



Resolutions adopted at the 26th COPOLCO plenary meeting held in Prague 18-19 May 2004

COPOLCO Resolution 1/2004

Address by the ISO President

COPOLCO

notes the address by the ISO President,

thanks the ISO President for his informative contribution and encouraging remarks about the importance of engaging stakeholders' interests in ISO's technical work and strategic directions,

expresses its appreciation for ISO's recognition of consumers' involvement in its work.

COPOLCO Resolution 2/2004

Consumer participation in standardization

COPOLCO

acknowledges Mr. Folke Hermanson Snickars' ongoing contribution to the training efforts aimed at enhancing consumer participation in standards work,

reiterates its thanks to Mr. Hermanson Snickars, to SIS (Sweden) and to the Swedish International Development Cooperation Agency (Sida) for their outstanding commitment and support,

endorses the development and implementation of indicators to measure the impact of training,

invites the COPOLCO Chair's Group to take appropriate measures to develop these indicators and to consider future training initiatives.

COPOLCO Resolution 3/2004

Subgroup group on financial services

COPOLCO

notes the report of the subgroup on financial services and thanks the project leader, Mr. Gunter Cornelissen, for the work performed to date,

requests the project leader to prepare by the end of June an updated proposal for circulation to COPOLCO for approval by correspondence, and for subsequent submission to the ISO Council,

requests its Secretary to take all necessary steps in support of this action.

COPOLCO Resolution 4/2004

Subgroup on standardization of tourism services

COPOLCO

notes the report of the project leader, Mr. Malcolm Bassett, on the refinement of priority areas in regard to the tourism services identified at the 25th meeting in 2003,

thanks Mr. Bassett and the subgroup on standardization of tourism services for the work performed to date and in particular for pursuing the dialogue with representatives of the tourism industry and concerned organizations,

further thanks the ISO Secretary-General and the COPOLCO Secretary for the contacts made with the World Tourism Organization,

notes the potential areas of cooperation between the World Tourism Organization and ISO, and the outcome of discussions during the meeting,

further notes the various tourism-related initiatives taken within ISO, including NEN's project to draw up a proposal for standardization work on sustainable tourism,

invites the subgroup to assist COPOLCO in monitoring tourism initiatives and to submit information on consumer requirements, as appropriate.

COPOLCO Resolution 5/2004

Working group on generic guidelines for services

COPOLCO

thanks the working group on generic guidelines for services for the development of the proposed guidelines to Committee Draft stage,

invites the COPOLCO members to submit any additional comments to the Secretariat in writing by the end of June,

requests the working group to take account of the comments made during the meeting, together with any additional written comments, and to revise the Committee Draft accordingly,

asks the COPOLCO members to respond to a formal consultation on the Committee Draft, to be initiated by the COPOLCO Secretariat.

COPOLCO Resolution 6/2004

Billing by network service providers

COPOLCO

notes the work of the convenor, Mr. Bill Dee, and thanks him and the working group *Consumer protection in the global marketplace* for their activity report,

confirms the variety and importance of consumer protection issues as set out in the proposal on network services billing appearing at Annex 2 to COPOLCO 14/2004,

notes that the proposal draws primarily on experience and examples gathered in the United Kingdom,

further notes that the issues also affect telecommunications and water supply services, as stated in COPOLCO Resolution 6/2003 and supported by comments made at the meeting,

requests the working group to circulate a survey among the full membership of COPOLCO:

- to assess the incidence and severity of the problems linked to billing of gas and electricity, and
- to consider data from Consumers International and from Latin American countries,

further requests the working group to investigate whether the topic of billing provisions is addressed in the work programmes of IEC and ITU and in the work programme of ISO/TC 224, *Service activities relating to drinking water supply systems and wastewater systems — Quality criteria of the service and performance indicators*.

entrusts the working group with the task of preparing a detailed justification study on the standardization of network services billing, with an emphasis on gas and electricity, while noting the applicability of basic billing principles to other services,

additionally requests the working group to prepare a report for consideration at the next meeting of the COPOLCO Chair's Group.

COPOLCO Resolution 7/2004

Proposal for a standard on compliance

COPOLCO

notes the work of the convenor, Mr. Bill Dee, and of the members of the working group on *Consumer protection in the global marketplace*,

acknowledges the suggestion for a new ISO standard on compliance management programmes,

asks the working group to submit a justification for the suggested new work item, for consideration and further discussion by the COPOLCO Chair's Group.

COPOLCO Resolution 8/2004

Proposal on product recall

COPOLCO

invites the working group on *Consumer protection in the global marketplace* to study the feasibility of an International Standard on recall procedures for consumer goods, for use by businesses, regulatory authorities and other relevant organizations,

notes the suggestion of the COPOLCO members that the study also consider the need for including recall criteria in documents relating to conformity assessment,

acknowledges the existence of codes of good practice and relevant legislation worldwide,

invites the working group to consider the above initiatives and research and to submit a complete justification study for consideration by the COPOLCO plenary meeting in 2005.

COPOLCO Resolution 9/2004
Corporate social responsibility

COPOLCO

acknowledging the recent publication of a report by the ISO/TMB Advisory group on social responsibility, the invitation for public comment via the ISO Web site and the organization of an international conference on social responsibility on 21-22 June 2004 in Stockholm,

recalls COPOLCO's resolutions on this topic passed in 2002 and 2003,

thanks SIS (Sweden) for the information provided at the present meeting,

commends SIS and Sida on their support towards the participation of developing countries, and in particular consumer representatives, in the Stockholm conference, including in a pre-conference meeting on 17-18 June prior to the international conference,

encourages the COPOLCO members to ensure the attendance of consumer representatives at that conference as part of their national ISO member delegations.

COPOLCO Resolution 10/2004
Safety of consumer products

COPOLCO

notes the report and recommendations of the convenor of the ad hoc group on safety, Mr. John Henry, and thanks him for his leadership of the group to date,

further notes the strong interest in the subject generated by the training session on child safety held on 18 May and the support given to the training by the members,

supports the continuation of the group's activity with terms of reference expanded to include investigations into:

- the way IEC and other standards organizations address vertical and horizontal safety issues,
- the output of the training session on child safety, which identified problem areas in a number of countries,
- areas where the current inventory of normative documents fails to cover safety requirements from a consumer point of view, taking ISO/IEC Guides 50 and 51 as a point of departure, and
- developing greater consistency and coherence in requirements for safety in standards, particularly in regard to the application of relevant existing and future guides, in line with the overall *ISO Strategy*.

decides to reallocate the leadership of the group to SCC (Canada),

entrusts the working group with the task of preparing a report for consideration by COPOLCO at its 2005 plenary meeting.

COPOLCO Resolution 11/2004

2004 workshop conclusions

COPOLCO

notes the conclusions of the workshop on *Regulation, co-regulation and self-regulation – Who's at risk ?*

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

COPOLCO Resolution 12/2004

2004 workshop conclusions – Break-out session on stakeholder participation

COPOLCO

notes the conclusions of the break-out session on stakeholder participation,

further notes the desirability of stakeholder participation expressed in connection with the consultation on the updating of the *ISO Strategy*,

accepts the offer from (SCC) Canada to host an electronic (“virtual”) working group which would:

- examine current practice and limitations of consumer representation,
- consider benchmarking of consumer representation in ISO, taking into account existing policies and procedures,
- collect information from members on existing standards or guidance on public participation,
- analyze responses in the light of the *ISO Strategy*, as and when approved,

requests the working group to establish appropriate liaison with the Consumers International group on Global Governance, with respect to consumer and other stakeholder participation in various organizations,

entrusts the working group with the task of submitting an interim report to the COPOLCO Chair's Group.

COPOLCO Resolution 13/2004

2004 workshop conclusions – Break-out session on e-commerce

COPOLCO

notes the conclusions of the break-out session on e-commerce, which recognized the barriers that prevent access by developing and transitional economies to the Internet and stressed the need to avoid the exclusion of such economies,

recommends that the forthcoming ISO International Standards on external customer dispute resolution systems and codes of conduct be considered equally relevant in the context of e-commerce,

requests the working group on *Consumer protection in the global market* to initiate dialogue with organizations worldwide with expertise in business-to-consumer e-commerce standards, codes, code development and related practices,

further requests the working group to consider the feasibility of harmonizing these practices, taking into account the work of these organizations and the change in circumstances since the working group's related recommendations in 2000,

asks the working group to report to the COPOLCO plenary meeting in 2005.

COPOLCO Resolution 14/2004

2004 workshop conclusions – Break-out session on the environment

COPOLCO

notes the conclusions of the workshop break-out session on the environment and the perception of misleading environmental claims,

acknowledges the results of a survey by Consumers International on "green claims", identifying problems with conformity to ISO 14021,

further notes the concerns expressed by the participants in the break-out session with regard to claims of conformity to the ISO 14000 series in general,

recommends that the COPOLCO Chair's Group consider the outcome from this break-out group in relation to possible further action.

COPOLCO Resolution 15/2004

Future workshops

COPOLCO

thanks SCC (Canada) for its invitation to host the 2005 COPOLCO plenary meeting and workshop on 24-26 May 2005,

expresses its thanks and appreciation to DSM (Malaysia) for its invitation to host the COPOLCO plenary meeting in May 2006 at a date to be determined,

notes the discussion concerning the choice of a theme for the 2005 workshop, including a proposal from SCC on public safety and security, with additional suggestions from the members on child safety and on the implementation of ISO 9000 in quality of services,

requests the Chair, SCC and the Secretary to prepare a letter for circulation to the full COPOLCO membership to assess their support in regard to the above,

further requests the COPOLCO Chair's Group to finalize the theme in coordination with SCC and to proceed with the planning of the 2005 workshop.

COPOLCO Resolution 16/2004
CASCO and market surveillance

COPOLCO

notes the report from CASCO,

further notes CASCO's invitation to COPOLCO to formulate a position on the need for international guidelines on market surveillance with a view to ensuring consumer protection,

supports the development of such guidelines, particularly in the light of discussions at the workshop and meeting,

requests its Chair to convey COPOLCO's strong support for this proposal at the next meeting of the CASCO Chairman's Policy and Coordination Group.

COPOLCO Resolution 17/2004

COPOLCO

notes the reports from the OECD, the IEC and DEVCO,

thanks the two organizations and the committee for their reports.

COPOLCO Resolution 18/2004

COPOLCO

notes the reports from ANEC and AP-COPOLCO,

thanks that organization and the committee for their reports.

COPOLCO Resolution 19/2004
Consumers International (CI)

COPOLCO

notes the report from CI,

further notes the outcome of discussions at the COPOLCO workshop and the presentation by CI, at a side event to the plenary meeting, of its Global Governance programme,

commends the work of CI's Global Governance programme,

notes the concern of consumer organizations in regard to exclusion clauses in standards developed by IEC TC 61 *Safety of household and similar electrical appliances*,

invites the COPOLCO members to inform CI of any legal issues or of any conflicts between legislation and exclusion clauses in standards identified in their countries.

COPOLCO Resolution 20/2004

COPOLCO work programme

COPOLCO

notes the draft work programme set out in Annex 1 to COPOLCO 26/2004,

requests its Secretary to amend the work programme in the light of discussions at the meeting and to circulate a revised work programme for 2005 to the COPOLCO membership,

further requests its Secretary to submit a finalized version of the COPOLCO work programme to the ISO Council for approval.

COPOLCO Resolution 21/2004

COPOLCO Special Resolution

COPOLCO

expresses its thanks and deep-felt gratitude to CSNI for its warm hospitality and for the excellent arrangements provided for the COPOLCO events,

emphasizes that the excellent organization provided by CSNI greatly facilitated COPOLCO's discussions and decisions.