



Consumer Priorities in International Standardization Work

Priority Programme

Annual Report
2009

**ISO Committee on Consumer policy
(COPOLCO)**

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Table of contents

(Priority areas appear by listing within the Priorities Programme 2009)

<i>Draft Priority Programme 2009</i>	5
<i>Reports from Key Persons</i>	8
1. <i>Child related products – Child resistant packaging, children's furniture</i>	8
2. <i>Security – Societal Security</i>	12
3. <i>Product safety – Horizontal issues related to safety and performance</i>	14
3. <i>Product safety – Water safety</i>	15
3. <i>Product safety – Safety of toys</i>	17
4. <i>Nanotechnology</i>	22
5. <i>Food safety</i>	24
6. <i>Services – Tourism and related services</i>	26
6. <i>Services – Water supply and wastewater disposal</i>	29
7. <i>Environmental issues – Environmental management systems</i>	30
8. <i>Global market issues – QMS standards for customer satisfaction, Network services billing, E-commerce</i>	32
8. <i>Global market issues – Social responsibility</i>	34
8. <i>Global market issues – Product recalls</i>	35
9. <i>Second-hand goods</i>	36
10. <i>Mechanical contraceptives</i>	37
11. <i>Cosmetics – Sun protection test methods</i>	39
12. <i>Contact lens care products</i>	41
13. <i>Image safety</i>	44
14. <i>Fire safety issues</i>	45
15. <i>Safety of household appliances</i>	46
16. <i>Performance of household appliances</i>	48
17. <i>Health informatics</i>	52
18. <i>Graphical symbols</i>	55
19. <i>Elderly & persons with disabilities</i>	60

Protection of personal data issues: see Security and Health informatics.

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Draft Priority Programme 2009

Each year, COPOLCO sets priorities on aspects of technical work within ISO or IEC of most interest to consumers.

COPOLCO allocates its areas of priority interest for consumers into two categories. They are:

Part A – Key or emerging priorities: new areas of technical work, or fields with new implications for consumers;

Part B – Watching brief priorities: mature areas of work which have or have had active and successful consumer representation – consumer issues have been addressed to a large extent and/or have been reassessed by the working group as a lesser global priority, at present.

Priority areas

Part A – Key / emerging priorities	Key person(s)	Technical committee(s) Project committee(s) Working group(s)
Child related products Child resistant packaging, and children's furniture	DS, Helen Amundsen, DK DS, Benedicte Federspiel, DK NEN, Imola Ferro, NL	ISO/TC 22, <i>Road vehicles /</i> TC 122, <i>Packaging/</i> TC 136, <i>Furniture</i>
Security Societal Security, Building security	SCC, Norma McCormick, CA BIS, V.K. Diundi, IN	ISO/TC 223, <i>Societal Security</i> ISO/IEC JTC1/SC 37, <i>Biometrics</i>
Product Safety Horizontal issues related to safety and performance Water Safety Safety of toys	SCC, Elizabeth Nielsen, CA SCC, Susan Winter, CA DIN, Günter Cornelissen, DE DS, Helen Amundsen, DK	IEC/TC 59, 61 <i>Performance and safety of household and similar electrical appliances</i> ISO/PC 243, <i>Consumer Product Safety</i> ISO/TC 188, <i>small crafts</i> , CEN/TC 162, <i>Protective clothing including hand and arm protection and lifejackets</i> ISO/TC 181, <i>Safety of toys</i>
Nanotechnology	SCC, Elizabeth Nielsen, CA	ISO/TC 229
Food Safety	SCC, Patricia Wait, CA	ISO/TC 34, <i>Food products</i>

Part A – Key / emerging priorities	Key person(s)	Technical committee(s) Project committee(s) Working group(s)
Services Tourism and related services Water supply and wastewater disposal	BIS, V.K. Diundi, IN BSI, Judith Samson, GB CI, Robin Simpson	ISO/TC 228, <i>Tourism and related services</i> ISO/TC 224, <i>Service activities relating to drinking water supply systems and wastewater systems</i>
Environmental issues Environmental management systems	ON, Franz Fiala, AT JISC, Takashi Ibusuki, JP KATS, Eunsook Moon, KR KATS, Sangyoung Lee, KR DSM, Sarojeni Rengam, MY	ISO/TC 207, <i>Environmental management</i>
Global marketplace QMS standards for customer satisfaction	SA, Bill Dee, AU	ISO/TC 176/SC 3, <i>Supporting technologies - WG 10/11/12</i>
<ul style="list-style-type: none"> • Network services billing 	CI, Robin Simpson	ISO/PC 239
<ul style="list-style-type: none"> • Product recalls 	DSM, Ratna Devi Nadarajan, MY	ISO/PC 240
<ul style="list-style-type: none"> • Protection of personal data 	KATS, Euniki Kim, KR SCC, Genevieve Reed, CA	
<ul style="list-style-type: none"> • E-commerce 	KATS, Euniki Kim, KR SCC, Kernaghan Webb, CA	
Social Responsibility	ANSI, Linda Golodner, US	ISO WG SR
Second-hand goods Cross-border trade of second-hand goods	TTBS, Steve Williams, TT CI, Sadie Homer SCC, Rae Dulmage, CA	ISO/PC 245
Mechanical contraceptives (Synthetic condoms and IUD's)	AFNOR, Rémi Reuss, FR (CI participation)	ISO/TC 157
Cosmetics Sun protection test methods	AFNOR, Christian de Thuin, FR	ISO/TC 217 WG 7

Part B – Watching brief priorities	Key person(s)	Technical committee(s) Project committee(s) Working group(s)
Contact lens care products	AFNOR, Christian de Thuin, FR	ISO/TC 172 WG 9
Image safety Ergonomics of human-system interaction	JISC, Ken Sagawa, JP	ISO/TC 159 SC4
Fire safety issues	SCC, G. Rae Dulmage, CA SCC, Emmanuel Sopeju, CA	ISO/TC 21/ 38 / 61 / 92/ 136
Safety of household appliances Electrical accessories and Gardening Appliances	ANSI, John Drengenberg, US CI, Connie Yin-hing Lau, HK KATS, Jun young Choi, KR	IEC/TC 61 IEC/TC 23 /34/35 ISO/TC 23
Performance of household appliances	DIN, Karin Both, DE	IEC/TC 59
Health informatics	SCC, Grant Gillis, CA	ISO/TC 215
Graphical symbols	BSI, John Perry, GB	ISO/TC 145 ISO/TC 145 /SC 1 ISO/TC 145 /SC 2 ISO/TC 145 /SC 3 IEC/SC 3C ISO/TC 145- IEC/SC 3 JWG 11
Elderly & persons with disabilities Products, services and environment	JISC, Ken Sagawa, JP	ISO/TC 173 ISO/TC 59/SC 16 ISO/TC 159 ISO/TC 122 ISO/IEC JTC1

Reports from Key Persons

Part A – Key and emerging priorities

1. Child related products – Child resistant packaging, children's furniture

1. **Key persons:** Ms. Helen Amundsen, and Dr. Imola Ferro

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
CEN TC 248 Textiles	CEN/TR in development on Child safety aspect.	Within these standards are proposed for 1.sewn on buttons, 2. Part Press fasteners and similarity applied components
CEN/BT/WG 184 Child protective products	Report finished	CEN/BT is asked to establish Project Committee <i>Child Protective Products</i>
CEN/TC 252/WG 7	EN 14344:2004, Child use and care articles - Child seats for cycles - Safety requirements and test methods	Has been out for systematic review this year. The result is unknown.
CEN/TC 252/WG 3	EN1888 Child care articles - Wheeled child conveyances - Safety requirements and test methods	Revision is finalized and the draft will soon go out for CEN enquiry
CEN/PC 364	EN 14988-1: 2006 Children's high chair Part 1 Safety requirements + part 2 test methods Revision of EN 14988-1/2 children's high chairs	It has been decided that the standard will be revised using the enquiry+formal vote procedure and not fast track, as the proposed amendments are of substantial technical character
JWG CEN/TC 207/WG1/TG 3 and CEN/TC 252/WG4	work item 00207191 <i>Playpens for domestic use - Safety requirements and test methods</i>	a draft will be sent to CMC (or ISO/CS in case of Vienna Agreement – CEN Lead) for submission to Formal Vote by 2010-01-13 at the latest
CEN/TC 136 'Sports, playground and other recreational equipment'.	EN 1176-serie on Playground equipment and surfacing EN 1177 on Impact attenuating playground surfacing	Published in 2008
ISO/TC 122/SC3 Packaging	WG 3 Child resistant packaging	Three meetings of CEN TC 261 SC 5 WG 27 were held in 2008.

	The work is done in CEN/TC261/SC5/WG27	<p>The main topic was the development of a draft standard entitled: "Packaging – Child-Resistant Packaging - Mechanical Test Methods for Reclosable Child-Resistant Packaging Systems". The purpose of this standard is to support ISO 8317:2003 in controlling modifications & development of reclosable child-resistant packaging systems which comply with this standard. At the latest meeting held in October 2008, it was agreed that the draft was suitable to put forward for public comment. Registration of a New Work Item with CEN has been made and this will be progressed by Parallel Voting with ISO as EN ISO 13127. At the start of drafting this standard it was agreed that revision of ISO 8317:2003 would be required and at the October 2008 meeting of the Working Group a draft revision document was prepared. This draft was circulated in November 2008 for comments by WG 27 members until 27 February 2009. The next meeting of the WG 27 is scheduled for the 31 March - 1 April 2009.</p>
ISO/TC22/SC12 Road vehicles	WG1	<p>The ANEC Representative Henry Görlitz attended the meeting of ISO TC 22 SC 12 WG 1 held in Munich on 5 December 2007. The meeting addressed the Committee Draft procedure on usability evaluation, new task force for CRS-vehicle compatibility, CD on side impact test method, publication of the technical specifications of CPOD as well as CPOD labeling, ISOFIX anchorages contributions on strength testing, tolerance specification, child dummy recommendations for side impact testing and child injury criteria. It was disappointing that the side impact procedure and the dummy specification are no yet further advanced. Further testing and</p>

		<p>validation is needed. The CPOD system will be used in some cars, rather a minor part though and may cause confusion and misuse among parents.</p> <p>The positive part of the meeting was the new vehicle-CRS compatibility task force and the work on injury criteria as well as dummies.</p> <p>The next meeting of this WG 1 took place in London from 14-16 May 2008 to discuss the usability resolution, the results of the voting regarding the usability criteria, the Isofix strength of anchorages, the CPOD workshop and the side impact alternative test method and was attended by ANEC. Of particular interest was a new side impact method proposed by Takata, Japan.</p>
ISO/TC 136 Furniture	<p>WG 3 Furniture – storage units <i>ISO 7171 Furniture – storage units – determination of stability</i></p> <p>EN 7175-1:1997 Children's cots and folding cots for domestic use -- Part 1: Safety requirements EN 7175-2: 1997 Children's cots and folding cots for domestic use – Part 2 Test methods</p> <p>ISO 10131-1:1997 Foldaway beds -- Safety requirements and tests -- Part 1: Safety requirements</p> <p>ISO 10131-1:1997 Foldaway beds -- Safety requirements and tests – Part 2 test methods</p>	<p>SIS announces that they wish to relinquish the secretariat of ISO/TC 136 Furniture. They will withhold the secretariat for the coming year, according to ISO regulations, unless another member during that period at any time is interested in taking over.</p> <p>It was not approved to revise the standard to be consistent with EN 716-1 Furniture - Children's cots and folding cots for domestic use - Part 1: Safety requirements Part 2 was not approved either</p> <p>It was not approved to revise the standard to be consistent with EN 1129-1 Furniture - Foldaway beds - Safety requirements and testing - Part 1: Safety requirements Part 2 was not approved either.</p>

3. What are the key consumer concerns in your priority area?

(No information submitted)

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 22/SC 12 Road vehicles	WG 1 Child restraint systems	D: Henry Görnitz Stiftung Warentest Usability: UK: representing BSI-CPC Mike Hayes Child Accident Prevention Trust
ISO/TC 122 Packaging	SC 3/WG 3 Child resistant packaging ISO/FDIS 8317 <i>Child resistant packaging - Requirements and testing procedures for reclosable packages</i>	A: Dr. Franz Fiala Österreichisches Normungsinstitut Postfach 130 A -1021 Wien 2 Page 13 Franz Fiala Tel +43 1 21300 709 Fax +43 1 21300 328
CEN/TC 261/SC 1/WG 7	prEN 14375 <i>Child-resistant non-reclosable packaging for medicinal products</i>	A: Dr. Franz Fiala

2. Security – Societal Security

1. **Key person:** Ms. Norma McCormick

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
Strategic Advisory Group on Security	<p>SAG-S Subgroup 1: Needs Assessment for Security Management Systems</p> <p>SAG-S Subgroup 2: ISO / IEC Security Guideline:</p> <p>SAG-S Subgroup 3: Co-ordination Group on Technical Assessment</p>	<p>Critical Infrastructure and Support Systems Standardization project (CISSS) identified and prioritize standards to enhance regional security and emergency management to protect critical infrastructure. SAG-Security may assume a role in identifying and categorizing existing security standards, doing some mapping to identify gaps and recommend future standardization initiatives.</p> <p>The publication schedule for the “Guideline for the inclusion of security aspects in standards” has been approved by the TMB. It is anticipated that communication will be established with those responsible for the Guide 51 review, providing an opportunity to re-examine the Security Aspects guideline in this context.</p> <p>2009 Semi-annual workshop (SAWs) March on Digital Video for Surveillance hosted by AFNOR and September 2009 on Public Warning hosted by JISC).</p>
<p>TC 223 Societal Security A revised and updated Business Plan is being developed to reflect new external realities and changes in the TC’s focus and priorities. The May meeting of TC 223 is scheduled for Paris May 25-29.</p>	<p>TC 223 Working Group 1.</p> <p>TC 223 Working Group 4</p>	<p>Developing a Road Map to accommodate changes in convenorship and membership on the TC Working Groups which has slowed the TC’s progress.</p> <p>Developing a high level management system standard on security.</p>
<p>IEC Initiatives</p>	<p>TC 79 on Alarm Systems</p>	<p>IEC is considering publication and common adoption of IEC/CENELEC standards. A Project Team on Access Controls has been established to set priorities and</p>

		create a list of standards to be published during the coming years.
ITU Initiatives	ITU Study Group 17	ITU is working to build confidence and increase security in the use of information and communication technologies (ICTs) by addressing threats and vulnerabilities in rapidly developing telecommunications technologies of concern to consumers (e-commerce, e-payments, e-banking, telemedicine, fraud-monitoring, fraud-management, fraud identification, billing systems, video-on-demand, grid network computing, and ubiquitous networks).
	The role of ITU in Disaster Management	The primary roles for ITU in the area of telecommunication and disaster warning include prediction and direction (citizen to citizen, authority to citizen and authority to authority). A Common Alerting Protocol (CAP) for authority to authority communication in emergency situations is being established and will be extended to include authority to citizen communication, an issue of extreme importance to consumers. Standardizing special country code access to emergency resources communication will change the use of "In Case of Emergency" numbers in Mobile Phone Directories from the letters ICE to numbers O1 O2 etc. which has the benefit of crossing languages.

3. What are the key consumer concerns in your priority area?

Security and emergency management initiatives to protect critical infrastructure.

Common Alerting Protocol (CAP) for public warning including prediction and direction (citizen to citizen, authority to citizen and authority to authority) in emergency situations.

The global impact of counterfeiting and fraud which has the potential to erode public confidence and threaten personal and public safety, as any product is vulnerable to counterfeit. The profits from these activities, estimated to be \$500 - \$750 B US / year, go to organized crime and terrorist activities.

4. Consumer representation in priority area

(No information submitted)

3. Product safety – Horizontal issues related to safety and performance

1. **Key person:** Dr. Elizabeth Nielsen

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
WG on Product Safety	Revision of ISO/IEC Guide 51	Proposal finalized and presented to chairs to revise ISO/IEC Guide 51. Accepted by ISO TMB and IEC SMB
	Use of the international Toy standard	Recommendations were developed by ANSI and are to be distributed to WG for comment
	Drinking water treatment devices	The issue is being investigated and efforts are underway to collect data and information on standards that may exist.
	Standardizing the form and manner of presentation of instructions for assembly, maintenance and usage	Questionnaires and consultations were carried to determine the need. A justification was then prepared, submitted to COPOLCO Chair's group meeting. It was decided that the group needed to consider other options. These are now being investigated.
	Monitoring of Nanotechnology standards	Ongoing initiative
CEN TC 52	Development of an amendment to EN 71 part 1 on 'hazardous magnets in toys	The draft has been out for UAP recently and has been approved

3. What are the key consumer concerns in your priority area?

Key concern is with the safety of consumer products and the number of products that have been recalled by governments. Consumer confidence has been damaged. The need for proactive approaches to encourage the design and manufacture of safe products rather than reacting to products that have caused harm is important.

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
Dr. Elizabeth Nielsen	Product safety and nanotechnology	CSA consumer representative, Member of the Canadian Consumer Council
Sadie Homer	CI	

3. Product safety – Water safety

1. **Key person:** Mr. Günter Cornelissen

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO TC 188 / CEN TC 162 Small craft / Personal safety equipment	joint WG 6 / WG 14 ISO 12402-1...10 Personal flotation devices (Life jackets etc.) ISO 15027-1...3 Immersion Suits (thermal protection) ISO 12401 Deck Safety Harness	Standards on life jackets and immersion suit have been re-started. The “big revision” of the life jacket standards suit shall improve consistency and solve problem adjourned. Consumer representation will focus on safeguarding achieved substance. Work regarding immersion suits (first revision) is still focused on the issue of manikin testing and / or human subject testing. Recently reported accidents in Finland disclosed deficiencies of so called “flotation suits”, a mix of thermal protection suit and personal flotation device. Entrapped air leads to dangerous floating positions or hinders re-righting of a person. Standard on Deck safety harness - devices to prevent man over board accidents - will be finished this year, FDIS in preparation.
CEN TC 162	WG 10 EN 13138-1...3 Swimming aids	WG 10 has started to develop standards on manikin testing for swimming aids. Test dummies are under construction. First trials will start this year (part 4 of the series). A future part 5 will deal with graphical symbols related to use of swimming aids, mainly warning symbols.
CEN TC 136 Sports, playground and other recreational facilities and equipment	WG 13 EN 15649-1...7 Floating leisure articles for use on and in the water	6 standards have been submitted to formal vote (September 09). The last standard has reached first enquiry and will follow soon. New work items: inflation valves (interface to air pumps), performance; air pumps (performance, safety); paddles oars (strength).

3. What are the key consumer concerns in your priority area?

All three projects address the drowning risk – in particular with regard to children – and can contribute considerably to improve product performance and thus water safety. Work is divided into standardization of PPE (life jackets, swimming aids etc.) and those of products used in water leisure activities. Standardization strives for Safety, durability, consumer information to make PPE efficient and reliable. Work on water leisure products is concentrated on floating stability, residual buoyancy, space per person, avoidance of entrapment and many other typical water activities – related risks. Consumer information (development of graphical symbols) is of high priority.

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO TC 188	joint ISO/CEN WG 6	Germany, Guenter Cornelissen, DIN Consumer council
CEN TC 162	WG 10	Sweden, Helena Nielsson, Konsument Verket Germany, Guenter Cornelissen, DIN Consumer council Andrew Ebben, UK, Aqua Leisure Safety
CEN TC 136	WG 13	Germany, Guenter Cornelissen, DIN Consumer council

3. Product safety – Safety of toys

1. Key person: Ms. Helen Amundsen

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 181 Safety of toys	<p>WG 1 Mechanical and physical properties</p> <p>ISO 8124-1 Safety of toys - Part 1: Safety aspects of mechanical and physical properties</p> <p>ISO/DIS 8124-4 – Safety of toys – Part 4: Home playground equipment</p>	<p>Secretariat's report</p> <p>The last meeting of TC 181 + WG1 was held in Bangkok November 2008</p> <p><u>Consolidated version of 8124-1: 2000 incorporating AMD 1 (various clauses), AMD 2 (acoustics) and AMD 3 (toy scooters)</u></p> <p>The FDIS text for the consolidation had been with the ISO Central Secretariat for some time, and immediately before the Bangkok meeting ISO had notified that the FDIS was scheduled to be issued mid-December. The voting was positive and we are now waiting for publication of the new consolidated version of ISO 8124-1.</p> <p><i>Editorial corrections regarding the inclusion of Amd 3 concerning toy scooters in the consolidated version of ISO 8124-1</i></p> <p>The Secretariat will circulate the corrections concerning the toy scooter clauses in the draft consolidated version of ISO 8124-1 - agreed at the Bangkok meetings - to the TC 181 members with the recommendation that they submit these editorial corrections when they return their national vote to the consolidated FDIS 8124-1.</p> <p><i>ISO/DIS 8124-4 – Home playground equipment –</i></p>

		<p>Progression to 2nd DIS The voting on the 2nd DIS was successful, and the resolution of comments to the 2nd DIS was dealt with by WG 1/TG 2 in Bangkok. The document will be progressed as an FDIS.</p> <p>The question of a potential amendment of the coming ISO 8124-4 concerning "inflatable activity toys" was also addressed. The Secretariat will circulate a new work item proposal for amendment of ISO 8124-4 with regard to "inflatable activity toys". based on available standards from the US, Europe and Australia. Member bodies will be invited to submit comments and to vote on the adoption of the NWI document as a CD. Anticipated development time for the project is 36 months.</p> <p>New work item proposal – Amendment of ISO 8124-1 concerning magnets in toys The Secretariat will circulate a new work item proposal for amendment of ISO 8124-1 concerning "magnets". The NWIP will be accompanied by a draft to be prepared by the convenor of WG 1/TG 6, Mr Arthur Kazianis. The draft shall be submitted to the TC 181 Secretariat by 2009-02-01. Member bodies will be invited to submit comments and to vote on the adoption of the NWI document as a CD. Anticipated development time for the project: 36 months.</p> <p>Draft amendment of ISO 8124-1 regarding "various clauses" The Secretariat will circulate the document as a CD for comments and voting.</p> <p>Draft amendment of ISO 8124-1 concerning clauses 3.36 (pompoms) and 5.25.2.3.2 (close-to-the ear toys)</p>
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		<p>The Secretariat will circulate the document as a CD for comments and voting.</p> <p><i>New work item proposal for ISO 8124-X – Safety of toys – Part X: Fingerprints – Requirements and test methods</i></p> <p>The secretariat will circulate a new work item proposal for "fingerprints" accompanied by EN 71-7:2000 "Safety of toys – Part 7: Fingerprints – Requirements and test methods" to be used as a basis for the project. Member bodies will be invited to submit comments and to vote on the adoption of the NWI document as a CD. Anticipated development time for the project: 36 months.</p> <p>RESOLUTION 70 (Bangkok, October 2008) Re: <i>Progression to FDIS – ISO/DIS 8124-3 – "Safety of toys - Part 3: Migration of certain elements"</i></p> <p>ISO/DIS 8124-3 Safety of toys part 3 Migration of certain elements The document will be progressed to the FDIS-stage.</p> <p><i>New Work Item Proposal – Development of a new standard in the ISO 8124-series concerning total concentration of certain elements</i></p> <p>The secretariat will circulate a new work item proposal for a new standard in the ISO 8124-series of standards with the working title "Safety of toys – Part X: Total concentration of certain elements" and with the following draft scope:</p> <p>"Determination of total concentration of certain elements in toy materials. The standard will specify methods of sampling</p>
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		<p>and analytical test methods for the quantitative determination of certain elements in toy materials. Determination of total element concentration can be used to determine the maximum potential migration of elements and thereby reduce the need to perform migration testing." A draft document (or a comprehensive outline) will be drafted to accompany the NWIP before 2009-05. Member bodies will be invited to submit comments and to vote on the adoption of the NWI document as a WD. Anticipated development time for the project: 48 months.</p> <p>Information about ISO/TC 181 Chairman Mr Peter Trillingsgaard from LEGO has resigned as Chairman. Mr Christian Wetterberg, Sweden, who has already for a number of years very actively participated in the ISO/TC 181 work has been appointed as new Chairman..</p>
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3. What are the key consumer concerns in your priority area?

(No information submitted)

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 181 Safety of toys	WG 1 ISO 8124-1	<p>DK: Helen Amundsen Forbrugerradet Box 2188 1017 Copenhagen K Denmark Tel +45 77 41 77 41 Fax +45 77 41 77 42 ha@fbr.dk</p> <p>CI: Antonio Bonacruz Australian Consumer's</p>

		Association (ACA) 57 Carrington Road Marrickville NSW 2204 Australia Tel +61 2 95 77 33 43 Fax +61 2 95 77 32 11
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4. Nanotechnology

1. **Key person:** Dr. Elizabeth Nielsen

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
TC 229 Nanotechnology	<p>Published first standard for definitions.</p> <p>Published Technical Report entitled Workplace atmospheres — Ultrafine, nanoparticle and nano-structured aerosols — Inhalation exposure characterization and assessment</p> <p>A task group on consumer and societal issues has been formed and its first meeting will be held at the next TC meeting in June 2009</p>	<p>Start of process to define materials at nano level. Lack of definitions has made it difficult to finalize the multitude of other standards, procedures, etc under development.</p> <p>To explain best practices to protect workers.</p>

3. **What are the key consumer concerns in your priority area?**

Nanotechnologies, the most rapidly developing technologies of the 21st century, encompass the development, production and application of physical, biological and chemical systems the size of atoms or molecules and measured in nanometers (one nanometer (nm) is one billionth of a meter). The technologies or materials produced by these technologies are being used or will be used in most products intended for consumers over the next decade. Materials at these extremely small or nano scale size have strikingly different properties; many can cross cell membranes and are often extremely reactive. Although over 800 consumer nano-enhanced products are already on the market in such products as cosmetics, clothing, bandages, electronics, toys, products to improve water quality and sporting goods, little is known about the potential risks associated with these products and how they should be managed. Some scientists have indicated that the toxicity risks to consumers were low due to the fact that the particles are embedded in matrices that are normally stable. However, others are very concerned about fugitive emissions into the environment, absorption of particles through the skin membrane (cosmetics), release due to degradation of products, persistence in the body or environment, uptake by aquatic species, and potential negative health effects. In other words data about the exposure of consumers to nano particles is not available.

Consumers have raised concerns that products containing nanomaterials are not labelled. At the present time this is a difficult undertaking due to the lack of appropriate test procedures and tools to characterize nanomaterials.

BSI has published 9 documents dealing with various aspects of nanotechnology including terminology, safe handling and disposal of nanomaterials and guidance on the labelling of products containing manufactured nanoparticles. The voluntary guide on labelling will help to ensure that all kinds of users, from professionals to consumers, are aware of the nanoparticle content of products they are purchasing, selecting or handling. This has been submitted as a seed document for a NWIP to provide guidance to manufacturers in labelling their products.

4. Consumer representation in priority area

(No information submitted)

5. Food safety

1. Key person: Ms. Patricia Wait

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO TC 34	Establishment of a new Sub-committee	The principle of setting up a new sub-committee for Management systems for Food safety and quality was recently approved ISO/TC 34 members for. Denmark has agreed to undertake the Secretariat and Canada has agreed to participate on the SC as a "P" member. Comments were received on the proposed scope of the SC and the scope and these comments will be discussed at the first meeting of the SC. The SC will be responsible for the standards already published, ISO 22000, ISO/TS 22003, ISO/TS 22004 and ISO 22005.
	ISO 22000:2005: Food safety management systems -- Requirements for any organization in the food chain	Systematic review closed 2008-12-17. Comments are being reviewed to decide if a revision to the standard is required.
	ISO/TS 22004:2005: Food safety management systems -- Guidance on the application of ISO 22000:2005	Systematic review closed 2008-12-17. Comments are being reviewed to decide if a revision to the technical specification is required.
	ISO 22005:2007: Traceability in the feed and food chain -- General principles and basic requirements for system design and implementation	
	ISO/DIS 22006: Quality Management Systems - Guidelines for the application of ISO 9001:2000 in crop production	DIS vote closed 30 August 2008.

3. What are the key consumer concerns in your priority area?

Worldwide uptake of ISO 22000

One of the challenges faced by ISO 22000:2005 has been its lack of acceptance by major global retailers (e.g. Carrefour, Tesco, etc) as one of the Global Food Safety Initiative (GFSI) benchmarked schemes. To date four schemes for food manufacturers have been benchmarked: BRC (UK retailer owned), IFS (owned by French and German retailers), SQF (owned by US retailers) and Dutch HACCP (owned by a non-profit organization in The Netherlands). The GFSI requirements include ones concerning ownership of the certification scheme associated with the standard. As an international standard ISO 22000 is owned by ISO but ISO, while setting out rules for audit and certification to the standard, does not "own" a certification scheme.

Over the past several years various industry stakeholders have set out to overcome this challenge.

First, a group of major food manufacturers (Danone, Nestle, Unilever, Kraft) working alongside the Confederation of Food and Drink Industries of the European Union (CIAA) and the British Standards Institute (BSI) developed a set of prerequisite programs (published in October 2008 as BSI PAS 220) to meet the GFSI's expectations for such a document as part of any benchmarked scheme. The document also meets the requirements of ISO 7.2.3. Furthermore, in its scope BSI PAS 220 is identified as being a complement to ISO 22000 not an independent document for audit or certification on its own.

Second, the Foundation for Food Safety Certification Systems (SCV) which is the body that owns the Dutch HACCP certification scheme developed a certification scheme for the combined ISO 22000/BSI PAS 220 standards. That certification scheme is designed to meet all the GFSI requirements for such a scheme. It will be, for example, open to any certification bodies that meet its requirements. SCV also anticipates that once ISO 22000 is benchmarked that the Dutch HACCP scheme's "benchmarking" will not be renewed in 2011 (when the GFSI's next review would be scheduled) and that its, mostly Dutch users, would migrate to the international standard. All indications at the Barcelona meeting were that this initiative has strong backing from the international manufacturing community and the support of important retailers (e.g. Wal-Mart).

The launching of a GFSI benchmarked certification scheme will position ISO 22000, at least in the food manufacturing sector, as a very strong competitor with the retailer owned private standards. Launching this scheme, based on a PRP standard for food manufacturers, also presents an interesting opportunity for Canada. There are several of Canada's industry-led HACCP-based food safety programs that could also take the route of a Publicly Available Specification (PAS) or a technical specification (TS) either through a Canadian process with the Standards Council of Canada or one of the Canadian standards development organizations or directly through ISO and the new subcommittee on the ISO 22000 family of standards.

4. Consumer representation in priority area – any consumer representation that you may be aware of

(No information submitted)

6. Services – Tourism and related services

1. **Key persons:** Mr. Arnold Pindar, and Ms. Judith Samson

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 228 Tourism and related services	<p>Approved business plan 2008</p> <p>ISO 18513:2003 Tourism services. Hotels and other types of tourism accommodation. Terminology</p>	<p>No plenary meeting since 2008 COPOLCO report. Next plenary 2009-04-20/21 Turkey Further meetings: 2009-06-11&12 Copenhagen 2009-11-02&03 Orlando USA</p> <p>Published but under review deadline for comments 2009-03-16</p>
ISO/TC 228/WG 1 Recreational diving services	<p>ISO 24801-1 2007 ISO 24801-2 2007 ISO 24801-3 2007 ISO 24802-1 2007 ISO 24802-2 2007 ISO 24802-3 2007 ISO 24803</p> <p>ISO WD 2280101</p> <p>ISO WD 2280102</p> <p>Recreational diving training programmes using rebreathers Recreational diving programmes for disabled persons</p>	<p>Published standards</p> <p>New work items Requirements for introductory scuba experience programmes Approved to DIS stage 2008-02-26 Requirements for enriched air nitrox training programmes Approved to DIS stage 2008-02-26</p> <p>Possible new work item</p> <p>Possible new work item</p>
ISO/TC 228/WG 2 SPA services	<p>Planned to work initially on “traditional” medical spas but further proposals to widen scope under discussion:</p> <ul style="list-style-type: none"> • Medical spas • Thalasso therapy • Asian (wellness) spas 	<p>Established 2006 Second meeting PG medical spas 2008-09-15&16 WG 2 meeting held 2008-10-30&31</p>

	Work on definitions and terms to be led by EU Epa Association (ESPA)	
ISO/TC 228/WG 3 Tourist information and reception services at tourist information offices		Second meeting 2009-03-31 & 2009-04-01 Argentina
ISO/TC 228/WG 4 Golf services		First meeting 2008-09-25&26 Meeting planned for 2009-03-09&10
ISO/TC 228/WG 5 Beaches: Criteria to render service		First meeting 2008-11-27&28
ISO/TC 228/WG 6 Natural protected areas: Criteria to render service		First meeting held 2008-12-1&2 Costa Rica Second meeting planned for 2009-04-16&17
Brazil/United Kingdom proposal for standards for adventure holidays		See paragraph 3 below
Spanish proposals for standards for: <ul style="list-style-type: none"> • Yachting clubs • Industrial tourism • Exhibition and congress centre 		For discussion at the ISO/TC 228 plenary 2009-04-20&21

3. What are the key consumer concerns in your priority area?

There has been no plenary session since the last COPOLCO Priorities report and hence, it is difficult to judge whether the opposition from much of the tourism industry is still as strong as previously. It should be noted that this work was very much a consumer (or service receiver) initiative and the tourism industry has little experience of the benefits that can result from standardization. ISO/TC 228 has agreed not to work in contentious areas – hotels and catering – and as Key Person for this work I reluctantly accept this decision. Work is, therefore, concentrating on other areas of standardization and it is to be hoped that this will build confidence in the industry that standards can be of benefit to them. Having said that, approaches to some of the rapidly increasing initiatives leave me with general concerns as to whether they will result in beneficial standards.

ISO/TC 228/WG 1 diving services is progressing well. ISO/TC 228/WG 2 Spas has missed an opportunity to coordinate common services which will result in unnecessary and possibly conflicting requirements in the different types of spa services under discussion. There are difficulties in agreeing the definition of “spas” due to the widely differing use of the word.

ISO/TC 228/WG 5 is liaising with ISO/TC 145 on signage and this needs continued consumer vigilance.

In general, there is a need for increased consumer participation in this TC. The inclusion in the past year of ANEC (The European Consumer Voice in Standardization) as an ‘A’ liaison member is greatly welcomed.

Brazil and the United Kingdom have been exchanging draft proposals for standards in this area for over a year. The two approaches have been very different and it has been a slow process to understand and agree on progress. This initiative has the potential to save many lives and ISO/COPOLCO is requested to give strong support.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 228		Judith Samson BSI/CPIN Gövan Lagerholm SIS/Sweden Conchy Martin Rey, ANEC Sadie Homer, Consumers International (no direct participation)

6. Services – Water supply and wastewater disposal

1. **Key person:** Mr. Robin Simpson

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
TC 224 services to users of water & sanitation	ISO 24510	Dissemination of standard in International Water Conference Paris December 2008; Fund raising activities continuing for promotion of standard in Africa, particularly in francophone areas.

3. **What are the key consumer concerns in your priority area?**

Access and continuity remain key concerns.

4. **Consumer representation in priority area – any consumer representation that you may be aware of**

(No information submitted)

7. Environmental issues – Environmental management systems

1. **Key person:** Dr. Franz Fiala

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO TC207 “Environmental management”	NGO CAG TF	Disbanded (see below)
ISO TC207 SC3 “Environmental labelling”	ISO 14020 series	Options for revision of the standards package (see below)
ISO TC207 SC7 WG2 “GHG management in the value or supply chain”	New Work Item on carbon footprint of products	NWIP approved in November 2008 (see below)

3. **What are the key consumer concerns in your priority area?**

NGO CAG TF

A ten-year process aimed at more balanced stakeholder participation and decision-making – intended to strengthen the voice of NGOs in ISO TC 207 – met an abrupt end at the committee’s plenary meeting in Bogotá, Columbia in June 2008. A mixed committee – the so-called NGO-CAG Task Force - presented one of its final deliverables: a pair of operating procedures to improve balanced stakeholder involvement in the committee’s standards development. Created in 2003, this joint group consisted of representatives from NGOs elected by an NGO Forum and the TC leadership (the Chairman’s Advisory Group, CAG). Their thorough review of the existing ISO Directives had revealed deficits and opportunities to improve the situation for minority views by providing operational guidance in addition to and complementing ISO rules. These documents met with opposition, mainly from several national standards bodies, particularly from the bigger European ones which had declared their fundamental disagreement to the process at its onset and subsequently took the lead in opposing it. As a result the documents, which represented numerous years of work, were rejected out of hand accompanied by an empty expression of appreciation for the substantial efforts of the Task Force. For further details the reader is referred to a joint declaration prepared by some of the parties involved:*

<http://www.anec.eu/attachments/ANEC-ENV-2008-G-032final.pdf>

ISO 14020 series on environmental labels and declarations

Following discussions held at the 2007 ISO TC 207 plenary meeting in Beijing on the future revision of the standard series on environmental labelling and subsequent deliberations at the 2008 meeting in Bogotá a Task Group was set up to prepare an options paper for the revision of the ISO 14020 series. The paper was finalized at a meeting in Kota Kinabalu in January 2009 and will form the basis of the decision making at the Cairo meeting in June 2009.

Carbon footprint of products

A big trade chain in the UK (Tesco) has started carbon footprint labelling of consumer products indicating the total amount of greenhouse gases emitted in their life cycle. Against this background an ISO standards project was initiated. Discussions held so far have clearly shown that this subject is controversial and that agreement will not be reached easily.

* Secretary’s note – The Secretary General of ISO replied to the ANEC Secretary General, affirming that the Task Force’s concerns would be addressed at the next TMB meeting and that stakeholder participation continued to be an important strategic orientation for ISO. This letter is available upon request.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO TC 207 “Environmental management”	several	Deni Greene, Consumers’ Association, Australia
ISO TC 207 “Environmental management”	several	Jenny Hillard, SCC, Canada

8. Global market issues – QMS standards for customer satisfaction, Network services billing, E-commerce

1. Key person: Mr. Bill Dee

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
QMS standards for customer satisfaction		<p>After the systematic review of ISO 10002, <i>Quality management - Customer satisfaction - Guidelines for complaints handling in organizations</i> and the publication of ISO 10001, <i>Quality management - Customer satisfaction - Guidelines for codes of conduct for organizations</i> and ISO 10003 <i>Quality management - Customer satisfaction - Guidelines for dispute resolution external to organizations</i>, a group composed of conveners and members of the three Working Groups involved, produced an evaluation.</p> <p>Subsequent proposals accepted by SC 3 are:</p> <ul style="list-style-type: none"> • to confirm ISO 10002; • to proceed the systematic review of ISO 10001, 10002,10003 simultaneously; • harmonize and align with work item 10004.
Network services billing		<p>PC 239 first meeting has been rescheduled as follows: Date: 29-30 June 2009 in London</p>
E-commerce		<p>N269 NWIP, <i>Guidelines for Business to consumer electronic commerce transactions</i> has been submitted for ballot among the members of the ISO/TC 176/SC3, <i>Quality management-supporting technologies</i>. The closing date is 13 June 2009</p>
Standard for guidelines for compliance programs for organizations		<p>Work progressing on ISO Guide 72, <i>Guidelines for the justification and development of management system standards</i>. Justification paper for TMB consideration. Standards Australia have</p>

		indicated willingness to be project leaders.
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3. What are the key consumer concerns in your priority area?

(No information submitted)

4. Consumer representation in priority area – any consumer representation that you may be aware of

(No information submitted)

8. Global market issues – Social responsibility

1. Key person: Ms. Linda Golodner, and Dr. Kernaghan Webb

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TMB/WG/SR	26000	Progress to CD

3. What are the key consumer concerns in your priority area?

Consumers have been very active in developing the new standard. COPOLCO first proposed that ISO consider an international standard on corporate social responsibility. This proposal moved through the ISO process with the first plenary in 2005. From the beginning Consumers International has coordinated consumer experts, helping those who have not been part of the international standard-setting process and providing guidance and support during the meetings and between meetings. This has resulted in consumer experts presenting a unified strong voice in the plenary meetings and in providing meaningful comments to the working drafts. While the number of consumers participating in the process is small, our concerns have been addressed so far in the process, especially having consumers as one of the stakeholder groups, and consumer issues as one of the core subjects of the standard.

Key developments in the last year included the activity of the Integrated Drafting Task Force, which has representation from three consumer experts– one is the project editor and two have been selected by the consumer stakeholder group to represent it as comments are reviewed and addressed. The IDTF determined key topics for the plenary meeting that was held in Santiago. The working group key topics were dealt with by the plenary, and the clause specific topics by smaller groups. Consumer and environmental issues were addressed by one smaller group. We also dealt with cross-cutting concerns such as precautionary principle and sustainable development and sustainable consumption. At the end of the meeting in Santiago the working group agreed to move from working drafts to the CD stage. Mirror committee meetings were held and NSBs have voted on whether to move to the DIS stage. NSBs and D-Liaisons have submitted comments on the CD. The IDTF will meet in Bahrain in April to 1) review the voting results and comments; 2) identify Working Group Key Topics and Clause Specific Drafting Issues on the basis of these comments; and 3) agree on the work plan and procedures from the Bahrain meeting to the next plenary meeting in Quebec in May 2009.

Of greatest concern in the next year will be assuring that consumers are included in the deliberations of mirror committees and consumer issues are addressed and respected by their national standards bodies, and that the standard moves from the CD to the DIS stage. It is hoped that the standard will be published in 2010. For more information, go to www.iso.org/sr and www.iso.org/wgsr for documents.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Ratna Devi Nadarajan (DSM) and Linda Golodner (ANSI) are regular experts on the IDTF – Integrated Drafting Task Force. Christian Thorun and Peter Gillespie are alternate experts on the IDTF.

8. Global market issues – Product recalls

1. **Key person:** Ms. Ratna Devi Nadarajan

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
PC 240, Product recall	Consumer Product Recall and Corrective Action: Code of Good Practice	Product recall / 1 st Meeting on 4 th and 5 th May 2009, in Kuala Lumpur.

3. **What are the key consumer concerns in your priority area?**

Would apply to consumer products, including electrical and gas household appliances.

- Not directly address products such as food, drugs, medical devices or automobiles (regulatory requirements in many jurisdictions)
- general principles for any consumer product sector.

Currently:

- Various product recall guidance/standards – for different sectors.
- Many developing countries do not have such processes/guidance/standards.

It is a form of crisis management which is crucial to the safety of consumer products

4. **Consumer representation in priority area**

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
PC 240	Consumer Product Recall and Corrective Action: Code of Good Practice	Malaysian Association of Standards Users is a member / Secretary (representing the NSB)

9. Second-hand goods

1. **Key persons:** Mr. G. Rae Dulmage, and Ms. Sadie Homer

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
Second-hand goods		<p>The ISO PC 245, <i>Cross-border trade of Second-Hand Goods</i> was set up, and some initial contact has been held with the secretariat at SAC (China). We have been unable to establish a meeting date. There are 15 member bodies</p> <ul style="list-style-type: none"> Argentina (IRAM) Armenia (SARM) Barbados (BNSI) Canada (SCC) China (SAC) Colombia (ICONTEC) Ghana (GSB) Italy (UNI) Japan (JISC) Jordan (JISM) Korea, Republic of (KATS) Singapore (SPRING SG) South Africa (SABS) Trinidad and Tobago (TTBS) Zimbabwe (SAZ) and 1 observer. <p>and 1 observing body USA (ANSI)</p>
		<p>The Project Committee has not yet held a meeting.</p>

3. **What are the key consumer concerns in your priority area?**

(No information submitted)

4. **Consumer representation in priority area – any consumer representation that you may be aware of**

(No information submitted)

10. Mechanical contraceptives

1. Key person: Mr. Rémi Reuss

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 157/WG 23	Revision of EN ISO 4074 – 2002 Natural Latex rubber condoms – requirements and test methods	An ISO DIS shall be submitted to enquiry in 2009
ISO/TC 157/WG 3	ISO 7439 : 2002 – Copper – bearing intra-uterine contraceptive devices – Requirements, tests	Amendment 1 shall be submitted to final vote in 2009.
ISO/TC 157 /WG10	“Burst requirements” ISO 16037 : “Rubber condoms for clinical trials”	On the recommendation of the WG, the TC approved the progress of ISO 16037:2002 “Rubber condoms for clinical trials - Measurement of physical properties” as an amendment. This amendment 1 was submitted for vote of member bodies as ISO/CD up to December 2008
ISO/TC 157/WG 14	ISO 16038 – Rubber Condoms guidance on the use on ISO 4074 and ISO 23409 in the quality management of natural latex condoms	An ISO/CD should be sent to member bodies
ISO/TC 157/WG 17	DIS 23409 – Male Condoms Requirements– Test method for condoms made from synthetic materials	The overall results of the votes on the DIS are negative. Comments have been addressed to the WG. The revised draft should be submitted to a second reduced ISO/DIS inquiry (2 months)
ISO/TC 157/WG 18	DIS 25841 on Female condoms	The revised draft taking into account comments received on the first ISO/DIS should be submitted to a second reduced ISO/DIS inquiry (2 months)
ISO/TC 157/WG 20	ISO/CD 29943 Male condoms- Guidance on the design, execution, analysis and interpretation of clinical slip/break studies	This draft concerns manufacturers Decision to split the draft standard into 3 parts which should be submitted to ISO/DIS

		inquiry
ISO/TC 157/WG 21	ISO/ CD 29941 : Determination of nitrosamines (migrating from natural rubber latex condoms into various media)	The draft should be submitted to ISO/DIS inquiry

3. What are the key consumer concerns in your priority area?

(No information submitted)

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 157 mechanical contraceptives		Christian de THUIN Institut National de la Consommation – France -
	WG 15 Additional lubricants	Christian de THUIN
	WG 17 Synthetic condoms	Christian de THUIN
	WG 18 Female condoms	Christian de THUIN
	WG 20 Clinical trials	Christian de THUIN
	WG 23 Natural rubber latex	Christian de THUIN

11. Cosmetics – Sun protection test methods

1. **Key person:** Mr. Christian de Thuin

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 217	Cosmetics	
	Mainly WG 7 Sun protection test methods	<p>In 2008, there have been 2 meetings for ISO/WG7, in June (Jordan) and October (Spain) :</p> <ol style="list-style-type: none"> 1) ISO/NP TR 26369- Final draft technical report Cosmetics-Systematic review and evaluation of current methods used to assess photo protection provided by sun protection products has been adopted in 2008. 2) ISO/DIS 24444 on in vivo determination of SPF (Sun Protection Factor) is out for voting (target date for voting 15 June 2009) 3) ISO/WD 24445 on in vitro determination of SPF (Sun Protection Factor) based on transmittance has been discussed. It was agreed to organize a ring test, but previously all the labs participants should meet for some organized training. As time is running out, the last development is that the chairman of WG7 wishes to ask the ISO secretariat to extend the normal time. The objective was to have a standard available in 2010 (extension for 2011?). Technical points still have to be resolved by the experts, mainly decisions about the photo stability of the products. 4) ISO/WD 24442 on in vivo determination of uvA has been discussed and an ISO/CD 24442 is now out for voting. The objective is to have a standard available in 2010. 5) ISO/WD 24443 on in vitro determination of uvA has been discussed and decisions about the content of the WD have been taken into account. A ring test is actually performed. The objective is still to have a standard available in 2010. <p>The next ISO 217/WG #7 meeting will be held in June 2009 (USA).</p>

3. **What are the key consumer concerns in your priority area?**

Consumers are concerned with the different standards under development for several reasons. For **ethical reasons**: it is about time in vitro methods were developed and standardized as the industry traditionally uses the in vivo evaluation. The consumers must follow the development of the 2 in vivo standards especially the inclusion/exclusion criteria and all the points related with the clinical testing.

These methods, once standardized, should lead to **harmonization for the labelling**. The industry is strongly opposed to any labelling specifications on sunscreen products. The exercise will be

difficult because the sun protection products follow different regulations in the different countries (cosmetics in Europe, pharmaceuticals in USA). And once that we will have 2 standardized methods (one for in vivo, one for in vitro), both for determination of uv A and uv B (SPF), using the 2 methods might lead to a different result for the same products! In other words, what will the correct labelling be?

The question is to know if we want a full correlation between the in vivo and the in vitro methods which would be the best, but which could kill the good as the industry wants to stick to the in vivo methods. One way to solve the technical problem could be to completely reconsider the labelling of the sun protection products. In Europe things have already moved with the new regulation for the labelling including uv A protection and classes of protection instead of figures.... Labelling will be the next big challenge for the consumers!

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 217	WG 7	Robyn Easton (Australia)

Part B – Watching brief priorities

12. Contact lens care products

1. **Key person:** Mr. Christian de Thuin

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 172/SC 7	WG 9	<p>Contact lenses and Contact Lens Care Products.</p> <p>In 2007, there were 2 meetings, in March (United States) and October (Japan).</p> <p>The next meeting will be held in 2008 (France),</p>
	<p>Contact Lens Care Products (LCP).</p> <p>ISO 14729, <i>ophthalmic optics– Contact lens care product – Microbiological requirements and test methods for products and regimen for hygienic management of contact lenses.</i></p> <p>ISO 10993-5</p>	<p>The main developments are :</p> <p>1) Review of ISO 14729. An amendment was agreed by the majority of the Project group on microbiological efficiency for a NWIP and some progress must be reported on the antimicrobial methodology to determine compatibility of contact lenses solutions, lens cases and hydro gel lenses for disinfection and a ring test will be carried out in 2008. But the key point is that no progress was made on the proposal of AFNOR to revise 14729 in order to improve the methodology and to strengthen the acceptance criteria, nor to have a better information and transparency to practitioners on the antimicrobial levels of efficiency of the products available on the market. No progress either on a standardized method on amoebas, but some draft methods are starting to circulate.</p> <p>2) A project group has been set up to review the cytotoxicity of the LCP. The objective of this group is to develop a specific standardized method to determine cytotoxicity of LCP, built from ISO 10993-5, <i>biological evaluation of medical devices</i> which is a general standard on all kinds of medical devices. A first draft was circulated in 2008 for comments. The proposal includes key parameters such as the choice of human cells, the direct contact of the</p>

	<p>ISO 14534, <i>Contact lenses and contact lenses care products – Fundamental requirements</i></p>	<p>LCP with the cells, and a short defined incubation time. The test of the cytotoxic evaluation will be based on the classical tests “Neutral red” and “Alamar blue”. The representative of the American FDA has also circulated a proposal to address potential interaction between lenses and LCP. The group will work on these drafts with the objective to carry out a ring test. This ring test should be decided at the next WG9 meeting in Berlin (May 2009)</p> <p>3) Systematic review of ISO 14534. A Project group has been created to go through all the comments from the member bodies. This group met in July 2008 in conjunction with the WG 9 meeting and a proposal for revision and improvement of the standard will be going on in 2009. Some of the requirements are linked to the review of other standards on the subject such as the labelling or the microbiological performances mentioned above</p>
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3. What are the key consumer concerns in your priority area?

Background: The Comparative test of the French National Consumer Organisation (I.N.C.) published in 2007 is only one of the elements that draw the attention on this Public Health issue. Several products were recalled from the market following the US FDA alert and later the same products were recalled also in Europe. Although the industry argues that the problems are only linked to specific products, consumers believe that the increasing number of ocular infections are due to fungi (*Fusarium*) and to amoebas and more global. The French regulatory Health Agency (AFSSAPS), independently from the I.N.C. study, has carried out market surveillance on 10 products on the market, also on products which are sold through Europe and worldwide. This market surveillance study concluded that some products showed poor microbiological efficiency on bacteria and fungi, and that some of the products could be qualified as potentially highly *in vitro* toxic.

The consumer concerns are to improve the microbiological methodology and to strengthen the microbiological efficiency criteria for a better safety of the consumers. More widely there is a strong need to improve all the health and safety requirements. In this respect, it is essential to have some international harmonized methods to evaluate the *in vitro* cytotoxicity of these medical devices. Currently every manufacturer or regulatory agency has its own single method. Another main issue for the consumers is the labelling. Today there is a full opacity on the level of the performances of the products although the international standard already has 2 levels of microbiological efficiency. In practice, consumers need a third level of products which really have a high power of disinfection (and which comply with the European standards EN1270 and EN1040). Consumers really need to know what they choose. And practitioners (ophthalmologists) also need to know what to prescribe to the users of lenses.

The statement of the industry that the development of the number of eye diseases is only due to a

misuse of the products by the consumers is not acceptable.

There is a very strong opposition to reconsider some fundamental improvements of these standards from the majority of the participants in these committees and project groups (the participants are mainly manufacturers). **We suggest all the consumer organizations to lobby in their national mirror committees on this issue to encourage a higher participation of independent parties from the industry, such as consumers or regulatory bodies to get more involved and participate at an international level. All scientific data or comparative testing on LCP are welcome and can be sent to the key person of COPOLCO.**

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 172/SC 7	WG 9	Dr Christian de Thuin (France) – Institut National de la Consommation.

13. Image safety

1. Key person: Dr. Ken Sagawa

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO TC159 Ergonomics of human system interaction	Study Group	A report of the SG is being prepared. A new work item and a WG will be proposed to develop standards on image safety. The latest SG meeting was held in February 2009.
CIE Division 1 Vision and Colour	TC1-67	A CIE technical report is being prepared.

3. What are the key consumer concerns in your priority area?

With the development of imaging technology in the IT field, flashing images, rapidly moving images appear frequently in image screens such as TVs, games, in our daily life which may cause undesirable biological effects on viewers such as photosensitive seizures, motion sickness, etc. Some standard method to avoid such undesirable image effects is needed to protect consumers from those images. These effects are especially sensitive to younger children and a warning system to parents might be useful for them. Consumers' concerns are particularly on how to protect their children from the undesirable effects of images.

4. Consumer representation in priority area

(No information submitted)

14. Fire safety issues

1. Key persons: Mr. G. Rae Dulmage, and Mr. Emmanuel Sopeju

2. Description of new developments under priority area

Committee No./Title	WG/Standard(s) affected	Progress or change reported.
ISO TC 92 Fire Safety	SC 1/WG 15 – ISO/CD 12863	The “Standard test method for measuring the ignition propensity of cigarettes” is currently at the CD stage. Closing date for CD ballot is June 21 2009.
ISO TC 92 Fire Safety	SC 1/WG 7 N1095 NWIP.	New Work item proposal approved for the proposed “Standard test method for measuring the heat release rate of low flammability mattresses and mattress sets”.

3. General Remarks

The ISO/TC 92 SC 1 announced the approval of the New Work at its meeting in Brussels in October 2008, on the proposed standard test method for measuring the heat release rate of low flammability mattresses and mattress sets. The International Standard provides a test method for determining the rate of heat release and total heat release from mattresses and mattress sets (mattress and foundation) upon ignition by an open flame. The project has been assigned to Working Group 7 of the SC1 with Dr. Gann as the project leader.

Also at the Brussels meeting, it was announced that the New Work Item ballot on the ignition propensity of cigarettes was positive. An agreement was reached with TC 126 to establish a joint working group with TC 92 on this project. The work item will remain in TC 92 SC1 with Dr. Gann as the project leader. The convenor of the working group and secretariat will be appointed by TC 126. The project is now at the CD stage with the ballot ISO/CD 12863 “Standard test method for measuring the ignition propensity of cigarettes” closing date of June 21, 2009.

The next meeting of the TC 92 SC 1 and its working groups is scheduled for the week of June 8, 2009 in Sweden.

4. Consumer representative in priority area

(No information submitted)

15. Safety of household appliances

1. **Key persons:** Mr. Jun-Young Choi, and Mr. John Drengenberg

2. **Description of new developments under priority area**

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO TC 86 SC 6/ Refrigeration and air conditioners	1	Unitary air conditioners and heat pumps
	2	Equipment sound ratings
	3	Water source heat pumps
	4	Air-conditioning condensing units - Testing and rating for performance
	7	Room fan-coil units
	8	Water cooling towers
	9	Air distribution devices
	10	Heat recovery Ventilator
IEC TC 61	60335-1	There is a lot of discussion about Li-Ion batteries in consumer products. In particular the compatibility of the charger and the batteries is an important safety issue. TC 61 is looking into this matter. As you may know, there have been several issues associated with Li - Ion batteries starting fires because of poor construction practices by the manufacturer. These batteries are finding their way into many consumer products because they are able to deliver more power than older Ni - Cad type batteries.

3. **What are the key consumer concerns in your priority area?**

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 given 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.

Recently the key consumer is seriously considering improving the energy efficiency of air-conditioner and refrigerator to save energy in residential field.

Committee	Title
<u>TC 86/SC 1</u>	Safety and environmental requirements for refrigerating systems
<u>TC 86/SC 2</u>	Terms and definitions
<u>TC 86/SC 3</u>	Testing and rating of factory-made refrigeration systems (excluding systems covered by ISO/TC 86/ SC 5, SC 6 and SC 7)
<u>TC 86/SC 4</u>	Testing and rating of refrigerant compressors
<u>TC 86/SC 5</u>	Testing and rating of household refrigeration appliances
<u>TC 86/SC 6</u>	Testing and rating of air-conditioners and heat pumps
<u>TC 86/SC 7</u>	Testing and rating of commercial refrigerated display cabinets
<u>TC 86/SC 8</u>	Refrigerants and refrigeration lubricants

The key concern with this issue as well as anything that is covered by IEC TC 61 is safety. Fire hazards, electric shock hazards and mechanical hazards are all covered by IEC TC 61 on a wide variety of household consumer products.

4. Consumer representation in priority area – any consumer representation that you may be aware of

(No information submitted)

16. Performance of household appliances

1. **Key person:** Ms. Karin Both

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
IEC/TC 59 Performance of Household Electrical Appliances	IEC 62301 Ed. 1.0	A second CD with new definitions for standby, off mode etc. was published.
TC 59 WG 12 Testing and rating of household refrigeration appliances		TC 59 decided to set up a new SC (SC 59M) on refrigerators and freezers. WG 12 will be disbanded as soon as the new SC is founded.
SC 59 A Dishwashers	IEC 60436 Ed. 3.0	
SC 59 D Home laundry appliances	IEC 60456 Ed. 4.0	5 th edition is still under preparation. Work on a standard for washer-dryers is ongoing
SC 59 F Floor treatment appliances	IEC 60312 Ed. 4.0	CD for the 5 th edition is under discussion. A new WG for preparation of a performance standard for wet cleaning vacuum cleaners was set up
SC 59 L Small appliances	IEC 60661 IEC 60442 IEC 60496 IEC 60530 IEC 60619 IEC 61309 IEC 61817 IEC 60311	MT 1 intends to work on energy efficiency of irons. MT 2 has prepared a proposal for a new standard on food slicers.
SC 59 K Ovens and microwave ovens, cooking ranges and similar appliances	IEC 60350 IEC 60705	59 K will start working on induction systems. An ad hoc group was established to deal with energy efficiency. Also standby power and steam cooking are new topics.

3. What are the key consumer concerns in your priority area?

IEC TC 59 works on test methods for the performance of electrical household appliances. This includes also measuring of energy consumption and (if applicable) water consumption. The values measured according to these standards are used for consumer information. The main consumer concern is that the described test method reflects the consumer behaviour and describes the actual use of the appliance in households. Also reproducibility is an important issue. If the methods are not reproducible the declared values can not be verified.

The next meeting of TC 59 and all its subcommittees and working groups will take place probably in the autumn of 2010.

4. Consumer representation in priority area – any consumer representation that you may be aware of

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
IEC/TC 59 Performance of Household Electrical Appliances	IEC 60704-1 Noise-General IEC 60704-3 Noise-Determining and verifying declared values IEC 60704-2-(1,2,3,4,5,6,7,8,11) particular requirements IEC 61592 TR Panel testing 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	K Both, DIN Consumer Council, DKE I Filmer, Consumer Policy Committee, BSI
TC 59 CAG , Chairman's Advisory Group (CAG) (former WG 10)		I Filmer, Consumer Policy Committee, BSI K Both, DIN Consumer Council, DKE
TC 59 WG 12 Testing and rating of household refrigeration appliances (former ISO TC 86 / SC 5)	ISO 15502 Household refrigeration appliances – Characteristics and test methods	
SC 59 A Dishwashers	IEC 60436 Amendment 1/ 2/ 3	J Kjeldgaard, Danish Consumer Information Centre, DS G Heilmann, DIN Consumer Council, DKE
SC 59 A/WG 1 Standard detergent and standard rinse agent SC 59 A/WG 2 Dishwasher tests	Amendment 3	J Kjeldgaard, Danish Consumer Information Centre, DS G Heilmann, DIN Consumer Council, DKE
SC 59 C Heating Appliances	IEC 60299 Blankets IEC 61255 Heating pads IEC 60379 Storage water	

	heaters IEC 60531 Thermal storage room heaters IEC 60675 Direct-acting room heaters	
SC 59 D Home laundry appliances	IEC 60456 Washing machines IEC 61121 Tumble dryers	J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59 D/WG 13 Test Materials		J Kjeldgaard, Danish Consumer Information Centre, DS
SC 59D/WG 17 Global application of 60456		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		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 Floor treatment appliances	IEC 60312 Vacuum cleaners IEC 60369 Floor polishers	
SC 59 L Small appliances	IEC 60442 Toasters IEC 60530 Kettles and jugs IEC 60619 Food preparation appl. Amendment 1 IEC 60 661 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 I Filmer, Consumer Policy Committee, BSI
SC 59 L/MT 1 Maintenance of IEC 60311	IEC 60311 Electric irons Amendment 1 & 2	J McSavage, Consumer Policy Committee, BSI K Both, DIN Consumer Council, DKE
SC 59 K Ovens and microwave ovens, cooking ranges and similar appliances	IEC 60705 Microwave ovens IEC 60350 Cooking ranges IEC 61902 TR Visual clarity of see-through microwave	I Filmer, Consumer Policy Committee, BSI

	ovens doors	
SC 59 K/WG 1 Small cakes – ingredients, procedure	IEC 60350 Amendment	
SC59 K /WG 3 Usable Volume	IEC 60350 Amendment	

17. Health informatics

1. Key person: Mr. Grant Gillis

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
ISO/TC 215 Health Informatics	WG 1 Data Structure (SCC)	Identity Management Framework Task Group – Working to establish a holistic framework for defining privacy control requirements related to personally identifiable information within an ICT environment.
ISO/TC 215 Health Informatics	WG 1 Data Structure (SCC)	Health indicators conceptual Framework – This International Standard establishes a common health indicators conceptual framework, and is intended to foster a common vocabulary and conceptual definitions for the resultant framework. This framework: (a) defines the appropriate dimensions and sub-dimensions that are required to describe the health of the population, and the performance of a health care system; (b) is sufficiently broad (high-level) to accommodate a variety of health care systems; and (c) is comprehensive, encapsulating all of the factors that are related to health outcomes and health system performance and utilization, and regional and national variations
ISO/TC 215 Health Informatics	WG 3 Semantic Content (BSI)	Traditional medicine (TrM) terminologies – Integration, mapping and harmonization of traditional medicine practice (e.g. China, Japan and Korea with Western medicine
ISO/TC 215 Health Informatics	WG 4 Privacy & Security (AFNOR)	Guidelines on data protection to facilitate trans-border flows of personal health information, providing guidance on data protection requirements to facilitate the transfer of personal health data across national borders

ISO/TC 215 Health Informatics	WG 4 Security, Safety & Privacy (AFNOR)	Guidance on the application of risk analysis and management across the health informatics domain, providing risk management processes required to ensure patient safety in respect to the deployment and use of health software products either as a new system within a health organization or as changes to an existing system's environment.
ISO/TC 215 Health Informatics	WG 6 Pharmacy & Medication Business (NEN)	Identification of medicinal products series, providing structural vocabulary and terminologies, units of measurements and other supporting factors for product delivery.
ISO/TC 215 Health Informatics	WG 8 Business requirements for EHRs (SAI)	An integrated e-health systems architecture serving the business requirements for global public health

3. What are the key consumer concerns in your priority area?

Availability of Personal Health Information

Around the world, the availability of personal health information is rapidly increasing in scale and scope. Ranging from immunization status of at-risk populations, to the care of those suffering from diseases such as diabetes, tuberculosis and malaria, ISO standards-based health informatics applications are enabling substantial gains in the availability and productivity of health and healthcare, in both remote and rural communities as well as for major urban areas.

Service-oriented modelling and architecture designs, now incorporated into ISO standards are now enabling e-Health applications across the ~ entire panorama of care delivery, from primary care in the community to secondary and tertiary care in regional hospitals and university health centres. These improvements facilitate the greater and more timely availability of health and healthcare information, but also work to avoid mistakes and misadventures (e.g. adverse drug events) which occurred when information was previously unavailable.

Standardized clinical terminologies such SNOMED CT, LOINC and ICD-10 are also supporting important improvements in the communication and comprehension amongst healthcare professionals (key for optimal treatment and care delivery), as well as the quantification and understanding of disease states temporally and geographically (key for health and healthcare research and policy development). ISO is working in close cooperation with the SDOs of these standards towards achieving a greater global harmonized and integrated approach for local care settings around the world.

Empowerment & Wellness

The exponential increase in the availability of personal health information is also empowering: subjects of care have greater access to their own information, as well as much greater access to information on health conditions, disease, and wellness. In this respect, consumers around the world are in a greater position to understand, participate in, and actually improve the health and

well-being of themselves as well as family, friends and their communities. Standards-based e-Health is supporting an expanding focus on patient-centredness and the openness of health and healthcare, in particular with respect to informed and shared decision making,

Western countries, challenged by aging populations and overwhelmed healthcare professionals, are realizing substantial productivity gains through standards-based health informatics applications; similarly, Asian and African countries are also realizing these productivity gains and, moreover, are better able to implement new treatments and care protocols that otherwise would have only been possible with a large, pre-existing healthcare infrastructure already in place. In addition to providing standards, ISO is also working to improve collaborative and cooperative arrangements with other SDOs.

Privacy & Security

As the predominant focus of health informatics functionality continues to migrate from closed mainframe systems/ point-to-point communications to web-based internet systems with multiple communication points, privacy and security of subjects of care (be they clients or patients) as well as providers (be they doctors, nurses, or technicians) remains an abiding pre-occupation of SDOs.

This consideration is noteworthy as applications based on health informatics standards are expanding into areas of deep personal privacy and security, including clinical genomics, disease status (e.g. HIV/AIDs, tuberculosis), implants and transplants, disabilities and other areas involving sensitive personal information.

ISO/TC 215 WG 4 in particular continues in the vanguard of these efforts, with the revision of its scope to include privacy in addition to the pre-existing security, and enhancing its cooperation with ISO/IEC JTC 1 WG 27.

4. Consumer representation in priority area – any consumer representation that you may be aware of

(No information submitted)

18. Graphical symbols

1. Key person: Mr. John Perry

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
<p>ISO/TC 145 Graphical symbols</p>	<p>The committee's main responsibilities are: the development of standards for the design and comprehension testing of graphical symbols (this includes public information symbols, safety signs, product safety labels, escape route signage, and graphical symbols for use on equipment; and the evaluation, standardization and registration of graphical symbols submitted by ISO and CEN technical committees and ISO member bodies.</p> <p>TC 145/WG 7</p> <p>ISO 9186-2:2008 Graphical symbols – Test Methods – Part 2: Method for testing perceptual quality</p>	<p>An important project is the development of the ISO Concept Database which will include graphical symbols (see below).</p> <p>New standard. Part 2 complements part 1, published in 2007. The latter provides methods for testing the comprehensibility of graphical symbols.</p> <p>Note: ISO 9186 provides methods for testing all types of graphical symbols - public information, symbols, safety signs, etc (and not confined to TC 145 activities)</p>
<p>ISO/TC 145/SC 1 Public information symbols</p>	<p>SC 1/WG 4</p> <p>ISO 7000:2007 Graphical symbols – Public information symbols</p>	<p>This is a catalogue of public information symbols which have been accepted for international standardization by SC 1.</p> <p>A list of additional symbols is being prepared for consideration</p>

	<p>SC 1/WG 5</p> <p>ISO/DIS 28564-1 Public information guidance systems – Part 1: Design principles and element requirements for location plans, maps and diagrams</p>	<p>for publication as an amendment.</p> <p>New project proceeding well. Part 1 will show how to use symbols published in ISO 7001 as elements of location maps, etc. Consideration being given to possible new work item on directional and location signs for use in public information guidance systems. This would become part 2 of ISO 28564.</p>
<p>ISO/TC 145/SC 2 – Safety identification, signs, shapes, symbols and colours</p>	<p>SC 2/WG 1</p> <p>ISO 23601:2009 Safety identification – Escape and evacuation plan signs</p> <p>ISO 7010:2003 Graphical symbols -- Safety colours and safety signs -- Safety signs used in workplaces and public areas [title will be amended to 'registered safety signs'].</p> <p>ISO 3864-1 Graphical symbols -- Safety colours and safety signs -- Part 1: Design principles for safety signs and safety markings</p> <p>SC 2/WG 4</p> <p>ISO 201712-1:2008 Water safety signs and beach safety flags – Part 1: Specifications for water safety signs used in workplaces and public areas</p> <p>ISO 20712-2:2007 Water safety signs and beach safety flags -- Part 2:</p>	<p>New standard. It provides specifications for escape plans for use in a wide range of situations – including hotels, offices, etc.</p> <p>This is a catalogue of safety signs accepted for international standardization by SC 2. Three amendments with addition safety signs have been published since 2003, with further batches of safety signs under evaluation.</p> <p>Note: many ISO 7010 safety signs are used in locations used by members of the public and some are used on consumer products either on their own or as part of product safety labels.</p> <p>Standard is being revised. An important change will be the addition of an informative Annex on calculating optimum viewing distances for safety signs.</p> <p>New standard. Includes both specifications and catalogue of water safety signs accepted by SC 2.</p> <p>Includes both specifications and catalogue of beach safety flags.</p>

	<p>Specifications for beach safety flags -- Colour, shape, meaning and performance</p> <p>ISO 20712-3:2008 Water safety signs and beach safety flags – Part 3: Guidance for use</p>	<p>Note: part 2 was published in 2007 but included in list for completeness.</p> <p>New standard.</p>
<p>ISO/TC 145/SC 3 Graphical symbols for use on equipment</p>	<p>SC 3/WG 1 ISO 7000:2004 Graphical symbols for use on equipment -- Index and synopsis</p> <p>SC 3/WG 2 The role of this WG is to develop/improve descriptions for symbols in the 2004 version of ISO 7000.</p>	<p>This standard is a catalogue of symbols for use on equipment which have been accepted for international standardization and registration by SC 3. Over 100 symbols a year are currently being accepted for registration – many of them for use on consumer products.</p> <p>Note: ISO 7000, together with IEC 60417 (see below), now comprises the ISO/IEC joint database for symbols for use on equipment.</p>
<p>IEC/SC 3C Graphical symbols for use on equipment</p>	<p>IEC 60417 Graphical symbols for use on equipment</p>	<p>Similar comments as for ISO/TC 145/SC 3/WG 1.</p>
<p>ISO/TC 145-IEC/SC 3C JWG 11 Graphical symbols for use on equipment</p>	<p>IEC 80416-1 Basic principles for graphical symbols for use on equipment – Part 1: Creation of graphical symbols for registration</p>	<p>Standard recently revised. Important changes to part 1 are that design principles are now easier to use and there is greater emphasis on ensuring that symbols are readily comprehensible.</p> <p>Note: the 80416 series is used by both TC/145/SC 3 and IEC/SC 3C for the evaluation of symbols submitted for registration in ISO 7000 and IEC 60417 respectively.</p>
<p>ISO/TC 228 Tourism and related services</p>	<p>TC 228/WG 5 Beaches and TC 228/WG 6 Natural Protected Areas</p> <p>Preliminary work underway on both these projects.</p>	<p>Strong and active liaison with ISO/TC 145 has ensured that both projects will make significant use of the symbols and signs published in ISO 7001, ISO 7010, and ISO 20712.</p>

ISO Concept Database	TC 145 and SCs ISO is developing a database for concept-type information – such as terminology and graphical symbols. Several TC 145 members have taken part in a trial and comments have been passed back to ISO.	When fully operational the database will benefit consumers by allowing TCs and designers to search rapidly for signs and symbols which might meet their needs. This should reduce duplication and limit proliferation. There will also be a facility for TC 145 subcommittees to evaluate symbols submitted for standardization and registration within the database. This should speed up the registration process.
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3. What are the key consumer concerns in your priority area?

To ensure that design principles for signs and symbols are consistent and take account of the concerns of consumers.

Work with other TCs (ISO, CEN, etc) to encourage the use of signs and symbols which have already been standardised.

To encourage greater use of comprehension testing procedures (ISO 9186) for all the above types of graphical symbols and signs.

To ensure that the ISO concept database for graphical symbols is developed as quickly as possible whilst at the same time providing an effective tool for TCs and designers of graphical symbols.

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
ISO/TC 145		John Perry BSI/Consumer and Public Interest Network Susan Woodhouse BSI/Consumer and Public Interest Network
ISO/TC 145/SC 1	SC 1/WG 2 – ISO 9186 SC 1/WG 4 – ISO 7001 SC 1/WG 5 – ISO 28564-1	Susan Woodhouse/John Perry John Perry/Susan Woodhouse Susan Woodhouse/John Perry Susan Woodhouse
ISO/TC 145/SC 2	SC 2/WG 1 – ISO 3864, ISO	John Perry/Susan Woodhouse John Perry

	7010, ISO 23601 SC 2/WG 4 – ISO 20712 series	Susan Woodhouse/John Perry
ISO/TC 145/SC 3	SC 3/WG 1 – ISO 7000 SC 3/WG 2 – ISO 7000:2004	John Perry John Perry John Perry (convener)
IEC/SC 3C	IEC 60417	John Perry
ISO/TC 145-IEC/SC 3C JWG 11	ISO/IEC 80416 series	John Perry
ISO/TC 228	TC 228/WG 5 [ISO number not yet allocated] TC 228/WG 6 [ISO number not yet allocated]	Susan Woodhouse (as active member and TC 145 liaison member to TC 228). Susan Woodhouse

19. Elderly & persons with disabilities

1. **Key person:** Dr. Ken Sagawa

2. Description of new developments under priority area

Committee No./Title	WG / Standard(s) affected	Issue addressed / Progress or change reported
<p>ISO/TC 159 Ergonomics</p>	<p>WG 2/TR #22411 Ergonomic data and ergonomic guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities.</p> <p>Advisory Group for Accessible Design (AGAD)/ No standard is planned</p>	<p>First version of ISO/TR #22411 was published in September, 2008. Second version of the TR is under preparation for more information.</p> <p>The latest WG meeting was held in November 2008</p> <p>The first meeting of WG was held in December 2008. Coordination and collaboration among ISO TCs, WGs as well as international disability organizations are being considered.</p>
<p>ISO/TC 159/SC 4 Ergonomics of human system interaction</p>	<p>WG 5/ ISO 9241-171 Ergonomics of human system interaction – Guidance on software accessibility.</p> <p>WG 9/ ISO 9241-910 Framework for tactile and haptic interactions</p> <p>WG 9/ISO 9241-920 Guidance on tactile and haptic interactions.</p> <p>WG 10/ ISO 24503 Tactile dots and bars on consumer products.</p>	<p>IS 9241-171 was published in 2008. No further work item has been proposed.</p> <p>DIS 9241-910 is being prepared.</p> <p>FDIS 9241-920 is under publication.</p> <p>The latest WG9 meeting was held in October 2008.</p> <p>DIS 24503 is being prepared.</p> <p>The latest WG10 meeting was held in October 2008.</p>
<p>ISO/TC 159/SC 5 Ergonomics of the physical environment</p>	<p>WG 5/ ISO 28803 Application of</p>	<p>DIS 28803 is being prepared.</p>

	<p>international standards to people with special requirements.</p> <p>WG 5/ ISO 24500 Auditory signals on consumer products.</p> <p>WG 5/ ISO 24501 Auditory signals on consumer products – Sound pressure levels of signals for the elderly and in noisy conditions.</p> <p>WG 5/ ISO 24502 Specification of age-related luminance contrast in visual signs and displays.</p>	<p>DIS 24500 is being prepared.</p> <p>DIS 24501 is being prepared.</p> <p>DIS 24502 is being prepared.</p> <p>The latest WG 5 meeting was held in November 2008.</p>
<p>ISO/TC 173 Assistive products for persons with disability</p>	<p>WG 7/ ISO 23599 Assistive products for persons with vision impairments -Tactile walking surface indicators.</p> <p>A new SC on Accessibility</p>	<p>The WG was reorganized and the document was re-registered at the CD level.</p> <p>A new SC is being proposed for accessible design of assistive products.</p> <p>The latest TC meeting was held October 2008.</p>
<p>ISO/TC 59 / SC 16 Accessibility and usability of the built environment</p>	<p>WG 1/TR 9527 Building construction – Needs of disabled people in buildings – Design guidelines</p>	<p>Revision of TR is ongoing.</p>
<p>ISO/TC 122 Packaging</p>	<p>WG 9/ ISO 11156 Packaging–Accessible design–General guidelines</p>	<p>The WD is being prepared for CD.</p> <p>The latest WG9 meeting was held in October 2008.</p>
<p>ISO/IEC JTC 1 Information Technology</p>	<p>SWG-A PDTR 29138 Accessibility considerations for people with disabilities Part-1 User needs summary Part-2 Standards inventory Part-3 Guidance on User needs summary</p>	<p>PDTR 29138 Part 1 to Part 3 are under publication.</p>

ISO/IEC JTC 1 / SC 35 Information Technology	WG 6/ ISO/IEC FCD 24756 Framework for specifying a common access profile (CAP) of needs and capabilities of users, systems, and their environments. WG 6/ ISO/IEC FCD 24786 Accessible user interface for accessibility settings. WG6/ ISO/IEC WD 29136 Accessibility functions for personal computers.	ISO/IEC FCD 24756 is being prepared for FDIS. ISO/IEC FCD 24786 is being prepared for FDIS. ISO/IEC WD 29136 is being prepared for FDIS.
ISO/IEC JTC 1/SC 17 Cards and personal identification	WG 1/ ISO/IEC 7811-9 Tactile Identifier Mark (TIM)	ISO/IEC 7811-9 was published in 2008
IEC TC 59 Performance of household and similar electrical appliances	WG 11	Guidelines for the application of Guide 71 and TR 22411 to household appliances is being developed.
CEN	BT/WG Design for all	A new working group for the application of Guide 71 was established in October 2008.
ETSI	HF STF 333/ ETSI DTR 102 612	The TR was completed and the implementation is being considered for the next stage.

3. What are the key consumer concerns in your priority area?

Older persons and persons with disabilities have various types of difficulties in using daily consumer products due to their limitation of human abilities, i.e. difficulty to open packaging, difficulty to seeing public signs, etc. Those problems could be solved partly or completely by designers taking account of the needs of older persons or persons with disabilities by means of standards. This concept, accessible design, was launched in ISO in 2001 as Guide 71. Consumers are keen to know about the progress of how this guide is being implemented in every product and how the consumer views are reflected in the product design.

4. Consumer representation in priority area

Committee No./Title	WG / Standard(s) affected	Consumer representative(s) (Name, organization, affiliation)
TC 159	WG 2/ISO TR 22411	A member is nominated by the BSI consumer groups.
CEN	BT WG	ANEC is one of the organizers of the group.