



## ISO/COPOLCO WG 2 Key areas for consumers MASTER PROJECT OVERVIEW Version 2020-03-31

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
1.	<b>Artificial Intelligence</b>	<p>ISO JTC 1, SC 42, Artificial Intelligence WG 1 (Societal and ethical foundations) and WG 2 (Specific ethical requirements)</p> <p>ISO/IEC AWI TR 24027, Bias in AI systems and AI aided decision making</p> <p>ISO/IEC PRF TR 24028, Overview of trustworthiness in artificial intelligence</p> <p>ISO/IEC CD TR 24030, Use cases</p> <p>ISO/IEC AWI TR 24368, Overview of ethical and societal concerns</p> <p>IEC SEG 10, Ethics in Autonomous and Artificial Intelligence Applications</p> <p>WG1, Societal and ethical foundations</p> <p>Open Community for Ethics in Autonomous and Intelligent Systems (OCEANIS) started by IEEE (the ethically aligned design projects) in July 2018</p> <p>AI is an issue of concern across a broad range of technologies that are already dealt with in ISO and IEC standards. It is unlikely a single standard on AI would be possible or useful. It links with regulations such as data and privacy protection laws.</p>	<p>1. Pervasive technology that impacts every aspect of society – ensure consumer and societal voice is heard throughout</p> <p>2. Ethical AI, clarifying unintended effects of ‘black boxes’ of decision making</p> <p>3. health and safety, inclusivity along many lines (racial, financial, employment, product access), security, privacy and identity, government service access, behavioural influence/control (advertising), military operations, sustainability, wellbeing (health and safety).</p>	No information		Ms Bianca Wylie, SCC	<p>IEC SEG 10, Brian Tranter</p> <p>JTC1 SC 42</p> <p>Consumers International is a liaison and ANEC can also join</p> <p>ISO/IEC JTC1/SC42 SG1, WGs 1-4</p> <p>Stephen Kwan, ANSI</p> <p>WG 3-4: Juhani Huttunen, SFS</p> <p>WG4: Klaus Hoeckner, ASI</p>		<p>Added 2019-03-14 (see robotics at item 20 below)</p> <p>Consumer involvement is sought – inform national mirror committees.</p> <p>Consumers International reports good dialogue with Wael Diab, Secretary of the JTC1 SC 42</p> <p>2019-02-26</p> <p>Brian Tranter, BSI stepped down in May 2019</p> <p>Report last updated March 2020.</p>

<sup>1</sup> The criterion used for the consumer stakeholder group for the purposes of registering experts in the ISO Global Directory is ‘national, regional and international consumer representation bodies, independent of any organization that would fall into the ‘industry and commerce’ category, or individual experts engaged from a consumer perspective.’ Please ensure the proper stakeholder categories are given for all experts.

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
2.	<b>Consumer warranties and guarantees</b>	ISO/PC 303, Guidelines on consumer warranties and guarantees  ISO 22059	1. missing or unclear or unfair guarantees and warranties 2. insufficient information on consumer rights to warranties and guarantees			Ms Nik Nazira Nik Yahya, DSM	Nik Nazira Nik Yahya, DSM Seah Seng Choon, SSC Sandra Hererra, ICONTEC Takashi Nakakuki, JISC Guillermo Zucal, IRAM Eunsook Moon, KATS Lili Cao, SAC Lisbeth Boloka, SABS	Published in <a href="#">February</a> 2020	Added 2016-06-15  Report last updated March 2020
3.	<b>Cosmetics</b> – Air Pollution Protection Factor	ISO/TC 217, Cosmetics – Air Pollution Protection Factor (APPF)  ISO/TC 217 WG 7, Sun protection test methods	1. Product claims are often vague and inconsistent, causing confusion in the marketplace 2. Provide reliable and trustworthy results, develop standardized tests		Market awareness of air pollution damage to human skin. Requires lots of demonstrations, roadshows, presentations	Mr Michael Wong, SCC	No		Report last updated March 2020

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
4.	<b>Elderly &amp; persons with disabilities – Products, services and env't</b>	ISO Strategic Advisory Group on Accessibility ISO/IEC Guide 71:2014 ISO/TC 173/SC7, Assistive products for persons with disability, Accessible design ISO/TC 59/SC 16, Accessibility and usability of the built environment ISO/TC 59/SC 17, Sustainability in buildings and civil engineering works ISO/TC159/WG2, Ergonomics for people with special requirements ISO/TC159/SC4, Ergonomics of human system interaction WG 10, Accessible design for consumer products ISO/TC159/SC5, Ergonomics of the physical environment WG5, Physical environment for people with special requirements ISO/TC 122, Packaging — Accessible Design — ISO 22015, Handling and manipulation ISO/IEC JTC1/SC35, User interface / WG 6, User interfaces accessibility IWA18:2016, Community-based integrated life-long health and care services for aged societies ISO/IEC JTC1/SC35, User interface - WG 6, User interfaces accessibility ISO/TC 314, Ageing Societies ISO/TC 314/WG 1, Ageing workforce ISO/NP 23617 (Under development) <i>Ageing societies – guidelines for an inclusive workforce</i> ISO/TC 314/WG 2, <i>Dementia inclusive</i> ISO/NP 23623 (Under development) <i>Ageing Societies – Framework for Dementia-inclusive communities</i> ISO/TC 314/WG 3, Carer inclusive WD 23889, <i>Carer-inclusive and accommodating organizations</i> IEC/TC 59, Performance of household and similar electrical appliances - WG 11 IEC SyC AAL, Active assisted living	1. Older persons and persons with disabilities have difficulties using consumer products so need standards that account for this 2. All consumers benefit through the better design of products and services in turn boosts access to, and satisfaction with, the global marketplace. All consumers benefit from inclusive designs which facilitate, for example, easy opening of packaging; access to buildings; and social participation, such as being able to use the internet or television, pushchairs benefit from wheelchair access. 3. Ultimately, it can be argued that further accidents can be prevented through good design, and that all of society benefits	ISO TC 173 is seeking consumer involvement to revise ISO 7176-15 (2018-11-13)  ISO/TC 314, Ageing Societies, is seeking input from consumers (2018-11-13)		Mr Rae Dulmage, SCC	Susan Harker, BSI ISO/TC 173 Joseph Bascou, AFNOR Hans Hammarlund, SIS ISO/TC 59/SC 16 Doris Ossberger, ASI ISO/TC 59 SC 17 Adam Robertson, Jennifer Hillard SCC; Guido Hoff, DIN ISO/TC 159 SC 4 Ulrike Kuhlmann, Kristina Unverricht, Hilke Groenewold, Hans-Jorg Windberg, DIN ISO/TC 122 Axel Thiele, DIN Ca. 29 consumers in JTC 1 working groups ISO/IEC JTC1/SC35 Denis Chêne, AFNOR; Rory Heap, BSI; Troy Korjuslommi, SFS; Alain LaBonté, SCC ISO/TC 314 TCG1 and TG 2 Jeanne Bank, BSI Rae Dulmage and Patrick Harkness, SCC ISO/TC 314 TG 1 Graham Rae Dulmage, SCC Patrick Harkness, SCC ISO/TC 314, WG1 Peter Huber, ASI Rae Dulmage and Patrick Harkness, SCC  ISO/TC 314, WG2 and WG 3 Patrick Harkness, SCC	ISO FDIS 24552 <i>Ergonomics — Accessible design — Accessibility of digital information visually displayed on consumer products</i>  ISO/IEC Guide 71:2014 is under review until 3 March 2020	ISO/TC 314 has strong input from consumers  Article by the United Kingdom on <a href="#">dementia-friendly communities</a> in the January 2019 ISO consumer update  Report last updated March 2020  Recent standards: ISO 24550:2019, <i>Ergonomics — Accessible design — Indicator lights on consumer products</i>  ISO 22015:2019, <i>Packaging — Accessible Design — Handling and manipulation (published)</i>  Key person Ken Sagawa, JISC retired in 2020-02

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
5.	<b>Electronic Cigarettes, vape and vapour products</b>	ISO/TC 126, Tobacco and tobacco products SC3/WG1, Determination of substances in e-liquids ISO 20714, E-liquid — Determination of nicotine, propylene glycol and glycerol in liquids used in electronic nicotine delivery devices — Gas chromatographic method ISO 20768, Vapour products – Routine analytical vaping machine – Definitions and standard conditions ISO/TC 126/SC 3, Vape and vapour products, WG2, Routine analytical e-cigarette vaping machine ISO 20768, Routine analytical e-cigarette puffing machine – Definitions and standard conditions ISO/TC 126, Tobacco and tobacco products SC3/WG1, Determination of substances in e-liquids ISO 20714, E-liquid — Determination of nicotine, propylene glycol and glycerol in liquids used in electronic nicotine delivery devices — Gas chromatographic method ISO 20768, Vapour products – Routine analytical vaping machine – Definitions and standard conditions ISO/TC 126 SC3 WG2, Routine analytical e-cigarette vaping machine ISO 20768, Routine analytical e-cigarette puffing machine – Definitions and standard conditions CEN/TC 437, Electronic cigarettes and e-liquids (WG 1) Terminology and definitions (WG 2) CEN TS 17287, Requirements and test methods for electronic cigarette devices published on 2019-01-16 (WG 3) Requirements and test methods for e-liquids (WG 4) CEN/TR 17236, Electronic cigarettes and e-liquids – Constituents to be measured in the aerosol of vaping products	1. safety and health, performance, fitness for purpose and usage.  The needs of children are particularly important as regards access to a highly toxic chemical e.g. nicotine. Concerns have been raised regarding the chemicals present or emitted in the e-liquids. There are issues of information (benefit or not of e-cigarettes against tobacco) and protection of the environment. Finally, there are issues around the hardware i.e. the battery and charging unit, avoiding fires and explosions.	1. No progress of standardization to lack of active membership and expertise 2. Domination by industry interest  Chair welcomed greater consumer representation on 2017-08-17  International standardization work is moving slowly and focuses more on testing procedures. There is close cooperation of ISO/TC 126/SC 3 with CEN/TC 437. European work is very slow and behind schedule. The main reason is lack of expertise in this relatively new industry with regards to standards making. The working groups are full at the beginning and then there is a big drop off rate when they realize how difficult the task is. There have been problems finding a secretariat and conveners. For WG 3 the current convener is leaving (he was the fourth in 5 years!) All the working groups are heavily populated by industry interest including big global tobacco companies. Regulators are involved in the committees but, for example in the UK, Public Health England is still very supportive of the use of e-cigarettes as a much less harmful alternative to tobacco and are actively promoting their use.		Ms Christine Heemskerk, BSI	Canada, Switzerland and the United Kingdom have appointed consumer representatives. Korea is running a large consumer campaign on the safety of e-cigs so may be interested to contribute. Christine Heemskerk (BSI, UK) is active in European work. France no longer participates at international level  ISO/TC 126/SC 3/ WG 1 Patrizia Cavalli, Marc Szeeman, Olivier Théraulaz, SNV Alan Depauw, AFNOR  CEN/TC 437, Franz Fiala, ANEC  CEN/TC 437 WG2 and 3 Christine Heemskerk, BSI		Added 2016-06-15  Report last updated March 2020

6.	<p><b>Ethical claims and environmental labels</b></p>	<p>ISO/CASCO WG 53, <i>Ethical claims – Labels and supporting information</i>  <a href="#">ISO 17033:2019</a>, <i>Ethical claims and supporting information – Principles and requirements</i>                   ISO/TC 207/SC 3, <i>Environmental labelling</i>                   ISO 14025, <i>Environmental labels and declarations – Type III environmental declarations – Principles and procedures</i></p>	<p>1. proliferation of ethical claims in the marketplace                  2. Ensure transparency; and enable consumers to have confidence in the validity of what is being stated                  3. Ensure it can be used with existing standards, such as the 14020 series on environmental labels, claims and declarations, without undermining their more rigorous requirements</p>	<p>Environmental labels:  <i>No progress of the relevant activities for standardization:</i> developing countries want to incorporate more symbols into the standards to deal with problems relating to illiteracy.  <i>No key person:</i> Jennifer Hillard remains on the Canadian mirror committee but is no longer active in the international work.  <i>Difficulty reflecting consumers’ views into the relevant standards setting:</i> there are occasionally representatives from ECOS, but they are not always there, and their staff change frequently.</p>	<p>Environmental labels:                  Consumer reps on TC 207 SC3 should try to coordinate with consumer reps involved in the graphical symbols work. Encourage NSBs to support more consumer representation in this important work. Standards Australia could be requested to enable John Henry to take over the COPOLCO Key Person role. Work towards having consistent consumer representatives involved in the ISO work or set up a network within COPOLCO of consumer representatives who participate in national mirror committees to ensure that consumer concerns continue to be taken into consideration.                   Ethical claims: Consumer groups should be encouraged to challenge ethical claims to provide evidence that they meet the requirements of ISO 17033 to increase market penetration but also to be alert to possible misuse of the standard. Consumer representation will be needed for the review cycle.</p>	<p>Ms Jennifer Hillard, SCC (see if Standards Australia can enlist John Henry to take over this role)</p>	<p>ISO/CASCO WG 53                  Jennifer Hillard, SCC                  Sadie Dainton, BSI                  Matsumoto Tsunako, JISC                  Victoria Hailey, SCC                  Susan Lubega,                  George Walusimbi Mpanga, UNBS                   ISO TC 207 SC 3                  Gabriela Fleisher, DIN</p>	<p>ISO 14025 is up for systemic review on 2020-07-15</p>	<p>Added 2018-07-25                  Report last updated March 2020</p>
----	---	---	--	---	---	---	--	--	---

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
7.	<b>Fire safety</b>	ISO/TC 21/SC 3, <i>Equipment for fire protection and firefighting / Fire detection and alarm systems</i> ISO WD 7240-3 Audible alarm devices ISO WD 12239 Smoke alarms <i>ISO/TC 61/SC 4, Plastics / Burning Behaviour</i> ISO/TC 61/SC 14, <i>Environmental Aspects</i> - ISO CD TR 23891, <i>Plastics – Recycling – Necessity of standards</i> ISO/TC 92/SC 3, <i>Fire Safety / Fire threat to people and environment</i> ISO DIS 13571-1, <i>Life-threatening components of fire</i> ISO DIS 19706, <i>Guidelines for assessing the fire threat to people</i> ISO/TC 92/SC 4, <i>Fire safety engineering</i> ISO/TC 136, <i>Furniture</i> No activity related to Fire Safety standards	1. Fire is always a risk and new materials in combination with other new products can affect the fire safety of the consumer 2. Consumers need to understand and speak to the risks that can arise from these issues and how equipment and product design to protect against fire can best mitigate these risks	In most cases, the consumer needs are met.  1. No progress of the relevant activities for standardization 2. ISO/TC 136 ignition and fire standards for furniture are old. The use of synthetics in furniture and in building materials has changed the dynamics in a residential environment	Recommended action: Continue to request action to add consumer concerns to these ISO/TC 136 standards and complete the set	Mr Rae Dulmage, SCC	Rae Dulmage  ISO/TC 61/SC 4/WG 10 Mike Hayes, Tania Vandenberghe, ANEC ISO/TC 92 SC 2 Vyto Babrauskas, Robert Berhining, John D. Nicholas, Deggary N. Priest, James Shaw, Javier Trevino, ANSI  <b>OTHER TCS – NO</b>		Report last updated March 2020
8.	<b>Food safety and labelling</b>	ISO/TC 34, Food products ISO/TS 26030:2019, <i>Sustainable development and social responsibility – Guidance for using ISO 26000:2010 in the food chain</i> ISO/TC 34 SC 12, Sensory Analysis	1. concerns on nutrition, genetic modification, pesticide and/or additive use, identifying known allergens, product origin disclosure,	The need for more consumer involvement continues to exist, to move general food and food labelling standardization along, and to ensure disparate authorities that deal with various requirements can work to a		Rae Dulmage, SCC (food labelling)  Mira Kos Skubic (SIST)	ISO/TC 34 SC 17 WG 3 and 11 Jennifer Hillard, SCC ISO/TC 34 WG 23 Marino Melissano, UNI SC 12, Guillermo Zucal, IRAM ISO/TC 122, Axel Thiele, DIN		Looking for consumer participation in ISO/TC 34 SC 12  Rae Dulmage (SCC) and Mira

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
		<p>ISO DIS 20784, <i>Sensory claim substantiation</i>                      ISO/TC 292/WG 4, <i>Authenticity, integrity and trust for products and documents</i>                      ISO/FDIS/22383, <i>Authentication solutions</i>                      ISO/AWI 22385, <i>Framework for trust and interoperability</i></p> <p>ISO/TC 34/SC 18, <i>Cocoa – standards on sustainable and traceable cocoa</i></p> <p>Antibiotics in food is another concern. Monitor the Codex Alimentarius and WTO/SPS agreements and activity.</p>	<p>tracking products to help recalls, support global trade, drive inclusive and equitable economic growth, advance technological innovation, protect health and safety, and create a sustainable future</p> <p>2. Consumer groups, the health industry, associations advocating/supporting food triggered diseases and niche agricultural groups are mounting pressure on government organizations and industry to bring a cleaner, less confusing, labeling system to the public.</p> <p>3. There few standards if any that set out requirements for food labels</p>	<p>comprehensive template. There continue to be issues with cross coordination of various work in standardization. ISO COPOLCO through annual reports assists with this but there are a lot of areas to cover at one time.</p>			<p><b>OTHER TCS – NO</b></p>		<p>Kos Skubic (SIST) joined in 2019</p> <p>Report last updated March 2020</p>

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
9.	<b>Furniture</b>	<p>ISO/TC 136/WG 1, <i>Chairs – Methods of test</i>: ISO PWI 7173, determination of strength and stability</p> <p>ISO/TC 136/WG 2, <i>Tables – Methods of test</i>: ISO WD 19682, determination of strength and stability</p> <p>ISO/TC 136/WG 3, <i>Storage units</i>: ISO/DIS 7171, determination of stability</p> <p>TC 136/WG 6, Children's and nursery furniture</p> <p>NWIP Children's furniture – Mattresses for cots and cribs – Safety requirements and test methods</p> <p>ISO DIS 7175-1, Children's cots and folding cots for domestic use – Part 1 safety requirements</p> <p>ISO DIS 7175-2, Children's cots and cots for domestic use – Part 2 Test methods</p> <p>ISO 9098-1:1994, Bunk beds for domestic use – Safety requirements and tests – Part 1: Safety Requirements</p> <p>ISO 9098-2, Bunk beds for domestic use – Safety requirements and tests – Part 2: Test methods</p> <p>IEC/TC 61, Safety of household and similar electrical appliances</p>	<p>1. Children killed by falling furniture – a worldwide scandal leading to recalls, but not in every country, due to a patchwork of different standards... is an example of how standards directly impact consumer safety, as well as raising issues of performance and fitness for purpose. Other emerging issues include health impacts of chemicals in furniture; and sustainable sourcing</p> <p>2. American studies show that 80 % of the consumers don't fasten the storage furniture to the wall as indicated in the instructions</p>	<p>Lack of consumer representation in ISO TC 136 and CEN TC 207</p>	<p>Recommendation: call for greater participation. The work in Europe on IEC 60335-2-116, Electrical furniture, should be followed.</p> <p>A letter from WG2 (N 490/2018) led to ISO/DIS 7171 being updated for better stability</p> <p>There is generally focus on prevention on further accidents concerning inadequate stability of storage furniture not only in the US but also in Korea, Japan, China and Australia. Australia has published a good guide. CPSC in the US is considering if legislation is the way forward (Advance Notice of Proposed Rulemaking) and it is supported by the American industry</p>	<p>Ms Helen Amundsen, Danish Consumer Council</p> <p>Ms Benedicte Federspiel, DS</p>			<p>Report last updated March 2020</p>

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
10.	<b>Graphical symbols</b>	ISO/TC 145, Graphical symbols ISO 9186-1:2014, <i>Graphical symbols – Test methods – Part 1: Method for testing comprehensibility</i> ISO/TC 145/SC 1, Public information symbols (revision of ISO 7001:2007) ISO/TC 145/SC 2, <i>Graphical symbols – safety identification, signs, shapes, symbols and colours</i> ISO 7010:2011, <i>Graphical symbols – Safety colours and safety signs – Registered safety signs</i> (new editions published) ISO/TC 145 SC 3, <i>Graphical symbols for use on equipment</i>	1. Graphical Symbols are used to communicate information, warnings and actions to the public in a consistent manner such that the time to react is quick 2. There is need for consumer input participation through belonging to the member body mirror committee or through liaison to actively take part in the decisions, reviews and discussions on proposed symbols, evaluation methods and new areas of work	There is a need for consumer input participation through belonging to the member body mirror committee or through liaison to actively take part in the decisions, reviews and discussions on proposed symbols, evaluation methods and new areas of work	Recommended action: Ask ISO COPOLCO members to get involved at their national member body mirror committee level	Mr Rae Dulmage, SCC	ISO/TC 145/SC 1 and 2, Rae Dulmage, SCC SC 3 None but they consult with the other subcommittees of which Rae Dulmage is a member	TC 145 subcommittees are balloting several consumer/public safety symbols	John Perry (BSI) stepped down 2018-04-03 Rae Dulmage joined 2018-11-13 Report last updated March 2020
11.	<b>Healthcare organization mgmt.</b>	TC 304 WG 1, <i>Vocabulary</i> : ISO/DIS 22886 TC 304 WG 2, <i>Staffing</i> : ISO/DIS 22956, <i>Guidelines for patient centered staffing</i>	1. individual patient consumers are the most direct end users of healthcare services. Anything that	<i>Difficulty reflecting consumers' views into the relevant standards setting</i> Despite efforts to recruit experts from healthcare consumer support organizations, TC 304 currently has no experts whose	Recommended action – The TC will continue to reach out to healthcare consumer support organizations and will actively consult with COPOLCO to improve this status.	Dr Veronica Muzquiz Edwards*, ANSI Mr Lee Webster, ANSI	<i>International Trade Union Confederation (ITUC) is a liaison</i> <b>NO CONSUMERS</b>	ISO/DIS 22886 and ISO/DIS 22956 publication expected in	Added 2016-06-15 Report last updated March 2020

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
12.	<b>Health informatics</b>	<p>ISO/TC 215, Health informatics</p> <p>ISO/WD TS 22691, <i>Token-based health information sharing</i></p> <p>ISO/AWI 22697, <i>Application of privacy management to personal health information</i></p> <p>ISO/AWI TS 23536, <i>Digital elderly home care system</i> (DECS)</p> <p>ISO/PRF TR 22696, <i>Guidance for identification and authentication for connectable personal healthcare devices</i></p> <p>ISO/DTR 21835, <i>Health-related data which a person generates daily</i></p> <p>ISO/AWI 27789, <i>Audit trails for electronic health records</i></p> <p>ISO/AWI 80001-5-1, <i>Safety, effectiveness and security in the implementation and use of connected medical devices or connected health software – Part 5-1: Activities in the product lifecycle</i></p> <p>ISO/CD 81001-1, <i>Health software and health IT systems safety, effectiveness and security – Part 1: Foundational principles, concepts, and terms</i></p>	<p>Privacy is the main concern</p> <p>1. Rising use of e-health carry great value for patient care, turnaround time... more time for action, less time needed for information sharing. How you achieve this without compromising safety, security of information, patient privacy – and yet provide improved care – is a concern to consumers</p> <p>2. New technologies open concerns and risks to safety, security, diagnosis and privacy</p>	<p>Consumer participation is needed to share advice and concerns on consumer matters related to health informatics, to ensure the intended objective is met, while addressing the consumer issues</p> <p>The adoption and implementation of health informatics at times lags the standards that have been developed – it takes a long time for infrastructure to switch from paper and personal intervention to a health informatics system</p>		Mr Rae Dulmage, SCC	<p><i>Rae Dulmage</i></p> <p>Monica Key, ANSI</p> <p>Yukata Ando, Ken Toyoda, Kouichi Kita, Yasunori Tajiri, Mihoko Okada, Daiki Watanabe, Takehiro Sakuma, JISC</p> <p>Heather Grain, SA</p> <p>Kelly Abrams, SCC</p>		Report last updated March 2020

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
13.	<b>Household appliances (performance)</b>	IEC/TC 59, Performance on household appliances TC 59 CAG, AG 14 Chairman's Advisory Group (CAG) SC 59 committees	From consumers' point of view, it is important that the test methods are based on consumer behaviour and that these test methods provide reproducible results, so that the consumer can rely on declared values (e.g. related to energy or water consumption) and can compare the performance of appliances			Ms Karin Both, DIN	<i>Karin Both</i> <i>G. Heilmann (ANEC)</i> <i>J. Kjeldgaard, Danish Consumer Information Centre</i>		The next meeting of TC 59 and its SCs and WGs will take place in October 2020  In 2019 only some WGs met  Report last updated March 2020
14.	<b>Household appliances (safety)</b> – Electrical accessories and gardening appliances	IEC/TC 61, Safety of household and similar electrical appliances IEC/TC 23, Electrical accessories IEC/TC 34, Lamps and related equipment IEC/TC 35, Primary cells and batteries ISO/TC 86, Refrigeration and air-conditioning Especially from the viewpoint of child safety; ISO/IEC Guide 50	1. The key consumer objective is to protect consumers from safety hazards such as fires, electric shocks, burns and mechanical hazards. 2. Responding to safety concerns in the field through frequent amendments 3. Protection of vulnerable users eg Child safety from hot surfaces			Mr Jun Young Choi, KATS	<i>Javier Pablo Garcia Fernandez (CI)</i>  <b>OTHER TCS – NO</b>	Guide 50 Systematic Review started 15 October 2019	Safety of household appliances eg fires are being addressed by COPOLCO Product Safety Group  Report last updated March 2020
15.	<b>Nano-technologies</b>	ISO TC 229 WG4, <i>Material Specifications</i> TS 2195, <i>Nanotechnologies – Polymeric nanocomposite films for food packaging – Barrier properties: characteristics and measurement methods</i> ISO TC 229 JWG1, <i>Terminology</i>	1. Labelling, societal and common issues 2. Safety, sustainability and consumer choice. 3. Biotechnologies, fine bubbles	Difficulty reflecting consumers' views into the relevant standards setting. Only the UK and Australia include independent consumer representatives in their national delegations to the TC229 plenary meeting	Recommendation: Call for more consumer representatives, ideally from the different continents	Robert Pichen, BSI	TC 229 Sue McGinty, BSI Elaine Attwood, SA Brian Haydon, SCC (through the TG Consumer & Societal Dimensions and TG Sustainability Sue McGinty and Elaine Attwood have	TS 2195 due for ballot in 2019	Dr Sue McGinty handed over to Robert Pichen on 2020-03  Report last updated March 2020

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
		– Part 3: Carbon nano-objects – Part 4: Nanostructured materials – Part 6: Nano-object characterization – Part 8: Nanomanufacturing processes (parts in process) ISO/TC 229/WG 3, Health, Safety and Environmental Aspects of Nanotech ISO/TC 229/TG 2, Consumer and societal dimensions of nanotech ISO/TC 229/TG 3, Nanotechnologies and sustainability (including labelling) ISO/TC 229/JWG 1, Terminology ISO/TC 229/JWG 5, Products Applications CONVERGING TECHNOLOGIES ISO/TC 276, Biotechnology ISO TC 281, Fine Bubbles ISO/TS 13830, <i>voluntary labelling for</i>	technologies are emerging areas				input to all work in TC 229, as well as joining specific project groups)  ISO/TC 281 Elaine Attwood, SA Mokoto Takata, JISC <b>OTHER TCS – NO</b>		
16.	<b>Packaging / Child resistant packaging</b>	ISO/TC122/SC3/WG 3, <i>Child resistant packaging</i> EN ISO 8317:2015, <i>Requirements and testing procedures for reclosable packages</i> EN ISO 13127: 2012, <i>Mechanical test methods for reclosable child resistant packaging systems</i> EN ISO 28862:2018, <i>Requirements and testing procedures for nonreclosable packages for non-pharmaceutical products</i>	1. Every year children die after swallowing medicine or common household products 2. Ensuring safe, accessible packaging, avoiding migration of harmful substances to the contents, and environmentally disposable, among other issues			Ms Helen Amundsen, DS	Axel Thiele, DIN (in SC 3)	ISO/IEC Guide 41, <i>Packaging – Recommendations for addressing consumer needs</i> , published in Oct 2018.	Related to child safety. See item 3 above for accessible packaging  Report last updated March 2020

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
17.	<b>Protection of personal data</b>	ISO PC 317 ISO/NP 31700 WD 3, <i>Consumer Protection: Privacy by Design of Consumer Goods and Services</i> CEN/CENELEC JTC 8, Privacy by Design CEN/CENELEC JTC 13, Cyber Security CEN/TC 225 AIDC technologies CEN/TC 224 Personal identification, electronic signature and cards and their related systems and operations (Standards are published as EN ISO-standards) UK BSI – IST 33, 34 and ICT 1, IoT1 Internet of Things, Big Data, Smart Cities and the range of technical committees dealing with digitised goods and services used or purchased by consumers. ISO/IEC/JTC 1/SC 27, IT Security	In this digitally pervasive 21 <sup>st</sup> Century, protection of consumer’s private lives from digital intrusion and harm, as well as any loss of consumer rights, is fundamental to consumer trust in the digital world. If consumer trust is undermined, many of the benefits of digital technology could be delayed or not achieved in full	Need to keep consumers’ views to the fore  Need to increase level of abstraction to increase the acceptability of the standard for wider use; bring consumer protection good practice into the design process especially reflecting ISO Guide 51 and the role of designing for reasonably foreseeable use with tolerable privacy risk; ensure that meeting consumer privacy needs is embedded in the process	Recommended action: Peter Eisenegger to review existing documentation and produce suitable consumer privacy needs documentation for use with the approved draft of the standard	Mr Peter Eisenegger, BSI	ISO PC 317, Peter Eisenegger Xanthe Couture, CI Amelia Andersdotter, ANEC Rae Dulmage, Jennifer Hillard, Bianca Wylie, Karen Young SCC CEN/CENELEC Matthias Pocs, Marcus Pritsch Peter Eisenegger ANEC BSI COMMITTEES Ray Broadbridge, Peter Eisenegger BSI – CPIN JTC 1 SC 27, Lionel Vodzislawsky AFNOR; Kristina Unverricht DIN; Charles Provencher, SCC; Andrea Caccia, Alessandro Cosenza, Cesare Gallotti, Alessandro Guarino UNI; Wenlei Wang SAC; Roselle Reig BPS		Added in 2017  ISO PC 317 was set up on 2018-03-22 with BSI Secretariat  Report last updated March 2020

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
18.	<b>Robotics</b>	<p>ISO/TC 299, Robotics</p> <p>WG 1, Vocabulary and characteristics</p> <p>WG 2, Personal Care Robot Safety</p> <p>WG 3, Industrial Robots</p> <p>WG 4, Service robots</p> <p>WG 5, Medical robot safety</p> <p>WG 6, Modularity for service robots</p> <p>ISO/TC 199, <i>Safety of Machines</i></p> <p>ISO TC 199 WG 12, Human-machine-interactions</p> <p>IEC SEG 10, <i>Ethics in Autonomous and Artificial Intelligence Applications</i></p> <p>BSI/AMT/-/2, Robots</p> <p>BS8611:2016, <i>Robots and robotic devices. Guide to the ethical design and application of robots and robotic systems</i></p>	<p>1. Consumer Information and education</p> <p>2. Access and fairness by vulnerable consumers and avoid discrimination</p> <p>3. Choice not to use part or all of the service, or to choose alternative services without undue restriction or detriment</p> <p>4. Safety and security; physical and emotional</p> <p>5. Quality – works as intended, ease of use, ethical principles in artificial intelligence</p> <p>6. Responsibility and redress if something goes wrong</p> <p>7. Environmental sustainability</p> <p>8. Consumer representation in cases of robot failure</p>	<p>- No progress of the relevant activities for standardization</p> <p>- Decision by TC 299 to exclude Robot Ethics from scope: Work with other organizations to develop standards</p> <p>- Continuing debate over the structure and scope of TC 299 hampers standards development: Encourage the TC to come to a conclusion and focus on standards</p> <p>Difficulty reflecting consumers' views into the relevant standards setting</p> <p>- Domination of TC by industrial interests: Continue to object to industrially driven goals that are not in the interest of consumers through membership of the relevant TCs and Encourage representatives, particularly from China and other parts of Asia, to support consumer goals for new and existing standards</p> <p>Need for improved coordination</p> <p>- Potential for differing standards to be generated by different uncoordinated committees: Use the consumer network to identify robot standards in different committees and encourage consistency</p> <p>- Keeping up with the pace of innovation: Little that can be done other than to encourage the development and adoption of new standards as they are prepared</p> <p>(this section last updated on 2019-03-06)</p>		Mr Ray Broadbridge, BSI	<p>TC 299, WG2,</p> <p>TC 199, WG12</p> <p>IEC SEG 10</p> <p>BSI/AMT/-/2,</p> <p>Brian Tranter</p>		<p>Added 2016-06-15</p> <p>Rae Broadbridge joined in 2020-02</p> <p>Report last updated March 2020</p>
							<b>OTHER TCs – NO</b>		

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
19.	Safety of toys	<p>ISO TC 181 WG 1, <i>Safety of toys:</i>                      ISO 8124-1, <i>Safety aspects related to mechanical and physical regarding "Flying toys"</i>                      ISO 8124-1, <i>Safety aspects related to mechanical and physical properties regarding "Various 2"</i>                      Revision of ISO 8124-1, <i>Safety aspects related to mechanical and physical properties" regarding "Various"</i>                      ISO TC181 WG 6, <i>Phalates:</i>                      New Work Item for the revision of ISO TR 8124-9, <i>Safety aspects related to mechanical and physical properties – Comparison of ISO 8124-1, EN 71-1 and ASTM F963, Ed. 2</i>                      ISO TC181 WG 8, <i>Migration: Registration of a New Work Item for the revision of ISO 8124-6, Certain phthalate esters in toys and children's products</i>                      ISO TC181 WG 10, <i>Microbiology:</i>                      ISO 8124-12, <i>Microbiology</i>                      ISO 8124-3, <i>Migration of certain elements</i>                      ISO/PWI 23785, <i>Migration of boron from some toy material</i>                      CEN/TC 52, <i>Safety of toys</i>                      IEC 61 WG, Toys</p>	<p>1. Child safety is an emotive issue, especially when accidents happen, or lives are lost – and when better standards could prevent these. Safety goes beyond physical properties and adequate warnings, to encompass the composition of toys to ensure they do not contain harmful organisms or substances with immediate and/or unknown long-term health effects, to which children are particularly vulnerable due to their physical immaturity.                      2. Counterfeit dangers</p>	<p>No progress of the relevant activities for standardization: Flying toys as mentioned under 1 b.</p>	<p>Recommended action: Any accident data would be welcome</p>	<p>Ms Helen Amundsen, DS</p>	<p>ISO TC 181                      Helen Amundsen                      Antonio Bonacruz, Australian Consumer's Association (ACA)                      Christine Simpson, SCC                        CEN/TC 52                      ANEC</p>	<p>ISO 8124-5, <i>Determination of concentration of certain elements in toys</i>, Systemic Review opens 2020-04-15</p>	<p>The TC 181 meeting was in Seoul, Republic of Korea in September 2019                      Report last updated March 2020</p>

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
20.	<b>Security and resilience</b>	ISO/SAG-S ISO/TC 292, Security and resilience WG 1 – ISO 22300, <i>Vocabulary</i> WG 3 – ISO DIS 22328, <i>implementation of a community-based natural disasters early warning system</i> ISO 22329, <i>use of social media in emergencies</i> NWIP ISO 22350, <i>Emergency management – Framework</i> WG 4 – ISO 16678, <i>interoperable object identification and related authentication systems</i> ISO CD 22383, <i>selection and performance evaluation of authentication solutions for material goods</i> NWIP ISO 22385, <i>framework for trust and interoperability</i> WG 5 – ISO 22395, <i>supporting vulnerable persons in an emergency</i> ISO 22319, <i>Guidelines for Spontaneous Volunteers</i> WG 5 and SDG 11, <i>Sustainable Cities</i> ISO 22370, <i>Community resilience – Framework and principles for urban resilience</i> WG 6 – ISO DIS 22341, <i>Protective security – Guidance for security and crime prevention by urban design and management</i> WG 7 – ISO AWI 22379, <i>hosting and organizing large citywide events</i>	1. As the safety and security of consumers are threatened by new challenges, risks and threats, organizations are called on to improve their capacity to prevent, mitigate and respond to emergency situations and the resilience capability of their organizations and their communities.  2. Consumers also benefit when impacts are minimized by systems that ensure the authenticity of products and documents	None		Ms Norma McCormick, SCC —" — Mr Hyeonho Park, KATS	Norma McCormick, SCC ISO/TC 292 Kimberly Carty, James Leflar, Curt Floyd, ANSI Aunur Rofiq Hadi, BSN Jeanne Bank, Patrick Harkness, Graham Whitehead, Agni Shah, Adrienne Chung, Norma McCormick, SCC Adalberto Biasiotti, UNI		Report last updated March 2020

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
21.	<b>Services – Energy services</b>	ISO TC 301, <i>Energy management and energy savings</i> WG 5, <i>Energy services</i> ISO 50007:2017, <i>Guidelines for the assessment and improvement of the energy service to users</i>  ISO TC 301 WG 16, <i>Zero Net Energy</i> ISO/AWI 50010, <i>Energy management and energy savings – Guidance for zero net energy in operations</i>	1. Reducing energy consumption and improving energy efficiency are at the forefront of the global climate change agenda	Service providers give energy users cost-effective guidelines for renewable and efficient services. Consumers of renewable energy should consider ways to actively participate in the development of standards and create markets. It is time for a consumer perspective on zero energy and cooperation with government policy developers.		Dr Ju Myon Park, KATS			Dr Ju Myon Park added 2019-03-15  Report last updated March 2020
22.	<b>Sharing Economy</b>	ISO/TC 324, <i>Sharing economy</i> NWIP ISO 42500, <i>Sharing Economy – Terminology and Principles</i> TC 324/AHG 1, Options for operationalization TC 324/TG 1, Strategic Business Plan  IWA 27:2017, <i>Guiding principles and framework for the sharing economy</i>	1. Choice, quality, sustainability 2. Address Information, transparency and redress 3. Benefit all stakeholders while safeguarding all rights without deterring innovation: Protect consumers, workers, community, environmental, and other aspects in working conditions or terms and conditions of an employment contract 3. Blockchain technology matters, as does standardization and certification 4. Generate trust in the sharing economy			Mr Antonino Serra Cambaceres, CI Mr Woo Kyoo Mun, KSA Mr Kernaghan Webb, SCC Mrs Chengyang Liu, SAC	TC 324 ANEC rep – Antoine Champion CI rep – Antonino Serra Cambaceres  SCC – Kernaghan Webb, Patrick Harkness	Ballot on WD3 Comments due 2020-04-28	Added 2019-08-13  Development is going well and the NWIP will set the terminology and principles for the sharing economy so it will be a cornerstone for other proposals on specific issues in the future.

	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s) <sup>1</sup> last updated 2020-01-10	Voting item(s) expected this year	Notes (points to be borne in mind)
23.	<b>Consumer Vulnerability</b>	ISO/PC 311 WG 1  ISO/CD 22458, <i>Consumer Vulnerability – Inclusive service – Identifying and responding to consumers in vulnerable situations</i>	1. Responding to vulnerability, Inclusivity by service design 2. Understanding risk factors and potential impacts 3. Dealing with third party representatives 4. Privacy and security of personal data	Slow progress on the committee draft due to Convenor's other time commitments. Convenor has personally taken on all the drafting / editing work	Recommended action: Julie Hunter to speak to BSI Secretariat regarding options for moving forward e.g. other members of the Working Group could help with editing	Ms Julie Hunter, BSI	Julie Hunter, BSI Anne Ferguson, ANEC Antonino Serra, CI  Saral James, Sothi Rachagan DSM Seah Seng Choon, SSC Jeanne Bank, Patrick Harkness, Jay Jackson and Norma McCormick, Nicki Islic SCC Juha Beurling, SFS Audun Skeidsvoll, SN Takashi Nakakuki, JISC Cat Newton, SA		Added 2017-05-15  Report last updated March 2020

**ANNEX:****Key Area with active technical standards committee without a key person**

These are items recognised by consumers as important but there is no expectation of finding a key person. Items without a key person are unable to be updated and will not be monitored by the Key areas WG.

No.	Subject	Reference to ISO/IEC Technical committee(s) Working group(s)	Consumer concerns to be solved (expected outcomes)	Concerns preventing the achievement of the expected outcome	Action taken to alleviate the concern and any further actions to be taken	Key person(s)	Consumer rep(s)	Voting item(s) expected this year	Notes (points to be borne in mind)
1	Contact lens care products	ISO/TC172/SC7/WG9, Contact lenses	1. Improve all health and safety requirements (microbiological safety, cytotoxicity) 2. Ensure accurate labelling	Low consumer participation Opposition by manufacturers	Standards created	Vacant	ISO/TC 172/SC 4/WG 2 William "Chip" Richardson, ANSI ISO/TC172/SC7/WG9 Christian de Thuin, Xavier Subirana, AFNOR		No key person since 2017-03-15.
2	Preparations for instruction for use	IEC/TC 3 – ISO/TC 10 JWG 16 IEC 82079, <i>Instructions for the use of products (under revision)</i>							Added 2016-06-15 John Perry (BSI) retired 2018-04-03
3	Road vehicle safety systems	ISO/TC 22/SC 12 + SC 5, Road Vehicles ISO/TC 22/WG 2, Child restraint systems ISO/TC 22/SC 36, Safety and impact testing				Looking for someone	TC 22 / SC 31 Andrej Prosenec and Stefan Saumweber ASI		Seeking a key person for TC 22/SC 36 and its subordinated working groups 2018-02-25. Helen Amundsen (DS, Denmark) can no longer report in 2019.

4	<p><b>Road Transport: Safety and Sustainability</b></p> <p>– Road traffic safety management systems</p> <p>– Electric vehicles</p>	<p>ISO/PC 241, Road traffic safety management systems</p> <p>IEC TC 69, Electric road vehicles and electric industrial trucks</p> <p>ISO TC 204, Intelligent transport systems</p> <p>ISO TC 241, Traffic safety management systems</p>				<p>Looking for someone</p>	<p><i>PC 241 – Representatives of road safety organizations</i></p> <p><b>OTHER TCS – NO</b></p>		<p>Call for more experts. Was 2017 COPOCO workshop theme. Call for greater representation in TC204 and 241 at WG2 meeting 2017-05-15. Mr Peter Glowacki, CSA Group stepped down on 2018-04-18 and Dr Kwei Quaye, SGI, Canada stepped down on 2018-04-21.</p>
5	<p><b>Sustainable cocoa</b></p>	<p>ISO/TC 34/SC 18, Cocoa</p> <p>CEN/TC 415, Sustainable and Traceable Cocoa</p>				<p>Considering whether to keep as a key area</p>	<p><i>ANEC</i></p>		<p>Added 2016-06-15 First International Standards for sustainable and traceable cocoa just <a href="#">published</a> in May 2019. Ms Imola Ferro (NEN) stepped down on 2018-09</p>
6	<p><b>3D Printing</b></p>	<p>ISO/TC 261, Additive manufacturing</p>	<p>Improve safety</p>		<p>Letter sent to TC 261 to highlight consumer issues and encourage them to appoint consumer representatives on 2017-03-03</p>		<p><b>No consumer reps</b></p>		<p>Added 2016-06-15 Neidra Motha stepped down on 2020-03 No report</p>

7	<b>Image safety Ergonomics of human-system interaction</b>	ISO/TC 159 SC4, Ergonomics of human-system interaction	1. Flashing, moving, 3D images in the screens of TVs, and game machines may cause undesirable effects such as photosensitive seizures, motion sickness, visual fatigue etc 2. The effects are more sensitive for children, and warning systems for parents might help protect children		ISO standards on reducing photosensitive seizures and visual fatigue with 3D images have been developed as ISO 9241-391:2016 and ISO 9241-392:2015, respectively. The work is now focused on a standard on visually induced motion sickness. Work items concerning safety in using head-mount-displays (HMD) are also being considered as work for a near future; a preliminary work item on reducing undesirable biomedical effects induced by seeing images in head-mounted		JACONET, Japan  Hans-Jörg Windberg, Hilke Groenewold, Ulrike Kuhlmann, Kristina Unverricht, DIN		Report last updated March 2019  Ken Sagawa retired from this work 2020-02.
8	<b>Mechanical contraceptives</b>	ISO/TC 157, Non-systemic contraceptives and STI barrier prophylactics  <a href="#">ISO 19351:2019</a> , <i>Fallopian rings – Requirements and test methods</i>	1. Ensure they work as intended				Roger Tanfield, BSI		Titus Oyoo (KEBS) may be able to follow this work 2019-05-28
9	<b>Product safety (horizontal issues)</b> – Safety aspects – Guidelines for child safety – Safety aspects – Guidelines for their inclusion in standards	ISO/IEC Guides 50 and 51  Guide 51:2019	Ensuring consumer goods are safe				Eunsook Moon Karin Both, DIN	Guide 50 Systematic Review ballot opened 2019-10-15	Report last updated March 2018 Dr Eunsook Moon, KATS can no longer report. This name and focus of this area may be revised when the

10	<b>Services – Tourism services</b>	<p>ISO/TC 228, Tourism and related services - ISO 21101:2019, <i>Adventure tourism</i></p> <p>ISO/TC 228 / WG 14, Accessible Tourism</p> <p>ISO DIS 22525, <i>Medical Tourism – Services requirements</i></p> <p>ISO/DIS 22483, <i>Accommodation: Hotels – Service requirements</i></p>					<p><i>Keith Lewis</i></p> <p>TC 228</p> <p>Michela Vuerich (NBN/ANEC)</p> <p>Daniel Humphrey, BSI</p> <p>Conchy Martín Rey, Alicia Barragan and Luigi Leporiere (UNE)</p> <p>TC 228/WG 14</p> <p>Marnie Peters, Isabelle Ducharme, SCC</p>	<p>No report received</p> <p><a href="#">ISO 21401</a>, Ecotourism published in Jan 2019</p> <p>Keith Lewis (BSI) may be able to follow this work 2018</p>
----	------------------------------------	---	--	--	--	--	--	--

**Key areas currently with no relevant work in the standards committee**

1	<b>Online reputation</b>	ISO/TC 290, Online reputation WG 1, Online Consumer Reviews	1. Trusting online reviews when using comparison sites	No progress of the relevant activities for standardization (2019-03-06)	ISO 20488 offers requirements to organizations that manage consumer review sites, detailing good practice throughout the process, from collection to moderation and to publication. It gives recommendations that increase consumer trust in online consumer reviews, increase the protection of suppliers from exploitation and mischief, and improve the purchase decisions of consumers and the quality of products and services provided by organizations	No active work	Michela Vuerich, ANEC Anke Scheiber, DIN	<a href="#">ISO 20488</a> published in 2018	Added 2014-05-13.  Key person, Patrick Harkness (SCC) stepped down on 2019-02 as no active work  Report last updated March 2019
2	<b>Services – Financial services – Mobile banking</b>	ISO/TC 68/SC 7, Core banking ISO/TC 68/SC 7, WG 10 Mobile Banking - Payments ISO/TC 68/SC 2, Financial Services - security ISO/TC 68/SC 8, Reference data for financial services	With the business landscape undergoing significant changes in the last decade, the need for an evolved consumer protection framework is being felt across sectors and nations	No progress of the relevant activities for standardization (2019-03-06)		No active work	TC 68 SC 7 WG 10 Mr Sri Ram Khanna, BIS  <b>OTHER TCS – NO</b>		ISO 12812 series on mobile banking was published in 2017  Report last updated March 2019  Key person is Mr Sri Ram Khanna, BIS (CI had Robin Simpson)