



Consumers International

Consumers International is a federation of consumer organisations dedicated to the protection and promotion of consumers' rights worldwide through empowering national consumer groups and campaigning at the international level. It currently represents over 230 organisations in 113 countries. For more information, see:
www.consumersinternational.org

CI full members

- Not for profit
- No grants/donations from business
- No party political affiliations
- National agenda covering range of consumer issues
- Substantial track record

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- CI has liaison status with ISO (COPOLCO) and IEC
- CI's representatives bring the global consumer voice direct to International standards meetings
- CI representatives can participate fully but cannot vote- until ISO SR WG

The way forward

Why do we need
consumer
participation

WHO SHOULD BE AWARE

- Governments
- National standards bodies
- COPOLCO members
- **Consumer Organisations**

Why should consumers be aware

Standards can provide governments with a technical base for health, safety and environmental legislation

- Consumers are in a unique position to ensure that standards
 - address safety properly
 - reflect actual use (or misuse)
 - include environmental impact and sustainability
 - **take into account the differing cultural, climatic, development and economic factors of countries.**

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Example : Safety of Consumer Products

IEC TC 61 Safety of domestic electrical appliances

Global application : Test requirements for Thermal pots, used widely in the Asia region , are not covered by IEC 60335.

Development : Interlock requirements on top- loading machines, used in many countries, are not covered by IEC 60335 (child drowning highlighted by HKCC)

Safety for all – CI is campaigning, in collaboration with ANEC for the removal of the ‘exclusion clause’ which means that the standards does not include the safe use of appliances by children, the elderly and people with disabilities.

ISO and Developing country issues

Second Hand Goods

Proposal for an International Standard proposed to COPOLCO by CI (survey of CI members)

Proposal to ISO TMB in collaboration with TTBS, and with support of COPOLCO and DEVCO survey

TMB TAG met for the first time in Malaysia May 2006

Proposal for ISO Standard on trade in second hand goods and Guide will be submitted to ISO TMB

CI members

CI publication :FIRST STEPS – gives examples of where consumer organisations have made an impact at a national level

Consumer Organisations are also important in ensuring the adoption, implementation, and market surveillance of standards eg. product testing

BUILDING CONSUMER CONFIDENCE IN STANDARDS

ISO/IEC statement on consumer participation

‘Standards, either international or domestic, should be developed based on a consensus among all interested parties, including manufacturers, users and consumers...’

‘Consumers are one of the most important stakeholders of standards, especially as regards goods and services for consumers. It is essential that consumer representatives participate in the standards development....’

WTO Agreement TBT Annex 3

Code of good Practice for the Preparation, Adoption and Application of standards

Second triennial review of the WTO agreement in Technical barriers

Transparency,
Openness,
Impartiality and consensus
Effectiveness and relevance
Coherence
Development dimension.

African Region

Two thirds of the African NSB's attending this workshop have already accepted these agreements,

Benin, Botswana, Cote d'Ivoire, Ghana, Kenya, Malawi, Mauritius, Mozambique, Namibia, Niger, Nigeria, South Africa, Tanzania, Uganda, Zambia, Zimbabwe

COPOLCO members

Take a Lead in showing commitment to developing consumer participation

Full :Botswana, Kenya, Mauritius, Zimbabwe

Observer members: Benin, Ethiopia, Mozambique, Namibia, Niger, Tanzania

The Way forward – NSB's

- Make contact with Consumer Organisation
Open day, workshops, leaflets
- Join COPOLCO and create a Mirror committee
- Consumer Policy liaison officer
- Invite a CO to join the board

Way forward – CO's

Decide on your priorities – be clear where you can make a valid input and where you cannot

Ask to share the NSB annual work plan so you input effectively

Look at your resources and assess where help is needed - academia, retired professionals, research

Consumer Organisations need to work together

Network

Find out who else has invented the wheel and see if you can adapt it

First steps

- Round table of consumers/NSB/government
- Develop sustainable funding models
- Consumer representation on 1-2 committees of priority interest for consumers
- Links with consumers working on international standards from other countries
 - Consumers International

First Steps

Recognition by NSB's, Government and CO's, of the :
Necessity of consumer representation
Value of consumer representation
Role of standards in consumer protection and legislation

....and the resources that are needed to make this happen

Why Now ?

- Standards need consumers for credibility and usability
- International standards need to be seen to reflect the needs of all economies, regions and stakeholders
- Traditional consumer issues such as environment, sustainability, CSR, and services are now being addressed by standards
- Recognition of standards as a tool to provide consumer protection

Thank you for your attention

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<http://www.consumersinternational,.org>