

**bsi.**

Follow @BSI\_UK  
Tweet Using  
**#BSICPIN16**

# Consumer and Public Interest Network Conference

## Trust and Consumers

20 July 2016

The Roxburghe Hotel, Edinburgh



**bsi.**

Copyright © 2016 BSI. All rights reserved.



# CPIN Highlights

July 2015 – July 2016

Jim Shuker, Head of Strategic Engagement



By Royal Charter



Copyright © 2016 BSI. All rights reserved.

# CPIN



- Established in 1951 as the BSI Women's Advisory Committee
- CPIN consists of:
  - Consumer Representatives (c.50) – who speak up for consumers
  - Consumer Coordinators (8) – that manage teams of reps
  - Background experts – that give advice
  - Representatives from organizations such as Citizens Advice, Age UK, Which? and Trading Standards
- Managed by the Consumer & Public Interest Unit at BSI HQ in Chiswick, London
- Members of:
  - ANEC (European voice of consumers)
  - ISO/COPOLCO (Consumer Policy Committee of ISO)
  - Consumers International (Supporter member)
- Consumer focussed Publications

# CPI Unit key events

## **Organized or attended**

**Citizens Advice conference** Sept 2015

**CTSI conference** June-July 2015 and 2016

**Ofwat workshop** focusing on Vulnerability 18 Feb 2016

**BSI Accessibility Steering Group** meeting (ACG) in March 2016

**Consumer Coordinators Steering Panel (CCSP)** – 4 quarterly meetings

**CPI Strategic Advisory Committee** – 2 meetings held Oct 2015 and May 2016

**ISO/COPOLCO** plenary meetings June 2016 (Services Workshop, plenary and WGs) and Chairs Group meeting Nov 2015

**Consumers International (CI) 20th World Consumer Congress** in Brasilia in Nov 2015

# CPIN's policy advisors from the consumer world

## Strategic Advisory Committee (CPISAC)

Comprises senior representatives from consumer and public interest organizations (chaired by Chair of CPIN and reports directly to SPSC):

[Accessibility](#) Coordination Group (ACG)

Age UK

[Child Accident Prevention Trust](#) (CAPT)

[Citizens Advice](#) – England and Wales

[Citizens Advice](#) – Northern Ireland

[Citizens Advice](#) – Scotland

[Electrical Safety First](#) (ESF)

[National Consumer Federation](#) (NCF)

National Council for Voluntary Organisations (NCVO)

[National Federation of Women's Institutes](#) (NFWI)

Ombudsman Association

[Royal Society for the Prevention of Accidents](#) (RoSPA)

Sustainability Network for Standardisation

Chartered [Trading Standards Institute](#) (CTSI)

UK Government [Department for Business Innovation & Skills](#) (BIS) – Consumer and Competition Policy Directorate

UK Government [Department for Business Innovation & Skills](#) (BIS) – Innovation & Enterprise Group

[Which?](#) – Vacancy

President of ANEC attends to disseminate info

# Active members of CPIN on Technical committees

## **CPIN Consumer Coordinators and Consumer Reps**

### **Consumer involvement in standardization**

Since last July, CPI representatives have been involved in around 140 UK and international standards technical committee meetings and working groups, focusing on CPIN priorities:

- Children's Interests;
- Data Privacy;
- Inclusivity-Accessibility;
- Services;
- Sustainability;
- Wellbeing - Behavioural risk, Product safety and Health.

CPI representatives plan their objectives in meetings to develop specific standards and report against these goals.

# Consumer involvement in standardization

## Examples of meetings attended

**Children's interests:** Children's luminaires, Finger traps, Fancy dress costumes; Toys

**Inclusivity:** Accessibility of electrical appliances, buildings, external environment; Use of electrical appliances by vulnerable persons

**Data privacy:** Identification cards, Payment cards and personal identification, Payment methods, Protecting consumers from financial harm

**Services:** Bareboat charter hire, Beaches, Boating services, Complaints handling, Customer services, Diving services, Mobile payments, Tattooing, Volunteer tourism

**Sustainability:** Environmental management, Sanitary appliances

**Wellbeing – Product safety and Behavioural risk:** Breathing equipment for use in hazardous environments, E-cigarettes, Fire extinguishers, Human-centred organisations, Ladders, Nanotechnology, Respiratory equipment, Robots, Safety of heated appliances, Safety of domestic electrical appliances, Self-assembly products, Societal security, Wayfinding and Public information symbols.

# Consumer involvement in standardization

## Key examples

### 1. Behavioural risk and Children's interests - Fancy dress costumes

Following the highly publicized incident in which Claudia Winkelman's daughter was burned when her fancy dress costume caught fire, a standards group formed to consider the need to revise the relevant standard, EN 71-2 'Safety of toys - Flammability'. Children's dressing-up costumes are classified as toys rather than clothes. The committee is led by CW/15 'Safety of Toys' and includes experts from TCI/100 'Textiles and Clothing' along with other individual experts and various industry representatives. There are CPIN Consumer Reps on both committees.



# Consumer involvement in standardization

## Key examples

### 2. Data Privacy

COPOLCO and Privacy – approved the publicizing of the strategic privacy needs gaps in standards in Nov 2015: the main gaps are standards to address domestic privacy needs; being able to trace where consumer personal data has been used by 3rd parties; ensuring privacy from large data sets, i.e. managing how identifiable an individual is. COPOLCO are establishing a consumer privacy group.

ISO and Privacy – There is a new ISO work item proposal for online consent to data collection that is based on passing a large amount of information to consumers at the time of consent. It is well founded and even at this early stage pretty rigorous ... but few consumers will read such notices.....

# CPIN Continuous Professional Development

## Training, Interactive CPD sessions and webinars

Organized and facilitated by CPIU staff, Sadie Homer of Consumers International, and Julie Hunter, expert and freelance writer/researcher for CPIN; the latter are both experienced consumer trainers.

- Two Face-to-Face sessions April for new and experienced reps
- Webinar One on Services; Keith Lewis, Consumer Coordinator for Services and Julie Hunter, former Consumer Coordinator for Services
- Webinar Two on Privacy + Security of personal data. Presentation by Pete Eisenegger, Consumer Coordinator for Privacy-Security
- Webinar Three (Sept) on 'How Trading Standards make use of standards' and 'Putting Standards into practice: the role of standards in court' Presentations by Christine Heemskerk, Consumer Coordinator for Product safety, and Gordon Hayward, Consumer Coordinator for Behavioural Risk.
- Webinar Four on consumer vulnerability. Presentations by the former Consumer Coordinator for Services on inclusive service and on behalf of Coordinator for Inclusivity on all other aspects, especially ISO-IEC Guide 71.

# Active members of CPIN on Technical committees

## **CPIN Consumer Coordinators and Consumer Reps**

Working in our Priority groups – meetings attended on topics including:

- **Data Privacy:**
- Identification cards, Payment cards and personal identification, Payment methods, Protecting consumers from financial harm

# Active members of CPIN on Technical committees

## **CPIN Consumer Coordinators and Consumer Reps**

Working in our Priority groups – meetings attended on topics including:

- **Inclusivity – Accessibility**
- Accessibility of electrical appliances, buildings, external environment; Use of electrical appliances by vulnerable persons

# Active members of CPIN on Technical committees

## **CPIN Consumer Coordinators and Consumer Reps**

Working in our Priority groups – meetings attended on topics including:

- **Inclusivity – Children’s Interests**
- Children’s luminaires, Finger traps, Fancy dress costumes; Toys

# Active members of CPIN on Technical committees

## **CPIN Consumer Coordinators and Consumer Reps**

Working in our Priority groups – meetings attended on topics including:

- **Services**
- Bareboat charter hire, Beaches, Boating services, Complaints handling, Customer services, Diving services, Mobile payments, Tattooing, Volunteer tourism

# Active members of CPIN on Technical committees

## **CPIN Consumer Coordinators and Consumer Reps**

Working in our Priority groups – meetings attended on topics including:

- **Sustainability**
- Environmental management, Sanitary appliances

# Active members of CPIN on Technical committees

## CPIN Consumer Coordinators and Consumer Reps

Working in our Priority groups – meetings attended on topics including:

- **Wellbeing – Product safety and Behavioural risk**
- Breathing equipment for use in hazardous environments, E-cigarettes, Fire extinguishers, Human-centred organisations, Ladders, Nanotechnology, Respiratory equipment, Robots, Safety of heated appliances, Safety of domestic electrical appliances, Self-assembly products, Societal security, Wayfinding and Public information symbols.



# Active members of CPIN on Technical committees

## CPIN Consumer Coordinators and Consumer Reps

Working in our Priority groups – meetings attended on topics including:

- **Wellbeing – Health**

FprEN 16844 "Aesthetic medicine services – Non-surgical medical treatments". Strong support from UK to have this standard

Funeral services - New CEN Committee approved – 1st meeting of CEN TC 448 in Vienna June 2016

Creation new CEN Project Committee on 'Minimum requirements of patient involvement in person-centred care' in CEN/BT C12/2016

PAS 1616 Provision of Clinical Services – publication July 2016

Creation CEN/TC on 'Quality of care for elderly people in ordinary or residential care facilities' - now approved CEN/BT C170

NT/1 Nanotechnologies – wide ongoing work programme in relation to ISO TC229 and CEN352. CPIN Rep chairing project on plain language in ISO/TC229. Future issue is Traceability (Tagging, Tracking and Tracing). Sustainability issues formally embedded and reported on in all TC229 projects.

# CPI Network meetings for all members

## Winter meeting 2015

- On the theme of Consumer Protection:
- Explained different players in consumer landscape
  - Legislation, Regulators, Standards, Trade associations, Consumer organizations (advice, campaigns, advocacy), Enforcement
- Five external speakers presented three examples of hot topics against our Priority headings to demonstrate how they are covered by the different players:
  - Personal data, Energy, Food
- Accompanying consumer leaflet produced

# Workshops, conferences and other meetings

## Other events attended by BSI staff and CPIN members

Citizens Advice conference Sept – BSI stand manned by CPIU staff. BSI sponsored one of the CA awards, presented by Martin Lewis. The CA event attracts around 800 delegates annually. There was much interest in the CPIN and consumer-focused standards, and one new rep was recruited.

CTSI conference June-July – BSI CPIU mini-theatre session by CPIU staff, who also attended plenary, other mini-theatre sessions, exhibition and CTSI awards dinner. Topics included: Will regulators become enablers, blockers or irrelevant?, Is globalisation a threat or an opportunity?

Conferences/Workshops: BS18477 Inclusive service provision - Ofwat arranged workshop focusing on Vulnerability on 18 Feb. Neil Avery (CPIN rep working on inclusive service and member of the Ofwat Focus Group) provided a briefing for David Bell (BSI Director of Standards Policy) as speaker at this workshop. The event attracted a lot of interest in BS 18477 which was also mentioned in a related article in the Telegraph.

Conferences/Workshops: Robots and Robotic Devices - one-day Workshop on Autonomous Systems on 22 Feb, organised by the University of Liverpool, Centre for Autonomous Systems Technology – CPIN consumer rep attended – see case study on Brian Tranter

# Workshops and conferences and other meetings

## Other events attended by BSI staff and CPIN members

### Consumer Coordinators Steering Panel (CCSP)

Four quarterly meetings held – reporting back, discussion and briefings.

Discussion topics included:

recruitment; quality of information to consumers (issues like safety info, T&C, informed consent); success of consumer rep in getting concept of 'Vulnerable and marginalised people' into Societal Security standards work; Problem of getting horizontal things accepted by ISO - Assembly instructions draft declined at ISO level as 'out of scope'; CA Complaints data; STEER project, PACT initiative

BSI Accessibility Steering Group meeting (ACG) March. The ACG was created to coordinate meeting activity and discussions, as there is no BSI sector for this horizontal subject, which runs through the majority of Technical Committees. The CPIU and CPIN members are important members, as many of the ACG (including the Chair) are also from the CPIN Inclusivity group. CPIU attends to assist with the secretarial duties while this new group is evolving from the CPIN model to include a wider membership.

# Workshops and conferences and other meetings

## Other events attended by BSI staff and CPIN members

BEC/L1 British Electrotechnical Committee Executive. Consumer rep (who is also Chair of the CPIN and of CTSI) attended February meeting at which key developments re European Standardisation System discussed: STEER project (BSI's Richard Collins leading on this); and PACT initiative (Scott Steedman leading on this), looking at speed/timeliness, supporting the competitiveness of European business domestically and globally, support to EU legislation and policies (important for consumers), inclusiveness. Recommends continuing involvement of organisations such as MSAs and ANEC to give right of appeal – so good for consumers, if standard flawed in some way. Relationships with ETSI also discussed.

Electrical Safety First annual conference Nov – CPIN consumer reps attended

International Consumer Product Health and Safety Organization (ICPHSO) conference (in Oct)  
CPIN Consumer Coordinator for Behavioural Risk attended

Innovation Forum on Sustainability: 'Why current consumer engagement fails'. CPIN consumer rep attended.

# CPIN Publications

## Consumer leaflets

- Consumer protection
- Children's play areas
- Pest management

# European and International influence

## **ANEC, ISO/COPOLCO and Consumers International**

ANEC – continued involvement in ANEC WGs at technical level and President of ANEC is a member of CPI Strategic Advisory Committee. BSI has hosted some ANEC WG meetings, e.g. the ANEC Exclusion clause meeting in May

COPOLCO plenary meetings June 2016 (Services Workshop, plenary and WGs) and Chairs Group meeting Nov 2015. BSI CPIU staff, CPIN Chair and relevant Consumer Reps attended both.

Consumers International (CI) 20th World Consumer Congress in Brasilia in Nov 2015. BSI CPIU staff and CPIN Chair attended and presented at the event. (Note that a key CI staff member is also one of two CPIN CPD trainers.) The Congress was opened by Her Excellency, Dilma Rouseff, President of Brazil who greeted over 700 delegates from all over the world. She was joined by CI Director General Amanda Long, Brazil's Minister of Justice, José Eduardo Cardozo; Juliana Pereira da Silva the National Secretary of Consumers for the Ministry of Justice in Brazil and Guillermo Valles from UNCTAD who delivered a message from UN General Secretary Ban Ki-moon. The theme for the 4 days event was 'Unlocking Consumer Power: A new vision for the global marketplace'. Kevin McKinley spoke in both the main session and at the ISO sponsored fringe sessions at the pre-event, Connecting with consumers – Empowerment through standards. Attendance in all the standards sessions was exceptionally good and double expected. This was an ideal opportunity to learn about the work of the international consumer movement, particularly in developing countries, and the challenges and opportunities for standards to help their work. Key themes for standards; Safe drinking water, second hand goods. Next steps will be to hold further training sessions for consumer unit and BSI staff on the United Nations Guidelines for Consumer Protection.

**Thanks for listening!**