

14:15-15:00 **Facilitated dialogue session**

Led by *Mr. Arnold Pindar*, Head of Consumer Affairs, British Standards Institution (BSI), United Kingdom

Questions :

What special problems are facing consumers, particularly vulnerable consumers?

How should the needs of the public be taken into consideration?

How can consumers and non-governmental organizations contribute to this growing area of focus?

Is there an opportunity for business to address these needs?

How can standards play a role?

15:00-16:15 **Break-out session 1:**

Providing security of essential public services

Moderator: *Mr. Herman Schipper*
Head, International and European Affairs, Nederlands Normalisatie-instituut (NEN), Netherlands

Rapporteur: *Ms. Kathleen Thuner*
San Diego Agricultural Commissioner, Vice-Chair, Consumer Interest Forum, ANSI, USA

Break-out session 2:

Promoting safety of vulnerable populations (children, seniors, disabled, high-risk individuals)

Moderator: *Mr. Toru Kikuchi*
Senior Chief, National Institute of Technology and Evaluation (NITE), JISC, Japan

Rapporteur: *Ms. Fadilah Baharin*
Director of Standards, Department of Standards, Malaysia (DSM)

Break-out session 3:
Balancing public security needs and personal interests and rights (privacy, accessibility, language)

Moderator: *Ms. Stephanie Perrin*
Senior Fellow, Electronic Privacy Information Centre, Canada

Rapporteur: *Ms. Anne Ferguson*
Vice-Chair, BSI-CPC, Consumer Representation in Standardization, BSI, United Kingdom

16:15-16:45 Refreshment break

16:45-17:15 **Reports from the breakout groups, discussion**

17:15 **Conclusion**

We are most grateful to acknowledge the following organizations for their contributions.



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C O P O L C O W O R K S H O P



A safer world for consumers

How can standards help?



Toronto, Canada

24 May 2005



A safer world for consumers How can standards help?

Toronto, Canada
24 May 2005
Intercontinental Toronto Centre

Consumers are the wider community, the end users of products and services. Now, more than ever, consumers throughout the world are impacted by a wide range of personal as well as collective safety and security issues linked to the delivery of the products and services they use. International Standards can define both the specifications of products and services and aspects of their trade and delivery. International Standards are therefore a vital tool in enhancing the safety and security of populations.

Catastrophes such as the Asian Tsunami, environmental emergencies, and terrorism attacks have brought safety and security to the forefront of the public agenda. Yet, traditional areas of consumer concern, such as product safety and systems of redress, also continue to be relevant. These issues extend beyond child safety, accessibility and home safety, to encompass the provision of public services (water, transport, energy, communications, and public health) as well as the societal impact of emerging technologies.

The workshop will consider these implications, and also explore how International Standards and other guidelines can contribute to improving public safety and security in a variety of fields. The conclusions of the ISO Advisory Group on Security will provide valuable input, as will the issues raised by the speakers and the participants. Together they will help to identify currently existing gaps in standardization and ways to address them.

This workshop should stimulate discussion aimed at identifying fresh insights and leading to recommendations from the consumer and public interest perspective, on how standardization can favourably influence safety and security in our world.

Programme

- 08:00-08:30 **Registration**
- 08:30-08:50 **Opening of the workshop**
Workshop Chair
Ms. Caroline Warne
COPOLCO Chair
- Welcome**
Mr. Peter Clark
Executive Director, Standards Council of Canada (SCC)
- Introduction**
Ms. Pat Keindel
President, Standards, Canadian Standards Association (CSA)
- 08:50-09:00 **Introductory remarks and overview**
Ms. Caroline Warne
- 09:00-09:20 **Ensuring safety and security in today's world**
Dr. James Young
Special Advisor to the Deputy Minister
Public Safety and Emergency Preparedness Canada
- 09:20-09:40 **International Standards on security**
Dr. George Arnold
Chair
ISO Advisory Group on Security
Chairman of the Board, ANSI, USA
- 09:40-09:50 **Questions and answers**
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- 09:50-10:10 *Refreshment break*
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- 10:10-10:30 **International harmonization of consumer product safety standards**
Mr. Hal Stratton
Chairman, U.S. Consumer Product Safety Commission

- 10:30-10:50 **Consumer priorities in safety and security**
Ms. Marilena Lazzarini
President, Consumers International
- 10:50-11:10 **Product certification as a route to achieving safety of consumer products**
Mr. Peter Clark
- 11:10-11:20 **Questions and answers**
- 11:20-12:45 **Achieving safer communities: standards and related initiatives in various sectors**
Chair: *Ms. Caroline Warne*
- Panel discussion**
Community safety and security
Environmental emergencies
– preparedness, response and citizen readiness
Prof. Yuji Ishiyama
Graduate School of Engineering
Hokkaido University, Japan
- The hospitality industry**
Mr. David McMillan
Chief Executive Officer
International Hotel and Restaurant Association
- Information technology**
Ms. Alice Sturgeon
Senior Director, Architecture Domains, Architecture and Standards
Treasury Board of Canada
- Speakers from morning session and other panellists to be announced**
Subjects for discussion: Protecting essential services (food, water, energy), public health concerns
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- 12:45-14:15 *Lunch*
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