



COPOLCO PLENARY MEETING, Port-of-Spain (Trinidad and Tobago)

11-12 June 2002

Draft resolutions

COPOLCO Resolution 1/2002

COPOLCO,

acknowledges the report from the COPOLCO Chair and thanks the Chair for her efforts,

noting the establishment of the World Standards Cooperation, and consumers' interest in particular areas of standardization as explained in the Chair's letter appearing at Annex 4 to COPOLCO 09/2002,

approves the suggestion from the COPOLCO Chair to approach International Telecommunication Union to establish liaison with ISO/COPOLCO.

COPOLCO Resolution 2/2002

COPOLCO,

recognizing the interest and value of the *ISO strategies 2002-2004*,

notes with satisfaction the attention given to the role of consumers in standardization within this document,

endorses the development of a strategic document for COPOLCO, building on the *ISO strategies 2002-2004*,

requests the COPOLCO Secretary and Chair to take account of comments made at the meeting and proceed with work on a draft strategy document for consideration by the Chair's Group at its next meeting.

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COPOLCO Resolution 3/2002

COPOLCO,

noting that certain areas of standardization of interest to consumers may particularly benefit from promotion of the ISO process as described in the *ISO strategies, Paragraph 3.3.*,

invites COPOLCO members to identify such areas for standardization in their own countries,

requests the COPOLCO Secretary to communicate with COPOLCO members to gather this information for reporting back to the Chair's Group for discussion at its next meeting.

COPOLCO Resolution 4/2002

COPOLCO,

noting the status report on the ISO/TMB project to enhance developing country participation in standardization, and in particular, the organization of regional workshops,

acknowledges the efforts of the TMB Task Force and DEVCO,

thanks CI for its work in coordinating consumer interest representation at these regional workshops,

further noting that a workshop to determine conclusions of all the regional workshops and the way forward will be held in conjunction with the 2002 ISO General Assembly,

invites members to continue monitoring progress and note the outcome.

COPOLCO Resolution 5/2002

COPOLCO,

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

notes that more information on consumer representatives has been incorporated in the Annual Report, and their contact details added to the 6th edition of the COPOLCO Directory,

endorses the proposal that the group continue to develop the programme as presented in Annex 1 to COPOLCO 12/2002, taking into account comments made at the plenary meeting and the fringe meeting on setting priorities, and

invites the members to comment on the committee draft of ISO/IEC Guide 74, out for consultation until 28 August 2002.

thanks the Chair, the members and the "key persons" for the useful work they have done since the 2001 COPOLCO meeting.

COPOLCO Resolution 6/2002

COPOLCO,

noting that Mr. Arnold Pindar, Chair of the working group, *Priorities from the consumer's point of view*, will retire as chair of the group,

thanks Mr. Pindar for his ongoing efforts and outstanding work as chair of the group,

agrees to the offer from Ms. Jeanne Bank (SCC) to assume the chair of the working group, and thanks SCC for this initiative,

further agrees to propose candidates and explore possible sources of funding at the national level to support the proposal for shared leadership of the working group with a candidate from a developing economy, prior to the meeting of the Chair's Group, and to communicate such proposals to the COPOLCO Secretary and Chair,

requests that the COPOLCO Chair and Secretary undertake necessary actions to ensure a smooth transition to this new leadership structure.

Services Working Group

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COPOLCO Resolution 7/2002

COPOLCO,

thanks the project leader, Mr. Ian Mathieson, for the work undertaken so far on developing a framework for generic guidelines for services,

acknowledges that the framework document appearing at Annex 1 to COPOLCO 13/2002 is an interim draft,

endorses the project leader's proposal to complete the study on the results of the survey on services standardization taking into account the written comments and other comments made at the meeting, and to report the results to COPOLCO by end September 2002,

further requests the group to continue their work on generic guidelines for services, and to coordinate work with the leaders of the subgroups working on financial services and tourism.

COPOLCO Resolution 8/2002

COPOLCO,

thanks the project leaders of the subgroups on guidelines for financial services and tourism for their work,

notes the conclusions made in their reports,

recommends that they develop their research further, taking into account comments made at the meeting,

invites the COPOLCO Secretary to distribute the Tourism subgroup's survey to the wider COPOLCO membership,

invites all the groups to progress with their work,

requests the leaders of the three groups to prepare an outline of their work, containing the objectives, scope, project plan, and timetable for their work, for consideration by the Chair's Group and subsequent confirmation with COPOLCO membership.

COPOLCO Resolution 9/2002

COPOLCO,

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

noting that the ISO Technical Management Board will circulate proposals for new work to the entire ISO membership in the areas of External customer dispute resolution systems (ECDRS) and Market-based codes of conduct,

further noting that the ISO member bodies will be consulted on whether to place responsibility for the ECDRS work with ISO/TC 176/SC3, and on the appropriate organizational structure for the development of Market-based codes of conduct,

urges its members to work within their national member bodies to encourage a positive vote on these new work items, and

further requests that the COPOLCO members provide input at the national level, on recommendations for appropriate development of the work.

COPOLCO Resolution 10/2002

COPOLCO,

noting the importance that ISO places on e-commerce issues as stated in the *ISO strategies 2002-2004*,

requests clarification from ISO regarding the intent and objectives of an ISO E-commerce Conference in 2003, specifically with regard to assuring consumer protection,

urges that this matter be addressed in the very near future, taking account of COPOLCO's report on this subject from 2001, and involving all stakeholders in the planning, objectives, and programme of that initiative.

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COPOLCO 11/2002

COPOLCO,

notes the proposals from the Global market group on potential new work items on anti-bribery and corruption, whistle-blowing and stakeholder engagement,

further notes that these proposals are largely covered by the scope of the CSR proposal,

requests that the GM working group prepare a proposal for consideration at the next COPOLCO plenary meeting, which includes overall objectives of the working group and possible new work items to be undertaken,

recommends that COPOLCO establishes a process for initiating new work within this and the other working groups,

requests the Chair's Group to consider this issue at its next meeting.

Safety of consumer products

COPOLCO Resolution 12/2002

COPOLCO,

notes the report from SAI and the importance of the issue identified therein,

further notes that the structure of Technical Committees in ISO is oriented around specific technical areas rather than around safety requirements to protect the consumer, and that products as noted in the report may fall outside the scope of any existing ISO Technical Committee,

decides to establish an ad hoc group to ascertain through broader consultation the extent of the issue, evaluate possible mechanisms for how such issues might be addressed by ISO, and report its recommendations to COPOLCO.

COPOLCO Resolution 13/2002

COPOLCO,

notes the reports of DEVCO, reports from OECD and ANEC,

thanks these organizations for their reports.

COPOLCO Resolution 14/2002,

COPOLCO,

notes the report from IEC,

further notes that it is an opportune time to re-evaluate the relationship between COPOLCO and IEC, in light of the retirement of the IEC representative,

decides to refer the report of IEC to the Chair's Group to formulate an appropriate response.

COPOLCO Resolution 15/2002

COPOLCO,

acknowledges the report from CASCO,

commends CASCO for its initiative in bringing the issues of ISO image and integrity and market feedback to COPOLCO's attention,

requests the members to consider CASCO's report in depth and submit comments to the COPOLCO Secretariat for end July.

COPOLCO Resolution 16/2002

COPOLCO,

acknowledges the report from CI and its additional document on second-hand goods,

thanks CI and the members of the Second hand goods fringe meeting for their work and contributions,

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decides that work should go forward to perform further research and to develop a more concrete proposal on issues involved in the trade of second hand goods,

further decides that it should be a new priority item,

requests the COPOLCO Secretary to investigate ways to support the work and to facilitate networking amongst the members of the team,

notes that the team will submit a finalized proposal to COPOLCO at the 2003 plenary meeting.

COPOLCO Resolution 17/2002

COPOLCO,

notes the contribution from JISC on image safety, referenced as Annex to COPOLCO 29/2002,

further notes that such a committee exists in ITU, that work had been done in the U.K., and that aspects of the issue fall under the competence of the IEC,

resolves to refer the proposal to the Chair's Group for consideration.

COPOLCO Resolution 18/2002

COPOLCO,

notes the report of TISI (Thailand) on its activities, and the expressed need for training of consumer representatives,

thanks TISI for its generous invitation to host the next meeting of COPOLCO on 12-14 May 2003,

invites members to verify that these dates do not conflict with other important meetings that require overlapping representation,

acknowledges the offers from CI, BSI and SCC to provide resources to run a training seminar in conjunction with the 2003 meeting.

thanks CSNI (Czech Republic) for their generous invitation to host the 2004 COPOLCO events in Prague on 17-19 May,

expresses its appreciation to TISI and CSNI for their invitations.

COPOLCO Resolution 19/2002

COPOLCO,

expresses its deeply-felt gratitude and thanks to TTBS for the outstanding organization of the COPOLCO events, for their wonderful hospitality and for the untiring efforts they have made to content and satisfy the delegates,

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

COPOLCO Resolution 20/2002

COPOLCO,

Noting that, at its April 30 – May 1, 2001 meeting, ISO Council had requested that ISO COPOLCO consider the viability of International Standards concerning corporate social responsibility,

Noting the growing number of standards initiatives on this subject which are being developed by recognized standards bodies, and initiatives by non-recognized standards bodies;

Having considered the report on the desirability and feasibility of ISO Corporate Social Responsibility Standards prepared by its Working Group on Consumer Protection in the Global Market, submits the report and its executive summary to ISO/Council for its consideration,

noting the workshop deliberations on this topic, and in particular, the working group report, the following points emerge:

- while corporations cannot and should not be expected to assume the role of government in protecting the public interest or providing the legal framework and ensuring the health, education and security of citizens, corporations can exercise leadership in creating communities and societies which are fair and safe for all;
- from COPOLCO's perspective, ISO management systems standards (MSSs) pertaining to corporate social responsibility are both

- desirable and feasible, and would build on the existing ISO 9000 and ISO 14000 management systems series;
- ISO CSR MSSs need to be flexible and practical, capable of being used by small, medium and large enterprises in developed and developing countries, regardless of the particular product or service provided by any particular enterprise;
 - ISO CSR MSSs represent only a partial response to the CSR issue, and that they would need to work in conjunction with legal requirements and international norms;
 - the distinctive and integral role of stakeholder engagement in development and implementation of CSR at the firm level, and the role that such stakeholder engagement plays in ensuring that firm-level CSR commitments are acceptable to local stakeholders (whether they be located in developed or developing countries), and are effectively implemented;
 - the need for ISO to adopt standards development processes on this topic which ensure that the perspectives of the full range of stakeholders are meaningfully involved;
 - the need for more exploration of this topic by a specially-tasked ISO multi-stakeholder body similar to the ISO Strategic Advisory Group on the Environment which proposed development of ISO 14000 MSS, and that this body engage in consultations concerning their findings which includes the full range of affected stakeholders;
 - ISO needs to engage in close and regular communication with other international organizations engaging in work in this area, including the U.N., I.L.O., O.E.C.D., and others;
 - more exploration of the potential role of ISO instruments other than standards needs to be undertaken, such as those taking the form of guidance documents, especially those which can be developed more quickly than standards and can be converted to standards at a later point;
 - any new management systems standards, including those for ISO CSR MSS, be subject to an ISO Guide 72 study (which essentially stipulates that a strong business case be made before a new technical activity is undertaken);
 - particular care needs to be taken to ensure that claims made by firms concerning compliance with ISO CSR MSSs are not misleading or deceptive,

Recommends that ISO Council establish as soon as possible a multi-stakeholder body to further explore the feasibility and desirability of ISO CSR

management systems standards or alternative ISO instruments, with a view to this body making recommendations to ISO Council on new work items in this area, and that this multi-stakeholder body engage in a full consultation process with all affected stakeholders concerning its findings,

Decides that the Working Group on Global Markets conduct a preliminary ISO Guide 72 study for submission to ISO Council and to the proposed new ISO multi-stakeholder group on CSR (should such group be established);

Decides that the Working Group monitor and support the work of the proposed new ISO multi-stakeholder group on CSR (should such group be established) as well as other CSR initiatives, with a view to preparing a follow-up report on CSR developments for the next COPOLCO plenary meeting.
