

REPORT OF THE SIST CONSUMER COMMITTEE FOR 2024

2024 was an important year for the SIST Consumer Committee as it was filled with activities and initiatives focused on improving consumer rights and raising awareness about standardization. In cooperation with the Consumer Association of Slovenia, the Ministry of the Economy, Tourism and Sport, the Market Inspectorate of the Republic of Slovenia, the Ministry of Health, and the Ministry of Agriculture, Forestry, and Food, SIST's committee for consumers was actively involved in areas related to safety, quality, and sustainability of products and services.

The main tasks of the committee cover:

- **participation in standards development:** the committee actively contributes to the development of standards that are relevant for the safety and needs of Slovenian consumers,
- **monitoring of European and international standards:** the committee collaborates with different working groups on topics such as product safety, services, and environmental standards,
- **provision of information to consumers:** the committee focuses on raising awareness about standards and the benefits they bring with the latest information from relevant sectors.

Cooperation and Key Areas:

The SIST Consumer Committee follows the priorities of ANEC and ISO/COPOLCO and gathers representatives from relevant key institutions that have positive influence on standardization in Slovenia. The main areas of activity cover:

- Child protection
- Social security
- Food safety
- Sustainable development
- Financial services
- Health and safety

In 2024, the committee adopted several ISO standards that contribute significantly to consumer protection, among which also:

- SIST ISO 31700-1:2024 Consumer protection – Privacy by design for consumer goods and services – Part 1: High-level requirements
- SIST-TP ISO/TR 31700-2:2024 Consumer protection – Privacy by design for consumer goods and services – Part 2: Use cases
- SIST ISO 5665:2024 Consumer incident investigation – Requirements and guidance

Provision and accessibility of information:

Every month, SIST informed consumers about new initiatives in international and European standardization and provided a list of newly published standards with extracts, which are relevant for consumer awareness and safety. The information includes bibliographic data and areas of application of the standards, which makes it easier for consumers to search for standards and understand their scope.

On a monthly basis consumers were informed via SIST's website about new draft standards available free of charge during the public enquiry stage encouraging thus the public to submit comments and enabling consumers to actively participate in standardisation processes.

Dr. Mira Kos Skubic, Chair of the SIST Consumer Committee was active in COPOLCO/WG 9 Key Areas Group, COPOLCO/WG23 Capacity Building and Training Group, and COPOLCO/WG24 Consumer Safety Group. She is also a member of the ISO Chair's Advisory Group for Consumers (CAG) for the 2024-2025 period. She regularly attended all ISO/COPOLCO meetings, and in December 2024, in her role of Chair, she presented the work of the SIST Consumer Committee at the Annual Meeting with the Presidents of SIST/TC.

Strategic Initiatives of ISO/COPOLCO from 2024 to 2030:

At ISO level, the focus is on key educational initiatives including:

- strengthened participation of consumers in standards development,
- integration of standardization into educational programs at various levels,
- training of stakeholders about the latest standards relevant for consumers.

Autumn School of Standardization:

In cooperation with the Faculty of Electrical Engineering of the University of Ljubljana, SIST organized the Autumn School of Standardization for students. During the event, two new young ambassadors for standardization were selected from among the participants, who will play a key role in helping to raise awareness about the importance of standardization among young people.

Innovative Promotional Activities:

In 2024, new video materials were introduced, which proved effective in making the role and work of SIST known to wider public. The activities included recording events and maintaining the SIST YouTube channel to share information in a modern and attractive way.

The SIST Consumer Committee is committed to improving consumer protection, promoting cooperation, and raising awareness of the importance of standardization. We are confident that also all future steps and upcoming actions of the SIST Consumer Committee will have a positive impact on the well-being of consumers in Slovenia.