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Международная организация по стандартизации

Standards for consumers – Update

2017

ISO Committee on consumer policy (COPOLCO)

Foreword

The working group WG 2, *Key areas for consumers*, is a standing committee of ISO/COPOLCO.

It supports members by identifying, monitoring and informing on key standards work of interest to consumers within ISO and IEC.

This report

1.   summarizes the latest standardization work identified by the working group

2.   points out the specific consumer issues in the work

3.   informs on the presence of consumer representative(s)

Key persons are responsible for reporting the specific work collected in this report.

This report is updated up to March 2017.

A special thanks to the Key persons for their effort in making this annual status available.

We have received no reports for the following areas: contact lenses care products, cosmetics and sun protection, mechanical contraceptives, preparations for instruction for use, energy services, and additive manufacturing (3D printing).

In some cases, this is because the position of key person is vacant and needs to be filled.

You can get involved in the work by contacting your National Standards Body or copolco@iso.org.

Questions and comments are welcome at copolco@iso.org.

Table of contents

1. Consumer warranties and guarantees

1.1 Summary

Consumers may be frustrated by missing or unclear or unfair guarantees and warranties, when purchases do not function as expected. While effective guarantees can boost customer satisfaction and their lifetime value to a company – a dissatisfied customer may well be lost forever.

To ensure better satisfaction and clarity in creating effective guarantees and warranties, ISO's New Project – ISO/NP 22059, *Guidelines on consumer warranties and guarantees,* went through a Committee Internal Ballot for three months from December 2016 to February 2017, and is still in its early stages to complete a Committee Draft by November 2017.

The committee looks forward to progressing this further at its November 2017 plenary.

1.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year / Any action to be taken
ISO/PC 303, *Guidelines on consumer warranties and guarantees*	WD/NP 22059	

1.3 Relevant links

ISO/PC 303, *Guidelines on consumer warranties and guarantees*

1.4 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
PC 303	2016/11	2017/11	WD NP 22059	

1.5 Key person

For further information, please contact:

Saral James Maniam at the Malaysian Association of Standards Users

2. Customer Contact Centres

2.1 Summary

COPOLCO formally proposed this at its 2011 London plenary following concerns raised during its 2009 New Delhi plenary:

> ➢ customer contact centres often frustrate consumers
> ➢ organizations increasingly outsource their services to call centres, often across national boundaries, which adds to the complexity
> ➢ standards addressing these issues from a quality management perspective were being developed in Europe, South Africa, and possibly other countries and regions

In view of the international nature of outsourced call centre operations, COPOLCO resolved to research the matter in greater depth (COPOLCO Resolution 12/2009). After lengthy investigation, COPOLCO agreed at its 2011 London plenary to forward a New Work Item Proposal to ISO Council for further processing, and the project was finally approved in 2012. Meetings of the Project Committee (PC) were held in July 2013 (Vienna), February 2014 (Kuala Lumpur), December 2014 (Madrid), February 2016 (Vienna) and October 2016 (South Africa).

At ISO PC 247's inaugural meeting, consumers raised the concern that the outcome would be a management system standard focusing on the relationship between a contact centre and the organization(s) employing its services – without any direct consideration of consumer requirements. It was agreed to address these concerns by dividing the standard into two parts: the first taking the form of a service (as opposed to a management system) standard, and the second indicating consumer requirements to be specified in the contractual relationship between the contact centre and the organization(s) employing its services.

The remaining consumer concerns were to preserve the distinction between the two parts of the standard and to ensure that the business interests present in the PC did not succeed in watering down the consumer requirements in the second part to an extent that rendered them meaningless.

There may be grounds, hot off the press, to celebrate the final approval of the Customer Contact Centre standards ISO 18295-1 and ISO 18295-2. Voting on the FDIS of these two standards closes on 8 May 2017.

2.2 Standards work

Committee	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/PC 273, *Customer Contact Centres*	ISO FDIS 18295-1, *Customer Contact Centres – Requirements for Service Organizations*	FDIS issued on 2017-03-13 Voting closes 2017-05-08
	ISO FDIS 18295-2, *Customer Contact Centres – Requirements for using the services of Customer Contact Centres*	FDIS issued on 2017-03-13 Voting closes 2017-05-08

2.3   Relevant links

ISO/PC 273, *Customer contact centres*

2.4   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG/Standard(s)	Consumer representative(s) in the key areas
ISO/PC 273, *Customer Contact Centres*	2016/10/3-7 South Africa	None planned (project hope-fully complete)		Gerd Klang, Consumers Association, Sweden Kristina Unverricht, DIN, Germany ANEC – Liaison

2.5   Key person

For further information, please contact:

Clif Johnston, South African National Consumer Union (SANCU)

3.   Elderly and persons with disabilities

3.1   Summary of why this work matters to consumers

We are living in an unprecedented global demographic transition to increasingly aged societies. At the same time, anyone, at anytime – can suffer a disability in the capacities we usually take for granted following an accident or disease; be it minor or life-changing, temporary or permanent.

Those of us who are older or with disabilities have difficulties using consumer products due to these human limitations, eg being visually impaired, hard of hearing, having limited agility or mobility.

Yet many of these limitations need not be a disability – and could be solved when the design of standards takes into account these needs and limited abilities.

Bearing accessibility needs in mind benefits all consumers through the better design of products and services, which in turn boosts access to, and satisfaction with, the global marketplace.

Thus, consumers in general benefit from inclusive designs which facilitate, for example, easy opening of packaging; easy access to buildings; and participation in society, such as being able to use the internet or television. Many consumers have similar needs eg families with pushchairs benefit from wheelchair access. Ultimately, it can be argued that further accidents can be prevented through good design, and that society as a whole benefits from inclusive design.

3.2   Summary of current work in the committee of significance

This 'inclusive design' concept was addressed by ISO/IEC Guide 71:2001, *Guide for addressing accessibility in standards*, under the name of 'accessibility' or 'accessible design', after COPOLCO initiated this work in the year 2000. Consumers have been keen on progress in how this guide is being implemented in every product, and how consumer voices are being reflected in the design of everyday products.

In December 2014, Guide 71 was revised with new information and practices collected so far. Again, COPOLCO initiated this revision.

2015 saw the start of standards implementing the concept of accessibility elaborated in the new Guide 71:2014. Activities have been done continuously, and new movements are emerging for the well-being of aged people (through better healthcare services, active ageing, etc) in ISO and IEC, so we can expect work to expand further in 2017.

3.3   Standards work

Committee	Working draft or standards	Progress or change during reporting year Any action to be taken
ISO/TC159/WG2 *Ergonomics for people with special requirments*	**TR 22411 Second edition** *Ergonomics data and guidelines for use for the application of ISO/IEC Guide 71:2014*	Human data relevant for accessibility is being collected. The work is ongoing.
ISO/TC159/SC4 *Ergonomics of human system interaction* **WG10,** *Accessible design for consumer products*	**CD 24507** *Ergonomics — Accessible design — Doors and handles of consumer products*	Accessibility of doors and handles of consumer products are specified. DIS ballot is being prepared.
	AWI TS 21054-1 *Ergonomics — Accessible design — Input controls fo consumer products Part 1: Input controls accessibility for basic operation*	Accessibility of input controls of consumer products such as ON/OFF buttons are specified. The work is waiting the next step (CD)
	CD 21055 *Ergonomics — Accessible design — Minimum legible font size for people at any age*	A method for estimating the minimum legible font size for all ages, viewing distance and luminance, is at CD ballot stage.
	CD 21056 *Ergonomics — Accessible design — Guidelines for designing tactile symbols and letters*	Guidelines for designing legible tactile symbols and letters are being specified. Document for DIS ballot is being prepared.
	NP 24500-1 *Ergonomics — Accessible design — Indicator lamps on consumer products*	Accessibility of indicator lamps is specified. CD ballot is being prepared.
	NP 24500-2 *Ergonomics — Accessible design — Part 2: Voice guides for consumer products*	Accessibility of voice guides used in consumer products is specified. CD ballot is being prepared.
ISO/TC159/SC5 *Ergonomics of the physical environment* **WG 5,** *Physical environment for people with special requirements*	**PWI 24505-2** *Ergonomics — Accessible design — Method for creating colour combinations — Part 2: For people with defective colour vision*	A method for colour combination for people with colour defects is specified. NP ballot is being prepared.
	PWI 24505-3 *Ergonomics — Accessible design — Method for creating colour combinations — Part 3: For people with low vision*	A method for colour combination for people with low vision is specified. NP ballot is being prepared.

ISO/TC173/SC7 *Accessible design* **WG3, WG4, WG5, WG6**	**ISO 19028** *Accessible design — Information contents, figuration and display methods of tactile guide maps*	Design requirements for tactile guidemaps are specified. Document was published in 2016.
ISO/TC122, *Packaging* **WG9,** *Accessible design for packaging*	**DIS 19809** *Packaging — Accessible Design — Information and marking*	Design requirements for visual and tactile markings and letters used in packages are specified. The DIS ballot was closed and the document was approved.
	CD 22015, *Packaging — Accessible Design — Handling and manipulation*	Design requirements for handling and manipulation of packages are specified. The CD ballot was closed and the document was approved.
ISO/TMB	**IWA 18** *Community-based integrated life-long health and care services for aged societies*	This promotion document for health care and services for older people was published in 2016.
ISO/TC59/SC16 *Accessibility and usability of the built environment*	**ISO/NP 21542** *Building construction — Accessibility and usability of the built environment*	Revision of the first version of 2011.
ISO/IEC JTC1/SC35 *User interface* **WG6,** *User interfaces accessibility*	**ISO/IEC TS 20071-23** *Information Technology — User interface component accessibility — Part 23: Guidance on the visual presentation of audio information (including captions and subtitles)*	Recommendations on visual presentation in TVs etc are specified. Draft is in DIS registration.
	ISO/IEC CD 29138-1 *Information technology — User interface component accessibility — Accessibility considerations for people with disabilities — Part 1: User needs summary*	Revision of the 1st version of 2009.
IEC/TC59 *Performance of household and similar electrical appliances* / **WG11**	**IEC 63008 ED1** *Household and similar electrical appliances — Accessibility of controls, doors, lids and handles*	Recommedations on accessibility of controls, doors, lids, and handles of household appliances are specified. The CD is in comment compilation process.
IEC SyC AAL *Active assisted living*	**PNW TS AAL-60 ED** *Active Assisted Living (AAL) use cases*	User requirements in use cases of AAL are specified. NP was approved.

3.4 Relevant links

[ISO/TC 173, *Assistive products for persons with disability*](#)

[ISO/TC 159, *Ergonomics*](#)

[ISO/TC 122, *Packaging*](#)

[ISO/IEC JTC 1, *Information technology*](#)

[IEC/TC 59, *Performance of household and similar electrical appliances*](#)

[IEC SyCAAL, *Active Assistive Living*](#)

[ISO/TC59/SC16, *Accessibility and usability of the built environment*](#)

3.5 Information of meetings and consumer participation

Committee	Date of last meeting	Date of next meeting	Working group or Standard (s)	Consumer representative(s) involved in the key area
ISO/TC159/WG2	2016/9/13	-	TR 22411 Second ed	Susan Harker (BSI)
ISO/SC4/WG10	2015/11/8	2017/11/30	AWI 24507 AWI 21054 AWI 21056 PWI 24506	Susan Harker (BSI)
ISO/TC122/WG9	2016/5/9	2017/05/17	CD 19809 NP 22015	-
IEC/TC59/WG11	-	-	IEC 63008 Ed. 1.0	-
IEC SyC AAL	-	-	-	-

3.6. Key person

For further information, please contact:

Ken Sagawa, Japan National Institute of Advanced Industrial Science and Technology

4. Electronic Cigarettes, vape and vapour products

4.1 Summary of why this work matters to consumers

E-cigs and vape are expanding rapidly across the globe, yet have suffered issues such as exploding cigarettes and child deaths.

Consumer interests are: safety and health, performance, fitness for purpose and usage. The needs of children are particularly important — as regards access to a highly toxic chemical such as nicotine.

There are issues regarding information (benefit or not of e–cigarettes against tobacco) and protection of the environment.

4.2 Summary of current work in the committee of significance

To address this newly emerging product across the globe, standardization is running in parallel at international and European levels (ISO and CEN).

The European standards are being developed in line with the applicable legislation: The Tobacco Products Directive 2014/40/EU and European Regulation (EC) 1272/2008 on classification, labelling and packaging of substances and mixtures.

The standards are still being developed and drafts are being considered by each working group.

4.3 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC 126, *Tobacco and tobacco products* SC3/WG1, *Vape and vapour products*	ISO/NP 20714, *E-liquid — Determination of nicotine, propylene glycol and glycerol in liquids used in electronic nicotine delivery devices — Gas chromatographic method*	The new project had been accepted and registered in the program of work of ISO/TC126/WG15 on 2015-08-25 with a 36 month development track. The current stage is "New project approved" The limit date for DIS stage is 2017-05-04. The change of title and scope has been approved by ISO/TC126/SC3 with the resolution C1/2016 dated 2016-09-02
ISO/TC 126, *Tobacco and tobacco products* SC3/WG 1, *Vape and vapour products*	ISO/NP 20768, *Routine analytical e-cigarette puffing machine – Definitions and standard conditions*	The accelerated development track in 24 months had been chosen for this project registered on 2015-08-25. The limit date for DIS

		stage was 2016-08-25. As the limit date for DIS stage is overpassed, urgent action has to be taken
CEN/TC 437, *Electronic cigarettes and e-liquids*		Fourth meeting of CEN/TC 437 'Electronic cigarettes and e-liquids' Florence, Italy, 2017-03-07
CEN/TC 437 WG 1 preliminary work item:	Title: *Electronic cigarettes and e-liquids – Terms and definitions* Scope: This European standard defines terms, symbols and units of measurement related to electronic cigarettes and e-liquids in order to harmonize the terminology	
CEN/TC 437 WG 2 NWIPs	*Requirements and test methods for electronic cigarette devices*	NWIP 1 To draft a standard describing : Refill Container (Safety quality requirements, test methods and user information) as laid out in the identified work item NWIP 2 To draft a standard describing: E-cigarettes and its components (Safety quality requirements, test methods and user information) as laid out in the identified work item NWIP 3 Review of existing documents related to user information as support for NWIP 1 & NWIP 2
CEN/TC 437 WG 3	• General principles for manufacturing, filling and holding e-liquids for prefilled containers or products • General principles for testing for quality and nicotine levels of e-liquids • Ingredients and user information	Working drafts Meeting Brussels 2017/02/20
CEN/TC437 WG 4	Requirements and test methods for emissions • Testing conditions, equipment and environment • Reference products • Measurements/quantification/qualification of emissions • Consistent delivery of nicotine	First meeting was held on 2016-05-24

4.4 Relevant links

[ISO/TC126/SC3, *Vape and vapour products*](#)

[CEN/TC437, *Electronic cigarettes and e-liquids*](#)

[Vape and vapour products make their debut in international standardization – ISO focus](#)

4.5 Information of meetings and consumer participation

Committee	Date of last meeting	Date of next meeting	WG/ Standard(s)	Consumer representative(s)
CEN/TC 437, *Electronic cigarettes and e-liquids*	2107/02/07	2018/02/28		
	2017/01/10	2017/05/08	WG 2	
	2017/02/20		WG 2	

4.6 Key person

For further information, please contact:

Christine Heemskerk, at the British Standards Institution

5. Environmental issues – labelling, environmental footprint

5.1 Summary

None of the active work items within ISO/TC 207, *Environmental management*, seem of big relevance to consumers.

The European Consumer Voice in Standardisation (ANEC) has expressed concern over life cycle assessment (LCA) based information for labelling in general and, in particular, for consumer information (carbon or environmental footprint) as it considers this approach fundamentally flawed.

Hence, ANEC is not actively involved in the work of ISO/TC 207 and its SC 3, *Environmental labelling*, (focusing on footprint information and Product Category Rules) at this stage. Moreover some of this work has come to end anyway.

SC 3 has drafted ISO/DIS 14026, *Environmental labels and declarations – Principles and Guidance on Communication of footprint information*, that gives guidelines for how environmental aspects and potential impacts of a product can be communicated as footprint information. It aims to ensure that the public is only being given valid, science-based and comparable purchasing information, without any "green-washing", taking into consideration the local or regional context, including the production, use and end-of-life stages.

5.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC207/SC3, *Environmental labelling*	ISO 14024:1999/DAmd 1, *Environmental labels and declarations – Type I environmental labelling –Principles and procedures – Amendment 1*	FDIS registered in 12/2016
	ISO 14026, *Environmental labels and declarations – Principles and Guidance on Communication of footprint information*	DIS ballot initiated in 12/2016
	ISO TS 14027, *Environmental labels and declarations – Type III environmental declarations – Product Category Rule (PCR) development*	Final text for publication received in 01/2017

5.3 Relevant links

TC 207, *Environmental management*

5.4 Information of meetings and consumer participation

No information provided.

5.5 Key person

For further information, please contact:

Franz Fiala, Austrian Standards Institution; or
Daegyun Oh, Korea Energy Management Corporation

6. Fire Safety

6.1 Summary

Fire safety impinges on nearly every aspect of human endeavour. New technologies, materials and approaches (sustainable design) have changed the landscape that we, as consumers, live in.

The subject matter experts of ISO/TC 92, *Fire Safety*, need to work within this changed context, and ensure standards to assess and control the fire risk of materials, products and structures in the broadest sense are adequate.

TC 92 is a horizontal committee, addressing all aspects of fire safety not specifically within the scope of other technical committees. The main stakeholders are: industry, in particular construction, national and international regulators (eg International Marine Organization, IMO), consumer groups, research and testing organizations, fire safety practitioners, and certification bodies.

In May 1995, ISO's Technical Management Board (TMB) entrusted TC 92 with a co-ordinating role: it is now the forum for all standardization matters related to fire.

6.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC92/SC1, *Fire initiation and growth*	ISO/NP TR 17252 (under development) *Fire tests – Applicability of reaction to fire tests to fire modelling and fire safety engineering* ISO/AWI 21397 (under development) *FTIR analysis of fire effluents in cone calorimeter tests*	10.99 – New project approved
	ISO/NP 14697 (under development) *Reaction-to-fire tests – Guidance on the choice of substrates for building and transport products*	10.99 – New project approved
	ISO/NP 14697 (under development) *Reaction-to-fire tests – Guidance on the choice of substrates for building and transport products*	10.99 – New project approved
	ISO/NP 14697 (under development) *Reaction-to-fire tests – Guidance on the choice of substrates for building and transport products*	10.99 – New project approved
	ISO/NP 13785-2 (under development) *Reaction-to-fire tests for façades – Part 2: Large-scale test*	10.99 – New project approved

ISO/TC92/SC1, Fire initiation and growth	ISO/NP 11925-2 (under development) Reaction to fire tests – Ignitability of products subjected to direct impingement of flame – Part 2: Single-flame source test	10.99 – New project approved
	ISO/NP 1182 (under development) Reaction to fire tests for products – Non-combustibility test	10.99 – New project approved
	ISO/AWI 21397 (under development) FTIR analysis of fire effluents in cone calorimeter tests	20.00 – New project registered in TC/SC work programme
ISO/TC92/SC2, Fire containment	ISO/NP TR 15655 (under development) Fire resistance – Tests for thermo-physical and mechanical properties of structural materials at elevated temperatures for fire engineering design	10.99 – New project approved
	ISO/NP TR 19856 (under development) Guide for risk assessment of fire and smoke control door and window assemblies	10.99 – New project approved
	ISO/TR 22898:2006/AWI Amd 1 (under development)	20.00 – New project registered in TC/SC work programme
ISO/TC92/SC3, Fire threat to people and environment	ISO/NP 13571-1 (under development) Life-threatening components of fire – Part 1: Guidelines for the estimation of time to compromised tenability in fires	10.99 – New project approved
	ISO/DIS 19703 (under development) Generation and analysis of toxic gases in fire – Calculation of species yields, equivalence ratios and combustion efficiency in experimental fires	40.60 – Close of (DIS) voting
	ISO/DIS 19677 (under development) Guidelines for assessing the adverse impact of wildland fires on the environment and to people through environmental exposure	40.20 – DIS ballot initiated: 12 weeks
ISO/TC92/SC4, Fire safety engineering	ISO/AWI TR 17886 (under development) Fire safety engineering – Design of evacuation experiments	20.00 – New project registered in TC/SC work programme
	ISO/DTR 24679-6 (under development) Fire safety engineering – Performance of structures in fire – Part 6: Example of an eight-storey reinforced concrete building	30.60 – Close of voting/ comment period (CD)
ISO/TC92/SC4, Fire safety engineering	ISO/NP 16733-2 (under development)	10.99 – New project approved

	Fire safety engineering – Selection of design fire scenarios and design fires – Part 2: Design fires	
	ISO/FDIS 26367-2 (under development) *Guidelines for assessing the adverse environmental impact of fire effluents – Part 2: Methodology for compiling data on environmentally significant emissions from fires*	50.00 – Final text received or FDIS registered for formal approval
	ISO/NP 20414 (under development) *Fire safety engineering – Verification and validation protocol for building fire evacuation models*	10.99 – New project approved
	ISO/NP 24678-1 (under development) *Fire safety engineering – Requirements governing algebraic equations – Part 1: General requirements*	10.99 – New project approved
	ISO/NP 24679-1 (under development) *Fire safety engineering – Performance of structures in fire – Part 1: General* (Revision of ISO/TS 24679:2011)	10.99 – New project approved
	ISO/NP TR 20413 (under development) *Fire safety engineering – Survey of performance-based safety design practices in different countries*	10.99 – New project approved
	ISO/PRF TR 16576 (under development) *Fire safety engineering – Examples of fire safety objectives, functional requirements and safety criteria*	50.00 – Final text received or FDIS registered for formal approval
	ISO/PRF TR 24679-2 (under development) *Fire safety engineering – Performance of structure in fire – Part 2: Example of an airport terminal*	50.00 – Final text received or FDIS registered for formal approval
	ISO/PRF TR 24679-4 (under development) *Fire safety engineering – Performance of structures in fire – Part 4: Example of a multi-storey building in Japan*	50.00 – Final text received or FDIS registered for formal approval

6.3   Relevant links

ISO/TC 92, *Fire safety*

Studies and reports of interest to consumers:

Proceedings of the Furniture Flammability and Human Health Summit
UL Fire and Safety research

6.4   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	Consumer representative(s)
TC 92, *Fire Safety*	2015/10	2017-03-31, Tsukuba (Japan)	None identified
	2017/03	2018 3rd Quarter, Delft (Netherlands)	
TC 92/SC1, *Fire initiation and growth*	2016/10	2017 3rd Quarter, Santander (Spain)	
TC 92/SC2, *Fire containment*	2016/10	2018 3rd Quarter, Delft (Netherlands)	
TC 92/SC3, *Fire threat to people and environment*	2016/04	2018 3rd Quarter, Delft (Netherlands)	
TC 92/SC4, *Fire safety engineering*	2016/04	2018 3rd Quarter, Delft (Netherlands)	

6.5   Key person

For further information, please contact:

G. Rae Dulmage, Ontario, Canada

7.   Food safety and labeling

7.1   Why this work matters

Food labeling, primarily as a means of consumer protection, has exploded with concerns on nutrition, genetic modification, pesticide and/or additive use, identification of known allergens, product origin disclosure, tracking of products relative to recalls, and more.

A driving force behind modern food labeling concerns has been the health industry. As food science progresses, food choices and consumption quantity are increasingly recognized as key factors in public health. Obesity, heart disease, and diabetes – are just a few of the diseases associated with modern eating habits.

Health professionals agree educating the public on their choices and reducing confusion from food labels is integral to stemming this threat to population health and the economy of many countries.

Ingredient lists are lifelines for people with food allergies, says Beatrice Povolo, Advocacy and Media relations Director for Food Allergy Canada, a non-profit advocating on behalf of people with food allergies. *"They count on label information to be accurate and truthful and complete in order for them to make a decision of whether that would be a suitable product or not,"* she said, adding deliberate ingredient substitutions are not on the organization's radar at the moment.

There is, however, substantial debate as to which information is appropriate and what communication method best serves the interests of stakeholders: consumers and producers. In Canada, for example, a big issue is the labelling of Genetically Engineered (GE) substances. Due to extensive use (60% of foods in some supermarkets) it is questionable whether labelling food that contains them would be beneficial – most foods would have to be labelled.

A new study suggests more than half of Canadians, especially those with health conditions, are worried the foods they're buying are not what labels claim — and preventing falling victim to such scams can be difficult, experts say.

Hot topic issues tend to fall under the umbrella of transparency in the food supply chain. Much of the discussion in food labeling centers on the consumer's right (or need) to know on a variety of issues including, but not limited to: health-related, genetic engineering, irradiation, adulterated food products, sustainability, and nanotechnology applications.

The debate over food labeling shows no signs of abating. Consumer groups, the health industry, and niche agricultural groups are mounting pressure on government organizations to bring a cleaner, less confusing, labeling system to the public.

Some key areas identified by consumers as requiring action are:

- **Ingredient listing** – including indicating the presence of GE ingredients, full declaration of allergens, clearer identification of additives. The overwhelming majority of those who raise ingredient listing as an issue want to see full, mandatory ingredient listing, with no exemptions. Some respondents, especially those with health problems or special dietary needs, want clear information about the quantities of each ingredient to be given, possibly as a percentage of the total net pack content, to enable them to make choices.

- **Sufficiently precise labelling** – to enable those with specific allergies to avoid ingredients to which they react. The removal of all ingredient listing exemptions and the consistent and uniform labelling of all products (eg the use of "peanut" rather than "groundnut") is essential.

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- **Animal-derived products** – those observing strict religious or other dietary regimes often find it difficult to decide from the information on the label if a food is genuinely free of animal products and which ones. Labeling should allow identification of products / ingredients of animal origin.

- Country of Origin labelling.

- **Production methods** – this includes animal welfare, ethical and environmental concerns (eg fair trade foods) and information on the use of pesticides, antibiotics, and growth hormones.

- **Standardization of food labels** – including a mandatory format, minimum font size, and use of standard print types, colours, symbols.

- **Date marking** – especially the meaning of "best before" and "use by". Also includes calls for clearer indications of how long food will last once opened and date of production of foodstuffs.

- **Nutrition labelling** – should become mandatory, that different types of fat (eg unsaturated), added sugar and salt should always be listed.

- **Misleading claims / information** – such as "% fat free", unclear definitions of "low" and "high", marketing terms such as "healthy" and "country style" and the use of "lite" and "organic" when used to imply products are healthier all claims should be prohibited unless independently verified.

7.2 Summary of current work in the committee of significance

At present, initiatives are underway in many countries to modernize their food labelling schemes. However, concerns have been raised due to the lack of enforcement and preclearance of labels as occurred in the past.

ISO/TC34/SC12, *Sensory analysis*, has released ISO/NP20784, *Guidance on substantiation for sensory and consumer claims*, for claims made on products or packages, such as:

- ✓ **Consumer liking** – "Nothing is liked better"; preference – "The preferred taste"; experience – "Tastes delicious!" "Fresh smell"
- ✓ **Attributes** – "Improved taste"; "Less greasy"; "Easy to open"
- ✓ **Performance** – "Fast absorbing"; "Easy to open"; "Leaves skin feeling smooth"

Substantiating sensory claims uses a seven step process:

1) desired state, claim in advance of conducting the studies to support it
2) review claims with stakeholders
3) design and run an unbiased, objective study with a clear criterion for supporting the claim or not
4) review test result against the pre-established criterion
5) proceed to use the claim in communicating to users and potential purchasers/users

On 10-11 November 2016 in Switzerland, TC34/SC12, *Sensory analysis*, decided in its Resolution 278/2016 on NP 20784:

1) to create a working group with Christine Van Dongen as Convenor to prepare an ISO/WD before the end of 2017
2) the seven members expressing interest are: Argentina, Bosnia and Herzegovina, China, France, Germany, Switzerland, United Kingdom and United States
3) TC34/SC12 welcomes the participation of consumer experts including members of ISO´s Committee on Consumer Policy.

7.3   Standards work

There are various national/international standards that deal with food but few if any that set out requirements for food labels.

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC34/SC12, *Sensory analysis*	ISO NP 20784, *Sensory claim substantiation*	WD before the end of 2017

7.4   Relevant links

Examples of international campaigns on better food labelling:

- ✓ Consumers International's campaigns
- ✓ BEUC, the European Consumer Organisation: What's in your kitchen?

7.5.   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s)
TC34/SC12, *Sensory analysis*	2016-11-10/11, Switzerland		ISO/NP 20784, *Sensory claim substantiation*	

7.6   Key person

For further information, please contact:

Dr Elizabeth Nielsen, Consumers Council of Canada

8.   Furniture

8.1   Why this matters

Children killed by falling furniture – a worldwide scandal leading to recalls, but not in every country, due to a patchwork of different standards… is an example of how standards directly impact consumer safety, as well as raising issues of performance and fitness for purpose. Other emerging issues include health impacts of chemicals in furniture; and sustainable sourcing.

ISO/TC 136, *Furniture,* is particularly relevant to consumers, especially child safety. There were reports of child deaths in Canada and the US when furniture produced by a global Nordic company, tipped over. The company decided to recall this furniture in Canada and the US as it does not comply with the safety requirements in ASTM 2057-14, *Standard Safety Specification for Clothing Storage Units.* However no recalls were made in other countries. Apparently, Europe and the US have adequate safety standards, but international ones' safety requirements do not address tipping risk. International Standard ISO 7171:1988, *Furniture — Storage units — Determination of stability,* does not include child safety elements.

Children all over the world should equally be protected, and ISO and IEC need to improve standards in this area. Accident and recalls data for national markets can assist in creating better standards.

8.2   Summary of current work of significance in the committee

ISO/TC 136 decided at its Copenhagen meeting in 2016, that it will from now on only work on test methods for furniture – except child furniture, covered by its new WG 6. TC 136 therefore decided to slow the process and delete some work items to put them on hold.

The reason for creating WG 6, *Children's and nursery furniture,* is that the ISO standards for children's furniture have not been updated for many years. The aim is to create global standards for test methods that all countries will implement, including the US. These will be based on test methods in European standards. At a later stage it might be possible to add common global requirements, if agreed.

So now the plan is to get global accepted test methods for furniture in general and maybe in the future develop global accepted safety requirements.

A Swedish convenor, working for IKEA, has been nominated to WG 6, and there is representation from the Swedish authorities.

WG 6's scope was decided to encompass:

"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."

Standards being developed are:

ISO 7175-1, *Children's cots and folding cots for domestic use – Part 1: Safety requirements*
ISO 7175-2, *Children's cots and folding cots for domestic use – Part 2: Test methods*
ISO 9221-1, *Children's high chairs – Part 1: Safety requirements*
ISO 9221-2, *Children's high chairs – Part 2: Test methods.*

The first meeting of WG 6 is in Chicago in June 2017.

Denmark has for several years tried to improve the European standard for storage furniture for stability after a fatal accident in Denmark in 2009 where a four year old girl was crushed under a tall cabinet.

The Danish national committee succeeded in improving the stability by 50% but unfortunately did not come all the way. After the recall in the US, the Danish national committee sent a letter to CEN TC 207, arguing that the withdrawal of 28 million cabinets in the USA should be on the agenda at the next working group 1 meeting, and that the working group should obtain accident data worldwide. This was put on the WG 1 agenda in Sweden in February 2017 and it was decided to work on a guide regarding tip over of storage furniture.

An IKEA representative presented their "Secure it" campaign. The WG visited IKEA's test laboratory and was shown the improved test procedures to test the tipover of storage furniture. A list was also presented with possible design measures to prevent tipover of storage furniture/cabinets/chest of drawers. It was agreed that a document with best practice measures would be feasible.

It was decided to create a first proposal for a best practice guide to safely construct storage furniture/cabinets/chest of drawers to prevent tipover – before the next meeting.

8.3. Standards work

Committee	Working draft or standard	Progress or change during reporting year / Any action to be taken
ISO/TC 136, *Furniture*	ISO/DIS 7171, *Furniture – Storage units – Test methods for the determination of stability*	ISO 7171:1988 has been revised and is out for public comment. It is based on the stability test methods in EN 16122. WI has been deleted and put on hold.
	ISO/DIS 7170, *Furniture – Storage units – Test methods for the determination of strength and durability*	ISO 7170: 2005 has been revised and out for public comment. It is based on test methods in EN 16122. WI has been deleted and put on hold.
	ISO/CD 19682, *Furniture – Tables – Test methods for the determination of stability, strength and durability*	Based on test methods in EN 1730. WI has been deleted and put on hold.
	ISO/WD 7173, *Furniture – Seating – Test methods for the determination of strength and durability*	ISO 7173: 1989 has been revised. It is based on test methods in EN 1728. WI has been deleted and put on hold.
	ISO/CD/19833, *Furniture – Beds – Test methods for the*	Out for comments in March 2016, comments discussed in WG 4 in September 2016.

	determination of stability, strength and durability	
	ISO 7175-1, *Children's cots and folding cots for domestic use – Part 1 safety requirements*	
	ISO 7175-2, *Children's cots and cots for domestic use – Part 2 Test methods*	
	ISO 9221-1, *Children's high chairs – Part 1 Safety requirements*	
	ISO 9221-2, *Childrens high chairs – Part 2 Test methods*	
ISO/TC 136/WG 6, *Children's and nursery furniture*		
CEN/TC 252, *Child use and care articles*	EN 1272:2017, Child care articles – Table mounted chairs – Safety requirements and test methods Child care articles – Table mounted chairs – Safety requirements and test methods	Approved recently
	Child use and care articles – General safety guidelines – Part 1: Safety philosophy and safety assessment	Recently started and under drafting
	Developments of the other stanards: see link in part 3	

8.4   Relevant links

CEN TC 207, *Furniture and* ISO TC 136, *Furniture*

CEN/TC 252, *Child use and care articles*

ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety in standards and other specifications*

ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards*

Play matters - ISO

8.5 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	Consumer representative(s) in the key area
ISO/TC 136, *Furniture*	Last meeting was in Copenhagen in July 2016	Next meeting will be in Chicago on 6-9 June 2017 together with all the working groups	Maria Holmberg, Swedish consumer agency

8.6 Key person

For further information, please contact:

Helen Amundsen, Danish Consumer Council; or
Imola Ferro, Nederlands Normalisatie-Instituut

9. Graphical symbols

9.1 Summary

In this context, "graphical symbols" includes public information symbols, safety signs for use in public areas and on industrial and consumer products, and graphical symbols for use on equipment ("equipment" includes both industrial and consumer products).

ISO/TC 145 and SCs are responsible both for developing design and application standards and for the evaluation and registration (where appropriate) of graphical symbols submitted by technical committees, ISO and CEN/CENELEC member bodies and other organizations. Registered graphical symbols are included in 'catalogue' standards (see below under individual committee sections).

IEC/TC 3/SC 3C also evaluates and registers graphical symbols for use on equipment. These are submitted mainly by IEC/CENELEC electro-technical committees, and many are used on consumer electrical products.

Key objectives of consumer participation in this work are to ensure as far as possible both that design and application standards take account of consumers' interests and that graphical symbols intended for consumers are comprehensible and not duplicated. It is also important that technical committees and others submitting symbols for evaluation and registration do so at the earliest possible stage in their development so as to ensure that the appropriate design criteria are followed and the publication of standards is not delayed.

Consumer objectives are being broadly met.

NOTE - All graphical symbols registered in ISO/TC 145 and IEC/TC 3/SC 3C catalogue standards can be viewed and purchased from the ISO Online Browsing Platform. In addition, graphical symbols for use on equipment (both ISO and IEC) are separately available on the IEC/ISO Joint database on graphical symbols for use on equipment (see links at section 3 below).

9.2 Description of new developments under priority area

Committee	Working draft or standard	Progress or change during reporting period. Any action to be taken.
ISO/TC 145 *Graphical symbols*	TC 145's scope covers safety signs, public information symbols and graphical symbols for use on equipment.	
ISO/TC 145/SC 1, *Public information symbols* **WG 4,** *Public information symbols (Revision of ISO 7001)*	**ISO 7001:2007**, *Public information symbols* This is a catalogue of public information symbols accepted for registration by SC 1. It also specifies the criteria for the registration of public information symbols.	Systematic review resulted in agreement to review standard. Several amendments with additional public information symbols have been published since 2007 and the standard now comprises 180 symbols. A large number of proposed public information symbols are under consideration for inclusion in the standard.

WG 5, *Public information guidance systems*	**ISO 28564-2:2016**, *Public information guidance systems — Part 2: Design principles and element requirements for location signs and direction signs*	Standard published 2016/09.
	ISO/CD 28564-3, *Public information guidance systems — Part 3: Guidelines for the design and use of information index signs*	CD ballot closed. Comments to be discussed in due course.
ISO/TC 145/SC 2, *Graphical symbols – safety identification, signs, shapes, symbols and colours* **WG 1,** *Safety identification, shapes, symbols and colours*	**ISO 7010:2011**, *Graphical symbols — Safety colours and safety signs — Registered safety signs* This is a catalogue of safety signs accepted for registration by SC 2. It also specifies criteria for the registration of safety signs.	Seven amendments with additional safety signs have been published since 2011 and the standard now comprises 204 safety signs (including a number for use on cruise liners). A large number of proposed safety signs are under consideration for possible inclusion in the standard.
	ISO 3864-4:2011, *Graphical symbols — Safety colours and safety signs — Part 4: Colorimetric and photometric properties of safety sign materials*	Systematic review completed and standard confirmed.
	ISO/PWI 20559, *Guidance for the development and use of a safety signing system*	Comments required by 2017/03/24.
WG 3, *Safety-way guidance systems (SWS)*	**ISO/DIS 16069 (Ed 2),** *Graphical symbols – Safety signs – Safety way guidance systems*	DIS vote produced 100% approval. Comments to be discussed at meeting in mid-April.
ISO/TC 145/SC 3, *Graphical symbols for use on equipment*	**ISO 7000,** *Graphical symbols for use on equipment* This is a catalogue of graphical symbols for use on equipment registered by SC 3.	This standard is frequently updated with the addition of newly approved and registered graphical symbols and now contains some 3,426 symbols.

IEC/TC 3/SC 3C, *Graphical symbols for use on equipment*	**IEC 60417**, *Graphical symbols for use on equipment* This is a catalogue of graphical symbols for use on equipment developed mainly by IEC product committees and registered by SC 3C	The standard is frequently updated with the addition of newly approved and registered graphical symbols and now contains some 1,456 symbols.
IEC/TC 3-ISO/TC 10 JWG16, *Preparation of instructions for the use of products*	**IEC/CD 82079-1 Ed 2**, *Preparation of instructions for use ─ Structuring, content and presentation ─ Part 1: General principles and detailed requirements* This standard is applicable to all types of consumer and industrial products. It includes, inter alia, requirements for the use of safety signs and graphical symbols to convey information to users of products.	Second CD issued. Closing date for comments 2017-05-19. Comments will be discussed on 2017/06/6-9. This is intended to be the first basic part of an IEC/ISO series of standards.

9.3   Relevant links and publications

ISO/TC145, *Graphical symbols* (includes information on submitting graphical symbols for evaluation and registration)
ISO Store and ISO Online Browsing Platform
IEC/ISO Joint database for graphical symbols for use on equipment (requires password)
ISO/IEC Guide 74, *Graphical symbols ─ Technical guidelines for the consideration of consumers' needs*
ISO Brochure *ISO committees on horizontal subjects*
ISO Booklet *The international Language of Graphical Symbols*
ISO Focus article *Graphical symbols cross borders* (May 2010, p 36)

9.4 Consumer representation in priority area

Committee	Date of last meeting	Date of next meeting	WG/Standard(s)	Consumers representative(s)
ISO/TC145/SC1 *Public information symbols*	2016-05-03	2017-06-01	**ISO 7001**	Susan Woodhouse, BSI
TC145/SC1/WG5 *Public information guidance systems*	–	–	**ISO 28564 series**	Susan Woodhouse, BSI
ISO/TC145/SC2 *Graphical symbols – safety identification, signs, shapes, symbols and colours*	2016-06-01	2017-05-31	**ISO 7010**	John Perry, BSI Susan Woodhouse, BSI
TC145/SC2/WG1 *Safety identification, shapes, symbols and colours*	2016-11-30/12-02	2017-05-29/30	**ISO 3864 series** **ISO/PWI 20559**	John Perry,BSI
ISO/TC145/SC 2/WG3, *Safety-way guidance systems*		2017-04	**ISO 16069 (Ed 2)**	John Perry. BSI
TC145/SC3, *Graphical symbols for use on equipment*	2016-05-24	2017-06-01	**ISO 7000**	John Perry, BSI
IEC/TC3/SC3C, *Graphical symbols for use on equipment*	2016-10-19	2017-10?	**IEC 60417**	John Perry, BSI
IEC/TC 3-ISO/TC 10 JWG16, *Preparation of instructions for use*	2016-10-31/11-04	2017-06-6/9	**IEC 82079-1**	John Perry, BSI Gordon Hayward, BSI

9.5 Key person

For further information, please contact:

John Perry, British Standards institution

10. Healthcare administration

10.1 Summary of why this work is important to consumers

Among several stakeholders in the healthcare services value chain, individual patient consumers are the most direct end users.

Their interests as consumer are vital since these patients not only desire the best care possible, but frequently are the direct or indirect payors for this care. Anything that maximizes the value they receive in both dimensions (quality and cost) affects their lives immediately – and enduringly.

Expected consumer benefits include:

- ✓ Patients and consumers of healthcare – will benefit from slower increases in the cost of health care and the resulting access to care. UK and US research also shows that patients are more satisfied and are healthier when receiving services from better managed healthcare organizations

- ✓ Organizations that provide healthcare benefits – will enjoy either a reduction in their costs or more predictable, slower increase in the costs of coverage as efficiencies in healthcare management are transferred to policy holders

- ✓ Insurance companies and national health ministries – will more accurately monitor and compare the quality of management and assess cost control as they determine which healthcare entity provides the best value for their customers and populations

- ✓ Developing countries and rural healthcare providers – will more easily access and adopt the most effective practices and metrics of more established and better resourced healthcare systems

- ✓ Healthcare entities – will enjoy the sharing of effective management practices that will drive better outcomes for patients and reduce the increase in spending of non-clinical services

- ✓ Society in general – will be better informed about the effectiveness of their healthcare system and gain access to a better quality of care

10.2 Summary of current work in the committee of significance

The first ISO/TC 304 plenary for Healthcare Administration was on 17 February 2017, and the workplan is expected soon. A call for consumer participation has been issued.

10.3 Standards work

Committee	Progress or change during reporting year / Any action to be taken
TC 304, *Healthcare Administration*	The first plenary was on 17 February 2017. During that meeting, several ideas for potential standards were discussed and resolutions balloted to develop ad hoc exploratory teams and other TC start up activities. Once currently balloted resolutions are closed, the initial workplan for the committee and its relevance to consumers will be clear.

10.4 Relevant links

ISO TC 304, *Healthcare Administration*

10.5 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	Consumer representative(s) in the key area
TC 304, *Healthcare Administration*	2017/02	2017	A call for consumer participation has been issued

10.6 Key person

For further information, please contact:

Ronald B. McKinley, or Lee S. Webster, at the University of Texas Medical Branch, Galveston, USA

11. Health Informatics

11.1 Summary

ISO/TC 215 operates in the field of health informatics, creating standards for information and communications technology (ICT) to promote interoperability between independent systems, to enable compatibility and consistency of health information and data, as well as to reduce duplication of effort and redundant activity. The area is sometimes referred to as eHealth – covering not just informatics but the overall system, plus telematics and the encompassing concept of Universal Health Coverage.

Health informatics standards developed by TC 215 aim to support the growing use of ICT in the health system ("eHealth"). These standards have a vital role in enabling health information systems to collect information, exchange it seamlessly, and protect security and privacy, while making it widely available for authorised access by many potential users including health service providers, individual practitioners, funders/payors, regulators, consumers of health services and those that support or care for them.

As the work of TC 215 has progressed, so have parallel technologies that open more doors and more issues that affect consumers.

Consumers want privacy of information, good health care, the ability for the system to quickly share and react to personal health issues; reliability and continuity of information; along with the security and safety of the equipment/services of the system that operates to ensure health. Of particular interest to consumers are TC215/JWG7, *Joint ISO/TC 215 - IEC/SC 62A WG: Safe, effective and secure health software and health IT systems*, including those incorporating medical devices, and TC215/WG4, *Security, Safety and Privacy*.

TC 215 has extensive liaisons with organizations and institutions working in this field and interacts with JTC1, IEC, IEEE, ITU and other standards bodies.

11.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
TC215/JWG7, *Joint ISO/TC 215 - IEC/SC 62A WG: Safe, effective and secure health software and health IT systems, including those incorporating medical devices*	IEC/DTR 80001-2-9 (under development) *Application of risk management for IT networks incorporating medical devices – Part 2-9: Application guidance – Guidance for use of security assurance cases to demonstrate confidence in IEC/TR 80001-2-2 security capabilities*	30.99 – CD approved for registration as a DIS
	IEC/NP 80001-1 (under development) *Safety, effectiveness and security in the implementation and use of connected medical devices or connected health software – Part 1: Application of risk management*	10.99 – New project approved
ISO/TC215, *Health Informatics*	ISO/AWI 81001-1 (under development)	20.00 – New project registered in TC/SC work programme

	Health software and health IT systems safety, effectiveness and security – Part 1: Foundational principles, concepts, and terms	
ISO/TC215, *Health Informatics*	ISO/DIS 11615 (under development) *Health informatics – Identification of medicinal products – Data elements and structures for the unique identification and exchange of regulated medicinal product information*	40.60 – Closing of DIS Vote
	ISO/DTS 20451 (under development) *Health informatics – Identification of medicinal products – implementation guidelines for ISO 11616 data elements and structures for the unique identification and exchange of regulated pharmaceutical product information*	30.60 – Closing of CD Vote
	ISO/DTS 21089 (under development) *Health informatics – Trusted end-to-end information flows*	30.99 – CD approved for registration as a DIS
	ISO/FDIS 17090-5 (under development) *Health informatics – Public key infrastructure – Part 5: Authentication using Healthcare PKI credentials*	50.00 - Final text received or FDIS registered for formal approval
	ISO/NP TS 11633-1 (under development) *Health informatics – Information security management for remote maintenance of medical devices and medical information systems – Part 1: Requirements and risk analysis*	10.99 – New project approved
	ISO/NP TS 20405 (under development) *Health informatics – Framework of event data and reporting definitions for the safety of health software*	10.99 – New project approved
	ISO/PRF TR 18638 (under development) *Health informatics – Guidance on health information privacy education in healthcare organizations*	50.00 - Final text received or FDIS registered for formal approval

11.3   Relevant links

ISO/TC215, *Health Informatics*

World Health Organization (WHO) Study on eHealth (December 2016) –
Global Diffusion of eHealth

11.4   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	Consumer representative(s) in the key area
TC 215, *Health Informatics*	2016-11	2017-04-17/21 Hangzhou (China) 2017-06-10/11, London (UK) 2017-11 (UK) 2018-04, Maringa (Brazil) 2018-10, Kuala Lumpur (Malaysia)	None specifically identified

11.5   Key person

For further information, please contact:

Rae Dulmage, Ontario, Canada

12. Performance of household electrical appliances

12.1 Summary

IEC/TC 59, *Performance of household electrical appliances*, its subcommittees and working groups are responsible for developing standards to measure the performance of electrical household appliances. These standards normally describe only test methods, without setting any requirements.

From the consumer's point of view – it is important that test methods are based on consumer behaviour and provide reproducible results, so the consumer can rely on declared values (eg related to energy or water consumption) and compare the performance of appliances.

12.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
IEC/TC 59, *Performance of Household Electrical Appliances*		
WG 15 *Connection of household appliances to smart grids and appliances interaction*	(Draft) IEC/TS 62950 Ed. 1.0 *Household and similar electrical appliances – Specifying smart capabilities of appliances and devices – General aspects*	
WG 16 *Performance evaluation method of intelligent mobile robot platform for household and similar applications*	IEC 62849:2016 Ed. 1.0 *Performance evaluation methods of mobile household robots*	
SC 59 A *Dishwashers*	IEC 60436 Ed. 4.0 *Electric dishwashers for household use – Methods for measuring the performance*	SC started work on: Method for measurement of microbiological properties
SC 59 D *Home laundry appliances*	IEC 60456 Ed. 5.0	Work started on: Test for the assessment of the rinsing performance of household washing machines
SC 59 F *Floor treatment appliances*	IEC TS 62885-1 Ed. 1.0 *Surface cleaning appliances – Part 1: General requirements on test material and test equipment* IEC 62885-2 Ed. 1.0 *Surface cleaning appliances – Part 2: Dry vacuum cleaners for household or similar use – Methods for measuring the performance* IEC 62885-3 Ed. 1.0 *Surface cleaning appliances – Part 3: Wet carpet cleaning appliances – Methods for measuring the performance*	

	IEC 62929 *Cleaning robots for household use – Dry cleaning – Methods of measuring performance*	
SC 59 L *Small appliances*	IEC 60661 *Methods for measuring the performance of electric household coffee makers* IEC 60442, *Toasters* IEC 60496, *Warming plates* IEC 60530, *Kettles and jugs* IEC 60619, *Food preparation appliances* IEC 61309, *Deep-fat fryers* IEC 61817, *Portable cooking appliances* IEC 60311, *Irons*	Work started on: electric hair clippers or trimmers and on electrically operated spray toilet seats
SC 59 K *Ovens and microwave ovens, cooking ranges and similar appliances*	IEC 60350-1, *Household electric cooking appliances – Part 1: Ranges, ovens, steam ovens and grills – Methods for measuring performance* IEC 60350-2, *Part 2: Hobs* IEC 60705, *Household microwave ovens – Methods for measuring performance*	
SC 59 M *Cooling and freezing appliances*	IEC 62552-1, *Household refrigerating appliances – Characteristics and test methods – Part 1: General requirements* IEC 62552-2, *Part 2: Performance requirements* IEC 62552-3, *Part 3: Energy consumption and volume*	New IEC TR 63061 Ed.1 Adjusted volume calculation for refrigerating appliances, will be published soon

12.3 Relevant links

IEC/TC 59, *Performance of household and similar electrical appliances*

12.4 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
IEC/TC 59, *Performance of Household Electrical Appliances*	2016-10-14, Frankfurt	Probably autumn 2018 in Busan	IEC 60704-1, *Noise-General* IEC 60704-3, *Noise-Determining and verifying declared values* IEC 60704-2-(1,2,3,4,5,6,7,8,9,11,14), *Particular requirements* IEC 61592 TR, *Panel testing*	K Both, DIN Consumer Council, DKE G. Heilmann, ANEC

			IEC 61923 TR, *Repeatability and reproducibility* IEC 61591, *Range hoods* IEC 61254, *Electric shavers* IEC 61855, *Household electrical hair care appliances - Methods of measuring the performance* IEC 62301, *Household electrical appliances – Measurement of standby power* IEC 60675, *Direct-acting room heaters* IEC 62849, *Performance evaluation methods of mobile household robots*	
TC 59 CAG, *AG 14 Chairman's Advisory Group (CAG)*	2016-10-10, Frankfurt	2017-09-05, Berlin		K Both, DIN Consumer Council, DKE
SC 59 A, *Dishwashers*	2016-10-08, Frankfurt	Probably autumn 2018 in Busan	IEC 60436	G Heilmann, DIN Consumer Council, DKE
SC 59 A/AG 1 *Standard detergent and standard rinse agent* **SC 59 A/AG 5** *Reference equipment and test materials* **SC 59 A/AG 6** *Global application of test methods for dishwashing appliances* **SC 59 A/MT 2** *Dishwasher tests* **SC 59 A/WG 3** *Measurement of*				G Heilmann, DIN Consumer Council, DKE J Kjeldgaard, Danish Consumer Information Centre, DS

microbiological properties				
SC 59 C *Heating Appliances*	2016-10-11, Frankfurt	Probably autumn 2018 in Busan	IEC 60299, *Blankets* IEC 61255, *Heating pads* IEC 60379, *Storage water heaters* IEC 60531, *Thermal storage room heaters*	
SC 59 D *Home laundry appliances*	2016-10-13, Frankfurt	Probably autumn 2018 in Busan	IEC 60456, *Washing machines* IEC 61121, *Tumble dryers* IEC 62512, *Washer-Dryer*	
SC 59 D/WG 13, *Test Materials* **SC 59D/AG 17,** *Global application of 60456*				J Kjeldgaard, Danish Consumer Information Centre, DS J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59D/WG 18 *Uncertainty*				J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59 D/WG 19, *Reference machine and programs*				
SC 59 D/WG 20 *Rinsing-efficiency*				
SC 59 D/MT 14 *Maintenance team for IEC 61121 & IEC 62512*				J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59 D/ MT 15 *Maintenance team for IEC 60456*				J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59 F *Surface cleaning appliances*	2016-10-13, Frankfurt	Probably autumn 2018 in Busan	IEC TS 62885-1 *General requirements on test material and test equipment*	
SC 59 F/WG 3 *Dry surface cleaning appliances*			IEC 62885-2 *Dry vacuum cleaners*	

SC 59 F/WG 4 *Wet surface cleaning appliances*			IEC 62885-3 *Wet carpet cleaning appliances*	
SC 59 F/WG 5 *Surface cleaning robots*			IEC 62929 *Cleaning robots for household use – Dry cleaning*	
SC 59 F/WG 6 *Commercial surface cleaning machines*			IEC/PAS 62611 *Vacuum cleaners for commercial use*	
SC 59 F/WG 7 *Methods of measuring performance of vacuum cleaner under battery operation*				
SC 59 K *Ovens and microwave ovens, cooking ranges and similar appliances*	2016-10-11, Frankfurt	Probably autumn 2018 in Busan	IEC 60705, *Microwave ovens* IEC 60350-*1, Ranges, ovens, steam ovens and grills* IEC 60350-2, *Hobs* IEC 61591, *Household range hoods*	
SC 59 L *Small appliances*	2016-10-12, Frankfurt	Probably autumn 2018 in Busan	IEC 60442, *Toasters* IEC 60530, *Kettles and jugs* IEC 60619, *Food preparation appl.* Amendment 1 IEC 60661, *Coffee makers* IEC 60496, *Warming plates Amendment 1 & 2* IEC 61309, *Deep-fat fryers* IEC 61817, *Portable appliances for cooking, grilling and similar use* IEC 60508, *Ironing machines*	K Both, DIN Consumer Council, DKE
SC 59 L/MT 1 *Maintenance of IEC 60311*			IEC 60311, *Electric irons*	K Both, DIN Consumer Council, DKE
SC 59 M *Cooling and freezing appliances*	2016-10-13, Frankfurt	Probably autumn 2017 in Wladiwostok	IEC 62552 Parts 1,2 and 3 *Household refrigeration appliances – Characteristics and test methods*	

12.5 Key person

For further information please contact:
Karin Both, DIN Consumer Council, Germany

13. Safety of Household Appliances

13.1 Summary

Over the past 50 years, the standards for the safety of household appliances have been managed by IEC/TC 61, *Safety of household and similar electrical appliances*. At its Tel-Aviv meeting in October 1966, IEC's Committee of Action decided to divide the work of IEC/TC 59. As a result, TC 61 was established. Subsequently, at TC 61's first meeting in February 1967 in New York, USA, it was agreed the scope of this new technical committee would be *"to prepare safety requirements for electrical appliances for household and similar purposes"*.

IEC/TC 61 continues to maintain – and develop – standards necessary for manufacturers and the safety of electrical appliances for users, national authorities responsible for the safety of appliances, and bodies certifying appliance safety.

13.2 Main consumer concerns/issues in this area

Customers for IEC/TC 61 standards include: consumers, manufacturers of appliances, certification and testing laboratories, retailers and national (local) inspection authorities. These standards have attained wide use internationally at both regional and national levels. However, in the United States, national standards prevail, although harmonization efforts are underway. The electrical appliance industry is a mature industry – the coverage of current standards produced by TC 61 and its subcommittees is sufficient for most products.

However, the standards produced require frequent amendment to respond to safety problems encountered in the field and to allow manufacturers to gain certification for new features on existing appliance types. New standards are developed in response to an increase in international trade in new appliance types. Usually an existing regional or national standard is available to form the basis of the international standard. It is for these reasons and in order not to impede development that standardization concerning safety of appliances is generally a reactive rather than a proactive process.

Many aspects relating to the safety of children – when they use an appliance or come into contact with it – are already covered by the IEC 60335 series due to application of ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety* . However, due to the unpredictable nature of child behaviour it is inevitable that some aspects can only be introduced on a reactive basis and will be part 2 specific.

Health/hygiene requirements are generally only a safety issue in relation to appliances involved in the commercial distribution, storage and use of foodstuffs, appliances used to clean up hazardous dust and appliances connected to the water mains. These aspects are covered by the existing standards. Performance issues relating to appliances in general and in particular to the commercial distribution and storage of foodstuffs and domestic storage of foodstuffs are covered by IEC standards produced by other committees such as TC 59 and ISO standards.

The objective is to protect consumers from safety hazards such as fires, electric shocks, burns and mechanical hazards. The aim of consumer participation is to put the consumer's perspective into developing new standards and revising existing standards. For example, consumers focus on safe surface temperatures of electrical appliances for all users and especially children. Mechanical hazards – such as falling ceiling fans – are also addressed by this technical committee in addition to electrical and fire hazards.

13.3 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
IEC/TC 61, *Safety of household and similar electrical appliances*	1) Hoverboards 2) Battery packs	1) Working on a new Part 2 and setting up a working group (WG) 2) Working Group 31 meets frequently and is adding more experts to the WG from other countries
IEC/TC 61/SC 61B, *Safety of microwave appliances for household and commercial use*	http://www.iec.ch/dyn/www/f?p=103:30:0::::FSP_ORG_ID,FSP_LANG_ID:1236,25	See the link to the left
IEC/TC 61/SC 61C, *Safety of refrigeration appliances for household and commercial use*		
IEC/TC 61/SC 61D, *Appliances for air-conditioning for household and similar purposes*		
IEC/TC 61/SC 61H, *Safety of electrically-operated farm appliances*		
IEC/TC 61/SC 61J, Electrical motor-operated *cleaning appliances for commercial use*		
WG 30, *Cosmetic and beauty appliances incorporating lasers and intense light sources*		
WG 31, *IEC 60335-1, Batteries*		
WG 33, *IEC 60335-2-30, Portable fan heaters*		
WG 35, IEC 60335-2-35, *Instantaneous water heaters*		
WG 38 60335-2-7, *Washing machines*		

13.4 Relevant links

IEC/TC 61, *Safety of household and similar electrical appliances*

IEC/TC 23, *Electrical accessories*

To prepare standards for electrical accessories for household and similar purposes, the word 'similar' includes locations such as offices, commercial and industrial premises, hospitals, public buildings, etc. These accessories:
- are intended for fixed installation, or for use in or with appliances and other electrical or electronic equipment, and may include electronic components
- are normally installed by instructed or skilled persons; and are normally used by ordinary persons

IEC/TC 34, *Lamps and related equipment*

To prepare international standards with specifications for:
- lamps (including LEDs) and glow starters
- lamp caps and holders
- lamp controlgear
- luminaires
- miscellaneous related equipment not covered by another technical committee

IEC/TC 35, *Primary cells and batteries*

To prepare international standards for primary cells and batteries, particularly specifications, dimensions, performance and guidance on safety matters.

ISO/TC 86, *Refrigeration and air-conditioning*

Standardization in the fields of refrigeration and air-conditioning, including terminology, mechanical safety, methods of testing and rating equipment, measurement of sound levels, refrigerant and refrigeration lubricant chemistry, with consideration to environmental protection. The scope includes factory-assembled air-conditioners (cooling), heat pumps, dehumidifiers, refrigerants, and refrigerant reclaiming and recycling equipment as well as other devices, components and equipment such as humidifiers, ventilation equipment and automatic controls used in air-conditioning and refrigeration systems that are not covered by other ISO technical committees.

ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety*

13.5   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
IEC/TC61, *Safety of household and similar electrical appliances*	2016-05 Mexico City and 2016-10-10/14 Frankfurt, Germany	2017-06-05/09 Toronto, Ontario, Canada	IEC 60335-1 and all Part II Documents	Javier Garcia Fernandez - Consumers International (attended both meetings held in 2016)

13.6   Key person

For further information, please contact:

John Drengenberg, Underwriters Laboratories Inc, United States; or
Jun Young Choi, Korean Testing Laboratory

14. Image Safety

14.1 Summary

With the development of imaging technology in IT, flashing and moving images, as well as 3D images, appear frequently in the screens of TVs and game machines in our daily lives.

These can cause undesirable biological effects on viewers such as photosensitive seizures, motion sickness, or visual fatigue etc.

A standard content design to avoid such undesirable effects is required to protect consumers from these image hazards. The effects are sensitive for children in particular and a warning system for parents might be useful to protect their children from image hazards.

Standards on reducing photosensitive seizures and visual fatigue on 3D images were developed. Work is now focused on a standard on motion sickness.

14.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC159/SC4 *Ergonomics of human system interaction/***WG12**	**ISO DTR 9241-393** *Ergonomics of human-system interaction — Part 393: Structured literature review of visually induced motion sickness during watching electronic images of human system Interaction Stereoscopic*	Scientific summaries of visually induced motion sickness. New work item is in voting.
	ISO 9241-394 *Ergonomics of human-system interaction — Part 394: Ergonomic requirements for reducing undesirable biomedical effects of visually induced motion sickness during watching electronic images*	Requirements and recommendations for reducing visually induced motion sickness while viewing images on electronic displays. New work item is in voting.

14.3 Relevant links

TC159/SC4, *Ergonomics of human system interaction*

14.4 Information of meetings and consumer participation

Committee	Date of last meeting	Date of next meeting	WG/ Standard(s)	Consumer representative(s)
TC159/SC4	2016/11/7	2017/5	-	JACONET (name changed from NCOS, Japan)

14.5 Key person

For further information, please contact: Ken Sagawa, National Institute of Advanced Industrial Science and Technology, Japan

15. Nanotechnology

15.1 Summary

Nanomaterials are increasingly used in industry – so their utility, risks and benefits throughout their life-cycle are important for society.

The 'nanoscale' is an agreed descriptor principally referring to the size range 1 nm - 100 nm, where 1 nm is 10^{-9}m (0.000000001 m).

Materials in the nanoscale may exhibit properties with new or enhanced characteristics. Properties that can change at the nanoscale might be a) optical (eg transparency); b) electrical (eg conductivity); c) mechanical (eg tensile strength) or d) chemical (eg catalysis). The new or enhanced properties are known as 'nanoscale phenomena'.

15.2 Main consumer issues

- ✓ Environmental safety/sustainability – life cycle chain of both industrial production and products – covering both end of life and end of consumer use
- ✓ Human health exposure – effects over short/long-term for consumers and occupational healthcare workers
- ✓ Traceability/biomarkers and other indicators
- ✓ Labelling/other information – utility, safety and informed choice
- ✓ Interface of nanotechnology – with biotechnology and industrial and medical innovation

15.3 Consumer objectives

Nanotechnologies and other emerging/converging technologies – which includes synthetic biology, fine bubbles and biotechnology – are fundamental revolutionizing technologies. Consumer representation at the very earliest opportunity is important in developing common standards, for instance in vocabulary and metrology as well as applications. As new forms of materials are introduced into the environment their safety and life-cycle impact may have both short- and long-term effects. Active participation by consumer representatives ensures that societal issues are considered throughout the standard development process.

Fine Bubbles technologies are emerging – there are still a number of theoretical problems with the science which is full of unknowns, but recognizably powerful technological/biomedical applications. Properties are varied. There can be uncertainty in number concentration in extreme environments, for example, some bubbles can last a nano-second while others have been measured up to 11 months. Areas of use include: cleaning/disinfection (salt-, oil- stained); hydroponic growth (with extremely efficient, large trials on lettuce); algae removal; oil/fuel injection applications; medical acoustic (ultrasound); and other biomedical applications.

Please note in particular the 'Plain Language' Nanotechnology Technical Report, a consumer-led project, has been successful in ballot and is due for publication shortly.

15.4   Standards work

Committee	Working draft or standard	Progress or change during reporting year / Any action to be taken
ISO/TC 229, *Nanotechnologies*	Technical Report 18401, *Nanotechnologies – Plain Language Explanation of Selected Terms from ISO/IEC 80004 Vocabulary Series* Ongoing work includes: voluntary labelling of products containing nanomaterials; developing support for vocabulary in traceability and tracking; new applications, particularly in nanobiotechnology.	Ballot successful. Due for publication in 2017.
ISO/TC 229, *Nanotechnologies*	ISO/TS 13830, *Nanotechnologies — Guidance on voluntary labelling for consumer products containing manufactured nano-objects*	This standard was last reviewed and confirmed in 2017, so it remains current.
ISO/TC 281, *Fine Bubbles*	New working groups to be established.	

15.5   Relevant links

ISO/TC 229, *Nanotechnologies*
ISO/TC281, *Fine Bubbles*
Nano-labelling for well-informed consumers

15.6   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s)
ISO TC 229, *Nanotechnologies*	2016-11	2017-11	Consumer & Societal Dimensions Group

WG1 – Project 14, Plain Language Explanation of Key Terms – publication imminent

WG1 – General Principles for usage and measurement of fine bubbles | Dr Susan McGinty, British Standards Institution, Consumer Interest Network |
| ISO TC 281, *Fine Bubbles* (as observer) | 2016-12 | | | |

15.7   Key person

For further information, please contact:
Dr Sue McGinty, British Standards Institution

16. Online Reputation

16.1 Summary

Online reputation is highly linked with trust in social media in particular, and the internet in general; impacting business, consumers and individuals alike. Online reputation encompasses online consumer ratings which are increasingly used by consumers worldwide for more and more issues. The problem of the veracity and *credibility* of these consumers' reviews is crucial.

ISO/TC 290, *Online Reputation*, was created in 2014. AFNOR – France, runs the secretariat and Laurent Petit (Decathlon) is the chair.

Nine countries participate in its WG1, *Online Consumer Reviews*: Austria, Canada, China, France, Germany, Italy, Spain and the United Kingdom. The convenor is Howard J. Deane (Consumer Council of Canada). Consumers International (CI) and ANEC are both liaisons to the committee.

The first topic is developing an International Standard: *Online consumer reviews – Principles and requirements for their collection, moderation and publication*.

16.2 Standards work

Committee	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 290, *Online Reputation*	**WG 1 Online Consumer Reviews** ISO 20488, *Online Consumer Reviews – Principles and requirements for collection, moderation and delivery processes for online consumer reviews*	The New Work Item was approved in February 2015. The project has reached the DIS stade. **Public enquiry**: From 2017-04-17 To 2017-07-10

16.3 Relevant links

ISO/TC 290, *Online Reputation*
Article in ISO Focus November-December 2014
You can get involved in the work by contacting your National Standardization Body or copolco@iso.org. Questions/Comments are also welcome at copolco@iso.org.

16.4 Date of information and meetings

Next meeting: ISO/TC 290 - 18-20 september 2017– London (United Kingdom)

Committee	WG / Standard(s) affected	Consumer representative(s)
ISO TC 290, *Online reputation*	WG 1 ISO/NP 20488	Ratna Devi Nadarajan (DSM, Malaysia) Julie Hunter (Liaison ANEC/CI) Michela Vuerich (Liaison ANEC/CI)

16.5 Key person

For further information, please contact: Rémi Reuss, AFNOR, France

17. Packaging / Child resistant packaging

17.1 Summary

Packaging has many issues attached. We are in a society of packaging of contents, and the question is whether the packaging achieves its purpose, of being accessible and keeping products safe from damage and degradation, while being safe, avoiding migration of harmful substances to the contents, and environmentally disposable, among other issues.

In terms of safety, every year children die after swallowing medicine or common household products. So the ability of a container to prevent children accessing the contents is tested using panels of young children and clearly defined test protocols described in ISO 8317, *Child-resistant packaging — Requirements and testing procedures for reclosable packages,* and EN 14375, *Child-resistant non-reclosable packaging for pharmaceutical products — requirements and testing,* and EN ISO 13127, *Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems.*

This year, ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs has been updated to address emerging societal concerns. Two references were also added to the bibliography:* ISO 11156, *Packaging — Accessible design — General requirements, and* ISO 17480, *Packaging — Accessible design — Ease of opening.*

17.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC122/SC5/WG 27, *Child resistant packaging*	**EN ISO 8317,** *Packaging — Child-resistant packaging — Requirements and testing procedures for reclosable packages*	No news
	EN ISO 13127: 2012 *Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems*	Major concerns regarding the development of EN ISO 13127, *Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems.* Consequently, consumers were not in a position to support the revision of EN ISO 8317 with a view to referencing EN ISO 13127. No approval of ISO/DIS 8317 and prEN ISO 8317 from a consumer point of view. EN ISO 13127 gives wide room for interpretation, leaves the door open to misuse and cannot be enforced. This could result in packages being put on the market which are not child resistant. The reference to EN ISO 13127 is therefore inadequate
	EN 14375: 2003, *Packaging — Child resistant non-reclosable packaging for pharmaceutical products — Requirements and testing*	The standard was published in 2016. A proposal has been raised in ISO to adopt the standard as International Standard. This is to be progressed in ISO using the fast track development. The standard was published in 2016. A proposal has been raised in ISO to

	EN 862 – *Packaging — Child-resistant packaging —Requirements and testing procedures for nonreclosable packages for non-pharmaceutical products.*	adopt the standard as international standard. This is to be progressed in ISO using fast track development.

17.3   Relevant links

ISO/TC 122, *Packaging*
ISO/TC122/SC5/WG 27, *Child resistant packaging*
ISO/IEC Guide 41, *Packaging – Recommendations for addressing consumer needs*

17.4   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO/TC 122, Packaging	Last meeting was in February 2016 in Paris, France	Next meeting of will be in November 2017 in Atlanta, USA	SC3/WG3, *Child resistant packaging* **EN ISO 8317** *Child resistant packaging — Requirements and testing procedures for reclosable packages* **EN ISO 13127**: 2012 *Packaging — Child resistant packaging — Mechanical test methods for reclosable child resistant packaging systems*	Dr Franz Fiala Österreichisches Normungsinstitut, Austria

17.5   Key person

For further information, please contact:

Helen Amundsen, Danish Consumer Council

18. Product Safety (horizontal Issues)

18.1   Summary

The Product Safety Working Group (PS WG) operates as a standing committee under ISO/COPOLCO. The group investigates how adequately safety is addressed within ISO's system of standardization.

The PS WG supports the COPOLCO Chair and Secretary by providing information on the safety of products for consumers and highlighting current and future areas of concern, particularly for developing countries and emerging economies.

Its mandate is:

- to promote the design, manufacture, assembly, sale and disposal of safer consumer products via COPOLCO and ISO
- to develop greater consistency and coherence in requirements for safety in Standards
- to encourage networking and communication between COPOLCO and ISO members and to coordinate with IEC on safety issues for common areas of interest on issues of safety and emerging issues
- to respond to calls for information and advice on product safety issues.

18.2   Standards work

Committee	WG / Standard(s) affected	Issue addressed / Progress or change reported
COPOLCO Working Group 4, *Product Safety*	Revision of ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety*	Published December 2014
	Revision of ISO/IEC Guide 51, *Safety aspects – Guidelines for their inclusion in standards*	Published April 2014
	Revision of ISO/IEC Guide 71, *Guide for addressing accessibility in standards*	Published December 2014
	Submission of NWIP ISO/IEC 82079, *Preparation of instructions – Part 2 Provisions for instructions for use of self-assembly products*	Submitted July 2014, ISO TC 10 and IEC TC 3 rejected the NWIP due to lack of nominated experts. Topic will be dealt with in ISO/IEC JWG 16 (responsible for revising IEC 82079-1)
	Submission of NWIP *Components of consumer products or packaging likely to be removed or held by mouth- safety requirements and mechanical test methods*	Submitted July 2014 to ISO/TC 10 NWIP was not accepted. Topic was forwarded to COPOLCO WG 16 Guide 41 revision

18.3   Relevant links

Product Safety Working Group Report to the COPOLCO Plenary in June 2016
Keeping kids safe with a new international guide from ISO and IEC
ISO, IEC and ITU take accessibility to new heights

18.4   Date of information and meetings

No information provided.

18.5   Key person

For further information, please contact:

Dr Eunsook Moon Korean Agency for Technology and Standards (KATS), Korea Testing & Research Institute (KTR); or

Brett Lovett, Standards Australia

19. Data Protection and Privacy

19.1 Key consumer concerns

The key consumer concerns remain as spelt out in section 19.2 below.

For consumer privacy, the specific issues in last years report, as listed below, are being addressed through current COPOLCO drafting of an initial version of the *Privacy by Design of Consumer Goods and Services* standard.

Key privacy concerns

- ✓ The role of domestic personal processing which is explicitly excluded from most Data Protection legislation, as opposed to organizational processing, which is included
- ✓ An individual's privacy control over automated data collection
- ✓ Third party processing
- ✓ The use of large scale data analytics

19.2 Description of new developments under priority area

Committee	WG / Standard(s) affected	Issue addressed / Progress or change reported
UK BSI – IST 33, 34 and ICT 1	Internet of Things, Big Data, Smart Cities and the range of technical committees dealing with digitised goods and services used or purchased by consumers ISO Privacy standards	Issues: 1. *Digital issues that consumers reps need to prepare to address* With the growth of digital technology in consumers' lives and the associated pervasive collection of data from devices, to process personal data through big data technology, or use in smart cities, smart grids etc – there is a growing list of consumer digital issues and concerns such as: • *Safety* • *Ownership changes* • *Profiling and pricing analytics* • *Ethical IoT data use* • *Interoperability* • *Commercial lock-in* • *New types of interface for consumer information* • *Privacy and security* • *Consumer control over third party actions, technology spread (eg wearables, drones, health tech)* • *Software testing cheating* *and more...* 2. *Privacy* Privacy is actively addressed through COPOLCO's work on a privacy by design new work item propsal.

		However the other issues are, as yet, poorly recognised or analyzed from the consumer perspective; and as a result consumer reps are not ready to contribute and shape the key exploratory work inside ISO and other domains that will lead to important future standards.
Privacy by Design ANEC (The European consumer voice in standardisation) and BSI – British Standards Institution Consumer and Public Interest Network	CEN/CENELEC WG8 .	CEN/CENELEC are proposing a new Technical Committee on Cyber Security that may well also address Privacy by Design in Europe. Close liaison between COPOLCO and ANEC is needed to ensure scarce consumer representative resources available globally for such standards work is not dissipated ineffectively over too many different initiatives.
ISO COPOLCO Consumer Privacy		COPOLCO's Consumer Protection in the Global Marketplace Working Group: *Privacy by Design of Consumer Goods and Services* has been drafted, reviewed, and improved, and will be available for COPOLCO's consideration at its May 2017 Plenary.

19.3. Consumer representation in priority area

Committee	WG / Standard(s) affected	Consumer representative(s)
CEN TC 225	WG 3 security and WG 4 application standards for auto-identification	Peter Eisenegger, BSI/ANEC
BSI IST 33	IT Security Techniques	Peter Eisenegger, BSI

19.4 Key person

For further information, please contact:

Peter Eisenegger, British Standards Institution

20. Road vehicle safety systems (Child restraints)

20.1 Summary

The working group on child restraints has been renamed as ISO/TC22/SC36/WG2.

Its scope is:

"International harmonisation and standardization in the field of child restraint systems in passenger cars in order to improve safety for children in cars."

Compatibility and reduction of misuse have been found to be important tasks for standardization efforts.

It has also been stated that WG 2 should not develop new standards intended to replace existing main standards (eg UN-ECE R.44, R.129 or FMVSS 213).

20.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year / Any action to be taken
ISO/TC22/SC36, *Road vehicles*	**WG2** **ISO/TR 13214:1996**, *Road vehicles – Child restraint systems – Compilation of safety regulations and standards*	The ISO standard was withdrawn in 2016
	ISO 13215-1, *Road vehicles – Reduction of misuse risk of child restraint systems – Part 1: Forms for field studies of misuse*	The standard was published in 2006 and confirmed at systematic reviews
	ISO 13215-2 : *Road vehicles – Reduction of misuse risk of child restraint systems – Part 2: Requirements and test procedure for correct installation (panel method)*	ISO 13215-2 was published in 1999 and confirmed in the second systematic review that took place in 2012
	ISO 13215-3, *Road vehicles – Reduction of misuse risk of child restraint systems – Part 3: Misuse Mode and Effects Analysis (MMEA)*	ISO 13215-3 was published in 1999 and confirmed in the second systematic review that took place in 2012
	ISO 13216-1, *Road vehicles – Anchorages in vehicles and attachments to anchorages for*	The ISO standard was published in December 1999, and was later implemented in FMVSS, CMVSS, ECE R14 and R44. It has recently

	child restraint systems – Part 1: Seat bight anchorages and attachments (ISOFIX)	been implemented also in the AS/NZS standards. It was confirmed at systematic review in 2013. Work within NHTSA and UN-ECE to revise the CRS regulations are related to possible updates of the standard.
	ISO 13218, *Road vehicles – Child restraint systems – Report form for accidents involving child passengers*	The ISO standard was published in August 1998. In the second five-year review two countries asked for revision and one country asked for a minor update/-correction. This update is well justified, however due to lack of input and resources it has not started yet.
	ISO/PAS 13396, *Road vehicles – Sled test method to enable the evaluation of side impact protection of child restraint systems – Essential parameters*	Review of ISO/PAS 13396 has started. Focuses will be on enabling a comparison of side impact methods and the WG specifically asking consumer test organizations, if the methods and rationales of the side impact tests can be shared.
	ISO 13216-1:1999/**Amendment 1***, Road vehicles – Anchorages in vehicles and attachments to anchorages for child restraint systems – Part 1: Seat bight anchorages and attachments – Amendment 1: CRF reduced height specifications*	This specification refers to the positioning fixture for seating positions that cannot accommodate the full-size CRF fixture. Amendment 1 was published in February 2006.
	ISO 13216-1:1999/DAmd 2, *Road vehicles – Anchorages in vehicles and attachments to anchorages for child restraint systems – Part 1, Draft Amendment 2, Tolerance specifications*	In progress.
	ISO 13216-1:1999/Amendment 3, *Road vehicles – Anchorages in vehicles and attachments to anchorages for child restraint systems – Part 1, Draft Amendment 3, Specifications for the detection of use of ISOFIX CRS in road vehicles*	Amendment 3 was published in August 2006.

	ISO 13216-2, *Road vehicles – Anchorages in vehicles and attachments to anchorages for child restraint systems – Part 2: Top tether anchorages and attachments*	The systematic review in 2013 confirmed the standard.
	ISO 13216-3, *Road vehicles – Anchorages in vehicles and attachments to anchorages for child restraint systems – Part 3: Classification of child restraint dimensions and space in vehicle*	WG 2 has started the revision work to include the booster seat and R2X envelopes/fixtures, and to further improve the standard. The draft is about to go out for DIS ballot.
	ISO/PWI 13216-4, *Road vehicles – Anchorages in vehicles and attachments to anchorages for child restraint systems – Part 4: Lower Tether Anchorages (LTA)*	New Work Item to be discussed soon.
	ISO/WD 13215-4, *Road vehicles – Reduction of misuse risk of child restraint systems – Part 4: Instructions and labels*	Further work is needed eg determination of the support leg zone in UN R129, top tether strength testing and visibility, marking. Easy access and potential aggressiveness of anchorages should be considered.
	ISO/TS 22239 *Road vehicles – Child seat presence and orientation detection system CPOD*	WG 2 has approved the publication of the TS.
	ISO/DTR 29061-2, *Road vehicles – Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage systems – Part 2: Manual to assist the usability assessments of ISO 29061-1*	Revision has started.
	ISO/WD 29061-3, *Road vehicles – Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage systems – Part 3: Installation of child restraint systems using vehicle seat belts*	A DIS ballot took place in spring 2016. All three parts were approved and will be published soon.

	ISO/WD 29061-4, *Road vehicles – Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage systems – Part 4: Securing of child in child restraint system and daily handling aspects*	
	ISO/WD 29061-5, *Road vehicles – Methods and criteria for usability evaluation of child restraint systems and their interface with vehicle anchorage systems – Part 5: Installation and securing of child in a booster seat*	
	ISO/TS 29062 – *Child restraints side impact*	WG 2 agreed to ask for a revision work item of ISO/TS 29062. The revision would consider the current UN-ECE R129 test setup and other existing test methods, the latest available real world data, and also look at the possibility to address further body regions.

20.3   Relevant links

[ISO/TC 22/SC 36, *Safety and impact testing*](#)

20.4   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO/TC 22 SC36, *Road vehicles*	Last meeting of ISO/TC22/SC36/WG2 was held in 2016/11 in Arlington	Next meeting will be 2017/05 in Germany	**WG 2,** *Child restraint systems*	

20.5   Key person

For further information, please contact:

Helen Amundsen, Danish Consumer Council

21. Road Transport

21.1 Road traffic safety management systems

21.1.1 Summary

ISO has many standards to help make roads safer. Ranging from specifications for wheels, braking systems and road holding ability, to crash protection, child restraint systems and ergonomics. Many aim to improve compatibility, interchangeability and safety, or to provide the test procedures for evaluating performance.

With the world's first integrated traffic management standard, **ISO 39001**, published in 2012, ISO has taken an important step to help prevent road deaths around the world as part of the United Nations Decade of Action for Road Safety 2011-2020, and in line with work at the national level.

In 2016, ISO's Acting Secretary General presented at a road safety panel at CI's World Congress, and Consumers International launched a global campaign to reduce road fatalities, #StopTheCrash. It argues safer vehicles are urgently needed to help reduce the 1.25 million deaths that occur every year. CI is working with the Global New Car Assessment Program (GNCAP) and regional NCAPs to raise awareness around new technologies that help prevent accidents happening, and calling for the adoption of regulations by governments and car manufacturers to ensure every car in every market meets at least basic safety features and universally-recognized standards.

To support the application of the new standard, there is also now an audit standard and a number of programmes for accreditation and certification.

The ongoing focus of the TC is promoting global awareness and application of the standard. Some activities include:

- establishing a marketing committee
- collecting case studies
- developing materials for academia and in-service practitioners
- increasing participation from developing and low/medium income countries
- identifying champions for the standard to the private sector (as part of CSR)

21.1.2 Standards work

Committee	WG / Standard(s) affected	Issue addressed / Progress or change reported
TC 241, *Road Traffic safety management systems*	**ISO 39001:2012,** specifies requirements for a road traffic safety (RTS) management system to enable an organization that interacts with the road traffic system to reduce death and serious injuries related to road traffic crashes which it can influence	Focus is on building awareness of this new MSS and encouraging organizations and nations to implement it. ISO 39001 is a relevant "ingredient" of the United Nations Road Safety (UNRSC) Working Group 1 which deals with Pillar 1 – Road Safety Management.

		There is widespread use of the standard and more developing countries are getting involved in the work in the TC and applying ISO 39001. However, one concern is the difficulty to obtain information regarding ISO 39001 and to have more information on certification (country, sector, number, and accreditation). There is a call for more participation by developing countries and DEVCO.
	ISO 39002, *Good practices for implementing commuting safety management*	No information provided.

21.1.3 Relevant links

On the road to safety ISO Focus+ special issue

http://www.who.int/roadsafety/decade_of_action/en/index.html

http://www.grsproadsafety.org/

http://www.consumersinternational.org/our-work/car-safety/

ISO/TC 241, *Road traffic safety management systems*

ISO standards support UN Decade of Action for Road Safety

ISO road safety standard could help save thousands of lives

21.1.4 Date of information and meetings

No information provided.

21.1.5 Key person

For further information, please contact:

Dr Kwei Quaye, Traffic Safety and Driver Services, SGI, Canada

21.2 Electric vehicles

22.2.1 Summary

Considerable safety standards and protocols are being developed related to the supply, charging and storage of electricity for electric vehicles (EV) at the national, regional and international level. It is important that countries participate at the international level and work towards harmonization and adoption of standards in order to minimize international trade barriers to EV adoption.

At the national level, Canada aims to deliver a series of safety standards and protocols for the supply, charging and storage of electricity for electric vehicles.

To date we have enhanced Canada's participation in the development of EV codes and standards through three approaches:

The first is to establish and update the Canadian Electrical Code for Electric Vehicle Supply Equipment (EVSE) published in January 2015 – new proposals reviewed have been included in the draft 2018 edition. The second is to develop and harmonize EVSE product requirements for North America; by currently updating four tri-national standards with the USA and Mexico. The third is the participation, establishment, harmonization, and adoption of standards at international level, to minimize international trade barriers to EV adoption.

These activities have and will allow Canada to leverage the technical expertise of the international community and establish Canada as a leader in the global EV community.

22.2.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
C232(280).1T, *Wireless Power Transfer (WPT) Equipment for Electric Vehicles*	- C22.2 No. 61980-1, *Electric vehicle wireless power transfer systems (WPT) – Part 1: General requirements*	Published: August 2016
	- C22.2 No. 317, *Wireless Power Transfer (WPT) Equipment for Electric Vehicles*	Currently in content development
	- E62660-1, *Secondary lithium-ion cells for the propulsion of electric road vehicles – Part 1: Performance testing*	Published: April 2015
	- E62660-2, *Secondary lithium-ion cells for the propulsion of electric road vehicles – Part 2: Reliability and abuse testing*	Published: April 2015
C232(280), *Electrical Vehicle –Supply Equipment*	- C22.2 No. 280–13, *Electric vehicle supply equipment*	Published: December 2016
Note: All four standards are tri-national documents (Canada, USA, and Mexico)	- C22.2 No. 281.1–12, *Standard for safety for*	Published: December 2015

	personal protection systems for electric vehicle (EV) supply circuits: General requirements	
	- C22.2 No. 281.2-12, *Standard for safety for personnel protection systems for electric vehicle (EV) supply circuits: Particular requirements for protection devices for use in charging systems*	Published: December 2015
	- C22.2 No. 282– 13, *Plugs, receptacles, and couplers for electric vehicles*	In publication prep
IEC/TC69, *Electric road vehicles and electric industrial trucks*	- IEC61851 Series: *Electric vehicle conductive charging system* - IEC61980, *Electric vehicle wireless power transfer (WPT) systems* - IEC60718, *Electrical equipment for the supply of energy to battery-powered road vehicles*	WG 4 – *Power supplies and chargers*: Revision of IEC 60718 - Connection of the vehicle to the AC supply - Connection of the vehicle to off-board charge including buffer batteries - Road side energy supply - EMC - Functional safety - Plugs and sockets - Additional supply to the vehicle for heating, cooling, etc. - Communication between the battery and the charger - Inductive coupling for battery charging MT 5 – DC Charging: - Maintenance of 61851-23 and -24 JPT 61980 – *Electric vehicle wireless power transfer (WPT) systems*: Part 1: General requirements - Part 2: specific requirements for communication between electric road vehicle (EV) and infrastructure with respect to wireless power transfer (WPT) systems - Part 3: specific requirements for the magnetic field power transfer systems. JPT 61851-3 – *Electric vehicle conductive power supply* systems:

		- Part 3-1: General Requirements for Light Electric Vehicles (LEV) AC and DC conductive power supply - Part 3-2: Requirements for Light Electric Vehicles (LEV) DC off-board conductive power supply systems - Part 3-3: Requirements for Light Electric Vehicles (LEV) battery swap systems - Part 3-4: Requirements for Light Electric Vehicles (LEV) communication
IEC/TC23/SC23H, *Plugs, Socket-outlets and Couplers for industrial and similar applications, and for Electric Vehicles*	- IEC 62196-2, *Specific requirements for communication between electric road vehicle (EV) and infrastructure with respect to wireless power transfer (WPT) systems*	- PT 62196-4 – Dimensional compatibility and interchangeability requirements for a.c., d.c. and a.c. /d.c. vehicle couplers for Class II or Class III light electric vehicles (LEV) - To develop the relevant standards in the IEC 62196 series - MT 8 – Maintenance of Plugs, socket-outlets, vehicle connectors and vehicle inlets - Conductive charging of electric vehicles: - Maintenance of IEC 62196-1 - Part 1: General requirements - Maintenance of IEC 62196-3 - Part 3: Dimensional compatibility and interchangeability requirements for d.c. and a.c./d.c. pin and contact-tube vehicle couplers.

22.2.3   Relevant links

Current CSA Group standards work is published to committee members only on the *CSA Group Community of Interest Workspace*. Upon completion, a draft standard is displayed for 60 days for public review; at which time comments can be submitted for consideration by the affected committee. As standards publish they become available on the CSA Group Web Store.

IEC/TC 69, *Electric road vehicles and electric industrial trucks*
IEC/TC SC23H, *Plugs, Socket-outlets and Couplers for industrial and similar applications, and for Electric Vehicles*

22.2.4   Information of meetings and consumer participation

No meetings currently scheduled.

22.2.5   Key person

For further information, please contact: Peter Glowacki, CSA Group, Canada

26. Robotics

26.1 Summary of why this is important for consumers

Society's appetite for automated or programmable systems, including robots, is seemingly insatiable.

Industry responds by developing more and more devices for use in ever-increasing applications, with many positive attributes – but also potential to harm. With automated systems, physical injury can result from unpredictable or unexpected movements. Technology can be badly applied, or, as a result of its inherent flexibility, be used inappropriately. Personal security can also be put at risk through the communications networks systems rely on.

At the same time, society needs to take advantage of this technology, so it must be available at a reasonable price and as accessible as possible. Indeed, one significant potential use is to assist less able consumers in their daily lives…

Existing standards ensure the safety of machines; but the uniqueness of robotic systems is not adequately covered. A new suite of standards is therefore needed to cover these new applications and to support various general issues such as availability and ethics.

In 2016, work to develop standards for robots and robotic systems was moved from being a subcommittee of an industrially focused TC to its own ISO TC. This reflects the change that the field of robotics is undergoing. Industry may still be the dominant user of robots – but consumers are rapidly catching up.

Consumers will be the ultimate beneficiary of robot technology and must therefore participate in the work to ensure that it meets their needs and does not put them at risk.

26.2 Summary of current work in the committee of significance

- ✓ **Availability** – The design and manufacture of robots is dominated by a few large corporations. To make robots more accessible, there needs to be greater flexibility and a wider choice of hardware and software. A new standard to facilitate this has been started.

- ✓ **Accessibility / Safety** – Safe domestic use of robots requires a new approach to machine safety not envisaged by current standards. A new standard to enable safe physical interaction between people and machines is being developed.

- ✓ **Ethics** – Applications of robotic systems raise many ethical questions. Standardization offers a vehicle to address these issues. The UK has developed a local standard; an international approach is needed.

26.3 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC 299, *Robotics*	ISO 10218 {Parts 1 & 2} *Robots and robotic devices – Safety requirements for industrial robots*	A study group has been setup to review the structure, identify any gaps or overlaps and revise the Strategic Plan for the TC.
WG 1, *Vocabulary and characteristics*	ISO 8373:2012, *Robots and robotic devices – Vocabulary*	No change
	ISO 19649, *Mobile robots – Vocabulary*	FDIS supported with 17 positive and 1 negative vote.
WG2, *Personal Care Robot Safety*	ISO 13482:2014, *Robots and robotic devices – Safety requirements for personal care robots*	No change
	ISO/NP TR 23482-1, *Test methods*	No change
	ISO/NP TR 23482-2 *Application Guide*	No change
WG 4, *Service robots*	ISO 18646-1:2016 *Robotics – Performance criteria and related test methods for service robots - Part 1: Locomotion for wheeled robots*	No change
WG 5 (with IEC/SC 62A & 62D), *Medical robot safety*	IEC TR 60601-4-1, *Medical electrical equipment – Part 4-1: Guidance and interpretation – Medical electrical equipment and medical electrical systems employing a degree of autonomy*	TR is expected to be published Q117 but no information on this has been received*
	IEC 80601-2-77, *Medical Electrical Equipment – Part 2-77: Particular requirements for the basic safety and essential performance of medical robots for surgery*	No change*

	IEC 80601-2-78, *Medical Electrical Equipment – Part 2-78: Particular requirements for the basic safety and essential performance of medical robots for rehabilitation, compensation or alleviation of disease, injury or disability*	No change*
WG 6, *Modularity for service robots*	NP ISO 22166-1, *Robotics – Modularity for service robots – Part 1: General requirements*	NWIP received 17 positive and 0 negative votes along with a very large number of comments. Consumer involvement in the challenging area of software modularity should be encouraged.
ISO/TC 199, S*afety of Machines*	ISO 12100:2010, *Safety of machinery – General principles for design – Risk assessment and risk reduction*	No change
WG12, *Human Machine Interactions*	ISO/NP 21260, *Safety of Machinery – Mechanical safety data for physical contacts between moving machinery and people*	An energy based approach to safe machine human contact is being evaluated and supported through an ETH Zurich masters project. Committee draft is planned for November.
BSI/AMT/-/2, *Robots*	BS8611:2016, *Robots and robotic devices. Guide to the ethical design and application of robots and robotic systems*	Progress with a questionnaire was delayed but is now expected to move forward through Cranfield University. Similarly the review of the standard has been moved to June. Interest in the standard has been maintained.

* Note – Updates on IEC led activities may be out of date as obtaining information from IEC remains difficult.

26.4   Relevant links

ISO/TC 299, *Robotics*

BSI/AMT/-/2, *Robotics*

ISO/TC199 WG12, *Human Machine Interactions*

Useful Robotics websites / recent articles

Robotic Industry Association

The Consumerization of Robots – Implications for You, Me, and Industry

European Robotics

26.5   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO/TC 199, *Safety of Machines*	2017/01	2017/04/20	WG 12 ISO/NP 21260	Brian Tranter BSI CPIN
ISO/TC 299, *Safety of Machines*	2016/10	2018/06/04	See above (sec 2) for WGs	
BSI/AMT/010, *Robotics*	2017/01	2017/06/23	UK mirror committee for ISO/TC299 and its WGs	

26.6   Key person

For further information, please contact: Brian Tranter, British Standards Institution

27. Safety of toys

27.1 Summary

Child safety is an emotive issue especially when accidents happen or lives are lost – and when better standards could prevent these. Safety goes beyond physical properties and adequate warnings, to encompass the composition of toys to ensure they do not contain harmful organisms or substances with immediate and/or unknown long term health effects, to which children are particularly vulnerable due to their physical immaturity.

ISO and CEN share this work. Global alignment is still on the agenda of ISO/TC 181, *Safety of Toys.* For safety, it is good to have a common global standard for toys. But consumer representatives must be assured requirements are not being relaxed in this process.

The task group which compares the three standards ISO 8124 part 1, EN71 part 1, and ASTM F963 (parts relate to mechanical and physical properties) has prepared a technical report. It will now have to decide how to publish this, and how to further align standards.

A new working group, *Migration of certain elements,* has a Preliminary Work Item (PWI) on revising test methods in ISO 8124-3, *Safety of toys – Part 3: Migration of certain elements*, to include a validated method using ICP-OES (Inductively Coupled Plasma Optical Emission Spectrometry).

Another newly established working group, *Chemical toys,* has adopted a PWI on new standards for *Chemical Experimental Sets,* and *Chemical Toys*, fully based on EN71-4:2013 and EN71-5:2015.

An ad hoc group, *Microbiological safety of toys,* has also been created.

Note: Consumers should be aware that counterfeit toys on the rise worldwide are particularly harmful as they meet no standard. New digital issues such as the right to privacy are emerging – eg Cayla the doll was banned in several countries.

27.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC 181, *Safety of toys* WG 1	**ISO 8124-1 DAMD 1***, Safety of toys – Part 1: Safety aspects related to mechanical and physical properties regarding Cords*	The draft will go out for FDIS
	ISO/TR 8124-9, *Safety of toys – Part 9: Safety aspects related to mechanical and physical properties –*	The draft will go out for FDIS

	Comparison of ISO 8124-1, EN 71-1, and ASTM F963	
	ISO 8124-1 DAMD 2, *Safety of toys – Part 1: Safety aspects related to mechanical and physical propertie regarding "Various"*	The draft will go out for FDIS
	ISO 8124-1 DAMD 3, *Safety of toys – Part 1: Safety aspects related to mechanical and physical properties regarding "Warnings and fibrous filling materials"*	The draft will go out for FDIS
	ISO 8124-1 DAMD 4, *Safety of toys – Part 1: Safety aspects related to mechanical and physical properties regarding "Acoustics"*	The draft will go out for FDIS
	ISO 8124-1, *Safety of toys – Part 1: Safety aspects related to mechanical and physical properties regarding "Flying toys (including drones)"*	A Working Draft will be sent out in June 2017 for 8 weeks Committee Internal Ballot (CIB). A call for experts will also be sent out.
	Amd ISO 8124-1, *Safety of toys – Part 1: Safety aspects related to mechanical and physical properties regarding "Various 2": the amendment will be "Various 2" and will include e.g.:* *- New expanding toys requirements in ASTM F963-16;* *- Tension test bending* *- Adult assembly* *- Folding mechanisms* *- Toy bag* *- Shape and size exemption*	A CD will be prepared for comments primo 2017 for 8 weeks voting.

	- *Hardness of drop test surface* - *Accessible clearances* - *Graspable components;* - *Feeler gauge.*	New Work Item (NWI) for an amendment to the part 4 has been registered to produce a DIS for 12 weeks voting
	ISO 8124-4, *Safety of toys - Part 4: Swings, slides and similar activity toys for indoor and outdoor family domestic use*	Progression to DIS for comments and voting for 12 weeks
	ISO/CD 8124-6, *Safety of toys – Part 6: Certain phthalate esters in toys and children's products*	Published 2016
	ISO/TR 8124-8:2016, *Safety of toys – Part 8: Age determination guidelines* **IEC 62115,** *Electrical toys*	The draft of 62115 was circulated for parallel voting in CLC and IEC (FDIS). The result is not known yet
CEN/TC 52, *Safety of toys*	EN 71-1	New amendments in development eg on toy bikes
	EN 71-2, *Flammability*	Will be revised
	EN 71-14, *Trampolines*	Amendments in progress and a revision started for inground trampolines
	EN 71-8, *Activity toys*	Revision ongoing, amendment on inflatable toys in preparation
	EN 71-3	Revision ongoing
	EN 71-7	Revision ongoing
	Number of technical reports published	
CLC/TC 61/WG 07, *Toys - DKE*	EN 62115	Standard is almost finalized

27.3 Relevant links

CEN/TC 52, *Safety of toys* and ISO/TC 181, *Safety of toys*

Play matters - ISO

27.4 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO/TC 181 *Safety of toys*	Berlin in October 2016	San Diego in October 2017	WG 1 **ISO 8124-1** **ISO 8124-3** **ISO 8124-4** **ISO 8124-6** **ISO 8124-8**	**DK:** Helen Amundsen Forbrugerraadet Denmark **CI:** Antonio Bonacruz Australian Consumer's Association (ACA)
CEN/TC 52, *Safety of toys*	There have been several meetings		Working groups 3, 5, 10 Interpretations groups	ANEC

27.5 Key person

For further information, please contact:

Helen Amundsen, Danish Consumer Council; or
Imola Ferro, Nederlands Normalisatie-Instituut

28. Second-hand goods

28.1 Summary

In the belief that second-hand items should pose no particular health, safety, or environmental risks, ISO's project committee PC 245, *Cross-border trade of second-hand goods*, helps establish minimum screening criteria for global trade. This is important as it helps regulate an unruly market and diverts thousands of tonnes of unwanted materials from our landfills.

ISO/DIS 20245, *Cross-border trade of second-hand goods*, was sent for committee ballot in February 2017 with a closing date of 4 May 2017. If approved, work will be completed as an International Standard. The CD ballot and comment disposition resulted in an addition of a sample checklist for Second-hand goods. After discussing whether to include Circular Manufacturing it was decided to not include it in this edition.

28.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
PC 245, *Cross-border trade of second-hand goods*	DIS 20245	DIS vote ends 4 May 2017

28.3 Relevant links

ISO/PC 245, *Cross-border trade of second-hand goods*

ISO Focus article on Second-hand goods

Amazon/Kijiji Canada report on Second-hand goods trade

28.4 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
PC 245, *Cross-border trade of second-hand goods*	2016/11	TBD	NA	Various from ISO COPOLCO Members

28.5 Key person

For further information, please contact:

G. Rae Dulmage, Ontario, Canada; or
Sadie Homer, British Standards Institution

29. Security

29.1 Summary of why this work is important to consumers

Consumers' safety and security face continuous new challenges, risks and threats.

Public and private organizations are increasingly called on to improve their capacity to prevent, mitigate and respond to emergency situations, and to improve the resilience of their organizations and their communities.

ISO/TC 292, *Security and resilience*, draws together experts from a broad range of sectors and countries to develop standards to promote organizational and community security and resilience.

29.2 Summary of current work in the committee of significance

1) Working Group 1 – Terminology

ISO 22300, *Security and resilience – Terminology (Revision)*

Working Group 1 monitors consistency and alignment of working drafts and promotes common terms and definitions in the standards produced by TC 292.

It leads the *User Friendly Standards Initiative* to encourage the development of standards that the standards user can understand; and apply; because the content is clear and concise. Consistent terminology and clearly written, understandable standards benefit consumers.

2) Working Group 2 – Continuity and Organizational Resilience

ISO/TS 22330, *Security and resilience – Business continuity management systems – Guidelines for people aspects on business continuity*
ISO/TS 22331, *Security and resilience – Business continuity management systems – Guidelines for business continuity strategy*
ISO 22316, *Security and resilience – Organizational resilience – Principles and attributes*

Consumers rely on the systems, products and services provided by public, private and non-governmental organizations. Organizational commitment to continuity of service and resilience increases the likelihood that disruptions will be prevented or the effects on consumers mitigated.

3) Working Group 3 – Emergency management

ISO 22320, *Security and resilience – Emergency management – Guidelines for incident response (Revision)*
ISO 22326, *Security and resilience – Emergency management – Guidelines for monitoring of facilities with identified hazards*
ISO 22327, *Security and resilience – Emergency management – Community–based landslide early warning system*

In emergencies, consumer citizens count on the capability of public and private organizations to respond quickly and correctly to major incidents; to save lives, reduce harm and damage, and ensure appropriate levels of continuity of essential societal functions such as public health services, telecommunications, and access to energy, water and food.

4) Working Group 4 – Authenticity, integrity and trust for products and documents

ISO 19564, *Security and resilience – General principles for product authenticity, integrity and trust*
ISO 19998, *Security and resilience – Guidelines for the content, security and issuance of excise tax stamps*
ISO 20229, *Security and resilience – Guidelines for interoperability of product identification and authentication systems*
ISO 34001, *Security and resilience – Security management system for organizations assuring authenticity, integrity and trust for products and documents*

Consumers benefit when economic and other impacts are minimized by systems to ensure the authenticity of products and documents, and their security in international trade and commerce. Counterfeit is the "crime of the century" affecting supply chains everywhere, and fueling the dark economy of crime, while undermining legitimate business.

5) Working Group 5 – Community resilience

ISO 22319, *Security and resilience – Community resilience – Guidelines for planning the involvement of spontaneous volunteers*
ISO 22395, *Security and resilience – Community resilience – Guidelines for supporting community response to vulnerable people*
ISO 22396, *Security and resilience – Community resilience – Guidelines for information sharing between organizations*

WG 5 leads standards for resilient communities. Consumers may offer to help voluntary organizations during and following incidents; as well as receiving assistance. ISO 22395 will assist in implementing best practices for involving and mobilizing spontaneous volunteers, and successfully integrating them into response and recovery activities. ISO 22396 contributes to understanding the needs of individuals and communities with unique needs in different emergency situations, and gives guidance on how to support them.

6) Working Group 6 – Protective security

ISO 22375, *Security and resilience – Guidelines for business complexity analysis*

Project	CD	DIS	FDIS	Pub
ISO 22300	Ballot			2017
ISO 22316	Yes	Yes		2017
ISO 22319	Yes	Yes	Skip	2017
ISO 22320				2018
ISO 22326	Ballot			2018
ISO 22327				2019
ISO 22330				2018
ISO 22331				2018
ISO 22375				2019
ISO 22395				2019
ISO 22396	Ballot			2018
ISO 19564	Ballot			2017
ISO 19998				2017
ISO 20229	Ballot			2017

29.3 Relevant links

[ISO/TC 292, *Security and resilience*](#)

29.4 Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO TC 292, *Security and Resilience* Working Groups 1 to 6	2016/09	2017/04/23-28	WG 1 Standard **ISO 22300**, *Terminology* WG 5 Standards **ISO 22319,** *Security and resilience – Community resilience – Guidelines for planning the involvement of spontaneous volunteers* **ISO 22395,** *Security and resilience – Community resilience – Guidelines for supporting community response to vulnerable people*	Jeanne Bank, Standards Council of Canada Norma McCormick, Standards Council of Canada John Wood, BSI, UK and CEN

29.5 Key person

For further information, please contact:

Norma McCormick, Corporate Health Works, Canada

30. E–Commerce & Financial Services

30.1   Summary of why this work is important to consumers

E–commerce and financial services are dynamic, evolving fields with constant developments.

Consumer protection frameworks need to cope with changing times and especially work towards empowering vulnerable groups such as the digitally challenged and resource–poor.

30.2   Summary of current work in the committee of significance

United Nations Guidelines on Consumer Protection (UNGCP)

- ✓ The most significant development to date is the UNGCP's inclusion of financial consumer protection and protection of consumers in e-commerce

In view of the changing times, the UN's General Assembly adopted the revised UNGCP on 22 December 2015 to provide 11 broad areas for governments' consideration when developing and maintaining a consumer protection regime to further the interests of consumers:

(A) National policies for consumer protection, (B) Physical safety, (C) Promotion and protection of the economic interests of consumers, (D) Standards for the safety and quality of consumer goods and services, (E) Distribution facilities for essential goods and services, (F) Dispute resolution and redress, (G) Education and information programmes, (H) Promotion of sustainable consumption, (I) Electronic commerce, (J) Financial services, (K) Measuring specific areas including food, water, pharmaceuticals, energy, public utilities and tourism.

Electronic Commerce and Financial Services have been included as separate areas for the first time.

E–Commerce: The Guidelines call for enhancing consumer confidence in electronic commerce by the continued development of transparent and effective consumer protection policies; ensuring a level of protection no less than that afforded other forms of commerce.

Special features of e-commerce should be accommodated in existing consumer protection frameworks, and it should be ensured that consumers and businesses are informed and aware of their rights and obligations in the digital marketplace.

Financial Services: These Guidelines call for protecting consumers in accessing financial services and integrating such policies with financial education and financial inclusion policies. These Guidelines include provisions for encouraging regulatory and enforcement frameworks in member states for financial consumer protection, oversight bodies, fair treatment and proper disclosure, financial education, provision of adequate and objective advice, protection of data, protection of consumer deposits and a cost efficient and transparent regulatory framework for remittances, along with the provision of relevant information.

European Commission's Consumer Financial Services Action Plan
To identify remaining barriers and work towards a more integrated EU market for consumer financial services, the Commission launched its Green Paper on retail financial services consultation in December 2015. This highlighted innovative online services represent a major opportunity. The Action Plan seeks in particular to harness the potential of digitalization and technological developments (FinTech) to bring better financial services for consumers.

30.3   Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC 68, *Financial Services* SC 7, *Core banking*	WG 10, *Mobile Banking Payment Systems*	Five part standard published (3 April 2017)

30.4   Relevant links

United Nations Guidelines for Consumer Protection

European Green Paper on retail financial services: Better products, more choice, and greater opportunities for consumers and businesses

A step towards financial inclusion for all with new ISO standards

30.5   Information of meetings and consumer participation

No information provided.

30.6   Key person

For further information, please contact:

Prof Sri Ram Khanna, Consumer VOICE, New Delhi, India; or
Robin Simpson, Consumers International

31. Tourism services

31.1 Summary of why this work is important to consumers

Tourism is a large earner for many nations, and for consumers, the quality of services in the range of offerings, from adventure tourism to leisure spas, is primordial. With concerns now on guaranteeing accessibility, medical or volunteer tourism, and 'ecotourism' to minimize environmental impact – standards have a large role to play in ensuring sustainable and relevant offerings.

31.2 Summary of current work in the committee of significance

ISO/TC 228, *Tourism and related services*, working groups and plenary, May 2016

This well–attended series of working groups was followed by the TC plenary. Some groups have a history of slow development, with issues relating to chairmanship and secretarial support, but these have been largely overcome and work is progressing well. The week was sponsored by the Malaysian standards body and department of Tourism, so hospitality and technical visits outside the meetings were exemplary.

The plenary effectively endorsed the work of the working groups, and received presentations on possible future developments. In particular, the Yacht Harbours series of standards is moving onwards and upwards, towards a standard for 'Super Yachts', though I have some doubt whether the owner or operator of a boat which is larger than a Royal Navy destroyer has much need of consumer protection.

Progress in working groups:

A new working group – **WG13, *Sustainable Tourism*** – recently approved, had its kick–off meeting in Kuala Lumpur to develop a Management System for Sustainability in accommodation establishments. Participant countries are invited to nominate experts!

WG 1 – ***Diving Services***; in addition to the revision of ISO/DIS 11121, *Recreational diving services – Requirements for introductory training programmes to scuba diving,* and ISO/DIS 24803, *Recreational diving services – Requirements for recreational scuba diving service providers* (both under Vienna Agreement), two new projects concerning sustainability were recently approved and discussed in Kuala Lumpur.

WG 2 – ***Health Tourism Services***, ISO/DIS 17679, *Wellness spa – Service requirements*, will soon be published after the draft is restructured, as the TC agreed to skip FDIS. ANBAL (Spanish Association of Medical Spas) has again launched the Medical Spa project, recently approved through a ballot in TC 228. The NWIP uses the old draft – except for the Management system part, removed in accordance with ISO rules. It has also submitted ISO/NP 22525, *Tourism and related services – Medical Tourism – Services requirements.*

WG 7 – ***Adventure Tourism***, Comments on the project ISO/AWI 20611, *Adventure tourism – Sustainability good practices – Guidance*, were discussed at the last WG7 meeting in Kuala Lumpur and the draft has been improved accordingly. After a new period of comments, the project will soon be ready for CD (Committee Draft Stage). The project is led by Portugal (project leader) and Brazil (convenorship).

WG 8 – ***Yacht Harbours***, is progressing the three parts of ISO 13687 on minimum service requirements for basic, intermediate and high service level harbours. The projects went successfully

through DIS ballot and the comments received were discussed in Kuala Lumpur. Also a NWIP on Luxury Yacht Harbours has been approved and initiated at the last WG8 meeting.

WG 11 – *Bareboat Charters***:** ISO/AWI 20410, *Bare boat charter services*, is being developed by WG 11 led by the UK. The group met in London on 4–5 February 2016 and again in Kuala Lumpur on 23–24 May 2016. The group is making good progress and the project is now ready for CD. Experts on Charter services from all P members of TC 228 are strongly encouraged to participate actively in this project and send contributions.

WG 12 – *Volunteer Tourism:* ISO/AWI 20496, *International Volunteer Tourism*, was first discussed in Pretoria. A change in convenorship has delayed the project. Under the renewed leadership of Mrs Angela Benson (UK), the WG will meet again in London after the summer to continue to develop the draft. Again, all relevant stakeholders are invited to participate: tour operators, brokers, charities, NGOs, associations, governments and individuals.

Another new project to note is ISO/NP 22483, *Tourism and related services – Accommodation: Hotels – Service requirements.*

31.3 Standards work

No information provided.

31.4 Relevant links

ISO/TC 228, *Tourism and related services*

https://committee.iso.org/tc228

31.5 Information of meetings and consumer participation

No information provided.

31.6 Key person

For further information, please contact:

Keith Lewis, British Standards Institution

32. Sustainable cocoa

32.1 Summary

Guiltfree chocolate! Consumers increasingly care about the conditions in which cocoa is sourced, including human and environmental impacts.

Thus, ISO/TC34/SC18, *Cocoa*, has been created to work on standards including, but not limited to, terminology, sampling, product specifications, test methods, and requirements and verification criteria for determining the sustainability and traceability of cocoa.

32.2 Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/TC34/SC18, *Cocoa*	ISO/DIS 2292, *Cocoa beans – Sampling*	
	ISO/DIS 2451, *Cocoa beans – Specification and quality requirements*	
	ISO/DIS 34101-1, *Sustainable and traceable cocoa beans – Part 1: Requirements for sustainability management systems*	Published as DIS
	ISO/DIS 34101-2, *Sustainable and traceable cocoa beans – Part 2: Requirements for performance (related to economic, social, and environmental aspects)*	Published as DIS
	ISO/DIS 34101-3, *Sustainable and traceable cocoa beans – Part 3: Requirements for traceability*	Published as DIS
	ISO/DIS 34101-4, *Sustainable and traceable cocoa beans – Part 4: Requirements for certification schemes*	Published as DIS

32.3 Relevant links

ISO/TC 34/SC 18, *Cocoa,* Published standards

Big step forward for the cocoa sector with new global standards in the pipeline - ISO

32.4 Information of meetings and consumer participation

No information provided.

32.5. Key person

For further information, please contact: Imola Ferro, Nederlands Normalisatie-Instituut

33. Unit Pricing (comparative pricing)

33.1   Summary of why this work is important to consumers

Isn't shopping confusing enough? Comparing prices is difficult when products come in many different colours, sizes and weights. Yet, being able to choose effectively is one of the best tools in the consumer arsenal, to save money. Particularly so for vulnerable consumers with limited purchasing power…simplifying choice is an easy way for retailers to gain the trust of consumers as being honest and transparent, and having consumers' interest at heart.

33.2   Summary of current work in the committee of significance

ISO/PC 294, *Guidance on unit pricing,* was born in March 2015, following COPOLCO's May 2014 resolution for a New Work Item (NWI). Its May 2015 plenary supported this to be a new key area.

Unit or comparative pricing, is where the price of a commodity is accompanied by a price referenced to a standard unit of measurement. For example a 2 litre carton of orange juice offered at $7.00 would show a unit price of $3.50 per litre.

An International Standard aims to assist consumers in deciding which item is the best value for money. It could be used by many countries where pre–packaged goods are sold. In countries without unit pricing, economic risk to consumers is high because they cannot determine what is the best value for money. In countries that have unit pricing the standard could also benefit by retailers voluntarily adopting parts of the standard to improve the quality of unit pricing and regulators wishing to create better regulation.

The unit pricing standard would provide principles and guidance in designing, developing and implementing an effective and measurable regime for small to large retailers by establishing best practice for informing consumers of the unit price of goods.

The focus of this International Standard is pre–packed consumer products and consumer products sold from bulk where the price is displayed, including

- ✓ At the point of sale, including instore and online

- ✓ Other communications, including advertising by electronic and print formats

The key consumer objective is to develop a practical guidance standard that assists retailers and regulators to use best practice for displaying and disclosing the unit price of goods.

33.4   Standards work

Committee	Working draft or standard	Progress or change during reporting year Any action to be taken
ISO/PC 294, *Guidance on unit pricing*	ISO/NP21041, *Guidance on unit pricing*	WG1 made significant progress including rearranging the layout to provide a more logical progression through the Standard, and added material as to how the main principles may be achieved. The material added included the provision of unit price, units of measure, displaying the unit price and specific requirements for instore and online selling.

33.5   Relevant links

A video prepared by Malaysia on unit pricing

The price is right - ISO focus

Aswin Sawney ISO/PC Project Manager, Standards Australia

33.6   Information of meetings and consumer participation

Committee	Last meeting	Next meeting	WG / Standard(s)	Consumer representative(s) in the key area
ISO/PC 294, *Guidance on unit pricing*	2016/11/29 – 2016/12/01	2017/06/27–29 Sydney, Australia	WG and Plenary	Ian Jarratt CI

33.7   Key person

For further information, please contact:

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