FORTY-FORTH MEETING OF THE ISO COMMITTEE ON DEVELOPING COUNTRY MATTERS (DEVCO)

13 September – 14 September (morning) 2010, Oslo, Norway

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ITEM 3 TABLING OF THE MINUTES OF THE 43RD MEETING HELD IN CAPE TOWN, SOUTH AFRICA, 14-15 SEPTEMBER 2009

The draft minutes of the 43rd DEVCO meeting held in Cape Town, South Africa, were made available on the ISO/DOC server on 18 December 2009.

Editorial changes proposed by BOBS (Botswana) were taken into account.

DEVCO ACTION	It is proposed to table the minutes of the 43rd DEVCO meeting as presented

ITEM 4 MATTERS ARISING FROM THE MINUTES OF THE PREVIOUS MEETING

The decisions taken by DEVCO at its 43rd meeting were reviewed by the DEVCO Chair's Advisory Group (CAG) in September 2009. Any follow-up action taken by the Secretariat is noted under the text of each resolution *(in italics)*.

DEVCO RESOLUTION 1/2009

Item 4 - Matters arising from the minutes of the previous meeting

DEVCO,

adopts the report of the secretariat on follow-up actions taken on matters arising from the minutes of the previous meeting, as contained in document DEVCO 03/2009.

DEVCO RESOLUTION 2/2009

Item 5 – Report by the DEVCO Chair on the 10th and 11th meeting of the DEVCO CAG and the annual meeting of the RLOs

DEVCO,

recognizing the role of the DEVCO CAG in monitoring the implementation of the *Action Plan for developing countries 2005 – 2010* and in the preparation of the annual DEVCO meetings,

thanks the DEVCO CAG for offering guidance and defining priorities for the increased effectiveness of the assistance provided under the *Action Plan for developing countries 2005 – 2010*,

takes note of the DEVCO Chair's report on the 32nd RLO meeting held on Sunday 13 September,

thanks the RLOs for their contribution to promoting ISO in their regions.

DEVCO RESOLUTION 3/2009

Item 6 – Update on new standards and ISO technical work underway of interest to developing countries

DEVCO,

thanks the ISO Secretary-General for his comprehensive and interesting presentation,

recognizing the value for members of the information presented,

requests the DEVCO CAG to schedule a technical update by ISO at the 44th DEVCO meeting to be held in Oslo in September 2010.

A technical update by ISO is scheduled under agenda item 6 – Update on new standards and ISO technical work underway of interest to developing countries.

DEVCO RESOLUTION 4/2009

Item 7.1.1 Improve awareness of the role of standards

DEVCO,

taking note of the training courses, seminars and workshops held during the period September 2008 and July 2009,

welcomes the development and organization of a new training course on *Adopting and Referencing International Standards*,

thanks the following ISO members for their contribution to the implementation of the *ISO Action Plan for developing countries 2005-2010* in hosting training courses, seminars and workshops:

AFNOR (France)
ASI (Austria)
ASRO (Romania)
CDNQ (Cameroon)
BNSI (Barbados)
BOBS (Botswana)
BPS (Philippines)
BSMD (Bahrain)
BSN (Indonesia)
CEBENOR (Benin)
CODINORM (Côte d'Ivoire)
DIGENOR (Dominican Rep.)
EOS (Egypt)
FONDONORMA (Venezuela)
GSB (Ghana)
IANORQ (Angola)
ICONTEC (Colombia)
INNORPI (Tunisia)
INTECO (Costa Rica)
IRAM (Argentina)
KAZMEMST (Kazakhstan)
KEBS (Kenya)
LNCSM (Libya)
NSI (Namibia)
QS (Qatar)
QSAE (Ethiopia)
RBS (Rwanda)
SCC (Canada)
SLBS (Saint Lucia)
TBS (Tanzania)
TCVN (Vietnam)
TISI (Thailand)
UNBS (Uganda)
UNIT (Uruguay)
UZSTANDARD (Uzbekistan)

DEVCO RESOLUTION 5/2009

Item 7.1.2 Develop capacity

DEVCO,

taking note of the success of ISO's e-learning programme, encourages ISO members in developing countries to take advantage of the tool to build capacity within their organizations,

thanks ISO members who provided assistance to other members from developing countries under their national programmes,

also thanks Sida (Swedish International Development Cooperation Agency) and the Finnish Government for their continued support in increasing developing country participation in the development of the future ISO standard on Social Responsibility.

Appreciation of the support expressed by DEVCO was conveyed to Sida and the Finnish Government.

DEVCO RESOLUTION 6/2009

Item 7.1.3 Increase regional cooperation

DEVCO,

takes note of the Council decision to strengthen collaboration between ISO and relevant regional economic communities,

also notes the redistribution of African countries into two separate regions for increased efficiency,

thanks the following organizations for facilitating the organization of and participation in activities carried out under the *ISO Action Plan for developing countries 2005-2010.*

- Pan American Standards Commission (COPANT)
- CARICOM Regional Organization for Standards and Quality (CROSQ)
- Standardization Organization of the Cooperation Council for the Arab States of the Gulf (GSO)

DEVCO RESOLUTION 7/2009

Item 7.1.4 Develop electronic communications and expertise in IT tools

DEVCO,

thanks DIN (Germany) for the implementation of the ICT Programme for CDNQ (Cameroon),

also thanks SCC (Canada) for financing the ICT Programme for El Salvador (CONACYT) and Guatemala (COGUANOR),

and welcomes the deployment of ISO's ICT programme (ICTDEV) in developing countries with the support of the DIN Endowment fund and the ISO Funds-in-Trust.

The DEVCO Secretary's report under agenda item 7 will present an update on the implementation of the ICT Programme in developing countries.

DEVCO RESOLUTION 8/2009

Item 7.1.5 Increase participation in technical work of ISO

DEVCO,

taking note of the sponsorships granted to experts in developing countries to participate in ISO technical committee meetings,

thanks the Finnish Government, Sida (Swedish International Development Cooperation Agency), and ISO members contributing to the Funds-in-Trust, for supporting developing country participation in ISO technical work.

DEVCO RESOLUTION 9/2009

Item 7.2 Funding of technical assistance

DEVCO,

expresses sincere thanks to the following ISO members having contributed to the Funds-in-Trust in 2009 as at 10 September 2009,

SCC (Canada)
ICONTEC (Colombia)
SFS (Finland)
AFNOR (France)
EOS (Egypt)
NSAI (Ireland)
JISC (Japan)
MBS (Malawi)
NEN (Netherlands)
SN (Norway)
ISS (Serbia)
SABS (South Africa)
AENOR (Spain)
SNV (Switzerland)
BSI (United Kingdom)
UNIT (Uruguay)
ANSI (USA)
YSMO (Yemen)

noting with appreciation the contributions by many developing countries,

invites all members to support the implementation of the ISO Action Plan for developing countries through contributions to the Funds-in-Trust,

thanks Sida (Swedish International Development Cooperation Agency) and the Finnish Government for providing additional resources in support of the implementation of the ISO Action Plan for developing countries.

DEVCO RESOLUTION 10/2009

Item 7.3 Partnerships with development agencies and international organizations

DEVCO,

thanks Mr. S. K. Gujadhur (ITC) and Mr. Lalith Goonatilake (UNIDO) for their informative presentations on technical assistance projects in developing countries,

takes note of the renewed Memorandum of Understanding between ISO and UNIDO,

also notes the joint activities carried out in collaboration with ITC,

welcomes the strengthening of international partnerships for the delivery of technical assistance projects and joint publications in developing countries.

DEVCO RESOLUTION 11/2009

Item 7.5 DEVCO satisfaction questionnaire and assessment of impacts of technical assistance

DEVCO,

notes with satisfaction the high number of completed customer satisfaction questionnaires returned during the last DEVCO meeting,

further notes the very good response from members in returning the questionnaires for the impact assessment of technical assistance,

thanks all members who contributed to these efforts and encourages them to continue along this line as such evaluations are very important feedback to help better target technical assistance.

The DEVCO Secretary will present the results of the Impact Assessment of technical assistance and training activities under agenda item 7.

DEVCO RESOLUTION 12/2009

Item 8 Update on CASCO matters of interest to DEVCO

DEVCO,

thanks Mr. Olivier Peyrat, CASCO Chair, for his report on CASCO matters of interest to developing countries,

notes the positive outcome of the market surveillance workshop held in conjunction with the 2008 CASCO plenary meeting

and further notes that the development of a best practice document on market surveillance is being envisaged,

invites DEVCO members to contribute their inputs to the above task.

DEVCO RESOLUTION 13/2009

Item 9 Update on COPOLCO matters of interest to DEVCO

DEVCO,

thanks Mrs. Jaiok Kim, COPOLCO Chair, for her report on COPOLCO matters of interest to developing countries,

notes that the ISO Directory of consumer participation in standardization has been launched and is available on the ISO web site,

encourages COPOLCO in its effort of investigating ways to enhance networking of developing country members.

DEVCO RESOLUTION 14/2009

Item 10 Roadmap to the Action Plan for developing countries 2011-2015

DEVCO,

takes note that the discussion group 3 is meant to launch the process of consultation on the next Action Plan and that a series of five regional workshops will follow during the period November 2009 to June 2010,

requests members to contribute their inputs to the process of consultation,

looks forward to a draft Action Plan that may be considered at the 2010 DEVCO meeting.

A draft Action Plan is submitted to DEVCO members for consideration under agenda item 13.

DEVCO RESOLUTION 15/2009

Item 12 Reporting from the discussion groups

DEVCO,

thanks Mr. Charles Ekelege TBS (Tanzania) for chairing the session and reporting to DEVCO on discussion group 1 - *What can NSBs do to address the challenges of sustainability and growth?*

thanks Mrs. Mariani Mohammad DSM (Malaysia) for chairing the session and reporting to DEVCO on discussion group 2 – *How does the NSB ensure that its strategic objectives support those of the national economy? How to develop a national standardization strategy*?

thanks Mr. Supachai Tepatanapong TISI (Thailand) for chairing the session and reporting to DEVCO on discussion group 3 – *Lessons learned in implementing the ISO Action Plan for developing countries 2005-2010,*

thanks the speakers in group 1, Mrs. Anthea Ishmael BNSI (Barbados), Mr. François Ahoti CODINORM (Côte d'Ivoire), Mr. Fabio Tobón ICONTEC (Colombia) and Mr. Mesai Girma QSAE (Ethiopia) for their valuable contribution to the session,

thanks the speakers in group 2, Dr. Elsie Meintjies BOBS (Botswana), Dr. Torsten Bahke DIN (Germany), Dr. Yaseen Khayyat JISM (Jordan) and Mrs. Khalidah Mustafa DSM (Malaysia) for their valuable contribution to the session,

thanks all participants in group 3 for their active contribution to the discussions,

and expresses appreciation for the excellent work performed by the experts, Mr. Martin Kellermann, Mr. Rajinder Raj Sud and Mr. Alex Inklaar for their preparatory work and participation at the session.

requests the DEVCO Chair's Advisory Group to take note of the recommendations put forward in each of the groups,

also requests that discussion groups be organized at the 44th DEVCO meeting to be held in Oslo, in September 2010.

The DEVCO Chair's Advisory Group reviewed the feedback from the discussion groups at its 12th meeting held on 15 September 2009 in Cape Town, South Africa.

Discussion groups are scheduled on Monday afternoon 13 September 2010 as part of the 44th DEVCO meeting agenda.

ITEM 5 REPORT BY THE DEVCO CHAIR ON THE 12th AND 13th MEETING OF THE CHAIR'S ADVISORY GROUP (CAG) AND THE ANNUAL MEETING OF THE REGIONAL LIAISON OFFICERS (RLOs)

Twelfth and thirteenth meeting of the Chair's Advisory Group (CAG)

The DEVCO Chair will report on the 12th and 13th meeting of the DEVCO Chair's Advisory Group (CAG) held respectively on 15 September 2009 and 28-29 June 2010. The minutes of the meetings are included in **Annex 1** and **Annex 2**.

Annual meeting of the Regional Liaison Officers (RLOs)

The DEVCO Chair will provide a verbal report on the 33rd RLO meeting held on Sunday 12 September 2010 in Oslo, Norway.

DEVCO ACTION

DEVCO members are invited to note the above information

Minutes of the 12th DEVCO Chair's Advisory Group (CAG) meeting, 15 September 2009, Cape Town, South Africa

Participants

Chair	Mr. Adu Gyamfi Darkwa	GSB (Ghana)
Members	Mr. Charles Ekelege	TBS (Tanzania)
	Mr. Ivan Krstic	ISS (Serbia)
	Ms. Mariani Mohammad	DSM (Malaysia)
	Dr. L. N. Senaweera	SLSI (Sri Lanka)
	Mr. Hidekazu Takakura	JISC (Japan)
	Mr. Sergio Toro	INN (Chile)
	Dr. Trine Tveter	SN (Norway)
	Mr. John Walter	SCC (Canada)
Excused	Mrs. Lena Dargham	LIBNOR (Lebanon)
ISO Central Secretariat	Mr. Beer Budoo	DEVCO Secretary
	Mrs. Sari Rajakoski	DEVCO Secretariat
Present part of the meeting	Mr. Alex Inklaar	Facilitator

Item 1 Opening of the meeting

Mr. Darkwa opened the meeting. He thanked members of the CAG for their active contribution to the success of the 43rd DEVCO meeting and its discussion groups, with a special mention to Mrs. Mariani Mohammad for taking on the chairing of discussion group 3 at very short notice.

Item 2 Adoption of the agenda

The agenda was adopted as proposed.

Item 3 Confirmation of the minutes of the 11th meeting of the DEVCO CAG, 24-25 March 2009

The minutes of the previous meeting were tabled as presented.

Item 4 Matters arising from the minutes of the previous meeting

Matters arising as listed in DEVCO CAG working document 15/2009 were reviewed. Items 2, 3, 4, 11, 12, 13 and 14 were brought to a close. It was agreed to discuss items 8, 9 and 10 under the relevant agenda items.

The Secretary confirmed that the Council study on the economic benefits of standardization would be presented at the General Assembly meeting in Cape Town **(item 1)**. It was agreed to report to DEVCO on the use of the Funds-in-trust, in percentages, allocated against each of the 5 key objectives of the Action Plan **(item 5)**. The aim is to demonstrate how much can be achieved with ISO member contributions in order to prompt more donations.

On reporting to DEVCO, the Secretary took note to separate actions benefiting developed and actions benefiting developing countries in future reports **(item 6)**.

Regarding the twinning arrangements **(item 7**), it was felt that there is a role for DEVCO to play in surveying whether the twinning arrangements work or not. The Secretary took note to consider a way of undertaking such a survey in consultation with the TMB Secretariat.

Item 5 Review of resolutions from the 43rd DEVCO meeting and actions derived

The list of DEVCO resolutions included in **annex 1** was reviewed.

It was agreed that resolutions 1, 2, 3, 6, 11, 12, 13 and 14 were for noting and required no further action. Discussions related to resolutions 4, 5, 7, 8, 9, 10 and 15 are reported below.

Also, it was agreed to include in the minutes, recommendations from the reports by the discussion group chairs.

Resolution 4 – Improve awareness of the role of standards

The key role of national standards bodies in hosting events organized under the ISO Action Plan was once again recognized. It was noted that while geographical balance in the distribution of the events was sought, the competence and the availability of the host is often a more important factor in deciding on where to hold an event. This is the reason why some countries may host more than one ISO event a year.

Resolution 5 – Develop capacity

The extension of the financial support by Sida and the Finnish government for activities related to supporting developing country participation in the work of the ISO/TBM WG on Social Responsibility was noted.

Resolution 7 – Develop electronic communications and expertise in IT tools

The on-going support to developing countries in the area of IT provided by SCC (Canada) over the years was noted with appreciation.

Resolution 8 – Increase the participation in the technical work of ISO

It was noted that sponsorships to attend ISO technical committee meetings as part of specific donor projects include accommodation and subsistence whereas sponsorships to TC meetings granted to members on an *ad hoc* basis only include the cost of the flight. Donor projects currently support ISO/TMB WG on SR, ISO/TC 34 on Food Products, ISO/TC 233 on Societal Security, ISO/TC 207 on Environmental Management and ISO/TC 242 on Energy Management.

Resolution 9 – Funding of technical assistance

It was noted that funding for the implementation of the ISO Action plan is only guaranteed till the end of 2010 and that additional resources will be actively sought in the course of next year. Also, the need to find new ways of promoting member contributions to the Funds-in-trust was reiterated.

Resolution 10 – Partnerships with development agencies and international organizations

The Secretary confirmed that the guidance document to be published on the Sustainability of NSBs would be an ISO initiative, without the involvement of international partner organizations. The text would be drafted by Mr. Martin Kellermann and reviewed by ISO.

Resolution 15 – Reporting from the discussion groups

Recommendations by the discussion group chairs are captured below.

Key issues from Group 1 on Sustainability of NSBs

- *An NSB needs the support from the government whatever its organizational form*
- *The NSB cannot rely solely on the government funding for survival, the NSB has to find own resources*
- *There is no universal model to finance an NSB*
- *The involvement of the stakeholders is crucial to funding, and this should be gained by sensitizing them*

Elements of consensus from Group 1 on Sustainability of NSBs

- *Government should fund standardization because it is largely a public good activity*
- *A standards-only organization may not be viable in a developing country; an integrated approach is required, i.e. conformity assessment services have to be provided*
- *A combination of standards and conformity assessment services is not a conflict of interest*
- *Customers are not asking for quality due to lack of purchasing power, hence NSB has to take lead in ensuring quality in the market place*

Controversial subjects from Group 1 on Sustainability of NSBs

- *Does a least developed country actually need an NSB?*
- *No consensus on whether the NSB should be public, or public/private partnership or private organization*
- *No consensus of payment or not for attending TCs, even asking participants to pay*
- *No consensus on whether the NSB should be a regulator or not - even though it may be frowned upon by major trading partners*

Recommendations from Group 1 on Sustainability of NSBs

- *An ISO publication would be welcome; it should develop more than one financial model and take into account regional differences*

Key issues from Group 2 on Developing a national standardization strategy

- *Aligning national standards strategy with national policies and objectives*
- *Evaluating the effectiveness of the Strategy*
- *Maintaining relevance of the Strategy*
- *The difficulty of making standards attractive to stakeholders, especially in developing countries*
- *Importance of the consultation process with stakeholders in developing the national standards strategy*
- *Developing appropriate set of indicators for monitoring the effectiveness of standards strategy*

Elements of consensus from Group 2 on Developing a national standardization strategy

- *The benefits of a strategy in ensuring achievement of goals and objectives*
- *The stakeholder consultation process for development of a national standards strategy*
- *The need for integrating the standards strategy with goals of national economic policy and establishing suitable KPIs that reflect economic objectives*
- *The necessity of developing action plans for implementation and monitoring achievements*

Recommendations from Group 2 on Developing a national standardization strategy

- *The development of a guidance document containing common concepts and processes for the development and implementation of standardization strategies; a guidance document containing suggested indicators to assist in the evaluation of the effectiveness of a standardization strategy*

- *Establish a special awareness program that is targeted at government ministers and high level decision makers to convince them on the need and benefits for standardization. This will assist NSBs in enhancing awareness*

Discussion group 3 – Next Action Plan for developing countries - Raise awareness

- *Following the ISO process and keeping up with the activities within the ISO system*
- *First through on-line communication, then distributing the information gathered to the organizers of the awareness program; must be "customized" to be directed to the stakeholder audience*
- *Involve youth and promote standardization within technical institutions, colleges and universities*
- *Encourage governments to use standards e.g. ISO 9000 series for delivery of government services*
- *Seminars and workshops are not always the most effective ways to increase awareness*
- *Develop a model for a standardization strategy for use by developing countries.*

Discussion group 3 – Next Action Plan for developing countries - Build capacity

- *ISO's support to national capacity building programmes very important, should continue*
- *So far, ISO support activities have not reached all stakeholders*
- *NSBs should do better job of reaching out to stakeholders and ensure that not only NSB staff participate*
- *ISO should share information and create awareness not only with NSBs but with all relevant stakeholders and ensure that info doesn't stop at NSB*

Discussion group 3 - Next Action Plan for developing countries - Regional cooperation

- *Increase cooperation with regional organizations to strengthen regional integration and standards harmonization (using ISO standards)*
- *ISO to sponsor national participation in ISO TC but also ensure dissemination of work results at regional/subregional levels*
- *More focus on standards harmonization rather than generic training*
- *ISO to facilitate sharing experience among different regional organizations very important*
- *Not only seminars but active participation in standardization*
- *ISO to continue to cooperate with international organizations to assist strengthening the whole quality infrastructure*
- *"ISO to support in regional harmonization of certification and accreditation/ mutual recognition/ conformity assessment: by ISO at regional level"*

Discussion group 3 – Next Action Plan for developing countries – Develop expertise in IT

- *Education and awareness*
- *Building databases*
- *IT equipment*
- *Financial support for participation of NGOs to participate in ISO TC/SC meetings*
- *How to adequately staff and equip national mirror committees*

Discussion group 3 - Next Action Plan for developing countries - Increase participation

- *Increased participation is likely to result from increased motivation which in turn is brought by improved awareness of the benefits of participation*
- *Have the Action Plan activities sufficiently reflected this correlation? Have we, for instance, been able to link or combine activities from the areas of " awareness" and " increased participation"*
- *More active engagement on part of Regional Liaison Organization/Officers*
- *Change the way work is done (at NSBs)*

- *Can the sponsoring of participants in plenary meetings of ISO technical or governance bodies make a structural change for the better with regard to developing country participation in general? If not, can you think of alternative actions that may have a more sustainable impact?*
- *Seek increased funding resources*
- *Give more visibility to RLO for geographic coverage*

Item 6 Monitoring of the ISO Action Plan for developing countries 2005-2010

The Secretary reported on the key performance indicators (KPIs) used for monitoring the ISO Action Plan as included in DEVCO CAG working document 17/2009.

The statistical data presented indicates that the number of ISO members in developing countries remains stable and that the participation in ISO Policy development committees (DEVCO, CASCO and COPOLCO) is steadily increasing. The number of technical committee and subcommittee secretariats held by developing countries totals 64, up by 12 from one year ago. Statistics also show that developing country participation in technical work is progressing slowly.

Due to time constraints, it was agreed to continue the evaluation of the KPIs more in detail at the next DEVCO CAG meeting.

Item 7 Brainstorming and preparation of CAG inputs to the ISO Strategic Plan 2011-2015

Mr. Darkwa introduced Mr. Alex Inklaar, invited to facilitate the brainstorming session included on the agenda in order to prepare the CAG input to the Secretary-General on the ISO Strategic Plan 2011-2015.

Mr. Inklaar initiated the brainstorming by putting forward some basic questions as to the nature of the ISO system in relation to developing countries, and the variety of possible approaches for ISO to provide support to its members.

He invited CAG members to reflect on the current ISO Strategy as defined in Key Objective 3 - *Raising awareness and capacity of developing countries* and to evaluate to what extent raising awareness is still a valid goal, and what are the activities “capacity building” should encompass. Currently, are these limited to standardization? If the objective is to strengthen the NSBs, should the emphasis not be more on the “related matters” such as conformity assessment? What is the relationship of the NSB with industry – to support or to police? Should the NSB have a regulatory role?

Other key questions that were debated related to the need to address policy makers and regulators more effectively and to make their participation in standardization activities more attractive. Also, should standards not be made more user friendly, should standards be distributed for free? These were some of the other issues discussed.

The key role of national stakeholders is recognized, but do stakeholders currently drive the activities? For standards to be market-driven, how to ensure the participation of a wider range of stakeholders?

Mr. Inklaar thanked CAG members for their open and active participation in the brainstorming exercise. He invited members to continue the discussions in order to fine-tune the ideas and to provide the feedback to ISO for the future ISO strategy to best serve the interests of developing countries.

Based on the discussions, Mr. Darkwa invited the Secretary to prepare a paper and to circulate it to the members for review and comments. The final document is included in **annex 2.**

Item 8 Date of next meeting

It was proposed to hold the 13th meeting of the DEVCO CAG on Tuesday 23 and Wednesday 24 March 2010, at the ISO Central Secretariat in Geneva.

Item 9 Any other business

Mr. Darkwa thanked CAG members for an excellent meeting. Noting that Ms. Mariani Mohammad's term on the DEVCO CAG comes to an end on 31 December 2009, she received a heartfelt round of applause for her outstanding contribution to the work of the CAG during the past four years.

The meeting was closed at 17:15.

Unconfirmed minutes of the 13th meeting of the DEVCO Chair's Advisory Group (CAG), 28-29 June 2010, Geneva, Switzerland

Participants

DEVCO Chair	Dr. Bambang Setiadi
CAG Members	Mrs. Lena Dargham
	Mrs. Anthea Ishmael
	Mr. Ivan Krstic
	Dr. L. N. Senaweera
	Mr. Hidekazu Takakura
	Dr. Trine Tveter
	Mr. John Walter
Excused	*Mr. Charles M. Ekelege*
	Mr. Sergio Toro
ISO Central Secretariat	Mr. Beer Budoo
	Mrs. Sari Rajakoski
Facilitator	Mr. Alex Inklaar
Present part of the meeting	*Mr. Rob Steele*
	Mr. Kevin McKinley
	Mr. Daniele Gerundino

Item 1 Welcome and introductions

Mr. Rob Steele, ISO Secretary-General, introduced Dr. Bambang Setiadi, Director General, National Standardization Agency, Indonesia, who was appointed DEVCO Chair by the ISO Council in March 2010 for the remaining term of Mr. Adu Darkwa, i.e. until the end of 2010.

Dr. Setiadi welcomed all present and opened the meeting.

Item 2 Address by the DEVCO Chair

The Chair thanked Mr. Steele and the Council members for his nomination and said that he was pleased to take on the challenge, and to work for the best interest of DEVCO. He also thanked the CAG members and looked forward to their support in carrying out his task.

He noted that the CAG meeting, usually scheduled around March-April, had been postponed to June in order to discuss the outcome of the five regional consultation workshops on the next Action Plan for developing countries that took place between December 2009 and May 2010. Apart from the finalization of the 44th DEVCO meeting agenda, the next Action Plan would be the main focus for the CAG meeting.

The Chair gave the floor to Mr. Steele for an update on recent developments at ISO.

Item 3 Address by the ISO Secretary-General

Mr. Steele thanked the Chair for the opportunity to participate at the meeting and said that he looked forward to the discussions on the next Action Plan. He stressed that DEVCO and its Chair's Advisory Group have an important role to play as 125 out of a total of 163 ISO members are classified as developing countries.

Mr. Steele commented on ISO's good financial performance and the decision by Council to allocate kCHF 1 165 to funding developing country programmes in 2011. He also noted that the

2009 surplus would finance other projects such as the implementation of an XML-based[1] publishing system, the development of a computer model of the ISO standards development process entitled the "Living Laboratory", a communications package on the value of standards and the deployment of the ISO methodology.

Looking into the future, Mr. Steele pointed out that one of the main challenges for ISO is the pressure on the current business model for standardization, and the need for clear guidelines for the co-existence of standardization and certification activities, in particular in developing countries.

In general terms, for Mr. Steele some of the key items on ISO's agenda for developing countries are customer focus and better targeting of technical assistance activities, active fundraising to ensure support for developing country programmes in the coming years, and the wide dissemination of initiatives demonstrating the value of ISO International Standards. He would also favor discussions on ISO membership categories and the evaluation of the benefits linked to each of them.

Mr. Steele invited CAG members to reflect on the role of the ISO Regional Liaison Officer (RLO). Noting that the world had changed since the establishment of the RLOs in the late 70s, and with the reinforcement of DEVCO and its' Chair's Advisory Group, the role of the RLO would need to be re-evaluated.

Mr. Steele wished the DEVCO CAG a successful meeting and looked forward to the discussions on the next Action Plan for developing countries.

Item 4 Adoption of the agenda

The agenda was adopted with the addition of the discussion on the role of the RLO under agenda item 14 – Any other business.

Item 5 Confirmation of the minutes of the 12th meeting of the DEVCO CAG held on 15 September 2009

The minutes of the 12th meeting of the DEVCO CAG held in Cape Town, South Africa, were confirmed.

Item 6 Matters arising from the minutes of the previous meeting

Mr. Beer Budoo, DEVCO Secretary, presented the matters arising from the minutes of the previous meeting held in Cape Town on 15 September 2009. He noted that matters arising no. 1 and no. 3 would be discussed under DEVCO CAG agenda item 8, and that matter arising no. 2 would be closed at the DEVCO meeting in Oslo.

Item 7 ISO Action Plan for developing countries 2005-2010

Item 7.1 Work programme 2009-2010

The Secretary presented an overview of technical assistance and training activities carried out under the ISO Action Plan 2005-2010 since last reporting to DEVCO and responded to questions from the CAG members on the activities listed on the table in annex 1 to CAG working document 07/2010.

The Secretary also invited the CAG to note the activities planned till the end of the year as presented in annex 2 of the CAG working document 07/2010. He took note of the suggestion to communicate to the NSBs, at the beginning of the year, the activities planned for their countries, although, as he explained to the CAG members, the DEVT annual work programme is an on-going

[1] XML is a software- and hardware-independent tool for carrying information.

negotiation process as it is dependent on agreements being signed with experts, trainers and the NSBs hosting the events or projects.

Item 7.2 Impact measurement

The Secretary presented the *Report on Impact Assessment of ISO Technical Assistance Activities 2008* included in annex 4 to the DEVCO CAG working document 07/2010, noting that the impact assessment of the 2009 activities had been launched recently and that preliminary results should be available in time for the DEVCO meeting in Oslo. The report on 2008 activities has been shared with key donors such as Sida, SECO and NORAD.

The report was well received. The following suggestions were put forward by the CAG:

- Send a questionnaire to the NSBs not having responded to the consecutive 2009 and 2010 surveys to understand why
- Modify the questionnaire targeted at non-NSB participants to capture the opinions of other important stakeholder groups, mainly industry
- Formulate specific questions targeted at industry to understand what measure are needed to improve awareness
- Evaluate what action could be taken to act on some of the findings and measures that could be undertaken to address the issues identified through the assessment

The Secretary took note of the suggestions and agreed to follow up in the context of the next impact assessment in 2011 (for 2010 activities).

Item 8 Monitoring the implementation of the Action Plan

The DEVCO CAG reviewed the Key Performance Indicators (KPIs) used for the monitoring of the ISO Action Plan for developing countries 2005-2010 as listed in annex of DEVCO CAG working document 08/2010.

The DEVCO Secretary presented the reports in attachments 1 to 8 relating to the list of KPIs. He noted that other than the withdrawal of Venezuela, the developing country membership in the 9 ISO regions remains stable (attachment 1), and that there is no significant change in the participation of developing countries in ISO's policy development committees, CASCO, COPOLCO and DEVCO (attachment 2).

Developing country participation in ISO technical work has slightly increased with a number of secretariats held in 2009 up from 64 to 71, an increase in P-memberships from 3011 to 3210 and in O-memberships from 4748 to 5643 (attachment 3).

Regarding the TMB report on twinning in attachment 4, the DEVCO CAG was pleased to note that upon a request by the Secretary-General, the TMB will undertake a detailed evaluation of the twinning arrangements. The findings will be presented at the Council meeting in March 2011.

Although training and support in ICT have been provided to members in developing countries over the years, feedback from some of the beneficiary NSBs show that the poor voting performance (attachments 5 and 6) is often due to organizational inadequacies within the NSBs themselves and not technology-related, and therefore a complex issue to address.

It is currently not possible to report on the number of ISO/TC meetings held in developing countries and therefore KPI 7 is on hold.

The volume and allocation of funds is reported on in attachment 8. The Secretary noted that all external funding will be depleted by the end of 2010. He also noted that the Council funds cover

not only the type of activities carried out under the Action Plan to date but also new initiatives targeted at strengthening national standards bodies.

The CAG took note of the allocation of the Funds-in-trust as reported in attachment 7 C of DEVCO CAG working document 8/2010. It was noted that these funds are often used when donor money is not available for a given activity. This is the reason why Funds-in-trust where not spent on objective no. 2 – Building Capacity.

The Secretary commented on the last KPI related to the number of Train-the-trainer activities (attachment 8) confirming that this type of activity would be considerably increased, in particular in the context of the implementation of a project for the application of ISO 26000 on Social Responsibility in the MENA region, subject to approval of same by Sida.

It was agreed that the KPIs for the monitoring of the next Action Plan would be discussed in Oslo, and that the number of KPIs should be considerably reduced. The Secretary took note of the need to add the KPI discussion on the agenda of the 14th DEVCO CAG meeting.

Item 9 ISO Action Plan for developing countries 2011-2015

Item 9.1 Update on the process for the development of the next Action Plan

The draft ISO Strategic Plan 2011-2015 was distributed to the CAG members. It was noted that objective 3 relates to developing countries and reads *"The capacity and participation of developing countries in international standardization is significantly enhanced".*

Highlighting the strong developing country participation at the five consultation workshops held between December 2009 and May 2010, the Secretary stressed the bottom up approach used for capturing developing country needs in the context of the next Action Plan as well as when establishing the annual work programmes.

He explained that for the development of the ISO Action Plan 2011-2015, the next step after the organization of the five regional workshops is the discussion by the DEVCO CAG of outcome of the workshops and the identification of the core objectives. The results will allow ISO to prepare the draft Action Plan 2011-2015 to be submitted to DEVCO for approval in Oslo, in September 2010.

The Secretary took note to circulate the draft to the CAG members before it is circulated as part of the 44th DEVCO meeting papers to all members.

Once approved by DEVCO, the final step in the process will be the endorsement of the Action Plan by the ISO Council, before the end of 2010.

Item 9.2 Presentation of the outcome of the regional workshops

Mr. Alex Inklaar, Expert and workshop facilitator presented the outcome of each of the five regional workshops carried out between December 2009 and May 2010. He also explained the workshop methodology and how it contributed to achieving the workshop objectives. He referred members to the survey results in annex 6 to the DEVCO CAG working document 09/2010 giving almost 100% satisfaction ratings for all five events.

Dr. Tveter, Mrs. Ishmael, Mr. Krstic and Dr. Setiadi having participated respectively in the workshops held in Amman, Rio de Janeiro, Belgrade and Bali shared their views with the CAG members not having attended any of the workshops. From a content perspective, all agreed to say that none of the workshops brought forward new or fundamentally different issues, although some regional differences and differing priorities were identified.

Having joined the meeting for the discussions, the Secretary-General suggested that the language issue, put forward at three out of the five workshops, be submitted through DEVCO to the ISO Council. To the extent that the "language barrier" impacts member participation in ISO technical work, the Secretary-General views it as an issue that concerns all ISO members.

The DEVCO CAG took note that the regional consultation workshops were financed by Sida (Sweden) and congratulated ISO/DEVT and Mr. Inklaar for their excellent work.

Item 10 Preparation of the 44th DEVCO meeting, 13-14 September 2010, Oslo, Norway

10.1 Draft agenda

A revised draft agenda was distributed at the meeting. It was agreed that the draft ISO Action Plan for developing countries 2011-2015 would be approved under agenda item 10. As a consequence, agenda item 13 is deleted. It was considered that DEVCO members would have had sufficient time to examine the draft Action Plan as it will be included in the working documents of the meeting.

The discussion group topics as approved by electronic mail by the DEVCO CAG are the following:

- Group 1: Developing country perspectives on unique ISO standards development processes
- Group 2: Energy policies for tackling climate change
- Group 3: ISO standards driving business

The 44th DEVCO meeting agenda as agreed is included in **annex 1**.

10.2 Discussion groups

A provisional programme for the DEVCO discussion groups was distributed at the meeting.

It was agreed that Group 1 would be chaired by Mr. Charles Ekelege, Group 2 would be chaired by Mr. John Walter and Group 3 by Mrs. Anthea Ishmael.

It was noted that presentations in Group 1 should not only focus on issues related to twinning but also include the member's view on whether a specific standardization process is working or not.

Furthermore, a discussion panel for Group 2 will be composed of Dr. Trine Tveter, Mr. Yvan Krstic, a representative of NORAD and the speakers. Dr. Tveter took note to follow-up with NORAD on the possible funding of LDCs to attend DEVCO and the ISO General Assembly.

It was agreed that invitations would be send to the speakers and NSB representatives as per the provisional programme included in **annex 2.**

The Secretary took note of the need to identify an expert for Group 3.

As in previous years, a lunch will be organized for the chairs, experts and speakers to meet before the start of the discussion groups. The lunch will be scheduled at the DEVCO meeting venue on Monday 13 September 2010 between 12:30 and 13:45. Invitations will be sent out by the DEVCO Secretariat.

Item 11 ISO Action Plan for developing countries 2011-2015 - definition of key objectives

Facilitated by Mr. Inklaar, the CAG members went through the same process as the workshop participants in the various regions, using as a basis the objectives defined by the participants in Accra, Amman, Rio de Janeiro, Bali and Belgrade. The CAG evaluated and prioritized each of the

core objectives written on cards and displayed on the meeting room walls. By evaluating and prioritizing each of the cards, the CAG came up with its own selection of core objectives.

The Chair contributed his analysis of the outcome of the regional workshops and presented the work he had undertaken to identify the core objectives for the next Action Plan, including a balanced score card application to the objectives. His presentation is included in **annex 3**.

The Secretary discussed the work carried out at ISO/DEVT and presented the six core objectives that had been identified and formulated at ISO. He noted that the outcome of the work done by the Chair, the CAG and ISO/DEVT had reached very similar conclusions.

Using the core objectives as presented by the Secretary, it was agreed to include to the formulation the concept of implementation and use of standards as well as harmonization to international standards.

The agreed core objectives are included in **annex 4.**

Item 12 DEVCO CAG guest session

Presentations were made by Mr. Daniele Gerundino, Strategic Advisor to the Secretary-General, on the ISO Methodology for assessing economic benefits of standardization, and Mr. Kevin McKinley, Deputy Secretary-General, on Energy management, energy efficiency and climate change. Mr. McKinley also presented the ISO “Living Laboratory” project.

The Chair thanked the presenters. CAG members were pleased to receive first hand information from ISO and expressed their appreciation for the opportunity to exchange views with ISO management on these important developments.

The presentations are included in **annexes 5 and 6.**

Item 13 Date of the next meeting

It was agreed that the next meeting of the DEVCO CAG would be held in Oslo, Norway, on Tuesday afternoon 14 September (14:00 to 17:30). Dr. Tveter was pleased to invite the CAG members to dinner on Monday, 13 September 2010.

Item 14 Any other business

Members of the CAG expressed support for the Secretary-General’s proposal to re-assess the role of the RLO. There was general agreement that it was perhaps time to think about phasing-out this function given that most members were communicating directly with the ISO CS and that members’ needs for technical assistance were being surveyed on an annual basis by DEVT.

Members asked whether the membership of the CAG would be expanded if the RLO position were abolished. The Secretary-General indicated that he would be in favor of increasing the number of CAG members by one or two, in order to strengthen the regional representativity of the Group. He also said that the budget currently allocated to the RLOs will be shifted to further supporting developing countries. CAG members agreed to offer suggestions (by e-mail) for the strengthening of DEVCO and the DEVCO CAG.

Mr. Inklaar thanked the Chair and the CAG members for the invitation to participate in the meeting and for the opportunity to contribute to the development of the ISO Action Plan for developing countries 2011-2015.

The Chair thanked the ISO team for a meeting well prepared and the members for their active participation and closed the meeting at 16:00.

ITEM 6 UPDATE ON NEW STANDARDS AND ISO TECHNICAL WORK UNDERWAY OF INTEREST TO DEVELOPING COUNTRIES

Further to the DEVCO resolution 3/2009 requesting that a technical update be included as part of the 44rd DEVCO meeting agenda, Mr. Rob Steele will present an overview on standardization work at ISO.

DEVCO ACTION	DEVCO members are invited to note/comment the information presented

ITEM 7 REPORT BY THE DEVCO SECRETARY ON THE IMPLEMENTATION OF THE ISO ACTION PLAN FOR DEVELOPING COUNTRIES

7.1 ISO Action Plan for developing countries 2005-2010

The *ISO Action Plan for developing countries 2005-2010* is in its sixth and last year of implementation.

The Action Plan represents the implementation of those elements of the *ISO Strategic Plan 2005-2010* relating to developing countries and is built around the following five key objectives:

1. *Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development;*
2. *Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work;*
3. *Increase national and regional cooperation to share experience, resources, training and information and communications technologies;*
4. *Develop electronic communication and expertise in IT tools to participate in international standardization work, reach out to stakeholders and make efficient use of ISO e-services;*
5. *Increase participation in governance and technical work of ISO to voice priorities, contribute and influence the technical content of ISO deliverables.*

The Action Plan is administered by the Development and Training Services (DEVT) unit at the ISO Central Secretariat (ISO CS) and monitored by the ISO Committee on developing country matters (DEVCO) and its Chair's Advisory Group (CAG).

Further progress has been made in meeting the five objectives of the Plan and there has been a significant growth in the volume of technical assistance and training provided to members.

Information is given hereafter on the activities carried out under each of the five key objectives since reporting to DEVCO in September 2009. The overview in **Annex 1** lists assistance projects and training activities implemented between August 2009 and July 2010.

Process for submitting technical assistance requests

Members are reminded that the annual technical assistance plan is established based on requests received from developing countries. It is therefore essential for members to formulate their requests using the Technical Assistance Request form sent to them on 12 August 2010 and available on the ISODOC server. The form had been redesigned in 2008 and further improved in 2009 in order to make it easier to complete and, as a result, the number of countries returning completed forms more than doubled in 2008 as compared with the previous year (169 requests from 60 countries in 2008 as compared to 89 requests from 24 countries in 2007). However, in 2009, it was observed that only 128 requests were received form 38 countries, thus showing a downward trend.

Members from developing countries are encouraged to submit their needs in order to achieve a balanced work programme for the implementation of technical assistance activities in 2011.

7.1.1 Improve awareness of the role of standards

During the period under review, considerable effort has been made to disseminate and improve awareness on standards, particularly in the fields of food safety, environmental management and climate change, as well as on building technical infrastructure.

Food safety management systems

ISO 22000 - Food safety management systems -- Requirements for any organization in the food chain continued to be one of the areas of focus.

A combined awareness-raising seminar and a training-of-trainers course were held at the regional level in Windhoek, Namibia (March 2010) for around 77 and 16 participants respectively.

One national seminar on ISO 22000 was delivered in Skopje, FYR of Macedonia (September 2009) for 29 participants.

The above events made use of the publication entitled *ISO 22000, Food safety management systems - An easy-to-use checklist for small business - Are you ready?* which was published in collaboration with the International Trade Centre (ITC) in 2007.

Environment

In response to issues related to climate change, ISO has responded with the development of standards such as ISO 14064 and ISO 14065 for *Greenhouse Gas Quantification, Reporting and Verification*. Two regional awareness-raising seminars on these standards were held in Bangkok, Thailand (September 2009) and Colombo, Sri Lanka (December 2009) in which 12 and 7 countries participated respectively. Furthermore, a global workshop entitled “GHG schemes addressing climate change - How ISO standards help” involving 47 developing country members was held in Stockholm, Sweden in November 2009. The purpose of the workshop was, inter alia, to consult members on the draft contents of an ISO publication due to be published in the second semester of 2010 on the same topic.

A national awareness-raising workshop on life cycle assessment and ISO 14040 was held in Buenos Aires (Argentina) in November 2009 for 26 participants.

In line with one of the recommendations from the 42nd DEVCO discussion group 1 on “Standards for energy efficiency, water, climate change and their management” held in Dubai, United Arab Emirates in October 2008, a new activity on awareness-raising on the future standard *ISO 50001-Energy management systems* was launched. Two regional seminars were held in Muscat, Oman (October 2009) and in Bangkok, Thailand (March 2010). The first event was carried out jointly with UNIDO. Twenty-one countries participated in these events. A national seminar on the topic was held in Bogotá, Colombia in November 2009 for 20 participants.

Building technical infrastructure

ISO continues to play an active role within the Network on Metrology, Accreditation and Standardization for Developing Countries (DCMAS Network), formerly known as the Joint Committee on Coordination of Assistance to Developing Countries in Metrology, Accreditation and Standardization (JCDCMAS), comprising the following organizations:

- Bureau International des Poids et Mesures (BIPM)
- International Accreditation Forum (IAF)
- International Electrotechnical Commission (IEC)
- International Laboratory Accreditation Co-operation (ILAC)
- International Organization for Standardization (ISO)

- International Trade Centre – UNCTAD/WTO (ITC)
- Telecommunication Standardization Bureau of ITU (ITU-T)
- International Organization of Legal Metrology (OIML)
- United Nations Economic Commission for Europe (UNECE) - Working group on Regulatory Cooperation and Standardization Policies (W.P.6)
- United Nations Industrial Development Organization (UNIDO)

Joint DEVCO/CASCO regional awareness-raising workshops on conformity assessment have been implemented since 2004, and as at December 2007, all major regions had been covered under this first cycle of events. In 2008, the workshop content was further refined and they continue to be delivered both at regional and national levels. Thus, 4 regional workshops were carried out in Castries, Saint Lucia (August 2009), Cotonou, Benin (September 2009), Buenos Aires, Argentina (November 2009) and Hanoi, Vietnam (May 2010) for a total of 53 countries. It should be noted that the event in Saint Lucia was carried out jointly with the CARICOM Regional Organization for Standards and Quality (CROSQ) which sponsored six countries that are not ISO members while the one in Argentina was done in collaboration with the Pan American Standards Commission (COPANT). Besides, 3 national workshops on the topic were carried out in Manila, Philippines (September 2009), Sarajevo, Bosnia & Herzegovina (October 2009) and Mbabane, Swaziland (July 2010).

A handbook entitled Building *trust – Conformity Assessment Toolbox* was published in February 2010 in collaboration with UNIDO. It is a comprehensive, user-friendly handbook that provides a complete understanding of conformity assessment and its role in international trade. It will be useful for business managers, regulators and consumer representatives. It is a result of the long-standing and successful partnership between ISO and UNIDO in their efforts to build up the standardization and quality infrastructures of developing countries. Both the English and French versions are freely downloadable from the ISO website (http://www.iso.org/iso/publications_and_e-products/conformity_assessment_.htm). COPANT is carrying out the translation of the document in Spanish.

One regional workshop on *ISO/IEC 27001 - Information technology — Security techniques — Information security management systems* was held in Bucharest, Romania (February 2010) and 12 countries participated. The implementation of the standard will reassure customers and suppliers that information security is taken seriously within the organizations they work with because they have in place state-of-the-art processes to deal with information security threats and issues.

Two regional courses on *Adopting and referencing international standards* were held in Rio de Janeiro, Brazil (November 2009) and Damascus, Syria (June 2010) covering 25 countries. The aim of the course is to explain the benefits of adopting International Standards (IS) as regional or national standards, and to discuss national obligations under the WTO Agreement on Technical Barriers to Trade (WTO/TBT) with regard to the use of IS as a basis for technical regulations. The course also covers guidance on the policies and practices that National Standards Bodies may establish over the use, adoption and referencing of IS using as basis ***ISO/IEC Guide 21 - Regional or national adoption of International Standards and other International Deliverables*** as well as the ISO/IEC document entitled ***Using and referencing ISO and IEC standards for technical regulations***. ISO and IEC are considering to organize one regional course jointly in 2011.

A joint activity with the International Trade Centre (ITC) led to the organization of a regional consultation on linkages between trade promotion organizations and NSBs to support the export sector. Representatives from the two types of organizations from each country in the South Asia and the East/South East Asia regions were brought together at the consultation held in Malaysia in

December 2009. The proceedings of the consultation will be published in the second semester of 2010 and may be used for conducting joint workshops with ITC for other regions.

Role of standards in economic development and trade

Five regional workshops on the role of standards in economic development and facilitating trade were held in Nairobi, Kenya (September 2009), Port of Spain, Trinidad & Tobago (October 2009), Singapore (December 2009), Rio de Janeiro, Brazil (May 2010) and Cairo, Egypt (June 2010) covering 70 countries. The Port of Spain event was carried out in collaboration with CROSQ which sponsored seven countries that are not ISO members. The workshops were useful for the purpose of presenting the *ISO Methodology on Assessing Economic Benefits of Consensus-Based Standards.* As a follow-up to these workshops, a number of countries will be selected to conduct pilot studies making use of the methodology.

7.1.2 Develop capacity

Participating actively in standardization activities of direct importance to the national economy and accessing the relevant information requires an effective infrastructure, appropriate tools and qualified staff in the national and regional bodies in charge of standardization.

During the period under review, training courses and e-learning programmes have been organized to train experts and ISO member staff in standards development. Efforts were sustained to support the participation of developing countries in the development of the future standard ISO 26000 on Social Responsibility. Also, a sponsorship programme was initiated to enhance developing country participation in the work of ISO/TC 223 on Societal security.

E-learning programme

ISO's e-learning programme comprises the following three modules:

- Module 1: Assessing priorities for standardization
- Module 2: Managing participation in international standardization
- Module 3: Adopting and implementing International Standards

The e-learning modules follow an immersive "learning-by-doing" educational approach. Advantage is taken of the opportunities that information technology, combined with careful instructional design, offer to create a virtual environment where the student is given the possibility to perform the "same" activities that she/he is supposed to undertake in real life, related to international standardization, guided by the module mentor. The modules are between three to six months in duration.

Three of the modules were run during the period under review: Module 1 (May to September 2009); Module 2 (October 2009 to February 2010 and April 2010 to July 2010).

As of August 2010, 122 modules have been completed by 78 individuals from ISO members, both in developed and developing countries. Ten persons have completed all three modules, representing over a year of part-time study, of direct relevance to their real-life roles.

Marketing and promotion of International Standards

A regional training course on *Marketing and Promotion of International Standards* was held in Dakar (Senegal) in September 2009 for 17 French-speaking countries in 3 regions, namely, Arab; Eastern and Southern Africa; and Central and Western Africa.

The course is targeted at marketing, information and communication specialists, and aims at providing knowledge, practical information and tools to help ISO members promote standardization and to give easy access to ISO standards to users and stakeholders in their countries.

The same course was carried out in Geneva in December 2009 as part of the regular courses offered by ISO CS for developing and developed countries. Six developing countries participated.

Capacity building in Social Responsibility

Thanks to the additional financial support provided by donors, the capacity-building programme in place since 2005 to increase the participation of developing countries in the work of the ISO/TMB Working Group on Social Responsibility (WG SR) was continued.

The following workshops on Social Responsibility took place:

- Regional workshops in Astana, Kazakhstan (November 2009), Vilnius, Lithuania (November 2009), San José, Costa Rica (November 2009), Tunis, Tunisia (December 2009) and Colombo, Sri Lanka (March 2010) covering 59 countries.
- National workshops in Khartoum, Sudan (November 2009), Yerevan, Armenia (March 2010), Teheran, Iran (July 2010) and Quito, Ecuador (July 2010) covering 256 participants.

A pre-event workshop for developing countries was held at the 8th plenary meeting of the ISO/TMB Working Group on SR in Copenhagen, Denmark (May 2010). The developing country experts then also attended the WG SR plenary meeting.

Following the creation of the Integrated Drafting Task Force (IDTF) during the Vienna meeting of the ISO/TMB Working Group on SR in 2007, sponsorships were provided to developing country experts and leaders to attend one IDTF meeting in South Africa (March 2010).

Societal security

A regional workshop on societal security was held in November 2009 in Johannesburg, South Africa, as a pre-event to the meeting of *ISO/TC 223 - Societal security*. Thirty-two participants were sponsored at the workshop and also took part at the meeting of ISO/TC 223 which aims to develop International Standards that support and increase crisis management capabilities as well as business continuity management capabilities in the face of crises at a societal level. The workshop was organized to enable developing country members to participate fully and actively in the work of ISO/TC 223. Furthermore, eight sponsorships were provided to developing countries to attend the meeting of ISO/TC 223 in Stockholm, Sweden in May 2010.

7.1.3 Increase regional cooperation

In line with the objectives set in the *ISO Action Plan for developing countries,* greater emphasis has been placed on strengthening regional and subregional cooperation and building partnerships to increase efficiency in the delivery of technical assistance and training programmes. Experience has shown that regional and subregional cooperation is the most effective mechanism for sharing experience, organizing training and optimizing the participation of developing countries in international standardization.

Thus, 33 regional seminars and workshops have been carried in the various ISO regions during the period under review. Some 550 regional participants shared their experiences and knowledge during these events.

Some of the above events were run jointly with the participation of regional/subregional organizations, such as the Common Market for Eastern and Southern Africa (COMESA), the East African Community (EAC), the Southern African Development Community (SADC), the Pan American Standards Commission (COPANT) and the CARICOM Regional Organization for Standards and Quality (CROSQ).

At the request of SADC, three customised courses (funded by SADC) were organized by ISO on good standardization practice (Seychelles, March 2010), on enhanced participation in international standardization (Swaziland, May 2010) and on drafting standards (Namibia, May 2010).

Joint events with COPOLCO

Following joint activities with COPOLCO that led to the successful design and delivery of the first train-the-trainer workshop on consumer participation in Accra (Ghana) in February 2008, regional and national follow-up workshops were carried out in several countries as reported last year. The French-speaking version of the train-the-trainer workshop was carried out in collaboration with AFNOR and RNF in Paris, France (April 2009) in which 11 countries from the African and Arab regions participated. Similarly, national follow-up workshops were carried out in Libreville, Gabon (December 2009) and Tunis, Tunisia (March 2010) for 74 participants.

DEVCO/COPOLCO supported the participation of 25 developing countries to a multi-stakeholder dialogue on ethical trade organized by Consumers International in The Hague, Netherlands in October 2009. The specific objectives of the dialogue platform are to gather feedback on research findings from a wide ranging and diverse group of stakeholders, and to ensure that the research and consequent design of the fact-finding process adequately reflects the specific circumstances and concerns of stakeholders from the developing world.

7.1.4 Develop electronic communications and expertise in IT tools

Reaching out to stakeholders as well as accessing and participating in international standardization requires the ability to use and implement electronic communication and IT tools developed by ISO in support of the international standardization process.

ISO ICT Programme

Through the ICT Programme, ISO members in developing countries and economies in transition receive hardware and software to strengthen their computer infrastructure as well as training in the effective use of the standards development tools and web technologies.

From September 2009 onwards, ICT projects are being delivered to ISO member bodies through the ISO Project entitled *“IT tools and related assistance for member bodies in developing countries (ICTDEV)”*. The objective of this ISO project is to accelerate the deployment of four customized ICT packages (comprising equipment, software and assistance) and training, targeted at different groups of member bodies in developing countries.

A full-time project manager was recruited in April 2009 to implement the project. The content of the packages as well as the target countries are being further refined through individual surveys. The packages started to be deployed in September 2009, and to date12 member bodies have benefited. All member bodies from developing countries would potentially benefit from this project if their needs for assistance are confirmed through the individual surveys.

Manual 11 “Standards work on the Net” was revised and published in early 2009 under the title “Standards work on the Web: the ISO solutions” and constitutes a key element in the ISO ICT Programme for ISO members in developing countries.

Training in IT for Standards Development

Many ISO members in developing countries take advantage of the training courses offered at the ISO Central Secretariat by participating in the regular sessions organized in Geneva, free of charge, or by requesting ISO to organize a customized course on a cost recovery basis. The regular course descriptions can be found in the *Training in international standardization* brochure available on ISO Online (http://www.iso.org/iso/about/training_at_iso/list_of_training_courses.htm).

Courses on ISO e-services are also organized at the regional level. Regional courses were organized in Baku, Azerbaijan (October 2009), Colombo, Sri Lanka (March 2010) and Port of Spain, Trinidad & Tobago (May 2010) for 25 countries.

There has been an identified need to provide dedicated training to ISO members hosting, or considering to host, secretariats of ISO technical committees (TCs), sub-committees (SCs) and working groups (WGs), more specifically to their appointed secretaries and their support staff. Therefore, the majority of the Geneva-based regular courses for 2010 have been organized as part of three dedicated *ISO Secretaries' Weeks*, each comprising three individual courses, in total spanning five days of training. Three such *Secretaries' Weeks* have been carried out in Geneva in November 2009, March 2010 and June 2010 respectively.

7.1.5 Increase participation in ISO technical work

The fifth objective of the ISO Action Plan is to encourage the involvement of developing countries in the technical work performed by ISO TCs, SCs and WGs. By participating at these three levels, developing countries ensure that their interests are taken into account and, in doing this, they contribute to strengthening ISO's global relevance.

Sponsorships continued to be provided to delegates from developing countries to participate in ISO technical committee meetings, such as ISO/TC[1] 34, TC 34/SC17, TC 45, TC 135, TC 207, TC 223, and TC 228. Sponsorships are also being specifically provided to encourage developing country members to participate in the work of TC 242 – Energy Management.

DEVCO ACTION	DEVCO members are invited to note the above information

7.2 Funding of technical assistance

The level of funding for the above activities amounted to 2’262’000 CHF in 2009 compared to CHF 575’000 in 2005.

In terms of participation, some 2250 experts, delegates and ISO member staff participated in technical assistance and training activities during the period under review and around 715 of them benefited from financial support under the ISO Action Plan.

Financial support is achieved either through member contributions to the Funds-in-trust, the ISO/DIN Endowment or through funding agreements with national development agencies or Government Ministries.

The increase in assistance has been made possible mainly through the generous support from donor agencies, such as Sida (Sweden), and the Finnish government. Both these partners have provided additional resources in 2009 to support the SR process until the ISO 26000 standard is published in 2010. **Annex 2** shows the three sources of funding for the implementation of the *ISO Action Plan for developing countries*.

[1] *ISO/TC 34 Food products ISO/TC 34/SC17 Management systems for food safety*
ISO/TC 45 Rubber and rubber products
ISO/TC 135 Non-destructive testing
ISO/TC 228 Tourism and related services
ISO/TC 223 *Societal Security*
ISO/TC 228 *Tourism and related services*

Contributions from ISO members to the Funds-in-Trust

Since reporting to DEVCO in September 2009, contributions from ISO members to the Funds-in-Trust have been received from SCC (Canada), ICONTEC (Colombia), EOS (Egypt), SFS (Finland), AFNOR (France), NSAI (Ireland), JISC (Japan), MBS (Malawi), SN (Norway), ISS (Serbia), SABS (South Africa), AENOR (Spain), SNV (Switzerland), INNORPI (Tunisia), BSI (UK) and ANSI (USA).

It is recalled that the implementation of the *ISO Action Plan for developing countries* is dependent on ISO member contributions to the Funds-in-trust.

The ISO/DIN Endowment Fund

Promotional activities such as the Helmut Reihlen Award for young standardizers and the ISO ICT Programme for developing countries are financed by the ISO/DIN Endowment Fund. The capital of the Endowment consists of a donation of CHF 1'000'000 made by DIN, on the occasion of its 75th Anniversary in 1992. The Fund will be used up by the end of 2010.

Contributions in kind

Many ISO members in developed and developing countries agree to host national and regional events organized under the *ISO Action Plan* and provide assistance, not only in coordinating on-site logistics and the participation of experts and international participants, but also collaborate in identifying speakers and regional expertise to add value to the conference, training seminar or workshop that they welcome in their country.

7.3 Assessment of the impact of activities implemented under the Action Plan

The technical assistance activities carried out in support of the objectives set in the ISO Action Plan for developing countries are monitored by DEVCO with the support of the DEVCO CAG.

The number of activities implemented by ISO for developing countries has significantly increased over the years due to additional resources made available by donors. Both donor agreements and the need for ISO to evaluate whether delivered activities have had a beneficial effect require that procedures be in place to assess impacts. In order to assess impacts satisfactorily, ISO needs the active support of the national standards bodies (NSBs) either hosting ISO activities or having nominated participants to regional or international activities. The preliminary results of the first impact assessment undertaken in 2009 for activities implemented in the second semester of 2008 were presented at the 43rd DEVCO meeting in Cape Town. The full report was circulated to DEVCO members in July 2010.

The Secretary-General issued two circular letters on 11 June 2010 requesting all Member bodies and Correspondent members, and Subscriber members respectively to collaborate with ISO in collecting the data that will enable the second impact assessment to be made for activities implemented in 2009.

7.4 Partnerships with development agencies and international organizations

Partnerships have been established with international organizations and development agencies at the multilateral and bilateral levels for the implementation of technical assistance projects under the *ISO Action plan for developing countries*.

Active collaboration takes place with the International Trade Centre (ITC), the United Nations Industrial Development Organization (UNIDO) and the World Trade Organization (WTO). The cooperation takes various forms such as reciprocal participation in meetings and, increasingly, the joint implementation of technical cooperation projects.

In line with the Memorandum of Understanding (MoU) signed on 23 June 2009 in Vienna, Austria by the ISO Secretary-General, Rob Steele, and the UNIDO Director-General, Kandeh K. Yumkella, the CEOs of both Organizations met in Vienna on 23 March 2010 to review progress in cooperation and map the way forward. From discussions, it was noted that there is much scope for UNIDO and ISO to work together with regional economic communities (RECs) and regional/ subregional standards organizations to build awareness around sound standardization practices and conformity assessment leading to mutual recognition and thus enhancing trade.

The ISO Secretary-General met with Ms. Patricia Francis, Executive Director of ITC, on 8 April 2010 to take stock of current cooperation and map out future collaboration. He presented a written note to the ITC Executive Director pointing to the commonality of some of the strategic objectives contained in the ITC Strategic Plan 2009-2012 and the future ISO Strategic Plan 2011-2015 with regard to assistance to developing countries. He also presented a chart describing how these objectives intersect and target common beneficiaries and suggested this could form the framework for further cooperation.

DEVCO ACTION	DEVCO members are invited to note the above information

7.5 Technical assistance dispensed by DEVCO Members

Reports by DEVCO members on technical assistance activities in developing countries during the period under review are in **Annex 3**. Reports received after the meeting will be included in the DEVCO minutes.

DEVCO ACTION	DEVCO members are invited to note the above information

7.6 DEVCO member satisfaction survey

At the end of each DEVCO meeting, a survey questionnaire is distributed to the members. The purpose of the questionnaire is to measure the satisfaction (or dissatisfaction) of members with the organization and content of the DEVCO meetings.

The questionnaires are analyzed by the DEVCO CAG and the feedback received contributes to the continuous improvement process and gives precious information for the DEVCO secretariat to perform its activities.

In 2008, the response rate was good as 171 out of the 285 participants who attended the 42nd DEVCO meeting held in Dubai returned a completed survey questionnaire as compared with the figure of 32 questionnaires returned in 2007. However, in 2009, only 102 questionnaires were returned by the 225 participants present.

A revised questionnaire is attached in **Annex 4.**

DEVCO ACTION	DEVCO members are invited to complete the satisfaction survey questionnaire and to hand it to the DEVCO secretariat in Oslo

Overview of technical assistance projects and training activities carried out between August 2009 and July 2010

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional seminar on Greenhouse gas quantification, reporting and verification based on ISO 14064 and ISO 14065	Bangkok, Thailand	2009-09-01	2009-09-03	40	16	Brunei Darussalam, Cambodia, China, Fiji, Indonesia (2), Lao People's Democratic Republic, Malaysia (2), Mongolia (2), Myanmar, Singapore (2), and Viet Nam (2)
National seminar on ISO 22000 - Food safety management systems	Skopje, The FYR of Macedonia	2009-09-14	2009-09-15	29	0	The FYR of Macedonia
ETFP Multi-stakeholder roundtable	The Hague, Netherlands	2009-10-12	2009-10-13	62	29	Argentina (2), Armenia, Belarus, Brazil (3), Chile, Colombia (2), Côte d'Ivoire, Ethiopia, Kenya, Lebanon, Libya, Malaysia, Oman, Pakistan, Philippines, Romania, Serbia, Sri Lanka, Tanzania, Tunisia, Ukraine, Uzbekistan, Vietnam, Zambia and Zimbabwe

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
ISO/UNIDO Regional seminar on energy management and ISO 50001	Muscat, Oman	2009-10-18	2009-10-20	40	16	Algeria (2), Egypt (2), Lebanon (2), Libyan Arab Jam. (2), Morocco (2), Oman, Palestine, Syrian Arab Rep. (2), Tunisia (2) and Yemen
Regional workshop on social responsibility	Astana, Kazakhstan	2009-11-02	2009-11-04	57	21	Azerbaijan (3), Kazakhstan, Kyrgyz Republic (3), Pakistan (4), Sri Lanka (6), Uzbekistan (5),
National seminar on social responsibility	Khartoum, Sudan	2009-11-08	2009-11-09	130	0	Sudan
National workshop on life cycle assessment and ISO 14040	Buenos Aires, Argentina	2009-11-10	2009-11-12	26	0	Argentina
Regional awareness raising workshop on societal security	Johannesburg, South Africa	2009-11-16	2009-11-17	35	25	**South Africa (5)** **ISO sponsored participants:** Botswana (2), Cameroon (2), Dem. Rep. of Congo (1), Ethiopia (2), Guinea (1), Kenya (2), Liberia (1), Malawi (1), Mauritius (1), Mozambique (1), Namibia (2), Nigeria (2), Senegal (1), Seychelles (1), Swaziland (1), Tanzania (1), Uganda (1), Zambia (1) and Zimbabwe (1)

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
ISO Global workshop on GHG schemes addressing climate change - How ISO standards help	Stockholm, Sweden	2009-11-20	2009-11-21	53	52	Armenia, Bangladesh, Bosnia and Herzegovina, Botswana, Brazil, Burkina Faso (2), Burundi, Cameroon, Côte-d'Ivoire, China, Colombia, Croatia, Ecuador, Ghana, Guatemala, Indonesia, Iran, Jordan (2), Kenya (2), Kyrgyzstan, Macedonia, Malawi, Malaysia, Mongolia, Morocco, Myanmar, Namibia, Nepal, Nigeria, Pakistan, Palestine, Rwanda, Saint Lucia (2), Serbia, Sierra Leone, Sri Lanka, Suriname, Tanzania, Thailand, Tunisia (2), Ukraine, Uruguay, Uzbekistan, Vietnam (2), Yemen, Zimbabwe Singapore – self sponsored
National seminar on energy management and ISO 50001	Bogotá, Colombia	2009-11-23	2009-11-24	20	0	Colombia
National workshop on consumer representation in international standardization	Libreville, Gabon	2009-12-02	2009-12-03	35	0	Gabon
Regional workshop on the Role of Standards in Economic Development and Facilitating Trade	Singapore, Singapore	2009-12-07	2009-12-09	28	20	**Singapore (7)** **ISO sponsored participants:** Cambodia (1), China (2), Fiji (2), Indonesia (2), Korea DPR (2), Malaysia (2), Mongolia (2), Myanmar (1), Papua New Guinea (1), Philippines (1), Thailand (2) and Viet Nam (2). **Other self-sponsored:** Macau China (1)

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Awareness-raising workshop on Greenhouse gas quantification, reporting and verification based on ISO 14064 and ISO 14065	Colombo, Sri Lanka	2009-12-14	2009-12-16	27	12	Bangladesh (2), Bhutan (2), India (2), Iran Islamic Rep. of (2), Nepal (2) and Pakistan (2).
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Regional seminar on Information security management systems and ISO 27001	Bucharest, Romania	2010-02-24	2010-02-26	30	16	Armenia (2), Albania, Belarus (2), Bosnia and Herzegovina (2), Croatia (2), Latvia, Moldova, Montenegro, Romania, Serbia (2), the FYR of Macedonia (2) and Ukraine.
ISO Regional workshop on Social Responsibility	Colombo, Sri Lanka	2010-03-03	2010-03-05	53	25	Afghanistan (1), Bangladesh (2) , China (2), Fiji (2), Indonesia (2), Iran (2), Korea (2), Malaysia (2), Myanmar (1), Nepal (1), Pakistan (2), Papa New Guinea (1), Philippines (1), Thailand (2), Vietnam (2), Sri Lanka China (1) self sponsored
Regional seminar on ISO 50001 Energy Management Systems	Bangkok, Thailand	2010-03-17	2010-03-19	40	15	Brunei Darussalam, Cambodia, Fiji, Indonesia (2), Malaysia (2), Mongolia (2), Myanmar, Papua New Guinea, Philippines (2), Viet Nam (2).

Objective 1: Improve awareness of key stakeholders in developing countries of the role of standardization in economic growth, world trade and sustainable development						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
National workshop on consumer representation in international standardization	Tunis, Tunisia	2010-03-24	2010-03-25	39	0	Tunisia
Global workshop for developing countries on Social Responsibility and 8th meeting of the ISO WG on SR	Copenhagen, Denmark	2010-05-15	2010-05-16	115	54	Argentina (2), Armenia, Barbados, Bolivia, Brazil (2), Cameroon, Chile (2), China, Colombia, Costa Rica, Côte d'Ivoire, Croatia, Ecuador, Egypt (2), Fiji, Ghana, India (2), Indonesia, Iran, Jamaica, Kazakhstan, Kenya (2), Lebanon, Malawi, Malaysia, Mongolia, Morocco (2), Nigeria, Oman, Pakistan, Palestine, Peru, Philippines, Republic of Macedonia, Saint Lucia, Senegal, Serbia, South Africa, Sri Lanka, Syria, Tanzania, Thailand, Trinidad and Tobago, Ukraine, Uruguay, Vietnam, Zimbabwe
Regional workshop on the Role of Standards in Economic Development and Facilitating Trade	Rio de Janeiro, Brazil	2010-05-25	2010-05-27	28	19	Argentina (2), Bolivia, Chile (2), Colombia (2), Costa Rica, Cuba (2), Guatemala, Honduras, Panama (2), Paraguay, Peru (2), Uruguay (2) and Brazil (9)
Regional workshop on the Role of Standards in Economic Development and Facilitating Trade	Cairo, Egypt	2010-06-14	2010-06-16	25	15	Egypt (10), Iraq (2), Jordan (2), Lebanon, Libya, Morocco (2), Oman (2), Syria (2), Tunisia (2) and Yemen

Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
National workshop on conformity assessment - certification practices	Manila, Philippines	2009-09-07	2009-09-09	33	0	Philippines
Regional course on marketing and promotion of international standards (F)	Dakar, Senegal	2009-09-08	2009-09-10	26	22	Algeria (2), Benin, Burkina Faso, Cameroon, Republic of Congo, Democratic Republic of Congo, Côte d'Ivoire (2), Gabon, Guinea, Madagascar, Morocco (2), Mauritius (2), Mauritania, Rwanda, Senegal, Seychelles, Tunisia (2)
ISO/AFNOR Regional workshop on conformity assessment	Cotonou, Benin	2009-09-28	2009-09-30	26	19	**Benin (7),** Burkina Faso (1), Burundi (1), Cameroon (2), Congo Republic (1), Côte d'Ivoire (2), Gabon (1), Guinea (1), Lebanon (2), Mauritania (1), Morocco (2), Senegal (2), Togo (1), and Tunisia (2)
National workshop on conformity assessment - Certification and inspection practices	Sarajevo, Bosnia & Herzegovina	2009-10-13	2009-10-15	22	0	Bosnia & Herzegovina
Regional workshop on social responsibility	Vilnius, Lithuania	2009-11-17	2009-11-18	50	24	Albania, Armenia (3), Bosnia and Herzegovina (3), Lithuania, Montenegro, Croatia (5), Georgia, TFYR of Macedonia (6), Moldova, Serbia and Ukraine (2)
Regional workshop on social responsibility	San José, Costa Rica	2009-11-24	2009-11-25	150	32	Argentina (2), Barbados (2), Bolivia (1), Brazil (2), Chile (2), Colombia (2), Costa Rica (118), Cuba (2), Dominican Republic (1), Ecuador (2), El Salvador (1), Guatemala (1), Jamaica (2), Panama (2), Paraguay (1), Peru (2), St. Lucia (2), Suriname (1), Trinidad and Tobago (2) and Uruguay (2)

Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional course on adopting and referencing international standards	Rio de Janeiro, Brazil	2009-11-25	2009-11-27	27	18	Argentina (2), Brazil, Bolivia, Chile (2), Columbia (2) Costa Rica, Cuba (2), Dominican Rep., Ecuador (2), El Salvador, Guatemala, Paraguay, Peru and Uruguay
Marketing and Communication Forum	Geneva, Switzerland	2009-12-03	2009-12-04	2	2	Argentina and Chile
Regional workshop on social responsibility	Tunis, Tunisia	2009-12-08	2009-12-09	100	14	Algeria (5), Egypt (3), Libya (3), Syria (2), Yemen (1), Tunisia (86)

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Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional awareness raising seminar and ToT on ISO 22000	Windhoek, Namibia	2010-03-15	2010-03-19	77	14	Botswana, Congo, the DR of, Ethiopia, Kenya, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Seychelles, South Africa, Swaziland, Tanzania, Zambia and Zimbabwe
Good standardization practice for SADC	Mahé, Seychelles	2010-03-16	2010-03-17	17	0	Botswana, Congo DR, Lesotho, Malawi, Mauritius, Mozambique, Seychelles (4) **SADC (2)** South Africa, Swaziland, Tanzania, Zambia, Zimbabwe

Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Procedures for ISO secretaries	Geneva, Switzerland	2010-03-22	2010-03-22	6	0	Argentina, China (x2), South Africa (x3)
Drafting standards in accordance with the ISO/IEC Directives Part 2, using the ISO STD template	Geneva, Switzerland	2010-03-25	2010-03-26	5	0	Argentina, China, South Africa (x3)
National workshop on Social Responsibility	Yerevan, Armenia	2010-03-25	2010-03-26	40	0	Armenia
Module 2 - Managing participation in international standardization	e-Learning	2010-04-05	2010-07-30	8	0	Bulgaria (x3), Croatia (x2), Ghana, Serbia, Sri Lanka,
Regional workshop on conformity assessment	Hanoi, Vietnam	2010-05-24	2010-05-26	31	16	Cambodia, Indonesia (2), Korea DPR (2), Lao PDR, Malaysia (2), Mongolia (2), Myanmar, Papua New Guinea, Philippines (2), and Viet Nam (16) Papua New Guinea (1 self sponsored)
Drafting standards course	Windhoek, Namibia	2010-05-24	2010-05-28	17		Angola, Botswana, Dem.Rep. of Congo, Lesotho, Malawi, Mauritius, Mozambique, Namibia (x5), South Africa, Swaziland, Tanzania, Zambia, Zimbabwe

Objective 2: Build capacity of ISO members and stakeholders involved in developing the standardization infrastructure and participating in international standardization work						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional course on Adopting and Referencing International Standards	Damascus, Syria	2010-06-07	2010-06-09	19	14	Algeria, Iraq (2), Jordan (2), Lebanon (2), Morocco, Oman (2), Palestine, Syria (3), Tunisia (2), Yemen self sponsored – Saudi Arabia (2)
Procedures for ISO secretaries	Geneva, Switzerland	2010-06-14	2010-06-14	2	0	China (2),
Good standardization practice course	Kuala Lumpur, Malaysia	2010-06-17	2010-06-18	21	0	Malaysia (x21)
Drafting standards in accordance with the ISO/IEC Directives Part 2, using the ISO STD template	Geneva, Switzerland	2010-06-17	2010-06-18	2	0	China (2),
National Workshop on Social Responsibility	Teheran, Iran	2010-07-05	2010-07-06	37	0	Iran
National workshop on Information security management systems and ISO 27001	Manila, Phililppines	2010-07-22	2010-07-24	29	0	Philippines
National Workshop on Social Responsibility	Quito, Ecuador	2010-07-28	2010-07-29	49	0	Equador
National workshop on Conformity Assessment and the ISO CASCO Toolbox	Mbabane, Swaziland	2010-07-28	2010-07-30	28	0	Swaziland

Objective 3: Increase national and regional cooperation to share experience, resources, training and information and communications technologies						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional workshop on conformity assessment **in collaboration with the Caribbean Community Regional Organization for Standards and Quality (CROSQ)**	Castries, Saint Lucia	2009-08-04	2009-08-06	37	16	**Saint Lucia (7)** **ISO sponsored participants:** Antigua & Barbuda (2), Barbados (2), Dominica (2), Guyana (2), Jamaica (2), Saint Vincent & the Grenadines (2), Suriname (2), and Trinidad & Tobago (2). **CROSQ sponsored participants:** Bahamas (2), Belize (2), Grenada (2), Haiti (2), Monserrat (2), Saint Kitts & Nevis (2), and CROSQ staff (2)
Regional workshop on the role of standards in economic development and trade **involving the Common Market of Eastern and Southern Africa (COMESA), the East Africa Community (EAC) and the Southern Africa Development Community (SADC)**	Nairobi, Kenya	2009-09-28	2009-09-30	40	25	**Kenya (10)** **ISO sponsored participants:** Angola (1), Botswana (2), Burundi (1), Congo DR (2), Eritrea (1), Ethiopia (2), Madagascar (1), Malawi (1), Mozambique (1), Namibia (1), Rwanda (1), Seychelles (1), South Africa (2), Sudan (2), Swaziland (1), Tanzania (2), Uganda (1), Zambia (1) and Zimbabwe (1) **Others self-sponsored (5):** Namibia, ARSO, EAC, SADC and PTB
Regional workshop on the role of standards in economic development and trade **in collaboration with the Caribbean Community Regional Organization for Standards and Quality (CROSQ)**	Port of Spain, Trinidad & Tobago	2009-10-13	2009-10-15	40	16	**Trinidad & Tobago (8) ISO sponsored participants:** Antigua & Barbuda (2), Barbados (2), Dominica (2), Guyana (2), Jamaica (2), Saint Lucia (2), Saint Vincent & the Grenadines (2) and Suriname (2).**CROSQ sponsored participants:** Bahamas (2), Belize (2), Grenada (2), Haiti (2), Monserrat (2), Saint Kitts & Nevis (2), Dominican Republic (2) and CROSQ staff (2)

Objective 3: Increase national and regional cooperation to share experience, resources, training and information and communications technologies						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional workshop on conformity assessment involving COPANT	Buenos Aires, Argentina	2009-11-30	2009-12-01	30	17	**Argentina (13)**, Bolivia (1), Brazil (2), Colombia (2), Costa Rica (1), Cuba (1), Ecuador (2), El Salvador (1), Guatemala (1), Honduras (1), Paraguay (1), Peru (2), and Uruguay (2)
Regional workshop on "Quality management: linking trade promotion organizations and national standards bodies for export success" **in cooperation with ITC**	Kuala Lumpur, Malaysia	2009-12-01	2009-12-03	35	26	**Sponsored by ISO:** Bangladesh (1), Fiji (1), Indonesia (1), Iran (1), Malaysia (4), Myanmar (1), Nepal (1), Pakistan (1), Papa New Guinea (1), Philippines (1), Sri Lanka (1), Thailand (1), Vietnam (1) **Sponsored by ITC:** Bangladesh (1), Bhutan (1), Fiji (1), India (1), China Macao SAR (1), Iran (1), Malaysia (4), Myanmar (1), Nepal (1), Pakistan (1), Philippines (1), Sri Lanka (1), Thailand (1), Vietnam (1) **Self-financed:** Thailand (1)

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Objective 3: Increase national and regional cooperation to share experience, resources, training and information and communications technologies						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
No project implemented yet under objective 3						

Objective 4: Develop electronic communication and expertise in IT tools to participate in international standardization work, reach out to stakeholders and make efficient use of ISO e-services						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
ICT Package 1	Dar-es-Salaam, Tanzania	2009-09-08	2009-09-11	16	0	Tanzania
ICT Package 1	Moka, Mauritius	2009-09-14	2009-09-17	5	0	Mauritius
ICT Package 1	Beirut, Lebanon	2009-10-13	2009-10-16	6	0	Lebanon
ICT Package 1	Skopje, The FYR of Macedonia	2009-10-19	2009-10-22	13	0	The FYR of Macedonia
Regional course on introduction to ISO e-services	Baku, Azerbaijan	2009-10-20	2009-10-23	11	9	Belarus, Georgia, Kazakhstan, Kyrgyzstan, Lithuania, Tajikistan TFYR of Macedonia, Ukraine, Uzbekistan
ICT Package 1	Addis Ababa, Ethiopia	2009-11-03	2009-11-06	0	0	Ethiopia
ICT Package 1	Lagos, Nigeria	2009-11-09	2009-11-12	15	0	Nigeria
ICT Package 1	Tashkent, Uzbekistan	2009-11-30	2009-12-03	9	0	Uzbekistan
ICT Package 1	Abidjan, Côte d'Ivoire	2009-12-07	2009-12-10	0	0	Côte d'Ivoire

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Objective 4: Develop electronic communication and expertise in IT tools to participate in international standardization work, reach out to stakeholders and make efficient use of ISO e-services						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional Introduction to ISO eServices	Colombo, Sri Lanka	2010-03-09	2010-03-12	9	7	Afghanistan, Bangladesh, Bhutan, India, Iran, Nepal, Pakistan, Sri Lanka (x2)
eServices for ISO secretaries	Geneva, Switzerland	2010-03-23	2010-03-24	6	0	Argentina, China (x2), South Africa (x3)
Introduction to ISO eServices (with emphasis on NMC document dissemination service)	Geneva, Switzerland	2010-04-13	2010-04-15	4	0	Dem. Rep. of Congo, Egypt, Kenya, Saudi Arabia
ICTDEV Implementation for BAS	Sarajevo, Bosnia & Herzegovina	2010-04-26	2010-04-29	19	0	Bosnia & Herzegovina
Regional course on introduction to ISO eServices	Port of Spain, Trinidad & tobago	2010-05-04	2010-05-07	9	7	Cuba, El Salvador, Barbados, Suriname, Dominican Republic, Costa Rica, St. Lucia, Trinidad & Tobago
ICTDEV Implementation for SARM	Yerevan, Armenia	2010-05-04	2010-05-07	5	0	Armenia
ICTDEV implementation for SASMO	Damascus, Syria	2010-05-01	2010-06-03	17	0	Syria

Objective 4: Develop electronic communication and expertise in IT tools to participate in international standardization work, reach out to stakeholders and make efficient use of ISO e-services						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
ICTDEV implementation for AZSTAND	Baku, Azerbaijan	2010-06-07	2010-06-10	5	0	Azerbaijan
eServices for ISO secretaries	Geneva, Switzerland	2010-06-15	2010-06-16	2	0	China (2)

Objective 5: Increase participation in governance and technical work of ISO to voice priorities, contribute and influence the technical content of ISO deliverables						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Meeting of the Integrated Drafting Task Force (IDTF) of ISO/TMB WG SR	Tokyo, Japan	2009-07-08	2009-07-10	7	7	Brazil (2), Chile, India (2), Morocco, South Africa
Meeting of ISO/TC 34/SC17 on *Management systems for food safety*	Charlottenlund, Denmark	2009-09-17	2009-09-18	4	4	Colombia, Ghana, Malaysia, Thailand
Meeting of ISO/TC 45 *Rubber and rubber products*	Cochin, India	2009-10-26	2009-10-30	1	1	Sri Lanka
Meeting of ISO/TC 223 on *Societal Security* (Sponsorships)	Johannesburg, South Africa	2009-11-16	2009-11-20	4	4	Côte d'Ivoire, Indonesia, Morocco and Sri Lanka
Meeting of ISO/TC 223 on *Societal Security* (Leadership positions)	Johannesburg, South Africa	2009-11-16	2009-11-20	3	3	Colombia, Indonesia and Serbia

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Objective 5: Increase participation in governance and technical work of ISO to voice priorities, contribute and influence the technical content of ISO deliverables						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Meeting of the Integrated Drafting Task Force (IDTF) of ISO/TMB WG SR	Cape Town, South Africa	2010-03-16	2010-03-18	4	4	Brazil (2), India (1), Morocco (1)
Meeting of ISO/TC 228 *Tourism and related services*	Foz do Iguaçu, Brazil	2010-04-23	2010-04-23	1	1	Serbia
Meeting of ISO/TC 34 *Food products*	Rio de Janeiro, Brazil	2010-04-28	2010-04-29	6	6	Argentina, Cuba, Kenya, Malaysia, Thailand and Tunisia
ISO/TC 223 on *Societal Security* Sponsorships	Stockholm, Sweden	2010-05-31	2010-06-04	5	5	Cameroon, Colombia, Sri Lanka, Thailand, Trinidad and Tobago
ISO/TC 223 on *Societal Security* Leadership posts	Stockholm, Sweden	2010-05-31	2010-06-04	3	3	Indonesia, Serbia and South Africa
Meeting of ISO/TC 135 *Non-destructive testing*	Moscow, Russian Federation	2010-06-02	2010-06-05	1	1	Sri Lanka
Plenary Meeting ISO/TC 207 Environmental management	León, Mexico	2010-07-11	2010-07-17	3	3	Colombia, Kenya and Tanzania

Regional workshop on DC strategy and Planning - ISO Action Plan 2011-2015						
Regional workshop on developing country strategy and planning	Accra, Ghana	2009-12-09	2009-12-11	28	24	Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Côte d'Ivoire, Rep. Dem. Congo, Ethiopia,Gabon, Gambia, Ghana, Guinea, Kenya, Mauritania, Mozambique, Namibia, Rwanda, Senegal, Sierra Leone, South Africa, Swaziland, Tanzania, Togo, Zimbabwe,

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Regional workshop on DC strategy and Planning - ISO Action Plan 2011-2015						
Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional workshop on DC strategy & planning	Amman, Jordan	2010-01-25	2010-01-26	18	9	Egypt, Iraq, Jordan, Libya, Morocco, Oman, Palestine, Syria, Tunisia, Yemen Iraq (1) Self sponsored Qatar (1) Self sponsored
Regional workshop on DC strategy & planning	Bali, Indonesia	2010-03-10	2010-03-12	25	16	Bangladesh, Bhutan, Cambodia, China, Fiji, Iran, Indonesia (2 from Jakarta), Lao PDR, Malaysia (2), Myanmar, Nepal, Sri Lanka, Thailand, Viet Nam Singapore (1 self sponsored)
Regional workshop on DC strategy & planning	Rio de Janeiro, Brazil	2010-04-14	2010-04-16	22	19	Argentina, Antigua & Barbuda, Barbados, Bolivia, Brazil, Chile, Colombia, Costa Rica, Cuba, Dominica, Ecuador, El Salvador, Guatemala, Honduras, Jamaica, Panama, Peru, Saint Lucia, Suriname and Uruguay
Regional workshop on DC strategy & planning	Belgrade, Serbia	2010-05-18	2010-05-20	11	10	Albania, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Croatia, Kazakhstan, Montenegro, Serbia, Ukraine and Uzbekistan

External expenditure for Technical Assistance in kCHF

ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY ASI (AUSTRIA) July 2009 – July 2010

Title	Country	Total duration	Financed by	Overall project budget	Content's description
IPA 2008 "Regional Quality Infrastructure in the Western Balkans and Turkey"	Albania, Bosnia and Herzegovina, Croatia, FYRO Macedonia, Serbia, Montenegro, Kosovo, Turkey	2009-2010	European Commission - IPA	3.000.000 EUR	The aim of this programme is to facilitate intra-regional trade and the free movement of goods with a view to improving the competitiveness of the economy in the region and preparing the beneficiaries for future accession negotiations with the EU. Austrian Standards Institute performed two Hands-on-Trainings for IPA Quality Infrastructure stakeholders on: - Market Surveillance and Risk Assessment - Market Surveillance and Custom
"Support to the Integrated Regional Development Plan – Component for Business Standardization and Certification Scheme"	Vojvodina, Serbia	2007-2011	Austrian Development Agency (ADA)	5.000.000,- EUR	The overall aim of the project is to establish an information centre for Serbian economy in Vojvodina on European Standardization and Conformity Assessment. Austrian Standards Institute performed in the reported period: - training for staff on chemical safety - Study tour in Austria for standardization and testing - Training for trainers
Twinning Project – "Support to Azerbaijan in the field of technical regulations, standards, and conformity assessment"	Azerbaijan	2008-2010	European Commission - ENP	1.400.000 EUR	Austrian Standards Institute together with its German partners works on one of the first Twinning projects in Azerbaijan for creation of horizontal framework legislation for quality infrastructure in Azerbaijan, which is in line with the European practice and fulfils the requirements of the WTO. The specific input of the Austrian Standards Institute consisted of: - Support in drafting the accreditation and metrology legislation

Title	Country	Total duration	Financed by	Overall project budget	Content's description
					- Support to building up of market surveillance structure - Development of the certification services at SCSMP
Technical Assistance to the Standards and Quality Management	Syria	2008-2012	European Commission - MEDA	8.650.000 EUR	The programme aims to harmonise technical regulations to support the liberalisation of foreign trade in the Syrian, Arab Republic. The technical assistance covers the areas of standardization, conformity assessment, accreditation and metrology. Austrian Standards Institute's experts provided the support: - Restructuring standardization TCs at SASMO - Drafting law on standardization - Drafting assessment report on market surveillance system in Syria - Organizing study visit the Austrian Standards Institute for the Syrian delegates

ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY DIN (GERMANY)

Technical Assistance of DIN to Developing Countries and Countries in Transition

Report to the 44rd DEVCO Meeting covering the period from July 2009 to July 2010

A well developed and successfully operating quality infrastructure (QI) is essential not only for developed, but also for developing economies and those in transition.

DIN as a standards body is offering its experiences and knowledge to institutions and stakeholders of QI systems yet under development.

During the reporting period, DIN has been engaged in a number of activities related to technical assistance to developing countries and countries in transition; activities can be structured into actions related to capacity building and to institution building and others, the target groups usually being stakeholders within such institutions as well as any stakeholder relevant for standardization.

The instruments and tools for implementation vary and are determined by the financial donor or the service contractor and the beneficiaries. The projects DIN is participating in are usually financed either by the European Commission or by the German government.

EU Twinning Projects

This instrument is used by the EU Commission to provide the framework for administrations and semi-public organizations in the beneficiary countries to work with counterparts in Member States of the EU, e. g. in the case of standardization with DIN.

DIN is a recognized mandated body for EU Twinning Projects.

In the reporting period, DIN was participating in the following EU twinning projects.

NOTE the objectives listed target at standardization and present a selection of the overall project objectives

Azerbaijan **Strengthening of Standardization, Metrology, Conformity Assessment and Accreditation in SCSMP – Standards Committee of Azerbaijan**

Duration: 2008/10 – 2010/09

Beneficiaries: State Committee on Standardization, Metrology and Patent of Azerbaijan Republic SCSMP

Objectives: Completed process of legal approximation and transformation of SASMP activities to a transparent and independent national technical regulations management institutions corresponding to EU horizontal directives

Contribution of DIN: Information seminars on the principles of the European quality infrastructure and on the European market regulation model and WTO system for technical harmonisation

Action plan for the transformation of the standardisation activities according to the EU requirements.

Training courses on “Standards Management”

Morocco	**Appui à la Direction de la Normalisation et de la Promotion de la Qualité dans l'harmonisation et la mise en oeuvre de la législation technique**
Duration:	2008/11 – 2010/10
Beneficiaries:	Ministère du Commerce, de l'Industrie et des Nouvelles Technologies du Royaume du Maroc (Direction de la Normalisation et de la Promotion de la Qualité)
Objectives:	Harmonisation des législations techniques Surveillance du Marché Métrologie Légale
Contribution of DIN:	Préparation et mise en application de 4 arrêtés (Basse tension, CEM, Machines et Matériaux de construction) Organisation de séminaires d'information et de sensibilisation

Ukraine	**Strengthening of Standardisation, Market Surveillance, Metrology and Legal Metrology, Conformity Assessment and Consumer Policy in Ukraine**
Origin of funds:	11/2007 – 10/2009
Beneficiaries:	State Committee of Ukraine on Technical Regulation and Consumer Policy (DSSU)
Objectives:	Creation of a quality infrastructure in Ukraine fulfilling the requirements of the ACAA agreement and the rules of the World Trade Organisation related to the free movement of goods Information of Ukrainian stakeholders on the role and significance of the CE marking and other relevant EU marks and the relations to national and voluntary marks
Contribution of DIN:	Assessment of DSSU standardization activities Technical assistance for the implementation of the action plan Training courses, awareness seminars, campaign on CE marking

Future Projects

While this report is being prepared, the following projects were awarded to consortia with DIN being a partner.
NOTE Information on these projects will be included in the report of DIN to DEVCO for the next period.

Algeria	**Appui au Ministère de l'Industrie et de la Promotion des Investissements (MIPI) pour la préparation d'accords avec l'Union Européenne dans le domaine de l'évaluation de la conformité**
Duration:	2010/10 – 2012/09
Beneficiaries:	Ministère de l'Industrie et de la Promotions des Investissement (MIPI), IANOR, ALGERAC, ONML
Objectives:	Strengthening the Ministry of Industry and Promotion of Investments (MIPI) ,l'IANOR (Institut Algerien de Normalisation), ALGERAC (Organisme d'accreditation) and l'ONML (Office National de Metrologie Legale).
Contribution of DIN:	tbd

Bosnia-Herzegovina	**Support to Institute for Standardisation of Bosnia and Herzegovina**
Duration:	2011/01 – 2012-07
Beneficiaries:	Institute for Standardisation of Bosnia and Herzegovina

Objectives:	Qualification of BAS for the process of notification on standards as well as enquiry process. Enhancement of BAS towards fulfilment of an active role in European and international standardisation.
Contribution of DIN:	tbd

External Cooperation Programs of the European Commission (EuropeAid)

The European Union is the world's biggest aid donor. EuropeAid delivers EU external aid programs worldwide to implement the Commission's external aid instruments funded by the Union's budget and the European Development Fund.
In the reporting period, DIN was participating in the following projects within the context of this program.

Albania	**Accreditation, Standards and Certification in Albania**
Duration:	2008/04 – 2010/07
Beneficiary:	DA Drejtoria e Pergjithshme e Akreditimit; DPS Drejtoria e Përgjithshme e Standardizimit (Department of Accreditation and Department for Standardization)
Objectives:	Standardization Accreditation, certification and inspection, legal assistance Awareness building
Contribution of DIN:	Support DPS to improve its managerial and communication skills and to improve its sales and marketing skills Support DPS efforts in progressing towards CEN&CENELEC full membership and to adopt EN

ICS Countries	**Harmonization of Gas and Oil Technical Standards & Practices in Eastern Europe and the Caucasus – Ukraine, Belarus, Moldova, Azerbaijan, Georgia, Armenia**
Duration:	2008/09 – 2010/07
Beneficiary:	National institutions in the gas and oil sector in ICS countries
Objectives:	Development and adoption of a strategy for the harmonization of technical standards and practices in the gas and oil sectors beyond national policies Setting of legal measures to be initiated by the national authorities for the adoption of harmonized technical standards
Contribution of DIN:	Identification of a medium-term action plan for achieving harmonized technical standards and practices; Awareness building for EU standards, rules, certification and accreditation in the gas and oil sectors.

Russia	**Approximation of EU and Russian Federation technical regulation, standardisation and certification systems**
Duration:	2009/08 – 2012/01
Beneficiary:	Ministry of Industry and Trade of the Russian Federation
Objectives:	Recommendations for attaining alignment between Russian standardization system and EU practices/WTO principles. Draft technical regulation measures aimed to bring national classification, registration and marking system in line with the European system.
Contribution of DIN:	Review and assess existing draft technical regulations in various sectors against EC directives

	Provide technical assistance to the Ministry of Industry and Trade and other target groups on the interpretation and other aspects of the proposals for Russian Ordinances in various sectors
St. Lucia	**Development and implementation of standards and certification system for selected agricultural products and training in Saint Lucia**
Duration:	05/2009 – 12/2009
Beneficiary:	Ministry of Economic Affairs, Economic Planning, Investment and National Development, Castries, Saint Lucia
Objectives:	Review relevant , regional and international standards related to the crop, poultry, meat and fish, produce draft standards and code of practices for these products
Contribution of DIN:	Backstopping related to supporting the experts on location
SADC	**Support to SADC Member States in Standardisation, Quality Assurance, Accreditation and Metrology (SQAM)**
Duration:	2007/11 – 2010/10
Beneficiary:	Southern African Development Community Secretariat Gaborone, Botswana
Objectives:	Strengthen regional and national SQAM regulatory frameworks, national focal points for standardisation and national standardisation bodies
Contribution of DIN:	Review current state and existing plans of national standards bodies members of SADC and of national focal points for standardization Design organisational set-up and terms of reference for national best practice in standardization Coaching and development of quality manuals, internal regulations for standardization, procedures and instructions

Projects funded by other donors

ACP Members	**Blended Learning Training Course in Quality Infrastructure**
Duration:	2008/11 – 2011/06
Origin of funds:	German Federal Ministry of Economic Cooperation
Beneficiaries:	ACP member states (Caribbean, Africa) and their institutions in the field of quality infrastructure
Objectives:	Training program on Quality Infrastructure for Sustainable Development targeted at professionals in ministries in ACP countries who are likely to be involved in negotiation of European Partnership Agreements
Contribution of DIN:	Development of contents for the modules on standardization, benefits of standardization and conformity assessment; facilitation of the learning process as technical expert for contents, participation face-to-face workshops.

DIN ISO Endowment[1]

The DIN ISO Endowment is providing funds to capacitate developing countries to better participate in and contribute to standardization.

Information and Communication Technologies (ICT)

At its meeting in March 2009, the Endowment Board agreed to support the implementation of the ICTDEV project established by the ISO Council. The project involves providing hardware, software and training to ISO members in developing countries to strengthen their ICT infrastructure and to assist them in making better use of IT tools and e-services provided by ISO in support of standardization activities.
During 2009, the following members benefited from the ICTDEV project:

- Tanzania Bureau of Standards (TBS), Dar es Salaam, 8-11 September 2009
- Mauritius Standards Bureau (MSB), Moka, 14-17 September 2009
- Lebanese Standards Institution (LIBNOR), Beirut, 13-16 October 2009
- Standardization Institute of the Republic of Macedonia (ISRM), Skopje, 19-22 October 2009
- Quality and Standards Authority of Ethiopia (QSAE), Addis Ababa, 3-6 November 2009
- Standards Organisation of Nigeria (SON), Abuja, 9-12 November 2009
- Agency for Standardization, Metrology and Certification of Uzbekistan (UZSTANDARD), Tashkent, 30 November-3 December 2009
- Côte d'Ivoire Normalisation (CODINORM), Abidjan, 7-10 December 2009

In agreement with DIN, the original list of beneficiary countries was amended on 30 September 2009 to include the FYR of Macedonia, Nigeria and Ethiopia. In exchange, the implementation of the project for Tunisia and Bangladesh was deferred to 2010.

DIN Cooperation with China

Ongoing Successful Cooperation with SAC

The cooperation between SAC and DIN has been ongoing for more than 30 years with great success. Every year a number of Chinese delegations from various institutions visit DIN for bilateral exchange of information.

German Chinese Standards Information Portal

The Standards Information Portal, http://english.standards-portal.de/, set up in 2009 and administered by SAC and DIN, continues to provide relevant information on German and Chinese standards facilitating the economic exchange between the two countries.

Other Activities

Providing experts for single events

Upon request, DIN provided individual in-house and external experts for specific events on several occasions, e. g. related to document management within regional standards organizations, to standardization for energy management and for environmental management.

Visits to DIN

[1] Our thanks are extended to Ms Borle from ISO for her support in collecting this information.

In the reporting period a significant number of visitors were received at DIN, for either informative or study visits; these among others included visits from Armenia, Belarus, China, Kazakhstan, Kenia, South Korea, Tajikistan and Uzbekistan.

National Working Group on Quality Infrastructure for Development

DIN is member of a nationally organized working group of public and private institutions offering technical assistance. DIN is using this opportunity to raise awareness among other institutions working in development cooperation on standardization as essential part of quality infrastructure, as fundamental aspect to be considered in economic development and as contribution to governance.

This is expected to lead to more attention to and to more funding for standardization in quality infrastructure projects in technical assistance.

Contact Information

Enquiries concerning DIN international cooperation projects and DIN services offered in the field of technical assistance for developing countries and countries in transition should be directed to

Siglinde Kaiser
Project Coordinator

DIN Deutsches Institut für Normung e.V.
International Consultation Services
Burggrafenstr. 6

10787 Berlin
Germany

T +49 30 2601 2047
F +49 30 2601 4 2047

siglinde.kaiser@din.de
www.ibd.din.de

2010-07-23
Siglinde Kaiser

ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY EOS (EGYPT)

Report on EOS Technical Assistance and Training Activities to Developing Countries
June 2009 – June 2010

- A regional workshop on interactive basis for draft Arab standards in collaboration with AIDMO during the period 5 – 7 October 2009 in which some representatives from the Arab region have attended.
- A Training program on Conformity Assessment & Certification during the period 11 – 15 October 2009 for some delegates from Kenya, Cameron and Uganda.
- A Training program on Chemical Testing during the period 11- 15 October 2009 for a representative from Sudan.
- A Training program on standards & Directives during the period 11 – 15 November 2009 for some delegates from Cameron and Kenya.
- A regional awareness-raising workshop on Social Responsibility on 16 December 2009 in which some representatives from the Arab region have participated.
- A regional workshop on the Role of Standards in Economic Development and Trade in collaboration with ISO during the period 14 – 16 June 2010 in which some representatives from the Arab region have participated.

Aliaa

ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY SABS (SOUTH AFRICA)

Hosting of international meetings

SABS TC 223, National Disaster Management hosted an ISO TC 223 Societal Security meeting in South Africa, from the **16-20 November 2009**. The meeting was attended by 138 delegates from 43 countries and the DEVCO workshop was attended by 42 delegates from 33 countries. ISO TC 223 International standardization in the area of societal security is aimed at increasing crisis and continuity management and capabilities through technical, human, organizational, operational and management approaches. It also aims to bring about operational functionality and interoperability as well as awareness amongst all interested parties and stakeholders. Threats and vulnerabilities that require comprehensive crisis management and business continuity systems which are multi-sector, multi-national and multi-continental should be considered. An all-hazards perspective, before, during, and after, together with issues not currently addressed by others are taken into account.

South Africa (SABS) opened the plenary meeting and highlighted that disaster management is a global issue that requires intervention from all types of organizations and urged that it is important that organisations all over the world work together in putting in place the plans to address the impacts of disasters.

During the opening, South Africa (SABS) also emphasised that our governments need to commit themselves in implementing relevant policies and legislation, in the restructuring of disaster management authorities and in putting disaster management plans and actions in place to lessen impacts of disasters. Preparedness in educating the public and to respond to emergencies is necessary activities.

Lastly, South Africa (SABS) further urged that National standards bodies should work with government, businesses and consumers to facilitate the development of national and international standards in order to meet economic and social needs.

South Africa is the convenor of Developing Country's Contact Group within the ISO TC 223. A new work item proposal on Organizational resilience management systems - Requirements with guidance for use, was also discussed at the plenary meeting. South Africa was also one of the proposer of this new project early this year and the item was initially discussed at the 7th plenary meeting in May held in Paris This standard will be adopted later as a parallel process because South Africa is heavily involved in the development of this new standard.

In short, the Organizational resilience emphasizes the synergies between the functions of risk, security, preparedness, continuity and emergency managers. This allows the organization to build both a proactive and reactive approach to managing risks, activities and business/operating environment.

"The new Organizational resilience uses a comprehensive approach to the management of risks associated with intentional, unintentional and naturally caused disruptions, it provides a complete suite of tools to build a strategy for dealing with risks compatible with the mission and needs of the organization.

The standard will use management systems approach. It can be integrated with quality, safety, environmental, information security, risk and other management systems within an organization. Organizations that have adopted a management systems approach may be able to use it as a foundation for the Organizational resilience system Standard.

This new standard can be used for first, second or third-party verification and certification. Organizations can use it to improve resilience performance, as well as demonstrate to customers, clients and supply chain partners that the company has a robust resilience program. The Organizational resilience standard will help organizations improve their competitiveness by implementing a balanced, holistic program for managing and treating risks.

The main sponsor for the event was Ekurhuleni Municipality who used this opportunity to showcase Ekurhuleni as a “arrive and play” city for the FIFA world cup.

ITEM 7.4 TECHNICAL ASSISTANCE TO DEVELOPING COUNTRIES PRESENTED BY TSE (TURKEY) July 2008 - July 2009

Training Course	Countries	Number of participants	Date	Place
TS ISO/IEC 27001-- Information technology -- Security techniques -- Information security management systems – Requirements	Belarus, Bashkurdistan (Russia), Kazakhstan, Kyrgyzstan, Krasnodar (Russia), Mongolia, Moldova, Uzbekistan, Tajikistan	18 (most of them are the representatives of national standard organizations)	12-15 January 2010	Gebze/Turkey
Personal Certification, as an important tool for development	Tajikistan	30 (Representatives of TJKSTN)	26-28 April 2010	Duchanbe/Tajikistan
TS ISO/IEC 17021 Requirements for bodies providing audit and certification of management systems	Azerbaijan, Kazakhstan, Kyrgyzstan, Krasnodar (Russia), Moldova Uzbekistan, Tajikistan	23 (most of them are the representatives of national Standard organizations)	06-08 July 2010	Istanbul/Turkey

CUSTOMER SATISFACTION QUESTIONNAIRE FOR MEMBERS ATTENDING THE 44th DEVCO MEETING, 13-14 SEPTEMBER 2010, OSLO, NORWAY

In order to serve you better in the future, we would appreciate it if you could spend a few minutes to complete this questionnaire and return it to the ISO DEVCO Secretariat.

1. Was this your first DEVCO meeting? ☐ Yes ☐ No

2. Do you find the participation of your country in DEVCO useful?

☐ Not useful ☐ Somewhat useful ☐ Neutral ☐ Useful ☐ Very useful

3. Indicate the reasons for which you find the DEVCO meetings useful?

☐ For exchange of information and experience between DEVCO members

☐ For information on ISO activities

☐ For expressing your interests and view points to be passed on to the ISO Council

☐ For information on ISO's technical assistance and training programmes

☐ As a meeting place to make contact with other ISO members and liaison organizations

4. Overall, what was your level of satisfaction with this 44th DEVCO meeting?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

5. Did you find the agenda of the 44th DEVCO meeting of interest to you?

☐ Not interesting ☐ Somewhat interesting ☐ Neutral ☐ Interesting ☐ Very interesting

6. Which of the three discussion groups below did you attend?

☐ Developing country perspectives on unique ISO standards development processes

☐ Energy policies for tackling climate change

☐ ISO standards driving business

7. How satisfied are you with your participation at the discussion group you attended (quality of the speakers, chairing of the discussions, participation from the audience, outcome, etc.)?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

Any suggestions for improvement:

PLEASE CONTINUE OVERLEAF

8. For the 45th DEVCO meeting to be held in 2011, please formulate below the discussion group theme that you would like to see scheduled on the agenda:

_____

_____

_____

9. Do you feel that the resolutions adopted at this 44th DEVCO meeting captured the various points brought up?

☐ Not at all ☐ To some extent ☐ Neutral ☐ Well ☐ Very well

10. How satisfied are you with the content and quality of the working documents for this DEVCO meeting (content, format, timeliness, etc.)?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

11. Were you able to access easily the documentation electronically? ☐ Yes ☐ No

If not, state any difficulties you experienced:

_____

_____

_____

_____

12. How satisfied are you that the resolutions adopted at the 43rd DEVCO meeting held in Cape Town, South Africa, in September 2009, have been implemented?

☐ Very Dissatisfied ☐ Dissatisfied ☐ Neutral ☐ Satisfied ☐ Very Satisfied

_____

_____

_____

_____

_____

You may, if you wish, provide your contact details, but this is not compulsory.	
Name:	E-mail address:
Organization:	

Thank you for your time and providing us with an opportunity to continually improve.

ITEM 8 UPDATE ON CASCO MATTERS OF INTEREST TO DEVCO

25th CASCO Plenary and policy work

The 25th plenary of the ISO Committee on conformity assessment (ISO/CASCO) was held in Geneva, on 12-13 November 2009. It was attended by 105 delegates from 37 member bodies and 15 liaison bodies including the IEC.

The plenary:

- approved the CASCO Road Map, a plan where each document being processed within CASCO is referenced with targets for progressing the work;
- extended for one year the ability of A liaisons to submit requests for interpretation and extended the ballot period on interpretations for CASCO members from two to four weeks;
- agreed that the theme of the 2010 workshop should focus on conformity assessment and risk management; and
- agreed that CASCO members should be balloted on whether CASCO should take the lead on the development of auditor specific requirements.

Ongoing technical work

The CASCO technical projects are being progressed by their respective working groups. These projects include the development of the following documents:

- ISO/IEC 17020, *General criteria for the operation of various types of bodies performing inspection*
- ISO/IEC 17021 Part 2, *Conformity Assessment – Requirements for third party certification auditing of management systems*
- ISO/IEC TS 17022, *Conformity assessment – Minimum requirements and additional recommendations for content of a third-party audit report on management systems*
- ISO/IEC 17024, *Conformity assessment –General requirements for bodies operating certification of persons*
- ISO/IEC 17065, *Conformity assessment – General requirements for bodies operating product certification systems*
- ISO/IEC 17067*, Conformity assessment – Fundamentals of product certification*

ISO/IEC 17007:2009, *Conformity Assessment – Guidance for normative documents suitable for use for conformity assessment* was published in September 2009 and
ISO/IEC 17043:2010, *Conformity assessment – General Requirements for proficiency testing* was published in February 2010.

CASCO completed its second year of managing the ISO Survey of certifications and will continue to manage this process.

CASCO has continued to supply assistance to the ISO technical committees upon request, in particular when requirements for assessing compliance to Management System Standards (MSS) are involved.

Promotion of the CASCO 'tool box' and workshops in 2009

Over the course of 2009, the Chairman and Secretary of CASCO have participated in a number of events to promote the CASCO toolbox and highlight the importance of implementing recognised conformity assessment practices. This is essential to address technical barriers to trade, reduce the cost of conformity assessment procedures and ensure greater confidence in the trade of goods and services.

Events attended included the meeting of the IAF technical committee in Mumbai, India; IAF and ILAC General Assemblies in Vancouver, Canada, attended also by the Secretary-General; and the meeting of ISO/TC 212 *Medical laboratories* in Ghent, Belgium.

CASCO contributed significantly to *Building Trust,* the joint ISO-UNIDO reference publication on conformity assessment for developing countries.

External representations and liaisons

External relations with liaison members of CASCO are proceeding well. The following may be reported among others:

- The IAF/ILAC/ISO Joint Working Group (JWG), which was established as part of the IAF-ILAC-ISO Memorandum of Understanding, met twice in 2009. The following topics were addressed:
    a) monitoring the progress made with the IAF-ISO Action plan to monitor and improve the effectiveness of accredited management system certification;
    b) development of a strategic direction and objectives for the JWG which identifies eight common objectives for future cooperation;
    c) development of an action plan to address the issue of IAF and ILAC mandatory documents;
    d) review of the ISO complaints system for management system standards (MSS) which was made more accessible through *ISO Online*.
- The CASCO Secretary attended the ISO 9000 Advisory Group (IAG) and ISO/TC 176 *Quality management and quality assurance* meetings in Tokyo, Japan.

Global supply chain and traceability workshop

A CASCO workshop was held in conjunction with the 2009 plenary on the global supply chain and traceability. The aims of the workshop were to:

- Identify the areas which could be addressed by ISO at the international level.
- Determine if and how CASCO can contribute to the improvement of the quality of practices in the global supply chain.

The workshop was well attended both physically and via the Internet. It was broadcasted through the Internet allowing a larger audience to follow the presentations and discussions.

Market surveillance workshop

The purpose of the CASCO workshop held in conjunction with the 2008 plenary meeting on market surveillance was to:

a) identify good practices in market surveillance at the national level;
b) raise awareness and capacity to use the CASCO toolbox in market surveillance activities;

c) investigate market surveillance activities related to the conformity assessment oversight process.

CASCO is developing a summary document on possible future activities for ISO/CASCO as a result of the workshop discussions. Possible outcomes of the market surveillance workshop were the development of a best practice document on market surveillance and how existing ISO standards can be better promoted to regulators.

CASCO interpretation process

To date CASCO generated 10 interpretations on ISO/IEC Guide 65, ISO/IEC 17011 and 17021. All interpretations are posted on ISO Online in English and French: http://www.iso.org/iso/resources/conformity_assessment/casco-interpretations.htm

CASCO membership

At present CASCO comprises 111 members, including 69 P-members and 42 O-members. CASCO maintains category A liaison with 17 international organizations in addition to IEC: BIPM[1], CAC[2], CEOC[3], EOQ[4], EUROLAB[5], IAF[6], IFAN[7], IFIA[8], IIOC[9], ILAC[10], INLAC[11], IPC,[12] IQNet[13], ITU-T[14], OIML[15], UILI[16] and UNFCCC[17].

Next CASCO plenary meeting and workshop

The next CASCO plenary, workshop and associated meetings will be held the week of 15 November 2010 in Paris, France, at the invitation of the CASCO Chair, Olivier Peyrat. The theme of the workshop will be *Risk based approaches to designing conformity assessment strategies.* Details on these events are available o

DEVCO ACTION	DEVCO members are invited to note/comment the information presented

[1] International Bureau of Weights and Measures

[2] Codex Alimentarius Commission

[3] International Confederation of Control, Inspection and Prevention Organisation

[4] European Organization for Quality

[5] European Federation of National Associations of Measurement. Testing and Analytical laboratories

[6] International Accreditation Forum

[7] International Federation of Standards Users

[8] International Federation of Inspection Agencies

[9] Independent International Organisation for Certification

[10] International Laboratory Accreditation Cooperation

[11] Latinoamerican Institute for Quality Assurance

[12] International Personnel Certification Association

[13] International Certification Network

[14] International Telecommunications Union: Standardization Sector

[15] International Organization of Legal Metrology

[16] International Union of Independent Laboratories

[17] United Nations Framework Convention on Climate Change

ITEM 9 UPDATE ON COPOLCO MATTERS OF INTEREST TO DEVCO

The past year was an interesting period for the development and implementation of initiatives from all points of view: technical, policy and capacity-building. Selected highlights of particular interest to developing countries appear below.

1 32nd meeting of COPOLCO and related events

The COPOLCO plenary meeting, workshop and fringe working group meetings took place in Kuta, Bali, Indonesia from 25-28 May 2010, at the invitation of the Standardization Agency of Indonesia (BSN).

1.1 Indonesian government authorities strongly support the COPOLCO meeting

The plenary meeting enjoyed the strong support of Indonesian government officials. At the opening, Dr. Bambang Setiadi, Chairman of the National Standardization Agency of Indonesia, welcomed I Nyoman Yasa, Secretary of the Bali Provincial Government; and Dr. Edy Putra Irawady, Deputy Minister for Industry and Trade from the Coordinating Ministry for Economic Affairs of Indonesia.

Mr. Jacob Holmblad, ISO Vice-President (technical management), also delivered a keynote address encouraging ISO/COPOLCO to continue to monitor trends and bring necessary standardization priorities to ISO's attention (acting as the "terrier of ISO"), while staying solidly grounded in demonstrated market realities.

A press release with more information is available on *ISO Online*. Also see http://www.iso.org/iso/pressrelease.htm?refid=Ref1324.

This plenary meeting was also the inaugural one for Ms. Norma McCormick (Canada), COPOLCO Chair as of January 2010. In addition to expressing their appreciation to BSN and to Dr. Setiadi for hosting the 32nd meeting, the COPOLCO members equally noted Dr. Setiadi's recent appointment as Chair of ISO/DEVCO.

1.2 COPOLCO workshop, *Restoring consumer confidence in global financial services – can standards help?*

Over 100 representatives of consumer associations, public authorities, businesses and national standards bodies from 30 countries and from Indonesia attended an international workshop, *Restoring consumer confidence in global financial services – can standards help?,* held on 26 May just prior to the plenary meeting.

The choice of theme was timely, given the recent impact of the global financial crisis and economic downturn. Against this backdrop, the participants picked out a few notable trends and priorities from the consumer's point of view, and re-examined current models for developing and delivering financial services to consumers.

For example, the classic brick-and-mortar model of a financial institution with a physical location where a pre-defined selection of financial products is delivered to account holders was not often reflective of realities in many developing countries. As described by speakers representing organizations such as Consumers International and *The National Consumers Helpline* (a consumer research and advocacy group based at the University of Delhi), most consumers in developing countries are radically underserved by the traditional banking system. Some 1.7 billion

persons own a mobile phone – but have no bank account. Lack of infrastructure, or poverty, prevent access to banking services for these persons. Yet, there is a strong demand for services such as money transfer facilities, credit and payment systems.

Several trends have emerged in response to market demand: the first is the exponential development of mobile phone technology as a platform for cash remittances, payments, and other financial services. For example, from its launch in 2007, the highly successful M-Pesa system in Kenya grew to 7 million subscribers in August 2009[1]. Mobile telephone use for financial transactions has also developed rapidly in countries such as the Bangladesh, Pakistan, the Philippines, Thailand and South Africa. The market is changing radically as providers of these services are increasingly telecom companies, post offices, and other non-bank financial intermediaries. One case example cited four major providers of mobile phone payment systems that were active in India, joined by 30 banks that were subsequently granted licenses to compete.

A second trend is the phenomenal worldwide growth in micro-finance institutions and cooperative societies. Here again, a number of organizations with different business models have emerged, with banks starting to offer their own micro-finance services. One case example from Indonesia presented during the COPOLCO workshop described a micro-finance company operating according to Islamic principles, which has extended micro-loans with fair and transparent contract terms to 5 million small business owners active in Jogjakarta and other large markets. This service has permitted poor traders who would otherwise be ineligible for bank loans to avoid resorting to predatory money lenders charging interest rates of 10-30% per month for their services.

COPOLCO expressed support for investigating whether more standards should be developed in these two emerging areas: on the one hand to facilitate interoperability of devices and processes used for mobile banking; and on the other, to set guidelines for equitable and transparent provision of micro-finance services. M-banking and micro-finance are clearly two new mechanisms to enhance access to financial services, especially by disenfranchised consumers. However, access to financial services is also an issue for some populations in developed countries, and workshop participants equally supported investigating best practices for inclusive service currently used by forward-thinking financial service providers as possible models for future general guidance.

In addition,COPOLCO decided at its meeting to conduct a more thorough review of current practices and consumer protection gaps in the area of financial services, in line with the following priorities identified at the workshop: accessibility, affordability, fair practices, accountability and consumer information. An extensive study will be carried out and detailed recommendations developed in time for COPOLCO's 2011 meeting. Notably, the research will consider good industry practices and current relevant provisions such as within the future ISO 26000, *Guidance on social responsibility*, to develop recommendations on contract terms, financial service information design and disclosure, ethical marketing practices and other aspects affecting consumer protection in financial services.

2 Strategic initiatives of interest to developing countries

COPOLCO has continued to develop the measures identified and approved by the ISO Council within the *Action plan to promote the involvement of consumers' interests in standardization.*

2.1. Launch of the ISO newsletter on consumer matters, *ISO Consumer update*

The most significant new item among those identified within the *Action plan* is *ISO Consumer update,* an electronic newsletter launched in December 2009. Primarily addressed to the members of COPOLCO, it is also freely available to COPOLCO members' stakeholders as well as other

[1]Consumers International research brief, "Our Money, Our Rights: The Evolution of Financial Services in Africa"

individuals and organizations interested in ISO's activity on behalf of consumers and standards. This newsletter is a freely accessible information vehicle giving highlights of COPOLCO's activities, ISO standards of particular interest to consumers, updates on national standards or legislation, and useful Internet addresses. It is possible to subscribe or to see back issues at http://www.iso.org/sites/eNewsletters/COPOLCO/archive.html.

2.2 ISO Directory of consumer participation in standardization

The ISO Directory of consumer participation in standardization has been operational since July 2009 and continues to provide a convenient source of valuable data on consumer participation structures within the National Standards Bodies of ISO and resources for consumer representatives. It also shows consumer participation within selected ISO Technical Committees. Finally, the Directory provides an interactive query of ISO's work programme for standards of consumer interest, both published and under development.

DEVCO members are strongly encouraged to fill in the on-line questionnaire at www.iso.org/isoconsumerdirectory. For more information, contact copolco@iso.org.

2.3 Criteria for liaison with COPOLCO

COPOLCO had already reaffirmed its Terms of Reference in 2009 in response to a request by the ISO Council to reconsider its mandate in the light of evolving market trends and new stakeholders engaging with ISO. At its meeting in May 2010, COPOLCO defined criteria for acceptance of liaison organizations; these criteria emphasize the importance of liaison organizations being inclusive of developing countries.

3 Training and technical assistance in consumer participation

3.1 Train-the-Trainer workshop in Paris: follow-up events

After a highly successful train-the-trainer workshop in Paris in April 2009, four of the trainees ran follow-up workshops in two African countries, with hosting and other support in kind by National Standard Bodies in the trainees' countries and financial support from the Swedish International Development Cooperation Agency.

The first follow-up event took place in Gabon in December 2009, hosted by ANTT and led by two trainee experts from Benin and the Côte d'Ivoire under guidance from a Consumers International expert. The event brought together some 30 participants from a variety of backgrounds: standards, government and consumer organizations, and it received a great deal of media attention.

The second follow-up event took place in Tunis in March 2010, hosted by INNORPI and led by two trainee experts from Tunisia and Morocco, also with support from the CI expert. Many of the 35 participants had had little experience with standards. The programme set forth standards as a tool to defend eight basic consumer rights outlined in the United Nations Guidelines for Consumer Protection (the right to safety, to be informed, to be heard, to choose; the right to an education, satisfaction of basic needs, redress and a healthy environment). The event also benefited from good media coverage.

3.2. Two year follow-up survey of train-the-trainer programme participants

Of a survey launched in March 2010 among the 15 participants who had successfully completed the 2008 train-the-trainer workshop which had taken place in Accra, Ghana, 11 replies came back. The results were very encouraging, and they validated the organization and pedagogical methods chosen. By that time many of the participants had already organized national and regional training events reinforcing their own new skills, and had their training to be relevant and useful.

3.3 *Consumers and standards: partnership for a better world*

This resource is freely available as a convenient training tool both on CD-ROM (contact copolco@iso.org) and directly on *ISO Online* (www.iso.org, see *Resources for consumers/workshops and training events/How to get training*).

4 New projects and proposals of interest to DEVCO

4.1 Customer contact centers (call centers)

At its plenary meeting, ISO/COPOLCO noted the results of a survey which indicated a pervasive problem with service within customer contact centers (call centers) among the 24 developing and developed countries replying to the survey. Problems most often cited were failure to answer, excessive waiting times, inaccuracy of responses, failure to resolve the problem or question, and unclear answers. Most respondents (19) showed moderate to strong support for the development of an International Standard on customer contact centers. Plenary participants further noted a number of existing national laws and standards in this area. A New Work Item Proposal will be completed in time for COPOLCO's next meeting.

4.2 Consumer product guarantees and warranties

A survey conducted among the COPOLCO and DEVCO members in 2009 to investigate the need for an international standard or guidance on guarantees/warranties elicited a positive response. Even though legislation on guarantees/warranties exists in fully half of the 34 respondent countries, 24 replies indicated moderate to strong support for international guidance in this area. A project leader from the Ghana Standards Board is now leading a task group to focus the scope of the Work Item Proposal, for COPOLCO's future consideration.

5 Membership of COPOLCO

As at end June 2010, COPOLCO counted 105 members, consisting of 61 P-members and 44 O-members. The newest members are MBS (Malawi), and SBS (Seychelles), joining COPOLCO as an O-member.

6 Next meeting

The next meeting of COPOLCO will take place in London during the week of 23-27 May 2011 at the invitation of BSI. It will be preceded by a workshop on the theme, "Homes for tomorrow – Building through standards" (the exact title is still to be confirmed).

DEVCO ACTION	DEVCO members are invited to note/comment the information presented

ITEM 10 APPROVAL OF THE DRAFT ISO ACTION PLAN FOR DEVELOPING COUNTRIES 2011-2015

Background

In March 2009, the Secretary-General launched a consultation process with ISO members for developing the *ISO Strategic Plan 2011-2015*. The ISO Action Plan for developing countries being the implementation for developing countries of the elements of ISO's overall strategy, the development of the *Action Plan for developing countries 2011-2015* followed closely the timelines set for the development of the ISO Strategic Plan.

Thanks to funding made available by the Swedish International Development Cooperation (Sida), a series of regional workshops were conducted between December 2009 and May 2010 to give the opportunity to ISO members in developing countries and economies in transition to contribute their views and expectations regarding the next Action Plan.

The table below gives an overview of the participation of ISO members in developing countries at the consultation workshops held between December 2009 and May 2010.

ISO region (members)	Venue	Members represented	Participation	Participant profile
Central and Western Africa (15) and Eastern and Southern Africa (22)	Accra, Ghana (December 2009)	28	**76%**	9 CEOs 12 Senior Managers 7 Standards Officers
Arab (17)	Amman, Jordan (January 2010)	11	**65%**	4 CEOs 4 Senior Managers 3 Standards Officers
East and South East Asia (16) and South Asia (8)	Bali, Indonesia (March 2010)	15	**63%**	2 CEOs 11 Senior Managers 3 Standards Officers
South America (9) and the Caribbean and Central America (16)	Rio de Janeiro, Brazil (April 2010)	20	**80%**	8 CEOs 9 Senior Managers 3 Standards Officers
Central and Eastern Europe (14) and Central Asia (6)	Belgrade, Serbia (May 2010)	11	**55%**	5 CEOs 4 Senior Managers 2 Standards Officers
Total 123 members		85	**69%**	

Formulation of the Action Plan for developing countries 2011-2015

The outcome of the five regional consultation workshops was discussed at the 13th meeting of the DEVCO Chair's Advisory Group (CAG) held at the ISO Central Secretariat in Geneva on 28-29 June 2010.

The core objectives for the Action Plan were agreed at the meeting, and the draft text of the Action Plan as prepared by the DEVCO Secretary, was approved by the DEVCO CAG by electronic mail.

Adoption of the Action Plan for developing countries 2011-2015

It is recalled that the ISO Action Plan for developing countries represents the implementation of the elements of the ISO Strategic Plan relating to developing countries.

Therefore, the approval by DEVCO of the proposed draft ISO Action Plan included in **Annex 1** is subject to the approval of the ISO Strategic Plan 2011-2015 by the 33rd ISO General Assembly in Oslo, Norway.

Once approved by DEVCO and endorsed by the ISO Council, the Action Plan for developing countries 2011-2015 will be ready for implementation as of January 2011.

DEVCO ACTION	DEVCO members are invited to comment and to approve the draft ISO Action Plan for developing countries 2011-2015

ISO ACTION PLAN FOR DEVELOPING COUNTRIES 2011-2015

DRAFT FOR DEVCO

Draft ISO Strategic Plan 2011-2015

GLOBAL VISION FOR ISO IN 2015

To be the world's leading provider of high quality, globally relevant International Standards through its members and stakeholders

ISO'S KEY OBJECTIVE FOR DEVELOPING COUNTRIES

The capacity and participation of developing countries in international standardization is significantly enhanced

Foreword

Developing country members play a major role in directing the whole process of ISO technical assistance. The tools used during the implementation of the current Action Plan 20005-2010 will continue to be used and refined, as necessary, to help developing country members in identifying their needs and measuring of the effectiveness of actions undertaken.

Developing country members have a responsibility to monitor the implementation of the Action Plan through the annual meeting of the ISO Committee on developing country matters (DEVCO). They also have the duty to ensure that the technical assistance they receive benefits all stakeholders at the national level and they are expected to assist ISO in measuring the impacts of such assistance.

While ISO with support from donors, can assist developing country members to make the best use of being a member of ISO, the objectives of this Action Plan can only be achieved if members take full ownership in the implementation of the activities identified under each output. In particular, ISO members should make every effort to promote standardization in their countries in order to secure funds from stakeholders and relevant organizations to implement the activities of the Plan.

The ISO Action Plan for developing countries 2011-2015 will be administered by the Development and Training Services (DEVT) unit at the ISO Central Secretariat (ISO CS).

Goal (overall objective)

To contribute to improving developing countries' economic growth and access to world markets, enhancement of the lives of citizens, fostering innovation and technical progress and achieving sustainable development when considered from each of the economic, environmental and societal perspectives

Purpose (short-term objective)

To strengthen the national standardization infrastructure in developing countries in order to increase their involvement in the development, adoption and implementation of international standards in sectors and subjects of interest to them

Outputs (results)

Expected outputs from the implementation of the activities under the Action Plan 2011-2015 aim at increasing participation of developing countries in ISO technical work, enhancing capacity-building efforts, raising awareness of the benefits of standardization and the need for involvement in standardization activities, strengthening ISO members in developing countries at the institutional level, encouraging better regional cooperation, and better integrating the subject of standardization in educational curricula

Output 1: Increased participation in ISO technical work

The involvement of developing countries in the technical work performed by ISO technical committees (TCs), subcommittees (SCs) and working groups (WGs) is essential in order to ensure that their interests are taken into account, and this contributes to strengthen the global relevance of ISO and of its deliverables.

Activities

- Developing countries identify relevant subject areas so that activities to assist involvement are focused. ISO CS and TC/SC leadership provides information on the role and activities of TCs to facilitate this

- Encourage the establishment of twinning/partnership arrangements between ISO members in developing and developed countries. Measure the effectiveness of such arrangements by the increase in leadership positions held by developing countries over the period of this Action Plan

- Provide resources for developing country participants to attend and effectively contribute to meetings of TCs, SCs and WGs that are of relevance to them

- Clearly identify what skills and experience are needed to increase participation in ISO technical work and provide regional training and/or distance-learning courses to help ISO members build these skills and experience directly and amongst their stakeholders. Specifically provide training that will equip developing country representatives to carry out roles related to leadership positions in ISO committees (chair, secretary, convener) or to enter into twinning/partnership arrangements

- Organise regional/national training for ISO members in developing countries on the use of ISO e-tools to participate in standards development work. Ensure ISO e-tools evolve to meet developing country needs

Target group

ISO members in developing countries and their key stakeholders including industry; national, state/provincial and local government; consumers and consumer groups; professional bodies/associations; the quality/conformity assessment institutions; organized labour; educational and research establishments; non-governmental organizations (NGOs). All ISO members on issues such as twinning/partnership.

Output 2: Capacity built in standardization and related matters for ISO members and their stakeholders

Capacity-building activities for the staff of national standards bodies (NSBs), their key stakeholders and national experts aim at providing guidance on good practices in standardization that the NSB applies in the national standardization infrastructure. Activities are also carried out to develop the skills and knowledge of experts to participate in international standardization work.

Activities

- Developing countries identify relevant subject areas so that activities to build capacity are focused. ISO CS and members provide assistance and mentoring to facilitate this

- Identify needs and develop and conduct regional/national workshops and courses on selected standardization subjects, in particular those where International Standards of relevance to the developing country are under development or review

- Identify needs and conduct regional/national training-of-trainers programmes, including subsequent mentoring of trainees, aimed at creating a pool of resources at the disposal of users of International Standards in order to guide them in applying these standards

- Identify needs and develop and disseminate training manuals and packages (e.g. presenter's pack, participant's pack, videos and background documents) on selected standardization subjects that are of relevance to ISO members in developing countries and their stakeholders

- Provide information and communication technology (ICT) equipment and train NSB staff in its use in selected countries to enable ISO members to participate more effectively in ISO technical work

- Provide and encourage the use of distance learning courses in key aspects of international standardization

- Establish modules and training courses that show the value of participation in standardization activity by stakeholder groups of the ISO member in developing countries. Target initiatives to areas where the NSB is carrying out standardization activity or sees potential in carrying out standardization activity.

Target group

ISO members in developing countries and their key stakeholders including industry; national, state/provincial and local government; consumers and

consumer groups; professional bodies/associations; organized labour; educational and research establishments; NGOs; organizations from the national quality infrastructure; organizations with limited resources, e.g. small and medium enterprises.

Output 3: Awareness improved on the role and benefits of International Standards and their use. International standards are therefore increasingly used

Building awareness on the importance of using standards in all spheres of economic activity to achieve sustainable development goals is a key element of national quality policies. It is also useful in engaging stakeholders and the ultimate users of International Standards in national and international standardization work.

Activities

- Developing countries identify relevant subject areas so that activities to raise awareness are focused. ISO CS and members provide assistance and mentoring to facilitate this

- Identify those key stakeholders where activity should be concentrated and develop a programme that will result in a consistent and coherent message, of relevance to the stakeholder, and show the benefit of international standards and their use to that stakeholder

- Conduct global/regional/national awareness raising events (conferences, seminars, workshops)

- Organize contests at the global level to sensitize specific target groups on key standardization issues

- Develop and disseminate ISO publications related to standardization (in printed and in electronic forms, including use of Web-based services, new media and communication platforms such as social networks)

- Where a standard is published that is of particular interest and value to a stakeholder or stakeholders publicise this to them, showing clearly how this will assist them in meeting their objectives and goals.

Target group

ISO members in developing countries and their key stakeholders; government policy makers, e.g. in the area of environment, industry, economic planning, health and safety, international trade, consumer protection; regulatory authorities; the general public; export industry sectors; trade promotion organizations; World Trade Organization (WTO) and Codex Alimentarius Commission focal points.

Output 4: ISO members in developing countries strengthened at institutional level

National standards bodies operate in various types of legal and institutional frameworks, as well as in different business environments not sufficiently aware of the benefits of standards, which sometimes makes it difficult for them to operate at optimum level. A strong, competent and credible NSB is key for ensuring adequate participation in international standardization work and for the implementation of standards.

Activities

- Developing countries identify impediments so that activities to strengthen their roles at the institutional level are focused. This includes ensuring processes and systems used in standardization assist in strengthening the role of the NSB. ISO CS and members provide assistance and mentoring to facilitate this

- Organise global/regional/national workshops and courses for senior and middle management NSB staff based on ISO publications on institutional strengthening matters; topics that may be covered include formulation of a national standardization strategy; marketing and communication; management support; diversifying sources of revenue; ICT infrastructure; enhancing NSB role in national quality infrastructure-building with partner international and regional organizations; stakeholder involvement; support for good governance in NSB's and in ISO's governance bodies; etc. Measure effectiveness of such events and use this to further improve such events

- Provide guidance and advice to senior management of NSBs through short-term consultancy missions to meet a clearly identified need(s)

- Encourage partnerships between the beneficiary ISO members and other ISO members, both from developing as well as developed countries (attachment training and fellowships, mentoring, exchange of good practice manuals and procedures). Measure effectiveness of such partnerships and use this to further improve all such partnerships

Target group

Selected ISO members in developing countries and their related bodies (Council/Board members, committee members, organizations providing direct financial resources, etc.).

Output 5: Regional cooperation strengthened

Regional cooperation to foster exchange of experience among ISO members and other partners at the regional and sub-regional levels, including in the field of harmonization of national and regional standards to international standards, is an essential step to enable developing countries to address the challenges of globalization and integrate more effectively in the multilateral trading system. Issues such as regional economic, environmental and societal sustainability are identified and appropriate responses from ISO members in the region are formulated

Activities

- Developing countries identify areas for regional cooperation so that activities to strengthen this cooperation are focused. ISO CS and members provide assistance and mentoring to facilitate this

- Organise fora and meetings involving the CEOs of ISO members to exchange experience, *inter alia*, on good practices in standardization; NSB governance and stakeholder involvement; raising awareness of policy makers; financial sustainability; linkages between the NSB and regulatory authorities; and meeting customer needs for achieving long-term sustainability. Measure effectiveness of such events and use this to further improve future events

- Encourage the development of cooperation/collaboration agreements among ISO members, potential ISO members and other partners at regional and sub-regional levels. Measure effectiveness of such agreements and use this to further improve future agreements

- Create and share a pool of training resources/expertise on standardization and related matters. Measure effectiveness of such resource and use this to further improve the skills and experience available in such resource

- Cooperate with regional and sub-regional organizations, involved in standardization or standard-related activities, in the field of technical assistance (training, awareness-raising, capacity building) and for translation of ISO publications in the language most used within the respective regions. Measure effectiveness of such cooperation and use this to evaluate the benefit of such cooperation to all parties and further improve all such cooperation

Target group

ISO Members in developing countries and their key stakeholders; regional and sub-regional organizations involved in standardization or standard-related activities.

Output 6: Introduction of the subject of standardization as part of educational curricula initiated

It is widely recognized that knowledge of standardization and its benefits for business, government and society is increasingly considered an essential "toolbox" for future professionals and managers in both public and private sectors. While the need for integrating the subject of standardization in higher education is clear, there is also scope for educating the younger generations at the level of primary and secondary levels on specific topics.

Activities

- Developing countries identify areas for discussion / working with academia so that activities to strengthen this cooperation are focused. ISO CS and members provide assistance and mentoring to facilitate this

- Encourage the strengthening of relations between ISO members and academic institutions at the national level. Measure effectiveness of such encouragement and use this in training or other fora

- Develop and disseminate educational material (information booklets, publications, distance learning tools) in cooperation with ISO members and academic institutions

- Organize conferences and seminars on standardization in collaboration with institutes of higher education and relevant international organizations involved in this area

- Promote the ISO Award for Higher Education in Standardization. Measure effectiveness of the Award and use this to ensure the objectives of the Award are being met

Target group

ISO members in developing countries; institutions of higher education (universities, colleges, business schools, institutes of technology, etc.); primary and secondary schools.

ITEM 11 PRESENTATION OF THE THEMES AND BREAK-OUT INTO DISCUSSION GROUPS

The DEVCO Chair's Advisory Group (CAG) has selected the following topics for the discussion groups to be held at the 44th DEVCO meeting in Oslo:

Group 1: Developing country perspectives on unique ISO standards development processes

Group 2: Energy policies for tackling climate change

Group 3: ISO standards driving business

The discussion groups will run in parallel on Monday 13 September 2010 from 14:00 to 17:30 as per the draft programme included in **Annex 1**.

Each discussion group will be chaired by a member of the DEVCO CAG and feature a number of presentations by DEVCO members invited to contribute to the discussions.

A background paper has been prepared for each of the groups to give focus to the discussion. The papers are included in **Annexes 2 to 4**.

It is recalled that the discussion groups provide an opportunity for members to exchange information and best practices in standardization and related matters.

The findings and recommendations from the discussions contribute to the on-going task of identifying needs and requirements in developing countries, and constitute valuable guidance for the formulation of technical assistance and training activities implemented under the *ISO Action Plan for developing countries.*

DEVCO ACTION	DEVCO members are invited to participate in the discussion group of their choice

44TH MEETING OF DEVCO, 13-14 September 2010, Radisson BLU Scandinavia Hotel Oslo

Monday 13 September 2010 – *Provisional Programme*

Time	Break-out room Discussion Group 1	Main DEVCO meeting room Discussion Group 2	Break-out room Discussion Group 3
14:00	***Developing country perspectives on unique ISO standards development processes***	***ISO/Norad/SN workshop on Energy policies for tackling climate change***	***ISO standards driving business***
	Session chair **Mr. Charles Ekelege** Director TBS (Tanzania) and DEVCO CAG member ***Experts*** *Mr. Steven Cornish (ANSI)* *Mrs. Amanda Richardson (BSI)*	Session chair **Mr. John Walter** Executive Director, SCC (Canada) and DEVCO CAG Opening ceremony **Mr. Rob Steele** ISO Secretary-General **Dr. Trine Tveter** Managing Director, SN (Norway) and DEVCO CAG **Representative** of the Norwegian Agency for Development Cooperation (Norad) ***Expert*** *Standards Norway*	Session chair **Mrs. Anthea Ishmael** Director, BNSI (Barbados) and DEVCO CAG ***Expert*** *Prof. Peter Swann (UK)* Keynote Speaker **Mr. Rob Steele** Secretary-General
	Speakers[1] **Mr. Jorge E. R. Cajazeira** Chair of ISO/TMB/WG on Social Responsibility (Brazil) **Mr. Noer Adi Wardojo** Vice-Chair of TC207/SC1 (Indonesia)	Presentation by ISO **Mr. Kevin McKinley** Deputy Secretary-General Speakers **Mr. Fabio Tobón** Executive Director, ICONTEC (Colombia) **Dr. Yaseen Khayyat** Director General, JISM (Jordan) SABS (South Africa)[2] **Dr. L.N. Senaweera** Director General, SLSI (Sri Lanka) Discussion panel **Dr. Trine Tveter** **Mr. Ivan Krstic**, Director, ISS (Serbia) and DEVCO CAG **Norad and Speakers**	Speakers **ABNT** (Brazil) [2] **Mr. Barama Sarr** Director General, ASN (Senegal) **Mr. Steven Tan** Group Director of Quality & Standards, SPRING (Singapore) **STAMEQ** (Viet Nam) [2]
15:30	Coffee/tea break	Coffee/tea break	Coffee/tea break
17:30	*Closure*	*Closure*	*Closure*

[1] The names of further speakers will be communicated at the meeting
[2] Participation confirmed - name of the speaker to be communicated at the meeting

Background note for discussion group 1: Developing country perspectives on unique ISO standards development processes

ISO DEVCO Group 1 will feature developing country leaders from selected ISO committees who will provide:

- An overview of developing country participation in their committees;
- An understanding of the difficulties that developing countries have had to participate effectively;
- What has been done within their committees to address these difficulties; and
- What unique or alternative approaches (beyond the ISO Directives) does the committee use to conduct its work.

In addition, representatives from some developing country NSBs will speak to the experiences of their delegates and experts to ISO committees.

Group 1 will also feature a presentation on the work of the ISO/TMB Process Evaluation Group (PEG), and there will be an opportunity to discuss alternative approaches to the development of ISO standards and how they may benefit developing countries.

A more detailed background paper on the group 1 session will be forthcoming.

Background paper for discussion group 2 - Energy policies for tackling climate change

Knut Aune, Jack Grimsrud, Knut Jonassen – Standards Norway

1. Background

Energy use is an absolute necessity in order to improve the standard of living. One fifth of the world's population lacks access to modern energy.

At the same time climate change arising from anthropogenic (man-made) activity is one of the greatest challenges facing countries, governments, businesses and mankind. Climate change has major implications for both human and natural systems and could lead to significant changes in the use of resources, in production and in other economic activities. In response, international, regional, national and local initiatives are being developed and implemented to limit greenhouse gas (GHG) concentrations in the Earth's atmosphere. Such GHG initiatives rely on the assessment, monitoring, reporting and verification of GHG emissions and/or removals.

It has been forecasted that global warming may lead to more precipitation, increased drought and desertification, intensified flooding, heightened sea-level, uncertainty in water supply due to melting glaciers, ocean acidification, increased tropical cyclone activity, more natural disasters and reduced biodiversity including less species and habitats. These changes will to a great extent undermine the basis of existence for several communities, especially in developing countries.

On the web-site of the World Bank the following statement can be read: "Climate change may be the defining social justice issue of our generation. It brings into sharp relief a vision of a world that is highly polarized - between heavy GHG-emitting countries and resource-poor countries that will suffer the worst consequences. The rich countries of the world are predominantly responsible for climate change, while poor people in poor countries bear the brunt of its impacts."

There is a broad scientific and political consensus, recognized by the Copenhagen Accord, that global warming must be kept below 2 °C to avert dangerous levels of climate change. To stay within this temperature limit the worldwide rising of emissions must stop before 2020, emissions must be cut to half of their 1990 levels by 2050, and must continue to fall thereafter. The long-term concentration of GHG in the atmosphere should be limited to 450 parts per million of carbon-dioxide equivalents (called the 2 degrees – and the A 450 scenarios).

Fossil fuels are expected to remain the dominant source of energy and may account for up to 80 % of the world's primary energy supply in 2030. This represents one of the world's major challenges as the production and use of fossil fuels is inseparably linked to GHG emissions.

In addition to GHG emissions, a significant factor in global warming is the deforestation. According to the Intergovernmental Panel on Climate Change (IPCC) deforestation, primarily in tropical areas, could account for up to 20 % of total anthropogenic carbon dioxide in the atmosphere.

Several international works and summits have been organized to solve the environmental challenges and climate change:

- The World Commission on Environment and Development, chaired by Gro Harlem Brundtland, launched in 1987 the report "Our Common Future" which defines "sustainable development" as "development that meets the needs of the present without compromising the ability of future generations to meet their own needs".

- The United Nations Conference on Environment and Development (UNCED) in Rio de Janeiro in 1992, also called "The Earth Summit", unified on the Agenda 21 concept - think global, act local. This summit was the planet's first summit to discuss global warming related issues.
- UN Climate Change Conference 2007 Bali-Indonesia. The conference adopted the Bali Road Map which consists of a number of forward-looking decisions that represent the various tracks that are essential to reaching a secure climate future.

The outcome of these events are important as foundations and frameworks for all later measures taken at a more detailed level in the purpose of combating global warming.

The world may still for many decades be dependent on fossil fuels, and for this reason many experts are sceptical as to the readiness of private investors to invest money in renewable energy solutions. A report that was recently launched by UNEP shows that the investments in core clean energy decreased by 7 % in 2009, to USD 162 billion. On the other hand the same report states that countries with policies encouraging renewable energy have roughly doubled from 55 in 2005 to more than 100 today – half of them in developing countries. Adopted and accepted governmental strategies on eco-friendly energy development usually strengthen the willingness to invest in renewable energy solutions because the probability for reasonable return of the investments will increase when there are predictable political framework conditions.

The majority of new investments in the energy sector have to come from non-ODA sources (Official Development Assistance), and the World Bank is therefore continuously working to mobilize market-based financing of new technologies, research and knowledge.

Funds for investments in renewable energy and GHG reductions both in industrialized and non-industrialized countries could to a greater extent be established. In Bangladesh more than a million households without access to electricity are now getting off-grid solar power, thanks to a USD 130 million project from the World Bank. The Climate Investment Funds - Forest Investment Program will support developing country efforts to reduce deforestation and forest degradation and promote sustainable forest management that leads to emission reductions and the protection of carbon reservoirs. UNDP’s Thematic Trust Fund on Environment is established to help developing countries to adapt the effects of climate change.

The Kyoto Protocol was adopted in 1997. It entered into force in 2005 and is an international agreement linked to the United Nations Framework Convention on Climate Change. The major feature of the Kyoto Protocol is that it sets binding targets for 37 industrialized countries and the European community for reducing GHG emissions. Recognizing that developed countries are principally responsible for the current high levels of GHG emissions in the atmosphere as a result of more than 150 years of industrial activity, the Protocol places a heavier burden on developed nations under the principle of "common but differentiated responsibilities." The Kyoto Protocol allows for "flexible mechanisms" that help stimulating green investment and help parties meet their emission targets in a cost-effective way by the possibility to purchase GHG emission reductions credits from other parties through financial exchanges.

Targeted duties and taxes can be imposed on certain products based on their environmental impact, e.g oil and petrol. Similarly, governmental subsidies and regulations can be initiated to promote environmentally sound products and solutions.

Understanding of cooperation as a successful tool in innovative activities is invaluable. In the twin challenges posed by climate change and securing enough energy, there should be increased focus on collaboration and benchmarking between private and public sector, different businesses and industries, developed and developing countries, energy-producing and energy-using regions. An example of good collaboration is the Hywind project – the world’s first full-scale floating offshore wind turbine located 10 kilometres off the Norwegian west coast. The windmill has been developed through cooperation between oil-industry and wind turbine companies, and funded by

governmental grants. A highly valuable side effect of such projects requiring high competence and innovative ideas, is the creation of many new skilled jobs accommodated to the green sector.

2. Energy sources and energy carriers and the utilization of these

Energy use, often in the form of electricity via electric grids, is a necessity in order to increase the standard of living. At the same time the world faces the serious climate change challenge, which to a large extent is a result of increasing use of energy worldwide.

Nevertheless, there is a need for a reliable supply of energy to the population. This reliability requires supply of the right amount of energy, at the right time, at the right locations, with the right power qualities. To achieve this reliability in a cost-effective manner, we need a diversity of energy technologies located in a diversity of geographic areas. At the same time, the supply and use of energy should less and less contribute to the release of GHG into the atmosphere.

The standard of living determines to a large extent each human being's material state and possibilities of self-realization. Activities/domains of special interest in this respect are:

- Housing
- Food and drink
- Mobility
- Health and education
- Other infrastructures.

On the one hand it is vital to secure each individual in the population a possibility for at least a defined minimum standard in each of these domains. On the other hand these activities need to be arranged and designed in such a way that each society has a significantly lower carbon footprint in 2020 (compared to 2010) and is carbon neutral within 2050. This will require a totally new way to produce and utilize energy. In order to achieve this, it is of the utmost importance to analyze the effects of each energy source/carrier in question as well as how the energy is being utilized.

There is a variety of energy sources available, and a list of certain properties and prospects is shown in table 1.

Table 1 – Energy sources, properties and prospects

Energy source	Properties and prospects
Biofuel	Wide range (solid, liquid and gaseous state) of fuels, derived from biomass. Utilization of waste and by-products. Could conflict with forestry and food production. Large unused potential.
Biomass	Plant material, domestic, industrial and agricultural organic waste. Production of heat and electricity. Large unused potential.
Coal	Sedimentary rock. To be used directly for heat production or transformed into other energy carriers (electricity and hydrocarbons). Large, but limited resources.

Table 1 – Energy sources, properties and prospects – continues

Energy source	Properties and prospects
Geothermal energy	Energy extracted from the geosphere. To be used directly for heat production or transformed into electricity. Large unused potential.
Hydropower	Energy extracted from moving water in water systems. Mostly used for production of electricity. Could conflict with other environmental and social goals. Large unused potentials.
Natural gas	Energy used for heating or converted to electricity or other energy forms. Large, but limited resources.
Oil	Energy released through combustion, converted to heat, electricity or other forms. Much used for transport. Also raw material for a range of substances. Large, but decreasing and limited resources.
Osmotic power	Utilization of the salinity gradient between seawater and river water in river mouths and estuaries. Research and development is needed. Large unused potentials.
Peat	Energy released through combustion, converted to heat and electricity. Domestic and industrial use. Could conflict with other environmental goals, especially biodiversity. Large, but limited resources.
Solar energy	Radiation from the sun is transformed into heat and electricity. Domestic and industrial use. Large unused potentials.
Thorium	Nuclear energy transformed to heat and electricity. Research and development is needed. Results in radioactive waste. Large, but limited resources.
Tidal power	Energy extracted from currents as a result of tides, converted to electricity. Large unused potentials.
Uranium	Nuclear energy transformed to heat and electricity. Results in large amounts of radioactive waste. Large, but limited resources.
Wave power	Energy extracted from waves, converted to electricity. Research and development is needed. Large unused potentials.
Wind power	Energy extracted from wind, converted to electricity or mechanical energy. Rapidly growing production. Large unused potentials.

Energy carriers could be divided into several groups, according to certain criteria. In our context two criteria are of special importance: renewable vs. non-renewable energy carriers and intermittent vs. stable/controllable energy carriers.

Table 2 Classification of energy sources and energy carriers

Renewable energy sources/carriers	Non-renewable energy sources/carriers	Stable/controllable energy sources/carriers	Intermittent energy sources
Biofuel	Fossil fuels – Coal – Oil – Natural gas	Fossil fuels	Solar energy
Biomass	Nuclear fuels – Uranium – Thorium	Nuclear fuels	Tidal power
Geothermal energy		Peat	Wave power
Hydropower		Biofuel	Wind power
Osmotic power		Biomass	
Solar energy		Geothermal energy	
Tidal power		Hydropower	
Wave power		Osmotic power	
Wind power			

As a consequence of what is listed above, one should aim for the following:

- Energy economization: Develop and utilize more energy-efficient equipment, both for energy transmissions and for end-user appliances
- Research on and development of new renewable energy sources
- Strive for energy use in periods when intermittent renewable energy resources are available
- Utilize the intermittent renewable resources to their maximal potential and add extra energy from non-renewable resources when necessary
- Spread and share relevant new technologies throughout the world
- Raise awareness among consumers and utilize market forces in order to phase out products, processes, technologies and organizations which in this respect are inadequate
- Gradually, but as rapidly as possible, replace fossil fuel sources and peat with non-fossil sources, preferably renewable energy sources.

Table 3 – Fossil fuels, production time left

Fossil fuel	Production time left, today's proved reserves (years)	Production time left, most optimistic (years)
Coal	148	417
Oil	43	43
Natural gas	61	167

Numbers from: Wikipedia, article: World energy resources and consumption

Table 3 demonstrates that the resources of fossil fuels are limited, making it necessary to switch from coal, oil and gas to other sources at one point, whether the climate change aspects are taken into account or not. And it would be unwise to wait until the recourses of fossil fuels have been depleted before doing so. In this respect an appropriate energy policy and an appropriate climate change policy lead to the same conclusion: The necessity to exchange fossil fuels by other and more sustainable energy sources as soon as feasible.

3. The role of standardization in tackling climate change

3.1 Standardization bodies and climate change

The international and national standardization bodies can play an important role in tackling climate change. This is due to the fact that standards are regarded as neutral documents and that they are developed using the principle of consensus. Standardization is also an efficient way to operationalize research results and other knowledge and make it available for a larger audience.

ISO has introduced several documents that could help the world to reduce the emissions of GHG. The documents range from generic documents to very specific product standards.

ISO will soon release ISO 26000, Guidance on social responsibility. In ISO/FDIS 26000 social responsibility is defined as follows:

"social responsibility
responsibility of an **organization** (2.12) for the impacts of its decisions and activities on society and the **environment** (2.6), through transparent and **ethical behaviour** (2.7) that

- contributes to **sustainable development** (2. 23), including health and the welfare of society;

- takes into account the expectations of **stakeholders** (2. 20);

- is in compliance with applicable law and in consistent with **international norms of behaviour** (2.11); and

- is integrated throughout the **organization** (2. 12) and practised in its relationships"

Standardization bodies themselves will and should adopt the ideas and guidelines that are underlined in the coming ISO 26000 and will in the future have an even stronger focus on the role of standards as tools for reducing the emissions of GHG.

That this should be the situation is clearly described in clause 3.3.1 in ISO/FDIS 26000 where the following is stated:

"The essential characteristic of social responsibility (2.18) is the willingness of an organization to incorporate social and environmental considerations in its decision making and be accountable for the impacts of its decisions and activities on society and the environment. This implies both transparent and ethical behaviour that contributes to sustainable development, is in compliance with applicable law and is consistent with international norms of behaviour. It also implies that social responsibility is integrated throughout the organization, is practised in its relationships and takes into account the interests of stakeholders."

Further on clause 5.2.3 states: "An organization is responsible for the impacts of decisions and activities over which it has formal and/or *de facto* control. (*de facto* control refers to situations where one organization has the ability to dictate the decisions and activities of another party, even where it does not have the legal or formal authority to do so). Such impacts can be extensive. In addition to being responsible for its own decisions and activities, an organization may, in some situations, have the ability to affect the behaviour of organizations/parties with which it has a relationship. Such situations are considered to fall within an organization's sphere of influence."

So, how could the standardization bodies take into account what has been stated above? Several actions could be foreseen to strengthen the standardization bodies' development of standards that would be useful to reduce the emissions of GHG:

- Promote the use of standards like ISO 26000 and the ISO 14000 series
- Ensure that all TCs actively use ISO Guide 64 in their projects

- Encourage the Technical Committees to set up new work item proposals (NWIPs) that will contribute to the reduction of GHG
- Encourage the National Standardization Bodies to include in their annual reports efforts taken to develop and promote standards that could be useful for reducing GHG emissions
- The developed countries should support the participation of experts from the developing countries in the standardization process with a focus on developing standards for eco-friendly technology for use in developing countries. Examples of such technology could be local grids, low-tech solar energy systems and micro hydropower plants that could support the population with energy and at the same time reduce deforestation and use of fossil energy
- Regularly update a list of standards that could contribute to lower GHG emissions. Such a list was presented in the Final Report to the TMB from the Ad Hoc Group on Climate Change in February 2002. Such a list should be easily accessible on the ISO homepage.

3.2 The use of standards for tackling climate change

The use of standards and guides in the standardization process was addressed above. In this part we will look into the use of standards to tackle climate change.

An extensive use of ISO 26000 will enforce a large number of organizations, being industry or public entities, to actively evaluate and reflect on whether or not they contribute to a sustainable development.

The ISO 14000 series gives companies and other organizations guidelines on how to set up environmental management systems. The standards require that the management system includes a system for continuous improvements and the evaluation of such improvements.

Another upcoming important standard that can contribute to the reduction GHG emissions is ISO/DIS 50001, Energy management systems – Requirements with guidance for use, which specifies requirements for an organization to establish, implement, maintain and improve an energy management system.

The use of sectorial standards and product standards can contribute to lower GHG emissions. Some examples are given below of areas where the environment could benefit from use of standards.

A large project called SESAR is ongoing in Europe to improve the efficiency and capacity of airline traffic to create a European Single Sky. One of the goals of the project is to reduce the emissions from the airline industry. An important part of the project is the development of new standards.

In the future one will hopefully be able to develop renewable fuel for the airline industry, again requiring the development of new standards.

Another area in the same industry that benefits from using standards are airports where a system called "Airport carbon accreditation" has been developed by Airport Council International (ACI). The carbon footprint calculations are done according to ISO 14064 and verified by an independent third party.

In Norway as much as 46 % of the energy used in residential buildings is for heating. A new Norwegian standard, NS 3700:2010, Criteria for passive houses and low energy houses – Residential buildings, has been published. This standard defines requirements for energy use for heating, building elements, installations and calculation criteria. The new standard reduces the need for energy for heating both in new and refurbished buildings. The standard and its implementation is an important Norwegian measure to reduce energy consumption.

Background paper for discussion group 3: ISO Standards Driving Business

The Economic Effects of Standards, *by Peter Swann, University of Nottingham, UK*

1 Introduction

In two reports for the British government,[1] I have reviewed the research evidence on the economic benefits of standards. This paper gives a brief summary of the main findings. This summary is in two parts. The first concerns the *macroeconomic* effects: that is, what contribution do standards make to economic growth, to trade and to innovation across the economy? The second concerns the microeconomic effects: that is, through what channels and mechanisms do standards have these (usually) beneficial effects on the economy?

However, these research findings relate mainly to *developed* countries. The objective of the Discussion Group will be to consider whether these beneficial effects can also be enjoyed by *developing* countries, and if not, *why* not, and what needs to be done to ensure that developing countries *can* harness the benefits of standards.

2 Macroeconomic Effects

2.1 Standards, Growth and Productivity

Several detailed econometric studies have established a clear connection at a macroeconomic level between standardisation in the economy, productivity growth and overall economic growth. These studies have been carried out for the UK, Germany, France, Canada and Australia. Estimates vary somewhat from study to study, but overall, the growth of the standards catalogue over recent years may account for between one eighth and one quarter of productivity growth over the period. Some recent developments in the literature also offer a (partial) explanation of these effects on growth and productivity.

2.2 Standards and Trade

Many detailed econometric studies have explored the linkage between standardisation and trade. For those standards concerned with removing technical barriers to trade, the most common patterns are as follows. The use of international standards in country X increases exports from *and* imports into country X. The use of national standards in country X increases exports from country X, but the implications for imports into country X is less clear: in some cases, standards facilitate such imports, but in other cases standards obstruct such imports. For those standards concerned with Sanitary and Phyto-Sanitary factors (e.g. food safety), however,

[1] Swann G.M.P. (2000) *The Economics of Standardisation*, Report for the Department of Trade and Industry, UK; and Swann G.M.P. (2010) *The Economics of Standardisation: An Update*, Report for the Department of Business, Innovation and Skills, UK. The first of these is available online at: http://www.bis.gov.uk/files/file11312.pdf and the second, which updates the original report, should be available online soon.

the pattern is different: here standards are more likely to block imports – especially imports from developing countries. Again, recent developments in the literature also offer a (partial) explanation of these effects on trade.

It is arguable that to form a balanced opinion of the empirical relationship between standards and trade, the trade economist must consult with development economists and agricultural economists, on the one hand, and industrial economists and innovation economists on the other. As a broad generalisation, development and agricultural economists are better placed to see the bad side of standards. They can see the barriers to trade created, in the main, by rich countries that restrict imports from poor countries. By contrast, industrial economists and innovation economists are better placed to see the good side of standards.

2.3 Standards and Innovation

While some believe that standards can obstruct innovation, the evidence suggests a rather different story. Surveys of innovating firms find many enterprises say that standards are a source of information that helps their innovation activities. Moreover, while many say that regulations do also *constrain* their innovation activities, these constraints do not necessarily *prevent* innovation. Moreover, these 'informing' and 'constraining' effects tend to occur together. The implication seems to be that the most innovative firms are good at finding information in standards, and, because they are 'pushing the boundary', they also find that regulations *constrain* their innovative activities - but do not *prevent* these. Again, recent developments in the literature also offer a (partial) explanation of these effects on innovation.

This macroeconomic evidence is interesting, but it does not explain the precise mechanisms and channels through which these beneficial effects operate. We turn to that next.

3 Inside the Standards' Black Box

The various channels and mechanisms through which standard impact on the macro-economy are illustrated in the simple schematic model overleaf. This captures both the beneficial, and the sometimes dysfunctional effects of standards.

The model recognises eight different purposes or aspects of standardisation: variety reduction; quality and performance; measurement standards; codified knowledge; compatibility and interoperability; vision; health and safety; environmental. The model recognises that these aspects of standardisation can impact on eight intermediate economic variables: scale economies;

Figure 1
Model of Economic Effects of Standardization

division of labour; competencies; barriers to entry; network effects; transaction costs; precision; trust and risk. And finally, the model recognises that these intermediate variables can impact on eight ultimate economic variables, of policy interest: price; productivity; entry; competition; innovation; trade; outsourcing; market failure. The model builds on both the literature surveyed in my two reports (Swann, 2000, 2010).

The model shows that there are many different routes from standards to their economic effects. This is important for several reasons. First, it implies that the effect of a standard in a 'black box' econometric model can only be estimated with an element of uncertainty, depending on the routes and mechanisms involved. Second, it implies that further progress in estimating the economic effects of standards requires that research moves on beyond the aggregate macroeconomic ('black box') models and starts to use models that take account of the rich structure within the 'black box'. Third, it underlines the fact that several of the economic effects of standards are found together. So, for example, as the model shows, any standard which enhances an effective use of the division of labour (say) will lead to increased productivity, innovation, outsourcing and trade. These last effects are all inter-related.

We now offer a brief explanation of the linkages described in Figure 1. We start with the linkages on the left hand side of the map.

Variety reduction may not be an explicit objective of a particular standard but there is little doubt that standards can serve to reduce variety. This is usually done with reference to a trade off between the desire for variety (or diversity in demand) and the potential advantages in terms of scale economies, stockholding and so on, that arise if variety is limited. Clearly any standard that reduces variety is likely to lead to benefits in the form of scale economies. But the benefits are not limited to that.

Variety reduction can also have implications for barriers to entry and for transaction costs, but these effects could cut either way. As is well known, variety proliferation is sometimes used by incumbents in an attempt to limit competition from small scale entrants who cannot match the same degree of variety. To the extent that variety reduction standards limit such strategies, then they may serve to reduce some barriers to entry. On the other hand, variety reduction standards can be captured by some incumbents to restrict entry by companies with an idiosyncratic product specification. Equally, variety reduction standards can reduce transaction costs if choice becomes easier in the absence of what seems to the buyer an unmanageable variety of choice. But in some areas (e.g. clothes sizes and shoe sizes), variety reduction standards deny those of unusual shape or dimensions an 'off the peg' product and increase the transaction costs of these customers.

Setting standards for quality and performance, in contrast, will usually be an explicit objective of some standards. Such standards have a number of beneficial effects on our intermediate variables. Such standards reduce transaction costs because, when they work properly and when certification is credible, these standards make it easier for the buyer to buy in confidence that their purchases will meet their needs. This can also serve to increase trust between trading partners and reduce the risk born by the buyers, and that in turn makes it easier to achieve an efficient division of labour. Moreover, to the extent that quality and performance standards don't just state a target level of quality and performance, but also give some direction on how to achieve that target level, these standards may help to disseminate best practice and build competencies.

On the other hand, the effect of such standards on barriers to entry is uncertain. There is a general presumption that when product characteristics are written down in an open standard, that levels the playing field between incumbent and entrant. In the absence of that, incumbents have an informational advantage over entrants, but standards can in principle even that out. On the other hand, quality standards can be captured by entrants and set at an unnecessarily high level in order to deter entrants. (Even if unnecessarily high standards impose a cost burden on incumbents, the strategy makes sense if the cost burden on entrants is greater still.)

Measurement standards (and the ability to measure to those standards) have multiple effects within Figure 1. Measurement standards can enable advances in process control which help to develop economies of scale. Measurement standards (and the ability to measure to those standards) enable precision manufacture, and help those traders who produce superior products and services to demonstrate the superiority of these. Equally, measurement standards help to reduce transaction costs, reduce the risk born by traders and help to enhance trust between traders. This in turn helps to enable an effective division of labour. Another possibility (though this may be less relevant in some cases) is that the existence of measurement standards will help to build competencies – on the general principle, that if you can't measure to a well-understood standard, then you can't manage.

There is no doubt that standards, containing - as they do - a lot of codified knowledge, act as important instruments in the dissemination of best practice. They can be seen as essential instruments of technology transfer. The special issue of W*issenschaftsmanagement* (2007) argues as follows:

> "Standards are codified knowledge. They express the work and experience of generations. They define how technologies, interfaces and products must be made in order to work properly and fit together. Whereas many companies play an active role in designing standards and in this way improve their market opportunities, scientists are not adequately represented on standards committees. Yet early involvement by researchers in the standardization process is crucial if new technologies are to succeed in the market."

This role of standards as carriers of codified knowledge has a number of effects in Figure 1.

Use of standards can clearly help to build competencies – that seems clear enough. Moreover, the fact that essential production knowledge is codified in open standards helps to level the playing field between incumbent and entrant. In the absence of that, incumbents have an informational advantage over entrants. As a result, this property of standards can help to reduce barriers to entry. Moreover, the fact that standards codify essential production knowledge can help to reduce transaction costs between companies and their sub-contractors. This in turn makes it easier to write job descriptions, and hence to achieve a workable division of labour.

The effects of compatibility standards are also seen throughout Figure 1. Most obviously, network effects depend on the existence of compatibility standards. Even if the compatibility standard achieved is a 'lowest common denominator' standard (such as those used to ensure the work of the WWW), networks cannot function in the absence of compatibility and interoperability. Compatibility standards help to reduce transaction costs in an obvious way: if we know that a particular piece of software is compatible with a particular operating system, then we can buy with confidence that our software will work as expected. In the absence of that, the burden on the ordinary user to verify that a piece of software will run as expected would be a large one.

These reductions in transaction costs also facilitate the division of labour. This is most obviously visible in the computer industry, where any computer will contain components from all over the world. Indeed the emergence of internationally accepted compatibility standards in that industry has lead to the complete globalisation of that industry, where producers specialise in a small part of the value chain to achieve economies of scale, and sell their product around the globe.

The effects of compatibility standards on barriers to entry can cut both ways. The positive advantage of a generally accepted compatibility standard is that it reduces the barriers to entry for small scale entrants producing 'add on' products to work alongside a well-established standard. Again the computer and electronics industries offer many examples: the most recent is the growth of the cottage industry producing 'Apps' for the Apple iPhone. Many of these are micro-companies who could barely enter the software market at all in the absence of a well-established platform with generally accepted compatibility standards. On the other hand, if compatibility standards are not

open, then they can act as a barrier to entry, because the owner of the standard enjoys an advantage over entrants in supplying supporting products and services. This can lead to problems of monopoly around proprietary standards.

Standards that articulate a commonly understood vision of the future of a technology or an industry can have several effects in Figure 1. At the most obvious level, such visions play an important role in strategic planning and competence-building. Such visions also help to reduce the risk faced by market entrants, and that can help to reduce barriers to entry. Moreover, such visions can help to reduce transaction costs between traders when these traders share a common vision and understanding of where the technology is heading. That in turn may translate into a greater facility in developing network effects – as communication between network participants is reduced.

The final linkages on the left hand side of Figure 1 relate to the effects of Health & Safety and Environmental standards. Both of these standards can help to reduce the risk felt on the part of buyers and help to increase trust between traders. However, such standards can act as barriers to entry if captured by incumbents and set at an unnecessarily high level. This is clearly relevant in the context of some SPS[2] standards relating to trade in food and agricultural products.

For completeness, here follows a brief explanation of the linkages on the right hand side of Figure 1. These are mostly fairly obvious.

Scale economics can be expected to have some obvious effects on labour productivity and (in the right competitive conditions) on prices. Equally, from the work of Adam Smith onwards, the division of labour has been recognised as a source of productivity growth and innovation – mostly incremental innovation. Growing competencies and greater precision in production processes would also be expected to increase to increased productivity and innovation.

The division of labour is also associated with outsourcing and a growth in trade – especially intra-industry trade. Declining transaction costs, greater precision and increased trust between traders are also associated with outsourcing and a growth in trade, and also with a reduced incidence of market failure.

Finally, declining barriers to entry and stronger network effects generally have beneficial effects on new firm entry into markets, on competition and on innovation.

4 Points for Discussion

The objective of the Discussion Group is to consider whether these beneficial effects described above are also available to *developing* countries, or could be available in the foreseeable future. If the answer to both those questions is 'no', then the group may wish to discuss *why* not, and what needs to be done to ensure that developing countries *can* harness the benefits of standards.

I suggest the following as a possible agenda for the Working Group:

a) Macroeconomic Effects (growth, productivity, trade, innovation)

i) Are these available to *developing* countries?
ii) Could they be available in the foreseeable future?

If 'no' (to i and ii), then:

[2] 'Sanitary and Phyto-Sanitary' standards.

iii) Why not?
iv) What needs to be done to ensure that developing countries *can* harness the benefits of standards?

b) Microeconomic Effects (as Illustrated in Figure 1)

i) Are these available to *developing* countries?
ii) Could they be available in the foreseeable future?

If 'no' (to i and ii), then:

iii) Why not?
iv) What needs to be done to ensure that developing countries *can* harness the benefits of standards?

GMPS, Nottingham, 19/7/10

ITEM 12 REPORTING FROM THE DISCUSSION GROUPS

The discussion group chairs will report on the outcome of the previous day's discussions, Mr. Charles Ekelege TBS (Tanzania) for Group 1 on *Developing country perspectives on unique ISO standards development processes*, Mr. John Walter SCC (Canada) for Group 2 on *Energy policies for tackling climate change* and Mrs. Anthea Ishmael BNSI (Barbados) for Group 3 on *ISO standards driving business.*

The outcome of the discussion groups will be further reviewed by the DEVCO Chair's Advisory Group at its 14th meeting in Oslo on 14 September 2010.

DEVCO ACTION	DEVCO members are invited to note/comment the information presented

ITEM 13 PANEL DISCUSSION ON STANDARDS RELATED STRATEGIES OF SELECTED INTERNATIONAL ORGANIZATIONS FOR CAPACITY BUILDING IN DEVELOPING COUNTRIES

At the occasion of the annual DEVCO meeting, international organizations that work in close collaboration with ISO in support of its members in developing countries are given the floor to update DEVCO members on their activities.

Each of the organizations present will discuss their capacity building strategies in developing countries. The presentations will be followed by a discussion.

DEVCO ACTION	DEVCO members are invited to participate in the discussions

ITEM 14 DATE AND PLACE OF THE NEXT MEETING

The 45th meeting of DEVCO will be held on Monday 19 and Tuesday 20 September 2011, in New Delhi, India, followed by the ISO General Assembly from 21 to 23 September 2011.

DEVCO ACTION	DEVCO members are invited to note the above information