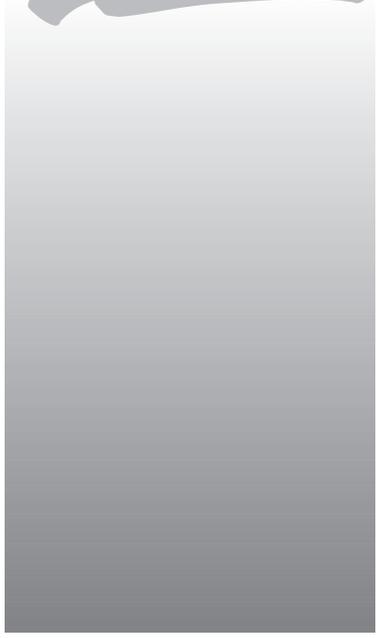


Participating in the



Standards *System*

A Handbook for
Consumer Representatives



Government
of Canada

Gouvernement
du Canada

Canada

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Consumer Representatives

Standards make their mark on almost every product, process and service, including housing (building codes), food (organic food, sanitary requirements and can sizes), clothing (sizing and labels), household appliances (safety, energy consumption and reliability), customer services (protection of personal information) and many others. Effective national and international standards benefit consumers and help build a strong economy.

For people interested in consumer issues, standards activities provide a rich opportunity for involvement and change. Consumer representatives participate on national and international policy and advisory committees of standards organizations, and represent the consumer interest on committees that develop standards. Regulators value consumer representation when organizations draft standards and ensure that there is a balance of interests and that the resulting standards support public policy. Industry recognizes that consumer representation can improve the acceptability of standards and ensure they are tailored to the needs of the buying public. Consumer participation in the standards system may have a more direct and immediate impact than would lobbying government for legislative change.

There is no denying that consumer activism stimulates the market to provide products, processes and services that are better and safer. Consumer representatives are often privy to important facts about the way products, processes and services are used. It was, for example, Canadian consumer representatives who made manufacturers aware that cooks often rest heavy items on oven doors while taking food from the oven or while basting. Because of consumer efforts, standards now exist to ensure oven doors are strong enough to hold turkeys, roasts or heavy stew pots.

Similarly, Canadian standards for school buses originally focused on technical requirements for the chassis; however, injury and fatality data showed that driver visibility was a serious issue. A consumer representative provided the leadership necessary to improve the mirror and defrosting systems to ensure the safety of the driver and passengers.

Consumer representatives also played a significant role in the development of an effective standard for the protection of personal information in Canada.

Recognizing the importance of standards, the federal government is committed to facilitating their development and implementation. As part of this commitment, it is working to help consumer representatives seeking to influence the development and use of standards for consumer products, processes and services. This handbook is part of those efforts. It provides information about Canada's National Standards System, national and international standards development bodies and certification organizations, and provides resources, contact points and other tools to help consumer representatives be effective partners in the standards system.

“It’s hard work and quite a commitment, but I’ve enjoyed it. It’s not every day that you feel that you’ve done something that will make a difference to your fellow citizens.”

Experienced consumer representative

What are Standards?



Standards are technical specifications or other criteria that a product, process or service must meet. Standards provide information to consumers, manufacturers and retailers, and enhance safety, reliability and performance of the products, processes and services consumers use. Standards assure consumers about reliability or other characteristics of services provided in the marketplace. Standards also give consumers more choice by allowing one firm's products to be substituted for, or combined with, those of another.

To be credible, standards must have certain attributes:

- their development must be overseen by a recognized body
- the development process must be open to input from all interested parties
- the resulting standards must be documented and publicly available
- there is usually a method for monitoring and verifying that organizations are complying with standards.

In Canada, there are thousands of domestic standards in place. Once a standard is developed by a standards development organization (SDO), the SDO may submit it to the Standards Council of Canada as a National Standard of Canada. There are more than 7000 national standards used as the basis of commercial transactions and regulations. Canadians also participate in the development of international standards. These standards set common requirements for the global marketplace and may form the basis for national standards. Standards are also developed by regional standards bodies.

Standards are developed through the process described on page 11. Companies and individuals use and adhere to standards voluntarily, or because they are required to by law. When compliance with a standard is not mandated by law, companies and individuals follow the terms of the standards simply because it is in their interest to do so — standards improve the quality of products, processes or services, reassure customers and open up markets. Approximately two thirds of standards are voluntary.

The terms of standards may also be incorporated into government statutes and regulations, in which case companies and individuals

must follow them as a matter of law. In some cases, governments initiate and participate in standards development so the standard can be included in legislation. In other cases, governments find that an existing standard can be used to deal with a public policy problem and include it in new legislation. For example, the federal law for the protection of personal information in the private sector is based on a national standard.

Types of Standards

Standards establish a wide range of requirements for products, processes and services:

- performance specifications ensure that a product meets a prescribed test, for example, strength requirements
- prescriptive specifications identify product characteristics, such as the thickness, type or dimensions of material. Standards may also combine performance and prescriptive requirements
- design specifications set out the specific design or technical characteristics of a product
- management specifications set out requirements for the processes and procedures companies put in place, such as for quality and environmental management systems.

The National Standards System

Canada's National Standards System (NSS) is the framework for developing, promoting and implementing national standards in Canada. Almost 15 000 people help write standards and hundreds of organizations specialize in testing, certification and other standards development activities.

The Standards Council of Canada (SCC), a federal Crown corporation, oversees the NSS, accrediting more than 250 organizations involved in standards development, product or service certification, testing and management systems registration in Canada. It regularly audits accredited organizations to make sure they meet detailed criteria and procedures.

A 15-member body consisting of representatives from the federal, provincial and territorial governments and a range of public and private interests, including consumer representatives, governs the SCC.

The SCC has further acknowledged the importance of the consumer viewpoint by creating the Consumer and Public Interest Committee. It comprises four consumer representatives, members of environmental, labour and occupational health and safety groups, representatives from the federal government and academia and four consumer professionals from organizations that develop standards. The Committee recommends policies to identify and monitor emerging consumer and public interest issues, promotes consumer and public interest in standards, participates in standards development and contributes to SCC volunteer recruitment and training programs. It also advises the SCC on international consumer policy issues related to standards.

There are four standards development organizations accredited by the Standards Council of Canada to develop standards (see below). Each does so using committees representing various interests and by building consensus. These organizations may submit standards to the SCC to be recognized as National Standards of Canada. They also develop standards-related documents, such as codes, specifications and guidelines, that do not have the authority of standards.

Bureau de normalisation du Québec. The Québec government established the Bureau in 1961 to set government procurement standards. Its mandate has since been expanded to include a full range of services, including standards development for the public and private sectors.

Canadian General Standards Board. The federal government set up the Canadian General Standards Board in 1934 to support government programs. As with other standards development organizations, it now offers standardization services to both the public and the private sectors and charges for its services to recover costs.

CSA International (Canadian Standards Association). CSA International was founded in 1919 and is Canada's oldest and largest SDO. It is a private, not-for-profit organization with offices across Canada, as well as in the United States, Europe and Asia, and offers a full range of services, including standards development.

Underwriters' Laboratories of Canada. Underwriters' Laboratories of Canada was established in 1920 as a not-for-profit organization. It offers a full range of services, including standards development. Many of its standards are included in government regulations and codes.

There are bodies that develop voluntary codes, codes of conduct, codes of practice, voluntary initiatives and other specifications that are similar to standards in Canada but that are not part of the NSS. These often serve particular markets and needs.* In some areas, particularly in electronics or computers in which technology changes quickly, a leading company or consortium develops *de facto* standards. These standards acquire authority or influence due to the market share of the firms that use them. They are not, however, eligible to be National Standards of Canada.

* For a more detailed discussion, see the companion document, *Voluntary Codes: A Guide for Their Development and Use* (<http://strategis.ic.gc.ca/volcodes>).

How is Conformity with Standards Assessed?

The Standards Council of Canada certifies bodies that assess how well products, processes, services and organizations conform with standards.

Certification organizations regularly conduct on-site audits and sample and test certified products, processes and services. They allow certified products and services to carry special marks that indicate that they conform to standards. There were approximately 15 certification organizations in Canada at the end of 1999.

Testing organizations determine whether a product or service meets an appropriate standard. The SCC has accredited more than 200 testing organizations in Canada based on their ability to perform tests according to recognized standards and procedures, and document their findings. These organizations include private research laboratories, government and industry facilities and most of the certification organizations.

Management systems registration organizations are relatively new. They include, for example, accredited registrars that issue registration certificates to companies that meet international standards for quality or environmental management.

The Standards Council of Canada operates an advisory committee to help it oversee conformity assessment. Two members of this group are drawn from the Consumer and Public Interest Committee described above.

International Standards

International standardization activities are becoming more important to Canadians, and the importance of Canadian consumer input in international standards forums is increasing. International standards form the basis for more than half of the National Standards of Canada. Federal government policy encourages regulators to determine whether international standards can form the basis of proposed regulations. Trade agreements (e.g. the World Trade Organization's Agreement on Technical Barriers to Trade) also require governments to use international standards for regulation whenever possible.

The International Organization for Standardization (ISO, based on the Greek word for *equal*) is one of the most important of the international standards bodies. It is a federation of national standards bodies with some 130 members, including the SCC. Its mission is to promote the development of standardization to facilitate the international exchange of goods and services. It also encourages cooperation in intellectual, scientific, technological and economic activities. The ISO does not address standardization in the electrical and electronics fields (see below).

The ISO's published standards include, among many others, those for film speed, the format of telephone and banking cards, symbols for automobile controls, and paper sizes. There are more than 2800 technical committees, subcommittees and working groups developing standards at the ISO. Committee members include representatives of industry, government, consumers, research institutes and international organizations.

Other International Standards Bodies

The International Electrotechnical Commission (IEC) is responsible for developing international electrical and electronic standards. The more than 50 participating countries are responsible for more than 95 percent of the world's electrical energy production, and members are drawn from national standardization bodies. The IEC develops standards for electronics, magnetics and electromagnetics, electroacoustics, telecommunications, and energy production and distribution. The IEC and ISO work cooperatively to develop standards in the information technology area through the Joint Technical Committee on Information Technology.

In addition to producing standards, the IEC creates Industry Technical Agreements (ITAs) for markets with short time lines. Industry uses ITAs when high-tech products and services do not need international standards consensus at the time of launch. Industry experts

and users working together develop ITAs, which may in some cases proceed through to IEC technical committees to become standards if a market demand is foreseen.

Publicly Available Specifications are another IEC tool for meeting market demands for a rapidly developing technology. These can become *de facto* standards when they are approved and accepted by the international community. They are usually created by industry consortia and gain rapid acceptance in the global market.

Other international organizations developing standards include the International Telecommunication Union (ITU), which is a treaty organization of approximately 160 members run by the United Nations. National governments that have signed the ITU treaty enforce and administer the standards the ITU adopts.

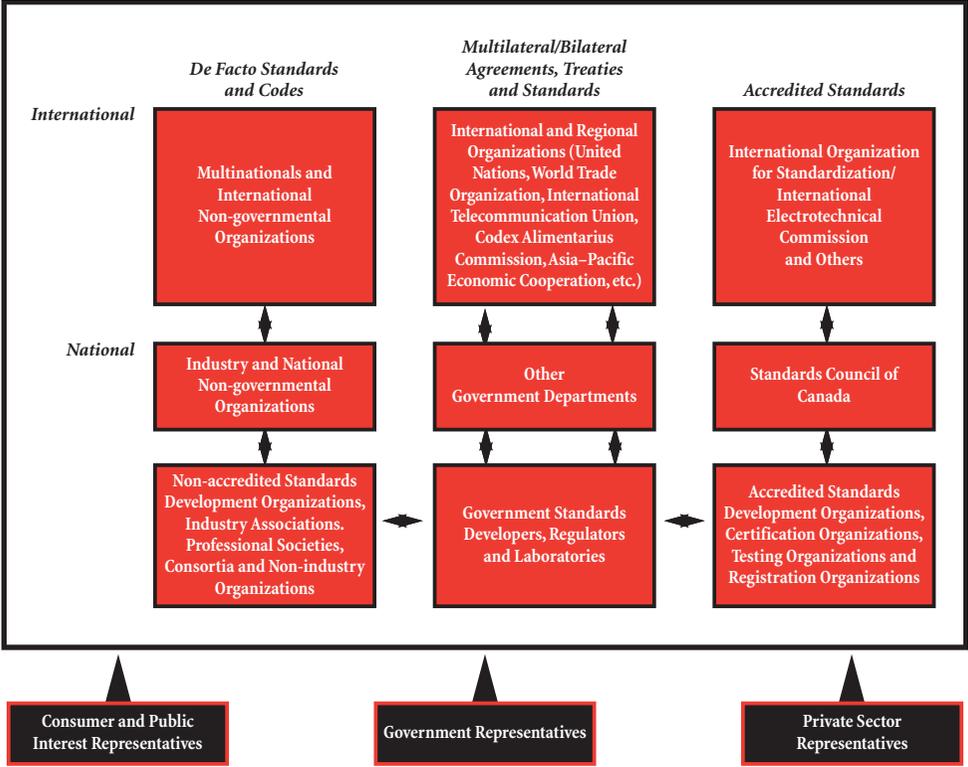
The Codex Alimentarius Commission is the United Nation's food standards body. Canada is one of the Commission's 150 members and actively participates in its activities. Many legislated Canadian food standards are the result of the Commission's work.

The World Forum for Harmonization of Vehicle Regulations, of which Canada is a member, establishes technical regulations for the construction of motor vehicles.

The SCC coordinates Canada's participation in the international standards system. This is becoming an increasingly important part of the SCC's activities.

“Your responsibility at the meeting is to press for the adoption of Canadian positions on proposed International Standards. You also have a secondary responsibility: to advance Canada's reputation as a leading industrial nation and a respected participant in the international standardization process. Exercising diplomacy in this important forum will go a long way towards achieving that goal, and will help you form positive relationships with colleagues...” *Standards Council of Canada, Guide for Canadian Delegates*

International and National Rule Systems



Note: Consumer and public-interest representatives, government representatives and private sector representatives variously participate in the international and national rule systems.

How Standards are Developed



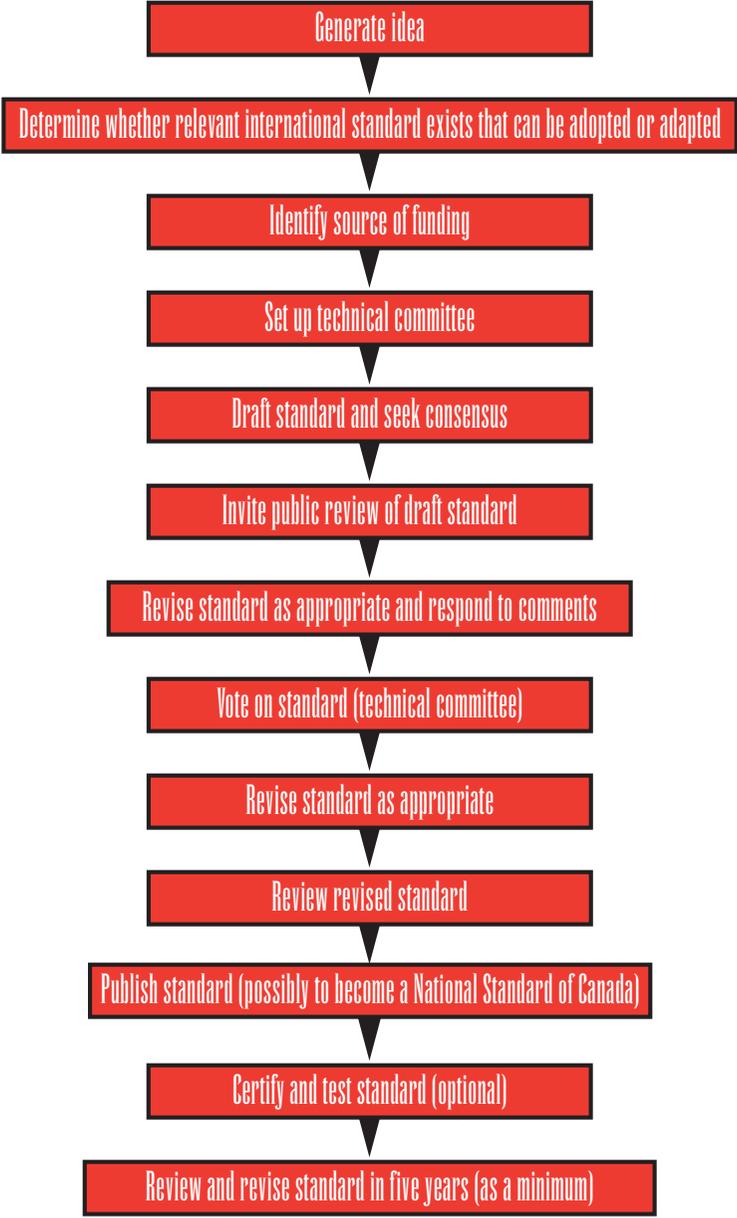
The standards development process usually starts with a request from a manufacturer, industry association, consumer group or government for a standard to deal with a particular safety, performance or quality issue. An SDO itself may see a need to develop a standard to address an emerging or existing issue or to revise a standard. The SDO assesses the need for the standard and reviews international standards to determine if a standard exists that can satisfy the domestic need. (More than half of the standards designated as National Standards of Canada in recent years have been based on international standards.)

The actual development process (see illustration, page 12) is set out in documents published by the SCC and is based on ISO and IEC processes, as well as those of the World Trade Organization. When developing a standard, SDOs must put together technical committees that represent all the important interests concerned with the standard. The members of these committees are volunteers, although many of them are employed by industry or government and participate as part of their job. In many cases, consumer and public interest representatives play an important role in ensuring that consumer interests are represented at the table and considered by the other committee members.

Decisions on standards are reached by consensus, which requires that all viewpoints be considered. The SCC defines *consensus* to mean that “substantial agreement is reached by concerned interests involved in the preparation of a standard. Consensus includes an attempt to resolve all objections and implies much more than the concept of a simple majority, but not necessarily unanimity.”

When the technical committee has developed a draft standard, the SDO publishes a notice inviting public comment. The draft standard may also be distributed to selected reviewers with particular expertise or interest in the standard. Once a standard has been developed, an SDO may submit it to the SCC for approval as a National Standard of Canada. While the time to complete a standard may vary due to the complexity of the subject, the average development period is approximately 18 months. The technical committees are also responsible for reviewing and revising standards as required.

Standards Development Process in Canada



Consumer Organizations that Deal Regularly with Standards Work

The Consumers' Association of Canada is active in domestic standards issues. Association members participate in domestic technical committees and international delegations, as well as SCC committees and other bodies, such as the Advisory Council for the Development of a Canadian Standards Strategy. Other public interest organizations, such as the Public Interest Advocacy Centre and Action réseau consommateur, and other non-governmental organizations also participate in the standards system.

Consumers International represents the interests of almost 240 independent consumer organizations from more than 100 countries on five continents. It is a non-profit, independent organization supported by fees from member organizations and grants. Consumers International is the only consumer organization with the right to be an observer at ISO and IEC technical committees. It is also a member of the Codex Alimentarius Commission, the United Nations Economic Commission for Europe and the Organisation for Economic Co-operation and Development.

The European Association for the Co-ordination of Consumer Representation in Standardisation (ANEC) was set up in 1995 to provide a European focus for consumer participation in the standards area. Consumer input is an important component of the two European standards-setting bodies, the European Committee for Standardization and the European Committee for Electrotechnical Standardization (equivalents of ISO and IEC). ANEC represents consumers from both the European Community and the European Free Trade Association, and members participate in some 60 standards committees and working groups. They focus on child safety, electrical appliances, the environment, machinery, gas appliances and traffic. Increasing emphasis is being placed on the role of standardization in the regulation of services. Currently, there is no regional body for consumer representation in the Americas comparable to ANEC.

Responsibilities and Roles of Consumer Representatives



The primary responsibility of a consumer representative is to bring consumers' views and concerns to the table.

Individuals become consumer representatives in several ways:

- they are recommended by others
- they are involved in consumer-oriented activities and organizations
- they approach standards organizations on their own.

To get the consumer viewpoint across effectively, consumer representatives must be committed to building consensus among committee members and must participate fully and vigorously in the work of the committee. In many cases, consumer representatives will have to earn credibility with other committee members. This can be done by understanding the issues (including technical issues), presenting convincing evidence and reasoned argument backing the consumer viewpoint, and respecting the viewpoints and perspectives of other committee members.

What is the Consumer Perspective?

There is no such thing as a single consumer perspective; the consumer interest may vary according to the circumstances (the type of standard or the nature of the product, process or service for which the standard is being produced, for example). As a guide, the following description of consumer interests taken from the *United Nations Guidelines for Consumer Protection* is helpful:

- the protection of consumers from hazards to their health and safety
- the promotion and protection of the economic interests of consumers
- access of consumers to adequate information to enable them to make informed choices according to individual needs and wishes
- consumer education
- availability of effective redress
- freedom to form consumer and other relevant groups or organizations, and the opportunity for such organizations to present their views in decision-making processes affecting them.

Consumer representatives need to recognize that they may have to make trade-offs when developing standards. For example, having a very safe product may mean that it is too expensive for many consumers. The common theme of the consumer perspective, then, is the needs and concerns of the day-to-day consumer. The UN Guidelines set out above are a good start for determining these, to which might be added environmental protection and sustainability.

Technical committees actually develop domestic standards. Each committee is set up to ensure that there is a balance of interests among stakeholders, including consumers. Consumers do not necessarily sit on all technical committees. There may, for example, be no consumer representation because the subject matter of the standard may not be a consumer concern, or because resources are lacking. Committees also include representatives from the private sector, government regulators, environmental specialists and academics who either have technical expertise or who represent a specific interest (e.g. consumers or environmentalists).

Most technical committees are struck to develop a particular standard. Although they may become inactive for a time, their work will continue as the standard is revised and reviewed, ideally within five years.

Working with other technical committee members, consumer representatives propose and comment on the wording of the provisions of a draft standard. On their own or with colleagues, committee members may also undertake or participate in research on particular issues underlying a standard. Ultimately, as committee members, consumer representatives approve or disapprove standards the technical committee develops.

Connecting with other consumer groups or committees is an important job for consumer representatives. In certain areas, particularly in international standards activities, coordination among consumer organizations can create a strong presence that overcomes limitations in resources and allows a strong consumer voice to be heard.

Special Considerations for International Standards Activities

Participation in international standardization stretches the resources of consumer advocates. The actual costs of participation are higher and coordination requirements are complex compared to those for domestic standards activities. Consumer representatives need to set priorities and operate strategically in the international standards arena.

For example, in international bodies, the Canadian delegations should speak as one voice. The positions are normally agreed upon before the meeting and are expressed by the Head of the Delegation. For the consumer representative in an international forum, therefore, the time for speaking and influence is within the delegation or in Canada while positions are being developed. Ideally, the Canadian position will reflect consumer concerns and allow Canada to present a single strong viewpoint on international committees. In some cases, however, consumer representatives may find a strategic advantage in cooperating with Consumers International or other organizations that have an influence on international standards processes.

The SCC has a long-standing policy of harmonizing the work of Canadians in the international arena. The SCC encourages Canadian stakeholders to participate in Canadian advisory or national committees to coordinate input to international committees. In this way, Canadian input at the international level will be based on what exists (and is planned) in Canada. Wherever possible, the Canadian advisory committees will be harmonized with the membership of the SDO technical committees covering topics in similar areas.

Policy committees, such as the SCC's Consumer and Public Interest Committee and the Canadian Advisory Committee to COPOLCO (described below), provide a mechanism for consumer representatives to voice their opinions. In addition, members of the Consumer and Public Interest Committee contribute to the following two groups:

- the ISO Consumer Policy Committee (COPOLCO), which was established in 1977. Reporting directly to the ISO Council, it is a forum for the exchange of information and experience on standards issues. The Committee concentrates on three main areas of standardization: safety and health, how well a product or service meets its purpose, and protection of the environment. More than 50 members representing interests from ISO member bodies, including the SCC, sit on the Committee. Canada is also a member of the Chairman's advisory group and is active in all the current working groups.
- the Canadian National Committee to ISO, which is responsible for coordinating Canadian input, including consumer viewpoints, to ISO. The Canadian National Committee to the International Electrotechnical Commission has responsibilities similar to those of the IEC.

“All we have to do is be friendly without being familiar, be an advocate without being pushy, develop our sense of timing and our sense of humour, and use every ounce of energy we possess to ensure the consumer perspective is being addressed. In doing so, we will have set a standard for consumer representation that is definitely persuasive.” *Consumer representative*

What Makes an Effective Consumer Representative?

Over several years, consumer representatives themselves have identified a number of attributes that are important:

- self-confidence and willingness to present a viewpoint even if it is a minority view
- good critical-thinking and verbal skills
- curiosity and willingness to learn new things
- time to devote to preparation, travel and participation
- self-motivation and discipline; in many cases, the consumer representative will have to do his or her own thinking and will often work to a self-imposed schedule
- an understanding of how committees and organizations work
- comfort with receiving and absorbing a lot of information
- comfort with asking questions
- willingness to travel
- willingness to follow through with a project that may last months or years.

Challenges Facing Consumer Representatives



Resources. The lack of resources is the single biggest challenge facing consumer organizations and individual consumer representatives. It is often difficult to find money and back-up support for representatives who wish to participate in standards development activities. While many committee members from industry and government participate as part of their job, the consumer representative is truly a volunteer. The lack of resources for standards activities has a direct effect on the availability of volunteers, the development of trained and experienced volunteers, and the capacity to cover a range of issues.

Technical Expertise. A number of standards deal with technical issues, such as product strength, flexibility, brittleness, permeability, corrosiveness and compatibility. It is a challenge, then, for a consumer representative to communicate the consumer viewpoint in this technical environment as he or she may not have the background necessary to match industry expertise. It is also a challenge for the technical committee to identify when and where the consumer interest is being improved or met while it is developing or revising a standard. To be truly effective, the consumer representative may have to present supporting evidence to back the consumer viewpoint. This may take the form of scientific or academic studies, surveys, accident or injury data, or comparative testing of products.

Procedural Expertise. Standards development involves set procedures to reach consensus. A consumer representative's failure to understand these procedures and use them effectively will limit his or her effectiveness. He or she may require training in standards procedures, negotiation techniques, running meetings and resolving conflicts, and to prepare for international work.

Coordination and Development of a Strategic Approach. Consumer representatives and, when appropriate, their organizations may find that there simply are not enough resources, human or financial, to allow for full participation in standards activities. These representatives may decide as a result to set priorities strategically

and coordinate activities with other individuals and groups with similar goals and interests to achieve maximum effect. This can be particularly effective in international standards activities.

Support for Consumer Representatives

Consumer Organizations and Other Public Interest

Groups. Organizations such as the Consumers' Association of Canada provide a network of supporters and mentors who can be a source of valuable advice. Even experienced consumer representatives find their networks valuable for discussing strategy and clarifying concerns. Consumer volunteers with a background in industry, academia or government may be able to provide technical advice.

Consumer organizations also provide a mechanism for seeking advice and instruction from constituents who can offer valuable insight on consumer interests and priorities.

Valuable help for both process and technical issues may also be available from other public interest groups, such as the Public Interest Advocacy Centre, safety advocates or environmental groups. Depending on the nature of the issue, seniors groups, advocacy groups or sports clubs may have an interest and can provide information. In some cases, there may be a public interest member on the technical committee who can cooperate with the consumer representative to present issues and deal with technical concerns.

Standards Development Organizations. Some standards development organizations support their consumer representatives. For example, many CSA International technical committees have consumer representatives. Within CSA International, a staff group is responsible for coordinating this consumer input. Financial support to cover meeting expenses, a training program, regular conferences and a consumer newsletter help CSA International consumer representatives. The SDO secretariat supporting the technical committee is also a source of advice on process issues.

Standards Committee Members. Many committee members will be helpful to the consumer representative, especially in providing technical information and sharing expertise. Committee members recognize that a well-informed consumer representative can make a more meaningful contribution. It is more likely that consensus will be more quickly or easily achieved when there is a high degree of understanding of the issues and needs of each party at the table.

Government Regulators. In many cases, a government representative on the technical committee will have concerns, interests and objectives similar to those of the consumer representative on issues such as safety, maintaining or increasing competition, increasing consumer choice and opening up markets. In some cases, the standard may be used in later government regulation, so working with the government representative allows the consumer representative an opportunity to ensure consumer input into future legislation.

Training

Most consumer representatives benefit from training so they can better understand the National Standards System, the role of technical committees, and the consensus process. One source of training is CSA International, which organizes regular sessions for its consumer representatives, as part of its Member Education Program for committee members.

The European Association for the Co-ordination of Consumer Representation in Standardisation developed the *Guide to Consumer Representation*, which provides valuable information for all consumer representatives. For example, when preparing for a meeting, representatives are advised to do the following:

- ensure they have the proper papers
- make time to deal with those papers
- find out who will be attending
- identify areas of common ground with the others in attendance
- establish shared interests before the meeting
- develop a strategy for dealing with items (research, background information, possible allies, key difficulties, desirable outcomes, and fall-back position)
- note follow-up activities.

Training in negotiation skills is valuable and can be obtained from a variety of sources, including community colleges and universities. In addition, training on dealing with conflicts supplements negotiation skills. It may be necessary to look beyond the consumer or standards communities to find training in these areas.

Participation in international activities requires specific preparation and representatives should speak to others who have international experience. The SCC published the *Guide for Canadian Delegates* (available on the World Wide Web at <http://www.scc.ca>), which anyone interested in international standardization should read.

There is no question that consumer representation in the standards process is challenging and demanding. Most representatives stay involved for a number of years and the satisfaction can be great. The work is interesting and the people are good to work with. Most of all, the belief that the work makes a difference to the welfare of Canadian consumers drives consumer representatives to participate again and again in standards activities.

“There aren’t many places these days where most of us can feel that we’re doing something that will do some direct good for people. It’s addictive and I keep coming back to it.”

Consumer representative

Web Resources

ANEC (European Association for the Co-ordination of Consumer Representation in Standardisation): **www.anec.org**

American National Standards Institute (ANSI) Consumer Interest Council:
http://Web.ansi.org/rooms/room_7/

British Standards Institute Consumer Policy Committee:
www.bsi.org.uk/bsi/products/standards/development/consumer/websites.xhtml

Bureau de normalisation du Québec: **www.criq.qc.ca/bnq**

CSA International: **www.csa-international.org**

Canadian General Standards Board: **www.pwgsc.gc.ca/cgsb**

Consumer Product Safety Commission (U.S.): **www.cpsc.gov**

Consumers' Association of Canada: **www.consumer.ca**

Consumers International: **www.consumersinternational.org**

COPANT (Pan-American Standards Commission): **www.copant.org**

Health Canada: **www.hc-sc.gc.ca**

ISO (International Organization for Standardization): **www.iso.ch/**

IEC (International Electrotechnical Commission): **www.iec.ch/**

Industry Canada: **<http://strategis.ic.gc.ca>**

New Approach (gateway for European information): **www.newapproach.org**

Office of Consumer Affairs, Industry Canada: **<http://consumerconnection.ic.gc.ca>**

PASC (Pacific Area Standards Congress): **www.pascnet.org/**

PIAC (Public Interest Advocacy Centre): **www.piac.ca**

Standards Council of Canada: **www.scc.ca**

Underwriters Laboratories of Canada: **www.ulc.ca/**

WSSN (World Standards Services Network): **www.wssn.net/WSSN/**

Names and Terms to Know

ANEC	European Association for the Co-ordination of Consumer Representation in Standardisation
ARC	Action réseau consommateur
BNQ	Bureau de normalisation du Québec
CAC	Consumers' Association of Canada
CASCO	Committee on Conformity Assessment (ISO)
CGSB	Canadian General Standards Board
CEN	European Committee for Standardization
CENELEC	European Committee for Electrotechnical Standardization
CI	Consumers International
CNC/IEC	Canadian National Committee for the IEC
CNC/ISO	Canadian National Committee for ISO
CO	Certification Organization
COPOLCO	ISO Committee on Consumer Policy
CPIC	Consumer and Public Interest Committee (SCC)
CSA International	Canadian Standards Association International
IEC	International Electrotechnical Commission
ISO	International Organization for Standardization
ITA	Industry Technical Agreement (IEC)
ITU	International Telecommunication Union
JCT	Joint Technical Committee (ISO/IEC)
NSC	National Standard of Canada
NSS	National Standards System (Canada)
OCA	Office of Consumer Affairs (Industry Canada)
PIAC	Public Interest Advocacy Centre
PAS	Publicly Available Specifications (IEC)
RO	Registration Organization
SCC	Standards Council of Canada
SDO	Standards Development Organization
TC	Technical Committee
TO	Testing and Calibration Laboratory
ULC	Underwriters' Laboratories of Canada
WTO	World Trade Organization