



toolkit

2020 edition

Getting started t o o l k i t

for committee liaisons

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Part 1 – ISO liaisons

Welcome to ISO!

One of the fundamental principles of the ISO standards development system is stakeholder engagement. It is vital that ISO standards respond to a market need and are based on the consensus opinion of global experts. To achieve this, ISO has a number of mechanisms to ensure all relevant stakeholders have the opportunity to be included in the standards development process. One of these is the liaison mechanism.

Liaisons can be established between ISO committees, between ISO committees and committees of the International Electrotechnical Commission (IEC), and between ISO committees and external organizations. These relationships enable an exchange of information and expertise and help ensure that a broad range of stakeholders have been heard.

This toolkit is designed to help you understand the different types of liaisons and get you started in your new role as representative of an organization or committee that has established a liaison relationship with an ISO committee. Its purpose is to introduce you to the many resources made available by the ISO Central Secretariat (ISO/CS) to assist the work of ISO committees.

Full details on the types of liaison in ISO, including eligibility criteria, participation, and rights and obligations for external liaison organizations, can be found in the **ISO/IEC Directives, Part 1, Subclauses 1.15, 1.16, 1.17** and **Table 1**.

For further assistance or questions, your Committee Manager (CM) and ISO Technical Programme Manager (TPM) are at your disposal. You can find their names and contact e-mails on the technical committee's page on ISO.org at www.iso.org/technical-committees.html.

If you are completely new to ISO, the brochure *My ISO job – What delegates and experts need to know* provides an introduction to ISO as well as general guidance on ISO's work, the standards development process and the different roles that exist in the technical community.


Types of liaisons in ISO

There are three types of liaisons in ISO :

- ▶ Internal liaisons between ISO committees
- ▶ Internal liaisons between ISO and IEC committees
- ▶ External liaisons with other organizations

Internal liaisons between ISO committees

Liaisons between ISO committees ensure that common interests are being addressed by the correct committee and that the right experts are involved in standards development. This type of liaison helps to prevent scope overlaps and can be used to avoid referenced documents being updated without informing other committees that may have an interest in the work. These liaisons are not restricted to the technical committees (TC), but can also be established between sub-committees (SC) under different parent TCs.



Establishing liaisons between ISO committees

Liaisons to a committee can be established through a resolution, either at a meeting or via a Committee Internal Ballot (CIB). Once the committee has agreed to the establishment of a liaison, one or more liaison representatives may be appointed.

Committees receiving requests for internal liaisons cannot refuse such requests and there is no need for the committee receiving the request to pass a resolution confirming its acceptance. Committees receiving requests may also wish to reciprocate.

To create the liaison from a committee, a request can be sent to the CM of the committee targeted for liaison, who will discuss if a liaison is needed.

Liaisons can function differently depending on the level of interest. Some committees want to observe what another committee is working on. This is the best option for staying informed of another committee's work. In this case, the CM would simply circulate the "Committee Manager report" of the committee being monitored.

Other committees may only be interested in a specific project and the work being done on this project within the working group (WG) and the main committee. In such case, the liaison representative would only participate in the work of this specific project or the work of the nominated WG. A report would then be sent to the committee of the liaison representative.

If a committee is interested in all the projects of a committee, one or several representatives could be registered to the TC, SCs and WGs. A full report would then be sent to the TC of the liaison representative. It must be noted that a representative who is a member of several different committees can only represent one committee.

..... Liaisons between ISO and IEC committees

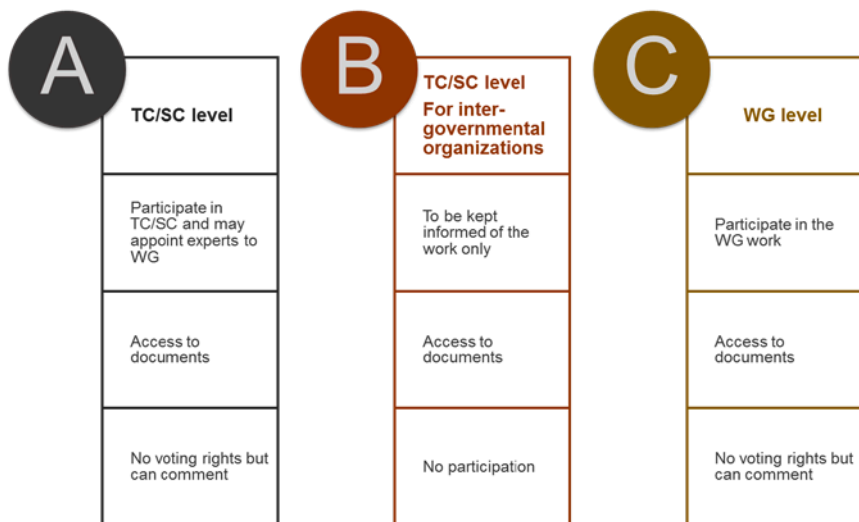
Arrangements for adequate liaisons between ISO and IEC technical committees and subcommittees are essential. The channel of correspondence for the establishment of such liaisons is the Office of the CEO of the respective organizations. As regards the study of new subjects, the CEOs seek agreement between the two organizations whenever a new or revised programme of work is contemplated in one organization which may be of interest to the other. This ensures that the work goes forward without overlap or duplication of effort (see also **ISO/IEC Directives, Part 1, Annex B**).

External liaisons with other organizations

External liaison representatives of an organization are responsible for ensuring that an organization's specialist experience and expertise is included during the development of the standards in an ISO committee. Further information on liaison categories is given in **Table 1** under **Clause 1.17.6 of the ISO/IEC Directives, Part 1**.



There are three different categories of external liaison in ISO :



CATEGORY A – in a technical committee (TC) or subcommittee (SC)

A-liaison organizations make an effective contribution to the committee's work and may propose new work items for the committee to develop. A-liaisons may also nominate experts to working groups (WGs) and hold Convenor or Project Leader roles within these WGs.

A-liaisons do not have voting rights. However, they can submit comments during the voting process and are strongly encouraged to do so. Comments received from liaison organizations are given the same treatment as comments from member bodies. Liaison organizations can also propose new work items.

Individuals nominated to represent their organization under Category A at the TC or SC level are expected to present the views and share the expertise of their organization.

CATEGORY B – reserved for intergovernmental organizations

B-liaisons are unique to governmental organizations wishing to be kept informed of a technical committee or subcommittee's work.

CATEGORY C – at working group (WG) level

C-liaisons make technical contributions and participate fully in the work of a WG but may not hold Project Leader or Convenor roles. C-liaison experts may only attend committee plenary meetings as observers if expressly invited by the committee to attend. C-liaisons are not able to propose new work items.

Eligibility criteria for organization liaisons

In order to qualify for a liaison, an organization must fulfil a number of criteria depending on type and category.

Criteria for all types

- ▶ Be not for profit
- ▶ Demonstrate through its activities and membership that it has the competence and expertise to contribute to the development of International Standards or the authority to promote their implementation
- ▶ Have a process in place for stakeholder engagement and consensus decision-making to develop the input it provides, i.e. a mechanism for sharing ISO drafts, seeking out stakeholder views and consolidating these to form a consensus-based position (see brochure *Guidance for ISO liaison organizations – Engaging stakeholders and building consensus*).

Criteria only for Categories A and B

- ▶ Must be a legal entity (considered as such if it can provide its legal statutes document)
- ▶ Must be membership-based and open to members worldwide or over a broad region

Justification

- ▶ Reason for liaison request
- ▶ Expected benefits for applicant
- ▶ Expected benefits for TC/SC/WG
- ▶ Short-, medium- and long-term goals of liaison

Approval process

- ▶ Submit an **application form** to the CM of the committee you wish to establish a liaison with.
- ▶ The form will be reviewed by the CM before it is sent to the committee's TPM for processing.
- ▶ ISO/CS will confirm that the eligibility criteria have been fulfilled and then consult with the national body where the organization making the application has its headquarters. In case of objection, the matter will be referred to the Technical Management Board for decision. If there is no objection, the application will be sent back to the CM with a request to circulate it for vote.
- ▶ A resolution must be taken by the committee, either at a meeting or via a ballot, with a two-thirds majority of P-members voting "approved" for the liaison to be accepted.

Registration

- ▶ Internal and external liaison representatives are registered with ISO/CS. Please e-mail ISO TC Support at tcsupport@iso.org.

The Technical Management Board has prepared a **guidance document on stakeholder engagement for liaison organizations**. An **e-learning course based on this document** is also available.

Additional resources on stakeholder engagement can be found on the **ISO.org "Resources"** page and **ISO Connect's "Stakeholders and liaisons"** page.

..... Part 2 – Practical information

Obligations of being a liaison

There are a number of obligations that come with being a liaison. Liaison representatives are expected to contribute to the committee's work by:

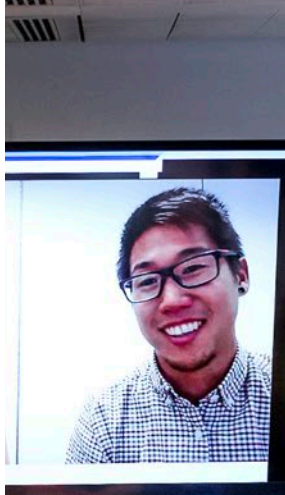
- ▶ Participating actively in meetings
- ▶ Preparing and presenting liaison reports (this does not apply to Category B and C liaisons)
- ▶ Casting comments during the voting process using the ISO e-balloting tool (this does not apply to Category B and C liaisons)

Sharing of documents

The sharing of documents is essential to ensure transparency and enable a liaison representative to effectively participate in meetings. Representatives of all liaison types have access to the ISO documents platform.

Communication from ISO

Whenever a document is posted on **ISO Documents**, which could be of interest to the committee or the organization of the representative, the information can be shared with the relevant stakeholders within that committee or organization. Any feedback received from stakeholders should be communicated back to the CM.





Meetings

Participating actively in meetings

Liaison representatives are expected to participate actively in meetings in order to bring the expertise and position of the liaison organization or liaison committee to the discussions.

It is not recommended that more than one organization or liaison committee is represented by one representative. If this occurs, it must be stated which view is represented by which liaison. This does not apply to organization liaisons that only provide a report of the organization they represent.

Liaison representatives are expected to respect the ISO principle of consensus as defined in the **ISO/IEC Directives, Part 1, Clause 2.5.6** and the **ISO Code of Conduct**.

TC/SC meeting preparation

All the documents that need to be read before a meeting are uploaded to the committee's area on **ISO Documents**.

Prior to a meeting, it is important to obtain input from committee members (if representing a committee in liaison) or stakeholders (if representing an external organization).

A-liaison, committee and IEC representatives at committee plenary meetings must ensure that their peers have been consulted so as to present their consensus position during the meeting.

WG meeting preparation

If you are registered as a working group representative, there is also an area for your working group on **ISO Documents** where all relevant documents are loaded. These documents should be consulted when preparing input for meetings.

Participation in working groups

Liaison representatives only contribute the viewpoint of their own technical committee or organization on matters within its competence.





Reports

Preparing and presenting liaison reports

Liaison representatives for external liaisons (this only applies to A-liaisons) are requested to submit a report (written or oral) for each TC/SC plenary meeting.

Committee liaison representatives are requested to provide a report at plenary meetings of their parent committee.

Reports for A-liaisons may include:

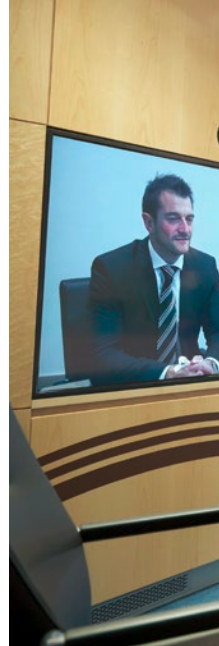
- ▶ Information/updates about the organization
- ▶ Ongoing work within the organization of interest to your ISO committee
- ▶ Recent and upcoming events and activities
- ▶ Requests for the ISO committee to consider
(Note that any requests which would require a decision from a committee must be submitted in written format to the CM at least six weeks before the meeting.)

Reports for committee liaisons should include:

- ▶ Information/updates about the liaison committee
- ▶ Ongoing work within the liaison committee of interest to the parent committee
- ▶ Upcoming projects of interest to the parent committee
- ▶ Upcoming meetings

Registering your attendance

It is mandatory for meeting participants to register their attendance prior to all plenary meetings using the **ISO Meetings platform**. Instructions on how to register can be found in this “**ISO Meetings – Registration to a meeting**” guide. The registration period starts when the meeting



organizer opens the registration on the platform and closes when the meeting begins. Please note that registration for WG meetings is restricted to liaison representatives who are members of the WG. Other individuals/observers cannot participate in WG meetings.

Online meetings

Between plenary meetings, ISO committees often hold e-meetings via web conferencing in order to advance their work. Your CM will inform you when an e-meeting is scheduled and send you all the connection details. Documents for these meetings are also stored on the ISO TC server, and you may or may not need to register your attendance via the Meetings platform depending on the type of meeting (your CM should let you know).

ISO uses the Zoom web/video conferencing service. Participants in e-meetings don't need a Zoom account to participate.

For more information on how to use Zoom, visit <https://connect.iso.org/display/it/video+conferencing>.

Casting comments during the voting process

While liaison representatives cannot cast their vote in committee ballots, committee liaisons, IEC liaisons and A-liaison representatives can, and are encouraged to, submit comments during ballots. ISO has an e-balloting application that is used for ballots at the different development stages.



Commenting

You will receive a notification whenever a new ballot is opened so that you can begin to coordinate any input your stakeholders have. Once this information has been consolidated, it is easy to post the input in a comment following these simple guidelines:

- ▶ The e-mail notification has a direct link to the ballot; click on this link.
- ▶ The ballot will open.
- ▶ On the upper right corner, click on the button “Submit comments”.

IMPORTANT: You must use the **ISO commenting template**.

For more information on commenting, read the “**Commenting Template Guidelines**”.

Cancelling liaisons

Internal liaisons are cancelled by a resolution from the TC or SC that established the liaison. External liaisons are reviewed by the committee on a regular basis (at least once a year) and can be cancelled if there is no active participation. If an external organization wishes to stop participating in committee activities, they should inform the CM.

..... Part 3 – Resources

ISO electronic applications (e-Services) access

ISO has developed a set of electronic applications to support the full standards development process and the work of ISO committees. This set of applications can be accessed using the ISO electronic application portal: <https://login.iso.org>.

Please note that access to ISO electronic applications is limited. It is managed by ISO and its members following established rules. This means that users must be registered in order to be issued with a user name and password. Liaison organizations should contact the ISO committee's TPM in order to have individual representatives registered.



ISO rules and procedures

The ISO/IEC Directives

The ISO/IEC Directives, Part 1 and Consolidated ISO Supplement define the official procedures to be followed when developing and maintaining an International Standard as well as the processes specific to ISO (see www.iso.org/directives).

The ISO Code of Conduct

The ISO Code of Conduct is mandatory for all those participating in ISO work. Participants in ISO committees, working groups or consensus groups are asked to work to the principles in the **Code of Conduct** during all aspects of the technical work.

Policy on communication of committee work and data protection policy

The **Policy on communication of committee work** builds on ISO's data protection policies. All those participating in ISO standardization activities have rights and obligations related to data protection. These are reflected in the **Data Protection Policy** for ISO members and a **Declaration** to which all those involved in ISO standardization must agree.

Further details on these subjects along with other useful resources to support your work can be found in the “**Resources**” area on ISO.org.

..... Annex A – Checklist for liaisons between committees

Committee member wants to suggest a liaison	
Ensure you discuss with the CM and Chair whether this liaison is relevant.	
Consider if you are willing to become the liaison representative.	
Possibly prepare a quick report that includes a justification of why the liaison should be established.	
Committee Manager	
Review request for a liaison and discuss with Chair to ensure its relevance.	
Request the CM report from the liaison committee you are considering.	
Circulate: <ul style="list-style-type: none"> • CM report of liaison committee • Report from proposer, if available • Statement for committee members with most important information • Proposed level of involvement 	
Add to agenda discussions for a future meeting	
If the proposer is not prepared to become the liaison representative, make a call for a representative. Note: The CM will be registered by default until a representative has been found.	

Committee Manager (cont.)	
Prepare a resolution either for a meeting or a CIB. The resolution must include the name and e-mail address of the liaison representative.	
Inform CM of liaison committee once a liaison has been approved by the committee ; you may recommend that the liaison be mirrored.	
Request that ISO/CS create the liaison and add it to the Global Directory.	
Ensure reports from liaison representative are submitted six weeks before a meeting.	
Discuss reports at the meeting.	
Review liaison annually to verify it is still needed.	
Liaison representative	
Ensure you are registered in the right TC, SC and/or WGs.	
Participate actively in meetings.	
Collect feedback from your TC on matters the liaison committee/WG is discussing.	
Provide a report to your TC on : <ul style="list-style-type: none"> • Discussions that took place during the meeting • Work items of interest • Updates on projects 	

..... Annex B – Checklist for liaisons with an organization

Organization	
Download application to establish a liaison.	
Decide which SC, WG or project you are interested in.	
Decide the type of liaison: Category A or Category C. Note: Category B is reserved for intergovernmental organizations.	
Check eligibility criteria.	
Find a representative.	
Complete the form and send it to the CM, including any supporting documents such as legal statutes. The copy of the organization's statutes (or link if available online) is needed to check the legal status.	
If approved, ensure the representative can participate actively and reports are being submitted on time (if applicable).	
Committee Manager	
Check the form has been filled out correctly and is complete.	
Ensure the legal statutes document has been provided for A- and B-liaisons.	
Send the form and any attachments to the TPM.	
Inform and circulate documents to the committee once the TPM has checked and approved them.	
Add any meetings planned to the agenda once the TPM has approved the liaison.	

Committee Manager (cont.)

Once the TPM has approved the liaison, pass a resolution either via CIB or at a meeting.

Inform applicant if the request was successful or not.

Inform ISO/CS when the liaison has been approved.

Representatives

Check you are registered to the correct TC, SC and WGs.

Submit report to the TC at least seven weeks before a meeting. (The CM has to circulate documents six weeks before a meeting.)

Collect comments from your stakeholders before a meeting or ballot on a specific project and submit to the CM or Convenor (A- and C-liaisons) for meetings. This can be done directly through the balloting portal, if appropriate.

Decide which SC, WG or project you are interested in.

About **ISO**

ISO (International Organization for Standardization) is an independent, non-governmental international organization with a membership of 164* national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market-relevant International Standards that support innovation and provide solutions to global challenges.

ISO has published more than 23 000* International Standards and related documents covering almost every industry, from technology to food safety, to agriculture and healthcare.

For more information, please visit www.iso.org.

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