Industry Representative

*Such groups already have great influence and input into policy and would likewise be invaluable in standardization work. The only caveat would be to ensure that the mandate of such groups are known and declared at the outset of any participation.*

**Comments from INN–Chile:**

*It would depend on what is meant by public interest organizations because the concept is not standardized and therefore its scope is unclear*

**Comments from ICONTEC–Colombia:**

*Colombia considers that National Standards Bodies and consumer organizations have enough expertise and range to cover the interest of consumers. In case any other organization wants to participate, they should do so through the ISO member body in respective country.*

**Comments from INTECO–Costa Rica:**

*The participation in interested parties is important, always and when the structure of ISO is kept as for balance and representation, where the national interest deprives before that of a party.*

**Comments from DS–Denmark:**

*Our replies in this questionnaire are based on the presumption that the participation of public interest organizations takes place through the procedures used today. Which means that it is the NSBs who are members of COPOLCO and register national participants to the meetings. In addition to this liaison organizations can be approved. We agree to the expansion of the terms of reference, provided that a balanced focus is ensured and provided that the consumer issues maintains to be the centre of the discussion – keeping in mind that there could be conflicting interests in some cases. We agree to open up the possibility of liaison with public interest organization if an approval procedure concerning the liaison organizations in questions is ensured through NSB vote.*

**Comments from AFNOR–France:**

*Agreement to consider that consumer concerns expand to environmental, social and societal issues. Taking into account the participation and views of other players representing the public interest must concentrate only on common concerns shared with consumer representatives.*

**Comments from DIN–Germany:**

*COPOLCO as consumer policy committee should concentrate on consumer issues. Expanding COPOLCO's scope would change COPOLCO's character totally.*

**Comments from GSB–Ghana:**

*The involvement of non-governmental and governmental groups will facilitate the implementation of decisions taken by COPOLCO at the national level.*

**Comments from BIS–India:**

*Stakeholders such as consumer organizations, industries association, government organizations, laboratories and other consumer bodies are associated in standardization activity.*

*Public interest organizations can play their role by:*

- identifying areas of standardization*
- contributing to the development of standards*
- taking substantial responsibility for consumer compliance*

**Comments from ISIRI–Iran:**

*We support the expanding of COPOLCO terms of reference because it will cover broader world customer interests.*

**Comments from BSJ–Jamaica:**

*It would be a good idea as some of these organizations are the referral point for research information of some working groups. The conditions being they participate on a needs basis.*

**Comments from JISC–Japan:**

*It is required to verify whether the views of public interest organizations in standardization are reflected in the existing system/procedure or not and the task group should discuss this point as a first step.*

**Comments from BSMD–Kingdom of Bahrain:**

*Getting more views from other public interest organizations will enhance the COPOLCO's work as far as they will be affected later on.*

**Comments from NSI–Namibia:**

*In a comparatively small economy like ours, that of the Republic of Namibia, a broader and more inclusive approach would improve participation and thus, views and opinions on issues that affect lives and livelihoods.*

**Comments from NEN–Netherlands:**

*In the Netherlands the input for COPOLCO is agreed within the Policy Committee on Consumer products & Services; in this committee 'all parties concerned' participate, including consumer organization, industry,*

*government and public interest. We have no problem with public interest organizations getting (directly) involved in COPOLCO, but the COPOLCO focus shall remain consumer interests.*

**Comments from SN–Norway:**

*We do see both positive and negative aspects by expanding the scope of COPOLCO. It could give useful input on our work/discussion, but on the other hand perhaps we should keep the consumer definition as it is. We do have some concerns and are a bit “sceptical” to widening the scope.*

**Comments from NSAI–Republic of Ireland:**

*We would agree to expand the terms of reference of COPOLCO to include "other public interest organizations" provided these organizations represent issues related to consumer issues rather than citizens. Such organizations should initially be given "Observer" status in COPOLCO with the possibility of being upgraded to "P-Member" on a ballot of the members of COPOLCO.*

**Comments from KATS–Republic of Korea:**

*None*

**Comments from SPRING SG–Singapore:**

*Other public organizations may not have the focus on consumer protection and may bring in other agenda outside the scope of consumer protection.*

**Comments from AENOR Spain:**

*While consumer representation in standardization ensures the consideration of the needs of a very relevant and affected-by-standards stakeholder group, the concept of “public interest organizations” is tremendously wide and ambiguous, i.e. they do not represent a unique and clearly defined stakeholder group.*

*AENOR believes that although the current terms of reference of COPOLCO do not mention explicitly public interest issues, they are already part of its work de-facto as demonstrated by several of the most recent proposals generated in COPOLCO (i.e., Safety of products, second hand goods, network billing, etc, etc).*

*Nevertheless, it could be of value to ISO to have the opportunity to expand the scope of COPOLCO explicitly to deal with public interest issues as necessary in line with the public priority agenda. Should this be the overall understanding among COPOLCO members, the actions to be mainly considered would be to encourage the participation of those public interest organizations at national level in mirror groups in the first place, and then in national delegations, as appropriate, in accordance with the issues on the agenda (on an ad-hoc basis). Consideration should be given to the possible type of Liaison (A or D) to be established with globally reaching organizations depending on the field of activity, global representation and especially the public priority agenda.*

**Comments from SABS–South Africa:**

*None*

**Comments from SIS–Sweden:**

*A broad input is positive for the policy work in COPOLCO as long as the focus is on the consumer perspective in the marketplace.*

**Comments from SNV–Switzerland:**

*We agree that the inclusion of organizations representing public interests becomes always more important. Nevertheless, we notice that representation of consumer interests in normalization activities is still rather low. This is also due to the fact that consumer organizations might have difficulties to raise the necessary resources or to recruit enough experts for all the subjects discussed in standardization committees.*

*Another problem might be the still unsatisfactory structures of national normalization bodies, which make it difficult for consumer representatives to be fully integrated in the standardization process.*

*We are worried that such an expansion might also dilute the consumer voice in standardization.*

*We would therefore prefer COPOLCO to focus on better conditions for consumer organizations to participate in Standardization before expanding its scope.*

**Comments from TISI–Thailand:**

*Normally, views of other public interest organizations are already expressed through the national standards bodies.*

**Comments from BSI–United Kingdom:**

*There will need to be a careful definition of Public Interest organization. To some, the views of such bodies are already taken into account as, to get a rounded consumer view on the newer issues, these sorts of organizations may be consulted at a national level. This happens in the UK*

*BSI would not favor the establishment of a group separate from COPOLCO to deal with NGO or Public interests. BSI feels that, there is often a large overlap in the interest that Consumers and NGO's (or PI organizations) have. A separate group from COPOLCO representing these interests might therefore duplicate effort. There would also be the added cost to consumers and NGOs of reciprocal liaison.*

**Comments from ANSI-United States:**

*Council has noted that ISO's work programme is trending into societal issues, for example, environmental management, water and wastewater services, social responsibility, energy and climate change, to name a few. COPOLCO has been at the forefront of this trending, having shown a great deal of interest in societal concerns, having held workshops on sustainable energy (2008), fair trade (2007), environmental standards and sustainable consumption (2006), safety and security (2005), social responsibility (2002), services (2001), and aging populations (1999). COPOLCO consistently has approached these subjects from the perspective of improving the position of consumers in the marketplace.*

*Of course, we do not want to see COPOLCO move away from its focus on consumer issues. But, we believe the current trending demonstrates a long-overdue recognition that the interests of consumers are best served by including the broad array of issues that directly affect their safety and well-being. Therefore, it is appropriate that a significant part of today's consumerism involves groups with relevant or overlapping focus, e.g. environmental groups, those groups focusing on food safety or representing senior citizens or the disability community, being an ethical consumer, employing sustainable consumption patterns, etc. Hence, we support broadening the description to match today's broader concept of "consumer" interests.*

*In terms of "conditions," we believe that COPOLCO would need to agree on a definition of what constitutes a consumer-relevant "public interest organization" so that it is clearly understood what is meant by that term. We would propose language along the following lines:*

*Consumer-relevant public interest organization*

*For its purposes, COPOLCO defines a consumer-relevant public interest organization as an organization that:*

*1) has an interest in international standards initiatives related to one or more of the following:*

- consumer protection, health and safety;*
- sustainable consumption;*
- ethical trade and supply chain;*
- environmental protection;*
- social assessment, labelling or certification, and*

*2) provides information and expertise that serves the interests of consumers, and*

*3) has no institutional commercial stake in standards initiatives.*

**Question 3:**

**If your response to question #1 was "Yes" or "Yes, with some conditions," do you have a preference for the type of public interest organization that you would like to see involved (environmental, sustainable consumption, gender issues, etc.)? Have any such organizations expressed interest in standardization?**

	Comments
BOBS	<i>We would prefer environmental and sustainable consumption as these are posing a big challenge for our consumers in Botswana.</i>
BIS	<p>Yes</p> <p><i>CERC is a non-government, non-profit public charitable trust recognised as a research institute set up in 1978 for the protection and promotion of consumers and comparative testing of consumer products.</i></p> <p><i>It has set up a testing laboratory for comparative testing, ranking and evaluation of consumer products initially for foods, pharmaceuticals, personal care products and household electric appliances. CERC do participate and submit views to BIS: CERC would like to participate with COPOLCO working groups.</i></p>
NEN	<i>Public interest organizations on health, safety or environment (including sustainability) seem most logical.</i>
KATS	<i>None</i>
SABS	<i>Yes</i>
SIS	<i>The Swedish Society for Nature Conservation is an NGO of the type that we would like to see involved and which has expressed interest in standardization.</i>
INN	<i>No</i>
NSAI	<i>Organizations which highlight environmental, sustainable consumption or health &amp; safety issues should be allowed to participate in COPOLCO. However, we do not see gender issues as being relevant to COPOLCO; such issues would be more for a citizens' rights organization.</i>
ANSI	<i>COPOLCO should consult with consumer-relevant public interest organizations to ascertain whether there is interest in affiliation with COPOLCO. Some already are participating in international standardization and/or in national mirror committees for international standards activities.</i>
BSMD	<i>Yes</i>
SCC	<p><u>Occupational Health and Safety Representative</u></p> <p><i>I really think this has the potential to be a problem if extremist or single issue organizations (e.g. PETA or a right - to - life organization) were to become involved.</i></p> <p><u>Standards Developer</u></p> <p><i>Clear, transparent criteria would need to be developed to define who is eligible and who is not.</i></p> <p><i>In the past if organizations such as these mentioned above have expressed an interest we have always extended an invitation to participate in our national mirror committee discussions and to join the Canadian delegation.</i></p> <p><u>Industry Representative</u></p> <p><i>Such groups already have great influence and input into policy and would likewise be invaluable in standardization work. The only caveat would be to ensure that the mandate of such groups are known and declared at the outset of any participation.</i></p>
BSI	<i>The type of public interest organizations that are involved should reflect the interests of COPOLCO at the time. Currently therefore, those dealing with environment, sustainable consumption for example would be included, accessibility would also be possible. There is always some confusion as to whether single issue consumer organizations dealing with gender issues or blindness, for example, are NGO's or consumer orgs. This seems to vary from country to country. In the UK they are regarded as single issue consumer orgs and have been involved in BSI's consumer stakeholder group for many years when relevant.</i>

BSJ	<i>Non-governmental organization</i>
AENOR	<i>Not really. That should depend on the political agenda priorities on an ad-hoc basis.</i>
DS	<i>If a decision on the approval of the liaison organization is taken by vote, we are open to the possibility of including all the above mentioned and other relevant organizations.</i>
AFNOR	<p><i>The reply takes into account existing work and recent experience of international standardization issues associated with COPOLCO: societal responsibility, fair trade and tourism.</i></p> <p><i>The defense and protection of consumers must remain top priorities of COPOLCO.</i></p> <p><i>COPOLCO's scope must cover concerns of direct interest to consumers and if these concerns are shared with other bodies, then a process should be put in place whereby these bodies may express their views in liaison with ISO.</i></p> <p><i>Prior to the possible expansion, it is necessary to determine which consumer concerns can be shared with other public interest specialist organizations in well-defined consumer sectors, such as: human rights, environment, work and health.</i></p> <p><i>These fields are often regulated and standardization supports/complements these regulations. It therefore follows that the sort of bodies involved in such an initiative would have to be inter-governmental.</i></p> <p><i>Furthermore, the decision taking process within COPOLCO (one country/one vote) must be preserved and not brought into question through an excessive number of liaison organizations.</i></p> <p><i>From a practical point of view, it would be appropriate that the delegations of COPOLCO members be able to represent the various problems handled.</i></p> <p><i>In addition, it would be equally appropriate to specify the way in which the bodies concerned could be associated with the 'think-tanks': a forum which would gather interested bodies could constitute a positive way of opening the debate.</i></p> <p><i>Mutual acceptance must be considered in the choice of bodies concerned: one cannot open such a system to those players who do not practice openness in their own consultations.</i></p>
INTECO	<i>Any organization that demonstrates interest in the standardization and that has direct relation with is a scope of the committee.</i>
ISIRI	<i>Sustainable consumption.</i>

#### Question 4:

**In general, would you support increased participation by international public interest organizations as liaisons to COPOLCO?**

Yes	No	Not sure
BIS	ICONTEC	IRAM
JISC	DIN	SCC
NEN	TISI	INN
NSAI	BOBS	BSJ
KATS	SPRING SG	SN
SABS		AFNOR
SIS		
SNV		
ANSI		
BSMD		
BSI		
NSI		
ISIRI		

AENOR		
DS		
GSB		
INTECO		
UNIT		

**Question 5 – Comments**

**Comments from IRAM–Argentina:**

*In order to be a liaison organization to COPOLCO the Public Interest Organization should have some particular characteristics that assure their genuine interests and clear and transparent objectives.*

**Comments from BOBS–Botswana:**

*The current participation arrangements are suitable and we do not want to see a situation where their increased participation dominates COPOLCO.*

**Comments from SCC–Canada:**

Government – Office of Consumer Affairs

*COPOLCO consumer representatives and consumer organizations should be providing input to the standards process that will help ensure the mitigation or elimination of consumer detriment (undue physical harm, monetary loss, or unfulfilled reasonable expectations) when they purchase goods and services. We are ill-prepared to provide the full range of expertise and experience required to address public policy or public interest matters such as corporate social responsibility, labour rights, human rights, environmental stewardship, sustainable development/consumption, energy conservation, obesity, poverty reduction, etc. If ISO wishes to explore the relationship between public interest/public policy and standardization more closely, I would feel more comfortable this be realized through the formation of a new public interest policy committee to advise the Council, with normal liaisons between COPOLCO, DEVCO, and CASCO.*

Occupational Health and Safety Representative

*Liaison could be very effective at the organizational level.*

Consumer Representative

*I think that these groups would overwhelm COPOLCO. Right now COPOLCO has difficulty even dealing with the issues that it has on the table. There are a few people who carry out the work and many members who contribute only at plenary meetings and do not contribute to the every day work of the organization.*

Industry

*I don't foresee any drawbacks to this at this point.*

**Comments from INN–Chile:**

The meaning of "international public interest organization" is not clear.

**Comments from ICONTEC–Colombia:**

The meaning of "international public interest organization" is not clear.

**Comments from INTECO–Costa Rica:**

*As indicated previously, providing that there should be kept the balance of parties and the national interest.*

**Comments from DS–Denmark:**

*No additional comments.*

**Comments from AFNOR–France:**

*The organizations must be consulted and associated in the decision taking process, notably through their participation in the delegations of member bodies, or in presentations, reports to COPOLCO and workshops. This would not require direct participation in COPOLCO plenary through a permanent liaison.*

**Comments from DIN–Germany:**

*Depending on workshop themes public interest organizations could be invited to the workshop as guests.*

**Comments from GSB–Ghana:**

*These organizations handle a lot of consumer issues daily and therefore as liaisons, they would be able to provide update information on the latest trends and occurrences for use by COPOLCO in its policy planning.*

**Comments from BIS–India:**

*Introduce and comment on proposals before COPOLCO.*

*This will help to allow more participation from developing countries.*

**Comments from ISIRI–Iran:**

*We support more involvement of public interest organization in COPOLCO activities.*

**Comments from JISC–Japan:**

*In case the scope of public interest organization's activity and the COPOLCO's scope are overlapping: the organizations should be permitted to participate as liaisons to COPOLCO.*

**Comments from BSMD–Kingdom of Bahrain:**

*This will enrich and develop the work of COPOLCO.*

**Comments from NSI–Namibia:**

*Such participation would render positive critique on deliberations or decisions of COPOLCO. The committee could also benefit from the views of others in the unlikely events were their own members may have been complaisant.*

**Comments from NEN–Netherlands:**

*We have no problem with increased participation of international public interest groups; it should, however, be useful to have an overview of the present situation on this point, i.e. already participating public interest groups and their specific focus/input (e.g. OECD CCP). Added value of further participations can then be better judged.*

**Comments from SN–Norway:**

*We have a bit of the same concerns as Question 2. Who should be the relevant liaisons at a global level? Global Environmental Organizations? We do believe that those organisations already influence the standardization work of ISO and that they don't need to influence through COPOLCO.*

**Comments from NSAI–Republic of Ireland:**

*We would not have any objections to public interest organizations being afforded the rights outlined in 4) as follows:*

**O-Members** allowed to A) Introduce and comment on proposals before COPOLCO and B) Participate in COPOLCO workshops, working groups and plenary meetings but have no vote.

**P-Members** would have all of the rights mentioned in 4).

**Comments from KATS–Republic of Korea:**

*None*

**Comments from AENOR–Spain:**

*Yes, but on an ad-hoc basis according to the political agenda priorities. A general indiscriminate approach is not logical.*

**Comments from SPRING-SG:**

*Consumer's bodies are already able to provide the necessary input and therefore consumer issues are quite adequately covered.*

**Comments from SABS–South Africa:**

*None*

**Comments from SIS–Sweden:**

*A broad input is positive for the policy work in COPOLCO as long as the focus is on the consumer perspective in the marketplace.*

**Comments from SNV–Switzerland:**

*It is generally useful to have a broad view on problems and we support the possibility to enlarge the discussion in COPOLCO.*

**Comments from TISI–Thailand:**

*The current participation is already adequate.*

**Comments from BSI–United Kingdom:**

*It depends on the criteria for becoming involved and remaining as liaison. If the topic that their NGO is no longer of prime interest to COPOLCO or, if they cease to participate either by attending or responding then perhaps the liaison should cease!*

*Sometimes it might be more appropriate for an international public interest organization to have liaison status with a COPOLCO WG, This might be a way of involving relevant organizations that have a commercial basis or are not really international. The better Business Bureau (although I don't think this is an NGO) was involved with the GM WG in this way I believe.*

**Comments from ANSI–United States:**

*In the case of organizations seeking direct liaison with COPOLCO, such organizations' mission / goals should cause them to be active in different regions of the world and their board of directors and/or membership should be internationally broad-based. Applications for liaison would be voted on by COPOLCO members on a case by case basis.*

*One cautionary note is that if COPOLCO were to significantly expand the number of participating liaison organizations, that might extend the length of the annual COPOLCO meeting particularly if all were given agenda time to make a short verbal report as is now the practice. If that were to become an issue, and since liaison organizations already are invited to submit written reports in advance of the meeting, perhaps the agenda could be modified to accommodate a portion for questions and answers on liaison organization written reports in lieu of individual presentations.*

**Question 6:**

**Would you support the participation of public interest organizations in national standards body delegations to COPOLCO?**

Yes	No	Not sure
INN	IRAM	NSAI
ICONTEC	SCC	SNV
BIS	DIN	TISI
JISC	SPRING SG	BOBS
NEN		UNIT
KATS		
SABS		
SIS		
ANSI		
BSMD		
BSI		
NSI		
ISIRI		
BSJ		
AENOR		
DS		
SN		
AFNOR		
GSB		
INTECO		

**Question 7 – Comments****Comments from IRAM–Argentina:**

*The participation to COPOLCO plenaries and meetings has to be restrictive to NSBs members, and consumer representatives. This is the only way that COPOLCO will maintain a genuine voice from the point of view of consumers.*

*NGOs frequently have more resources than consumer organizations and to open in a formal way their participation in COPOLCO delegations will produce a major number of NGOs participating in COPOLCO and a decrease of consumer participation. This situation will produce that the scope of COPOLCO will be lost in the sense of having a consumer point of view and about the setting up of priorities.*

**Comments from BOBS–Botswana:**

*We think that it should be the prerogative of the national standards body, looking at their challenges and their national working relationships.*

**Comments from SCC–Canada:**Consumer representative

*First of all establish support for participation of consumer representatives in national delegations.*

Occupational health and safety representative

*This would depend on the issues that COPOLCO are addressing and whether organizational participation makes sense.*

**Comments from INN–Chile:**

*It would mean that the organization could act as part of a national committee and not as D-liaison. As D-liaison it does not require coordination with an NSB.*

**Comments from ICONTEC–Colombia:**

*They are all welcomed.*

**Comments from INTECO–Costa Rica:**

*The processes of standardization must be opened to the interested parties, but it is necessary to him to assure that the participation should be equitable and representative of the national interest.*

**Comments from DS–Denmark:**

*Cf. our comment under item 2.*

**Comments from AFNOR–France:**

*Yes, this is the best way to encourage the national members to open their mirror committees and to ensure that a consensus will be found between the members.*

**Comments from DIN–Germany:**

*COPOLCO is the ISO consumer policy committee. Therefore consumer organizations should be represented in national standards body delegations. National standards bodies can, if they wish to, invite public interest organization to join the delegation if the workshop theme is relevant for those.*

**Comments from GSB–Ghana:**

*This is because they are involved in national standards activities and are familiar with the proceedings and are capable of being delegates to COPOLCO meetings.*

**Comments from BIS–India:**

*Participation of public interest organizations in national standards body delegations to COPOLCO should depend on need basis.*

**Comments from BSJ–Jamaica:**

*Would sponsorship be provided for these persons to attend?*

**Comments from JISC–Japan:**

*It is up to each national standards body to decide the composition of their delegation to COPOLCO.*

**Comments from BSMD–Kingdom of Bahrain:**

*So as to participate in all types of work through the COPOLCO sub-committees.*

**Comments from NSI–Namibia:**

*It could be likely that a public interest organization dealt with a particular issue that is to be discussed at an upcoming COPOLCO session more than with the NSB. Their experience and therefore input could be invaluable at that stage.*

**Comments from NEN–Netherlands:**

*The delegation is to speak on behalf of the national mirror committee; the voice of public interest groups participating in this mirror committee is therefore by definition heard through the delegation. But no problem if public interest groups wish their representative in the mirror committee to be part of the national delegation.*

**Comments from SN–Norway:**

*Each NSB has to make their own opinion on this when sending a delegation to a COPOLCO meeting. The composition of a delegation depends on the agenda for the meeting. If for example environmental labelling is an issue at the workshop or at the planary, it would be likely to include environmental NGO in the delegation.*

**Comments from NSAI–Republic of Ireland:**

*None*

**Comments from KATS–Republic of Korea:**

*None*

**Comments from SPRING-SG–Singapore:**

*Consumer interest will be diluted and not represented if this happens.*

**Comments from AENOR–Spain:**

*They already participate when issues of their interests are being dealt with.*

**Comments from SABS–South Africa:**

*None*

**Comments from SIS–Sweden:**

*A broad input is positive for the policy work in COPOLCO as long as the focus is on the consumer perspective in the marketplace. This has already been the case in SIS delegations with representatives from disability and environment NGOs and also in other delegations.*

**Comments from SNV–Switzerland:**

*We would rather prefer to have a larger participation of consumer representatives, first (cf. answer to question 2).*

**Comments from TISI–Thailand:**

*Normally, views of other public interest organizations are already expressed through the national standard bodies.*

**Comments from BSI–United Kingdom:**

*Yes, this is possible already and happens. In practice, although they may be active at the national level there may be funding issues in their attendance at COPOLCO. There obviously needs to be a definition of public interest organization though.*

**Comments from ANSI–United States:**

*If COPOLCO is dealing with an issue of interest to a consumer-relevant public interest organization (as defined in our response to #2 above), and they have something to add to the discussions, then clearly we would support their being included in national delegations. Such organizations have participated in ANSI delegations to COPOLCO in recent years.*

**Comments from UNIT–Uruguay:**

*If there are international organizations that represent the views of some particular interests, then we think that the representation in ISO COPOLCO should be in terms of liaisons organizations. In case that this*

*public interest organization represents only local views than they may participate in COPOLCO as part of the delegation of the NSB.*

**Question 8:**

**Was your organization represented at one or more COPOLCO plenary meetings in the past five years?**

Yes	No	Not sure
IRAM	INN	NSI
SCC	SNV	
ICONTEC		
DIN		
BIS		
JISC		
NEN		
KATS		
NSAI		
SABS		
SIS		
ANSI		
TISI		
BSMD		
BOBS		
BSI		
ISIRI		
BSJ		
SPRING SG		
AENOR		
DS		
SN		
AFNOR		
GSB		
INTECO		
UNIT		

**Question 9:**

**If your response to question #8 was “Yes,” please indicate whether any of these stakeholders were part of your delegation (check all that applies):**

Stakeholder	
Consumer organization	<b>22</b>
Individual consumer advocate	<b>4</b>
National standards body	<b>23</b>
Public interest organization	<b>5</b>
Academia	<b>4</b>
Industry	<b>1</b>
Government	<b>8</b>

Testing organization	3
Other (please specify):	National Standards Developer, environment, disability

### Comments from AENOR–Spain:

*IT IS VERY IMPORTANT, CRITICAL, NOT TO CONFUSE THE CONCEPT OF NATIONAL DELEGATIONS. NATIONAL DELEGATIONS REPRESENT THE INTERESTS OF ALL STAKEHOLDERS AT NATIONAL LEVEL AND NOT ONLY THOSE OF THE DELEGATES!! Answering to the above question would give the impression that national delegations must have representatives of ALL stakeholder groups, and this is not the case!!! Answering to it would also give the false impression that national delegations have been unbalanced and therefore not representative of all types of stakeholders. This type of question is not appropriately presented in the frame of the current ISO business model based on national representation through delegations of national mirror groups, where yes, all stakeholders should be present!!*

### Question 10:

**Does your organization involve public interest organizations in national consultations or mirror committee discussions on COPOLCO issues? If so, what types of organizations?**

Yes, regularly	Yes, occasionally	No, never	Not sure
IRAM	DIN	INN	NSI
SCC	NSAI	JISC	INTECO
ICONTEC	KATS	SNV	
BIS	BSMD	SPRING SG	
NEN	AENOR		
SABS	DS		
SIS	SN		
TISI	GSB		
ANSI			
BSI			
ISIRI			
BSJ			
AFNOR			

### Question 11 – Comments

#### Comments from IRAM–Argentina:

*According to the subject and scope of the standard which is being studied the public interest organizations are invited to participate in the standardization process. They may belong to different areas such as environmental sector, universities, health sector, workers, human and legal rights, etc.*

*COPOLCO issues are informed in Technical Committees of the standardization direction in order to make an awareness of these issues to the people attending the meetings and this action is very important because it is addressed to the public from very different sectors. Beside, the COPOLCO issues are analyzed and discussed more deeply in our IRAM consumers committee in which the*

*national consumer organizations are participating. This national committee was set up in the standardization direction.*

**Comments from BOBS–Botswana:**

*The COPOLCO committee has recently been established, in 2007 therefore, there have not been a lot of activities yet. There have been some suggestions to involve environmental public interest groups like non-governmental organizations in COPOLCO but it was decided that they will be involved if and when issues relating to the environment are discussed.*

**Comments from SCC–Canada:**

*In Canada, the Canadian mirror committee to ISO COPOLCO reports through a national consumer and public interest committee which includes representation from the following types of organizations: Occupational Health and Safety, Labour, Environmental and Academic.*

**Comments from INN–Chile:**

*None*

**Comments from ICONTEC–Colombia:**

*There are public or governmental organizations participating.*

**Comments from INTECO–Costa Rica:**

*Nowadays a committee does not have mirror, but is conforming.*

**Comments from AFNOR–France:**

*Concerning our Consumer committee (COSAC) we gather the consumer safety commission, enterprises (production, retail and trade) and ministries: industry, agriculture and consumption, the national tests laboratory, and the national institute of consumption beside consumer associations.*

*In the same way in the national mirror committees or when there are consultations, we involve all types or organizations representing public interest : the same ones as previously mentioned but also trade unions, distributors, local communities, users, nature protection organizations, etc according to the specific topic.*

*More specifically concerning actors from the civil society, AFNOR has regularly associated nature protection organizations and trade unions. Specific committees have worked a certain time. An integrated approach has also been attempted, but could not be pursued because of a lack of resources of these organizations which have focused therefore their participation in mirror committees of some Technical Committees considered as a priority for them.*

*Furthermore, AFNOR has noticed that some of these organizations, having created signs of distinction, e.g. labels were reluctant to attend such groups they do not manage, for fear of losing control of systems of certification, e.g. Fair Trade, FSC, Forest Stewardship Council.*

**Comments from DIN–Germany:**

*Depending on the topic we involve other public interest groups, but not in general.*

**Comments from BIS–India:**

*Consumer Coordination Council , Consumer Unity & Trust Society, Consumer Education & Research Society VOICE, are members of Indian National Mirror Committee of COPOLCO.*

**Comments from ISIRI–Iran:**

*We are trying to encourage broaden national organization and stakeholder in ISIRI / COPOLCO mirror committee.*

**Comments from BSJ–Jamaica:**

*Trade board, higglers associations, national consumers league, Fair Trade and Consumer affairs commission.*

**Comments from JISC–Japan:**

*None*

**Comments from BSMD–Kingdom of Bahrain:**

*Consumer, environmental, and research & studies organizations.*

**Comments from NSI–Namibia:**

*The Namibian Standards Institution (NSI) has been operational for a very short period of time. Its activities resorted under the Ministry of Trade and Industry. It is therefore difficult to comment on 10) herein above with certainty.*

**Comments from NEN–Netherlands:**

*Present participation in our national mirror committee includes a representation of the Ministry of Economic affairs (market transparency), of the Inspection and of the Foundation for Consumer & Safety. Feed back from other public interest groups on e.g sustainability is asked on a case-by-case basis.*

**Comment from SN–Norway:**

*On the fair trade questionnaire for example we consulted an ethical trade organization and also a national supplier.*

**Comments from NSAI–Republic of Ireland:**

*We have tried to engage consumer bodies in items from ISO COPOLCO but many times they lack the expertise to comment.*

**Comments from KATS–Republic of Korea:**

*Consumer organizations.*

**Comments from AENOR–Spain:**

*COPOLCO initiatives are disseminated through out all national technical bodies potentially affected, thus favoring an overall option for consultation.*

**Comments from SPRING-SG:**

*There is no COPOLCO mirror committee set up.*

**Comments from SABS–South Africa:**

*None*

**Comments from SIS–Sweden:**

*SIS consults with SSR Konsumentrad (Swedish Standards Consumer Council) on all COPOLCO issues. It is important not to dilute the consumer perspective, thus the focus should be on the demand side perspectives on the market, the consumer perspective. If not, the role of COPOLCO will be unclear. The name COPOLCO should remain.*

**Comments from TISI–Thailand:**

*The national COPOLCO mirror committee, composing representatives from relevant agencies has been established to consider/comment the COPOLCO issues.*

**Comments from BSI–United Kingdom:**

*The BSI Consumer and Public Interest network includes consumers volunteers, consumer organizations (some are single issue e.g. Child safety) and public interest organizations e.g. Fairtrade. The Network receives strategic Guidance from the BSI's Consumer and Public Interest Strategic Advisory Committee (CPI SAC) whose members include consumer and associated organizations e.g. the UK Trading Standards Officers. This committee takes a flexible approach to involving and consulting with other PI organisations and NGO's to obtain a view on particular subjects.*

**Comments from ANSI–United States:**

*See response to #7 above. Consumer-relevant public interest organizations that meet the proposed definition offered in our response to #2 above already participate in ANSI's Consumer Interest Forum. They also have participated as members of our delegation to COPOLCO meetings when there was an issue of concern to them.*

*If public interest organizations are not provided access to COPOLCO via the above described means, we believe that ISO should establish some other mechanism to establish adequate communication and networking with such organizations and to review and monitor their involvement in international standardization.*