

14:00-15:30 **Break-out sessions**
Power through process:
how are consumers participating?

Moderator: Mr. Bruce J. Farquhar
Consultant, Canada

Rapporteur: Mr. Herman Schipper
Head, International and European
Affairs
Nederlands Normalisatie-Instituut
(NEN), Netherlands

Environmental issues:
are these a special case?

Moderator: Mr. Bill Dee
Representative
Standards Australia International

Rapporteur: Mr. Steve Williams
Standards Officer, Trinidad and
Tobago Bureau of Standards

**Customer satisfaction: E-commerce
and the global market:**
how can standards help?

Moderator: Ms. Anne Ferguson
Vice Chair, Consumer
Representation in Standardisation,
British Standards Institution
(BSI-CPC)
United Kingdom

Rapporteur: to be announced

15:30-16:00 *Coffee/tea break*

16:00-16:45 **Reports/presentations from the
break-out groups, discussion**

16:45-17:00 **Workshop conclusions**

17:00 **Closure**

Break-out session 1: Power through process:
how are consumers participating?

In an increasingly global and deregulated environment, governments are devolving some responsibility for consumer protection to alternative structures such as international organizations, regional/national standards bodies and conformity assessment/certification bodies. What are the implications for consumers? Can they participate or influence effectively? Does this present a challenge for consumer associations?

Break-out session 2: Environmental issues:
are these a special case?

Are the many regulatory and standards initiatives on products and services producing the desired results for the environment? This break-out session will provide an opportunity to review progress and identify the ways that standards and legislation address current challenges.

Break-out session 3: Customer satisfaction:
E-commerce and the global market:
how can standards help?

Advances in information technologies are revolutionizing the way products and services are bought and sold. Governments are currently relying on private and market-driven initiatives to reinforce fair trade practices and ensure customer satisfaction in a practical and cost-effective way. This breakout session will explore what role standards can play in the process.



ISO Central Secretariat

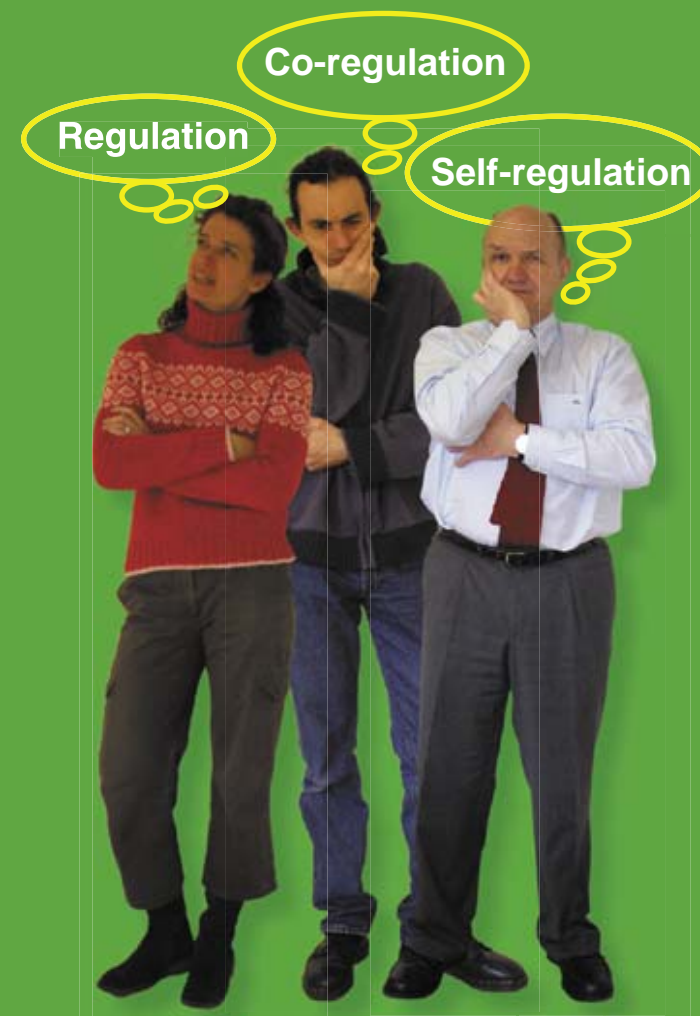
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C O P O L C O W O R K S H O P



Who is at risk?

Legislation and standards:
partners in consumer protection

Prague, Czech Republic
17 May 2004





Regulation, co-regulation, self-regulation

Who's at risk?

17 May 2004

Hotel Pyramida,
Prague

The balance between what is regulated, what is partly or co-regulated and what is self-regulated, is changing in many countries. This workshop seeks to explore effective mechanisms by which voluntary standards interact with regulatory regimes to ensure that products and services meet consumers' expectations for safety, performance, fitness for purpose, pricing, redress and other criteria.

International Standards are becoming increasingly relevant and useful in a "global village", as they provide a level of consensus that transcends national borders. They can therefore credibly support national policy goals and be relevant in the increasingly global market.

This workshop aims to explore the validity of such concepts. Specific areas such as stakeholder input, e-commerce and environmental protection will receive particular attention.

This workshop will be of interest to standards officers and standards writers, consumer representatives, government officials and academics who wish to explore the relationship between standards and legislation as effective partners in consumer protection.

Programme

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|-------------------------------------|---|--------------------------|---|
| 08:30-09:00 | Registration | 11:10-11:30 | Regulation, co-regulation or self-regulation – what is the best approach?
<i>Dr. Elizabeth Nielsen</i>
Health Products and Food Branch
Health Canada |
| 09:00-09:30 | Opening of the workshop
Chair of the workshop
<i>Ms. Caroline Warne</i>
ISO/COPOLCO Chair

Welcome
<i>Mr. Otakar Kunc</i>
Director, Czech Standards Institute

Introduction –
<i>Consumer policy in the Czech Republic</i>
<i>Mr. Josef Tržický</i>
General Director of the Section for
Consumer Protection and Internal
Market of the Ministry of Industry
and Trade | 11:30-11:50 | Regulation, co-regulation and self-regulation : Frameworks of consumer protection and examples of success
<i>Prof. Tsuneo Matsumoto</i>
Graduate School of Law
Hitotsubashi University, Japan |
| 09:30-09:50 | The consumer perspective on the effectiveness of regulation in ensuring consumer protection
<i>Prof. Dr. Lothar Maier</i>
University of Applied Sciences,
President, DIN Consumer Council | 11:50-12:10 | Educational process at universities – Experience with teaching of quality and consumer protection
<i>Ms. Naděžda Klabusayová,</i>
Associate Professor, Technical
University of Ostrava – Department
of Business Administration |
| 09:50-10:10 | Implementation of consumer policy of the EU in the Czech Republic – Alternative dispute resolution
<i>Mr. Libor Dupal</i>
Director, Czech Consumer Association
Czech Republic | 12:10-12:30 | Self-regulation in the on-line marketplace
<i>Mr. Steven J. Cole</i>
Senior Vice President and General
Counsel
Council of Better Business Bureaus
USA |
| 10:10-10:40 | Regulation and consumer protection : What relevance to transitional and developing economies?
<i>Ms. Anna Fielder</i>
Director, Office for Developed and
Transition Economies
Consumers International

Questions and answers | 12:30-13:00 | Questions and answers |
| 10:40-11:10 <i>Coffee/tea break</i> | | 13:00-14:00 <i>Lunch</i> | |
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