INTERNATIONAL CONFERENCE ON STANDARDS & REGULATORY FRAMEWORKS

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Presentation overview

- Brief background on ISO and ISO COPOLCO
- How standards can be become regulation
- How COPOLCO decides its priorities and current key and emerging issues
- The importance of conformity assessment and market surveillance
- Empowering consumers and promoting consumer engagement.
ISO – A Global System

- Over 648 organizations in liaison
- Collection of 20024 ISO Standards
- 164 national members 98% of world GNI 97% of world population
- 980 standards produced in 2013
- 229 active TCs 3 472 technical bodies 4456 documents under development
- Central Secretariat in Geneva 135 FTE staff from 19 countries

Vision & Strategy

Customer

Financial

Learning Growth

Internal Process
About ISO COPOLCO

KEY POINTS:

- Consumer Policy Advisory Committee
- Reports to the ISO Council
- Helps consumers benefit from standardization
- Does not develop IS
- Develops Guides: raising consumer concerns in IS
The important contribution of standards to legislation

- direct reference (dated and undated)
- indirect reference.

Influence when considered as background information in the regulatory development process

Standards provide a basis for co-operation among governments:
- disseminating best practices
- sharing information resources such as international databases.
Annual workshop themes

- Innovating food products – How can standards ensure consumer protection? (2013) – Valetta, Malta
- Counterfeiting – How do consumers know what they are getting? (2012) – Nadi, Fiji
- Interoperability: Does it fit, will it work and how can standards help? (2009) – New Delhi, India
- Can consumers rely on fair trade claims? (2007) – Salvador de Bahia, Brazil
ISO COPOLCO’s Priority Program 2013-14

Key and Emerging Priorities

- Child related products
- Societal Security
- Product safety
  - Horizontal issues related to safety & performance
  - Safety of toys
  - Product recalls
ISO COPOLCO’s Priority Program 2012 – 2014

Key and Emerging Priorities

- Nanotechnology
- Food safety
- Services
  - Tourism and related services
  - Water supply & wastewater disposal
- Environmental issues
  - Environmental management systems
  - Green standards
ISO COPOLCO’s Priority Program 2012 – 2013 (3)

Key and Emerging Priorities

- Global marketplace
  - QMS standards for customer satisfaction
  - Interoperability
  - Protection of personal data
  - E-commerce
  - Financial services
ISO COPOLCO’s Priority Program 2013 - 2014

Key and Emerging Priorities

- Counterfeiting and fraud
- Second-hand goods
- Mechanical contraceptives
- Cosmetics
- Road transport: safety and sustainability
- Electric vehicles
- Social responsibility
Social Responsibility (ISO 26000)

- Consumers expect organizations to respect their social, economic and natural environment

- ISO 26000 resulted from an ISO COPOLCO proposal in 2002

- Now being considered for revision
Reliable conformity assessment is as important as good standards

- The process of ensuring that a product, service, process or person meets appropriate requirements, specifications and/or standards.

- The required confidence level is difficult to assess as the concept is qualitative not quantitative.

- Society’s intolerance for some risks makes government regulation necessary to protect citizens and reduce risk to tolerable levels.

- Intolerance for risk varies from country to country.
Market surveillance

- Important to ensuring the safety of products and services
- must be highly coordinated and able to react rapidly, but austerity measures are a threat

- Surveillance authorities must now collaborate and share data: e.g. RAPEX, PROSAFE, OECD Global Recall Portal to collate global injury data
- Internet selling poses a challenge for market surveillance.
Consumer participation is important to the standards system and to government initiatives

- Consumer participation is important to ensure that standards address issues of concern to consumers.
- Governments benefit when consumers and consumer organizations participate actively as watchdogs.
- Consumers are important to the fight against fraud and counterfeit:
  - businesses and governments can seek consumer feedback on suspicious products and services (hotlines).
  - public education is important to raising consumers' awareness on resulting consumer detriment.
THANK YOU

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