



**Press Release**  
**2019-03-11**

## **VIRTUAL MEETING ON THE ISO/COPOLCO COMMITTEE**

### **Consumer issues are on the agenda of COPANT members**

The virtual meeting of the COPANT Focal Group on the ISO Committee on Consumer Affairs, ISO/COPOLCO, was held on 14 February 2019.

On this occasion, 32 experts from 16 countries of our region were connected, who, led by Guillermo Zucal, from IRAM/Argentina, and current Chairman of the ISO/COPOLCO Committee, analyzed the issues on the agenda for the COPOLCO Plenary to be held in Harare, Zimbabwe, in May, in addition to exchanging experiences and positions on the subject.

The agenda of the meeting was as follows:

- ISO/COPOLCO structure, participants and work plan
- Participation of COPANT members in ISO/COPOLCO
- ISO/COPOLCO strategy and objectives within the ISO strategy
- Agenda of the ISO/COPOLCO Plenary meeting in May in Zimbabwe

In our region 13 National Standards Bodies participate in the ISO/COPOLCO Committee as P Members (participants) and 3 as O Members (observers).

During the meeting the topics that are being developed in each ISO/COPOLCO Working Group were analyzed, such as in:

- WG4 product safety, some examples of topics in progress: personal mobility devices, accident investigation, choking hazard with small components, etc.
- WG5 consumer protection in the global marketplace, issues such as advertising and marketing affecting children, privacy by design, artificial intelligence, etc.
- WG18 on consumer issues in the standardization of services, issues such as transaction security in e-commerce, tourism and related services, service excellence, etc. are considered.

It was mentioned that this year's COPOLCO Workshop will have as its theme "Safe, sustainable and inclusive commerce", whose objective is to identify challenges and opportunities for small businesses and consumers buying and selling goods and services in the local and global marketplace.

La reunión fue grabada y se puede escucharla a través del siguiente enlace: [http://test.copant.org/wp-content/uploads/2019/02/copant\\_fc\\_iso\\_copolco\\_ing.mp4](http://test.copant.org/wp-content/uploads/2019/02/copant_fc_iso_copolco_ing.mp4)