



## 25<sup>th</sup> meeting of COPOLCO, Bangkok, 10-11 September 2003

### Resolutions

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#### **COPOLCO Resolution 1/2003**

##### *Consultation on ISO Strategies*

COPOLCO,

recognizing the interest and value of ISO's new strategic framework under development:  
*ISO Horizon 2010*,

notes with satisfaction the emphasis on wide-ranging consultation among all stakeholders,  
and the specific mention of consumers as important stakeholders,

acknowledges BSI's work in this area and its offer to assist other members seeking  
guidance on consultation mechanisms,

urges its members to participate actively within their national consultation processes, and  
Consumers International (CI) members through CI, in time for the October 31 deadline.

#### **COPOLCO Resolution 2/2003**

##### *Revision of ISO/IEC Guide 46*

COPOLCO,

having considered the outcome of surveys undertaken and further discussions to  
determine the proposed outcome for ISO/IEC Guide 46:1995, *Comparative testing of  
consumer products and related services*,

notes the International Consumer Research and Testing's positive views of ISO/IEC Guide  
46,

further notes that few major substantial changes are required,

decides that ISO/IEC Guide 46 shall be revised,

invites its members to submit comments to the Secretary, with a view to producing a  
revision of this Guide.

### **COPOLCO Resolution 3/2003**

#### *Revision of ISO/IEC Guide 37*

COPOLCO,

agrees that the contents of ISO/IEC Guide 37, *Instructions for use of products of consumer interest* and IEC 62079, *Preparation of instructions - Structuring, content and presentation*, are complementary,

decides to establish a COPOLCO working group to study IEC 62079 with a view to noting any aspects of consumer protection needing further development, particularly "design for all" issues, and also to consider its applicability within ISO,

notes that the content of ISO/IEC Guide 37 needs revision,

recommends that a major revision of ISO/IEC Guide 37 should be undertaken, that would include appropriate references to IEC 62079,

requests the Secretary to convey the conclusions of COPOLCO's discussions, and to take appropriate follow-up actions to launch the revision of ISO/IEC Guide 37,

further requests the working group to report at the next plenary meeting.

### **COPOLCO Resolution 4/2003**

#### *Priorities Group report*

COPOLCO,

having considered the report of the working group, *Priorities from a consumer's point of view*,

notes the revised presentation of the Annual Report and Directory,

endorses the proposal that the group continue to develop the programme as presented in Annex 3 to COPOLCO 19/2003, taking into account comments made at the plenary meeting and at the fringe meeting on setting priorities,

requests the group to prepare an executive summary of its work in areas of particular consumer interest for circulation to COPOLCO and a broader audience,

thanks the co-chairs, the members and the "key persons" for the useful work they have done since the 2002 COPOLCO meeting.

### **COPOLCO Resolution 5/2003**

*Criteria for the Global Markets group*

COPOLCO,

having considered the report from the working group *Consumer protection in the global marketplace*,

thanks the group for its report,

acknowledges the contributions of this group, including the introduction of work items of value to consumers' interests within ISO (complaints handling, external customer dispute resolution mechanisms, market-based codes of conduct),

approves the checklist appearing at Annex 1 to COPOLCO 21/2003 (page 9) as representing the basic criteria for screening new work for the group.

### **COPOLCO Resolution 6/2003**

COPOLCO,

notes the accelerating world-wide trend towards privatization or competitive liberalization of retail network services such as gas, electricity, water, and telecommunications,

further notes the lack of basic consumer information on retail network services billing,

requests the working group *Consumer protection in the global marketplace* to undertake a feasibility study for an International Standard on billing by retail network service providers and to present the results of this study to COPOLCO at its 2004 meeting.

### **COPOLCO Resolution 7/2003**

*Product recall*

COPOLCO,

notes the continuing growth in cross-border sales of goods which may subsequently need to be recalled from sale,

further notes the lack of any generally accepted International Standards on the recall of unsafe or faulty consumer goods,

requests the working group *Consumer protection in the global marketplace* to undertake a feasibility study for an International Standard on recall procedures for consumer goods and report to COPOLCO at its 2004 meeting.

### **COPOLCO Resolution 8/2003**

*Corporate social responsibility*

COPOLCO,

notes that the COPOLCO recommendation for the establishment of an ISO advisory group to explore the feasibility of developing an International Standard on Corporate Social Responsibility (CSR) was made in 2002,

further notes the recent activity in the development of national and other standards on CSR which is leading to a proliferation of benchmarks,

requests ISO to promote the speedy completion of the Technical Report on CSR, and to begin work promptly on the justification study,

urges ISO to take necessary measures for further work towards producing appropriate ISO deliverables on CSR as soon as possible.

### **COPOLCO Resolution 9/2003**

*e-commerce*

COPOLCO,

notes that COPOLCO resolution 10/2002 addressed COPOLCO members' concern about ensuring consumer protection in e-commerce and that it is a strategic issue for ISO,

requests its Secretary to liaise appropriately with ITU-T and report to the Chair's Group meeting in November, in particular concerning the advancement of issues dealing with cooperation on the World Summit of the Information Society (WSIS),

further requests the COPOLCO working group, *Priorities from a consumer's point of view* to continue to monitor developments on e-commerce and make recommendations for action to COPOLCO.

### **COPOLCO Resolution 10/2003**

*Regional training seminar*

COPOLCO,

notes the enthusiastic participation and overall success of the regional training seminar,

further notes the suggestions from the COPOLCO members at their meeting,

thanks Mr. Folke Hermanson Snickars (SIS) for his report and for co-chairing this event with Mr. Mac McCarthy (BSI),

expresses its deep appreciation to the Swedish International Development Agency (SIDA) and Standards Australia International (SAI) for their generous support that made this event possible,

further thanks the co-chairs, trainers, facilitators, the COPOLCO Chair and Secretary for their enthusiastic participation and training support which have contributed to the success of this event, and the DEVCO Secretariat for their conceptual and logistical contribution,

invites the Chair to convey to DEVCO the outcome and conclusions of this seminar and to consider further training and development initiatives at the regional level with the Chair's Group.

### **COPOLCO Resolution 11/2003**

*Working group on generic guidelines for services*

COPOLCO,

thanks the working group on generic guidelines for services, for the development of the draft guide proposal,

requests the Working Group to consider the comments made on the draft guidelines, taking account of comments made during the meeting, including expanding some subjects and reformatting the document,

further requests that the Working Group submit a timetable for completion of its work to the next meeting of the Chair's Group,

invites its members to provide any further input to Mr. Arnold Pindar (BSI).

### **COPOLCO Resolution 12/2003**

*Working group on tourism services*

COPOLCO,

thanks the project leaders of the working group on tourism services for their work,

notes the conclusions set out in its report, the results of the survey as appearing at Annex 4 to COPOLCO 20/2003 and Annex 1 to COPOLCO 20/2003 (Add.), and further discussion,

further notes NEN's imminent submission of a proposal for new work in the area of sustainable tourism,

supports the development of COPOLCO's tourism work with a view to proposing International Standards for specific aspects of tourism services,

having identified the following specific areas of particular relevance to consumers: sustainable tourism, safety (particularly relating to children and fire safety), accessibility (including "design for all"), and hygiene,

accepts the offer from BSI to take on the project leadership of the COPOLCO working group on tourism services.

### **COPOLCO Resolution 13/2003**

*Working group on tourism services*

COPOLCO,

acknowledges that the International Hotel & Restaurant Association (IH&RA) has become aware of COPOLCO's working group on tourism services,

thanks Mr. Alain-Philippe Feutr  for attending the COPOLCO meeting and for his offer to explore the possibility of working together in the future,

invites Mr. Feutr  to meet with some members of the COPOLCO working group on tourism services and to explore areas of mutual interest, following his meeting with the ISO Secretary-General.

### **COPOLCO Resolution 14/2003**

*Working group on financial services*

COPOLCO,

thanks the project leader of the working group on financial services for their work,

notes the conclusions set out in its report, the results of the survey as appearing at Annex 1 to COPOLCO 20 (Add.) and further discussion,

decides that the working group on financial services should continue its work to develop a proposal for standardization of financial services,

requests the Secretary to distribute the further work on templates from the working group on financial services to the wider COPOLCO membership,

invites the Chair's Group to consider this work at its next meeting,

further requests the Chair's Group to develop a recommendation concerning the allocation of the advancement of this work within ISO.

### **COPOLCO Resolution 15/2003**

*Second-hand goods*

COPOLCO,

acknowledges the report from the ad hoc group on second hand goods, and thanks its convenor, Mr. Steve Williams (TTBS), for his leadership and CI for their contributions,

notes the results of the survey from the ad hoc group on second-hand goods to the members of COPOLCO and DEVCO, and the importance of the issues raised within a large number of countries,

further notes that the survey supports work on specific second-hand goods and horizontal work relating to health, safety, product information and environmental impact,

approves Annex 1 to COPOLCO 22/2003 as the basis for a proposal for new work on second-hand products, subject to finalization with the convenor.

requests the ISO Council to consider developing new work on International Standards in the field of second-hand goods.

### **COPOLCO 16/2003**

#### *Safety of consumer products*

COPOLCO,

notes that response to the survey carried out among members on safety of consumer products was limited,

observes that product safety in the global market is an issue of concern to COPOLCO members,

requests the ad hoc group on safety to prepare a discussion paper identifying how ISO could contribute to dealing with this global issue, for consideration at the next meeting of the Chair's Group,

notes that any measures should also take account of the needs of children, the elderly and those with disabilities,

invites the ad hoc group to develop some case studies and a framework for addressing product safety in the global market with examples in its paper, taking into account suggestions from the Chair's Group and further consultations if necessary, for consideration at the 2004 plenary meeting.

### **COPOLCO Resolution 17/2003**

#### *2003 workshop conclusions*

COPOLCO,

notes the conclusions of the workshop, *Consumer confidence and the role of standards - Principles and ethical practice*,

expresses its appreciation to the speakers, moderators and rapporteurs for their work.

requests the Chair's Group to consider the outcome.

### **COPOLCO Resolution 18/2003**

*Future workshops*

COPOLCO,

approves the Chair's Group's proposal for the theme of the workshop on 17 May 2004: "Regulation, co-regulation or self regulation - Who's at risk?" *Standards and legislation, partners in consumer protection,*

tasks the Chair's Group with finalizing the choice of breakout sessions in coordination with CSNI (Czech Republic) and with planning the 2004 workshop.

thanks Canada for its invitation to host the 2005 COPOLCO meeting and workshop on 23-25 May.

### **COPOLCO Resolution 19/2003**

COPOLCO,

notes the reports from OECD, CI and ANEC,

thanks these organizations for their reports.

### **COPOLCO Resolution 20/2003,**

COPOLCO,

notes the report from IEC,

further notes the appointment of a new IEC representative, Mr. Rémy Baillif, and his presence at the 25th meeting.

welcomes his participation in COPOLCO,

invites Mr. Baillif to participate in the next meeting of the working group, *Priorities from a consumer's point of view* in November 2003.

### **COPOLCO Resolution 21/2003**

COPOLCO,

acknowledges the reports from CASCO and DEVCO,

thanks these committees for their reports.

### **COPOLCO Resolution 22/2003**

*COPOLCO work programme*

COPOLCO,

notes the draft work programme appearing as Annex 1 to COPOLCO 33/2003,

further notes that many items have advanced since this document was submitted to COPOLCO,

requests its Secretary to circulate an amended work programme for comment, revised in light of the discussions,

further requests its Secretary to submit a finalized version to the ISO Council for approval.

### **COPOLCO Resolution 23/2003**

*COPOLCO Special Resolution*

COPOLCO,

expresses its deeply-felt gratitude and thanks to TISI for the outstanding organization and hospitality for the COPOLCO events; for the extra effort required to reorganize them in light of their postponement to September, and to commemorate the 25<sup>th</sup> anniversary of COPOLCO,

emphasizes that the excellent arrangements provided by TISI greatly facilitated COPOLCO's discussions and decisions.