36th ISO General Assembly

Saint Petersburg (Russian Federation)
18-20 September 2013

Working documents

THIRTY-SIXTH ISO GENERAL ASSEMBLY, 18-20 September 2013

Park Inn Hotel Pribaltiyskaya, Saint Petersburg, Russian Federation
Beginning at 09:00

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THE FORMAT FOR THIS YEAR'S GENERAL ASSEMBLY

As a direct response to the feedback you have provided in previous General Assemblies, we have continued the changes started last year in San Diego

What has been done to respond?

The agenda for the General Assembly has been split into several sections to update you on what has been happening over the last twelve months; to deal with statutory matters required in any ISO General Assembly but spending more time looking ahead at trends, initiatives and ideas from amongst ISO members, key partners and from the ISO Central Secretariat. Some of these sessions have been interactive, not to make decisions, but to get a sense of what matters to people and what doesn't!

a) General Assembly format

Instead of long speeches, there will be panel discussions in the plenary of the General Assembly that will introduce a topic or series of issues, and then open the discussion to the whole General Assembly for ideas and comment. So, please read the background material before the General Assembly, it will help you think about ideas, suggestions and questions you will want to make during the panel discussions. While the panelists may refer to key points in the background material, they will not repeat the detail of the content

b) Recording attendance at the General Assembly and vote for Council members

The statutory matters of the General Assembly will be handled as last year – the record of attendance at the General Assembly and the election of Council members have been streamlined to allow for more interactive sessions (as described above). A detailed description of the steps that will be taken to record attendance and for the election of Council members is provided in the attached Appendix

c) Breakout sessions in the General Assembly

Four General Assembly breakout sessions will be held simultaneously in the afternoon of Wednesday 18 September as a part of the General Assembly. All the sessions will be repeated, the first time between 14:15 – 15:45 hours and again between 16:15 – 17:45 hours. This is to allow delegates the opportunity to participate in two out of the four sessions and ensure people have more opportunity to participate in the sessions they are most interested in. The breakout sessions are highlighted in the draft agenda for the meeting (agenda item 6) and registration for the sessions must be made online at www.iso2013.com. Space in the sessions is available on a first-come first-served basis. So, please register at the time you register online for the General Assembly

d) Use of technology

Keypads will again be used in the General Assembly. These will not be used for taking decisions, but to help gauge where members may have issues to be

addressed, new areas to be considered or, as we said last year, just to "gauge the temperature of the room" on a specific question or viewpoint

e) Opportunity to discuss issues in detail

"ISOcial bars" and activities that will take place outside of the General Assembly agenda. An "ISOcial bar" is an informal place, near the coffee break area, to give you the opportunity to talk with ISO Central Secretariat staff about anything related to ISO and its members. To facilitate the discussions, we will arrange ISOcial bars around the following topics: *Developing standards, Publishing standards, Marketing standards,* and *Supporting members*

In addition to the above, this year, under agenda item 11, the General Assembly will be asked to vote on proposed amendments to the *ISO Statutes* on the increase in the number of seats on the Technical Management Board. The process for voting is also set out in the Appendix.

So, this General Assembly is more than ever about you getting involved!

Have your say, listen to others, learn from one another. There will be more time for networking at the coffee breaks and the venue will help us all to both meet good friends and to make new ones.

We hope the idea of ISO as a large family helping each other, and looking constructively and critically at what we need to do, will be further enhanced and invigorated at this ISO General Assembly as a result of the above innovations.

I would especially like to thank our hosts, GOST-R for their flexibility and willingness to try the push for this progress in the format of the ISO General Assembly and the related meetings that will take place during the week

RECORDING ATTENDANCE AND VOTING PROCEDURES

This document contains detailed information:

1. For delegates to record their attendance at the General Assembly.
2. On the voting procedure for the election of Council members (agenda item 13.1).
3. On the voting procedure for the amendments to the *ISO Statutes* on the increase in the number of seats on the Technical Management Board (agenda item 11).

1. Recording attendance at the ISO General Assembly

1. As was the case last year, a formal roll call of delegates will not take place.

2. Instead, a preliminary attendance list of delegates (based on information provided when they register online for the General Assembly), will be available in the information package that each delegate will receive once they register at the venue (when they receive their badge).

3. Please check the details on the preliminary attendance list and advise any changes to the registration desk, located near the General Assembly meeting room, by the end of the lunch break on Wednesday 18 September 2013.

4. A final attendance list of delegates, updated for changes advised, will be published on the ISODOC server on 19 September 2013.

In addition, and, as in previous years, a paper will be circulated during the first session of the General Assembly, asking delegates to record their attendance.

2. Voting procedure for the election of Council members

The election will take place during the General Assembly in Saint Petersburg according to the following voting procedure:

1. At the beginning of the morning coffee break on Friday 20 September, <u>heads of each of the delegations</u> are kindly requested to visit the voting table outside of the plenary room for the General Assembly. An ISO Central Secretariat staff member will give them one ballot paper with which to cast their delegation's vote. Those member bodies holding a proxy will receive a voting paper for the member body for which they hold a proxy.

2. Heads of delegation will have until the end of the morning coffee break to cast their delegation's vote. They must place their ballot papers in the ballot box (at the same voting table) **before the end of the morning coffee break or the vote will not be counted**.

3. The results of the election will be announced to the General Assembly under this agenda item in the afternoon of Friday 20 September.

If you have any questions on the voting procedure please contact José Baltar, Head Governance, at gov@iso.org or call +41 22 749 01 11.

3. Voting procedure for amendments to the *ISO Statutes* on the increase in the number of seats on the Technical Management Board (TMB)

This year, under agenda item 11, the General Assembly will be asked to vote on proposed amendments to the ISO Statutes for the increase in the number of seats on the TMB. The process for the vote will be as follows:

1. At the start of the lunch break of the General Assembly on Friday 20 September, <u>heads of each of the delegations</u> are kindly requested to visit the voting table outside of the plenary room for the General Assembly. An ISO Central Secretariat staff member will give them one ballot paper with which to cast their delegation's vote. Those member bodies holding a proxy will receive a voting paper for the member body for which they hold a proxy.

2. Heads of delegation will have until the end of the lunch break to cast their delegation's vote. They must place their ballot papers in the ballot box (at the same voting table) **before the end of the lunch break or the vote will not be counted**.

3. The results of the election will be announced to the General Assembly once they are known in the afternoon of Friday 20 September.

An affirmative vote of three-fourths of the member bodies voting is required for the adoption of an amendment to the *Statutes* (Article 21 of the *Statutes*).

If you have any questions on the voting procedure, please contact José Baltar, Head Governance, at gov@iso.org or call +41 22 749 01 11. This information is repeated in the paper for Agenda item 11 – Amendments to the *ISO Statutes* – Increase in the number of seats on the Technical Management Board (TMB).

INTRODUCTION

**AGENDA ITEM 1   OFFICIAL OPENING CEREMONY, INCLUDING
                         ADDRESS BY THE PRESIDENT**

An official opening ceremony (for delegates only) will be held on 18 September at 09:00 in the Park Inn Hotel Pribaltiyskaya in Saint Petersburg. **Delegates are therefore kindly asked to be seated**, behind their country's name plate, **at 08:50 at the latest**

In the framework of the official opening ceremony, the ISO President, Mr Terry Hill, will formally open the 2013 General Assembly statutory sessions

Once the official opening ceremony is over, delegates should **remain seated** for the rest of the meeting to continue

HONOURING EXCELLENCE

| AGENDA ITEM 3 | PRESENTATION OF THE LAWRENCE D. EICHER LEADERSHIP AWARD |

GENERAL ASSEMBLY ACTION

> The General Assembly is invited to express its congratulations to the 2013 recipient of the award

Background

In 2002, Council established the Lawrence D. Eicher (LDE) award in remembrance of the late Secretary-General, Dr. Lawrence D. Eicher (who was in office for more than 15 years as Secretary-General). It is presented by the ISO President every year at the General Assembly

The LDE award is an important means of recognizing committees who have made significant contributions and have demonstrated excellence. There are many advantages to being selected to win the award:

- Every year, ISO members are reminded of the past recipients of the award in the working papers to the ISO General Assembly

- When presenting the award, the ISO President describes the achievements and strengths which led to the selection of the committee for the award

- The minutes of the ISO General Assembly serve as a permanent record of the winner

- A press release is published on ISO online which is sent to all ISO members, and

- An article about the winning committee is published in the edition of the ISO Focus+

In addition, articles about winning committees regularly appear in mainstream newspapers, sector specific newsletters and magazines, as well as social networking media such as Twitter

The TMB defined a broad range of criteria against which committees may be considered for this award, which include demonstrable outstanding performance, as well as innovative and efficient approaches to management of the technical work. Not only is the award intended to contribute to the dissemination of practices of excellence to other committees, but it also raises the profile of the winning committees both inside and outside of the ISO community

A call for nominations was issued in March 2013 and the nominations received were reviewed and decided upon by the TMB. Strong nominations were again received this year for the award, which will be presented to representatives of the recipient committee under this agenda item

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The following is a list of the committees that have received this prestigious award to date:

– in 2003, to ISO/IEC JTC 1/SC 29 *Information technology/Coding of audio, picture, multimedia and hypermedia information*

– in 2004, to ISO/TC 176/SC 2 *Quality management and quality assurance/Quality systems*

– in 2005, to ISO/TC 8 *Ships and marine technology*

– in 2006, to ISO/TC 67 *Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries*

– in 2007, to ISO/TC 184/SC 4 *Industrial automation systems and integration/Industrial data*

– in 2008, to ISO/TC 127 *Earth-moving machinery*

– in 2009, to ISO/TC 172 *Optics and Photonics*

– in 2010, to ISO/TC 211, *Geographic information/Geomatics*

– in 2011, to ISO/TC 34, *Food products*

– in 2012, ISO/TC 242, *Energy management*

Further information on the LDE award and previous winners is available on ISO online:
http://www.iso.org/iso/iso-awards.htm

HONOURING EXCELLENCE

AGENDA ITEM 4   PRESENTATION OF THE NEW ISO PRIZE

GENERAL ASSEMBLY ACTION

> The winner of the ISO Prize will be announced during the General Assembly and will present a guest lecture
>
> The General Assembly is invited to listen to the lecture and congratulate the recipient of the award

Background

The **ISO Prize** has been organized for the first time in 2013 following a proposal from Dr Boris Aleshin (immediate past-President of ISO). The objective of the ISO Prize is to recognize an individual who has made an outstanding contribution to the understanding or use of ISO standards in a way that has made a significant difference to addressing today's global challenges. These global challenges may be technological, economic and/or societal

The ISO Prize aims to reach outside the ISO community. Eligible candidates therefore should not be involved in ISO technical committees or national mirror committees, or be employed by the ISO Central Secretariat or its members

The prize includes:
- travel and accommodation to the ISO General Assembly where the winner will receive the award and give a guest lecture on the subject for which he/she was given the award, and
- CHF 20 000 to research or finance the implementation of an ISO standard in a way that clearly addresses economic, environmental and/or societal challenges

Winner of the 2013 ISO Prize

The winner of the 2013 ISO Prize will be selected by the Council and will be announced during the General Assembly under this agenda item. The winner will present a guest lecture on the subject of his/her award application

2012 – 2013 UPDATE

AGENDA ITEM 5   **PANEL DISCUSSION INTRODUCED AND MODERATED BY THE PRESIDENT, WITH QUESTIONS FROM THE FLOOR**

GENERAL ASSEMBLY ACTION

> The General Assembly is invited to participate in the panel discussion on the 2012-2013 update. The papers provided for agenda items 5.1 to 5.4 will be taken as read, so please be prepared to ask questions or raise any issues that you may have as a result of your review of these papers

Introduction

Background papers have been provided to the General Assembly under Agenda items 5.1 to 5.4 covering key aspects of initiatives and operations carried out by ISO since the 2012 General Assembly. The ISO Officers will each speak briefly to highlight key points and issues covered in these papers

Following this, a panel discussion will be held. The objective of the panel discussion is for the General Assembly to raise any questions or issues on the information provided by the ISO Officers

The panel will be introduced and moderated by the **ISO President, Mr Terry Hill**. The panellists will be the other ISO Officers

Panellists	**Topic**
Mr Sadao Takeda, *Vice-President (policy)*	Implementation of the *Strategic Plan* (agenda item 5.1)
Dr Elisabeth Stampfl-Blaha, *Vice-President (technical management)*	Managing technical activities (agenda item 5.2)
Mr Olivier Peyrat, *Vice-President (finance)*	Financial position and strategy (agenda item 5.3)
Mr Rob Steele, *Secretary-General*	Operations and priorities ahead, including outcome of 2012 breakout sessions (agenda item 5.4)

2012 – 2013 UPDATE

AGENDA ITEM 5.1   IMPLEMENTING THE STRATEGIC PLAN

GENERAL ASSEMBLY ACTION

> The General Assembly is invited to comment on key issues associated with the 2013 implementation of the *Strategic Plan*

Background

Under this agenda item, the **Vice-President (policy)** and Chair of the Council Standing Committee on Strategy and Policy (CSC/SPC) **will be part of a panel discussion** commenting on key issues associated with the implementation of the *Strategic Plan*

This report will be taken as read and the panel discussion will provide the opportunity for members to ask any questions on matters raised in the report

In 2012 – 2013 the CSC/SPC discussed the following key issues and strategic initiatives

Responsibilities and activities of the new CSC/SPC

Under the new ISO Statutes an expanded role for the former Council Standing Committee on Strategy (CSC/STRAT) was approved, the new group is called the Strategy and Policy Committee (CSC/SPC). The membership has also been expanded to include all the ISO Officers. This means that the chairs of the Technical Management Board (TMB) and of the Council Standing Committee on Finance (CSC/FIN) are now members of the CSC/SPC. With their participation, CSC/SPC can consider in a positive and well-founded way our challenges regarding the ISO strategy and any new initiatives

Members of CSC/SPC discussed these new responsibilities (see Annex) and how relations with the ISO Technical Management Board (TMB) and other groups (e.g., CSC/FIN, ISO Central Secretariat) can be effective and enhance CSC/SPC's contributions. For example, proposed new areas of standardization may also have important technical, commercial, financial, IT and strategic implications that cross the remit of many ISO groups

Members discussed how CSC/SPC must also "monitor trends" as part of its mandate. The risk and scenario analysis was mentioned - see below - and more visible reporting on major external and internal trends was seen as important

A project-based approach could be used to deal with higher priority cross-cutting issues

Follow-up on 2012 General Assembly open session and breakouts

The Chairman described new engagement approaches that were taken with participants at the 2012 General Assembly (GA) during an Open Session on "Innovation and Sustainability", and five (5) breakout sessions on the second GA day. A complete listing of the ideas generated, and proposed ways to deal with them, had been sent by the Secretary-General to Council in November 2012

A report on follow up to these ideas is given in Annex 3 to document General Assembly 09/2013

CSC/SPC advice on key implementation issues

Proposed directory of organizations certified to ISO management system standards

CSC/SPC discussed the idea of a directory intended to provide a reputable, global source of information on certified organizations, certification bodies (CB's) and accreditation bodies (AB's). CSC/SPC members commented on the enormous potential to improve the transparency, availability and consistency of information on accredited certification, but also the heightened expectations and potential liabilities for ISO of such a directory

It was recognized there are potentially significant risks related to unrealistic expectations of what ISO could do to "patrol" certified companies. It was also clarified that providing a directory does not mean engaging ISO in conformity assessment and that only ISO is in a position to offer this type of credible directory service on a global scale

CSC/SPC members agreed that a proposal should be developed for the September 2013 Council meeting and commented that difficulties to maintain the information are real, and that financial viability will ultimately depend on the number of CB's providing their data. Financial and reputational risks should therefore be explicitly addressed in the proposal

On the basis that Council approved the proposal CSC/SPC also agreed that the database be trialed rather than tackle all ISO MSS and sector versions all at once

The proposal will be presented to ISO Council at its September 2013 meeting

Proposed ISO Singapore Project

A proposal to open a small ISO CS regional office in Singapore was discussed by CSC/SPC. The proposed is in response to requests received from members, experience gained in visits to various regions, as an outcome of the scenario analysis, and as part of the 2013 Priority Achievements under Key Strategic Objective 1 to "support market development efforts in selected regions"

The concept would be tested as a two-year pilot to prove long-term viability of the office, and ensure that a level of service could be maintained throughout ISO/CS

Indicators of success of the regional office would include increased participation, customer satisfaction results, new work item proposals and use of the office as a hub for more regional training. Assistance from both the ISO member SPRING SG (Singapore) and local authorities meant the pilot could be addressed within the ordinary ISO/CS budget

Overall, CSC/SPC members were supportive of the proposal and asked that it include appropriate indicators of success, including financial indicators that can be reviewed after the two-year pilot period, when a decision on continuation of the office can be made

Council approved the beginning of the Singapore Project on a two-year trial basis at its March 2013 meeting and the office will open in September 2013

Proposed changes in member categories to increase participation

A proposal to change ISO membership categories and responsibilities to further increase the effective participation of developing countries in ISO's work was discussed

"Inclusiveness" and "room to participate" are essential, and distinguish ISO from other less-inclusive organizations (e.g., industry or private standards groups). CSC/SPC members agreed that new measures should be proposed to increase participation opportunities and considered several options before agreeing to recommend to Council that allowing direct participation by subscriber and correspondent members in up to five technical committees should be taken on a two-year trial basis, in addition to existing programmes to encourage upgrading and broader participation

Council approved the proposal at its March 2013 meeting and asked that the impact of these changes would be reviewed regularly to achieve the goal of a more inclusive, simpler membership structure that meets expectations and is manageable to implement

ISO risk and scenario analysis

In March 2012 ISO Council agreed to develop a scenario analysis to consider major events, trends and risks faced by ISO. The analysis showed two important uncertainties, "Challenges to ISO's intellectual property (IP)" and "Level of stakeholder engagement"

Four scenarios were developed describing possible impacts and implications of these two critical uncertainties, and strategic responses were developed in relation to all of the critical uncertainties facing ISO

On the basis of the scenario analysis, short-term actions were subsequently approved by Council including:

1. Establishing a fund to support legal actions to protect ISO's IP
2. Developing market intelligence and improved product development
3. Market development efforts in selected regions/countries
4. A workshop session on the sustainability of ISO's business model – see separate discussion below

Further to the Council meeting, indicators were developed that could track real changes and flag when situations are developing as described in the scenarios. This monitoring will include assessing:

1. How much ISO's IP is being challenged over time (e.g. number and severity of IP court cases in countries, NSB experiences)
2. How well ISO is progressing to engage with stakeholders (e.g. number and engagement of experts, competitive position of ISO)

The importance of developing market analysis of ISO publications was also underlined

ISO strategic plan 2016-2020

ISO is almost half-way through the implementation of the 2011-2015 Strategic Plan

CSC/SPC discussed the process to begin assessing and seeking input for the next ISO Strategic Plan (2016-2020), recognizing that this process must begin in 2014. Planning for consultation and development of the 2016-2020 ISO Strategic Plan will get underway shortly and members will be encouraged to actively participate and consult with their stakeholders as input to the Plan

Future IT environment for standards development projects

ISO/CS introduced the issue of working now to help define ISO's future IT needs. ISO's evolving standards development needs must be considered now to allow for any opportunity to adjust in the future to the most effective IT solutions for customers, users, ISO members and ISO/CS

This issue is being raised in ITAG and the ISO Technical management Board (TMB) and ISO Commercial Policy Steering Group (CPSG) are also being consulted for input. Initial questions to help define future business needs include:

- How far ahead should ISO be looking (e.g. 2020)
- What will customers, members, technical committees need from IT tools?
- What other key questions would ISO need to answer or have answered?
- What information is already available for ISO to build on? What's missing?
- Any advice/questions for ISO at this stage?

CSC/SPC members commented that a horizon of 2020 seems appropriate and provides enough time to ensure good discussions within ISO's governance groups, and an opportunity to properly assess financial and business impacts for ISO/CS and ISO members. Members noted that IT efficiencies and improvements are on-going and need to continue. Some IT projects may have important commercial, financial and IT impacts for members. These projects should be communicated broadly, and in a way that helps ISO members in the various governance and advisory groups provide clear and coherent feedback. A 3-year investment plan could be considered to better assess the impacts of such IT project decisions

Annual customer satisfaction survey results (Nielsen)

Results of the 2012 customer satisfaction survey of ISO members, users and developers, were discussed during the year. Findings indicate no material changes in customer satisfaction since the last survey. Highest priority improvement areas remain similar to 2011 findings and include:
- Users: cheaper, more usable and clearer products
- Developers: simpler and faster processes, and also clearer/more usable standards
- Members (especially developing countries): more support and simpler/more languages in ISO

The results of the survey were incorporated into the Executive Scorecard, and presented to Council in March 2013. A further survey in 2013 should assist in assessing the measures being taken to address the issues being raised by all three stakeholder groups

ISO business model

Following the findings of the Scenario analysis, especially assessment of the two key areas of stakeholder engagement and protection of ISO's intellectual property a workshop was held in June 2013 on ISO's business model. This action was identified and approved by Council as part of the 2013 Priority Achievements, Key Strategic Objective 1 which refers to a "Brainstorming session, involving representatives of ISO governance and policy development groups and key stakeholders, on 'A sustainable ISO organization' (Scenario Analysis)"

Members of Council, ITAG, TMB and CPSG were invited to the Workshop in the week of 10 June 2013 as meetings of CSC/SPC, ITAG and TMB are already planned or proposed during this period

Outcomes from the workshop will be discussed by Council at the September 2013 meeting

RESPONSIBILITIES AND ACTIVITIES OF THE NEW STRATEGY AND POLICY COMMITTEE (CSC/SPC)

At the 2012 Governance review, Council established the Strategy and Policy Committee (CSC/SPC)

The responsibilities of CSC/SPC are to:

– Monitor current trends and emerging issues affecting the development and implementation of international standards

– Recommend action to Council regarding new areas of standardization

– Recommend to Council a medium term strategic direction for ISO and associated implementation plans

– Report regularly to Council

To reflect these new responsibilities the CSC/STRAT has been renamed the Strategy and Policy Committee (CSC/SPC) to reflect its broader mandate, with membership continuing to be a minimum of seven and a maximum of ten Council members appointed for three years, to reflect the increase in the terms of Council members

CSC/SPC membership is:

– A minimum of two and maximum of three members would be appointed from Group 1 of the ranking for the election to Council. They would serve a maximum of two consecutive terms, to ensure rotation among Group 1 Council members

– A maximum of seven members would be appointed from among members elected from Groups 2, 3 and 4

– Ex Officio members - the Chairs of the Policy Development Committees and ISO Officers

The CSC/SPC is chaired by the Vice-President (policy) and should meet twice a year. CSC/SPC may create ad hoc Task Forces involving member bodies, outside parties and relevant experts to work on specific issues

An important relationship exists between CSC/SPC and the ISO Technical Management Board (TMB)

The TMB's main focus remains the organizational management of on-going technical activity, and it continues to report directly to Council. TMB assesses existing ISO and other work in relevant areas, conducts gap analyses on needed work, and determines how to introduce and/or integrate needed work into the ISO work program

In contrast, a key role of the CSC/SPC is to assess key issues and trends in the global community and identify broad subjects for potential new ISO standards work, with TMB having an important input to this work

To ensure effective coordination, the chair of the TMB is an ex officio member of the CSC/SPC, and the chair of the CSC/SPC is entitled to participate in TMB meetings.

2012 – 2013 UPDATE

AGENDA ITEM 5.2   MANAGING TECHNICAL ACTIVITIES

GENERAL ASSEMBLY ACTION

> The General Assembly is invited to comment on key issues associated with the management of technical activities

Under this agenda item, the **Vice-President (technical management)** and Chair of the Technical Management Board (TMB) **will be part of a panel discussion** commenting on managing technical activities of the Organization

This report will be taken as read and the panel discussion will provide the opportunity for members to ask any questions on matters raised in the report

Introduction

The TMB, comprising members of **all five continents**, continued its work in 2013 under its Chair, Elisabeth Stampfl-Blaha, and with the support of TMB Secretary, Sophie Clivio

The TMB continues to work on **the implementation of the *ISO Strategic Plan 2011-2015*** through the TMB Implementation Plan 2011-2015 in alignment with the Priority Achievements for 2013 approved by Council

The TMB focus in 2013 is on:

1) continuing to enhance efficiency of the technical work
2) enhancing member and stakeholder engagement
3) improving communication, openness and transparency

1) Enhance efficiency of technical work

Feedback from our customers and stakeholders has effectively highlighted that the ISO standards development process needs to be simpler, faster and better. As a result, the ISO Council approved the **Living Laboratory Project** ("Living Lab") in 2010 – this is a performance improvement initiative that provides an environment where improvements to the standards development processes, in line with the *ISO Strategic Plan 2011-2015*, can be tested

The major change projects being piloted under the Living Lab are:

Simpler Faster Better - Process
Regarding the changes agreed to the standards development process during 2012 and before (e.g. making the Committee Draft (CD) stage optional and the Final Draft International Standard (FDIS) stage optional if the Draft International Standard (DIS) has been approved) a diagram showing these new options is now available in the

resources section of ISO online, http://www.iso.org/iso/support-for-developing-standards.htm. In addition, an annex giving guidance to committees on the optional use of the CD stage has been included in the 2013 edition of the Consolidated ISO Supplement (Annex SS) to the ISO/IEC Directives, Part 1. The ISO Technical Programme Managers have communicated the changes to their committees during 2013 and are available to support committees in their implementation

A pilot on a shorter New work item proposal (NWIP) process was also considered as part of the Living Lab. However, following the decision by the TMB Directives Maintenance Team (DMT) in December 2012 that an NWIP will no longer be required for revisions (a committee resolution is sufficient), this pilot was not needed – the removal of the NWIP stage for revisions is already a significant improvement towards a faster, more streamlined process

Simpler Faster Better - Drafting
The new role of Editorial Project Manager (EPM) has been in place for more than a year and feedback from project leaders and convenors working with this role is very positive. ISO Central Secretariat (ISO/CS) is also running several pilots where the editors work at earlier stages of projects. The concept of ISO/CS providing assistance earlier in projects (for drafting and project management) is setting the direction for the future way of working

Simpler Faster Better - Project Management
This will promote better project management practices by committees in standards development. A project plan has been developed that takes into consideration ISO 21500:2012 *Guidance on project management*. ISO 21500 was shared with committees. Committees were also asked to provide any ideas

Committee innovations
This mechanism is available to allow committees to propose and test new ways of working – for example, drafting more user friendly standards or trying new methods to promote market implementation. ISO Technical Programme Managers (TPM) are promoting the concept to their committees

These efforts are on-going. Further details about the implementation of these suggestions are available on ISO Connect: https://connect.iso.org/display/project/Living+Lab.

* * *

The TMB established the **Task Force on Committee Performance** in 2012 (TFCP, formerly known as the Task Force on Global Monitoring) with the mandate of proposing means to assess committee performance and identify specific areas for action. In 2013, the TMB approved the final recommendations from the TFCP, which has resulted in ISO/CS taking the following measures:

- All ISO members holding a committee secretariat were given performance statistics for the secretariats they hold. They were invited to provide comments or questions in relation to planned performance improvement initiatives and were also pointed to the training resources on offer from ISO/CS
- A survey is now routinely sent by committee secretaries to attendees of committee plenary meetings to collect feedback. This feedback will be used to help assess committee performance and identify areas for improvement. Click **here** for a template of the online survey

The TFCP has now been disbanded (See TMB Resolution 62/2013)

However, the TMB is not only concerned with the performance of committees, but also closely monitors ISO's *overall* performance

The 2013 performance review revealed a few areas where ISO is clearly doing well: there have been an unprecedented number of proposals for new fields of work over the past year (16 new committees have been created since the last GA); ISO is on track to meet its target for new work items (1500 ± 50); and there is a trend towards an increasing number of new International Standards (IS) being published, as compared to revised IS (the % of new IS has increased from 47% in 2011 to 54% as of April 2013)

The performance review also allowed the TMB to identify several areas for improvement, notably:

- Processing time for ISO standards – while the average processing time for an international standard (34.2 months) has not changed over the past year, the goal is to achieve a significant reduction of processing time, therefore this issue deserves further attention
- The development of standards within agreed timeframes – at the time of the study, 76.6% of published deliverables had been developed within the original agreed timeframe in 2013, leaving room for improvement
- Late projects and extended development tracks – at the time of the study, the percentage of late projects in 2013 stood at 9.8 % and the number of extensions of time frame had not decreased since 2012, as hoped
- Fast track projects – there are currently only 29 projects registered as fast track, indicating that this option requires further promotion
- Technical corrigenda – the number of corrigenda and corrections published in 2013 is comparable to that published in 2012, whereas a significant decrease is sought

To address the above issues, the TMB has established the **Living Laboratory Task Force (LLTF)**. The mandate of the LLTF is to analyse the causes for the non-fulfilment of targets in these 5 areas and establish a plan with concrete actions and corresponding timeframes to improve performance, in line with the actions taken under the Living Lab project (TMB Resolution 60/2013)

* * *

The TMB's **Vienna Agreement Task Force** (VATF) was established in 2011 to address refinements in the implementation of the Vienna Agreement, including: 1) the need for greater transparency, 2) confusion about the role of the CEN consultant, 3) challenges arising from CEN-lead projects, and 4) the involvement of non-EU members in cases of CEN-lead projects. The VATF provided its final report with a number of recommendations which were adopted by the TMB and by the CEN/BT in principle. The revised Guidelines, which reflect the refinements proposed by the VATF, clarify roles and reinforce ISO-lead as the preferred option. These were approved by the TMB in June 2013

2) Enhancing member and stakeholder engagement

Enhancing the capacities and participation of developing country members in ISO is one of the key strategic objectives outlined in ISO's Strategic Plan 2011-2015. Therefore, in 2011, the ISO Council approved eight recommended actions concerning **Twinning arrangements**, which are partnerships between developed and developing country members with the goal of capacity-building (see Council 29/2011and 33/2011)

In 2012-13, the TMB has taken the following actions to improve the concept of twinning according to the Council's recommendations:

The TMB addressed many of the above action items by updating and transforming the guidance document for twinning. The new edition of this document, **Guidance on twinning in ISO standards development activities**, was approved by Council and published in 2013. It is available on ISO online, http://www.iso.org/iso/PUB100341.pdf, alongside a shorter, promotional brochure. The revised guidance outlines the aims of twinning, the requirements for participation, the types of twinnings and the process for setting-up and maintaining a twinning arrangement. The document is currently being promoted to committees via the ISO Technical Programme Managers (TPMs) and to the wider technical community via the TMB Communiqué. Further promotion of twinning is planned for the 2013 ISO General Assembly

To complement the Guidance document, the following are made available to members interested in twinning:

- *Twinning request form*: A Twinning request form was created for member bodies from developed and developing countries interested in participating in a twinning arrangement, but who have not yet identified a partner. The member indicates the type of twinning requested and the sector of interest (or specific TC/SC), and the TMB secretariat will try to identify a partner

- *Twinning Agreement template*: A detailed twinning agreement template is available to help partners define the roles, responsibilities and expectations. The template includes, inter alia, sections on periodic review, duration and termination of the arrangement, as well a clause in the event that the twinning arrangement includes financial support

- *Collaboration plan template*: Included as an annex to the template is a collaboration plan which the parties can use at their discretion to expand on any key issues and potential challenges (such as competencies to be acquired and timeframes for redistribution of responsibilities), before beginning the twinning arrangement. It is also suggested that partners agree on meeting dates, communication methods, training courses and performance metrics to measure progress

The TMB recommended a number of changes to the Consolidated ISO Supplement to the ISO/IEC Directives, Part 1 to create consistency between the texts explaining the different twinning arrangements; to apply the same allocation/appointment process for twinned partners as are applied for lead partners; and introduce a new convenorship twinning in addition to the existing P-member, chair and secretariat twinnings. These changes were approved by the TMB Directives Maintenance Team and appear in the 2013 edition of the Consolidated ISO Supplement

In 2013, the TMB also conducted a survey of all existing twinning arrangements and the responses will be used as a basis on which to judge the effectiveness of specific twinning arrangements and to identify what works well and what processes can be improved

The above actions set the work on the right track for achieving positive progress over time. The TMB intends to continue the process of analysis and improvement of twinnings

* * *

The work of the Process Evaluation Group (PEG) was finalized and approved by the TMB in 2012. This work focused on providing guidance for applying best practices for **stakeholder engagement and consensus building –** two aspects that are crucial in securing the credibility of ISO standards and other deliverables. It included two special publications: one

with guidance for national standards bodies and the second with guidance for liaison organizations. In 2013, the TMB continued to prioritize stakeholder engagement and was involved in the publication of a **new online tool** that provides examples of how some national standards bodies (NSBs) have incorporated the stakeholder engagement principles into their working procedures. Its intended audience includes NSBs who may be considering drafting, amending or updating their policies on stakeholder engagement, plus those who are interested in seeing what others do. This tool is available on the members' portal: http://isodoc.iso.org/livelink/livelink/fetch/4865336/4913724/index.html?nodeid=4913744&vernum=0

In addition, the TMB published 'Additional guidance from the TMB on stakeholder engagement'. The TMB Secretary also participated in the elaboration of workshops on stakeholder engagement, one held in November 2012 in Mauritius for English speaking Africa, and one held in June 2013 in Indonesia for East and South Asia. Two others are planned in 2013 for Eastern Europe/Central Asia and Latin America

3) Improving communication, openness and transparency

Maintaining good communication and cooperation with **ISO's partners** is a priority for the TMB. The strong collaboration between the TMB and IEC/SMB continued in 2013. The annual TMB-IEC/SMB meeting was held in June 2013. This time between the Chairs and Secretaries of the ISO/TMB and IEC/SMB. Topics for discussion included: streamlining new work items; system standardization; performance measurement and how to improve overall cooperation

Since June 2013, ITU joined ISO and IEC in an improved communication of new work item proposals between the 3 organizations. Each organization now shares its new work item proposals with the others on a systematic basis. This facilitates early cooperation in areas of common interest

A Memorandum of Understanding (MoU) was negotiated between ISO and the International Labour Organization (ILO). The MoU establishes mechanisms to facilitate cooperation in areas of mutual interest

* * *

The TMB recognizes the need to improve communication between the TMB and the **technical community**. The circulation of the TMB Communiqué, a newsletter prepared after the 3 TMB annual meetings, was previously sent to committee chairs and secretaries. As of February 2013, distribution has been widened to include member bodies and convenors. A new space has been added on ISO Connect that is dedicated to Standards Development and Technical Policy (called 'Standards'). This space is maintained by the TMB secretariat in conjunction with STAND and is designed to help the technical community keep up to date on TMB decisions, Living Lab developments and future projects related to standards development. People can 'watch' the page to receive automatic notifications with important updates

The TMB also took steps to improve the quality and user-friendliness of the ISO/IEC Directives, Part 1 and the Consolidated ISO Supplement. The Consolidated ISO Supplement was first published in April 2012, combining both documents into one. As of December 2012, the Consolidated ISO Supplement is also available in EPUB format, optimizing viewing on smartphones and tablets

In addition, the TMB decided that one meeting per year would be hosted by a TMB member who would host local events with regional ISO leaders. The goal is to increase the

opportunities for interaction between the TMB and the technical community. The first such event was held in February 2013 and was hosted by SA (Australia)

The TMB published the **TMB Rules of Procedure** in 2013. These clarify the mandate and tasks of the TMB and also the policies and practices of access to TMB documents and information. This is another step towards greater transparency and visibility

* * *

New fields of work since the General Assembly 2012 (new TCs established and proposals for new fields of activity received and under ballot) are attached at Annex

NEW FIELDS OF WORK

1. The following new committees have been established since the last General Assembly in 2012:

Committee number	Committee name
ISO/TC 270	Plastics and rubber machines
ISO/PC 271	Compliance management systems
ISO/PC 272	Forensic sciences
ISO/PC 273	Customer contact centres
ISO/TC 274	Light and lighting
ISO/TC 275	Sludge recovery, recycling, treatment and disposal
ISO/TC 276	Biotechnology
ISO/PC 277	Sustainable purchasing
ISO/PC 278	Anti-bribery management system - Requirements
ISO/TC 279	Innovation process: interaction, tools and methods
ISO/PC 280	Management Consultancy
ISO/TC 281	Fine Bubble Technology
ISO/TC 282	Water re-use
ISO/PC 283	Occupational health and safety management systems - Requirements
ISO/PC 284	Management System for Quality of Private Security Company (PSC) Operations - Requirements with Guidance
ISO/TC 285	Clean cookstoves and clean cooking solutions

2. The following proposals for new fields of activity have also been received and are currently under ballot:

Proposals for new Technical Committees:
TS/P 239 – Remanufacturing of mechanical products

Proposals for new project Committees:
New work item proposal – Collaborative business relationship management – Framework
New work item proposal – Forest management – Chain of custody

3. The following proposals were balloted amongst the ISO member bodies, but did not meet the criteria for acceptance:

Proposals for new Technical Committees:
TS/P 237   Audit data services
TS/P 235   Cell-combined medical products

Proposals for new project Committees:
NWIP   Guidelines for promoting assimilation of management standards

2012 – 2013 UPDATE

AGENDA ITEM 5.3   FINANCIAL POSITION AND STRATEGY

GENERAL ASSEMBLY ACTION

> The General Assembly is invited to comment on the report of the Vice-President (finance) - attached

Background

Under this agenda item, the **Vice-President (finance)** and Chair of the Council Standing Committee on Finance (CSC/FIN) **will be part of a panel discussion** commenting on the financial position and strategy of the Organization

This report will be taken as read and the panel discussion will provide the opportunity for members to ask any questions on matters raised in the report

AGENDA ITEM 5.3

REPORT BY THE VICE-PRESIDENT (FINANCE) AND CHAIR OF THE COUNCIL STANDING COMMITTEE ON FINANCE (CSC/FIN)

TO THE 36th ISO GENERAL ASSEMBLY

SAINT PETERSBURG, 18-20 SEPTEMBER 2013

Distinguished Guests,
ISO Officers,
ISO Members,

It is a great pleasure and privilege to make this report as I come to end of my first year as Vice-President (finance) and Chair of the Council Standing Committee on Finance (CSC/FIN)

This report outlines the major areas of focus for CSC/FIN over the last twelve months and issues that we will consider over the coming year. Please note that consideration of the annual financial statements and annual report for the year ended 31 December, 2012 is covered under Agenda 9

A   Major areas of focus by CSC/FIN during the year

1.   Role of CSC/FIN under new Statutes and Rules of Procedure

CSC/FIN reviewed and agreed its expanded role, as outlined in the Appendix, emphasizing the need to also:

- consider financial opportunities and risks from review and assessment of the business model
- have a clear coordination between all policy groups (being addressed by the review to be carried out by the President's Committee)
- review the policy for the management of the General Fund

CSC/FIN, based on information received from the Secretary-General, confirmed that Council and its standing committees as well as the ISO members have no responsibility in the management of the Central Secretariat Pension fund. There is a clear legal separation between the two entities

2.   Role of Vice President Finance and Treasurer

CSC/FIN confirmed the necessity of the position of the Treasurer and agreed that the process to be followed should be to get first the terms of reference for both the Vice President (finance) and the Treasurer positions and jobs descriptions be approved by the President's

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Committee. Secondly to make a recommendation to the Council for a new Treasurer as soon as possible, and no later than for the September 2013 meeting. It is pleasing to note that a Treasurer has now been appointed and will be introduced to the General Assembly

3. Review of the 2014 ISO membership fees (see Council Resolution 19/2011)

CSC/FIN recommends there be no change in the amount of membership fees to be charged to members for 2014, from the amounts charged to members in 2013

CSC/FIN also recommends that the adjustment of the number of subscription units for member bodies be reconsidered for the calculation of the 2015 membership fees, including whether the calculation should be made annually or once every three years

4. Closure of the books for 2012

CSC/FIN discussed the report of the Auditors, noting there were no areas of non-conformance or areas of concern reported by the Auditors in relation to the internal financial controls of the ISO Central Secretariat (ISO/CS), nor with respect to the annual financial statements for the year ended 31 December 2012

CSC/FIN also reviewed recommendations from the Secretary-General with respect to changes in unrestricted reserves and provisions and allocation of the 2012 operating surplus. CSC/FIN agreed to endorse these recommendations to ISO Council, where they were subsequently approved

5. Review of accounting policies and policies for establishing and maintaining reserves

CSC/FIN agreed to review a number of ISO/CS accounting policies and policies for the establishment and levels of reserves to be maintained by the organization. These will be considered in time for the closure of the 31 December 2013 financial statements and include:

- Current split of Revenue (2/3 – 1/3). CSC/FIN asks for a review of the purpose of this rule of thumb and how well, after an historical analysis, this key performance indicator provides some direction on the balance to be struck between revenue collected by the members and revenue collected by ISO Central Secretariat, and whether or not these must be net or gross ratios (i.e. including or not royalties/retrocessions) - CSC/FIN recommends that reporting be clearly distinct between the annual financial statements of the Organization (which are public and must respect a certain format) and other information that may be required by CSC/FIN or the ISO membership at large, with a higher granularity: for instance, annual and historical breakdowns of retrocessions, royalties, gross revenue and compounded costs of ISO/CS sales, of other ISO/CS functions (standards making, standards marketing, IT etc…), all costs, be they internal or external, relating to a given project etc

- CSC/FIN recommends that an overall analysis be made of all of the ISO reserves for discussion. The objective is to review whether these reserves are still required given the existence of the General Fund. This will be discussed at the September meetings of the CSC/FIN, immediately before the ISO General Assembly. This analysis should make the distinction between short and long term objectives while making good use of the review made by CSC/FIN in 2010

6. Disclosure of retrocessions and royalties

CSC/FIN recommends that the retrocession payment as per budget should be displayed as a line item, and any additional retrocessions be separately disclosed in future annual financial statements

7. ISO special projects

CSC/FIN recommends that internal and external costs for these projects, irrespective of their current progress, be clearly reported and followed throughout their development

8. Revenue

CSC/FIN members consider that the revenue sales are quite satisfactory as a whole, given the difficult economic context – the redirect and forwarding of customer details from ISO/CS to members is working and if sales by ISO/CS are slightly below budget, it is fully acceptable given the robust member sales performance and the resulting royalties

B   Action points for CSC/FIN to address in the coming twelve months

1. Revenue

There should be a discussion on the Council policy of the current split of the revenue 2/3 - 1/3 (Council resolution 11/2012) to reconsider if is needed on the basis for the policy, and the way this ratio is to be assessed

2. Stream of investments planning

CSC/FIN would like to review and implement a triennial plan and prioritization for the stream of major investment projects (including IT) in relation with the yearly implementation plan of the Strategic plan

3. Hard figures of benefits & training of DEVT

CSC/FIN will review the financial impact and benefits of the training for the developing countries. Once completed this is to be presented to DEVCO Chair's Advisory Group (CAG) and will be copied to CSC/FIN and Council

4. Current and new Business Model

As suggested by one CSC/FIN member, it was agreed to review the risks associated with the current business model and the difficulty to drive consistent revenue for the future. CSC/FIN agreed that this item be put for discussion once the outcomes of the Business Model workshop have been discussed by Council at the September meeting

5. Management of the General Fund

CSC/FIN is to review the level of unrestricted funds to decide what should be the proper level. In particular, given the existence of a General reserve (representing 6 months of activity), whether it is necessary to maintain other reserves

CSC/FIN recommends a review of the acceptable level of risk for investment of the General Fund in consultation with external financial advisors in order to come up with a proposal as to whether the current investment policy should change and, if so, how it will be monitored. In the meantime the current policy of a very conservative investment policy, remaining largely in cash (CHF) and very low risk investments, is to be maintained

6.   ISO HR report

There was discussion on whether there should be a future "ISO HR report" including details of headcount and key indicators on learning and growth – to be further discussed

Olivier Peyrat

RESPONSIBILITIES AND ACTIVITIES OF THE REVAMPED COUNCIL STANDING COMMITTEE ON FINANCE (CSC/FIN)

At the 2012 governance review, Council concluded that CSC/FIN's terms of reference were too narrow, and that its focus should be broadened to cover issues such as audit, risk management and the financial aspects of the ISO business model. Given the enlarged scope of this activity, Council also recommended a new Officer position of Vice-President (finance) be created.

The responsibilities of the CSC/FIN are:

– Monitor the financial performance of the Organization and advise the Vice-President (finance), the Secretary-General and Council.

– Assess and recommend to Council policies to manage the commercial, legal and other risks faced by the organization.

– Review and advise Council on the business model and commercial policies of the organization.

– Review the value of ISO services provided to members and advise Council on means to promote the value of ISO standards.

– Review and advise Council on means to fund development and training programs

– Advise the Vice-President (finance) and Council on audit issues, and recommend annual financial statements to Council for submission to the General Assembly for approval.

– Advise the Secretary-General, the Vice-President (finance) and Council on internal audit issues, specifically in relation to planning internal audit programmes and receiving summary reports of the work.

The Vice-President (finance) chairs the CSC/FIN. The Vice-President (finance) ensures there is effective coordination between CSC/FIN and the Commercial Policy Steering Group (CPSG).

The membership of the CSC/FIN is comprised of a minimum of seven and a maximum of ten Council member representatives.
– Members are appointed by Council for a three-year term coinciding with their term on Council. Appointments are based on potential contribution to the work of the committee.
– A minimum of two and maximum of three members are appointed from Group 1 of the ranking for the election to Council.
– A minimum of five and a maximum of seven members are appointed from among members in Groups 2, 3 and 4.
– The ISO Officers are Ex Officio members.

CSC/FIN meets at least twice annually. CSC/FIN is empowered to create ad hoc Task Forces involving member bodies, outside parties and relevant experts to work on specific issues.

AGENDA ITEM 5.4   OPERATIONS AND PRIORITIES AHEAD, INCLUDING OUTCOME OF 2012 BREAKOUT SESSIONS

GENERAL ASSEMBLY ACTION

The General Assembly is asked to:

a) Note /comment on the

- Secretary-General's report (Annex 1)

- Developments in ISO membership (Annex 2)

- Outcome of the 2012 breakout sessions (Annex 3)

b) Note the 2012 Annual Report circulated on 18 April, 2013 – see www.iso.org/iso/home/about/annual_report-2012.htm and the Implementation of the 2013 High Priority Achievements (Annex 4). Together these documents constitute a report on the current operations and forward planning of the organization – as required under Article 6.6 (a) of the ISO Statutes. Members are requested to approve these documents

Background

1   Under this agenda item, the **Secretary-General will be part of a panel discussion** commenting on progress and prospects for the Organization

    The Secretary-General's written background report is attached - see Annex 1. The report will be taken as read and the panel discussion will provide the opportunity for members to ask any questions on matters raised in the report

2   Each year the Secretary-General prepares the **Annual Report**. The audited financial statements, which are part of the Annual Report will be presented by the Vice-President (finance) under Agenda item 5.3

    The Annual Report covering the year 2012 was published on 18 April 2013 and is available at www.iso.org/iso/home/about/annual_report-2012.htm. The Annual report contains a number of innovations including:

- videos of the Officers sharing their vision for ISO

- presentations highlighting ISO's work in today's most dynamic sectors, including energy, information and communication technology, and sustainability

- an interactive map featuring our members and their participation in technical work at the end of 2012

- a summary entitled "Inspiring Innovative Solutions" – which contains key facts and figures from the 2012 Annual Report. The summary can be folded into a convenient pocket-sized document

The ISO Annual Report is a communication tool and ISO members are encouraged to actively share it with their stakeholders. Comments from the members are welcome on the content and presentation of the Annual Report so further improvements can be made

3 The developments in ISO's membership since the 2012 General Assembly are attached – see Annex 2

4 The outcome of the 2012 breakout sessions is attached – see Annex 3

5 Each year Council approves priorities for the following year as part of the implementation of the *ISO Strategic Plan 2011-2015*. A status report on the implementation of the 2013 high priority achievements is attached – see Annex 4

AGENDA ITEM 5.4

REPORT BY THE SECRETARY-GENERAL
TO THE 36th ISO GENERAL ASSEMBLY
SAINT PETERSBURG, 18-20 SEPTEMBER 2013

Distinguished Guests,
ISO Officers,
ISO Members,

2012-2013 has been a period where a lot of the work ISO Council committed to do over the last four years has come, or is coming, to fruition

- Enthusiasm for ISO standards has seen 15 new technical committees in the last twelve months and an increase in the work of existing technical groups. The result: there are now around 20 000 standards in the ISO catalogue

- The ISO Central Secretariat (ISO/CS) has developed new tools for ISO members to encourage those who develop, and those who buy ISO standards to do so in ways that reflect state-of-the-art IT and process thinking. The result is that 12 ISO members are using some or all of the IT tools in our ISOlutions package for their national standards development work (including committee work, electronic balloting, managing experts' participation) and four ISO members who were previously not able to offer this service now have webstores selling ISO standards

- The philosophy of being simpler and faster and better is firmly established with process improvement allowing committees more options and the possibility of developing standards faster than before. This could result in up to a 20% improvement over the average time to develop an ISO standard over the coming years. Earlier editorial intervention and more interaction between editors and experts will improve quality (so far, the number of standards needing a correction has been 5 – that is a 0,08 error rate)

- ISO's members, the core of the organization, now have more services and opportunities for training and development than ever before. As noted in the Vice-President (policy) report, ISO Council has approved the opportunity for subscriber and correspondent ISO members to participate in up to five technical committees

- Increased member benefits and communication of all member benefits has resulted in three ISO members upgrading their membership giving them greater rights and opportunities to use ISO services – see attached paper on the work with members

- ISO is now an "XML-publisher" which not only represents the state-of-art publishing but above all puts ISO in a strong strategic position with regard to the sustainability of the organization: this offers new opportunities to meet existing and future customer needs, to generate more value from the content in standards, and to better reply to the challenges to ISO's intellectual property

- New products are now made available to members for sale to their customers, such as standards in epub format, "redline" versions (which show the changes between the previous and revised / changed versions of a standard) or online collections of

standards, allowing ISO members to better reply to customer needs and provide them with a higher value

- A new website and communications strategy has seen a simpler, faster, better message from being sent

- From 1 January a new commercial and copyright policy is in place with simpler, better and clearer principles

- Mechanisms have been put in place to systematically fight infringements of our intellectual property

- A new governance structure, approved by the 2012 ISO General Assembly, is being implemented. A further project to ensure the various governance, advisory and policy groups are more "joined up" in communication and awareness of what each is doing, is underway

A report on progress to action the ISO 2013 Priority Achievements Plan is given in Annex 4 to document General Assembly 09/2013. This shows that we are well on track to achieve the objectives approved by ISO Council

So, ISO has made solid progress and created some amazing opportunities. At the same time we face significant issues

A scenario analysis study, initiated by Boris Aleshin in 2011 when he was ISO President, identified two fundamental issues that ISO must address. One is stakeholder engagement: ISO needs to work with our customers and identify and even anticipate their needs; the other is intellectual property rights, protecting the copyright and intellectual property rights of ISO standards and the ISO brand to ensure reasonable and non-discriminatory access to ISO standards. The background to this is discussed in the Vice-President (policy) update document (General Assembly document 06/2013)

Stakeholder engagement

The Scenario Analysis identified "declining stakeholder engagement and increased competition from industry consortia" as a strategic risk to the organization. Potential negative outcomes include an inability to serve customer needs effectively and efficiently; emergence of new standards development models based on user empowerment and social media (bypassing NSBs and "standards professionals"); fragmentation of the standards systems; proliferation of overlapping standards organizations and forums; alternative approaches and consensus solutions that are more attractive (e.g. using more advanced collaborative technologies, better addressing horizontal and societal issues, better serving sector needs); emergence of new global leaders for international standards (consortia-led, NGO-driven, IGO standard setters, sector leaders)

A number of actions have been taken under annual implementations of the ISO Strategic Plan 2011-2015 to mitigate these risks. Many of these actions relate to Key Strategic Objective 4 where ISO aims to "excel in reaching out to and engaging with stakeholders". At an operational level these actions include

a) Communicating to stakeholders on the role and benefits of standards - 22 studies have been completed, resources for CEOs and decision makers have been developed, publication of "private standards"; ISO promotion at strategic events (including World Economic Forum at Davos in each of the last four years, side events organized at the Conference of the Parties and at the Rio+20 event in 2012, regular participation and intervention at World Trade Organization ["WTO"], etc.), general awareness-raising of ISO (e.g. videos)

b) Meeting needs and expectations of current stakeholders for the development of International Standards - survey of 4000 stakeholders and contributors to ISO's work, Living Lab, ISO Chairs Conference, and Annual Nielsen survey of developers

c) Identifying and promoting stakeholder engagement best practices in ISO – for example the Global Directory was adapted to include stakeholder categories, training course developed and launched, and targeted specific priority committees to improve engagement of under-represented stakeholders

d) Connecting with new stakeholders – considering new subject areas in ISO through new work proposals from ISO members, ISO workshops and Ad hoc Advisory Groups

e) Understanding the potential offered by social media through a pilot project around ISO 20121 (Event sustainability management systems -- Requirements with guidance for use)

Protecting ISO's copyright and intellectual property rights

The purpose of ISO standards is that they be used by all those who will benefit from the knowledge they contain. ISO standards are, and always have been, freely available. That, however, does not mean they are available for free

ISO is a voluntary standards organization that relies on revenue from sales of standards. ISO members are engaged in not-for-profit activity, but need to have the funds to reinvest into standards development and keeping the standards catalogue up-to-date and relevant. And ISO is not 150 people based in Geneva, ISO is an intricate system with members from over 160 countries who rely on sales of standards for a significant contribution towards funding the standards development process. Just to give an indication of what we are talking about, Outsell, a US-based research company, estimated in a study on the market for standards published in 2012 that revenue from the sales of standards and derived products by national standards bodies amount to USD 403 million

One of the most significant threats to this model, but which at the same time represents opportunities for our organizations, are regulators requiring documents referenced in legislation or regulation to be made available for free. Such a requirement might seem to be reasonable, after all aren't these documents part of the law and should therefore be available to all for free?

But this argument is wrong

Frequently the standards referenced describe a means of compliance, not the only way the regulation must be complied with; in other cases the argument is that the standard is only referenced in one country so making it available for free in that country doesn't matter, what is the harm? In this case making the standard available ignores the impact of the internet – a free standard scanned and put on the internet potentially affects the whole ISO system. In some countries, these requirements may result in ISO losing copyright as soon as they are referenced in legislation. In these situations the impact for the ISO system may be even bigger as anyone could use, and commercially exploit the content in our standards, or even update them as they want

But beyond the above defensive and perhaps to some, the apparently self-serving argument, is a bigger issue. This issue is about the experts who contribute to the development of the standard and their employers; this issue is also about the ISO members who support the committee and administer the process of obtaining a double level of consensus through mirror committees of experts in the countries involved, and maintain and enhance an international process that brings together over 160 countries from around the World

This system is estimated to contribute, with the metrology and conformity industry, an estimated 1% to global Gross National Income (GNI) each year, and reliable, long-term funding of the system, is the lifeblood for that system

At a time when significant parts of the global economy are in recession and, in other parts of the World where growth rates are cheered when they show anything above zero, this system is not only worth protecting, it is essential that it be nurtured

Stealing ISO's copyright and trampling on its IPR is not the way to do that. ISO makes all of its standards freely accessible. Indeed, anyone in the World can access an ISO standard on a reasonable and non-discriminatory basis. In fact the ISO system is being expanded with the objective of making this access even easier. But that does not mean ISO standards are available for free

The ISO system operates on a non-profit basis. The revenue from sale of ISO standards goes straight back into financing the standards development process that ensures the ISO standards catalogue can be maintained and, where it is globally relevant to do so, to expand the catalogue by developing new standards

The funding for this process is complicated and finely balanced. Each ISO member relies on all of the others and each ISO member has a slightly or very different business model for its funding. Sales of standards for some members are not a significant revenue source; others do not sell ISO standards at all. But a significant source of the funding for ISO standards development comes from those members who do sell ISO standards, or national adoptions of ISO standards

If the revenue from sales of ISO standards is lost, or is severely compromised, the implications for the system and the impact on ISO's ability to meet the demand for globally relevant international standards would be significant.

Those who would feel that impact the most would be emerging economies who enjoy equal rights and access to ISO standards through their members

Specific actions ISO has taken

1. ISO recently updated its policies and procedures for copyright, exploitation and sales of ISO publications (ISO POCOSA 2012). A separate session will be held on this topic at this year's ISO GA. It is important that all ISO members support and comply with this policy

2. ISO/CS has tested a service (Attributor) to search and remove illegal copies of ISO standards on the Internet. In a three month trial it detected some 17,000 illegal copies of ISO standards posted (300 per day). These copies included 6,000 different ISO standards including ISO's best-sellers. ISO/CS is currently negotiating with Attributor to make this an on-going service

3. Development of a "read-only access" portal in the United States of America for selected ISO standards, on a two-year trial basis. This portal establishes strict rules for access to read the content of a standard without being able to download it in anyway. A number of ISO members are already allowing access to standards and it is hoped that this trial will provide a basis for what can and what cannot be allowed

4. ISO has also taken legal action to protect copyright. As one example, ISO together with DIN, has sued a company called "Target" that reproduced and sold ISO standards without permission. ISO received a favourable first instance judgement in 2009 and while the judgment was appealed ISO received a favourable appellate judgement on March 7, 2013

5. Other examples include strong support from ISO's member in China against a website operated by a Chinese citizen. With strong support from SAC, ISO's member for China, successful prosecution was achieved

   Close collaboration with SAC and other members, as well as other SDOs, to stop copyright infringements continues through ISO's Legal Platform, highlighting the strong solidarity around these issues beyond the ISO family. Actions are also taken with hosting services and payment platforms to stop commercial piracy

6. BSI and ISO/CS organized and held a Workshop on Standards and Regulations in London on 7 February 2013. Recommendations will be communicated to ISO Council in due course

Member engagement in ISO and participation in ISO's work

Another key issue is member engagement in ISO and in ISO's work

ISO is a unique organization as the diagram below demonstrates
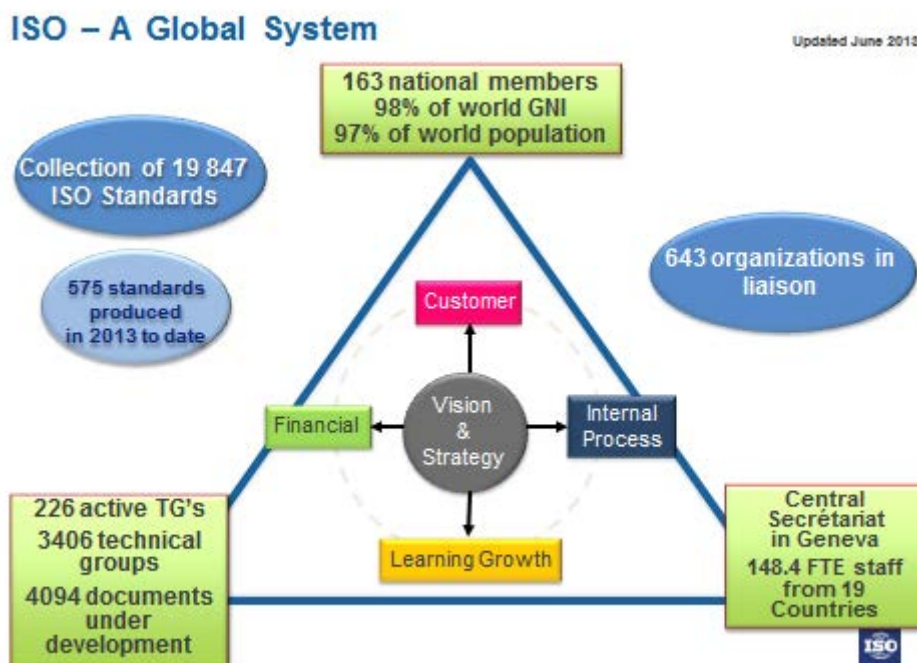
It is obvious that our strength is in our members. ISO members work with those who need and use standards in their country to identify the need for new standards, raise awareness there are standards that can meet their stakeholder's needs and provide the basis for double-consensus on the development and approval of ISO standards. ISO is a member network based on a one member per country model

So it follows that

1. in any one country ISO is only as strong as the ISO member body in that country and

2. globally, ISO as an international standards organization, will be stronger as a result of all of the ISO members contributing as much as they can and getting the support they need to make that contribution

So what?

The so what is that all members must do their fair share, to 'pull their weight', if ISO is to grow stronger and be even more globally relevant and if the system is to be fair to all

This is not to say that every member must make the same level of contribution or participation. That is not what ISO is about. Instead, what about a model that is based on the idea that each member of ISO agrees on a target for their level of engagement with the ISO network? This target could be set on the basis of the relative size of their country's economy or on the basis of some other objective criteria and would lead to a focused effort from the member, with support from ISO, to achieve that target over a period of time

Engagement and participation could be across several areas of activity such as

1. Communicating about the membership to ISO and the role of members as ISO in their country, and promoting ISO standards and their benefits in the country

2. Participation in developing standards, nationally and internationally by key stakeholders and in relevant subject areas and industry sectors

3. Selling ISO standards in the country

4. Developing and selling related products and services to enhance the implementation of ISO standards in the country

The effort could be cumulative, that is members who can do more would be expected to do more

Rob Steele

ISO MEMBERSHIP: JULY 2012 TO JULY 2013

New Rights for Correspondent and Subscriber members

ISO CS is actively promoting increased participation by all members in the ISO system. In March 2013, Council decided that during 2014 and 2015, correspondent or subscriber members can participate in up to five (5) technical committees, subcommittees, project committees or working groups as P-members, with normal rights to speak and vote in these committees.   Interested correspondent or subscriber members can contact the ISO membership team for advice on how to take part and opportunities for training and P-member 'twinnings': members@iso.org

The new rights allow increased participation by national standards bodies (NSBs) that want to gain experience in ISO standards development work but are unable to get support and funding to upgrade immediately to full membership. By taking up the offer, NSBs can demonstrate the advantages of increased participation to their stakeholders, and share this feedback with decision-makers to better make the case for upgrading. There is no change to correspondent and subscriber membership fees (2 units and 0.5 units per year respectively), and no change to other correspondent and subscriber member rights. ISO CS is following up directly with members to encourage and help them take part.   We are also running an information event during the General Assembly week

ISO Membership Manual

ISO CS is publishing a new version of the Membership Manual on the ISO website. It is an interactive PDF with bookmarks and hyperlinks for easy use. Members will be given paper copies during the General Assembly week (to replace those in the boxed binders given to members at the 2012 General Assembly).   The new version is more concise and better structured to give members a complete picture about how to get the most from ISO membership and take a full and active part in international standardization.   Among other things, it explains ISO member rights, benefits, obligations and good standardization practice; the economic and social benefits of international standardization; and where to get help in ISO CS or find out more information on many topics. Members are encouraged to read the Manual to increase their understanding of participating in ISO activities, and to give feedback on how the manual can be improved: members@iso.org

ISOcial Bar

ISO CS is running 'ISOcial Bars' during the General Assembly outside the main plenary room. This is a place for members to get help and support on any aspect of their participation in ISO. The bar called "Supporting Members" will cover topics including member rights, member obligations, member fees, membership manual, membership upgrades, seminars and training, ISO Connect, changes to ISODOC and the Member Portal, Webex for developing countries and ISOlutions, etc. Please approach the Bar during breaks with your questions or ideas

Knowledge-sharing among ISO Members

Members need to be able to tap into ISO's collective knowledge and experience, to share problems and solutions, and develop and promote a culture of best practice. Since July 2012, for example, 38 new CEOs have taken up the role in ISO members. It is important that they, and all members, can communicate easily with each other across the ISO system, to take advantage of opportunities to work together

A new member resource area in ISO Connect (https://connect.iso.org) will become a place for members to get information and link to other member tools and services. You will be able to customize the blog posts and automatic emails you want to receive. Using contact details of key staff in NSBs, members can stay in touch and build up relations with other members

ISO CS is also looking to create a management information system that draws strategic data from existing ISO CS databases and puts them together in ways that allow members to see at-a-glance their activities and performance in ISO. The tool will also help ISO CS know and understand members better and provide more targeted support services

Please share your ideas on how else we can help members work together, at: members@iso.org

Current ISO Members

ISO has 163 members: 113 full members (member bodies); 46 correspondent members; and 4 subscriber members (at 1 July 2013). ISO CS is encouraging all correspondent and subscriber members to upgrade. Since the 2012 General Assembly, the following changes have taken place:

a) Full members (member bodies)

- UNBS (Uganda) upgraded from correspondent member to full member on 1 January 2013
- RBS (Rwanda) upgraded from correspondent member to full member on 1 July 2013
- OSN (El Salvador) will upgrade from correspondent member to full member with retroactive effect as from 1 July 2013, subject to Council approval (deadline for voting 1 August 2013)
- The full membership of COSQC (Iraq) and LNCSM (Libya) was reinstated on 28 June 2012 and 13 August 2012 respectively
- ASN (Senegal), CSK (Democratic People's Republic of Korea) and SASMO (Syrian Arab Republic) were suspended pending payment of 2012 membership fees
- MLIDNI (Mali) transferred ISO membership to AMANORM - Agence Malienne de Normalisation et de Promotion de la Qualité
- DSSU (Ukraine) will transfer ISO membership to DTR – Department of Technical Regulation under the Ministry of Economic Development and Trade of Ukraine, subject to Council approval (deadline for voting 1 August 2013)

b) Correspondent members

- The following correspondent members have indicated they are considering upgrading to full membership:
    - ANSA (Afghanistan)
    - ABENOR (Benin)
    - INDOCAL (Dominican Republic)
    - INS (Moldova)
    - FASONORM (Burkina Faso)
    - NBSM (Nepal)
    - SWASA (Swaziland)

- DIGENOR (Dominican Republic) transferred ISO membership to INDOCAL - Instituto Dominicano para la Calidad
- INSM (Republic of Moldova) transferred ISO membership to INS - National Standardization Institute
- ACONOR (Republic of the Congo) correspondent membership status was withdrawn pending payment of 2012 membership fees

c) Subscriber members

- DGCI (Honduras) have indicated they are considering upgrading from subscriber to correspondent membership
- SNQCA (Central African Republic) has expressed an interest in returning to ISO membership

New and Former ISO Members

ISO is actively encouraging new and former members to join. In your contacts with these NSBs, for example through regional and other organisations, do encourage them to read the membership manual on the ISO website and/or contact the ISO membership team: members@iso.org. As the World Trade Organization Technical Barriers to Trade Agreement obliges WTO member governments to '*use international standards as a basis for regulation and play a full part, within the limits of their resources, in the preparation by appropriate international standardizing bodies of guides and recommendations for conformity assessment procedures*', the national standards bodies of WTO member countries are strong contenders for ISO membership. The following list denotes current WTO Members* and Observers**:

- **Potential New Members**: Andorra**, Bahamas**, Belize*, Cape Verde*, Chad*, Djibouti*, Equatorial Guinea**, Haiti*, Kiribati, Liechtenstein*, Maldives*, Marshall Islands, Micronesia, Nauru, Palau, Saint Kitts and Nevis*, Samoa*, San Marino, Sao Tomé and Principe**, Solomon Islands*, Somalia, South Sudan, Timor-Leste, Tonga*, Tuvalu, Vanuatu* (*Belize, Cape Verde, Chad, Haiti, Maldives, Sao Tomé and Principe, Somalia and Vanuatu have already made enquiries about joining*)

- **Former Members**: Central African Republic*, Comoros**, the Republic of Congo*, Guinea-Bissau*, Grenada* and Venezuela*. *(Grenada and Venezuela have agreed to comply by the WTO TBT Code of Good Practice for the Preparation, Adoption and Application of Standards)*

FOLLOW-UP TO 2012 GENERAL ASSEMBLY AND OPEN SESSION BREAKOUT SESSIONS

Council, through its Strategy and Policy Committee (CSC/SPC) reviewed ideas generated by participants at the 2012 General Assembly (GA) during an Open Session on "Innovation and Sustainability", and the five (5) breakout sessions on the second GA day

A complete listing of the ideas generated, and proposed ways to deal with them, was sent by the Secretary-General to Council in November 2012

A number of these ideas relate to new strategy and policy matters and these were reviewed by CSC/SPC, in particular:
1. Elements of a proposed project plan on "Standards and Innovation" and
2. A CSC/SPC paper on "A more strategic approach to partnerships"

For the "Standards and Innovation" project, ISO/CS is working on the following initiatives:
- A repository of papers on "standards and innovation" containing case studies, research on the subject and other initiatives underway by members. The project to develop the repository was approved by Council in March 2013 and will be launched at the ISO General Assembly and has been highlighted at various events and presentations, such as the June 2013 workshop in Washington DC with academia from US-based universities and business schools

- An overview of "think tanks" or institutes involved in research already connected with standards projects, or those with promising links to standards initiatives at the early stages of technology or product development

- Focus on how innovative technologies support sustainable development and growth and the role of standards in supporting that innovation, including how standards may assist in bringing the technology into broader use

- A good practice guide on building effective linkages between National Standards Bodies and Research Institutes. The guide, under development, will highlight success stories, checklists, and advantages of connecting with R&D at an earlier stage in standardization

CSC/SPC asked that a series of case studies showing how standards help companies to innovate be considered. Other outputs could be to get more information on possible new fields of work and better understand what it takes to develop a standard that encourages innovation (rather than hinders). Also mentioned was the possibility of providing guidance on "responsible innovation" that considers longer-term, sustainability aspects of innovative technologies

For the CSC/SPC paper on "A more strategic approach to partnerships", CSC/SPC members agreed that in order to be attractive to valued standards development partners, ISO needs to be more flexible with its intellectual property policies – without compromising ISO's future financial sustainability

It is clear that partners are important to help ISO connect with stakeholders. An analysis of the costs and benefits should be inherent in the evaluation of potential partners, as well as a periodic assessment of the partnership's effectiveness, and ensuring that partnerships preserve consistency with good standardization practices (e.g., WTO TBT principles)

New ways of cooperating need to be considered including item-by-item proposals (versus organization-by-organization) and potentially time-limited commercial advantages that expire after an initial period of cooperation

At its meeting in January 2013 CSC/SPC recommended that new commercial approaches, intellectual property policies, financial arrangements, and technical cooperation be considered by the Technical Management Board (TMB), Commercial Policy Steering Group (CPSG) and Council to ensure mutually beneficial conditions for standards development partnerships. This issue was included in the June 2013 Business Model Workshop and the recommendations from the Workshop are being reviewed by the CSC/SPC. Once finalized, these will be communicated to the President's Committee and to Council for further action

IMPLEMENTATION OF 2013 HIGH PRIORITY ACHIEVEMENTS

Each year, Council approves priorities for the following year as part of the implementation of *ISO Strategic Plan 2011-2015*

In general implementation of the *ISO Strategic Plan 2011-2015* is proceeding based on these annual implementation plans. These plans are designed to highlight key initiatives and projects. Business-as-usual is the responsibility of the Central Secretariat and is reflected in efficiency and effectiveness indicators

The report below provides an update on progress implementing the 2013 priority achievements. The high priority achievements for 2014 will be presented to Council for approval at its September 2013 meeting

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
ISO deliverables meet customer needs KSO 1	**UNDERSTANDING CUSTOMER NEEDS** ISO (members and ISO/CS) implement market intelligence: regular general evaluation of the standards market	Initiatives still being discussed. Proposal for market intelligence project rejected by CSC/SPC in March. Some comments from the Business Model workshop indicate this should be reconsidered
	Members provide information on sales and subscription revenue - analysis of data helps understanding of customer needs	CPSG considering implications of making this information available under competition law
	Specific analysis of 2 -3 selected market segments. (KS-A 1.1 and 1.4)	See comment above under Market Intelligence Launch of a pilot to promote the use of ISO 20121 through social media and get feedback from customers through the same channel
	FOR A SUSTAINABLE ISO ORGANIZATION New POCOSA approved, understood and applied by members. (KS-A 1.1 and 1.3	Training on ISO's commercial and copyright policies given in Bahrain (for members in the Gulf region) and South Africa (to members in that region).

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[1] Most of the Priority Achievements below are referenced to specific Key Strategic Objectives and actions listed in the Strategic Plan 2011 - 2015 (labelled as "KS-A"). Three of them have been included as a result of the scenario analysis.

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Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		The topic also included in Marketing and Promotion of ISO Standards training in Lima, Peru Discussion on POCOSA and ISO's rules for protecting IPR are part of the CEO Forum. In the last twelve months these have been held in Saudi Arabia, Malaysia with the next edition to take place in November 2013 in Costa Rica. An implementation guide of ISO POCOSA 2012 is currently being prepared by the ISO/CS. Following discussions at the last meeting of the CPSG in June, this guide will take the form of FAQs, organized by subject and available to members on ISO Connect in addition to be available in a brochure format
	Pricing model is expanded to allow for new products that are developed to meet customer needs. (KS-A 1.1 and 1.3)	Pricing of collections of standards and other derived products is ISO CS responsibility Encouragement of ISO members to establish web shops will increase awareness / reach of new products CPSG awaiting assessment of competition laws on this work
	Establish fund to support action to protect ISO's IPR (Scenario Analysis)	Fund to protect IPR already established (½ million CHF provision in account). The fund is for specific actions and is in addition actions underway to protect ISO's IPR
	ISO/CS to support market development efforts in selected regions/countries (Scenario Analysis)	Singapore project approved by Council in March 2013. SG visited SPRING in July 2013 to discuss support services. Office will open September 2013 for two year pilot period

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
	Brainstorming session, involving representatives of ISO governance and policy development groups and key stakeholders, on "A sustainable ISO organization" (Scenario Analysis)	Business Model Workshop held on 10/11 June 2013. Evaluation of results will go to the September Council meeting to decide next steps. Actions will likely be split between work that can be done immediately, within the next 12 months, and beyond
	ADVANCED PRODUCTS AND SERVICES XML project completed	Almost 60% of the ISO catalogue has been converted to XML and loaded into the Online Browsing Platform (OBP). Expect to finish conversion of all documents by the end of 2013 Live production: ISO is now an 'XML publisher'. Technology roll out is complete, full XML workflow in place. XML files of published standards now being loaded to the STD server with PDFs, ePub and Word format available for the majority of standards coming off ISO live production
	10 new products developed that use XML to respond to customer demand that can be used primarily by members but also by ISO CS (KS-A 1.3)	ISO Graphical Symbols are now available individually for download in high-resolution format from ISO's online browsing platform (OBP) and will soon be available as collections ePub versions of new standards published are made available to members for resale to their customers, and can be obtained from the ISO/CS Webstore as well Redline versions will be produced with new editions of popular standards, and made available as well to members for resale. The first two collections on the OBP (ISO 9000 Quality Management and ISO 14000

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		Environmental Management) were launched beginning of May, followed by the ISO collection on food safety management systems. New collections will be published on a regular basis
		ISO/CS also working on new products and services for country codes. This replaces the current "Access" Database operated by ISO/CS for many years
		The ISO 9001 and ISO 14001 Handbooks for SMEs are now available in ePub format, and in a bundle format
	Subscription services launched by 5 ISO members who have not offered such service before and by ISO/CS, aimed primarily at customers who cannot easily access the service from an ISO member, or who do not wish to do so (KS-A 1.3)	Developing capability to sell subscriptions to ISO content on the Online Browsing Platform from the ISOlutions Webstore product
		This means those members taking up the ISO Webstore option in ISOlutions and the ISO/CS Webstore (which underpins the ISO Webstore for members) will have the capability before end of 2013
	Plain language communication used in ISO brochures and correspondence. Extending to development of standards (KS-A 1.3)	ISO/CS currently implementing a new communication strategy to include plain language in all promotional material. This includes a new approach for ISO Focus+ (new format will be published for the General Assembly) which will now be published every two months, previously ten issues per year
		New TMB guide on "How to write standards" starts by stressing the importance of plain language and drafting form the user's perspective
		Earlier editorial intervention in the development process being implemented stresses the importance of plain

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		language and writing in a user-friendly way. ISO Central Secretariat's course on Drafting Standards has been revamped accordingly. Tips circulated to TMB members for plain English in documents Material available to all ISO members upon request. Broader promotion of successful plain language techniques to be determined
	CONFORMITY ASSESSMENT Collection of ISO conformity assessment standards and guides endorsed by regulators and market forces: ISO/CASCO toolbox declared and actively used as preferred basis in at least one new key area	Aerospace industry IAQG (International Aerospace Quality Group) participated in April 2013 CASCO "STAR" meeting (Strategic Alliance and Regulatory group), QuEST Forum (Information and Technology service providers) contacted and invited to next STAR meeting Draft outline for brochure on conformity assessment for use by national standards bodies (NSBs) with their national regulators agreed by the CASCO Chair's Policy and Coordination group (CPC). Content development now underway. Workshop planned in China in 2013, further workshops planned for 2014
	Database of certification bodies set-up, reviewed by members' and ready to be deployed (KS-A 1.6 and 1.2)	Project plan to be presented for approval by ISO Council in September 2013
ISO standards promote innovation and provide solutions to address global challenges **KSO 2**	**IDENTIFY AND ADDRESS GLOBAL CHALLENGES** Best practices used to identify, prioritize and select new strategic fields of work – updating the existing process, leveraging on existing knowledge and ensuring optimal synergies between ISO's technical and governance bodies (KS-A 2.1 to 2.4)	Issues of ISO Workshops for new areas, and dealing with new work item proposals, discussed at June 2013 TMB meeting. "Launching new work in ISO" to be addressed in ISO GA breakout session

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
	LINK STANDARDS AND INNOVATION Links between standards and research and development developed (ISO has investigated 1 - 2 fields, identified key R&D players and incubators, and established / strengthened relations) (KS-A 2.3)	Development of a repository of studies and other materials covering Standards and Innovation underway ISO/CS to host workshop promoted by the Technical University of Berlin, ("*Standardization and the International Transfer of Sustainable Technologies*"), involving organizations such as WIPO and others Theme was also covered at the WSC roundtable in Washington DC, 26-27 June 2013 (involving some of the world leading business schools)
The capacity and participation of developing countries in international standardization is significantly enhanced **KSO 3**	**ASSESS NEEDS FOR ASSISTANCE AND MEMBERS PERFORMANCE** Assessment process in place – 10 countries assessed, training needs identified. Project establishes performance metrics for all ISO members to assist in longer-term analysis of best-practice and identification of further assistance programmes. (KS-A 3.1)	Profile of needs being compiled for the countries where the first assessment visits have been done under the Institutional Strengthening (INS) project (as of May 2013, 23 members in countries assessed, others to follow) to help in identifying long-term needs for developing countries. Performance metrics will be established as more INS projects are closed (5 closed as of May 2013) Further first assessment visits scheduled - Bhutan, Ecuador (done), Fiji, Jamaica, Nepal, Panama, Philippines, Rwanda, Uganda, Yemen ISO/CS reviewing 5 separate strategic training programmes targeted at NSB CEOs and senior management and looking to link them more closely in terms of order/sequence of delivery to the regions. Planned that the CEO forum will act as the pivot event, held before the other events, for engaging the CEOs to commit to the 4

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		other courses, namely "Marketing and promotion", "Good standardization practice", "Stakeholder engagement", "IT- related tools and solutions for better participation"
	IMPLEMENTATION OF ACTION PLAN Institutional strengthening (INS) programme implemented in 10 ISO members (in addition to the 21 countries supported in 2011 and 2012)	Done
	Same gap-analysis process and support implemented in 3 least developed countries through targeted donor funding (KS-A 3.2)	Cambodia and Myanmar have hosted the first INS assessment visits under the special LDC target countries' programme. For this Least Developed Country (LDC) group of members, ISO has piloted a "pay forward" methodology to implement INS. This consists of a trilateral arrangement where ISO CS supports a more advanced NSB in the same region as the LDC member, and the former then provides assistance to the LDC. The first pilot using the "pay forward" is established for DSM (Malaysia) supporting ISC (Cambodia) - joint ISO/DSM mission to ISC planned from 27-29 August 2013 Bhutan will be the 3rd LDC to benefit from the programme (assessment mission planned 20-21 August
	"P" membership on TC/SC's by developing country members has increased	Council decision to open membership rights to Correspondent and Subscriber Members to participate in up to 5 technical committees. New Member Manual, updating the description of benefits of

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		upgrading membership to be launched at ISO GA in St Petersburg. Training in developing countries all designed to increase capacity and capability to increase participation
	Indicators measure active / effective participation (not just "number of P-membership") (KS-A 3.1 and 3.2) Twinning programme reviewed and key success factors identified. Programme includes these (KS-A 3.2)	Paper discussed by TMB at June 2013 under "committee performance". Ideas / actions to be discussed at September meeting TMB update on twinning completed for June 2013 meeting
	Funding obtained from two new sources for DEV-T programme – target, additional kCHF 500 p.a. (KS-A 3.2)	Two project proposals are with donors
	ISO training programmes reviewed, strengthened and linked to provide progression of training in multiple areas and subjects (KS-A 3)	External provider (IATA) chosen to provide a course for all instructors involved in design and delivery of ISO DEVT training. All trainers to also attend a "training skills" course delivered by IATA. Both courses will take place in 3rd and 4th quarter
	EXPLOITING FULL MEMBER BENEFITS 5 membership upgrades. Focus: countries who are WTO members but are not yet ISO members; those who have been correspondent members for more than ten years (KS-A 3.5)	See attached report
	Member Manual updated, positive comments from members (KS-A 3.5)	See attached report

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
	Full range of ISO's electronic services used by more developing country members	General activities to promote ISO electronic services continue and have been well received (e.g. use of ISO Connect, Quarterly IT Updates) Training events underway and the use of ISOlutions continues to grow: 12 developing country ISO members now using, implementing or evaluating one or more of the options
	5 more ISO members establish commercial operations and start selling ISO standards (KS-A 3.5)	The first ISOlutions Webstore option is now available to help ISO members start up a commercial operation selling ISO Standards. CYS (Cyprus), SII, (Israel), KEBS (Kenya) and LIBNOR (Lebanon) now live with this solution and we expect to add other members shortly. A prototype for a more capable Webstore solution to better support members as they mature is underway
	PROMOTING REGIONAL COOPERATION Synergies established / used with other agencies (such as UN, World Bank etc.) at local level. Cooperation among ISO members engaged in development programmes and with regional organizations promoted (KS-A 3.6)	ISO/CS on-going discussion with the International Trade Centre (ITC) and the UN Industrial Development Organization (UNIDO)
ISO excels in reaching out to and engaging stakeholders **KSO 4**	**APPLYING GOOD PRACTICES AND MONITORING STAKEHOLDER ENGAGEMENT** Best-practice for stakeholder engagement identified. Clear objectives identified	Efforts underway in the financial and energy sectors. Deputy SG contributed to new International Renewable Energy Agency (IRENA) standards and public policy forum. Deputy SG also participated in 4th Clean

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
	and implemented with industry and regulators in two specific sectors – finance and energy (other groups such as consumers, academia, implement in 2014) (KS-A 4.1)	Energy Ministerial in India (27 governments) and presented on energy management and good practice in using this type of standard to support public policies Strategic Advisory Group on Energy (SAG E) progress to be discussed at next TMB meeting Process Evaluation Group (PEG) guidelines for stakeholder engagement published with examples on applications from NSBs. Document being promoted to ISO members and further promoted through stakeholder engagement workshops
	Capacity-building workshops deployed at regional level on good standardization practices and stakeholder engagement (KS-A 4.1– see also KSA to link with senior Government officials below) ISO processes and tools support the identification of the categories of stakeholders participating in ISO standards development (KS-A 4.1)	Stakeholder engagement workshops underway in a pilot phase. 2 Workshops held in Mauritius (November 2012) and Indonesia (June 2013). Next workshops planned for Armenia and Colombia - October and December 2013. New trainer and workshop in line with PEG guidelines 2nd Good Standardization Practices (GSP) regional workshop completed in Ethiopia (March 2013) and third session in Bolivia (May 2013). Effectiveness of GSP and Stakeholder Engagement regional training sessions to be reviewed at end of 2013
	TECHNOLOGIES AND SERVICES TO FACILITATE PARTICIPATION Website more widely used, use of 'Plain English' in ISO communications and publications, exploiting social media, and new/modern communication culture established across	New communication strategy on many of these items to be deployed progressively from May 2013

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
	ISO/CS, encouraged amongst ISO membership (KS-A 4.2)	
	Platform provided for public commenting on DIS and FDIS (KS-A 4.2 and 4.3)	ISOlutions: National Public Commenting has been added to the potential project list. Timing and resourcing has yet to be decided. A commercial option is available but may be too expensive for some members. Any ISOlutions option would need to be at significantly lower cost
	Virtual meetings used to develop standards – use increases 150% (KS-A 4.2 and 4.3)	Number of meetings is now in excess of 300 per month. Director Standards at ISO/CS wrote to convenors of recent and upcoming physical WG meetings to ask if they had considered WebEx instead. Response was good and training sessions being conducted. Further promotion efforts in 2013 will be focused at the WG/Project Leader level
	FOCUSED EFFORT ON SENIOR GOVERNMENT OFFICIALS / STAKEHOLDERS Links strengthened with senior government officials / stakeholders – developing a bridge with the political world (KS-A 4.4 and 4.6)	Meetings of SG and Deputy SG with senior officials and stakeholders SG presence at World Economic Forum (Jan 2013) SG meetings with senior Chinese officials (Feb 2013) SG/DSG at ISO/BSI Standards and Regulations Workshop, London (limited UK and other officials) DSG participation in Clean Energy Ministerial (India, 27 country Energy Ministers) DSG at Global Food Safety Conference (Spain, March 2013) SG/DSG cooperation discussions with ILO Deputy Director General SG meeting with UN Secretary General and heads

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		of UN specialized agencies (Geneva, March 2013) DSG at UNECE 65th Session (Geneva, April 2013) SG meeting with Swedish State Secretary, Ministry of Foreign Affairs (Sweden, May 2013) DSG at ISO Food Chain Regional Workshop (Cuba, May 2013) DSG at Global Reporting Initiative Conference (Amsterdam, May 2013) DSG at WTO Committee on Trade and Environment (Geneva, June 2013) DSG at Codex Alimentarius Commission (Rome, July 2013) SG meeting with IIOC CEO and participation in IIOC board meeting ISO Officers at meetings of regional standards organizations recognized by Council
ISO fosters partnerships that further increase the value and efficient development of international standards **KSO 5**	**IEC AND ITU** IEC and ITU informed of upcoming ISO projects in technical fields relevant to them, objective to cooperate wherever possible. (KS-A 5.1)	ISO/CS (TMB Secretariat) systematically informs IEC and ITU on upcoming projects and receives same information from IEC and mostly from ITU ISO, IEC and ITU (since June 2013) exchange new work proposals on a monthly basis. (Agreement with ITU to share information in the process effective since June 2013) Proposed new fields of activity ("TSP") exchanged between ISO and IEC before voting Continued collaboration for initiatives such as World Standards Day

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
	Cooperation with IEC strengthened in areas of common interest – such as Standards in subjects of joint interest, Education, IPR policies and protection, marketing, etc. (KS-A 5.1)	ISO and IEC cooperating and exchanging extensively – see above and below. On-going discussions around commercial and copyright policies, and other areas of collaboration on commercial and communication issues
	Establish a formal Contact Committee with IEC to discuss strategic issues of common interest. ISO would be represented by the President's Committee (foreseen by the ISO Gov. review)	Not done, however: ISO SG frequently meets with IEC General Secretary, including on strategic planning matters ISO Vice-President (technical management) meets regularly with IEC Vice-President (Chairman of Standardization Management Board) Daily interchange between staff and technical committees on liaisons between technical work of ISO and IEC
	OTHER PARTNER ORGANIZATIONS Top 50 players identified and program in place to build relationships. Partner agreements established where strategically important (KS-A 5.2) Analyse consortia and SDOs - opportunities to cooperate taken (KS-A 5.2 and 5.3).	Top 50 identified and contact programme underway TMB reviewing potential new "partnering" mechanisms as follow-up to ISO GA breakout session, and CSC/SPC review. Commercial implications of potential new partnering and cooperation arrangements considered in context of ISO Business Model Workshop in June 2013. Enhanced cooperation with ILO in new sector including the recently approved OHS NWIP, through MoU recently agreed between the 2 organizations (endorsed by TMB), signed

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
ISO and its processes are significantly improved KSO 6	GOVERNANCE ISO governance review completed and implemented (KS-A 6.1)	Completed
	ISO process continues to be fully consistent with WTO TBT and SPS codes of good practice (KS-A 6.1)	As follow-up WTO's 6th triennial review of the Technical Barriers to Trade (TBT) Agreement, SG presented ISO's continued strong adherence to WTO/TBT principles for the development of international standards to WTO members (Feb 2013) Systematic reporting to WTO/SPS (and CODEX) on food safety work in ISO, and relations with private standards ISO invited delegates to TBT committee meeting to attend a side event in ISO CS to highlight what ISO does and how our process contribute to meeting the TBT guidelines and principles
	ISO PROCESSES IMPROVEMENT Allow creativity, possibility to experiment – to investigate ways in which quality and speed of development of standards can be improved. 20% improvement in speed over 2012 while improving quality (KS-A 6.3)	ISO/CS promoting opportunities to technical committees (e.g. tables highlighting best practices, Living Lab improvements) New work item ballot time reduction under pilot Extensive review of dashboard by TMB and creation of a Living Lab Task force to improve efficiency (processing time- targets) Promoting committee consideration and use of other ISO deliverables (Publicly available specifications, Technical

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		specifications) as alternatives to improve quality and speed of development, where appropriate (e.g., publication of ISO/TS 14067 on carbon footprint)
	ISO Directives changed to reflect Living Lab results for CDs, NWIPs (KS-A 6.3)	Done for CDs, still to be done for NWIPs, but to be balanced with NSB consultation for new field (review of the justification statements prepared on NWIP to ensure market relevance of the standards to be developed)
	Competitor analysis completed and best practice identified on why people choose to: work with others; buy from others; purchase the products they supply; with a clear understanding of the processes they have in place to achieve this, and of the IT commercial policies they use (KS-A 6.3)	Further competitor analysis work deferred by ISO Council (see KSO 1). Business Model Workshop in June 2013 addressed aspects of this objective
	ISO/CS SUPPORT ISO/CS is a high-performing organization (providing quality services that increase standards developers satisfaction) ISO/CS processes are improved	Annual customer satisfaction results generally positive and consistent ISO/CS support and advice continuing to be provided to Committees earlier in drafting and document development
	Living Lab projects expanded across Marketing, Communication and Information (MCI) and IT and e-Services (ITES) in ISO CS: 2 key projects in each (KS-A 6.5)	Currently researching possibility of automatic translation of scope of standards. Plain language and new communication strategy are the priorities for MCI
	IT projects are on track / completed	Major IT projects are on track A summary of progress on each of the current projects is maintained in ISO Connect. So far the following key projects have been completed this year: Global Directory 3 for ISO (February) and for CEN

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		(June) Online Browsing Platform (Version 2) ISOlutions Webstores (1st Release)
ISO and value of voluntary international standards are clearly understood by customers, stakeholders and the general public **KSO 7**	**COMMUNICATING THE VALUE OF STANDARDS** Communication on the value of standards is effective – ISO is trusted and has high awareness position with industry leaders, leading standards organizations, "think tanks" and consumer organizations (KS-A 7.1 and 7.2)	New communications strategy being developed, to be implemented over next 3-6 months, including the development of videos around benefits of standards ISO GA 2013 will provide members with update on materials available (case studies, books, methodology 2.0, new case studies on social and environmental benefits of standards, communication materials) Proposed conference on benefits of standards to be organized in 2014
	COMMUNICATION AND PROMOTION OF ISO ISO brand visibility significantly enhanced through global ad campaign 4 'viral' 30 sec video ads developed. Specific actions / targets agreed and in place to link with social media (KS-A 7.3)	See above Annual Report 2012 making extensive use of videos and info graphics to highlight ISO's achievements in a friendly way
	COOPERATION WITH EDUCATION INSTITUTIONS Set of post-graduate materials on standardization available for ISO system use. Done Cooperation between NSBs and universities and support of regional cooperation improved through 2-3 initiatives	Set of post-graduate materials on standardization: available on the ISO members portal ISO contribution to the Forum "Standards for Africa", organized in Yaoundé (Cameroon) in February 2013 ISO Regional workshop organized in San Paulo (Brazil) in April 2013 ISO Regional workshop planned in South Africa in October 2013

Key Strategic Objective (KSO) of the Strategic Plan 2011-2015	Expected Outcomes from 2013 Activities[1]	Current Status / Achievements
		Cooperation on-going with universities and NSBs in Indonesia, Cameroon, Japan and others
	ISO Repository of teaching materials expanded to include secondary and primary school materials (KS-A 7.4)	Launched in April 2013

LOOKING AHEAD

AGENDA ITEM 6   **AFTERNOON BREAKOUT SESSIONS**
(These will run in parallel: delegates asked to sign up for two sessions via the online registration system)

GENERAL ASSEMBLY ACTION

> The General Assembly delegates are invited to actively participate in the breakout sessions.
>
> **Please note that you will need to pre-register for these sessions – see Point 1 below**

Introduction

Four General Assembly breakout sessions will be held simultaneously in the afternoon of Wednesday 18 September. Please note that although ideas from the breakout sessions will be summarized for consideration by ISO's governance and management, there will be no reporting back to the plenary. Please also note that the sessions will be in English, no interpretation will be provided

1   Registration for the sessions

Registration for the sessions must be made online at www.iso2013.com and space in the sessions is available on a first-come first- served basis. So, please register at the time you register for the General Assembly

All the sessions will be repeated, the first time between 14:15 – 15:45 hours and again between 16:15 – 17:45 hours. This is to allow delegates the opportunity to participate in two out of the four sessions and ensure people have more opportunity to participate in the sessions they are most interested in

2   Objectives of the breakout sessions

The breakout sessions are not intended to be a formal session of the General Assembly and therefore are not binding on any member or on ISO. Instead the sessions are to exchange ideas and information

The objectives for the breakout sessions therefore are:

1. To provide a forum to discuss issues or find out information about areas that have been identified by the members as being of high interest

2. To get feedback on what ISO could consider doing to assist members and stakeholders in addressing these areas and issues

3. To encourage the exchange of ideas and what members are doing to address issues

4. To communicate what ISO is already doing on the subjects

3   The subjects for each breakout session

a)   "Why would the customer want ISO to develop another standard?"

This break-out session will be the opportunity for the participants to review, ask questions and discuss the following issues:

- What is the total cost of developing a standard?
- What has the TMB being doing in relation to new work?
- How to come up with good proposals for new work?
- How should national standards bodies respond to proposals and how should they cast their votes?

b)   "Half way through the Strategic Plan 2011-2015, are we on track?"

This break-out session will be the opportunity for the participants to discuss the following issues:

- Where are we and what else needs to be done by 31 December 2015?
- What initiatives have been completed and how are ISO members taking advantage of this?
- Are mid-course corrections needed? Has the environment changed? What could be dropped, what else needs to be done?

c)   "Everything you've always wanted to know about ISO…but were afraid to ask!"

This break-out session is a chance for members to learn about key topics in ISO, test their ISO knowledge and win prizes in an interactive quiz, with follow up questions and answers. Topics include:

- Are you getting the most from ISO membership?
- What is the Technical Management Board (TMB) and what does it do?
- What is the ISO committee on conformity assessment (CASCO) and what does it do?
- What ISO IT tools can help you do your standards work?

d)   "The Dilemma of standards and regulation"

This break-out session will give the opportunity to the participants to discuss how to bridge the following two objectives:

- On one hand standardizers want regulators to take up the results of their work in regulation
- On the other hand regulators want public access to standards

WORKING WITH PARTNERS

AGENDA ITEM 7   **PANEL DISCUSSION INTRODUCED AND MODERATED BY THE PRESIDENT ON KEY ISSUES IN STANDARDIZATION – PERSPECTIVES FROM IEC, ISO, ITU AND WTO**

GENERAL ASSEMBLY ACTION

> The General Assembly is invited to participate in a panel discussion on the perspectives from IEC, ISO, ITU and WTO regarding key issues in standardization

Introduction

Under this agenda item, a panel discussion will be held in two parts.

a) First part focusing on key issues discussed at the level of the ISO Technical Management Board (TMB) and the IEC Standardization Management Board (SMB) and about the collaboration between these two bodies. The panelists will be:

- IEC/SMB chair, Mr Jim Matthews
- IEC/SMB secretary, Mr Jack Sheldon
- ISO/TMB chair, Dr Elisabeth Stampfl-Blaha
- ISO/TMB secretary, Mrs Sophie Clivio

b) Second part focusing on the perspectives from IEC, ISO, ITU and WTO. The panelists will be:

- Mr Frans Vreeswijk, IEC General Secretary and CEO
- Mr Rob Steele, ISO Secretary-General
- Mr Reinhard Scholl, ITU-T[1] Deputy to the Director
- WTO Representative

The report below highlights the main developments in the cooperation with IEC, ITU and WTO, since the last General Assembly

1   Developments in ISO/IEC/ITU cooperation (World Standards Cooperation)

The tripartite cooperation between ISO, the IEC and the ITU takes place through the World Standards Cooperation (WSC), established in 2001. This also includes regular contacts between the CEOs and staff of the three organizations

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[1] ITU-T: ITU Telecommunication Standardization Sector

The WSC held its 12th meeting in Geneva on 14 February 2013. The membership list in 2013 and the terms of reference of the WSC are attached - see Annex. Highlights of recent WSC initiatives:

- The Eighth **Fully Networked Car workshop** was held 6 March 2013, in association with Geneva's 83rd International Motor Show and Accessories. The event attracted about 80 experts from around the world, and covered a series of interactive discussions revolving around the need for standardization for the networked vehicle, an examination of recent changes and challenges in technology and applications facing the auto industry, as well as some predictions for the future of the 'fully networked' car

- The **WSC Academia Day 2013** was held in conjunction with the annual workshop of ICES (International Cooperation for Education about Standardization) on 12-14 June in Sophia Antipolis, France. The objectives are to promote dialogue between universities and the international standards community, to raise awareness and to foster cooperation and joint initiatives. This year's theme was Education in standardization for future managers - needs and prospects. Both the ICES Conference and the Academic Day follow ICES and WSC events organized in previous years: 2010 in Geneva (Switzerland), 2011 in Hangzhou (China) and 2012 in Bali (Indonesia)

- A **WSC Roundtable event** was held on 26-27 June 2013 in Washington DC. Organized in partnership with ANSI and the Library of Congress, invited experts from academia, industry, government policy makers and standards executives discussed the role of standardization in strategy, innovation and entrepreneurship. A similar event is planned in 2014 with US West Coast academic institutions

- **World Standards Day (WSD) 2013** on "International standards ensure positive change", was highlighted by a message from the ISO and IEC Presidents and the ITU Secretary-General, as well as a social media-based competition to create the WSD 2013 poster, which attracted 70 entries and some 2 000 votes on the Internet. The message and poster are available at http://www.iso.org/iso/world-standards-day2013

- Regarding **World Standards Day (WSD) 2014**, the theme will be "Standards level the playing field". In a multi-polar world, where the influence and economic weight of emerging economies is shifting the balance of power, international standards stimulate trade, overcome artificial trade barriers and help level the playing field. This makes companies, industries and economies more competitive, making it easier for them to export, and stimulates diversification nationally and internationally

- WSC agreed on a **rolling plan for 2013-2015**. Activities proposed include highlighting World Standards Day, WSC workshops, Academia, Accessibility, Coordination of relations with WTO, Intellectual property rights (IPR), Conformity assessment, and Promotion

- WSC requested that the CEOs of the three WSC member organizations document the existing **coordination mechanisms** between the three organizations; and ensure that the constituencies of each organization are aware how such mechanisms work

2   Developments in ISO/IEC cooperation

The technical collaboration between ISO and IEC is covered in section 3 of document General Assembly 07/2013 under agenda item 5.2 "Managing technical activities"

- Participation in meetings

  IEC is an observer of the ISO Technical Management Board (TMB), participates in the work of ISO's policy development committees (mainly the Conformity Assessment Committee - CASCO and Consumer Policy Committee - COPOLCO) and is an observer

of the Commercial Policy Steering Group (CPSG), the IT Advisory Group (ITAG) and XML Advisory Group (XAG)

- Communication

  ISO and IEC communication teams usually cooperate on media and public relations initiatives relating to both organizations. In particular, the teams are currently working a joint-initiative to better promote the activities of JTC1

  Communication between IEC and ISO staff in central secretariats has significantly improved in recent years. This applies between technical project and programme Managers in the two organizations as well as between the ISO TMB and IEC SMB secretariats and the Chairs of these important coordination groups for the management of the technical work

  The General Secretary and CEO of IEC and the Secretary General of ISO meet at least every ninety days and more frequently if required to ensure better coordination and addressing of any issues not dealt with elsewhere in the management structures of the two organizations. The relationship is very good and has led to the two organizations also working closer together on issues of common interest, for example in protection of intellectual property rights

- Infringements of ISO and IEC IPR

  Both organizations are concerned with the increase in illegal commercial activities from ISO and IEC intellectual property. They systematically exchange information on infringements, and share experience in tackling infringement, in particular in the context of the Legal Platform.

  IEC expressed its interest in participating in the pilot project ISO is currently conducting with Attributor, a service to identify and remove copies of standards available illegally on the Internet

  The two organizations also exchange on the policies in place and the approaches followed to reinforce copyright policies, and copyright protection

- ISO/IEC Information Centre

  The ISO/IEC Information Centre, accessible on the Web, provides a focal point for enquiries on the two organizations, in particular in relation to WTO issues. The Information Centre receives between 5 500 and 6 000 queries per year

3 Developments in ISO/ITU cooperation

Contacts with the ITU at policy level have taken place in the framework of the WSC (see item 1 above) and through communication and meetings between the Chief Executive Officers meeting as WSC

Since June 2013, ITU joined ISO and IEC in an improved communication of new work item proposals between the three organizations. Each organization now shares its new work item proposals with the others on a systematic basis. This facilitates early cooperation in areas of common interest

4 Developments in ISO/WTO cooperation

4.1 WTO Committee on Technical Barriers to Trade (WTO/TBT Committee)

ISO has the status of permanent observer on the WTO/TBT Committee and regularly provides information to the Committee on matters regarding international standardization and conformity assessment

The TBT Committee is being regularly updated on ISO programmes relevant to its activities. ISO attended three regular meetings of the TBT Committee held since the 2012 General Assembly (on 27-29 November 2012, 5-7 March 2013 and 18-20 June 2013). ISO presented a paper for information of TBT members on the voting process in place in ISO at the November 2012 meeting

At the TBT thematic session on standards held on 5 March 2013, just before the formal TBT Committee meeting, the ISO Secretary-General made a presentation on ISO's position regarding the application by international standards bodies of the WTO/TBT principles for the development of International Standards, Guides and Recommendations with relation to Articles 2, 5 and Annex 3 of the Agreement. ISO and IEC made presentations reinforcing the value of international voluntary standards

The ISO presentation further elaborated on additional principles that ISO applies, namely stakeholder engagement, due process and national implementation/adoption. The TBT Committee was informed that ISO would organize a briefing for TBT members prior to the June 2013 TBT Committee meeting to explain in more detail the ISO process for members who would be interested

The ISO briefing meeting was organized on 17 June 2013 at ISO Central secretariat. Mr Rob Steele and the ISO/CS management team gave a briefing for representatives of national Missions to the WTO in Geneva and their capital-based colleagues, as well as to a group of trainees attending a WTO Advanced Thematic Course on TBT. The briefing set out the relationship between ISO and WTO and highlighted the importance of standards in world trade. Participants played an active role, raising interesting points on the advantages and challenges organisations and countries face in the international trading system

4.2 WTO Committee on Trade and Environment (CTE)

ISO has the status of observer on the Committee on Trade and Environment for items related to standardization. The CTE is closely following the work of ISO related to environmental labelling and carbon footprint. ISO attends CTE sessions as appropriate and contacts are maintained at secretariat level. The Deputy Secretary-General presented an update on publication of ISO/TS14067:2013 (carbon footprint) to the WTO CTE meeting on 5 June 2013

4.3 WTO Committee on Sanitary and Phytosanitary measures (SPS Committee)

The WTO/SPS agreement addresses measures concerning the protection of human, animal or plant life, or health, and it specifically names the Codex Alimentarius Commission (CAC); the World Organisation for Animal Health (OIE); and the International Plant Protection Convention (IPPC) as organizations that produce "international standards". ISO as an observer member of the WTO/SPS Committee, provides updates and responses to questions on its standardization activities, and maintains close cooperation with the designated intergovernmental standards-setters

ISO provided a formal communication to the WTO/SPS in July 2013 summarizing ISO's international collaboration in the food area, conformity assessment work, food safety standardization, related developing country support and capacity-building and the complementary relationship that ISO has with essentially two of the so-called "three sisters" – Codex Alimentarius and the Animal Health and Welfare Organization (OIE). The WTO/SPS committee is addressing issues regarding private standards and holds regular informal meetings on this subject. ISO participates as observer in these meetings

GOALS, MEMBERSHIP AND TERMS OF REFERENCE FOR THE IEC, ISO, AND ITU WORLD STANDARDS COOPERATION (WSC)

1 Goals

The primary functions of the WSC are:

- to strengthen and advance the voluntary consensus-based international standards system of IEC, ISO, and ITU through specific policies and cooperation, and by the sharing of information on experiences;

- to promote and increase the worldwide visibility of international consensus-based standardization and related conformity assessment matters;

- to resolve expeditiously any issue regarding cooperation in the technical work of the three organizations, if the matter has failed to be resolved in a timely manner at all lower levels of coordination

2 WSC membership in 2013

For IEC	For ISO	For ITU
President *Dr. Klaus Wucherer*	President *Mr. Terry Hill*	Director, Telecommunication Standardization Bureau *Mr. Malcolm Johnson*
President-elect *Mr. Junji Nomura*	Vice-President (policy) *Mr. Sadao Takeda*	Deputy to the Director, Telecommunication Standardization Bureau *Mr. Reinhard Scholl*
Vice-President and Standardization Management Board (SMB) Chairman *Mr. James E. Matthews III*	Vice-President (technical management) and TMB Chair *Dr. Elisabeth Stampfl-Blaha*	Chairman, Telecommunication Standardization Advisory Group (TSAG) *Mr. Bruce Gracie*
General Secretary and CEO *Mr. F. Vreeswijk*	Secretary-General *Mr. Rob Steele*	Chief of Study Group Department, Radiocommunication Bureau *Mr. Colin Langtry*

3 Terms of reference

The WSC shall seek:

- to develop policy and strategy on the promotion of international consensus-based standards, including the guides and standards on which global conformity assessment may be based, to industry, the business community, governments, the World Trade Organization (WTO), other international organizations and users, including consumers;

- to develop a promotion and orientation programme aimed at educational institutions, in particular engineering schools and management schools;

- to guide the Joint Technical Advisory Board (JTAB), when needed, on technical issues of work delineation – the ITU-T[1] will be invited to attend JTAB meetings;

- to address issues of common interest;

- to set up, when needed, ad hoc task forces with participation as required.

The chairmanship and the secretariat will be from the same WSC member organization, and will rotate annually

The WSC members will report to their respective bodies on agreements reached. Approval of executive actions on such agreements and recommendations remains at the discretion of each organization

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[1] ITU Telecommunication Standardization Sector

AGENDA ITEM 8   **COMMENTS FROM ISO MEMBERS ON COOPERATION WITH INTERNATIONAL ORGANIZATIONS AND ON WRITTEN REPORTS RECEIVED FROM REGIONAL AND OTHER PARTNERS**

GENERAL ASSEMBLY ACTION

The General Assembly is asked to comment on the cooperation with international organizations and on the reports submitted to the General Assembly by regional and sub-regional organizations recognized by Council

1   Cooperation with international organizations[1]

ISO has liaison relations with some 700 international organizations, including the UN and its specialized agencies. A summary highlighting the main developments regarding ISO's cooperation with international organizations is attached - see Annex 1

2   Cooperation with regional and sub-regional organizations

ISO has organized institutional links with seven regional standards organizations

At its September 2011 meeting, Council approved the establishment of working relations with sub-regional standards organizations. Since then, working relationships have been formalized with five sub-regional standards organizations through an exchange of letters (see section 2.2 below)

Copies of the Council resolutions that govern ISO's relationship with regional and sub-regional standards organizations, together with the current membership of each of the above organizations are attached - see Annex 2

2.1   Regional Standards Organizations recognized under Council Resolution 26/1992

- ACCSQ (ASEAN Consultative Committee for Standards and Quality)

  The report from ACCSQ will be posted on the ISODOC server when received

- AIDMO (Arab Industrial Development and Mining Organization)

  The report submitted by AIDMO is attached - see Annex 3

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[1] The cooperation with IEC, ITU and the WTO is covered under agenda item 7

- ARSO (African Regional Organization for Standardization)

  The report from ARSO will be posted on the ISODOC server when received

- CEN (European Committee for Standardization)

  The report submitted by CEN is attached - see Annex 4

  The Secretary-General participated in the CEN General Assembly in June 2013 (Copenhagen, Denmark) and gave an update on ISO activities and on the good level of cooperation between the two organizations

- COPANT (Pan-American Standards Commission)

  The report submitted by COPANT is attached - see Annex 5

  The Vice-President (policy) attended the COPANT General Assembly in Gros Islet (Saint Lucia) in April 2013. He highlighted recent developments in ISO and the existing and future activities for South America, the Caribbean and Central America regions

- EASC (Euro-Asian Council for Standardization, Metrology and Certification)

  The report submitted by EASC is attached - see Annex 6

  The Vice-President (technical management) represented ISO at the 43rd EASC plenary meeting in Ufa (Russian Federation) in June 2013. She highlighted the recent developments in ISO and the importance of participating in ISO's technical work

- PASC (Pacific Area Standards Congress)

  The report submitted by PASC is attached - see Annex 7

  The Secretary-General attended PASC 36 in Honolulu (Hawaii, USA) in May 2013. He updated PASC delegates on recent developments in ISO, including the Council decision on new rights for correspondent and subscriber members

2.2 Sub-regional organizations recognized under Council Resolution 34/2011

- CROSQ (CARICOM Regional Organisation for Standards and Quality)

  The report from CROSQ will be posted on the ISODOC server when received. The Secretary-General is planning to attend the next CROSQ Council meeting on 19 November 2013 in Barbados after participating in the CEO Forum to be held in the previous week in Costa Rica

- EAC (East African Community)

  The establishment of a working relationship was established by exchange of letters on 10 June 2013

- ECOWAS (The Economic Community of West African States)

  The report submitted by ECOWAS is attached - see Annex 8

- GSO (GCC Standardization Organization)

   The report submitted by GSO is attached - see Annex 9

- SADC (Southern African Development Community)

   The report from SADC will be posted on the ISODOC server when received

COOPERATION WITH INTERNATIONAL ORGANIZATIONS

1 UN and its specialized agencies and bodies

The UN system is a key "partner" for ISO, since most UN specialized agencies and bodies working in fields related to technical harmonization or technical assistance have liaison status with ISO. ISO has also a general consultative status with the UN Economic and Social Council (ECOSOC) and equivalent status with nearly all other bodies and specialized agencies of the UN system

1.1 CAC (FAO/WHO Codex Alimentarius Commission)

The 36th Session of the Codex Alimentarius Commission took place in Roma (Italy) in the FAO Headquarters, from 1 to 5 July 2013. CAC celebrates 50 years of existence this year. An informative paper was submitted by ISO and circulated as a Codex document for that meeting. ISO was represented at the meeting by the Chair and Secretary of ISOTC 34 (Food) and by the Deputy Secretary-General. An update paper was tabled and a statement made by the Deputy Secretary-General, on the relationships between ISO and CAC over this last year and over the 50 past years

CAC supported the regional workshop on Food Standards and Trade organized by ISO from 8 to 10 May 2013 in Havana, Cuba. The CAC has liaison relations with 25 ISO technical committees and subcommittees

1.2 IAEA (International Atomic Energy Agency)

The IAEA has liaisons with the ISO Committee on reference materials (REMCO) and 14 ISO technical committees and subcommittees

ISO has a dedicated Memorandum of Understanding (MoU) with IAEA. Furthermore, IAEA welcomed the ISO/TC 85/SC 2 Radiological protection and the working groups to meet in Vienna from 2 to 5 April 2013

The most prominent activity is the reciprocal collaboration between IAEA and ISO/TC 85 Nuclear energy, nuclear technologies, and radiological protection. This takes place in the subject areas of: safety, radiological protection, transport and waste management. As from 2006, an IAEA Safety Requirement, under revision, promotes the use of integrated management systems for nuclear activities. In response to this, ISO/TC 85 has investigated the feasibility to develop specific additional standards to improve conformity assessment practices and certification process for nuclear activities. As a result a preliminary work item (Nuclear Safety and Quality Management System - Requirements - Model for quality management in design & development, manufacturing, erection, commissioning and related services) will be proposed and future work will be done in close collaboration with IAEA

ISO/TC 85 is actively working on a harmonization programme of the existing national standards and other normative documents in the nuclear sector, which should complete, at the level of industrial standards, the harmonization process of national nuclear regulations already promoted through IAEA safety standards

Nuclear Safety Advisory Group was created under ISO/TC 85 last year, with two objectives: on the one hand, the improvement of the safety relevance of ISO standards and, on the other hand, the improvement of ISO feedback to IAEA in its Nuclear Safety Standards Commission

1.3   ILO (International Labour Organization)

Cooperation between ISO and ILO was particularly active in the field of social responsibility (SR) and in Occupational Safety and Health. A MoU between ISO and ILO was signed in March 2005 to govern cooperation in the field of social responsibility and remains in place to help guide cooperation in post publication activities. ILO is a member of the Post Publication Activity Stakeholder Advisory Group on SR (PPO SAG). A further MoU was signed in June 2013 given the impending start of work by PC 286 *Occupational health and safety management systems* to provide ILO with A Liaison status and the right to circulate views to ISO members as this work reaches key stages in development

Other liaison activities include such technical areas as biometrics, ergonomics, and protective clothing and equipment

ILO had also expressed reservations on the work of technical Committee ISO/TC 260 *Human resource management* although collaboration by the IOE (International Organisation of Employers) as Category A liaisons seems to be positive. Other areas of discussion include the Project Committee PC 277 *Sustainable purchasing and* PC 278 *Anti-bribery management systems*. The increased communication and liaison between ILO and ISO is assisting in addressing areas of concern and has resulted in much closer dialogue

ILO has currently liaison relations with 35 ISO technical committees and subcommittees

1.4   IMO (International Maritime Organization)

IMO has liaison relations with 25 technical committees and subcommittees. In particular, IMO continues to be a strong supporter of ISO/TC 8 *Ships and marine technology*, and ISO continues to have regular representation at various IMO meetings with the assistance of ISO/TC 8

The ISO 30000 series related to specifications for ships recycling management systems is being developed with IMO's active support, and currently consists of nine separate standards at various stages of development. In addition, IMO has supported development and publication of ISO/PAS 28007, which covers guidelines for private maritime security aboard ships as a way to fight against piracy - a great demonstration of collaboration to meeting an urgent industry need in a quick manner

1.5   ITC (International Trade Centre UNCTAD-WTO)

ISO and ITC are planning the fourth regional workshop on "Quality Management: Linking trade promotion organizations (TPOs) and NSBs for Export Success" for French-speaking African countries in the first quarter of 2014. The joint publication on the topic entitled "Building linkages for export success", published in November 2010, will be a basis for the workshop

The ITC has liaison relations with two ISO technical committees and two subcommittees

1.6   UNCTAD (United Nations Conference on Trade and Development)

ISO and UNCTAD maintain communication, mainly through UNCTAD's invitations to attend meetings on various topics. UNCTAD has liaison relations with 4 ISO technical committees and 5 subcommittees

1.7 UNECE (United Nations Economic Commission for Europe)

ISO participates regularly in the UNECE Working Party on Regulatory Cooperation and Standardization Policies (WP6) and the ISO Committee on Conformity Assessment (ISO/CASCO) has additionally participated in the WP6 Group of experts on Risk Management in Regulatory System (GRM). This has resulted in the ISO/CASCO toolbox of ISO/IEC and ISO standards and guides, and ISO 31000 being included in UNECE Recommendations. UNECE is an active member of the CASCO Strategic Alliance and Advisory Group (STAR) group and participates in the CASCO plenary when in Geneva

ISO has also maintained active cooperation with UNECE in the areas of e-business (MoU with UNCEFACT and others) and vehicle safety (WP29). The UNECE has liaison relations with 79 ISO technical committees and subcommittees

1.8 UNFCCC (United Nations Framework Convention on Climate Change)

UNFCCC has liaison relations with CASCO and is a member of both the Chairman's Policy and Coordination Group (CPC) and the STAR group of CASCO. UNFCCC has actively participated in these groups in the last 12 months. There is an effort to ensure the uptake of the CASCO toolbox by UNFCCC. UNFCCC has expressed an interest in participating in a number of CASCO Working Groups

UNFCCC also has a liaison with ISO/TC 207 *Environmental management.* ISO/TC 207/SC1 and SC7 established a Joint Ad Hoc Group to support UNFCCC processes. The group looks to enhance the relationship between national standards bodies and their UNFCCC negotiators with the view of develop a potential ISO standard on a monitoring, reporting and verification (MRV) management system standard (MSS) for nationally appropriate mitigation actions (NAMAs). Despite initial low level of interest from negotiators, the liaison with UNFCCC continues with good collaboration in the committee's programme of work and exchange of information

1.9 UNIDO (United Nations Industrial Development Organization)

ISO and UNIDO continue to work occasionally for the delivery of training seminars and workshops on standardization. UNIDO is exploring the feasibility of engaging ISO further in the implementation of UNIDO-executed regional projects, especially in the components dealing with standardization and involving the ISO members in the respective regions

UNIDO has liaison relations with four ISO technical committees and one subcommittee

1.10 UPU (Universal Postal Union)

The cooperation between ISO and UPU for the development of an addressing standard is ongoing. ISO/TC 211 work on "addressing" (ISO/WD 19160) is progressing. The first part of the standard on a "conceptual model" will soon advance to Committee Draft stage. The fourth part of this addressing standard will be based on UPU S42 Standard ("international postal address components and templates"). The NWIP for this fourth part should be sent out during Q3 2013 and if approved the first meeting of the WG will be held in October 2013 in Bern, Switzerland

Last UPU meeting ISO was represented was in February 2012. UPU has liaison relations with 13 ISO technical committees or subcommittees

2   Other international organizations

2.1   CIE (International Commission on Illumination)

The ISO committee ISO/TC 274 "*Light and lighting*" was approved and established in October 2012. The chairperson of this new ISO committee is the General Secretary of CIE. CIE proposed that the current common ISO CIE standards be maintained by this new committee. The proposal is currently under ballot. This new committee will have its first meeting on 2 July 2013 in Berlin. The delineation of the work will be one of the topics to be discussed

CIE has liaison relations with 28 ISO technical committees and subcommittees. An A-liaison with ISO/TC 274 is also currently under ballot

2.2   GRI (Global Reporting Initiative)

No current liaison in ISO technical committees following the disbandment of PC 250 *Sustainability in event management* although GRI are active members in the Post Publication Activity Stakeholder Advisory Group on Social Responsibility (PPO SAG)

Following the recent publication of GRI's *G4 Sustainability Reporting Guidelines,* GRI and the PPO have started a project to jointly revise the *GRI and ISO 26000: How to use the GRI Guidelines in conjunction with ISO 26000.* This revised publication is expected to be available around September/October 2013

2.3   IAF (International Accreditation Forum) and ILAC (International Laboratory Accreditation Cooperation)

Both IAF and ILAC have A-liaison status with CASCO. They actively participate in the Chairman's Policy and Coordination Group (CPC), the Strategic Alliance and Regulatory Group (STAR) and the Technical Interface Group (TIG). Both organizations have representation on all active working groups in CASCO and participate in the CASCO plenary. A Joint Strategic Group (JSG) has been established with IAF, ILAC and ISO to address issues specific to all three organizations. The JSG is in the second year of an 8 point strategic plan (2012 to 2015). CASCO participates in the technical meetings of both IAF and ILAC as well as their General Assemblies each year

2.4   OGP (International Oil and Gas Producers Association)

OGP has important liaisons (category A) with ISO/TC 67 Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries, ISO/TC 67/SC 7 Offshore structures and ISO/TC 67/SC 8 Arctic operations

OGP also has liaison with ISO/TC 211 Geographic information/Geomatics and ISO/TC 241 Road traffic safety management systems

In June 2012 ISO and OGP jointly signed an interim technical agreement in response to concerns expressed by stakeholders from the oil and gas industry about embargo laws. The agreement was to bridge the period until guidance from the competent authorities in the US and the EU handling embargo law issues was received. The technical work in ISO/TC 67 was executed under the interim agreement until June 2013 and it has now been transferred back into the ISO process. OGP continues to actively support ISO's work

2.5   OIE (World Organisation for Animal Health)

OIE is one of the three sister organizations recognized by the WTO Committee on Sanitary and Phytosanitary Measures (SPS), with CAC and the International Plant Protection Convention (IPPC), as developing international Standards

A cooperation agreement was signed on 6 July 2011 in Geneva between OIE and ISO. ISO is recognized by OIE with an observer status in their General Assembly. ISO was therefore represented during their 81st General Assembly by the Secretary of ISO/TC 34 (Food products)

In May 2013, the Director General of OIE circulated a draft outline of the ISO Technical Specification on Animal Welfare management for industries in the food supply chain, that is currently under discussion in ISO/TC 34/WG 16. He encouraged all OIE member countries to contribute to the development of this Technical Specification by providing comments on the draft outline through their National Normalization Institute or relevant national authority representatives in this ISO Working Group, as well as their national relevant industry representatives to ISO

OIE is also working with ISO/TC 34/SC 9 (Microbiology) on a method for the Detection of Trichinella

These 2 projects were mentioned by the OIE representative during the informal WTO SPS committee meeting dealing with private standards (26 June 2013, Geneva)

OIE supported the regional workshop on Food Standards and Trade organized by ISO from 8 to 10 May 2013 in Havana, Cuba

2.6   WCO (World Customs Organization)

Cooperation is maintained concerning the use of the ISO 28000 series related to security in the supply chain, electronic port clearance, containers (specifications, seals, etc.), and data exchange, as well as ISO 17712 on mechanical seals for freight containers. Increased cooperation between ISO and the WCO is continuing in the area of anti-counterfeiting within ISO/TC 247 Fraud countermeasures and controls

In total, the WCO has liaison relations with 104 ISO technical committees and subcommittees, including ISO/TC 8 Ships and marine technology, and ISO/TC 104 Freight containers

2.7   WEF (World Economic Forum)

ISO was represented in the WEF Annual meeting held in Davos (Switzerland) on 23-27 January 2013. The theme was Resilient Dynamism and the Secretary-General took part in various sessions

REGIONAL AND SUB-REGIONAL ORGANIZATIONS – ISO POLICIES AND MEMBERSHIP

1 Relations with regional and sub-regional organizations (relevant Council resolutions)

Council Resolution 34/2011
(Sub-regional organizations – Criteria for enhancing collaboration)

Council, referring to its Resolution 13/2011,

having considered the criteria for enhancing collaboration with sub-regional organizations as set out in document Council 30/2011,

approves that ISO, on the basis of an exchange of correspondence between the Secretary-General and the CEO of the respective sub-regional organization, establishes working relations with sub-regional organizations on condition that:

   a) at least 50 % of the constituent members of the sub-regional organization are members of ISO (member bodies or correspondent members);
   b) the sub-regional organization has a formal mechanism for encouraging all its members to become members of ISO (member bodies or correspondent members or subscriber members);
   c) the sub-regional organization endeavours as a matter of principle to fully rely on and support international standardization, and to use International Standards whenever possible as the basis for its own standards work;
   d) the sub-regional organization has a formal unit/department dealing with standardization issues/projects;
   e) the sub-regional organization is connected to a regional economic agreement to enhance regional and international trade;
   f) the sub-regional organization undertakes to participate in the organization of joint awareness-building, training and capacity-building activities with ISO and to further disseminate the benefits of such activities within the region.

as part of the working relationships, agrees that ISO be invited to be represented at general meetings of the sub-regional organization, and that the latter be invited to be represented at the ISO General Assemblies and DEVCO meetings as an observer,

notes that this resolution amends Council Resolution 7/2008.

Council Resolution 7/2008
(ISO's regional policy)

Council,

recalling that the 2008 implementation plan (STRATPLAN 2008) of *ISO Strategic Plan 2005-2010* calls for a review of ISO's regional policy,

having reviewed the Secretary-General's recommendations as set out in item 4 of document Council 07/2008 concerning:

a) relations with broad regional standards organizations;

b) relations with subregional organizations involved in standardization or standards-related activities;

c) adoption of ISO standards through regional/subregional cooperation;

d) ISO Regional Liaison Officers (RLOs);

approves the above-mentioned recommendations subject to taking into account the comments made during the meeting in particular in relation to:

– the involvement of regional standards organizations formally recognized by Council in the implementation of the ISO Action Plan for developing countries;

– the support provided to the RLOs to exercise their mission, and

asks the Secretary-General to take the necessary steps for their implementation.

NOTE – This resolution has been amended by Council Resolution 34/2011.

Council Resolution 26/1992
(Relations with regional standards organizations New policy)

Council,

recognizing the need for ISO to acknowledge recent developments in regional standardization activities and to encourage close cooperation between the regional standards organizations and ISO,

adopts the following guidelines for cooperation and coordination between the work of ISO and that of regional organizations consisting of national standards bodies, on the understanding that such organizations should not be involved in the governance of ISO :

1. ISO, on the basis of a decision by Council, will establish regular working relations with regional organizations or associations, the members of which are standards bodies, on condition that:

    1.1 at least 50 % of the constituent members of the regional organization or association are members of ISO (full members or correspondent members);

    1.2 the regional organization or association endeavours as a matter of principle to fully rely on and support international standardization, and to use International Standards whenever possible as the basis for its own standards work.

2. ISO is invited to be represented at general meetings of the regional organization or association, and the latter is invited to be represented at the ISO General Assemblies as an observer.

3. Individual agreements, where relevant, catering for the specific needs of particular organizations or associations may be prepared for approval by Council.

This resolution supersedes Council resolution 5/1972.

2 Membership of regional and sub-regional organizations

2.1 Regional Standards Organizations[1] recognized under Council Resolution 26/1992

ACCSQ (ASEAN Consultative Committee for Standards and Quality)

Brunei Darussalam	Malaysia	Singapore
Cambodia	Myanmar	Thailand
Indonesia	Philippines	Viet Nam
Lao People's Democratic Republic		

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[1] Members of regional organizations which are not ISO members are in *italics*

AIDMO (Arab Industrial Development and Mining Organization)

Algeria	Lebanon	Saudi Arabia
Bahrain	Libya	*Somalia*
Egypt	Mauritania	Sudan
Djibouti	Morocco	Syria
Iraq	Oman	Tunisia
Jordan	Palestine	United Arab Emirates
Kuwait	Qatar	Yemen

ARSO (African Regional Organization for Standardization)

Benin	Kenya	Seychelles
Burkina Faso	Liberia	Sierra Leone
Cameroon	Libya	South Africa
Côte d'Ivoire	Madagascar	Sudan
Congo, The Dem. Rep. of the	Malawi	Swaziland
Congo, Rep. of	Mauritius	Tanzania
Egypt	Namibia	Togo
Ethiopia	Niger	Tunisia
Gabon	Nigeria	Uganda
Ghana	Rwanda	Zambia
Guinea	Senegal	Zimbabwe
Guinea Bissau		

CEN (European Committee for Standardization)

Members

Austria	Greece	Poland
Belgium	Hungary	Portugal
Bulgaria	Iceland	Romania
Croatia	Ireland	Slovakia
Cyprus	Italy	Slovenia
Czech Republic	Latvia	Spain
Denmark	Lithuania	Sweden
Estonia	Luxembourg	Switzerland
Finland	Malta	The FYR of Macedonia
France	Netherlands	Turkey
Germany	Norway	United Kingdom

Affiliates

Albania	Georgia	Montenegro
Armenia	Israel	Morocco
Azerbaijan	Jordan	Serbia
Belarus	Lebanon	Tunisia
Bosnia-Herzegovina	Libya	Ukraine
Egypt	Moldova, Rep. of	

COPANT (Panamerican Standards Commission)

Antigua and Barbuda	Dominican Republic	Panama
Argentina	Ecuador	Paraguay
Barbados	El Salvador	Peru
Bolivia	*Grenada*	Saint Lucia
Brazil	Guatemala	Saint Vincent
Canada	Guyana	Suriname
Chile	Honduras	Trinidad and Tobago
Colombia	Jamaica	Uruguay
Costa Rica	Mexico	USA
Cuba	Nicaragua	

EASC (Euro-Asian Council for Standardization, Metrology and Certification)

Armenia	Kazakhstan	Tadjikistan
Azerbaijan	Kyrgyzstan	Turkmenistan
Belarus	Moldova, Rep. of	Ukraine
Georgia	Russian Federation	Uzbekistan

PASC (Pacific Area Standards Congress)

Australia	Indonesia	Peru
Brunei Darussalam	Japan	Philippines
Canada	Korea, Rep. of	Russian Federation
Chile	Malaysia	Singapore
China	Mexico	South Africa
Colombia	Mongolia	Thailand
Fiji	New Zealand	USA
Hong Kong, China	Papua New Guinea	Viet Nam
India		

2.2   Sub-regional organizations[2] recognized under Council Resolution 34/2011

CROSQ (CARICOM Regional Organisation for Standards and Quality)

Antigua and Barbuda	*Grenada*	St. Lucia
Barbados	*Haiti*	St.Vincent and the Grenadines
Belize	Jamaica	Suriname
Dominica	*Montserrat*	*The Bahamas*
Guyana	*St.Kitts and Nevis*	Trinidad and Tobago

EAC (East African Community)

Burundi	Tanzania
Kenya	Uganda
Rwanda	

[2] Members of sub-regional organizations which are not ISO members are in *italics*

ECOWAS (Economic Community of West African States)

Benin	Ghana	Niger
Burkina Faso	Guinea	Nigeria
Cape Verde	*Guinea Bissau*	Senegal
Côte d'Ivoire	Liberia	Sierra Leone
Gambia	Mali	Togo

GSO (GCC Standardization Organization)

Bahrain	Saudi Arabia
Kuwait	United Arab Emirates
Oman	Yemen
Qatar	

SADC (Southern African Development Community)

Angola	Mozambique	Zimbabwe
Botswana	Namibia	
Congo, The Dem. Rep. of the	Seychelles	
Lesotho	South Africa	
Madagascar	Swaziland	
Malawi	Tanzania	
Mauritius	Zambia	

AIDMO's report to the 36th ISO General Assembly

Saint Petersburg, 18-20 September 2013

It's a great honor and privilege to address the General Assembly meeting on behalf of the Arab Industrial Development and Mining Organization (AIDMO), which comprises 21 Arab member states, of which 19 of them are ISO members (17 full members, and 2 correspondent members).

It is worth mentioning that AIDMO operates in three major sectors, namely: industrial development, mining and standardization, as it has been the result of joining three Arab organizations that existed before 1990. Therefore, it is considered to be the only legal agency authorized to issue unified Arab standards in the Arab region, where all its members work toward the development of standardization and related activities with a view to facilitating international exchange of goods and services and promoting cooperation in intellectual, scientific, technological and economic spheres.

Accordingly, the Arab Industrial Development and Mining Organization (AIDMO) and the standardization organs commemorate the yearly Arab Standards Day on March 25th, as a part of its contribution to raise awareness of the importance of standardization activities in various walks of life.

Also, within the framework of AIDMO center of standardization, the high consultative committee for standardization (HCCS) meets twice per year to consider the implementation of the final draft standards, as a preliminary step to their final ratification (adoption) by AIDMO's executive council. Recently, the HCCS has created a committee to update the standardization Arab strategy (2009-2013).

Many improvements and achievements have been realized in the fields of standardization, conformity assessment, metrology and accreditations in our region:

- The organization hosts the Arab accreditation body secretariat, which was granted membership of International Laboratory Accreditation Cooperation ILAC, as a

regional body for accreditation. Hence, it will play a vital role in meeting ILAC's requirements and drawing up documents pertaining to the assessment of accreditation bodies. Also, it will contribute to the development of accreditation activities in the Arab countries and the signing of a mutual recognition agreement.

The General Assembly second meeting and the international conference on "Partnership and Regional Cooperation in the Field of Accreditation" was held during the period of 24-26 March 2013 in Marrakech, the kingdom of Morocco, with the participation of a number of heads and directors of international and regional organizations operating in the field of accreditation such like IAF, ILAC, EA and IAAC.

- Sign memoranda of understanding between the organization and the following countries: Yemen, Sudan, Mauritania, Libya, Algeria and Palestine in order to provide them with the technical support to develop quality infrastructure in conformity with the surveys carried out by the body's experts.

- As part of the technical support provided to the member states and the cooperation project between the Arab Industrial development and Mining Organization (AIDMO) and United Nations Industrial Development Organization (UNIDO), regional experts were dispatched in order to conduct a survey on quality infrastructure in Sudan, Yemen, Libya, Mauritania, as a preliminary step to searching financial resources to develop quality infrastructure.

- The treatment of 2595 Arab Standards and 6705 standards espoused in their original language, which have been adopted during the 40th meeting of the High Consultative Standards Committee.

- Commemorate the yearly Arab Standards Day on March 25th under the slogan "unified Arab Standards: ¨Promoting Inter-Arab Trade", prepare the D.G message and share it out with Ministries of Industry, Arab standardization bodies and accredited embassies in the Kingdom of Morocco.

- Convene the first meeting of the committee in charge of upgrading the strategy in Doha, the capital of Qatar during 6-7 February 2013, whereas the Arab strategy for standardization draft has been drawn up (2014-2018) and adopted by the High Consultative Standards Committee.

- Upgrading the site of Standards and Metrology center.

- The organization has established an online database for the most exchanged commodities and products between Arab countries.
- The organization is preparing the first session for the Arab Quality Award earmarked for large industrial installations according to the national and domestic classification. At this phase, the Arab standardization bodies carry out an evaluation to assess the nominated institutions in coordination with the competent authorities, choosing one institution operating in the following sectors:
- Textile sector
- Food sector
- Petrochemical sector

- Hold the first meeting of the General Assembly of the Arab Programme for Legal Metrology (ARAMEL)and the first meeting of the General Assembly of the Arab Programme for Scientific and Industrial Metrology (ARAMET), (Casablanca, 11/12/2012).

- The organization held a training workshop on "inter-comparisons and technical competence tests" in cooperation with the National Agency for Metrology in Tunisia, which hosted this workshop during the period of 17-21 June 2013.

Finally and within the framework of strengthening and enhancing the cooperation between the two organizations, AIDMO recommends the following:

- Coordination between AIDMO and ISO in the preparation of all events organized or supervised by ISO in the Arab region.
- Supporting the Arab committee in charge of the harmonization of Arab technical regulations and the procedures of the conformity assessment.
- Consolidating the Arab committee charged in updating the Arab standardization strategy.

Report of ARSO to the 36th ISO General Assembly in the Framework of the ISO Saint Petersburg 2013.

1. ORGANIZATIONAL PROFILE

Founded in 1977, ARSO is an intergovernmental body established by Organization OAU currently AU and UNECA and mandated through AU Statutes to promote intra-African trade, integrate African Economies, enhance Industrialisation in Africa, and to reduce technical and non-technical barriers to Intra-African trade.

Africa is currently undergoing a transformation due to the realization that African communities can no longer depend on primary agricultural commodities and the extractive industry products whose prices are decided in markets far away from the continent. There is great realization that value addition to goods and services offered by African companies will access more markets within the continent, international markets and also attract premium prices.

Out of this realization, the African Union Commission (AUC) has, among its strategic objectives, the established necessary conditions to enable the continent play its rightful role in the global economy. The AU has shown greater commitment to promoting the growth of intra-Africa trade and investments and through integrating Africa into the global market; promoting diversified industrialization; establishing a continental standards and quality assurance mechanism; developing the African private sector and the informal economy; promoting agricultural development and food security; promoting infrastructure development and implementing competitiveness improvement and in the whole process ensuring responsible environmental and natural resource management.

This has given more impetus to ARSO Standardisation work together with the NSBs of the member States. The ARSO Strategic Plan 2012 – 2017 provides the strategies which ARSO has put in place in order to respond to the standardization needs of Africa under the dynamically evolving environment.

1.1   1.1   ARSO mission, vision and strategic objectives

1.1.1 Vision Statement
To be an excellent standardisation centre that promotes trade and industry.

1.1.2. Mission Statement
To facilitate intra-African and global trade through providing harmonised standards and facilitating their implementation.
2
1.1.3 Strategic Objectives

(1)   Strategic Objective 1: Establish a standards harmonization system that supports a sound regulatory framework
(2)   Strategic Objective 2: Disseminate harmonized standards and guidelines to support intra, inter African and international trade and industrialization
(3)   Strategic Objective 3: Strengthening ARSO work-management capabilities for the sustainability of the Organisation
(4)   Strategic Objective 4: Promoting maximum and effective participation of members and other stakeholders

1.2 19th ARSO General Assembly

ARSO has just held its 19th General Assembly under the theme "Celebrating Standardization as a Strategic Resource to Africa's Economic Integration", in Yaoundé, Cameroon on the 17th - 21st June 2013. The 19th ARSO General Assembly events and discussions and strategies set, resonate well with the world view on the potentials of Africa. Earlier in June 2013, the UN Secretary General, H.E. Ban Ki-Moon, at the Tokyo International Conference on Africa Development in Yokohama, Japan on 1st – 3rd June 2013, noted that " Exports from sub – Saharan Africa to Europe, Asia and the West are still minimal and there is need to integrate Africa in the world economies".

During the Assembly, the newly Elected ARSO President Dr. Joseph Ikemefuna Odumodu Odumodu laid greater emphasis on the achieving the mandate of ARSO as guided by the African Economic Blue Print, The Lagos Plan of Action and the Abuja Treaty focusing to promote economic, social and cultural development, as well as African economic integration. Within these priorities lies the ARSO Standardisation Mandate and ARSO continues to note with great interest the vital role ISO plays in terms of International standardisation policy in the implementation of this mandate.

The Chairperson of ISO-DEVCO, Mrs. Evah Oduor (Kenya) outlined the strategies of ISO through ISO DEVCO in implementing standardisation Activities in Africa.

2. ARSO Programmes Milestones and Achievements.

2.1 Launching of African Standards Day

ARSO launched the Yearly African Standards Day on the 19th June 2013 in Younde Cameroon. The day will offer the Standardisation Stakeholders the opportunity to focus more and more on a comprehensive African approach to standardisation as a strategic resource to Africa's economic integration and an asset for improving Africa's trade volume. The emphasis is the on awareness creation about the benefits of standardisation for the African continent among Policy Makers, Consumers, African citizens and Leaders.

2.2 ARSO Consumer Committee (ARSO COCO)

ARSO established the ARSO Consumer's Committee to act as the African consumer voice in Standardization. Hosted by the Sudanese Standards and Metrology Organisation (SSMO), ARSO COCO is responsible for promoting and protecting African consumer interest in national, regional and continental standardisation. It focuses on involving African consumers in standards development activities by providing African representation to the international community of consumer specialist for issues of consumer policy. It also focuses on providing information on how standardization benefits consumers and how consumers can contribute to development of better standards including participation in international standards setting. ARSO COCO will work in closer cooperation with ISO COPOLCO.

2.3. **ARSO Conformity Assessment Committee (ARSO CACO)**

Within its strategic plan ARSO has established a high level coordinating committee for the ARSO-CERT System with a view to making it more compatible with other regional systems such as the European Certification system which the earlier ARSO-CERT System was modelled on. The ARSO Certification System traces its mandate to the Lagos Plan of Action (LPA) and is Provide for an African Certification System for goods and services produced in accordance with African Standards (ARS) issued by ARSO. ARSO CACO shall have a Chairperson and Secretariat established within the framework of ASHAM taking into account the special nature of its operations. ARSO CACO will work in closer cooperation with ISO CASCO to deliver on its mandate.

2.4. ARSO African Standards Education Programme.

There has been a greater demonstrated need for African Standards education programme in education systems in Africa. ARSO is cooperating with academia, trade associations, consumer representatives as well as NSBs on rolling out standards Education programmes in the African Education systems to emphasise and create greater awareness on the role of standards, metrology and conformity assessment in value addition, industrialisation, market creation and access, and the overall augmentation of economies on continental and global scales. ARSO through its cooperation with KATS/KAS and Stakeholders will develop an African Standards Education Strategy and Master Plan for adoption by the various African countries in their National standards Education Policy. ARSO has initiated cooperation with ISO to use ISO's Standards Education Materials in rolling out this programme.

2.5. Harmonisation of African Standards

The African Standards Harmonization Strategy closely identifies the priorities established within the African integration instruments such as the Abuja (AEC) Treaty, the various Decisions and Declarations of the AU Policy Organs and the timelines established for the Continental Free Trade Area and the establishment of the African Economic Community (AEC) within the six-stage integration process. The African Standards Harmonization Strategy coincides with Stage III of the integration schedule which offers ARSO an opportunity to take the lead in harmonizing standards and conformity assessment systems to facilitate free movement of goods and services as envisioned in the integration process.

Currently there is reconstitution of the 13 ARSO Technical Harmonisation Committees. Led by South Africa, the 19th General Assembly established ARSO THC 13 on African Traditional Medicine to harmonise relevant standards to enable Africa exploit its natural herbal resources and participate in the global Traditional Medicine Trade. There is an expectation of cooperation and benchmarking activities with the ISO/TC 249 Traditional Chinese medicine.

The 48th ARSO Council recently in June 2013 during the 19th ARSO General Assembly approved Seven (7) newly harmonised African Standards by the ARSO THC 02, Agriculture and Food Products. Many other ARSO THCs have drawn programmes and plans for the harmonisation and revision of the previous 802 ARSO Standards.

2.6. Newsletter and ARSO Documentation and Information Networks

The need to disseminate standardisation information and materials as stipulated under the ARSO Strategic Objective 2 (Disseminate harmonized standards and guidelines to support intra, inter African and international trade and industrialization) has led to the revival of the ARSO DISNET which is coordinated from the ARSO Central Secretariat. With Dissemination tools such as the redesigned ARSO Website, revived ARSO Quarterly Newsletter and publication of Articles in stakeholders Newsletters, the ARSO DISNET Programme is ensuring the dissemination of sector –specific based outreach information materials to targeted Audience. The ARSO DISNET will continue to cooperate with the ISO Information Systems to share the information resources.

Through the support of PTB, ARSO has published a handful of Standardisation publications including booklet on the Foundation of ARSO, Benefits of Standardisation, Benefits of being an ARSO Member, Streamlining African SMEs into Robust Standards Systems, Boosting African Trade, Revised ARSO Constitution and ARSO ASHAM. The Focus is to have ARSO as a publisher on its own right with regard to standardisation and conformity Assessment.

2.7. Pan-African Quality Infrastructure

The need for a strong, sustainable and integrated approach to the continent's quality infrastructure, encompassing metrology, standards, accreditation and quality assurance

motivated ARSO together with AFRIMETS, AFRAC, AFSEC through the support of PTB to form PAQI based on an MoU which was signed in February 2013 in the 3rd Consultative meeting in South Africa. PAQI will ensure that the economic integration of Africa fully utilizes the potentials that quality brings in improving the competitiveness of African goods and services. PAQI has also received recognition by the policy making bodies of the African Union (AU), UNECA and NEPAD. The 20th Conference of African Ministers of Industry (CAMI-20) held in Nairobi, Kenya on 10-14 June 2013, in its Declarations, recognised PAQI as the continental platform for all matters related to Standardization, metrology, accreditation and conformity assessment in order to strengthen the competitiveness of Africa's goods and services and contribute towards the industrialization of the continent and its sustainability.

PAQI inauguration event is scheduled for 30th August 2013 in Nairobi, Kenya.

2.8. ARSO Programme on streamlining the SMEs in National Economies and Global Trade

The relative importance of SMEs and the informal sector (shadow economy) are inversely associated with economic development. ARSO standardisation focuses onthe SMEs, which, the World over are the economic engines that drive the development of countries. The ARSO Programme on streamlining the SMEs in National Economies and Global Trade through standardisation targets to create awareness among SMEs on the benefits of standardisation, promote their participation in standards setting processes and implement the standards through simplified but targeted outreach materials focusing on sustaining quality products and services. The implementation is being organised through the African NSBs and the various line Ministries.

3. CONCLUSION

In her address to the 19th ARSO General Assembly as the Chairperson of ISO-DEVCO, Mrs. Evah Oduor (Kenya) outlined the priority areas of the ISO-DEVCO for the developing countries in line with the ISO Action Plan for the Developing Countries. In view of this ARSO looks forward for a sustained cooperation with ISO through its specific Committees to champion the African standardisation Agenda as outlined in the ARSO Strategic Plan 2012 – 2017 to achieve further increased awareness of standardisation and related activities within the continent, as Strategic Resource, in order to boost intra-African and global trade.

Dr. Hermogene Nsengimana
ARSO Secretary General

CROSQ REPORT to the ISO General ASSEMBLY – Saint Petersburg 2013

18-20 September, 2013

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Introduction

CROSQ, the CARICOM Regional Organisation for Standards and Quality, was established in 2002 by an Intergovernmental Agreement between the sixteen (16) Member States of the Caribbean Community. The Organisation's Mission Statement is "The promotion and development of standards and standards related activities to facilitate international competitiveness and sustainable production of goods and services within the CARICOM Single Market and Economy for the enhancement of social and economic development."

Located in Warrens, Barbados, CROSQ is the successor to the Caribbean Common Market Standards Council (CCMSC). Members of CROSQ are: Antigua & Barbuda, The Bahamas, Barbados, Belize, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, St. Kitts & Nevis, Saint Lucia, St. Vincent & the Grenadines, Suriname and Trinidad & Tobago.

CROSQ Secretariat has been in operation from October 2003 and from that time to the present has been engaged in activities relevant to Standards, Metrology, Conformity Assessment and Accreditation.

Work Programme of CROSQ

CROSQ has embarked upon a number of regional projects and initiatives in pursuit of its mandate. One such project that CROSQ is implementing is a Regional Quality Infrastructure (RQI) project the **Development of a Demand-Oriented and Regionally Harmonized Quality Infrastructure (QI) in the Caribbean (RQI 4),** funded by The Government of the Federal Republic of Germany, which started from January 2013 and is expected to run until 2015.

The objectives of the project are as follows:

i.   The objective of this Project is defined as: "The Quality Infrastructure (QI) institutions in the Caribbean improve the range of regionally available services".

ii. This project aims to enhance the ability of regional and national institutions to attain this objective.

iii. The Parties are jointly committed to this objective

Indicators

i.   The achievement of this **objective** will be assessed by the following indicators-

    a.   By 2015, CROSQ will have developed, for at least two value chains in priority sectors/branches, strategies for offering a range of QI services for which there is a demand, and will have started to implement them. (Initial value: 0 [2012]; Target value: 2 [2015]).

      b. By 2015, the demand for QI services successfully dealt with via the regional specialized networks will have risen by a total of x^1%. (Initial value: x^1% [2013]; Target value: x^1% [2015])

  ii. Additionally, the project is committed to produce the following **outputs**, assessed by their respective indicators-

      Increased knowledge within the QI institutions with respect to the demand for QI services.

      <u>Indicator</u>: By 2015, CROSQ will have identified the demand for QI services for at least two value chains in priority sectors/branches. (Initial value: 0 [2012]; Target value: 2 [2015])

      Strengthened technical and entrepreneurial competence of the QI institutions

      <u>Indicator</u>: By 2015, the majority of the National Accreditation Focal Points (NAFP) will fulfill at least x1% of the criteria of the Milestones Programme for NAFPs. (Initial value: x^1% [2013]; Target value: x^1% [2015])

      Strengthened capability of the QI networks to coordinate the range of services at the regional level

      <u>Indicator</u>: The regional specialized networks elaborate an annual working plan and manage its implementation. (Initial value: 0; Target value: 3 [on a yearly basis])

The project works regionally and includes all CARIFORUM Member States, which are the CARICOM Member States and the Dominican Republic.

CROSQ has also received permission from the Caribbean Development Bank to revise the implementation modality of the Caribbean Building Standards project along with additional funding..

CARICOM Member States are mostly all vulnerable to the effects of tropical storms, earthquakes and tsunamis, which have most recently had a profound negative impact on the economic and social well being of its people. The impact of these natural occurring hazards can be mitigated however by having adopted and implemented adequate Building Standards which will increase the ability of buildings to survive during these events.

The objectives of the Project are to produce an updated and comprehensive set of Caribbean building standards and to expand the use of those building standards, thereby facilitating the safer and more efficient design of buildings in the Caribbean. The project suffered a number of set backs, as a result, CROSQ restructured the execution modalities of the project and has obtained additional funding and an extension of time from the Bank to execute the project due to its importance.

CROSQ is also implementing a CROSQ/CDB/CARTFund "Project Strengthening the Capabilities of Testing Laboratories in the Caribbean to Reduce Technical Barriers to Trade" This project comes to an end this year.

When Caribbean countries signed the CARIFORUM-EU Economic Partnership Agreement (EPA) in 2008, the Region's exporters felt they had an excellent opportunity to increase and diversify their exports to that region. This was particularly true in fast-growing areas such as specialty foods and beverages. However, the reality is that many businesses find it very difficult to penetrate EU markets partly because of existing "technical barriers to trade" (TBTs).

TBTs in trade with the EU have largely called into question the adequacy of the Region's Conformity Assessment (CA) systems. In 2002, CARICOM governments established CROSQ for "the establishment and harmonisation of standards for the enhanced efficiency and improved quality in the production of goods and services in the Community."[2]

A recently-compiled list of testing laboratories with ISO/IEC 17025 accreditation shows that there are only ten such laboratories in CARICOM. Information is not available on the sectors that these laboratories serve but clearly, there is an urgent need for substantial laboratory upgrading in CARIFORUM. This project will contribute to filling this gap by providing resources to strengthen laboratories that provide testing services for exporters in the Region. The focus of this project is very important, given CROSQ's mandate to "facilitate the achievement of international competitiveness of regional goods and services."

The objective of the Project is to strengthen the capabilities of testing laboratories in the CARICOM Countries to enable them to provide reliable, competent, internationally-recognised and affordable testing services to exporters.

Finally CROSQ is implementing, along with the Dominican Republic and PTB, the programme "Technical Barriers to Trade" which is one component of the 10th EDF Programme "Support of the CARIFORUM States in the implementation of the commitments undertaken under the Economic Partnership Agreement". This project runs till June 2017.

The overall objective of the 10th EDF Programme is to support the beneficial integration of the CARIFORUM states into the world economy and in that line the overall objective of the "Technical Barriers to Trade" programme is to facilitate intra- and interregional trade as well as international competitiveness and sustainable production of goods and services within the CARIFORUM states for the enhancement of social and economic development.

The specific objective of the "Technical Barriers to Trade" programme is to increase the use of services of internationally recognised Regional Quality Infrastructure Institutions in the CARIFORUM states.

The expected result is to progress towards achieving a modern regional and national quality infrastructure (QI) according to internationally-recognised principles for international trade as defined in the WTO Agreement and the TBT Chapter of the EPA. This result aims to address the problem of lack of regional/national "quality infrastructure" to facilitate and ensure compliance with international technical regulations, standards and conformity assessment procedures, therewith strengthening the region's international competitiveness and sustainable production of goods and services within the CARIFORUM states.

The expected result can be differentiated into the following three expected specific results:

- Regional frameworks in the areas of accreditation, metrology and standardisation are operationalised and regional frameworks in the area of certification and market surveillance are developed

- National and regional Quality Infrastructure (QI) institutions are prepared for international recognition in the areas of metrology, conformity assessment (calibration, testing, inspection and certification) and accreditation

- User orientation and awareness of QI services are improved and promoted and a regional Knowledge-Management System is developed and implemented

Annex 1. CROSQ Standards Development Work Plan 2013

KEY:
CD – Committee Draft
CRS - CARICOM Regional Standard
DCRS – Draft CARICOM Regional Standards (Enquiry Draft) (Comment Stage);
FDCRS – Final Draft CARICOM Regional Standard
WD – Working Draft

No.	Title - CROSQ CR Standard	Assigned CRS Number	STAGE as of Apr 01, 2012
01	Organically Produced Foods – Code of Practice	CRCP 11	DCS
02	Poultry Feed & Feed Ingredients	CRS 29:2011	Published
03	Poultry & Poultry Products	CRS 28: 200x	Approved - awaiting publishing
04	Cement – Specifications	CRS 54: 200x	DCRS
05	Labelling of Tobacco Products (including cigarettes)	CRS 26: 200x	Approved – awaiting publishing
06	Labelling of Goods – General Principles	CRS 55: 200X	DCRS
07	Labelling of Pre - Packaged Goods	CRS 56: 200X	DCRS
08	CDERA – hazard mapping, vulnerability assessment & economic valuation for risk assessment for the Tourism Sector	Proposed to be published as a handbook and a technical Report	FDCHB
09	Specification for Ketchup	CRS 42	FDCRS
10	Specification for liquid Chlorine Bleaches	CRS 43	FDCRS
11	Specification for red kidney beans		Stage 20 - WD
12	Specification for wheat flour revised	CRS	Stage 20 - WD
13	Specification for Rice revised	CRS 44	Approved
14	Electrical Cables		Stage - WD

15	Management consultancy – guidelines including competency		Stage 10 assigned to working group
16	Advertising of Tobacco products		Stage 20 - WD
17	Specification for Carbonated beverages		Stage 20 - WD
18	Recreational water quality - guidelines	CRS 36	FDCS
19	Specification for Tourist Accommodation – Part 2 - specific requirements for hotels		Stage 10 assigned to working group
20	Specification for Tourist Accommodation – Part 3 - specific requirements for Guest houses and inns		Stage 10 assigned to working group
21	Specification for Tourist Accommodation – Part 4 - specific requirements for Holiday apartments and condos		Approved for development
22	Specification for Tourist Accommodation – Part 5 - specific requirements for bed and breakfast establishments		Approved for development
23	Specification for Tourist Accommodation – Part 6 - specific requirements for villas/cottages/cabanas		Approved for development
24	Specification for Tourist Accommodation – Part 7 - specific requirements for home accommodation		Approved for development

EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN's contribution to the ISO GA 2013

Dear ISO President,
Dear ISO Secretary General,

I am pleased to confirm that the cooperation and collaboration between CEN and ISO is increasing and improving every year. CEN is committed to supporting the international standardization process, promoting the added value of working with sister organizations, and working to meet the common and emerging challenges facing the formal standards bodies.

The CEN report to the 36th ISO General Assembly follows.

1. CEN & CENELEC ambitions to 2020

With the present CEN strategy ending in 2013, the opportunity arose for CEN and CENELEC to consider jointly the challenges and opportunities facing European standardization in the years to 2020. This work started in 2012 and ended with the CEN and CENELEC General Assemblies' (AGs) approval of the paper in June 2013. The strategic actions underlying each ambition will be developed in CEN's implementation plan, due to be approved at the November 2013 AG.

The paper setting out CEN and CENELEC's ambitions to 2020 is the result of a wide-ranging and inclusive consultation process at both national and European level, and takes into account strategies that are closely related to the European Standardization System, such as those of ISO and IEC. The ambitions aim at delivering a regional layer that will reinforce European support to the international standardization process on the one hand, and provide solutions to the specific needs of the European market and its regulatory environment on the other.

Six ambitions have been identified and can be summarised as follows:

Global influence: contribution to ISO and IEC structures and processes; greater coherence between European and international standards; enhanced commitment to the international standardization activities in key areas, etc.

Regional relevance: meet European market needs; facilitate the European Single Market for services; an increased use of standardization in supporting European regulation and public policies; increased harmonisation with neighbouring countries.

Wider recognition: provide an ever more attractive system and relevant platforms/ deliverables to be used by the standard users, makers, regulators & society.

Network of Excellence: processes, structures and deliverables that meet evolving needs and technologies; standards solutions and related services responsive to end-user needs; use of knowledge and expertise that benefits the network.

Innovation & growth: support the deployment of innovation; improve the link with the research community; provide attractive platform and deliverables for innovators; reflection of innovative trends into standardization.

Sustainable system: ensured financial independence; sustainable and adaptable business models; improve and promote education about standardization.

These ambitions are intended to respond to overarching strategic objectives for the European Standardization System (ESS) as a whole. Those are currently in the process of being finalised and will be offered to all actors in the ESS who wish to recognise them and reflect them in their own strategies.

2. Technical Cooperation

As in previous years, the Vienna Agreement has continued to be a valuable instrument for collaboration, as well as the promotion, diffusion and implementation of ISO Standards in Europe.

- At the end of May 2013, the CEN collection included 4 592 documents identical to ISO documents; 380 of these documents were published in 2012.

- At the end of May 2013, the CEN programme of work included 1 016 work items which should result in CEN documents identical to ISO documents :

  o 939 of these work items are being developed in parallel (803 under ISO lead and 136 under CEN lead) and should be submitted to simultaneous adoption procedures and publication in ISO and CEN;

  o the other 77 work items correspond to the adoption as CEN documents of already finalised – available ISO documents;

  o 264 of these work items are associated with standardization mandates issued by the European Commission.

  363 of these work items had been registered in 2012:

  o 328 of these work items are to be developed in parallel (278 under ISO lead and 50 under CEN lead) and to be submitted to simultaneous adoption procedures and publication in ISO and CEN;

  o the other 35 new work items correspond to the adoption as CEN documents of already finalized and available ISO documents.

These items, registered in 2012, are mainly in the following domains: Welding, Information Processing Systems, Equipment for the Petroleum Industry, Surfaces, Solid Fuels, Machinery, Soil Quality, Food Products, Dentistry, Paints and Related Products, Plastics, etc. (see full breakdown, by domain, as well as other statistics, in Annex).

Items developed following an invitation from the European Commission

The main areas in the current CEN work programme related to the Vienna Agreement and associated to mandates issued by the European Commission/EFTA are: Medical devices, Machinery, Pressure equipment, Transport of dangerous goods, Solid biofuels, Personal Protective Equipment, Recreational craft, Bicycles, Analysis of foodstuffs, Health care informatics, Charging of electric vehicles, Pesticide application, Vehicle OBD, repair, measuring instruments and certification schemes.

Already existing collaboration and joint development is on-going for highly political subjects that include an integrated sustainable society (smart grid and its extension towards smart cities and sustainable communities; e-mobility). In addition, future collaboration can be expected on topics such as adaptation to climate change, resource efficiency and security.

Processes

Following the ISO/TMB decision to implement some improvements to the ISO standards development process, and work done in ISO's Living Laboratory as well as similar initiatives in IEC, CEN and CENELEC have created a joint CEN/CENELEC BT Working Group. This group is tasked with evaluating the impact of these improvements on the existing CEN-ISO and CENELEC-IEC cooperation agreements, and the possibilities for alignment of the processes.

In this respect, a specific trial period (taking place in 2013) has been agreed to for a limited number of projects being developed under the Vienna Agreement. Results of this trial period can be expected towards the end of 2013.

In addition, CEN/BT joined the ISO/TMB Vienna Agreement Editing Task Force in charge of reviewing and updating the content of the Vienna Agreement and the associated guidelines.

Societal Stakeholders

CEN and CENELEC are paying extensive attention to the need for better integration of societal stakeholders (consumers, environmental associations, trade unions) into their activities. At Presidential Committee level, a WG on Societal Stakeholders (SSG) was set up at the end of 2011. The SSG has the task to develop recommendations on how to promote the participation of organisations representing different kinds of societal stakeholder in the CEN-CENELEC system. A toolbox to facilitate their participation" is under development. An e-learning tool is also foreseen.

The outcome of an ad hoc group established to examine how the views and positions of societal stakeholders can be taken even further into account in the standards work (*effective participation*) has been integrated into the CEN-CENELEC Internal Regulations. The adaptations refer to topics such as the decision-taking process in technical committees (whereby Partner Organisations should be included in the consensus whenever possible), the appeal mechanism, and the handling of comments after the enquiry (public comment) stage on a draft standard.

3.   Standardisation package

Regulation (EU) 1025/2012 on European Standardization was published in the Official Journal of the European Union in November 2012. It sets the framework for '*the cooperation between European standardisation organisations, national standardisation bodies, Member States and the Commission, the establishment of European standards and European standardisation deliverables for products and for services in support of Union legislation and policies, the identification of ICT technical specifications eligible for referencing, the financing of European standardisation and stakeholder participation in European standardisation*'.

Some of the issues addressed in the Regulation, which applies fully since 1 January 2013, are:

- publication of an annual European Standardization Work programme;
- European Commission standardization requests: consultation, approval and timeframe;
- standards for services;
- use of ICT specifications for public procurement;
- access to standardization activities (in particular for SMEs and societal stakeholders).

It also specifies some requirements for national standardization activities and a considerable reporting exercise for both the ESOs and NSBs.

4.   IT tools and IT cooperation

The collaboration between CEN and ISO in the IT fields entered a new era in 2013 with the merger of the ISO and CEN Global Directories into a common GD3 in early June 2013.

In practice, this creates a single repository of users with better data quality & consistency and an integrated user interface for the national administrators maintaining both ISO and CEN data. The national administrator's life is much easier now, although the new system preserves the specific business roles and rules of each organisation.

A major move towards harmonisation of the working environments now hosted by ISO/CS, DIN and AFNOR is the work of the ISO/TFSite, where CCMC has been closely associated.

The implementation of the alignments agreed should bring significant improvement to our officers and experts working in decentralised working environments in 2014, together with the move to eCommittee2.

Last but not least, the production of XML standards content, both to respond to new market needs and to improve support to our Members in facing their new challenges, has been another opportunity for close cooperation between ISO and CEN in 2012 and 2013.

CCMC's new XML production chain is based on the same tools (eXtyles) as ISO, and the ISO XML schema is used for the output. CCMC is benefitting from ISO experience and support in its move to XML.

CEN and CENELEC follow closely new developments in ISO by participating in ISO/ITAG, ISOurce, IT Forum and key project teams (such as SSO). ISO/CS participates in the CEN-CENELEC WG IT Strategy, WG IT Tools and relevant project TF such as TF XML, eComments, SSO, Authoring.

The ISO HelpDesk dealt with more than 1700 calls to the benefit of the CEN community in 2012. The support of the HelpDesk was reinforced by the launch of the common GD3 in early June 2013.

5. Cooperation on legal and commercial issues (Legal Platform and JCAG & CPSG)

The collaboration between CCMC and ISO/CS in the domain of the legal protection of copyright has been further consolidated. Both organisations are under a twofold pressure: on one side we are experiencing a dramatic increase of copyright infringements by many websites that illegally sell CEN, ISO and other deliverables; on another, we receive signals from policy-makers and certain pressure groups to make standards referenced in legislation freely available to end users.

Within the 'Legal Platform' – the CEN and CENELEC informal forum where legal experts share information on matters of common interest – CEN, ISO and some NSBs have continued to cooperate and coordinate successfully on these copyright matters. We have followed up the actions initiated in 2012 against those websites that sell standards illegally and, in this context, ISO has provided the link to relevant non-European ISO members and secured a much-appreciated coordination with them.

We believe that important steps are also being taken in the finalisation of a proposal for a comprehensive service agreement with the company "Attributor", open to all NSBs at an attractive price, for a service of crawling, monitoring and stopping copyright infringements by websites worldwide.

As far as collaboration between the Joint CEN-CENELEC and ISO commercial advisory groups (JCAG and CPSG) is concerned, both CCMC and ISO/CS Directors are permanent observers in the respective groups. Thanks to this reinforced collaboration, useful information and feedback has been exchanged on some key issues, such as the new ISO guide POCOSA and common matters related to present and future commercial business models and policies. We look forward to continuing the fruitful collaboration in this domain with ISO, especially in view of the upcoming revision of the CEN-CENELEC Guide 10 on distribution and sales, and on the finalisation of an agreement clarifying the copyright of the joint CEN-ISO publications under the Vienna Agreement.

Elena SANTIAGO CID
CEN and CENELEC Director General

Annex

CEN-ISO Technical Cooperation - Publications in 2012

- 250 66%
- 65 17%
- 65 17%

■ VA/ISO Lead
■ VA/CEN Lead
■ Adoption of Published IS
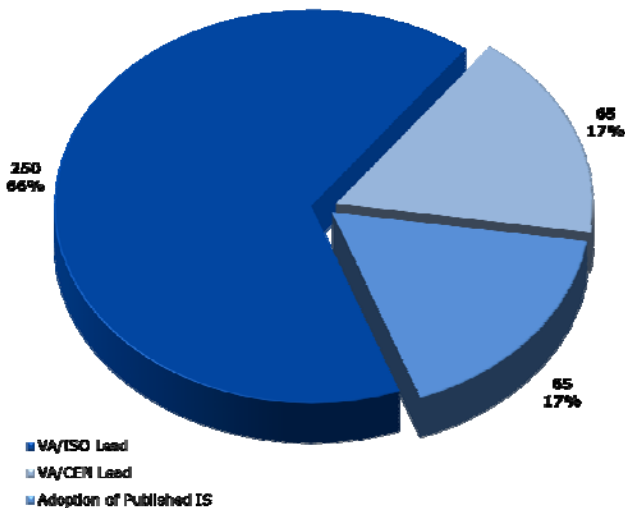
CEN-ISO Technical Cooperation - Available Documents

- 629 14%
- 2281 50%
- 1682 36%

■ VA/ISO Lead
■ VA/CEN Lead
■ Adoption of Published IS
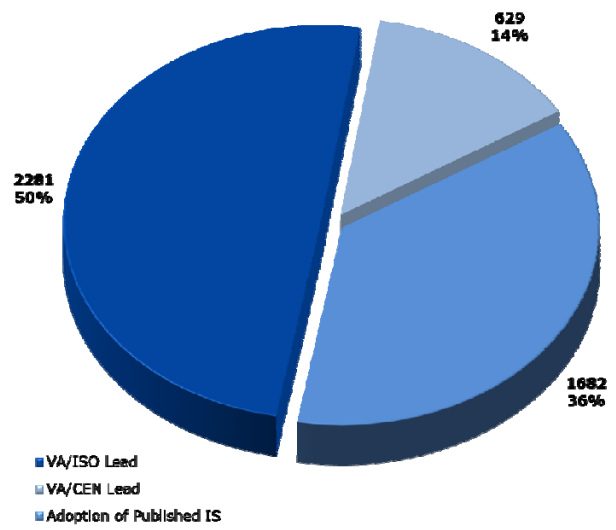
CEN - Time to Publication per Deliverable, per Year
(only documents developed under the Vienna Agreement)

Time in Years

EN/HD   TR   TS

■ 2006 ■ 2008 ■ 2010 ■ 2013
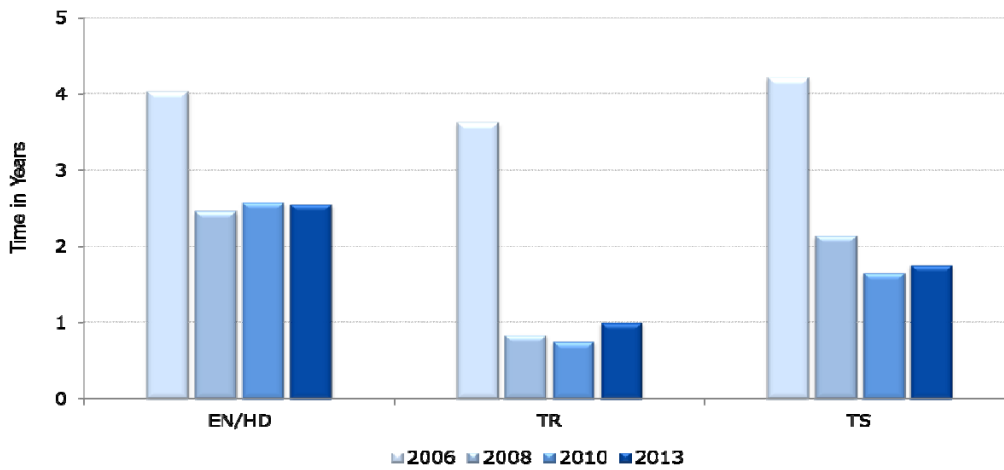
CEN - Work Programme related to ISO - Mandates

- 752 74%
- 264 26%

■ Non Mandated
■ Mandated
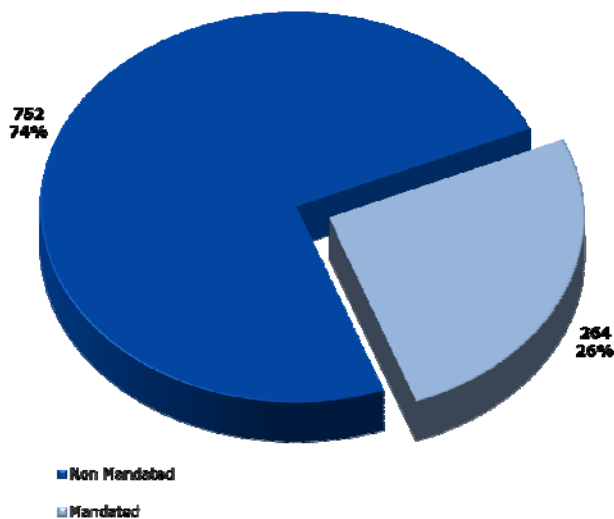
CEN - Work items registed in 2012 related to ISO - Breakdown by Domain

COPANT

Comisión Panamericana de Normas Técnicas
Pan American Standards Commission
Comissão Panamericana de Normas Técnicas
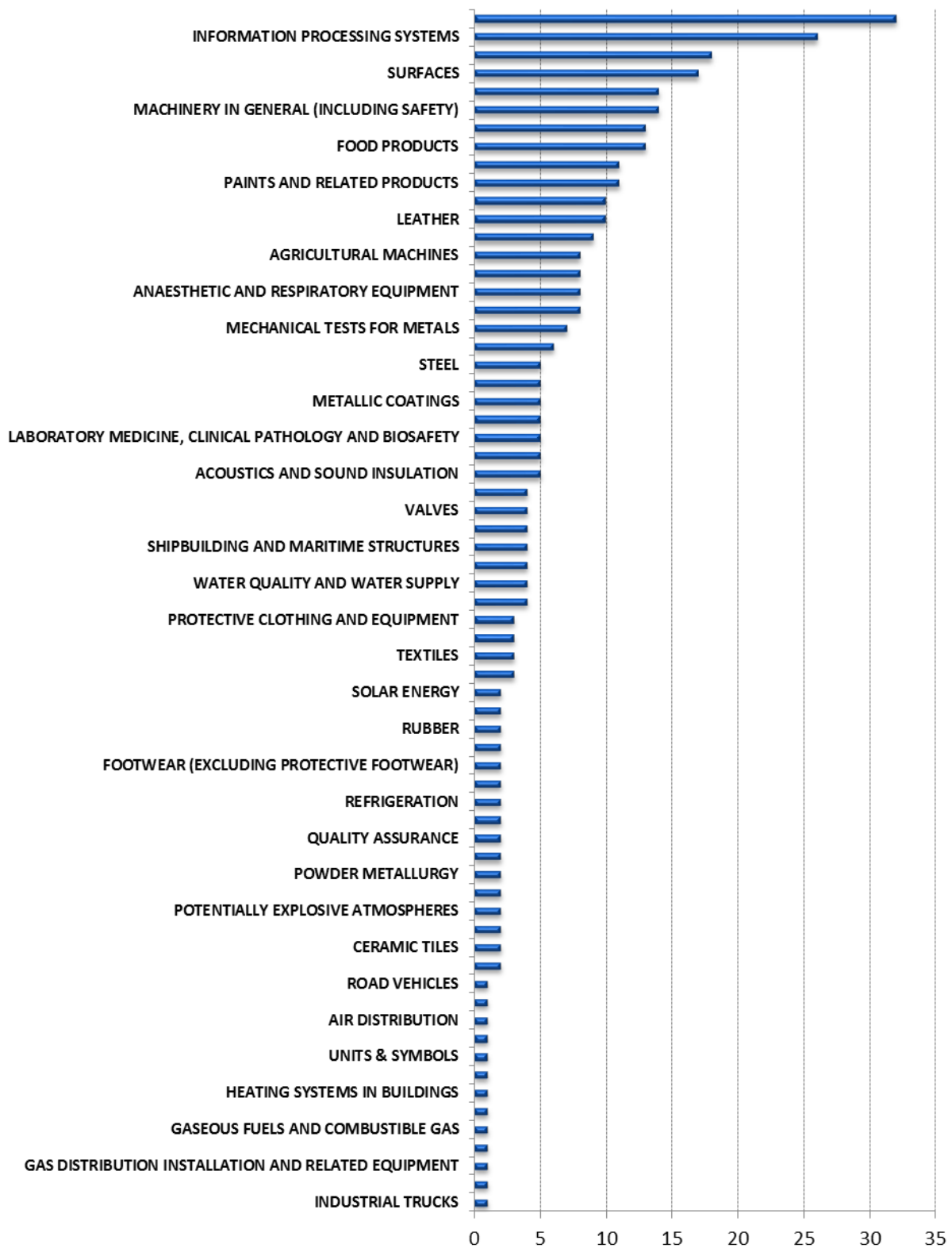
PAN AMERICAN STANDARDS COMMISSION COPANT

The object of COPANT shall be to promote the development of technical standardization and related activities in its member countries with the aim of promoting their commercial, industrial, scientific and technological development in benefit of the economic and commercial integration and the exchange of goods and services, while facilitating cooperation in the intellectual, scientific, economic and social spheres.

VISION

In its role as the reference body for the standardization and promoter of the conformity assessment with standards of the Americas for its members and its international partners, COPANT will contribute:

- to facilitate trade among the American countries and between them and other regions,
- to promote sustainable growth of its members, with an emphasis on those least developed,
- to disseminate best practices in technology, quality, environment, innovation and other related subjects, using standardization tools, and
- to improve the participation of its members in international standardization.

COPANT currently has 29 active members and 9 adherent members.

COPANT meetings from last year and future

General Assembly

- AG 2013: Hold in Saint Lucia (April 22 and 24, 2013)
- AG 2014: will take place in Cuba (April 21 and 23, 2014)

Board of Directors

- Nº 24 in Buenos Aires, Argentina (November 12, 2012)
- Nº 25 in Gros Islet, Saint Lucia (April 24, 2013)
- Nº 26 will take place in San José, Costa Rica (November 15, 2013)
- Nº 27 will take place in Cuba (April 23, 2014)

Highlights issues 2012-2013

- ✓ New officers were elected in COPANT; Joe Bhatia (ANSI) is the new President; Ricardo Fragoso (ABNT) the Vice President; and Osvaldo Petroni (IRAM) the Treasurer.
- ✓ COPANT welcomes Antigua and Barbuda Bureau of Standards (ABBS), Saint Vincent and the Grenadines Bureau of Standards (SVGBS) and Suriname Bureau of Standards (SSB) as new active members of our organization.
- ✓ We are currently updating the data from the survey 2012 to members of COPANT, which will enable to start our new mechanism of mutual cooperation.
- ✓ The COPANT Technical Committees are Regional Mirror Committees from the related International Technical Committees.
- ✓ The process of developing the new Strategic Plan 2014-2019 is underway.
- ✓ COPANT and ISO renewed their MoU in 2012 with the objective to develop more cooperation, dissemination and training activities in the region, promoting the development of the national standardization capabilities of COPANT NSBs, but especially to strengthen their abilities to actively participate in the international standardization processes.

- ✓ A Working Group on Education, Standardization and Young Professionals Programme was created, with the aim of creating a space to share experiences, best practices, mutual cooperation, develop a guideline and organizing workshops.
- ✓ COPANT with SIM and IAAC is participating in a regional project on Quality Infrastructure for Energy Efficiency and Renewable Energy with PTB (Physikalisch Technische Bundesanstalt). The next meeting will be held in August 2013 in Trinidad and Tobago, during the IAAC annual meeting, which will also beginning a new coordination mechanism between the three regional organizations: SIM-IAAC-COPANT. A new regional project on Biodiversity and Climate Change will also initiate.
- ✓ Standardization work:
  - o Draft Standards in process
    - ▪ Draft COPANT 152-007 Washing clothes machines;
    - ▪ Scheme COPANT 152-011 Standby of household and electronic appliances;
    - ▪ Draft COPANT 152-004 Compact, circular and tubular fluorescent lamps;
    - ▪ Draft COPANT 152-006 Ballasts for discharge lamps;
    - ▪ Draft COPANT 152-005 Electrical three-phase induction motors;
    - ▪ Scheme COPANT 152-017 Energy efficiency of buildings;
    - ▪ Scheme COPANT 152-012 Electrical pumps;
    - ▪ Scheme COPANT 152-010 Solar heaters;
    - ▪ Scheme COPANT 152-009 Electrical boiler water heaters for domestic use;
    - ▪ Scheme COPANT 152-015 Gas cooking appliances;
    - ▪ Scheme COPANT 152-014 Boiler gas water heaters;
    - ▪ Scheme COPANT 152-016 Instantaneous gas water heaters;
    - ▪ Scheme COPANT 152-008 Fixed electrical appliances for instantaneous water heating;
    - ▪ Proposals for labeling of other products: LED lamps and monophasic motors.
  - o Standards under revision
    - ▪ COPANT 1708:2007 Energy efficiency. Household incandescent lamps and similar. Specifications and labelling
    - ▪ COPANT 1707:2006 Energy efficiency. Refrigerators, freezers and combined household appliances. Specifications and labelling (IEC 62552)
    - ▪ COPANT 1706: Refrigerators
- ✓ Technical Committees TC 151 *Electrical and SmartGrid* will virtually meet on June 17, 2013 and together with TC 152 *Energy Efficiency and Renewable Energy* they met in November 2012 in Buenos Aires, Argentina, and their next meeting will be held in Havana, Cuba on November 27-29, 2013.
- ✓ A workshop was held on Best Practices and standardization and conformity assessment for SMEs, from October 2 to 4, 2012 in Havana, Cuba; from whose recommendations resulted on the creation of a Working Group on SMEs. This group had its first virtual meeting on June 7, 2013 and had scheduled in the coming months two additional virtual meetings.

Training 2012 - 2013

- • Workshop on Green Buildings - Tools for Development and Implementation (organized by ANSI) in Gros Islet, St. Lucia, April 23, 2013.
- • Workshop on Capacity for Trade and Related Matters (organized by SCC) in Gros Islet, St. Lucia, April 25, 2013.
- • Seminar on Economic Benefits of Standards – Application of the ISO Methodology (organized by SLBS) in Gros Islet, St. Lucia, April 26, 2013.
- • This year we will organize again an Internship on Standardization and Quality organized by ICONTEC in Bogota Colombia, October 2013.

Promotion and information

- Participation of COPANT in International Events:
  - ISO General Assembly, San Diego 2012 and 46 Plenary Session of ISO/DEVCO
  - IEC Annual Meeting Oslo 2012.
  - CEN/CENELEC General Assembly, June 2013 in Copenhagen.
  - Attendance of our members with the support of COPANT to technical meetings: Plenary of ISO/COPOLCO (La Valetta, May 2013), Plenary of ISO/TC 176 (Saint Petersburg, 2012), Plenary of ISO/TC 207 (Bangkok 2012), ISO/CASCO Plenary meeting (Bogotá, October 2012), Plenary meeting of ISO/TC 242 (Cape Town, April 2013), Plenary meeting ISO/TC 228 (Porto, May 2013) and ISO STTFs meetings (San Jose, October 2012).

- COPANT supports ISO/DEVCO in the development of seminars and training courses in the region.

- COPANT has translated into Spanish the following ISO publications that are available on our website: "Fast Forward, National Standards Bodies in Developing Countries, "ISO Graphical Symbols, "International Standards and 'Private Standards, "10 Good things for SMEs, Win the energy challenge with ISO 50001, "Involving consumers - Why and how, "REMCO, "Guidance for ISO national standards bodies. Engaging stakeholders and building consensus, "Financing NSBs, Financial Sustainability for National Standards Bodies, and "Building Trust, The Conformity Assessment Toolbox" (the last two are also available in printed format).

- Systematically translated into Spanish ISO Press Releases, articles from ISO Focus+ magazine and articles from e-Tech News from IEC, with the permission of these organizations, articles available on the COPANT website.

For more information visit our webpage. www.copant.org
Facebook: http://www.facebook.com/pages/Copant/175547072500129
Twitter: https://twitter.com/COPANTNormas

THE EURO ASIAN INTERSTATE COUNCIL
FOR STANDARDIZATION, METROLOGY AND CERTIFICATION
(EASC)

The EASC's work as a regional organization in the period following the 35th ISO General Assembly has focused on developing and implementing the approved technical policy in the field of standardization, technical regulation harmonisation, metrology and compliance evaluation in the CIS countries. The EASC's technical policy was formed on the basis of the challenges that CIS member states face in the field of economic development.

One of the factors exerting significant influence on the EASC's technical policy is the development and adoption of technical regulations for the Customs Union, as the Customs Union member states are simultaneously CIS member states.

In these conditions, in order to ensure the free access of products manufactured in CIS member states to the Customs Union market, it is necessary to ensure their compliance with the Customs Union technical regulation requirements and to recognise the results of compliance evaluations conducted in CIS countries that are not part of the Customs Union.

In order to establish common product requirements within the Customs Union and the CIS space, a decision was taken to adopt the regional EASC standards in the Customs Union including in interconnection with the Customs Union technical regulations. Moreover, these must, in general, be harmonised with international standards.

The taking of such a decision was aimed at ensuring the free access of products manufactured in accordance with EASC regional standards and meeting the requirements of the Customs Union technical regulations to the Customs Union market and the markets of other CIS member states and has led to a significant increase in the volume of work on regional standardization.

Thus, for example, the volume of work developing interstate standards in 2012 rose by four times in comparison with 2011 and was 945 standards, the level of harmonisation of the standards being adopted by the EASC with international and European standards rose from 50% to 60%.

Simultaneously, problems arose in relation to organising work on developing, adopting, registering and publishing regional standards.

In order to eliminate the problems arising, proposals were made to improve regional standardization on the basis of suggestions from the national standardization bodies of the EASC member states.

The proposals focused on improving:
- the structure of the EASC and the regional standardization methodology;

- the principles of regional standardization;
- the work of the interstate technical standardization committees;
- the planning of the development of the EASC standards;
- the regional standard development funding systems;
- information provision for developing EASC standards;
- the work of the Standards Office.
- the training and professional development system for standardization experts

In order to implement the interstate standardization improvement proposals an Action Plan was drawn up.

For the purposes of ensuring closer cooperation in the field of standardization at the regional level the plan foresees improvements to the organizational structure and the EASC's key organizational and methodological documents, including:
- The agreement on implementing an approved policy in the field of standardization, metrology and certification of 13 March 1992;
- The EASC Regulations;
- The Standards Office Regulations;
- The regional standardization system documents;

Improvements to the information technology used to facilitate the joint work of the members of the EASC interstate technical committees when planning and developing standards are also envisaged.

The proposals and the action plan for their implementation were examined and approved at the 43rd meeting of the EASC in June 2013.

In relation to the completion in 2012 of the interstate standardization work programme for 2010-2012, an EASC interstate standardization work programme was adopted for 2013-2015 at the 43rd meeting of the EASC.

The programme was developed on the basis of proposals from the national agencies and includes over 3,300 issues for developing and reviewing EASC regional standards, which focus on implementing the EASC Development Strategy for the period up to 2020 and the 2010-2015 interstate standardization priority areas.

Over 60% of these issues entail harmonizing interstate standards with international and European standards.

Targeted interstate work programmes for standardizing foodstuffs and in the fields of energy efficiency and energy supply are being implemented.

As of 01.06.2013, over 260 interstate technical standardization committees had been created and were operating encompassing the CIS member states' main fields of activity.

At the 43rd meeting of the EASC interstate technical committees on 'nanotechnology' and 'space systems and activities' were set up.

The development and adoption of regional standards, harmonised with

international standards, in the fields of nanotechnology and space systems will facilitate the use of innovative technology not only in these fields, but also in other spheres that use nanomaterials and space systems.

The 43rd meeting of the EASC, which was held in Ufa (Russian Federation), was attended by the national standardization, metrology and compliance evaluation agencies of the EASC member states, representatives of international and regional organizations and foreign national standardization, metrology and compliance evaluation organizations.

The EASC is grateful to the ISO and the IEC for having participated in the work of the 43rd meeting and directly to the Vice President of the ISO, Elisabeth Stampfl-Blaha, for the information about the ISO's activities in 2012 and its plans for the future, and to Ake Danemar, the IEC representative at the meeting for the report: Energy Safety, Infrastructure and Development, and also to the other representatives of international, regional and foreign organizations.

The work of the EASC focuses on raising the quality and competitiveness of the products manufactured in the CIS states, ensuring their safety for citizens' lives and health, environmental protection, protecting markets from poor quality and unsafe products and ensuring their compatibility and interchangeability, and preventing misleading actions.

Raising the quality and competitiveness of the products manufactured is one of the key tasks being addressed by EASC member states. In order to fulfil this task the EASC member states broadly use the new version of ISO 9000 international standards.

One of the conditions for participating in the Commonwealth of Independent States Award in the field of product and service quality is the firm having a quality certification system that meets the requirements of the ISO 9000 international standards.

Since it was founded three Commonwealth of Independent States Award competitions in the field of product and service quality have been held.

Given firms' and organizations' interest in participating in the competition, at the 41st meeting of the EASC in May 2012 it was decided to hold a 4th competition for the 2013 CIS Award.

Twenty-four firms from seven states are taking part in the fourth competition.

In order to improve EASC member states' information provision on standardization, metrology and compliance evaluation issues, a reference tool, CIS Standard, has been developed and is in operation. It contains a bibliographic database of international, interstate and CIS member state national standards.

In order to apply information technology to the entire interstate standard life cycle an EASC integrated automated information system has been completed and introduced.

Currently work is being carried out to expand its capabilities, including ensuring

cooperation within the framework of interstate standardization technical committees, starting from developing proposals for the interstate standardization work programme.

The EASC's work on harmonising technical regulations, updating and harmonising the current bank of interstate standards with international and European standards, the application of single measuring instrumentation and the use of modern information technology will facilitate the development of trade in the CIS and the integration of the member states' economies into the global economic space.

The 45th meeting of the EASC is planned for May-June 2014 in the Russian Federation.

We are inviting the President of the ISO, the Central Secretariat heads, the heads of other international and regional organizations with which the EASC maintains professional cooperation and the heads of national standardization organizations interested in cooperating with the EASC to participate in the work of the 45th EASC meeting.

N. Sonets
Executive Secretary, EASC

Pacific Area Standards Congress ("PASC") report to
ISO General Assembly
18 - 20 September, 2013 – St. Petersburg, Russian Federation

Preamble	The importance of international standardization to trade and commerce is recognized throughout the world. Countries on the Pacific Rim agree on the need for a forum to:
	- strengthen international standardization programmes of the International Electrotechnical Commission (IEC) and the International Organization for Standardization (ISO) and to improve the ability of Pacific Rim standards organizations to participate in these programmes effectively - improve the quality and capacity of standardization in economies of the region - support free trade within the region and with economies in other regions - support improvement of economic efficiency and development of the region through the promotion of standardization - interact with other bodies that represent elements of the standardization technical infrastructure, industry, consumers and government The members of PASC have adopted by consensus a number of important resolutions concerning international standardization, the work of IEC and ISO, and communication and interrelationships among 25 PASC members. PASC is concerned not only with standards preparation but also with conformance to standards.
PASC themes and issues	Key themes that PASC is working on are:
	1. the importance of involving regulators in standardization and of meeting regulators' needs.
	2. the need to clearly explain the value of a robust standards and conformance infrastructure in an economy to assist in economic growth and provide appropriate safety for citizens of that economy.
	3. consideration as to how PASC and other Specialist Regional Bodies ("SRBs") in the Pacific region might work more effectively with APEC SCSC. This initiative

	led to an activity in the APEC SCSC in which a strategy paper to improve and coordinate capacity-building and awareness of standards and conformance in the APEC region was written and approved in 2007.
	4. encouragement of closer working between IEC and ISO with Co- operation Agreements signed with each organisation in 2006 and 2007 respectively.
	5. establishment of a mechanism (PASC priority "pilot projects") to further facilitate cooperation among PASC members in developing international standards to reflect regional views in standards which will be the basis for free trade in the region.
	All of the above are incorporated in a PASC Action Plan which records agreed projects and which is monitored by the PASC Executive Committee (EC). An updated Action Plan and progress on the actions is presented at each PASC annual meeting and PASC EC meeting.
PASC meetings **in the last 12 or so months**	**PASC Annual Meeting** • 36th PASC meeting was held on 21 – 22 June 2013 in Honolulu, USA.
	PASC EC meeting (3 times a year) • 43rd PASC EC meeting held on 16 September 2012 in San Diego, USA in conjunction with ISO/GA. • 44th PASC EC meeting held by teleconference on 5th March, 2013 (in Sydney/Australian time). • 45th PASC EC meeting held on 24 May 2013 in conjunction with the 36th PASC meeting in Honolulu, USA.
Participation in International and Regional Initiatives	PASC sent a representative and/or sent an activity report to the following meetings from June 2012 to June 2013: • Report submission to PAC annual meeting held in June 2012 in Hong Kong, China. • Participation and report submission in ISO General Assembly held in September 2012 in San Diego, USA. • Participation and report submission in IEC Council held in October 2012 in Oslo, Norway. • Participation and report submission in the 39th ACCSQ meeting held in October 2012 in Bandung, Indonesia. • Report submission to APMP General Assembly held in November 2012 in Wellington, New Zealand.

	- Report submission to APLAC General Assembly held in December 2012 in Sydney, Australia. - Report submission to APEC SCSC1 held in January 2013 in Jakarta, Indonesia. - Participation and report submission in the 40th ACCSQ meeting held in April 2013 in Kuala Lumpur, Malaysia. - Participation and report submission in COPANT General Assembly held in April 2013 in Gros Islet, Saint Lucia. - Participation and report submission in PAC annual meeting held in May 2013 in conjunction with PASC 36 in Honolulu, USA.
Highlights in the last 12 or so months	- The PASC membership is composed of 25 countries/economies as it now stands at the PASC 36 in May 2013. Mexico (DGN) and Peru (INDECOPI) were welcomed back as PASC members in PASC 36. - PASC was represented and participated in the IEC General Meeting and the ISO General Assembly respectively. PASC also looks for further cooperation between IEC and ISO and suggests them to consider establishing a standing annual joint IEC/Standardization Management Board (SMB) and ISO/Technical Management Board (TMB) meeting as well as a mechanism between IEC/SMB and ISO/TMB which can anticipate resolving issues of converging technologies. - PASC 36 meeting was held on 20 – 21 May in Honolulu, USA as the first joint plenary meeting between PAC and PASC. PASC 36 had ISO, IEC, ITU and SRBs representatives as guests. PASC 36 members and the audience exchanged information about their respective experiences through panel discussion in four Sessions under the theme "Trends in Standardization around the world". - PASC EC members had a survey on standards education (potential lectures, interest area for trainings etc.) and 12 members replied. The results will be reflect in the action plan of the newly established PASC working groups on human resource education and training to report next EC meeting. - PASC has identified IEC/ISO technical committees, sub-committees and working groups and international standardization subjects of greatest common interest to PASC members as PASC Pilot Project. The PASC Pilot Projects on ISO/CASCO and IEC/TC 111 are ongoing. In PASC 36 meeting, the ISO/TC 22 project has successfully fulfilled its original purpose and was disbanded, and a new pilot project on ISO/TC 268/SC 1 was established.

	• PASC has been involved in the APEC SCSC activities, and participated and supported each other in these activities.
Future PASC meeting schedule	**PASC Annual Meeting** • 37th PASC Meeting to be held in 5 – 9 May 2014 in Kuala Lumpur, Malaysia.
	PASC Executive Committee meeting (EC) • 46th PASC EC meeting to be held in September 2013 in St. Petersburg, Russian Federation in conjunction with ISO GA. • 47th PASC EC meeting to be held in the early 2014. • 48th PASC EC meeting to be held in May 2013 in conjunction with the 37th PASC meeting in Kuala Lumpur, Malaysia.
Conclusion	PASC appreciates the opportunity to report to the ISO General Assembly 2013 and would appreciate any feedback you may have with respect to issues and ideas in this report. It is with great pleasure that we take this opportunity to wish ISO and its members every success at the ISO General Assembly to be held on 18 - 20 September, 2013 in St. Petersburg, Russian Federation. Juichi Nagano For PASC Secretary June, 2013

Note: **PASC members as of June 2013**
The membership of PASC now stands at the following 25 countries/ economies:

SA	Australia
ABCi	Brunei Darusalaam
SCC	Canada
INN	Chile
SAC	China
ICONTEC	Colombia
DNTMS	Fiji
ITCHKSAR	Hong Kong China
BIS	India
BSN	Indonesia
JISC	Japan
DSM	Malaysia
DGN	Mexico
MASM	Mongolia
SNZ	New Zealand
NISIT	Papua New Guinea
INDECOPI	Peru
BPS	Philippines
KATS	Republic of Korea
GOST R	Russian Federation
SPRING	Singapore
SABS	South Africa
TISI	Thailand
ANSI	USA
STAMEQ	Vietnam

COMISSÃO DA CEDEAO

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ECOWAS COMMISSION REPORT

TO THE 2013 ISO GENERAL ASSEMBLY (36th)
St PETERSBURG, 18 – 20 September 2013

INTRODUCTION

The Economic Community of West African States (ECOWAS) is a regional group of fifteen countries, founded in 1975. Its mission is to promote economic integration in "all fields of economic activity, particularly industry, transport, telecommunications, energy, agriculture, natural resources, commerce, monetary and financial questions, social and cultural matters ....."

The ECOWAS is one of the six continental Regional Economic Communities recognized by the Africa Union.

The ECOWAS Commission is its main institutions designed to implement policies, pursue a number of programs and carry out development projects in Member States.

STANDARDIZATION IN ECOWAS REGION

The ECOWAS Council of Ministers has adopted on 02nd December 2012, the Regulation on ECOWAS Standards Harmonization Model & Principle (ECOSHAM). The ECOSHAM derives from the ASHAM (African Standards Harmonization Model), adopted at the African continental level in 1991,

The ECOSHAM document defines the methodologies for the harmonization of standards within ECOWAS. Wherever feasible, and with the necessary modifications, the procedures are based on the relevant ISO/IEC Directives. Cognizance has also been taken of the WTO TBT Agreements.

The ECOWAS Member States unanimously adopted the"Upward Harmonization" under Full Harmonization as the ECOWAS Model.

A Technical Management Committee composed of the 15 Member States National Standards Bodies/Agencies and five Technical Harmonization Committees are the main technical organs of the ECOSHAM.

Two out of the five Technical Harmonization Committees (Agricultural and Agro-Industry Products THC) has held their first meeting to consider draft Standards on maize, Rice and Palm-oil. The Codex standards was used as basis of the harmonization work. A third Harmonization Committee (Electro-mechanical) is scheduled to quick-off its work also this year.

COOPERATION ISO-ECOWAS ACTIVITIES

The major activities of cooperation between ISO and ECOWAS Commission this year so far are the invitations to a regional Training Session on "Good Standardization Practice" in March 2013, the one to this 36th General Assembly in St Petersburg.

INCREASED COOPERATION ISO-ECOWAS

In addition to the existing areas of cooperation, the ECOWAS Commission at the light of the development of activities in the field of Standardization in the region would like to request from ISO:

- The organization of specific training programs/sessions and technical workshops for Heads of NSBs, especially in the field of conformity assessment.

CONCLUSION

With the adoption of the ECOSAM, the Standards harmonization process has started in the west - African region. The interests of Member States officials and also that of experts participating to the technical meetings is noted.

Technical assistance is called for, especially from ISO, in order to maintain the momentum recorded in the field.

June 2013

ECOWAS Commission

Mensan Lawson-Hechelli
Director Industry & Mines

ISO GA 36 – Russian Federation

16-20 September 2013

Report of

GCC Standardization Organization (GSO)

The Standardization Organization for the Cooperation Council for the Arab States of the Gulf (GSO) was formed under the umbrella of the Cooperation Council for the Arab States of the Gulf (GCC). GSO aims at helping the GCC achieve the objectives set forth in its charter and in the GCC Economic Agreement by unifying the various standardization activities and following up application and compliance of the same in cooperation and coordination with the national standardization bodies in the Member States.

GSO assumed operation on May 2004, based on Decision of the GCC Supreme Council, Muscat, December, 2001.

GSO brings together the national standards bodies of the GCC member states, namely, Emirates Authority for Standards and Metrology (ESMA), Bahrain Standards and Metrology Directorate (BSMD), Saudi Standards, Metrology and Quality Organization (SASO), Oman Directorate General for Specifications and Metrology (DGSM), Qatar Ministry of Environment, Laboratories and Standardization Affairs (QS), , Kuwait Public Authority for Industry, Standards and Industrial Services Affairs, Standards and Metrology Department (KOWSMD), and the Yemen Standardization, Metrology and Quality Control Organization (YSMO).

All GSO Members are Member Bodies in ISO, and almost all are signatory to Annex III of the TBT Agreement.

GSO strives to develop the production and service sectors, foster the Intra-GCC trade, protect the consumer, environment and the public health, and encourage the GCC industries and agricultural production that would enhance the GCC economy, maintain the achievements of the Member States and minimize the technical trade barriers as envisaged by objectives of the Customs Union.

GSO is entrusted with standardization and its related activities, namely conformity assessment, metrology, accreditation, and ICT tools which are used in its regional work. GSO main regional committees are, the General Committee for Standards (managing and overseeing the work of technical committees), the Conformity Assessment Committee, the Metrology Steering Committee, and the Committee for Accreditation.

GSO produces three types of normative documents, namely technical regulations (mandatory), standards which are voluntary in nature, and conformity assessment procedures (CAP). The number of published GSO standards and technical regulations stand at almost 8700 normative documents.

GSO operates a scheme for approving the conformity certificates for motor vehicles and tires which are an essential requirement to clear the consignments of motor vehicles and tires in GSO member states. GSO will start a similar scheme for motor cycles and their tires with effect from July 2014.

GSO is sponsoring two regional bodies, namely the Gulf Accreditation Centre (GAC) and the GULFMET as the GCC regional metrology Organization (RMO). GSO Council had approved the establishment of the Gulf Accreditation Center GAC on May, 2013. GAC will provide

accreditation services to all conformity assessment bodies comprising testing and calibration, inspection, product certification, management system and personnel certification bodies. GAC was granted affiliate membership in ILAC.

GSO is also working to lay down the infrastructure for accreditation such as promoting the activities of proficiency testing. The first conference on proficiency testing was organized by GSO last March in Dubai, United Arab Emirates. At the same time, the first constituent assembly of the Gulf Laboratories met and declared the formation of the " GULFLAB".

On conformity assessment level, GSO had adopted the model of the New Approach and Global as applied in the European Union. GSO has so far produced one technical regulation within this framework, namely toys safety regulation which has been revised and updated recently.

Other technical regulations in the pipeline are in the fields of low voltage products regulation, cosmetics, construction materials and machinery.

These vertical regulations are supported by other horizontal ones, mainly G Mark, Notified Bodies, and General Safety Products Regulations. These horizontal regulations will be merged very shortly in a single law on General Product Safety.

As far as standards development is concerned, almost all GSO members participate in certain International Technical Committees and Sub-Committees.

As for ISO 26000, the International Standard on Social Responsibility which is increasingly gaining international importance, is concerned; GSO had established the Gulf Team for Social Responsibility in 2007, GSO member states have commented on the Standard projects and meetings since then thereafter, GSO member states participated in all ISO SR meetings and forums, and GSO participated in the ISO SR MENA project meeting in

<u>Marrakesh in March 2013. These main milestones outlines GSO and its members active participation on this level.</u>

As a matter of fact, GSO attaches prime importance to its membership in ISO. GSO shall endeavour to work jointly with its members to enhance participation in the international work of ISO, and to implement the ISO Action Plan for Developing Countries 2011-2015, and tries to make use of the wealth of knowledge under ISO disposal in the domains of capacity building, training and awareness, and to take active role in international standards preparation, and in the work of DEVCO,CASCO and COPOLCO.

GSO indeed has good working relationship with ISO. Several successful training courses and workshops were jointly organized on the GCC level and on the Arab Region in certain cases, in the framework of GSO annual training plan, and some ISO training programmes meant for the Arab Region.

The envisaged cooperation topics are those of capacity building that could enhance participation in ISO Technical Work, as follow:

i-   Train GSO members staff and GSO staff on chairing technical committees and providing technical secretariat.

ii-   Conduct courses on management and administration of international technical committees.

iii- Assist in hosting certain international technical committees of interest to GSO members.

iv-   Assist in concluding twining arrangement for certain international committees of interest to GSO members.

v-   Conduct e-learning courses for identified GSO staff and GSO members.

GSO had so far concluded several memorandum of understanding with several regional organizations, national bodies and professional societies.

To mention a few; AIDMO, CEN, CENELEC, and ETSI, ANSI, ASTM, ASME, NIST, TSE, UME, KATS and SMIIC, as examples. It is also aiming at strengthening its relations with the regional organizations recognized by ISO, and other sub-regional organizations like SADC, ECWAS and CARICOM-CROSQ in pursuance to furthering regional and sub-regional cooperation in line with ISO direction.

GOVERNANCE

AGENDA ITEM 9	APPROVAL OF THE AUDITED FINANCIAL STATEMENTS OF ISO CENTRAL SECRETARIAT FOR THE YEAR ENDED 31 DECEMBER 2012

GENERAL ASSEMBLY ACTION

Recommend General Assembly approve the draft resolution below:

Draft General Assembly Resolution
(Audited financial statements for the 2012 financial year)

The General Assembly

approves the audited financial statements of ISO Central Secretariat for the year ended 31 December 2012, as presented in the Report of the Auditors attached at Annex 2 to document General Assembly 13/2013, noting that the Report was circulated to the ISO members on 28 March 2013 in accordance with Clause 5.1 of the *Rules of Procedure of the General Assembly*

Background

Clause 5.1 of the *Rules of Procedure of the General Assembly* require the presentation of the audited accounts of ISO Central Secretariat for the 2012 financial year to the member bodies no later than 1 April 2013. This was done by the Secretary-General's communication sent on 28 March 2013

In order for ISO members to ask any questions about these financial statements, ISO members were invited to participate in any of the two WebEx sessions held on 19 April 2013. The questions and answers resulting from the WebEx sessions are attached at Annex 1

Article 17.7 of the *Statutes* requires that the accounts of ISO Central Secretariat shall be presented to the General Assembly for approval. The 2012 financial statements of the ISO Central Secretariat (balance sheet, revenue and expenditure accounts, cash flow statement and notes) are attached to the report of the Auditors (Annex 2)

WEBEX SESSIONS ON 19 APRIL 2013 – QUESTIONS AND ANSWERS

a) Income statement

What are the services mentioned under "Other revenue from operations"?

These are mainly IT-related services for ISO members and regional standards organizations such as CEN/CCMC

b) Cash flow statement

What is the reason for reducing the investments in bonds and increasing them in cash (Swiss Francs (CHF))?

It is a strategic decision based on:

- The objective of the funds – to safeguard the financial viability of the Organization in case of worldwide financial problems.
- The nature of the expenditure – most of the expenditure of the ISO Central Secretariat is in CHF

Why have the short-term monetary investments increased?

Council has decided to follow a very conservative approach with regards to investment policy. In light of current economic conditions, the main objective is capital protection and, to a lesser degree, return on investments. For this reason, a number of investments in bonds, shares and other assets have been sold and the proceeds held as cash (in CHF)

c) Balance sheet

What are the long-term assets mentioned in the balance sheet?

These are mainly bonds with a maturity date of between one and two years

d) ISO Special projects

What is the programme to encourage younger people, to which kCHF 50 are allocated?

This is a new initiative that had been suggested by members at several ISO General Assemblies, including at the 2012 meeting in San Diego (USA). The intention is to look into what members and other organizations are doing to see best practice on how to increase the involvement of young people (the "next generation") in ISO standards activities (including the standards activities of ISO members)

pwc

*International Organization for
Standardization (ISO)
Geneva*

*Report of the auditor
to the General Assembly on the financial
statements 2012*

28 March 2013 / 55030382A001 / 5 / MJU /

Report of the auditor
to the General Assembly of
International Organization for Standardization (ISO)
Geneva

Report of the auditor on the financial statements

As auditor, we have audited the accompanying financial statements of International Organization for Standardization (ISO), which comprise the balance sheet, revenue and expenditure accounts, cash flow statement and notes, for the year ended 31 December 2012.

ISO Central Secretariat's Responsibility

The ISO Central Secretariat is responsible for the preparation of the financial statements in accordance with the requirements of Swiss law and the company's articles of incorporation. This responsibility includes designing, implementing and maintaining an internal control system relevant to the preparation of financial statements that are free from material misstatement, whether due to fraud or error. The ISO Central Secretariat is further responsible for selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Swiss law and Swiss Auditing Standards. Those standards require that we plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers the internal control system relevant to the entity's preparation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control system. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made, as well as evaluating the overall presentation of the financial statements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements for the year ended 31 December 2012 comply with Swiss law and the association's articles of incorporation.

Report on other legal requirements

We confirm that we meet the legal requirements on licensing according to the Auditor Oversight Act (AOA) and independence (article 69b paragraph 3 CC in connection with article 728 CO) and that there are no circumstances incompatible with our independence.

In accordance with article 69b paragraph 3 CC in connection with article 728a paragraph 1 item 3 CO and Swiss Auditing Standard 890, we confirm that an internal control system exists which has been designed for the preparation of financial statements according to the instructions of the ISO Central Secretariat.

We recommend that the financial statements submitted to you be approved.

PricewaterhouseCoopers SA

Marc Secretan   Julien Ménoret
Audit expert   Audit expert
Auditor in charge

Geneva, 28 March 2013

Enclosures:

- Financial statements (balance sheet, revenue and expenditure accounts, cash flow statement and notes) – with attributions

BALANCE SHEET AT 31 DECEMBER 2012 AND 2011

ASSETS	2012 kCHF	2011 kCHF	LIABILITIES	2012 kCHF	2011 kCHF
Fixed assets (Note 6)			**Unrestricted funds (Note 7)**		
Office furniture and vehicles	3'720	3'252	Reserves	2'364	2'366
Computerware	4'198	2'993	General fund	17'720	17'420
Accumulated depreciation	(5'644)	(5'163)	After attribution of 2012 net result	0	0
Total fixed assets	2'274	1'082			
			Total unrestricted funds	20'084	19'786
Information technology in development (Note 6)	0	1'206			
Long term assets			**Restricted funds - Funds received for specific projects (Note 4)**		
Financial investments	5'120	10'666	Funds for Developing Countries :		
Total long term assets	5'120	10'666	Funds-in-Trust	147	0
			Donor contracts	680	1'269
Current assets			ISO Development & Training projects	776	638
Short-term investments	10'016	10'006		1'603	1'907
Loans (to employees)	45	67			
Witholding tax to be recovered	60	55	Funds for other specific projects	1'002	1'763
	10'121	10'128			
Debtors :			**Total restricted funds - Funds received for**		
- Sales and copyright	991	893	**specific projects**	2'605	3'670
- Sales of services	240	115			
	1'231	1'008			
- Provision for bad debts	(35)	(35)			
	1'196	973	**Current liabilities**		
Debtors :			Provisions (Note 8)	805	763
- Subscriptions	599	545	Suppliers	593	666
			Other creditors and accrued liabilities	753	743
Total current assets	11'916	11'646	Retrocession payable	3'533	3'440
Deferred assets			**Total current liabilities**	5'684	5'612
Prepaid expenses	1'088	874			
Income receivable	41	55			
Other debtors	635	745			
Total deferred assets	1'764	1'674	**Deferred liabilities**		
			Subscriptions received in advance	1'187	777
Liquid assets			Deferred revenue	110	18
Cash	7	5			
Banks	8'589	3'584	**Total deferred liabilities**	1'297	795
Total liquid assets	8'596	3'589			
TOTAL	29'670	29'863	**TOTAL**	29'670	29'863

INCOME STATEMENT (kCHF)

	2012 ACTUAL After attribution of net result	% to total revenue	2012 REVISED BUDGET	% to total revenue	Last year 31.Dec.11	% to total revenue
REVENUE						
Revenue from members						
Membership fees	21'128	56.1	21'000	54.0	20'326	56.3
Copyright revenue from members (Note 3)	7'870	20.9	7'870	20.2	7'077	19.6
Total revenue from members	28'998	77.1	28'870	74.3	27'403	75.9
Sales and copyright (Note 3)						
Mail order sales	935	2.5	750	1.9	818	2.3
Sales via ISO/CS Webstore	1'691	4.5	3'250	8.4	2'383	6.6
Copyright revenue from distributors	1'827	4.9	1'900	4.9	1'874	5.2
Total sales and copyright revenue	4'453	11.8	5'900	15.2	5'075	14.1
Other revenue from operations						
Services	1'224	3.3	1'500	3.9	1'323	3.7
Funding provided for developing countries (Note 4)	2'569	6.8	2'500	6.4	2'726	7.6
Total other revenue from operations	3'793	10.1	4'000	10.3	4'049	11.2
Revenue from operations	**37'244**	99.0	**38'770**	99.7	**36'527**	101.2
Financial revenue (Note 5)	324	0.9	100	0.3	(29)	(0.1)
Unrealized gain/(loss) on financial investments (Note 5)	61	0.2	0	0.0	(396)	(1.1)
Total Revenue	**37'629**	100.0	**38'870**	100.0	**36'102**	100.0
EXPENDITURE						
Personnel expenses						
Wages	18'558	49.3	18'612	47.9	18'283	50.6
Social charges	4'780	12.7	4'562	11.7	4'451	12.3
Other expenses	723	1.9	876	2.3	659	1.8
Total personnel expenses	24'061	63.9	24'050	61.9	23'393	64.8
Other operating expenditure						
Rental & maintenance	3'289	8.7	3'845	9.9	3'305	9.2
Meetings & travel	1'355	3.6	1'750	4.5	1'509	4.2
Third party services	3'143	8.4	2'920	7.5	2'727	7.6
Freight, printing and consumables	1'170	3.1	1'555	4.0	1'474	4.1
Expenditure for developing countries programme (Note 4)	2'569	6.8	2'500	6.4	2'726	7.6
Depreciation (Note 6)	921	2.4	720	1.9	1'154	3.2
Total other operating expenditure	12'447	33.1	13'290	34.2	12'895	35.7
Total Expenditure	**36'508**	97.0	**37'340**	96.1	**36'288**	100.5
Net Income	**1'121**	3.0	**1'530**	3.9	**(186)**	(0.5)
Use / (Addition) of unrestricted reserves & provisions for future expenditure (Notes 7 and 8):						
- ISO/CS premises project	-				370	
- Loss on financial investments	-				(16)	
- Fiscal agreement	-				49	
- General fund	(300)				(170)	
- ISO funding for developing countries	(426)				-	
- Projects for development and promotion of ISO system	(395)				(397)	
- Membership subscription reserve	-				200	
- Information Security Audit	-				304	
- Risk Management provision	-				(154)	
Unattributed net result	-				-	

CASH FLOW STATEMENT

	2012	2011
Cash flow from operating activities		
Result before allocations	1'121	(186)
Depreciation of fixed assets (Note 6)	921	1'154
Unrealized (gain) / loss on investments (Note 5)	(61)	396
Specific projects for Developing Countries (Note 4)		
Expenditure	(2'611)	(2'788)
Funds received	1'881	2'814
Operating profit before working capital changes	1'251	1'390
Decrease (Increase) in current and deferred assets	(352)	846
Increase (Decrease) in current and deferred liabilities	(582)	(967)
Net (Decrease) Increase in working capital	(934)	(121)
Net cash from operating activities	317	1'269
Cash flow from investing activities		
(Purchase) of fixed assets	(907)	(1'541)
Sale (Purchase) of investments	5'607	(546)
Net cash used in investing activities	4'700	(2'087)
Net (decrease) / increase in cash and cash equivalents	5'017	(818)
Control		
Cash and cash equivalents at the beginning of the period *	13'595	14'413
Cash and cash equivalents at the end of the period	18'612	13'595
Increase (Decrease)	5'017	(818)

* Short term bank deposits and liquid assets

NOTES TO FINANCIAL STATEMENTS
For the year ended 31 December 2012

1. Organisation and activity

The International Organization for Standardization (ISO) is an organization constituted in accordance with Article 60 of the Swiss Civil Code and is a not for profit organization.

ISO is the world's largest developer of voluntary International Standards. International Standards give state of the art specifications for products, services and good practice, helping to make industry more efficient and effective. Developed through global consensus, they help to break down barriers to international trade. ISO is an independent, non-governmental organization made up of members from the national standards bodies of 164 countries. A Central Secretariat in Geneva, Switzerland, coordinates the system.

The funds of ISO come from the dues and contributions of the members, from the royalties and sales of publications, and from contributions to assist in the training of those who develop or use standards.

2. Significant accounting policies

a. Financial statement preparation

The financial statements of ISO have been prepared in accordance with Swiss law and are presented in Swiss Francs, rounded to the nearest thousand.
Prior year's comparative figures have been adjusted to conform with the current year presentation.

b. Revenue recognition

All revenues are recorded when due and collection is confirmed, except royalties received from members, which are recognized in the period in which the royalties are received.

c. Expenditure recognition

Expenditure is recognized in the financial statements on an accrual basis. Contributions to third parties paid out of funds for specific projects for Developing Countries are recognized when the commitment to pay has been made.

d. Financial investments

Financial investments are recorded at market value except bonds which are recorded at their face value. Any unrealized gain or loss on the market value of financial investments is recognized in the profit and loss account. A reserve against possible loss in the value of financial investments is maintained.

e. Fixed assets
- Purchases of office equipment and IT Hardware that are greater than CHF 5 000 are capitalised and depreciated on a straight-line basis over 5 years and 3 years respectively. Purchases that are less than CHF 5 000 are expensed.

-   The cost of intangible assets, including information technology, software licences, data communication links, consulting, internal labour and external services directly related to the asset, are capitalised for any project with the overall cost exceeds CHF 500 000. The intangible asset is depreciated on a straight-line basis over 3 years once the project becomes operational.

f. Conversion of foreign currencies

Assets and liabilities that arise in currencies other than Swiss francs are translated at rates of exchange prevailing at year-end; revenues and expenses are translated at the rates of exchange prevailing on the transaction date.

Realized and unrealized profits and losses are included in financial revenue.

3. Sales and copyright

The table below details the components of the net sales and copyright revenue including retrocessions to members and commissions :

kCHF	2012	2011
Copyright from members	**7 870**	**7 077**
Sales and copyright		
1. Mail order sales		
Gross revenue	1 069	953
less retrocessions to members	(134)	(135)
	935	818
2. Sales via Webstore		
Gross revenue	5 482	5 589
less retrocessions to members	(3 658)	(3 075)
less commissions	(133)	(131)
	1 691	2 383
3. Copyright		
from distributors	3 164	3 286
less retrocessions to members	(1 337)	(1 412)
	1 827	1 874
Total Sales and copyright	**4 453**	**5 075**

4. Restricted funds – Funds received for specific projects

a) Funds received for specific projects for Developing Countries:

kCHF	Balance 2011-12-31	Contributions	Expenditure third party	Expenditure ISO	Balance 2012-12-31
Funds-in-Trust	0	304	(155)	(2)	147
Donors contracts	1 269	1 577	(2 129)	(37)	680
ISO Development & Training projects	638	426	(285)	(3)	776
Total	1 907	2 307	(2 569)	(42)	1 603

Expenditure related to specific projects is recorded as an expense. This is offset by recognizing an equivalent contribution from the Funds (i.e. kCHF 2 569), as income from Donors contracts from SIDA, GIZ and SECO, from Funds-in-Trust, and from the ISO development & training projects fund.

b) Funds received for other specific projects:

These are funds for projects for development and promotion of ISO System and of a risk management reserve.

kCHF	Balance 2011-12-31	Addition	Use	Balance 2012-12-31
Economic Benefits of consensus-based std (MBS) + (EBS)	43		(43)	-
Communication Tool Box	22		(22)	-
Living Lab	(66)		66	-
ISO XML external costs	1 587		(1 134)	453
Residual from older projects in previous years	23		(23)	-
Amount allocated from 2012 financial result		395		395
Projects for the development and promotion of ISO System	1 609	395	(1 156)	848
Risk management	154			154
Other specific projects	1 763	395	(1 156)	1 002

5. Gain on financial investments and financial revenue

The table below details the components of the gain on the financial investments and of financial revenue:

kCHF	2012	2011
1. (Loss)/Gain on investments		
Gain on investments sale	175	7
less realized losses & expenditure	(32)	(219)
less unrealized gain / (loss)	61	(396)
	204	(608)
2. Financial revenue		
Gross financial revenue	278	352
less fees & other expenses	(84)	(205)
less unrealized gain / (loss) of Forex	(17)	34
	177	181
3. Other revenue	4	2
TOTAL	385	(425)

6. Fixed Assets

The table below details the components of the fixed assets:

kCHF	Cost 2011-12-31	Accumulated Depreciation 2011-12-31	Reclassification	Purchases	Sales Write-offs	Depreciation	Cost 2012-12-31	Accumulated Depreciation 2012-12-31
					2012			
Office furniture	3 179	2 929		488	(20)	159	3 647	3 068
Vehicle	73	42				15	73	57
Sub-total	3 252	2 971	-	488	(20)	174	3 720	3 125
Computerware	2 993	2 192	492	1 133	(420)	747	4 198	2 519
Total Fixed Assets	**6 245**	**5 163**	**492**	**1 621**	**(440)**	**921**	**7 918**	**5 644**
Information Technology in developement	**1 206**	**-**	**(1 206)**					**-**
Project reserve use			**714**					
TOTAL	**7 451**	**5 163**	**-**	**1 621**	**(440)**	**921**	**7 918**	**5 644**

7. Unrestricted funds

kCHF	Balance 2011-12-31	Addition	Use	Balance 2012-12-31
Unrestricted funds comprise:				
Governance reserve	50			50
Recruitment reserve	200			200
Litigation reserve	500			500
Loss on financial investments reserve	1 067			1 067
Membership subscription reserve	249		(2)	247
Fiscal agreement reserve	300	87	(87)	300
Total Council approved reserves	**2 366**	**87**	**(89)**	**2 364**
General fund	17 420	300		17 720
Total unrestricted funds	**19 786**	**387**	**(89)**	**20 084**

Unrestricted funds are approved by Council and are not subject to externally imposed restrictions. These reserves are maintained in the interest of the long-term financial stability of the organisation. At 31 December, the reserves approved by Council include:

  - Governance reserve: to be used in the event a future President of ISO is unable to obtain financial support for travel and expenses associated with his or her Presidency from elsewhere. It is not expected to be used in any particular year.
  - Recruitment reserve: to be used in the recruitment of key employees in ISO Central Secretariat.
  - Litigation reserve: to allow ISO to pursue or defend legal action related to protection of the ISO brand or intellectual property.
  - Loss on financial investments reserve: to provide against potential reduction in the future in the market value of financial investments made from the General Fund.
  - Membership subscription reserve: to cover loss against uncollectible membership fees.
  - Fiscal agreement reserve: to provide for issues that might arise from the Fiscal Agreement (see Note 9)**.**

The General Fund is an unrestricted fund allocated to cover six months of operating expenditure.

8. Provisions

Provisions are established when there is a legal or constructive obligation to make a payment to a third party, or where it is probable that a payment will be required to settle an obligation, and the amount can be reliably estimated. Provisions as of 31 December 2012 are the amount owed to ISO employees for annual leave earned but not taken.

GOVERNANCE

AGENDA ITEM 10   APPROVAL OF THE 2014 ISO MEMBERSHIP FEES

GENERAL ASSEMBLY ACTION

Recommend General Assembly approve the draft resolution below:

Draft General Assembly Resolution
(ISO membership fees for 2014)

The General Assembly,

regarding the 2014 ISO membership fees:

– <u>approves</u> a monetary value of CHF 5 355 for the subscription unit (the same value as in 2013),

– <u>decides</u> that the number of subscription units allocated to each member body be maintained at the same level as in 2013,

<u>notes</u> that the adjustment of the number of subscription units for member bodies is being reconsidered by Council for the calculation of the 2015 membership fees, including whether the calculation should be made annually or once every three years, and <u>asks</u> Council to report on the outcome of such review at the next General Assembly when recommending the membership fees for 2015,

<u>decides</u> that, in the meantime, the number of subscription units allocated to new member bodies be calculated according to the principles confirmed by Council under its Resolution 10/2010

The impact of the above draft resolution is that membership fees for 2014 would be exactly the same as the amounts payable for 2013

Background

Following approval of the new Statutes and Rules of Procedure, setting the ISO membership fees now fall under the responsibility of the General Assembly[1]

ISO membership fees for member bodies are calculated using a unit value and allocation of the number of subscription units to each member body. The allocation of the number of subscription units is based on a formula which takes into account the economic size of the country the member represents

The above formula is modified in that no member body pays more than 8% of the total full membership (based on the units allocated) and no member body pays less than five units, while correspondent members pay a fixed amount of two units and subscriber members pay a fixed amount of one-half of a unit[2]

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[1]   Article 6.6 of the *Statutes.*

[2]   Hong Kong is an exception as it pays four units as a Correspondent member, this being a legacy issue

At its meeting in March 2013, Council made the following recommendations regarding the 2014 ISO membership fees (Council Resolution 14/2013):

a)   Value of the 2014 subscription unit

Council recommends that the value of the subscription unit be maintained at CHF 5 355, i.e. the same value as in 2013

The value of the subscription unit each year in the 2000-2013 period is given below:

	2000	**2001**	**2002**	**2003**	**2004**	**2005**	**2006**
CHF	5 770	5 770	5 661	5 661	5 776	5 776	5 776
	2007	**2008**	**2009**	**2010**	**2011**	**2012**	**2013**
CHF	5 776	5 602	5 546	5 546	5 546	5 546	5 355

b)   Number of 2014 subscription units allocated to member bodies

As decided by Council in 2010 (Resolution 10/2010), the adjustment of the number of units allocated to member bodies should be carried out each year by using the most recent economic available data (averaged over a three-year period) as a basis. Before this Council decision, the adjustment was made every three years

However, and after careful consideration, Council recommends that the number of subscription units allocated to each member body in 2014 be maintained at the same level as in 2013 (see Annex). In addition, Council recommends that the adjustment of the number of subscription units for member bodies be reconsidered for the calculation of the 2015 membership fees, including whether the calculation should be made annually or once every three years

c)   Impact

As noted above, the impact of the above will be that each member will pay exactly the same level of membership fee for the 2014 year that they are paying in 2013

CENTRAL SECRETARIAT BUDGET 2014 – NUMBER OF SUBSCRIPTION UNITS

The total number of subscription units available[1] for the 2014 revenue budget is **3 938 units**. To obtain this number, the following adjustment needed to be made because of the suspended member bodies shown below:

Number of units	3 953 units
minus units of the suspended members:	
ASN (Senegal)	(5)
CSK (Korea, Dem. P. Rep. of)	(5)
SASMO (Syrian Arab Republic)	(5)

Subscription units available for the 2014 revenue budget	**3 938**
	======

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[1] Suspended member bodies are taken into account in the calculation of the total number of "allocated" subscription units (but not in the number of "available" subscription units) because they are still considered as members of the Organization. In accordance with Clause 1.7 of the ISO Rules of Procedure of Council, suspended member bodies are not dropped from membership until three consecutive subscriptions remain unpaid

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	BUDGET 2013		BUDGET 2014
Member bodies			
AFNOR (France)	286		286
ANSI (USA)	286		286
BSI (United Kingdom)	286		286
DIN (Germany)	286		286
JISC (Japan)	286		286
SAC (China)	286		286
UNI (Italy)	145		145
GOST R (Russian Federation)	120		120
SCC (Canada)	108		108
NEN (Netherlands)	103		103
AENOR (Spain)	92		92
KATS (Korea, Rep. of)	90		90
DGN (Mexico)	77		77
NBN (Belgium)	76		76
BIS (India)	75		75
ABNT (Brazil)	73		73
SA (Australia)	55		55
SPRING SG (Singapore)	48		48
SNV (Switzerland)	43		43
TSE (Turkey)	41		41
SIS (Sweden)	40		40
SASO (Saudi Arabia)	38		38
PKN (Poland)	37		37
ASI (Austria)	36		36
ESMA (United Arab Emirates)	34		34
BSN (Indonesia)	33		33
DSM (Malaysia)	31		31
TISI (Thailand)	31		31
SN (Norway)	29		29
DS (Denmark)	27		27
UNMZ (Czech Republic)	23		23
NSAI (Ireland)	22		22
SABS (South Africa)	22		22
SFS (Finland)	21		21
ISIRI (Iran, Islamic Republic of)	20		20
ELOT (Greece)	17		17
IPQ (Portugal)	17		17
IRAM (Argentina)	17		17
MSZT (Hungary)	17		17
SII (Israel)	15		15

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	BUDGET 2013		BUDGET 2014
BPS (Philippines)	14		14
ASRO (Romania)	13		13
INN (Chile)	13		13
DSSU (Ukraine)	12		12
ICONTEC (Colombia)	12		12
SON (Nigeria)	12		12
STAMEQ (Viet Nam)	12		12
IANOR (Algeria)	11		11
SUTN (Slovakia)	11		11
EOS (Egypt)	10		10
KOWSMD (Kuwait)	10		10
KAZMEMST (Kazakhstan)	9		9
PSQCA (Pakistan)	9		9
SNZ (New Zealand)	9		9
COSQC (Iraq)	8		8
INDECOPI (Peru)	8		8
QS (Qatar)	8		8
LNCSM (Libya)	7		7
BELST (Belarus)	6		6
IMANOR (Morocco)	6		6
AMANORM (Mali)	5		5
ANOR (Cameroon)	5		5
ANTT (Gabon)	5		5
ASN (Senegal)	5		5
AZSTAND (Azerbaidjan)	5		5
BAS (Bosnia and Herzegovina)	5		5
BDS (Bulgaria)	5		5
BNSI (Barbados)	5		5
BOBS (Botswana)	5		5
BSJ (Jamaica)	5		5
BSMD (Bahrain)	5		5
BSTI (Bangladesh)	5		5
CODINORM (Côte d'Ivoire)	5		5
COPANIT (Panama)	5		5
CSK (Korea, Dem. People's Rep. of)	5		5
CYS (Cyprus)	5		5
DGSM (Oman)	5		5
ESA (Ethiopia)	5		5
EVS (Estonia)	5		5
DNTMS (Fiji)	5		5
GSA (Ghana)	5		5
HZN (Croatia)	5		5
ILNAS (Luxembourg)	5		5

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	BUDGET 2013		BUDGET 2014
INEN (Ecuador)	5		5
INNORPI (Tunisia)	5		5
INTECO (Costa Rica)	5		5
ISRM (The former Yugoslav Republic of Macedonia)	5		5
ISS (Serbia)	5		5
IST (Iceland)	5		5
JSMO (Jordan)	5		5
KEBS (Kenya)	5		5
LIBNOR (Lebanon)	5		5
LST (Lithuania)	5		5
MASM (Mongolia)	5		5
MCCAA (Malta)	5		5
MSB (Mauritius)	5		5
NC (Cuba)	5		5
NSI (Namibia)	5		5
OCC (Congo, The Democratic Rep. of the)	5		5
OSN (El Salvador)[2]	2,5		5
RBS (Rwanda)[3]	2,5		5
SARM (Armenia)	5		5
SASMO (Syrian Arab Republic)	5		5
SAZ (Zimbabwe)	5		5
SIST (Slovenia)	5		5
SLBS (Saint Lucia)	5		5
SLSI (Sri Lanka)	5		5
SSMO (Sudan)	5		5
TBS (Tanzania, United Rep. of)	5		5
TTBS (Trinidad and Tobago)	5		5
UNBS (Uganda)	5		5
UNIT (Uruguay)	5		5
UZSTANDARD (Uzbekistan)	5		5
YSMO (Yemen)	5		5
Sub-total member bodies	**3 854**		**3 859**

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[2] Upgraded to member body on 1 July 2013 subject to Council approval (deadline for voting:1 August 2013)

[3] Upgraded to member body on 1 July 2013

	BUDGET 2013		BUDGET 2014
Correspondent members			
Hong Kong, China (ITCHKSAR)	4		4
Afghanistan (ANSA)	2		2
Albania (DPS)	2		2
Angola (IANORQ)	2		2
Bénin (ABENOR)	2		2
Bhutan (BSB)	2		2
Bolivia (IBNORCA)	2		2
Brunei Darussalam (ABCi)	2		2
Burundi (BBN)	2		2
Burkina Faso (FASONORM)	2		2
Cambodia (ISC)	2		2
Dominica (DBOS)	2		2
Dominican Republic (INDOCAL)	2		2
El Salvador (OSN)	1		-
Eritrea (ESI)	2		2
Gambia (TGSB)	2		2
Georgia (GEOSTM)	2		2
Guatemala (COGUANOR)	2		2
Guinea (IGNM)	2		2
Guyana (GNBS)	2		2
Kyrgyzstan (KYRGYZST)	2		2
Latvia (LVS)	2		2
Lesotho (LSQAS)	2		2
Liberia (LDS)	2		2
Macau, China (CPTTM)	2		2
Madagascar (BNM)	2		2
Malawi (MBS)	2		2
Mauritania (DNPQ)	2		2
Moldova, Rep. of (INSM)	2		2
Montenegro (ISME)	2		2
Mozambique (INNOQ)	2		2
Myanmar (MSTRD)	2		2
Nepal (NBSM)	2		2
Nicaragua (DNM)	2		2
Niger (DNPQM)	2		2
Palestine (PSI)	2		2
Papua New Guinea (NISIT)	2		2
Paraguay (INTN)	2		2
Rwanda (RBS)	1		-
Seychelles (SBS)	2		2
Sierra Leone (SLSB)	2		2

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	BUDGET 2013		BUDGET 2014
Suriname (SSB)	2		2
Swaziland (SWASA)	2		2
Tajikistan (TJKSTN)	2		2
Togo (CSN)	2		2
Turkmenistan (MSST)	2		2
Zambia (ZABS)	2		2
Sub-total correspondent members	**94**		**92**
Subscriber members			
Antigua-and-Barbuda (ABBS)	0,5		0,5
Honduras (DGCI)	0,5		0,5
Lao People's Democratic Republic (DISM)	0,5		0,5
Saint Vincent and The Grenadines (SVGBS)	0,5		0,5
Sub-total subscriber members	**2**		**2**
TOTAL	**3 950**		**3 953**

GOVERNANCE

AGENDA ITEM 11 **AMENDMENT TO STATUTES – INCREASE IN THE NUMBER OF SEATS ON THE TECHNICAL MANAGAMENT BOARD (TMB)**

GENERAL ASSEMBLY ACTION

Recommend General Assembly approve the draft resolution below:

> The General Assembly
>
> adopts the proposed amendment to Article 9.1 of the ISO Statutes as follows:
>
> > "**9.1** The Technical Management Board shall consist of a chair and fourteen **fifteen** member bodies appointed or elected by the Council in accordance with the Rules of Procedure **of Council**."
>
> decides that the above amendment comes into force on 1 January 2014

1 Background

The membership of the TMB is structured on the basis the TMB shall be responsible, on behalf of Council, for the general management of the ISO standards development process and its membership should be composed of member bodies having responsibilities in the operation of technical committees, subcommittees and project committees (TC/SC/PC)[1]

Given that there is a principle of linking membership of the TMB to include member bodies contributing to the technical work of ISO, Council agreed

1. that the current situation where the five member bodies reflecting the most significant responsibility and participation within the technical committee structure are automatically appointed to consecutive terms should be changed to now include the six member bodies making the most significant responsibility and participation

2. that the total number of members on the TMB be increased from the current fourteen member, to 15 members to ensure that TMB membership would continue to include five members in group 2, and four members in group 3

The General Assembly is therefore asked to approve, by a vote, that the number of members on the ISO TMB be increased from fourteen to fifteen. If the amendment is adopted by the General Assembly, Council would allocate membership on the basis of one additional member in group 1 (six members in total) and no changes for groups 2 and 3 – See Council Resolution 8/2013 under item 2 below

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[1] Eligibility to the TMB is restricted to member bodies fulfilling certain criteria (contrary to the case for the election to Council, not all member bodies are eligible). The current eligibility to the TMB is restricted either to member bodies holding at least one TC/SC/PC secretariat or providing an individual with chairmanship responsibilities within at least one TC/SC/PC [Chairs and Vice-Chairs ("twin" Chairs)], or jointly holding the secretariat of at least one TC/SC/PC ("twin" secretariats).

The last increase in the number of seats on the TMB took place in 2008 when it was decided to increase the number of seats on the TMB from 12 to 14

2   Council recommendation

At its meeting in March 2013, Council took a number of decisions to promote the active involvement of member bodies in ISO's technical work. One of these decisions was to submit to the General Assembly an amendment to the *ISO Statutes* to have an additional seat on the Technical Management Board (TMB) – See relevant Council Resolution below (emphasis added to the relevant part of the resolution)

> *Council*
>
> *<u>noting</u> the recommendations regarding the membership of the Technical Management Board (TMB) on the required experience, competencies and job description of TMB member representatives, <u>asks</u> Council members to send comments to the Secretary-General to be considered in the ideal criteria for TMB representatives,*
>
> ***<u>decides</u> that:***
>
> – ***member bodies from Groups 2 and 3 of the ranking for TMB election shall not be eligible for more than two consecutive terms on the TMB. At the end of the second term, member bodies leaving the TMB are not eligible for a one year period following their departure,***
>
> – ***Group 1 of the ranking for TMB election shall comprise six members, and***
>
> – ***The membership of the TMB be amended from 14 to 15 members allocated as follows (subject to the approval of the General Assembly):***
>
> | | |
> |---|---|
> | ***Group 1*** | ***6*** |
> | ***Group 2*** | ***5*** |
> | ***Group 3*** | ***4*** |
>
> ***<u>asks</u> the Secretary-General to submit the required amendments to the Statutes, Rules of Procedure of Council and the TMB for approval by the relevant governing bodies. Subject to the approval of the General Assembly, the amendments would be in force on 1 January 2014.***
>
> (Council Resolution 8/2013)

Consequently, the following amendment to the *ISO Statutes* is submitted for approval by the General Assembly:

Article 9.1 of ISO Statutes

9.1 The Technical Management Board shall consist of a chair and ~~fourteen~~ **fifteen** member bodies appointed or elected by the Council in accordance with the Rules of Procedure **of Council**.

---

3   Implementation

Once approved by the General Assembly, the amendment to the *Statutes* will come into force on 1 January 2014. A proposed amendment to the Rules of Procedure of Council, to be submitted for

approval at the Council meeting in September 2013, will also come into force on 1 January 2014. There is no need to amend to Rules of Procedure of the Technical Management Board for this purpose

The amendments will be implemented for the first time in 2014 for the election of the TMB members for the 2015-2017 term

4   Voting procedure

The procedure for the vote will be as follows:

1.   At the start of the lunch break of the General Assembly on Friday 20 September, <u>heads of each of the delegations</u> are kindly requested to visit the voting table outside of the plenary room for the General Assembly. An ISO Central Secretariat staff member will give them one ballot paper with which to cast their delegation's vote. Those member bodies holding a proxy will receive a voting paper for the member body for which they hold a proxy

2.   Heads of delegation will have until the end of the lunch break to cast their delegation's vote. They must place their ballot papers in the ballot box (at the same voting table) **before the end of the lunch break or the vote will not be counted**

3.   The results of the election will be announced to the General Assembly once they are known in the afternoon of Friday 20 September

If you have any questions on the voting procedure, please contact José Baltar, Head Governance, at <u>gov@iso.org</u> or call +41 22 749 01 11

An affirmative vote of three-fourths of the member bodies voting is required for the adoption of an amendment to the *Statutes* (Article 21 of the *Statutes*)

GOVERNANCE

AGENDA ITEM 12 **PANEL DISCUSSION ON ISO's INTELLECTUAL PROPERTY RIGHTS – FOCUS ON ISO POCOSA 2012**

GENERAL ASSEMBLY ACTION

> The General Assembly is asked to actively comment and ask questions about intellectual property rights and the implementation of the policy for the distribution of ISO publications and the protection of ISO'S copyright (ISO POCOSA 2012) to the five panellists

Background

Last year the ISO Council approved a new version of ISO's commercial and copyright policy, ISO POCOSA 2012. This new policy highlights and clarifies a number of ISO policies that are designed to protect ISO's intellectual property rights (IPR). For example ISO POCOSA 2012 makes it clear that original ISO standards and their national adoptions must not be made freely available, that copyright in ISO standards and national adoptions always remains with ISO, and highlights the new copyright notices to be used in national adoptions, just to name a few of the elements in the policy

In view of the possible impacts at the national level, Council decided to give members a transition period of 18 months from 1 January 2013, the date of the implementation of the new policy, to comply with the new requirements in ISO POCOSA 2012

A dedicated break-out session organized at the General Assembly in San Diego offered members the opportunity to discuss the new policy, and the challenges they are facing

Now that we are half-way through the transition period, this session is designed to take advantage of having many members together at this General Assembly and therefore to have an exchange of experiences on how ISO POCOSA 2012 is being implemented

The session will be in the form of a panel discussion. The panel will consist of leaders from five ISO members who will be asked to share their experiences, the difficulties they are facing and their suggestions for solutions that members could possibly use to implement the new policy in their countries

GOVERNANCE

AGENDA ITEM 13.1   ELECTIONS/APPOINTMENTS – COUNCIL MEMBERS FOR THE 2014-2016 TERM

GENERAL ASSEMBLY ACTION

> The General Assembly is invited to elect two Council members for the 2014-2016 term

Background

The terms of office of the following eleven Council members will end on 31 December 2013:

Group 1	BSI (United Kingdom) JISC (Japan) SAC (China)	**Group 3**	EOS (Egypt)
Group 2	ABNT (Brazil) BIS (India) NEN (Netherlands) SA (Australia) SIS (Sweden)	**Group 4**	CYS (Cyprus) BDS (Bulgaria)

1   Automatically appointed members (Group 1)

Six member bodies are automatically appointed to consecutive terms on Council (Clause 2.1.1 of the *Rules of Procedure of the General Assembly*). These six member bodies – or group 1 – are the largest contributors to the operations of the Organization. **BSI (United Kingdom), JISC (Japan) and SAC (China)** are, therefore, automatically appointed for a consecutive term on Council (2014-2016)

2   Members to be elected (Groups 2, 3 and 4)

Following these automatic appointments, eight seats remain to be filled on Council (five member bodies in group 2; one member body in group 3 and two member bodies in group 4)

In March, 2013 member bodies were asked to provide nominations for candidates for these seats in ISO Council (nominations closed on 30 June 2013)

The results of the nomination period, including the President's Committee review of which nominations meet the criteria provided in the Rules of Procedure of the General Assembly, is shown in the following table

Group	Member body	Assent to be a candidate	President's Committee review
2	DGN (Mexico)	Yes	ok
2	GOST R (Russian Federation)	Yes	ok
2	KATS (Rep. of Korea)	Yes	ok
2	SN (Norway)	Yes	ok
2	UNI (Italy)	Yes	ok
2	ASI (Austria)	No	n/a
2	AENOR (Spain)	No	n/a
2	SCC (Canada)	No	n/a
2	SNV (Switzerland)	No	n/a
3	DS (Denmark)	Yes	ok
4	BOBS (Botswana)	Yes	ok
4	MASM (Mongolia)	Yes	ok
4	SIST (Slovenia)	Yes	ok

Group 2
There are five vacant seats in group 2 and five validated candidates. This means that **DGN (Mexico), GOST R (Russian Federation), KATS (Republic of Korea), SN (Norway) and UNI (Italy)** are duly accepted as Council members for the 2014-2016 term without need for an election

NOTE – The four member bodies from group 2 that do not wish to run for Council election this year expressed their thanks to those ISO member bodies who nominated them

Group 3
There is one vacant seat in group 3 and one validated candidate. This means that **DS (Denmark)** is duly accepted as Council member for the 2014-2016 term without need for an election

Group 4
There are two vacant seats and three validated candidates. Member bodies are therefore invited to **elect two** out of the three **member bodies** indicated in the following table:

Group	Member body	Number of votes (delegates can fill-in here the results announced under this agenda item)
4	BOBS (Botswana)	
4	MASM (Mongolia)	
4	SIST (Slovenia)	

➢ *IMPORTANT - VOTING PROCEDURE*

The election will take place during the General Assembly in Saint Petersburg according to the following voting procedure:

1. At the beginning of the morning coffee break on Friday 20 September, <u>heads of each of the delegations</u> are kindly requested to visit the voting table outside of the plenary room for the General Assembly. An ISO Central Secretariat staff member will give them one ballot paper with which to cast their delegation's vote. Those member bodies holding a proxy will receive a voting paper for the member body for which they hold a proxy

2. Heads of delegation will have until the end of the morning coffee break to cast their delegation's vote. They must place their ballot papers in the ballot box (at the same voting table) **before the end of the morning coffee break or the vote will not be counted**

3. The results of the election will be announced to the General Assembly under this agenda item in the afternoon of Friday 20 September

If you have any questions on the voting procedure please contact José Baltar, Head Governance, at gov@iso.org or call +41 22 749 01 11

Council strongly recommends that all member bodies exercise their right to vote for the exact number of seats to be filled within each specific group of eligible members (Council Resolution 08/1996)

3   Member bodies in office in 2014

The following member bodies are already appointed / elected to Council for 2014:

Group 1	AFNOR (France)
	ANSI (USA)
	BSI (United Kingdom)
	DIN (Germany)
	JISC (Japan)
	SAC (China)
Group 2	DGN (Mexico)
	GOST R (Russian Federation)
	KATS (Rep. of Korea)
	SN (Norway)
	UNI (Italy)
Group 3	DS (Denmark)
	DSM (Malaysia)
	ESMA (United Arab Emirates)
	IPQ (Portugal)
	IRAM (Argentina)
Group 4	INNORPI (Tunisia)
	MCCAA (Malta)
	(i.e. two vacant seats)

GOVERNANCE

AGENDA ITEM 13.2 ELECTIONS/APPOINTMENTS – ISO PRESIDENT FOR THE 2015-2017 TERM

GENERAL ASSEMBLY ACTION

Recommend General Assembly approve the draft resolution below:

Draft General Assembly Resolution (ISO President for the 2015-2017 term) The General Assembly <u>elects</u> Dr Zhang Xiaogang (China) as ISO President for the 2015-2017 term, who shall also serve as President-elect for 2014

Background

The term of office of Mr Terry Hill, ISO President, will expire on 31 December 2014. According to the new *Statutes* (approved at the 2012 General Assembly), the term of office of the President consists of one year as President-elect, followed by two or three years as President. The term of the future President shall start, as President-elect, on 1 January 2014

On 15 March 2013, member bodies were invited to submit nominations by 15 May 2013 for the position of President. Only one nomination was received: **SAC (China) nominated Dr Zhang Xiaogang for a three-year term**

The President's Committee acts as a nomination committee for the President (Clause 3 of the *Rules of Procedure of Council*). At its meeting on 8 July 2013, the President's Committee reviewed SAC's nomination and recommended that the General Assembly elect Dr Zhang Xiaogang as ISO President. His biography is attached at Annex

BIOGRAPHY OF DR ZHANG XIAOGANG

Dr ZHANG Xiaogang is President of Ansteel Group Corporation.

Dr. Zhang was born in 1954 and studied at Wuhan University, Northeastern University, and Beijing Iron & Steel Research Institute. He received a Bachelor's degree and a Master's in metallurgy, and also holds a Doctorate in metallurgy and heat treatment.

Dr. Zhang joined Ansteel in 1974 and has worked there for 39 years. He has been Director of the Technology Development Department; Corporate Deputy Chief Engineer; Assistant to the President of Ansteel and the President of Angang New Steel Company; Deputy President, and Standing Deputy President of Ansteel. In January 2007, he was appointed President of the Anshan Iron and Steel Group Corporation. As a large iron and steel enterprise leader, he very successfully led the promotion of the restructuring of the business and made changes in the methods of development.

In May 2010, he completed the groundbreaking consolidation of two major cross-regional state-owned enterprises, the Anshan Iron and Steel Group Corporation, and Panzhihua Steel Group Company Limited. The newly-established Ansteel successfully became one of the world's top 500 enterprises in 2011.

From January 2007 to January 2009, Dr. Zhang was Chairman of the China Iron and Steel Association, and was appointed Vice Chairman of the World Steel Association in October 2010. In October 2011, he was elected Chairman of the World Steel Association at the 45th Session of the International Iron and Steel Association Council. In October 2012, he was elected Vice Chairman of the World Steel Association.

Dr. Zhang has taken part in many iron and steel scientific research projects, and has won many important national scientific awards such as the Willy Korf/Ken Iverson Steel Vision Award which honors only one person a year and is awarded by the World Steel Dynamics (WSD). He has also won the National Science and Technology Progress Award, the National Metallurgical Science and Technology Award, and more. Dr. Zhang actively participated in academic activities in the iron and steel industry. He served as Chairman of the Steel Rolling Academic Committee and the Chinese Society for Metals, and was the Director of China Low-Alloy Steel Academic Committee, etc.

Dr. Zhang takes standardization work seriously and makes efforts to attend all related activities and meetings. In 2006, Dr. Zhang served as a member of the Chinese Standardization Expert Committee and played an important role in strategic planning, policy making and standards research for the Chinese national standardization. For thirteen consecutive years, he was the Chairman of ISO/TC17/SC17 (Rod and Wire Technical Committee) from 1999 to 2012, and was responsible for the development of the ISO international standards of silk wire rod, concrete steel fiber, bead wire, radial tire steel cord, wire rod dimensions and allowable deviations.

GOVERNANCE

AGENDA ITEM 13.3 ELECTIONS/APPOINTMENTS – VICE-PRESIDENT (POLICY) FOR THE 2014-2015 TERM

GENERAL ASSEMBLY ACTION

Recommend General Assembly approve the draft resolution below:

Draft General Assembly Resolution
(Vice-President [policy] for the 2014-2015 term)

The General Assembly <u>appoints</u> Mr John Walter (Canada) as Vice-President (policy) for the 2014-2015 term

Background

The term of office of Mr Sadao Takeda, Vice-President (policy), will expire on 31 December 2013. Mr Takeda is completing his second term and is not eligible for a further term (Clause 4.1.2 of the *Rules of Procedure of the General Assembly*.)

On 27 February 2013, Council members were invited to submit suggestions for nominees by 27 March 2013 for the position of Vice-President (policy). **Council members proposed Mr John Walter (Canada)** as a candidate

The President's Committee acts as a nomination committee for the Vice-Presidents (Clause 3 of the *Rules of Procedure of Council*). At its meeting on 8 July 2013, the President's Committee reviewed the Council members' proposal and recommended that the General Assembly appoint Mr John Walter as Vice-President (policy) for the 2014-2015 term. His biography is attached at Annex

BIOGRAPHY OF MR JOHN WALTER

John Walter is the Chief Executive Officer (CEO) of the Standards Council of Canada (SCC), a role to which he was appointed by Canada's Minister of Industry, effective September 21, 2009. In this capacity, he oversees Canada's standardization system and promotes the effective and efficient use of standardization in Canada, with the ultimate goal of enhancing Canada's economic competitiveness and social well-being.

His role is supported by a staff of approximately 94, and includes the implementation of strategies and policies established by SCC's governing Council. During Mr. Walter's term, he has successfully established standardization as a top strategic priority for the Government of Canada.

Prior to his appointment at SCC, Mr. Walter gained experience as both a user and a developer of standards. He was directly involved in the development of standards as Vice President, Standards Development for the Canadian Standards Association (CSA Group), Canada's largest standards-development organization, a position which he held since March 2005.

Previously, Mr. Walter also worked with standards from a business/industry perspective as the President and Chief Executive Officer (CEO) of the Technical Standards and Safety Authority (TSSA), a non-governmental organization mandated to deliver public safety services in Ontario.

And from 1991-1996, Mr. Walter gained experience using standards as a regulator, serving as the Assistant Deputy Minister, in the Technical Standards Division of the Ministry of Consumer and Commercial Relations in Canada's largest province, Ontario.

Mr. Walter is also familiar with the technical aspects of international standards development in his role as SCC's representative to the ISO Technical Management Board (TMB). He also actively participates in SCC's international activities, including SCC's standardization-related capacity-building work with the national standards bodies of developing countries.

Mr. Walter received a Bachelor of Arts degree from the University of Guelph in 1973.

GOVERNANCE

AGENDA ITEM 13.4　　**ELECTIONS/APPOINTMENTS – EXTENSION OF THE FIRST TERM OF OFFICE FOR VICE-PRESIDENT (TECHNICAL MANAGEMENT)**

GENERAL ASSEMBLY ACTION

Recommend General Assembly approve the draft resolution below:

Draft General Assembly Resolution (Term of office of Vice-President [technical management]) The General Assembly decides that the term of office of the Vice-President (technical management) for 2012-2013, Dr Elisabeth Stampfl-Blaha (Austria), be exceptionally extended by one additional year, i.e. until the end of 2014, noting that she is eligible for reappointment for a further two-year term

Background

Article 13.7 of the new *Statutes* provides that the Vice-Presidents (technical management) and (finance) are appointed for a two-year term of office which will start in the alternate year to that of the term of the Vice-President (policy)

In order to implement this provision, Council recommended at its meeting in March 2013 to extend by one year the first term of office of Dr Elisabeth's Stampfl-Blaha as Vice-President (technical management), noting that she would be eligible for reappointment for a further two-year term in 2015-2016. Subject to the General Assembly's approval, this would mean the following rotation of Vice-Presidents:

	2012	2013	2014	2015	2016
VP policy	Sadao Takeda (2nd term)	Sadao Takeda (2nd term)	Not eligible for reappoint.	Not eligible for reappoint.	
VP technical management	Elisabeth Stampfl-Blaha (1st term)	Elisabeth Stampfl-Blaha (1st term)	Proposed extension of one year of 1st term	Eligible for reappoint.	Eligible for reappoint.
VP finance	n/a	Olivier Peyrat (1st term)	Olivier Peyrat (1st term)	Eligible for reappoint.	Eligible for reappoint.

Dr. Elisabeth Stampfl-Blaha has been appointed ISO Vice-President (technical management) for the 2012-2013 term. Dr. Stampfl-Blaha, who joined the Austrian Standards Institute (ASI) in 1988, has been ASI Vice-Director since 2005. Since 2007, she has also been Vice-Director of Austrian Standards plus GmbH (a sister company of ASI). As of 1 February 2013, she became the Chief Executive Officer of ASI and of Austrian Standards plus GmbH.

As Manager International Relations, Legal and Organizational Affairs at ASI, she held responsibilities for several organizational and business development projects. In this function, she has also represented ASI on the ISO Technical Management Board and on Council. At the European level, Dr. Stampfl-Blaha is a permanent member of the Administrative Board of the European Committee for Standardization (CEN) and has been a member in the CEN Technical Board and in various Strategy Groups.

She has been involved as senior expert in institution-building and strategic consultancy projects in several countries. She is a member of Supervisory Boards and gives lectures at Universities. Dr. Stampfl-Blaha holds a doctorate's degree in Economics and Business Administration, and a further doctorate in Law.

GOVERNANCE

AGENDA ITEM 13.5 **ELECTIONS/APPOINTMENTS - FINANCIAL AUDITORS FOR THE 2014 FINANCIAL YEAR**

GENERAL ASSEMBLY ACTION

Recommend General Assembly approve the draft resolution below:

Draft General Assembly Resolution
(Auditors for the 2014 financial year)

The General Assembly <u>appoints</u> PricewaterhouseCoopers S.A. (PwC) as auditors for the 2014 financial year

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Background

This is the first year of implementation of the new Statutes that requires that the financial auditors be appointed by the General Assembly and no longer by Council (Article 6.6 of the *ISO Statutes*)

At its meeting on 8 July 2013, the President's Committee recommended to Council the appointment of *PricewaterhouseCoopers S.A. (PwC)* as auditors for the 2014 financial year and Council agreed with this recommendation by correspondence