INTRODUCTION

ITEM 1   Opening remarks by the DEVCO Chair

Dr Lalith Senaweera, Director General, Sri Lanka Standards Institute (SLSI), and DEVCO Chair for 2014 will present opening remarks to the attendees at the 48th DEVCO meeting.

FORTY-EIGHT MEETING OF THE ISO COMMITTEE ON DEVELOPING COUNTRY MATTERS (DEVCO), 9 september 2014, Rio de Janeiro, Brazil

DRAFT AGENDA

Pages

INTRODUCTION

ITEM 3   Welcome by the ISO President

The ISO President, Mr Terry Hill (United Kindgom), will welcome the participants at the 48th DEVCO meeting.

INTRODUCTION

ITEM 4 Tabling of the minutes of the 47th DEVCO meeting held in St Petersburg, Russia, on 16-17 September 2013

The text of the minutes of the 47th DEVCO meeting held in St Petersburg, Russia, on 16-17 September 2013, was circulated to the members on 6 January, 2014.

The confirmed minutes were made available on the TC server on 12 February 2014.

INTRODUCTION

ITEM 5   Matters arising from the minutes of the previous meeting

The 47th DEVCO meeting resolutions were reviewed by the DEVCO CAG in September 2013. Any follow-up action taken by the secretariat is noted under the text of each of the resolutions *(in italics).*

DEVCO RESOLUTION 1/2013

Item 3 - Welcome by the ISO President

DEVCO,

thanks the ISO President for his strong message calling upon DEVCO members to shape the future of ISO's work in and for developing countries,

invites developing country members to better engage in ISO work and make their voices heard,

welcomes 10 new members to DEVCO and thanks the other members who upgraded to P-membership,

encourages correspondent and subscriber members to sign up for the new rights to participate as P-member in ISO Technical Committees, Sub Committees, Project Committees and Working Groups,

requests DEVCO CAG to continue monitoring the implementation of the *ISO Action Plan for developing countries 2011-2015* to ensure that the work has a positive impact.

At its meeting held on 20-21 March 2014, the DEVCO CAG reviewed the key performance indicators used for monitoring the ISO Action Plan for developing countries.

DEVCO RESOLUTION 2/2013

Item 6 – ISO update by the Secretary-General

DEVCO,

thanks the ISO Secretary-General for his interesting presentation,

invites DEVCO CAG to identify priority areas and consider increasing the number of sponsorships to developing countries to participate in standards development,

encourages members to continue contributing to the ISO system by providing bilateral technical assistance to developing country members,

thanks members who provided bilateral technical assistance and reported to DEVCO on such activities,

requests DEVCO CAG to include a presentation by the ISO Secretary-General on the agenda for the 48th DEVCO meeting.

The Secretary-General will provide an update under agenda item 6 of the 48th DEVCO meeting.

DEVCO RESOLUTION 3/2013

Item 7 – Report by the DEVCO Secretary on the implementation of the *ISO Action Plan for developing countries 2011-2015*

DEVCO,

<u>takes note</u> of the report presented by the DEVCO Secretary on the implementation of the *ISO Action Plan for developing countries 2011-2015,*

<u>thanks</u> the Swedish International Development Cooperation Agency (Sida) for their generous support for the implementation of the *ISO Action Plan*,

<u>thanks</u> the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) for providing funding for the implementation of the *ISO Action Plan,*

<u>thanks</u> the Swiss State Secretariat for Economic Affairs (SECO) for providing funding for the implementation of the *ISO Action Plan*,

<u>thanks</u> the Finnish Ministry for Foreign Affairs for providing funding for the implementation of a 2-year project to *strengthen national standardization infrastructures to support business and industry (2014-2015).*

DEVCO RESOLUTION 4/2013

Item 7 – Report by the DEVCO Secretary on the implementation of the ISO Action Plan for developing countries 2011-2015

DEVCO,

<u>thanks</u> the following ISO members for their contribution to the implementation of the ISO Action Plan for developing countries in hosting technical assistance and training projects in their country:

ABNT (Brazil)	IRAM (Argentina)
ASRO (Romania)	ISS (Serbia)
BAS (Bosnia and Herzegovina)	JSMO (Jordan)
BOBS (Botswana)	KAZMEMST (Kazakhstan)
BSB (Bhutan)	KEBS (Kenya)
BSN (Indonesia)	LIBNOR (Lebanon)
BSTI (Bangladesh)	LST (Lithuania)
CODINORM (Côte d'Ivoire)	MSB (Mauritius)
COSQC (Iraq)	NC (Cuba)
DSM (Malaysia)	SABS (South Africa)
EOS (Egypt)	SARM (Armenia)
ESA (Ethiopia)	SASMO (Syria)
IANOR (Algeria)	SASO (Saudi Arabia)
IBNORCA (Bolivia, Plurinational State of)	SON (Nigeria)
ICONTEC (Colombia)	SPRING (Singapore)
IMANOR (Morocco)	SSMO (Sudan)

INDECOPI (Peru)	STAMEQ (Viet Nam)
INEN (Ecuador)	TBS (Tanzania)
INNORPI (Tunisia)	UNBS (Uganda)
INTECO (Costa Rica)	UZSTANDARD (Uzbekistan)

DEVCO RESOLUTION 5/2013

Item 7.3 – Report by the DEVCO Secretary on the implementation of the ISO Action Plan for developing countries 2011-2015

DEVCO,

<u>expresses</u> sincere thanks to the following members having contributed to the ISO Funds-in-Trust since last reporting to DEVCO

Afghanistan (ANSA)	Finland (SFS)	New Zealand (SNZ)
Albania (DPS)	France (AFNOR)	Nigeria (SON)
Antigua & Barbuda (ABBS)	Germany (DIN)	Norway (SN)
	Ghana (GSA)	Peru (INDECOPI)
Argentina (IRAM)	Indonesia (BSN)	Serbia (ISS)
Bhutan (BSB)	Ireland (NSAI)	Seychelles (SBS)
Bosnia Herzegovina (BAS)	Japan (JISC)	Singapore (SPRING SG)
	Kenya (KEBS)	
Botswana (BOBS)	Rep. of Korea (KATS)	South Africa (SABS)
Bulgaria (BDS)	Liberia (LDS)	Suriname (SSB)
Canada (SCC)	Luxemburg (ILNAS)	Sweden (SIS)
Colombia (ICONTEC)	Malaysia (DSM)	Tanzania (TBS)
Denmark (DS)	Mali (AMANORM)	Togo (CSN)
Dominica (DBOS)	Moldova (INS)	United Kingdom (BSI)
Egypt (EOS)	Namibia (NSI)	Uruguay (UNIT)
Eritrea (ESI)	Netherlands (NEN)	USA (ANSI)
Ethiopia (ESA)		Zambia (ZABS)

<u>strongly encourages</u> all members to make a contribution to the Funds-in-trust,

and <u>thanks</u> members in developed and developing countries for providing speakers and technical expertise for the implementation of the *ISO Action Plan for developing countries.*

DEVCO RESOLUTION 6/2013

Item 7.4 – Assessment of the impact of activities implemented under the Action Plan for developing countries

DEVCO,

<u>thanks</u> members for supporting the impact assessment process by providing their feedback on the activities carried out under the ISO Action Plan,

and <u>reminds</u> members of the importance for ISO to be able to report to donors on the impact of the activities so that funding can be secured for the implementation of the ISO Action Plan,

<u>notes</u> that DEVCO CAG monitors the response level from beneficiary countries and recommends actions in case when there is a lack of response.

At its meeting held on 20-21 March 2014, the DEVCO CAG reviewed the 2013 Impact Assessment Report. The response rate was deemed satisfactory.

DEVCO RESOLUTION 7/2013

Item 7.6 – Bilateral technical assistance dispensed by DEVCO members

DEVCO,

<u>takes note</u> of the reports on technical assistance provided by members at the bilateral level, <u>thanks</u> these members for the additional effort made in providing the reports in a new format as recommended by DEVCO CAG,

<u>recognizes</u> the contribution of these members to the implementation of the ISO Action Plan for developing countries,

<u>encourages</u> these members to continue supporting members in developing countries needing assistance, including twinning and partnerships.

Reports submitted by ISO members providing technical assistance to developing countries are included in the working documents for the 48th DEVCO meeting.

DEVCO RESOLUTION 8/2013

Item 7.7 – DEVCO member satisfaction survey

DEVCO,

<u>takes</u> note of outcome of the satisfaction survey conducted at the 46th DEVCO meeting held in September 2012,

<u>invites</u> the DEVCO CAG to review the feedback from the 47th DEVCO meeting in preparing the agenda for the next DEVCO meeting.

At its meeting held on 20-21 March 2014, the DEVCO CAG reviewed the feedback received from members through the survey questionnaire circulated at the 47th DEVCO meeting.

DEVCO RESOLUTION 9/2013

Item 7.8 – Report from CASCO

DEVCO,

<u>thanks</u> CASCO for the informative report on matters of interest to developing countries.

DEVCO RESOLUTION 10/2013

Item 7.9 – Report from COPOLCO

DEVCO,

<u>thanks</u> COPOLCO for the informative report on matters of interest to developing countries.

DEVCO RESOLUTION 11/2013

Item 8 – DEVCO keynote presentation on the NSB in developing countries in 2020

DEVCO,

<u>thanks</u> Mr Kevin Dobby for an interesting presentation and his views on the evolution of the national standards body in developing countries,

invites members to ensure that the role of NSBs remain relevant and credible despite changes in the environment in which they operate,

reiterates the important role that sub regional organizations can play to leverage ISO technical assistance,

recommends that DEVCO CAG identifies a theme for a keynote presentation at the 48th DEVCO meeting.

A keynote presentation is scheduled under agenda item 7 of the 48th DEVCO meeting.

DEVCO RESOLUTION 12/2013

Item 9 – Panel discussion on 'How can Information Technology assist standards development in developing countries?'

DEVCO,

thanks Mrs Fadilah Baharin, DSM (Malaysia) for chairing the panel discussion,

and thanks the panellists Mr Nelson Al Assal Filho, Mr Tak Leong Cheong, Mrs Léna Dargham,

also thanks Régis Brinster, Phil Ham, Mr David Ratcliffe,
Mrs Dorothée Stadler, ISO Central Secretariat,

encourages members to assess their needs for IT support for both national and international work in order to make informed choices on the best tools to apply,

invites members to take advantage of the free web store application to facilitate the offer of ISO products to customers.

DEVCO RESOLUTION 13/2013

Item 11 – Reporting from the DEVCO breakout groups

DEVCO,

thanks Mr Damian Fisher (SA) Australia for chairing the session and reporting to DEVCO on breakout group 1 on *How can the strategic use of ISO standards drive quality, innovation and growth in developing countries?*

thanks Mr Carlos Amorim ABNT (Brazil) for chairing the session and reporting to DEVCO on breakout group 2 on *Enhancing the NSB role in the national quality infrastructure of developing countries,*

thanks Mrs Anthea Ishmael BNSI (Barbados) for chairing the session and reporting to DEVCO on breakout group 3 on *How NSBs in developing countries reach out to national players to apply ISO standards in emergency preparedness and incident management?*

also thanks the speakers Mr Alberto Esteban Marina, DGN (Mexico), Mrs Rashida Nanhuck, MSB (Mauritius), Dr Bernardo Calzadilla-Sarmiento, United Nations Industrial Development Organization (UNIDO), Ms Thabisa Mbungwana, SABS (South Africa), Mr Tak Leong Cheong, SPRING (Singapore) and Mr Ivan Krstic, ISS (Serbia) for their valuable contribution to the discussions,

also thanks the breakout group Experts Mr Mark McKenzie, Mr Graham Holloway and Prof Ernst-Peter Döbbeling for their contribution to the success of the sessions,

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

also requests that breakout groups be scheduled on the agenda of the 48th DEVCO meeting to be held in September 2014.

At its meeting held on 20-21 March 2014, the DEVCO CAG agreed to replace the traditional break-groups with working sessions on the ISO Action Plan 2016-2020, to give the opportunity to members to contribute to the setting of the strategic direction for future assistance by ISO to developing countries.

DEVCO RESOLUTION 14/2013

Item 12 – Panel discussion on the 'Effectiveness of technical assistance provided by ISO – How to measure performance improvement in members who receive technical assistance?'

DEVCO,

thanks Dr Lalith Senaweera, SLSI (Sri Lanka) for chairing the discussions,

and thanks Mrs Margareta Davidson-Abdelli (Sida), and
Dr Mark Cyubahiro Bagabe, RBS (Rwanda) for their active participation as panellists,

also thanks Jens Andersson for facilitating the discussions,

notes that measurement of impacts of technical assistance remains a challenge both in terms of identification of appropriate indicators and of data collection, and that some sort of harmonization of tools at the international level is needed,

recommends that members should make every effort to assist the ISO Central Secretariat in collecting data,

invites the DEVCO CAG to integrate the results of the panel discussion when considering ways to better measure the effectiveness of technical assistance,

encourages members to take better ownership of technical assistance received and exercise the duty of ensuring that the benefits reach out to the wider community of users of standards.

As part of its monitoring function, the DEVCO CAG considers ways of better measuring the effectiveness of technical assistance dispensed under the ISO Action Plan for developing countries.

SPECIAL DEVCO RESOLUTION

DEVCO,

thanks Dr Lalith Senaweera for successfully chairing the 47th DEVCO meeting in replacement of Mrs Evah Oduor, DEVCO Chair (2013-2014).

SETTING THE STRATEGIC DIRECTION FOR 2020

ITEM 6 Update by the ISO Secretary-General

The ISO Secretary-General, Mr Rob Steele, will give an overview on the latest developments at ISO.

In his presentation, he will share preliminary results from the member consultation process on the ISO Stategic Plan for 2020.

KEYNOTE PRESENTATION

ITEM 7 DEVCO Keynote Address

The name of the DEVCO keynote speaker will be announced shortly. The information will be published on *ISO Connect.*

TECHNICAL ASSISTANCE

ITEM 8   **Report on the implementation of the ISO Action Plan for developing countries, including reports by the CASCO and COPOLCO secretariats**

1 Introduction

The *ISO Action Plan for developing countries 2011-2015* implements elements of the *ISO Strategic Plan 2011-2015* relating to developing countries and is built around the following six key outputs:

1. *Increased participation in ISO technical work*

2. *Capacity built in standardization and related matters for ISO members and their stakeholders*

3. *Awareness improved on the role and benefits of IS and their use. International standards are therefore increasingly used*

4. *ISO members in developing countries strengthened at institutional level*

5. *Regional cooperation strengthened*

6. *Introduction of the subject of standardization as part of educational curricula initiated*

This report highlights the activities carried out under the six outputs since reporting to DEVCO in September 2013. A list of technical assistance and training activities implemented between August 2013 and July 2014 is included in **Annex.**

2 Implementation of the *ISO Action Plan for developing countries 2011-2015*

2.1 Increased participation in ISO technical work

A. Sponsorships and participation TCs, SCs and WGs

Support for the above is to increase the involvement of developing countries in the technical work performed by ISO technical committees (including project committees), sub-committees and working groups. By participating at these three levels, developing countries ensure that their interests are taken into account and, in so doing, contribute to strengthening ISO's global relevance. The details of the types of sponsorships offered are presented on **ISO Connect** under the Members' portal of the ISO website

A major step was taken at the March 2013 Council meeting to encourage greater participation by developing countries in ISO technical work. In accordance with Council Resolution 3/2013, correspondent and subscriber members may participate - during 2014 and 2015 only - in up to five technical committees, subcommittees, project committees or working groups as P-members, with a right to speak and vote in these committees, and no change to their membership fees or other rights. The Membership team at the ISO Central Secretariat (ISO/CS) has compiled a list of members wishing to make use of this opportunity and participate more actively in ISO. Specific training was organized for these members at ISO/CS, in November 2013 and in March 2014.

In 2013, a total of 59 sponsorships were provided to experts from developing countries to attend TC/SC and WG meetings. In 2014, 25 sponsorships have been granted so far.

The DEVCO CAG identifies technical areas where funding may be provided to P-members to participate in the technical work. The list of priority areas is reviewed regularly. The current committees are given below:

ISO/TC 34, *Food products (food safety)*
ISO/TC 207, *Environment*
ISO/TC 223, *Societal Security*
ISO/TC 242, *Energy Management*
ISO/TC 238, *Solid biofuels* / ISO/TC 248, *Sustainability criteria for bioenergy*
ISO/TC 241, *Road traffic safety management systems*
ISO/TC 228, *Tourism and related services*
ISO/TC 234, *Fisheries and aquaculture*
ISO/TC 245, *Cross border-trade of second-hand goods*
ISO/PC 283, *Occupational health and safety management systems*
ISO/TC 285, *Clean cook stoves and clean cooking solutions*
CASCO Working groups

B. E-participation and more effective leadership

There is a need for more effective performance in leadership and other roles dealing with standardization. Thus, regular training sessions are organized at ISO/CS for members from developed and developing countries. During the period under review, three sessions of the ISO Secretaries' Week were organized for ISO TC/SC secretaries, secretary support teams and WG convenors. Participants from Brazil, China, Egypt, Ghana, Iran and Malaysia were among the 55 who followed the course.

ISO web conferencing (WebEx) accounts for national work have been provided free to member bodies and correspondent members in developing countries. All members have access to WebEx for ISO-related international work to enhance participation in ISO activities.

Under the Memorandum of Understanding (MoU) ISO signed with SAC (China) in 2011, and renewed in 2012, ISO/CS provides training to participants from China. ISO Secretaries' Weeks for SAC participants were organized in Geneva and Hangzhou (China), in November 2013. The course was carried out again in May 2014. SAC bears all the costs related to this programme.

A pilot session of a new course targeted at ISO Chairs and Convenors took place in Toronto (Canada) in August 2013. A train-the-trainer session was held after the main course for qualified ISO Chairs and Convenors from the Americas. The training material is at the disposal of members who wish to use it for conducting this training in their organizations.

2.2 Capacity built in standardization and related matters

The second key output of the Action Plan is to build the capacity of national experts and key stakeholders in good standardization practices, and to develop their skills to participate effectively in ISO technical work.

Examples of capacity building activities

As part of the effort to encourage a wider use of ISO 26000, ISO signed a four-year agreement with the Swedish International Development Cooperation Agency (Sida) for the *Uptake and use of ISO 26000 on Social Responsibility within the Middle East and North Africa (MENA) region*. Countries participating in the project are Algeria, Egypt, Iraq, Jordan, Lebanon, Morocco, Syria, and Tunisia.

The objective of the project is to build capacity within each of the above mentioned countries, using the NSB as the central pivot, and to create a pool of national and regional experts, who in turn can assist selected organizations to apply ISO 26000 in their operations. The project has demonstrated the value of the exchange of experience and best practices at the regional level. It will run till the end of 2014.

External evaluators commissioned by Sida conducted a mid-term evaluation of the project. It was published in March 2014.

Thanks to funding granted in 2013 by the Deutsche Gesellschaft fuer Internationale Zusammenarbeit (GiZ), on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ), a similar project was implemented in East Africa, involving Kenya, Tanzania and Uganda. GiZ approved a second phase to the project for implementation by July 2014, and extended it to include Rwanda and Burundi.

In addition to the SR MENA and SR East Africa projects, national workshops on ISO 26000 were held in Mongolia and Egypt since reporting to DEVCO in September 2013. Also, training on SR for national experts from Iraq was conducted in Turkey in September 2013.

2.3   Improved awareness of the role of standardization

During the period under review, a significant number of workshops and seminars on a variety of subjects of interest to developing countries were delivered. The topics include food safety, life cycle assessment, energy management, greenhouse gases, societal security, environmental foot printing, conformity assessment, and many others. A list of activities is included in **Annex.**

In addition, new regional workshop modules were developed and rolled-out. An event on road traffic safety management systems was held in Nairobi (Kenya), in collaboration with BSI, and a regional workshop on risk management took place in Singapore in November 2013.

Consumers constitute one of the key stakeholders groups in standardization. A revision of the distance learning module "Consumers and standards" was revised and is now available at ISO online.

2.4   Institutional strengthening of members in developing countries

The objective of this output is to strengthen national standards bodies, which operate in various types of legal and institutional frameworks as well as in different business environments, in order to enhance their competence and credibility. Strong NSBs are key for ensuring adequate participation in international standardization work and for the implementation of international standards at the national level.

In April 2011, ISO launched an institutional strengthening project (INS) covering 13 member bodies from nine regions. This was the first time that ISO worked with a group of ISO members to directly assess their specific needs so as to draw up a list of priority actions, which are then addressed through the delivery of technical assistance by ISO. Some 33 ISO members have or are currently participating in the INS project. An evaluation of the impacts of the INS projects is currently being carried out by ISO/CS.

For the delivery of the INS projects, ISO/CS works in close cooperation with a number of ISO members. For instance, Canada, France, Singapore and Malaysia are actively involved in the delivery of INS support to Cambodia, Cameroon, Gabon, Peru, Côte d'Ivoire, Myanmar and Bhutan.

ISO signed recently with Sida a new project agreement aimed at strengthening institutional infrastructure on standards and regulations to support business and industry in the Middle East and North Africa (MENA STAR). This INS-type project will run until the end of 2017.

A new programme on Good standardization practice (GSP) was developed with the objective of benchmarking NSB operations with guidelines considered essential at the international level. For example, the WTO TBT Committee established the "Principles for the Development of International Standards, Guides and Recommendations in relation to Articles 2, 5 and Annex 3 of the Agreement", in November, 2000. Both ISO and its members need to comply with at least these TBT principles.

Regional courses on GSP have been delivered for English-speaking African countries (Addis Ababa, March 2013), and for members in South America, Central America and the Caribbean (La Paz, in May 2013). In November 2013, a GSP course was organized in Doha (Qatar) for the Arab region, and a further course will be held for members in Central and Eastern Europe and Central Asia, in October 2014. The ISO Deputy Secretary-General is one of the resource persons for the course and participates actively in these events.

Another specificity of the GSP course is that members undertake a self-assessment that serves as a basis for the learning process. Also, a network of participants is established on the ISOTC server for sharing experiences that has led to building up a comprehensive picture of standardization practices across the ISO regions.

In addition to the above, capacity-building activities target operational aspects such as:
• ICT capabilities and use of ISO e-tools
• Marketing, promotion and IPR
• Stakeholder engagement

Increasing the expertise in the use of IT tools for standards development and dissemination activities is strongly encouraged. In support of this objective, ISO/CS runs e-services courses for Member Body User Administrators (MBUAs). During the period under review, the MBUA course was held in Singapore, in November 2013. Additional courses are on the plan for September and October, for ISO members in Central America, the Caribbean, and English-speaking Africa.

A regional course on Marketing and Promotion of International Standards was held in Nairobi (Kenya), in May 2014. A revised version of the course will be organized for members in Central and Eastern Europe and Central Asia, by the end of the year.

A workshop module on stakeholder engagement was developed in 2012, based on guidance prepared by the ISO Process Evaluation Group (PEG) of the TMB. During the period under review, a regional workshop was held in Armenia, in October 2013, and in Colombia in December 2013. A third workshop will be held in Morocco, in October 2014.

2.5   Increased regional cooperation

Regional cooperation is essential to enable developing countries address the challenges of globalization and integrate more effectively in the multilateral trading system. In addition to the long standing relations with regional standards organization such as COPANT, formal relations have been established with sub-regional organizations, namely the Southern African Development Community (SADC), the CARICOM Regional Organization for Standards and Quality (CROSQ), the GCC (Gulf Cooperation Council) Standardization Organization (GSO), the Economic Community of

West African States (ECOWAS) and the East African Community (EAC). Many of these organizations take an active role in supporting the implementation of activities carried out under the ISO Action Plan for developing countries.

Also, regional activities targeted at chief executive officers of national standards bodies have been pursued. CEO forums were held in Malaysia for members in East and South East Asia and South Asia in April 2013, and in Costa Rica for members in the South America, Central America and the Caribbean in November 2013. A CEO Forum for English-speaking Africa took place in Accra (Ghana), in March 2014. The next one will be held in in Astana (Kazakhstan), in August 2014.

In addition to enhancing regional cooperation, these events incorporate significant discussions on strategic planning, financial management, and focus on case studies on best practices. In Astana, CEOs from the region will use the opportunity to reflect on the next Strategic Plan for ISO. These events are facilitated by the ISO Secretary-General.

2.6　　　Subject of standardization introduced in educational curricula

Workshops to increase the collaboration between NSBs and institutions of higher education took place in Brazil in April 2013, and in South Africa, in November 2013. A further workshop will be held in Serbia in October 2014. KATS, the ISO member for the Republic of Korea, has contributed to the content of the workshop programmes, and provided funding in support of the organization of these events since 2012.

With substantial input from the regional workshops, ISO/CS has prepared a guide on Good practices for collaboration between NSBs and universities. Copies of the publication will be available at the DEVCO meeting in Rio de Janeiro.

A repository of teaching materials is available on the ISO website. The repository is a list of teaching materials on standardization, with details of the authors and publishers, which can be used by teachers to design and deliver courses on standardization and related matters.

ISO also contributes to the University of Geneva Masters' programme on Standardization, Social Regulation and Sustainable Development. The Masters is an interdisciplinary programme including sociology, management and economics. It has been developed in partnership by the University of Geneva, ISO and SNV, the ISO member for Switzerland.

The 2nd edition of the ISO/DIN Essay contest for young standardizers in developing countries was launched in March 2014. The winner will be announced at the ISO General Assembly in Rio de Janeiro. ISO is grateful to DIN for their continued support of this initiative.

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

The number of technical assistance and training activities implemented under the Action Plan has significantly increased over the years due to additional resources made available by donors. It is a requirement of both the donors and ISO that there be an evaluation as to whether the activities delivered have had a beneficial effect. Procedures are in place to assess these impacts and results are reviewed annually by the DEVCO CAG.

Overall, the findings are encouraging and follow a stable trend. Although there is always room for improvement, the reports confirm the relevance of the assistance provided, and its close alignment to the priority needs of the participants, the NSBs and their stakeholders. The 2013 impact assessment report is available for members to consult. Here the link to the document

4. Funding of technical assistance and training activities

ISO continues to benefit from significant donor support for the implementation of the ISO Action Plan for developing countries. Since reporting to DEVCO in September 2013, an important number of global, regional and national activities were undertaken in developing countries as well as through training courses organized at the ISO Central Secretariat in Geneva.

In 2013, KCHF 3 045 was spent on technical assistance and training for developing countries compared with KCHF 2 610 in 2012. The history of annual expenditure on technical assistance is depicted on the chart below.

Expenditure (KCHF)

Year	Expenditure (KCHF)
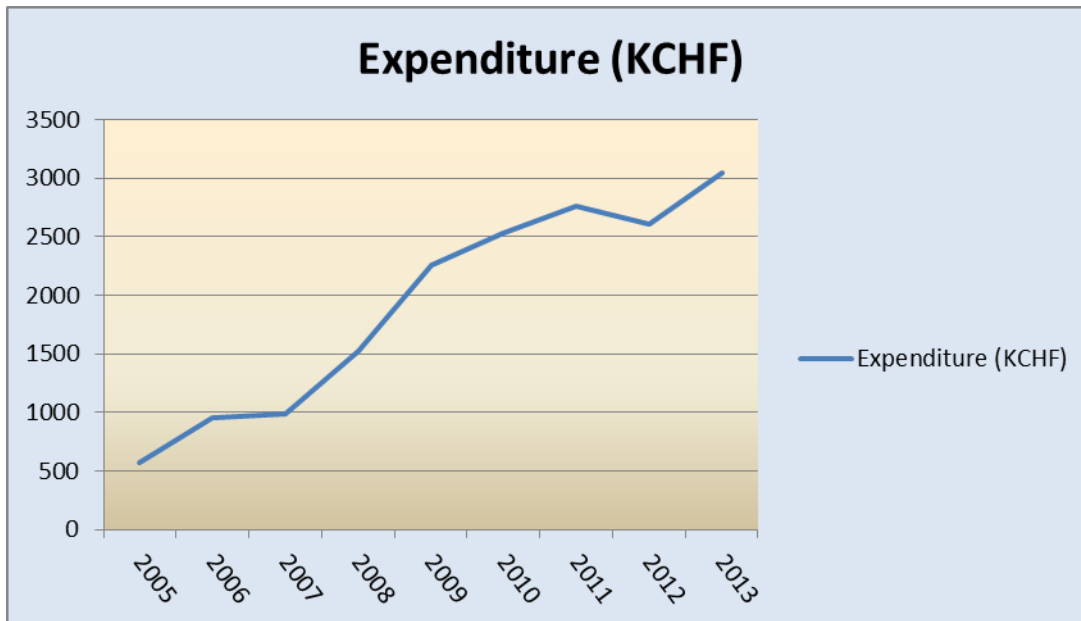
4.1 Contributions from ISO members to the Funds-in-Trust

In recent years, the number of ISO members from developed and developing countries who contribute to the Funds-in-Trust has increased, and the funds thus collected are on the rise. In 2012, contributions to the Fund amounted to CHF 281 723, and in 2013, payments reached CHF 357 171. ISO members contributing to the Fund are listed below:

Afghanistan	France	Niger
Albania	Germany	Nigeria
Antigua & Barbuda	Ghana	Norway
Argentina	Indonesia	Pakistan
Bhutan	Ireland	Peru
Bosnia Herzegovina	Japan	St Vincent & Grenadines
Botswana	Kenya	Serbia
Bulgaria	Liberia	Seychelles
Cameroon	Luxemburg	Singapore
Canada	Malaysia	South Africa
Colombia	Mali	South Korea
Denmark	Moldova	Suriname
Dominica	Mozambique	Sweden
Egypt	Myanmar	Tanzania
Eritrea	Namibia	Togo
Ethiopia	Netherlands	USA
Finland	New Zealand	Uruguay

4.2   Contributions by the ISO Council

From ISO's 2013 operating surplus, Council has allocated CHF 272 000 in support of developing country and training programmes, showing ISO's continued commitment to reinvest its resources in the organization and towards its members most in need.

4.3   Contributions by donors

ISO continues to benefit from donor support from the Swedish International Development Cooperation Agency (Sida), the Swiss State Secretariat for Economic Affairs (SECO) and the Deutsche Gesellschaft fuer Internationale Zusammenarbeit (GIZ), on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) to implement activities under the ISO Action Plan for developing countries.

4.4   Contributions in kind

Many ISO members in developed and developing countries host national and regional events organized under the ISO Action Plan. They provide assistance, not only in coordinating on-site logistics, and the participation of experts and international participants, but also help identify speakers and regional experts to add value to the events they host. Thanks to this support, an increasing number of activities have been implemented under the Action Plan. Members will be formally acknowledged at the 48th DEVCO meeting in Rio de Janeiro.

5 Partnerships with development agencies and international organizations

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

The cooperation takes various forms, such as reciprocal participation in meetings and increasingly, the joint implementation of technical cooperation projects. The organization with the International Trade Centre (ITC) of a series of joint workshops on Linking trade promotion organizations (TPOs) and NSBs for export success is a good example of this collaboration. Plans are underway for the holding of the next workshop in Ouagadougou (Burkina Faso) in November 2014.

6   Governance and membership of DEVCO

6.1   DEVCO Chair's Advisory Group (CAG)

The DEVCO CAG consists of eleven members, eight of whom are from developing countries and three from developed countries. Members of the CAG are chosen in a personal capacity by the DEVCO Chair, in agreement with the Secretary-General, for a two-year term of office, renewable once. The ISO Council has appointed Dr Lalith Senaweera, SLSI (Sri-Lanka), DEVCO Chair for 2014. The CAG members are as follows:

Mr Carlos Santos Amorim, Junior, ABNT (Brazil)
Mrs Fadilah Baharin, DSM (Malaysia)
Dr George Ben Crentsil, GSA (Ghana)
Mr Hiroo Wakai, JISC (Japan)
Mrs Léna Dargham, LIBNOR (Lebanon)
Mr Damian Fisher, SA (Australia)
Dr Gevorg Nazaryan, SARM (Armenia)
Mrs Eve Gadzikwa, SAZ (Zimbabwe)
Mrs Susanna Vahtila, SFS (Finland)
Dr Mkabi Walcott, SLBS (Saint Lucia)
Mr Shokir Alimov, UZSTANDARD (Uzbekistan)

The CAG meets twice a year and assist DEVCO in its monitoring function, and prepares the annual DEVCO meeting agenda.

6.2   DEVCO meetings and current membership

As of January 2014, 152 ISO members from developed and developing countries are members of DEVCO (101 P-members and 51 O-members). The 47th DEVCO meeting held in St. Petersburg (Russia) in September 2013, was attended by 264 delegates, representing 102 ISO members and eight international/regional/sub-regional organizations.

The DEVCO Chair will announce the number of participants, as he opens the 48th DEVCO meeting in Rio de Janeiro.

7   Reports by CASCO and COPOLCO secretariats

The CASCO, COPOLCO and DEVCO secretariats work in close collaboration throughout the year. Activity reports are shared, and joint training and awareness raising projects organized on a regular basis.

Reports by the CASCO and COPOLCO secretariats are included in **Annexes 2** and **3.**

Overview of technical assistance projects and training activities carried out between August 2013 and July 2014

Activities carried out since reporting to DEVCO in September 2013 are highlighted in grey (August to December 2013)

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OUTPUT 1: Increased participation in ISO technical work

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Effective ISO meetings - training for chairs and convenors	Toronto, Canada	2013-08-26	2013-08-28	38	7	Argentina (3), Brazil, Colombia (2), Jamaica Developed countries: Canada (12) USA (17) SIS sponsored: Peru (2)
Effective ISO meetings - training for chairs and convenors TOT	Toronto, Canada	2013-08-29	2013-08-30	7	4	Argentina (3), Colombia Developed countries: Canada (3)
TC 248 Sponsorships	Stockholm, Sweden	2013-09-30	2013-10-04	2	2	Colombia and Thailand
Sponsorship to the meeting of ISO/TC68/SC 7 Core banking	Boston, USA	2013-10-08	2013-10-10	1	1	Kenya
Sponsorship to the meeting of ISO/TC 147 Water quality	Berlin, Germany	2013-10-21	2013-10-26	1	1	Sri Lanka

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OUTPUT 1: Increased participation in ISO technical work

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Sponsorship to the meeting of ISO/TC 176 Quality management and quality assurance	Porto, Portugal	2013-11-02	2013-11-09	1	1	Sri Lanka
Sponsorships to TC 34/SC 17 Management systems for food safety	Sydney, Australia	2013-11-04	2013-11-08	4	4	Colombia, Malaysia, Uruguay and Zimbabwe
Sponsorship to the ISO/CASCO/WG 21 (4th meeting)	Geneva, Switzerland	2013-11-18	2013-11-20	6	6	Armenia, Côte d'Ivoire, Kenya, Serbia, Viet Nam, Ecuador
Members participating in New Rights 2014-2015	Geneva, Switzerland	2013-11-18	2013-11-20	29	29	Angola (2), Bhutan (2), Bolivia (2), Burundi (2),Cambodia (2), Dominican Rep (2), Eritrea(2) Gambia (2), Georgia, Lao (2), Latvia (2), Montenegro (2), Myanmar (2), Seychelles (2) and Zambia (2)
eServices for MBUAs	Singapore	2013-11-26	2013-11-29	25	21	Bangladesh, Bhutan (2), Cambodia (2), Fiji (2), Iran (2), Malaysia, Myanmar (2), Nepal (2), Pakistan (2), Philippines (2), Sri Lanka and Vietnam (2). Host 4 Singapore

2 0 1 4

OUTPUT 1: Increased participation in ISO technical work

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Sponsorships to ISO/TC 223 Plenary meeting	Cape Town	2014-01-12	2014-01-17	6	0	Argentina, Côte d'Ivoire, Indonesia, Serbia, Kenya, Colombia
Procedures for ISO secretaries	Geneva, Switzerland	2014-02-10	2014-02-11	17	0	Canada, France, Germany (4), Iran, Italy (3), Japan, Netherlands (2), Russian Fed, Sweden and USA (2)
Drafting standards for ISO secretaries	Geneva, Switzerland	2014-02-12	2014-02-12	16	0	Canada, France, Germany (4), Iran, Italy (3), Japan, Netherlands, Russian Fed, Sweden and USA (2)
eServices for ISO secretaries	Geneva, Switzerland	2014-02-13	2014-02-14	16	0	Canada, France, Germany (4), Iran, Italy (3), Japan, Netherlands , Sweden, Switzerland and USA (2)
Members participating in New Rights 2014-2015	Geneva, Switzerland	2014-03-26	2014-03-28	19	19	Gabon(2), Latvia(2), Malawi (2), Nepal (2), Namibia (2),Rwanda, Swaziland (2),Uganda (2),Benin (2),Mali (2)
ISO Secretaries 'Week for SAC	Geneva, Switzerland	2014-05-19	2014-05-23	15	0	China (15)
Sponsorships to ISO/TC 228 Tourism and related services	Paris, France	2014-05-23	2014-05-23	1	1	Montenegro

2 0 1 4

OUTPUT 1: Increased participation in ISO technical work

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Sponsorships to ISO/TC 207 Plenary meeting	Panama city, Panama	2014-05-23	2014-05-31	3	3	Colombia, Kenya and Tanzania
Sponsorship to ISO/TC 207 Plenary meeting	Panama city, Panama	2014-05-23	2014-05-31	1	1	Lebanon
Sponsorship to ISO/TC 224/WG 8 Plenary meeting	Helsinki, Finland	2014-06-02	2014-06-04	1	1	Kenya
Sponsorships to ISO/TC 223 Plenary meeting	Luzern, Switzerland	2014-06-01	2014-06-06	6	0	Argentina, Colombia, Indonesia, Kenya, Morocco, Serbia
Sponsorship to the ISO/CASCO/WG 21 (5th meeting)	Geneva, Switzerland	2014-06-11	2014-06-13	7	0	Armenia, Côte d'Ivoire, Ecuador, Jamaica, Kenya, Serbia, Viet Nam
17th ISO Secretaries 'Week	Geneva, Switzerland	2014-06-23	2014-06-27	20	0	Canada, China (3), Egypt (2), Ghana, Iran, Israel, Japan (2), Korea Rep, Malaysia (2), Netherlands, Portugal, Sweden (3), Switzerland
ISO Secretaries 'Week for SABS	Pretoria, South Africa	2014-07-14	2014-07-18	22	0	South Africa

2 0 1 3

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
National TOT on Food Safety Management Systems - ISO 22000	Walvis Bay, Namibia	2013-08-19	2013-08-23	125	0	Namibia
Output 1: Training of national experts on SR for Iraq in Turkey	Turkey	2013-09-15	2013-09-19	16	16	Iraq
Regional workshop conformity assessment - Inspection practices (17020)	Kingston, Jamaica	2013-09-16	2013-09-18	20	5	Dominica, Jamaica (x8), Guyana, Saint Lucia (x2), Suriname, Trinidad and Tobago (x2 self-sponsored)
National workshop on ISO 26000	Darkhan city, Mongolia	2013-10-02	2013-10-02	60	0	Mongolia
Regional conformity assessment workshop - Impact of Economic Globalization, Regulation and Consumer Safety on Conformity Assessment	Beijing, China	2013-10-09	2013-10-11	23	23	Bangladesh, Bhutan, Cambodia, Fiji (x2), Indonesia (x2), Lao People's Dem. Rep., Malaysia, Myanmar, Nepal, Papua new Guinea, Pakistan (x2), Philippines, Sri Lanka (x2), Thailand (x2), Viet Nam (x2)
Regional workshop conformity assessment - Inspection practices (17020)	Nairobi, Kenya	2013-12-03	2013-12-05	38	30	Botswana (x2), Burundi, Eritrea, Ethiopia, Gambia, Ghana (x2), Kenya (x8), Madagascar, Malawi, Mauritius (x2), Mozambique, Namibia (x2), Nigeria (x2), Rwanda, Seychelles, Sierra Leone, South Africa (x2), Sudan, Swaziland, Tanzania (x2), Uganda (x2), Zimbabwe (x2)

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Output 1: Refresher training	Beirut, Lebanon	2014-01-27	2014-01-28	12	0	Lebanon
Output 3: Technical support provided to pilot organizations	Istanbul, Turkey	2014-02-03	2014-02-05	18	0	Iraq
Output 1: Refresher training	Cairo, Egypt	2014-02-15	2014-02-20	15	0	Egypt
Output 1: Training of national experts on ISO 26000	Kigali, Rwanda	2014-03-17	2014-03-21	21	1	Rwanda, Kenya
Output 3: Application of ISO 26000 in pilot organizations Kenya - 1st visit	Nairobi, Kenya	2014-03-24	2014-03-28	9	0	Kenya
Output 3: Application of ISO 26000 in pilot organizations Uganda 1st visit	Kampala, Uganda	2014-03-24	2014-03-28	8	0	Uganda

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Output 3: Technical support to pilot organizations	Marrakech, Morocco	2014-03-25	2014-04-01	16	0	Morocco
Output 3: Technical support to pilot organizations	Alger, Algeria	2014-03-30	2014-04-03	16	0	Algeria
Output 3: Technical support to pilot organizations 1st visit	Tunis, Tunisia	2014-03-31	2014-04-04	16	0	Tunisia
Economic benefits of standards	Singapore	2014-03-31	2014-04-04	26	22	Bangladesh (x2), Bhutan, Cambodia, Ecuador (x2), Fiji (x2), Ghana (x2), Jamaica (x2), Kazakhstan (x2), Myanmar, Namibia (x2), Nepal (x2), Philippines (x2), Sudan
Output 3: Technical support provided to pilot organizations	Beirut, Lebanon	2014-04-08	2014-04-09	12	0	Lebanon
Output 3: Application of ISO 26000 in pilot organizations Burundi	Bujumbura, Burundi	2014-04-14	2014-04-17	17	0	Burundi
Output 3: Application of ISO 26000 in pilot organizations Rwanda	Kigali, Rwanda	2014-05-05	2014-05-09	20	0	Rwanda

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Output 3: Technical support to pilot organizations 1st visit	Amman, Jordan	2014-05-11	2014-05-14	17	0	Jordan
Output 3: Application of ISO 26000 in pilot organizations Uganda 2nd visit	Kampala, Uganda	2014-05-19	2014-05-23	8	0	Uganda
Output 1: Refresher training	Istanbul, Turkey	2014-06-01	2014-06-05	21	21	Iraq
Output 3: Technical support provided to pilot organizations	Cairo, Egypt	2014-06-15	2014-06-19	34	0	Egypt
Output 1: Refresher Training Burundi	Bujumbura, Burundi	2014-06-16	2014-06-20	20	0	Burundi
Output 3: Technical support to pilot organizations 2nd visit	Tunis, Tunisia	2014-06-16	2014-06-20	16	0	Tunisia

2 0 1 3

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
National seminar on Environmental Foot printing	San Jose, Costa Rica	2013-08-05	2013-08-07	30	0	Costa Rica
National seminar on Energy Management - ISO 50001	Accra, Ghana	2013-08-19	2013-08-21	30	0	Ghana
National seminar on Greenhouse gases quantification, reporting and verification - ISO 14064-65	Rio de Janeiro, Brazil	2013-09-04	2013-09-05	28	0	Brazil
Output 2: National Awareness on ISO 26000, Kenya, second event	Nairobi, Kenya	2013-09-26	2013-09-26	135	0	Kenya
ISO regional workshop on emergency management	Belgrade, Serbia	2013-10-01	2013-10-03	22	15	Central andEastern Europe:Armenia, BelarusBosnia and Herzegovina, Croatia, Lithuania, Romania, Serbia, The former Yugoslav Republic of Macedonia, Ukraine, AlbaniaGeorgia, LatviaMoldova, MontenegroCentral Asia: Azerbaijan, Kazakhstan, Uzbekistan, KyrgyzstanTajikistanTurkmenistan
National awareness raising seminar	Ulan-Bator, Mongolia	2013-10-02	2013-10-02	100	0	Mongolia

2 0 1 3

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
ISO 31000 - Risk Management	Singapore	2013-11-12	2013-11-13	25	21	Bangladesh, Bhutan (2), Cambodia (2), Fiji (2), Iran (2), Malaysia, Myanmar (2), Nepal)2), Pakistan (2), Philippines (2), Singapore Host (4), Sri Lanka, Viet Nam (2)
ISO/BSI Road Traffic Safety Training -	Nairobi, Kenya	2013-11-18	2013-11-20	24	16	Botswana, Kenya host 8, Mauritius (2), Namibia (3), Rwanda (2), South Africa (2), Tanzania (2), Uganda (2), Zimbabwe (2)
National awareness workshop on Business continuity management systems	Abidjan, Côte d'Ivoire	2013-11-25	2013-11-25	111	0	Côte d'Ivoire
Regional seminar on ISO 22301:2012 Business continuity management systems	Abidjan, Côte d'Ivoire	2013-11-26	2013-11-28	27	15	Algeria (x2), Burkina Faso, Benin (self-sponsored), Burundi, Cameroon (x2), Côte d'Ivoire (x11), Congo the Dem. Rep. Of. (x2), Gabon (x2), Guinea, Mauritania, Morocco (x2), Niger
Output 2: National Awareness on ISO 26000, Egypt, second event	Cairo, Egypt	2013-12-02	2013-12-02	61	0	Egypt

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional TOT on Energy Management - ISO 50001	Kampala, Uganda	2014-03-24	2014-03-27	16	16	Burundi (4), Ethiopia (4), Rwanda (4), Uganda (4)
Output 2: 1st National awareness raising event ISO 26000	Kampala, Uganda	2014-03-27	2014-03-27	48	0	Uganda
Output 2: National awareness raising event ISO 26000	Bujumbura, Burundi	2014-04-16	2014-04-16	80	0	Burundi
Regional workshop on Food Standards & Trade + sponsorships to TC 34 Plenary meeting	Bangkok, Thailand	2014-04-22	2014-04-23	54	19	Bhutan (1), Cambodia (2), Fiji (2), Indonesia (2), Myanmar (2), Mongolia (2), Lao (2), Papua New Guinea (2), Philippines (2) and Viet Nam (2).
Output 6: Training for DIN & GIZ staff	Berlin, Germany	2014-05-12	2014-05-14	9	0	Germany
Output 2: 2nd National awareness raising event ISO 26000	Kampala, Uganda	2014-05-20	2014-05-20	41		Uganda

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2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Output 2: National awareness raising event ISO 26000	Dar-es-Salaam, Tanzania	2014-05-27	2014-05-27	70	0	Tanzania
Output 2: National awareness raising event ISO 26000	Bujumbura, Burundi	2014-06-20	2014-06-20	50	0	Burundi
National seminar on ISO 22000	La Paz, Bolivia	2014-07-09	2014-07-11	50		Bolivia

2 0 1 3

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Ghana (Needs assessment visit): Stakeholder seminar	Accra, Ghana	2013-08-14	2013-08-14	23	0	Ghana

2 0 1 3

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Bhutan (needs assessment visit): Stakeholder seminar	Thimphu, Bhutan	2013-08-22	2013-08-22	49	0	Bhutan
INS Viet Nam (Phase II): Drafting standards and technical regulations	Hanoi, Viet Nam	2013-08-26	2013-08-26	43	0	Viet Nam
INS Viet Nam (Phase II): Drafting standards and technical regulations	Hanoi, Viet Nam	2013-08-26	2013-08-27	34	0	Viet Nam
INS Cambodia (Phase I interventions - Best practices	Phnom Penh, Cambodia	2013-08-27	2013-08-27	46	0	Cambodia
INS Cambodia (Phase I interventions WTO-TBS activities)	Phnom Penh, Cambodia	2013-08-27	2013-08-27	34	0	Cambodia
INS Panama (needs assessment visit) : Stakeholder seminar	Panama	2013-08-28	2013-08-28	31	0	Panama
INS Cambodia (Phase I interventions : Structure and operation of NTC)	Phnom Penh, Cambodia	2013-08-28	2013-08-28	76	0	Cambodia

2 0 1 3

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Cambodia (Phase I interventions: Role of Standards in Economic Development)	Phnom Penh, Cambodia	2013-08-28	2013-08-28	66	0	Cambodia
INS Viet Nam (Phase II): Awareness for New Stakeholders (Sector 1)	Ho Chi Minh City, Viet Nam	2013-08-29	2013-08-29	21	0	Viet Nam
INS Cambodia (Phase I interventions: New services at ISC)	Phnom Penh, Cambodia	2013-08-29	2013-08-29	23	0	Cambodia
INS Viet Nam (Phase II): Awareness for New Stakeholders (Sector 2)	Ho Chi Minh City, Viet Nam	2013-08-30	2013-08-30	36	0	Viet Nam
INS Rwanda (needs assessment visit): Stakeholder seminar	Kigali, Rwanda	2013-09-24	2013-09-24	26	0	Rwanda
INS Rwanda (needs assessment visit): RBS staff seminar – Managing and Participation in ISO TC meeting	Kigali, Rwanda	2013-09-24	2013-09-24	14	0	Rwanda
Regional workshop on Increasing consensus and Stakeholder engagement	Armenia	2013-09-30	2013-10-02	22	19	Albania, Armenia (3), Belarus (2), Bosnia & Herzegovina (3), FYR Macedonia (2), Georgia, Kazakhstan (2), Kyrgyzstan, Moldova, Montenegro, Serbia (3), Tajikistan, Ukraine

2 0 1 3

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Jamaica (Needs assessment visit) : Participation in IS and NMC workshop	Kingston, Jamaica	2013-10-23	2013-10-23	12	0	Jamaica
INS Jamaica (Needs assessment visit) : Stakeholder seminar	Kingston, Jamaica	2013-10-23	2013-10-23	39	0	Jamaica
INS Fiji (needs assessment visit) : DNTMS Staff Workshop on managing and participating in international standardization	Suva, Fiji	2013-10-29	2013-10-31	16	0	Fiji
INS Fiji (needs assessment visit) : Meeting with key stakeholders	Suva, Fiji	2013-10-30	2013-10-30	18	0	Fiji
Regional Course on Good Standardization Practice	Doha, Qatar	2013-11-05	2013-11-06	16	11	Bangladesh, Bhutan, Egypt, India, Iran, Jordan, Lebanon, Libya, Morocco, Pakistan, Qatar (3), Tunisia. Non sponsored: Saudi Arabia, GSO
Launch of Finnish Project entitled "2-year project to strengthen national standardization infrastructure to support business and industry"	Kampala, Uganda	2013-11-07	2013-11-08	16	14	Uganda

2 0 1 3

OUTPUT 4: **ISO members in developing countries strengthened at institutional level**

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Uganda (needs assessment visit) : Stakeholder seminar	Kampala, Uganda	2013-11-13	2013-11-13	29	0	Uganda
INS Uganda (needs assessment visit) : Staff seminar (Managing NMC)	Kampala, Uganda	2013-11-14	2013-11-14	18	0	Uganda
INS Uzbekistan (Phase II): Round-table discussion with national TC members on participating and getting involved in international standardization work and ISO systems	Tashkent, Uzbekistan	2013-11-27	2013-11-27	37	0	Uzbekistan
ISO regional workshop on Increasing Consensus and Stakeholder Engagement	Bogotá, Colombia	2013-12-09	2013-12-11	38	32	Antigua & Barbuda, Argentina (3), Bahamas, Barbados (3) Bolivia, Brazil (2), Chile, Host Colombia (6), Cuba (2), Dominica, Dominican Rep., Ecuador (2), El Salvador (2), Guatemala, Guyana, Jamaica (2), Paraguay, Peru (2), Suriname, Trinidad & Tobago (2), Uruguay (2) and COPANT (1).
INS Côte d'Ivoire: Study visit at AFNOR	Paris, France	2013-12-09	2013-12-13	2	2	Côte d'Ivoire
INS Cote Gabon: Study visit at AFNOR	Paris, France	2013-12-09	2013-12-13	2	2	Gabon

2 0 1 3

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Cameroun: Study visit at AFNOR	Paris, France	2013-12-09	2013-12-13	2	2	Cameroun
INS Côte d'Ivoire (Phase I interventions) - Formation à la gestion des CT et à la participation aux travaux de normalisation	Abijan, Côte d'Ivoire	2013-12-16	2013-12-19	18	0	Côte d'Ivoire
INS Côte d'Ivoire (Phase I interventions) - séminaire d'information et de sensibilisation à la normalisation	Abijan, Côte d'Ivoire	2013-12-18	2013-12-18	111	0	Côte d'Ivoire

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Ecuador (Phase I interventions: WTO and TBT training)	Quito, Ecuador	2014-01-14	2014-01-14	39	0	Ecuador
INS Ecuador (Phase I interventions: Staff meeting)	Quito, Ecuador	2014-01-15	2014-01-15	35	0	Ecuador
INS Ecuador (Phase I interventions: Establishment of NMCs and Stakeholders Engagement)	Quito, Ecuador	2014-01-15	2014-01-15	35	0	Ecuador
INS Philippines (needs assessment visit) : Stakeholders seminar	Manila, Philippines	2014-01-21	2014-01-21	46	0	Philippines
INS Philippines (needs assessment visit) : NSB staff meeting	Manila, Philippines	2014-01-21	2014-01-21	39	0	Philippines
INS Ethiopia (Phase intervention 2) : ESA staff trainings: 1-Training on standards editing and 2-Training on how to set business plan for ESA	Addis Ababa, Ethiopia	2014-02-25	2014-02-26	36	0	Ethiopia

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Ethiopia (Phase intervention 2) : Training on establishment of National Mirror Committees (NMC) and engaging stakeholders and building consensus in standardization work	Addis Ababa, Ethiopia	2014-02-27	2014-02-27	75	0	Ethiopia
INS Malawi (needs assessment visit) : Training workshop for NSB staff	Blantyre, Malawi	2014-03-02	2014-03-02	9	0	Malawi
INS Malawi (needs assessment visit) : Stakeholders seminar	Blantyre, Malawi	2014-03-02	2014-03-02	40	0	Malawi
INS Tanzania (needs assessment visit) : Stakeholders seminar	Dar es Salaam, Tanzania	2014-03-05	2014-03-05	36	0	Tanzania
INS Tanzania (needs assessment visit) : Staff meeting	Dar es Salaam, Tanzania	2014-03-06	2014-03-06	23	0	Tanzania
INS Panama (Phase intervention 1) : training on WTO/TBT Agreement and the Code of Good Standardization Practices for DGNTI staff and chairs and members of TCs	Panama city, Panama	2014-03-18	2014-03-18	22	0	Panama

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
INS Mozambique (needs assessment visit) : Stakeholders seminar	Maputo, Mozambique	2014-03-19	2014-03-19	29	0	Mozambique
INS Nepal (needs assessment visit) : Stakeholders seminar	Kathmandu, Nepal	2014-03-19	2014-03-19	32	0	Nepal
INS Panama (Phase intervention 1) : training on stakeholders engagement in standardization activities for DGNTI staff and chairs and members of TCs	Panama city, Panama	2014-03-19	2014-03-19	20	0	Panama
INS Mozambique (needs assessment visit) : Staff workshop	Maputo, Mozambique	2014-03-20	2014-03-20	15	0	Mozambique
INS Nepal (needs assessment visit) : NSB staff meeting	Kathmandu, Nepal	2014-03-20	2014-03-20	22	0	Nepal
INS Panama (Phase intervention 1) : training on Good Regulatory Practices and ISO/IEC Guide 21 for DGNTI staff, TC chairs and members and regulators	Panama city, Panama	2014-03-20	2014-03-20	20	0	Panama

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
ISO Forum for CEO's of NSBs in Africa	Accra, Ghana	2014-04-01	2014-04-03	27	17	Botswana, Congo DR, Eritrea, Ethiopia, Gambia, Kenya (2), Malawi, Namibia, Nigeria (2), Rwanda, Sierra Leone, South Africa, Swaziland, Tanzania (2), Uganda, Zambia, Zimbabwe and host: Ghana (7)
INS Zambia (needs assessment visit) : Stakeholders seminar	Lusaka, Zambia	2014-04-09	2014-04-09	46	0	Zambia
INS Zambia (needs assessment visit) : Training workshop for ZABS staff on NMC	Lusaka, Zambia	2014-04-10	2014-04-10	15	0	Zambia
International Standards: Marketing and Communication	Nairobi, Kenya	2014-05-06	2014-05-08	22	14	Botswana, Burundi, Eritrea, Malawi, Namibia, Rwanda, Seychelles, South Africa, Sudan, Swaziland, Tanzania, Uganda, Zambia, Zimbabwe and host: Kenya (6),
INS Burundi (Needs assessment visit) : Stakeholder workshop	Bujumbura, Burundi	2014-05-14	2014-05-14	36	0	Mongolia,
INS Nepal (Interventions phase I) : NSB staff meetings	Thimphu, Bhutan	2014-05-28	2014-05-29	38	0	Bhutan
Study Visit to DSM in Malaysia, Kuala Lumpur	Kuala Lumpur, Malaysia	2014-06-09	2014-06-12	2	2	Cambodia

2 0 1 4

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
ISC Staff Attachment to DSM	Kuala Lumpur, Malaysia	2014-06-09	2014-06-12	2	0	Cambodia
INS Jamaica, Interventions Phase I - Tailored basic trainings within the framework of the ISO Institutional Strengthening (INS) project for BSJ	Kingston, Jamaica	2014-07-01	2014-07-03	29	0	Jamaica
Study Visit to ICONTEC	Colombia - Bogotá	2014-07-21	2014-07-24	9	4	Panama (X2), Ecuador (X2)

2 0 1 3

OUTPUT 5: Regional cooperation strengthened

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
SR MENA Output 4 - 4th JCC meeting	Alger, Algeria	2013-09-02	2013-09-03	17	14	Algeria (3), Egypt (3), Iraq (1), Jordan (3), Lebanon (2), Morocco (2), Tunisia (3)
SR East Africa: Second CEO coordination meeting	Kampala, Uganda	2013-11-06	2013-11-06	8	5	Kenya, Tanzania, Uganda
CEO Forum	Costa Rica	2013-11-12	2013-11-14	25	19	Argentina, Bahamas, Barbados, Bolivia, Brazil, Chile, Colombia, Costa Rica Host, Dominica, Dominican Rep, El Salvador, Guyana, Honduras, Jamaica, Panama, Peru, Saint Vincent & Grenadines, Saint Lucia, Suriname, Uruguay. non sponsored: Brazil 1 , Chile 1, Mexico 1, COPANT 1 Developed Country: Canada

2 0 1 4

OUTPUT 5: Regional cooperation strengthened

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Output 4: CEO coordination meeting	Kigali, Rwanda	2014-07-11	2014-07-11	16	14	Burundi, Kenya, Rwanda, Tanzania, Uganda
Output 5: Regional workshop for POs and NEs	Kigali, Rwanda	2014-07-14	2014-07-15	35	35	Burundi, Kenya, Rwanda, Tanzania, Uganda

2 0 1 3 -

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

Title	Venue/Host	Dates		Total participants	Sponsored participants	Beneficiary countries
Regional workshop on Enhancing collaboration between NSBs and Academia, 19-21 November 2013, South Africa	Centurion, South Africa	2013-11-19	2013-11-21	34	27	Angola, Botswana (2), Burundi, Congo Dem. (2), Eritrea, Ethiopia (2), Ghana (2), Kenya (2), Malawi, Mauritius, Namibia, Nigeria (2), Rwanda (2), Seychelles, South Africa Host (7), Swaziland, Tanzania, Uganda (2), Zimbabwe (2)

REPORT OF ISO/CASCO TO DEVCO

1   29th ISO/CASCO plenary and policy work

The 29th plenary of the ISO Committee on conformity assessment (ISO/CASCO) was hosted by the Standardization Administration of China (SAC) and the Certification and Accreditation Administration of China (CNCA) in Beijing, China, on 9 and 10 October 2013. It was attended by 106 delegates from 37 member bodies, 2 internal liaisons, 12 liaisons, including the IEC and 8 observers.

ISO/CASCO held an open day and round table discussions on conformity assessment in conjunction with the plenary. These sessions attracted more than 95 participants. The open day focused on the current work of ISO/CASCO working groups (WGs) and recently published standards. The round table discussions focused on future strategic issues facing ISO/CASCO and conformity assessment in general.

Having the ISO/CASCO plenary in China facilitated the participation from the Asia-Pacific region in the plenary and the workshop. The ISO committee for developing countries (DEVCO) sponsored the participation of a number of delegates from ISO Member Bodies in the region.

A regional workshop on the *Impact of Economic Globalization, Regulation and Consumer Safety on Conformity Assessment* was also held in conjunction with the plenary and was attended by over 110 delegates.

2   Topical issues currently being addressed in ISO/CASCO

- The format and timing of the ISO/CASCO plenary was reviewed. The new format includes interactive sessions on the technical program of the committee as well as round table discussions on specific topics. Given past and potential conflicts with other international conformity assessment meetings (especially the IAF/ILAC General Assemblies), the timing of the ISO/CASCO plenary will shift from the 4th quarter to the 1st in 2016.

- IAF-ILAC-ISO Joint Strategic group continues to monitor the implementation of their strategic action plan to ensure good conformity assessment in relation to management systems standards and to assist in protecting the ISO brand and image.

- ISO/CASCO is in the process of completing an interactive online tool to promote a harmonized approach to conformity assessment based on the ISO/CASCO toolbox by national regulators. It is intended for use by the national member bodies together with national regulators. Two regional workshops to be delivered by DEVCO in 2014, one in Oman and another one in Zimbabwe.

- CASCO Strategic Alliance and Regulatory group (STAR) continues to attract and encourage intergovernmental agencies and industry sectors' interaction directly with ISO/CASCO. The membership continues to grow with two new members who joined the group, Quest Forum and IIOC. The ISEAL Alliance Executive Director has participated as observer in a number of meetings. ISO/CASCO continues to promote the benefits of the toolbox to the STAR members and other participants. The format of the STAR is under review to even further facilitate participation and discussions.

- ISO/CASCO is investigating various possibilities with regard to developing guidance and other deliverables on conformity assessment schemes. Guidance is already being finalized with regard to product certification schemes. It is intended to expand this to personnel and sector schemes in the coming 12 to 18 months.

- ISO/CASCO continues exploring ways of ensuring adequate representation of stakeholders, industry, consumers and developing countries in ISO/CASCO activities, especially via the use of the WebEx for all of its meetings. Continued international hosting of the annual plenary alternating outside of Europe is also intended (after a return to Geneva this year).

- Together with COPOLCO, ISO/CASCO has developed an information package for ISO member bodies and consumer organizations on the complaints' handling process for Management System Standards (MSSs) on national level. It facilitates their involvement in the resolution of complaints as they are in a position to alert local bodies where necessary.

- ISO/CASCO completed its sixth year of managing the *ISO Survey of Certifications*. The 2012 survey results have been published on the ISO website and like for the 2011 Survey, are fully available free of charge [here]. The results show an overall growth in the number of certificates globally.

3   On-going ISO/CASCO technical work

ISO/CASCO technical projects are progressed by their respective WGs and include the development of the following documents:

- **ISO/IEC 17021** *Conformity assessment - Requirements for bodies providing audit and certification of management systems,* the revision started at the end of 2012 and the document is planned to be published mid 2015*;*

- **ISO/IEC 17021-6** *Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 6: Competence requirements for auditing and certification of business continuity management systems,* the JWG40 had its first meeting in March and produced a Draft Technical Specification (DTS) that has been approved at the beginning of July.*

- **ISO/IEC 17021-7** *Conformity assessment – Requirements for bodies providing audit and certification of management systems – Part 7: Competence requirements for auditing and certification of RTS/road traffic safety management systems,* the JWG41 had its first meeting in March and also produced a Draft Technical Specification (DTS) being balloted until beginning of July*;*

- **ISO/IEC TR 17026** *Conformity assessment – Model scheme for certification of manufactured products (Revision of Guides 28 and 53),* the WG32 will meet a second time in April 2014 and the document is planned to be published at the end of 2014.*

A New Work Item Proposal (NWIP) has been launched for the revision of ISO/IEC 17025:2005, the ballot will close on 2014-09-19.

The recommendation of the CASCO Chairman's Policy and Coordination (CPC) group for the revision of ISO/IEC 17011:2004 Conformity assessment - General requirements for accreditation bodies accrediting conformity assessment bodies was approved in July 2014.

At its 37th meeting in July 2014, REMCO agreed to transform ISO Guide 34:2009, General requirements for the competence of reference material producers, into an international standard and to carry out this revision jointly within a CASCO working group.

The following international standards and technical specifications were published in 2013 and early 2014:

- **ISO/IEC TS 17021-3** *Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 3: Competence requirements for auditing and certification of quality management systems;*
- **ISO/IEC TS 17021-4** *Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 4: Competence requirements for auditing and certification of event sustainability management systems;*
- **ISO/IEC TS 17023** *Conformity Assessment – Guidelines for determining duration of management system certification audits;*
- **ISO/IEC 17067** *Conformity assessment – Fundamentals of product certification;*
- **ISO/IEC TS 22003** *Food safety management systems – Requirements for bodies providing audit and certification of food safety management systems.* [1]
- **ISO/IEC TS 17027**, *Conformity Assessment –Vocabulary related to competency of persons for certification of persons;*
- **ISO/IEC TS 17021-5** *Conformity assessment - Requirements for bodies providing audit and certification of management systems - Part 5: Competence requirements for auditing and certification of asset management systems.*

4   Promotion of the ISO/CASCO toolbox and 2013/2014 workshops

Over 2013 and 2014, the Chair and Secretary of ISO/CASCO have promoted the ISO/CASCO toolbox and highlighted the importance of implementing well established and recognised conformity assessment practices. The CASCO Chair has attended two ISO Council meetings during 2013 and one CSC SPC meeting. He also represented ISO/CASCO at the ISO General Assembly in 2013. A number of other events were attended:

- **FAMI-QS** (Quality & Safety System for Speciality Feed Ingredients & their mixture) Scheme meeting June 2013 in Greece;
- **TC 6** (Paper, Board & Pulps) Leadership meeting Canada March 2013;
- **TC 156** (Corrosion of Metals 6 Alloys) meeting in Portugal September 2013;
- **WTO/TBT** Thematic meeting Geneva Switzerland October 2013;
- **IAF** meeting in Frankfurt, April 2013;
- **IAF** and **ILAC** General Assemblies, in Seoul October 2013;
- **IIOC** meeting, Geneva, Switzerland, 5 March 2013;
- **MENA** and Gulf Standards organization conference, Middle East and North Africa Conference on Standards Development and Good Regulatory Practices, Casablanca, Morocco, 20 – 21 May 2013;
- **BIPM, OIML, ILAC, ISO** Quadripartite meeting in Paris, March 2014;

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[1] As ISO 22003 cross-references numerous clauses of ISO/IEC 17021 *Conformity assessment - Requirements for bodies providing audit and certification of management systems* a combined document, including the text of the referenced clauses, was published in May 2014. This document combines in one document the 22003 clauses and all the normative parts of ISO/IEC 17021.

- **DCMAS** (Network on Metrology, Accreditation and Standardization for Developing Countries) in Poland, April 2014.

5   External representations and liaisons

External relations with liaison members of ISO/CASCO are proceeding well. The Committee maintains category A liaison with 20 international organizations, including IEC.

6   ISO/CASCO membership

As of July 2014 ISO/CASCO has 123 members, including 77 P-members and 46 O-members.

7   Next ISO/CASCO plenary meeting

The next ISO/CASCO plenary, workshop and associated meetings will be held the week of 22 September 2014 in Geneva, Switzerland.

CONSUMER POLICY – REPORT FROM COPOLCO

ISO/COPOLCO is continuing to aim for a wide base of participation by its members, especially from developing countries; and actively supports consumer protection as one of the fundamental goals of standardization.

1. COPOLCO meeting and related events

1.1 COPOLCO plenary meeting and workshop

The 36th COPOLCO plenary meeting and related events took place in Milan, Italy on 13-16 May 2014, at the invitation of the Ente Italiano di Normazione (UNI), with support from Regione Lombardia (Lombardy regional government). In keynote addresses at the international workshop on 14 May, representatives of Regione Lombardia and the Consumer and User National Council (CNCU) underscored consumers' central role in achieving sustainability and economic development goals in Italy and within the global community. Some 110 representatives of consumer associations, public authorities, businesses and national standards bodies from 29 countries and liaison organizations attended. The COPOLCO events were part of a lead-up to the 2015 Expo in Milan on the theme, "Feeding the planet, energy for life".

1.2 COPOLCO workshop emphasizes confidence in the marketplace

ISO/COPOLCO upheld informed choice at its annual workshop on 14 May 2014, on "Building confidence in a business-to-consumer relationship – roles and expectations". The participants highlighted consumers' needs for transparent, comparable and reliable information about goods and services. Consumer, business and government agency representatives explored good and bad practice case examples of product information, including on-line communications. They also emphasized the importance of effective two-way communication between buyers and sellers. The plenary took a decision to set up a task group to consider the feasibility of a good practice guideline for suppliers on product information for consumers. Other ideas for further consideration included proposals for standards on effective customer feedback systems and second party (consumer) validation systems for suppliers' claims. The group noted the need to cooperate closely with ISO/TC 290, *Online reputation* in the future.

1.3 Participation in the 2016-2020 Strategy consultation

As part of its efforts to define the 2016-2020 Strategy, ISO has invited COPOLCO to participate in a wide consultation among ISO members, stakeholder organizations, policy committees and the technical community. Mr. Kevin McKinley, Deputy Secretary-General, presented the aims and process of the consultation at the COPOLCO plenary on 15-16 May.

As for the other ISO policy development committees, this is the first time that COPOLCO has been directly consulted on the Strategy. COPOLCO is now commenting on focused questions within the consultation: notably on a vision for a successful ISO, infrastructure, capacity-building and ways of promoting standards. COPOLCO will complete this exercise in August. Consumers International is also participating in the survey.

2 Activities to support consumer participation, especially in developing countries

2.1 Training and capacity building

COPOLCO has a standing group on consumer participation and training which led the revision of an on-line learning tool, *Consumers and standards – Partnership for a better world* which was released in 2013. This working group will shortly start developing a system to share information on funding and other resources and cases of good practice for involving consumer representatives.

The COPOLCO Secretary and Chair gave a joint presentation in a training session in November 2013 for CEOs and Standards Directors of National Standards Bodies that are correspondent members of ISO and taking on the rights and responsibilities of full membership on a trial basis under an ISO Council-sponsored "new rights" programme.

In March 2014, the COPOLCO Secretary gave a presentation followed by an interactive discussion with visiting NSB CEOs and standards directors of newly-inducted ISO full members. Countries represented were Benin, Gabon, Malawi, Mali, Namibia, Nepal, Rwanda, Swaziland and Uganda. All except two are O members of COPOLCO.

2.2 Leveraging the power of regional groups

Ms. Ratna Devi Nadarajan became COPOLCO Chair in January 2014. Under her leadership, COPOLCO is encouraging regional activity as a way to encourage members to participate more effectively in standards and capacity-building. The Pacific Island Countries Standards and Consumer Network (PICSCN) has been established and invited to join forces with the Asia-Pacific regional group members of COPOLCO. These members meet regularly to exchange experiences and best practices for consumer participation. For Africa, COPOLCO's next step will be to explore ways to cooperate with the newly-formed ARSO COCO (Consumer Committee of the African Organization for Standardization).

2.3 Awareness raising and training materials

Since its inception in November 2012, COPOLCO's dedicated Website, "ISOConsumers" (see facebook.com/ISOConsumers) has grown to over 1'300 followers and its Twitter account (twitter.com/ISOConsumers) to over 1'000 followers. Furthermore, the launch of a forum on the professional networking site, "LinkedIn" to share ideas and tips on consumer participation is under consideration. This is commensurate with generally increasing recognition of the importance of social media in all corporate communication strategies (see ISOfocus, January-February 2014). The electronic newsletter, *ISO Consumer update* is also continuing to grow; its readership in English counts some 1900 subscribers. See back issues of *ISO Consumer update* on *ISO.org* for more information.

3 Reinforcing the credibility of MSS certification

The present and past Chairs of COPOLCO have both actively supported CASCO's efforts to address fraudulent claims of certification to ISO 9001 and other management system standards, as well as participating actively in CASCO's plenary and policy working group meetings. The past chair participated in the development of a procedure to handle MSS complaints (see under "conformity assessment" on iso.org), and which has led to the development of an information brochure on the complaints-handling procedure for wide distribution to ISO members and consumer organizations (due to be published shortly).

Furthermore, the past and present chair have been engaged in the development of specifications for the pilot database of MSS-certified organizations, CERTO. At this writing, the proposal was being finalized and prepared for discussion by the ISO/Council at its meeting in September 2014.

4   Consumer-facing projects under development

COPOLCO-originated proposals for customer contact centres and energy services are now under development: ISO/PC 273 is developing ISO 18295 on customer contact centres (call centres); this has reached the Committee Draft Stage. Work will start shortly within ISO TC 242, *Energy services*, on a new project, *Assessment and improvement of energy services to users*. At its 2014 plenary, COPOLCO approved on unit pricing, instructions for self-assembly of consumer products, and choking hazards of small component parts, for consideration by the Technical Management Board.

5   COPOLCO Guides for standards-writers

ISO/COPOLCO published the revision of ISO/IEC Guide ISO/IEC 51, *Safety aspects – Guidelines for their inclusion in standards* in March 2014. The Guide is now freely available on a dedicated page of ISO's Web site, www.iso.org. The Guide outlines a risk reduction approach to risk assessment and improving safety levels for products and systems. Last published in 1999, this Guide has been updated for state-of-the art safety terms and concepts, including needs of vulnerable consumers. This Guide, while aimed at standards-writers, is also a useful reference for designers, manufacturers, service providers, policy makers and regulators.

ISO/COPOLCO is leading the revision of ISO/IEC Guide 50, *Safety aspects – Guidelines for child safety.* This work started early in 2012 and the Enquiry Draft for this Guide was overwhelmingly approved within ISO and IEC. A dedicated working group will deal with the comments and develop a final draft for publication. The revision will likely be published in early 2015.

IEC experts have participated actively in the revision of both Guides.

Revisions of Guides dealing with graphical symbols, comparative testing, product information for consumers, and packaging are at various stages of development. At the 2014 plenary, COPOLCO also decided to launch new work on standardization of services, including a systematic review consultation for the revision of ISO/IEC Guide 76, *Development of Service standards – Recommendations for addressing consumer issues*, and a proposal to establish a standing advisory group on services.

6   Membership of COPOLCO

As at end July 2014, COPOLCO counted 124 members: 68 P-members and 56 O-members. The most recent member is DBOS (Dominica), which joined COPOLCO as an "O" member in April 2014.

7   Next meeting

COPOLCO's next workshop and plenary meeting will take place in Geneva on 11-13 May 2015.

DEVCO ACTION   DEVCO is invited to note the above report.

TECHNICAL ASSISTANCE

ITEM 9   Reports by DEVCO members on technical assistance to developing countries

In parallel to the technical assistance and training activities carried out by ISO, many DEVCO members contribute to the implementation of the Action Plan by providing support to developing countries at the bilateral, regional or international levels.

These activities are reported on annually at the DEVCO meeting. The information is structured under the six outputs (objectives) of the ISO Action Plan in order to better identify synergies, opportunities for enhanced cooperation, and to avoid duplication of effort.

Reports by DEVCO members are included in **Annex**.

Reporting to DEVCO on technical assistance by ASI (AUSTRIA)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

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OUTPUT 1: Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons trained	Results
ISO Twinning Co-operation ASI-ESA	Ethiopia	Ca. 30	Best practices regarding managing ISO technical work within a national standards body have been shared Contacts between Managers of the Technical Committees of ASI and ESA have been established The modus of co-operation to support ESA's input to ISO work has been discussed and defined

2 0 1 5

OUTPUT 1: Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
ISO Twinning Co-operation ASI-ESA	Ethiopia	tbd	Mentoring and support to ESA's staff to increase their input to ISO standardization work in the area of selected TCs

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
GIZ ACCESS - Program for Private Sector Development in Serbia, „Marketing of ISS products and services" and „realisation of ISS Online Shop (eShop)"	Serbia	Ca. 10	Training and coaching in following areas: – General elements of marketing – Planning of marketing activities – Identifications of target groups, market segmentation, collecting and analysis of customers – Market research – how to meet customer needs – Product and service portfolio (range and variety) – Pricing and discount policy – Sales and delivery channels – Promotion (advertising, promotional aids – brochures, flyers, social networks, etc., online marketing) – Event marketing – Direct Marketing – call center, distribution of information – IT tools in marketing activities

OUTPUT 4: ISO members in developing countries strengthened at institutional level — **2 0 1 4**

Activity / Project	Beneficiary countries	N° of persons trained	Results
EU-financed Technical Assistance project "Approximation of EU and Russian technical regulation and standardization system"	Russian Federation	Ca. 20	The ASI's input focused in 2014 on screening of the draft law on standardization and advising the Russian partners (NSB and the wide range of stakeholders) on the best practices in the area of standardization legislation

OUTPUT 4: ISO members in developing countries strengthened at institutional level — **2 0 1 5**

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
EU-financed Technical Assistance project "Approximation of EU and Russian technical regulation and standardization system"	Russian Federation	tbd	Continuation of the co-operation with Russian NSB, exact focus tbd

Reporting to DEVCO on technical assistance by BSI (UNITED KINGDOM)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

2 0 1 4

OUTPUT 1:   Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons trained	Results
Occupational Safety & health meeting PC 283 Oct 2013	Argentina, Columbia, Poland, Turkey	4	Five delegates were sponsored and due to last minute transit visa difficulties for the Costa Rican delegate, four delegates attended the kick-off meeting of PC 283. One delegate acted as Secretary to one of the working groups.
Collation of information on Consumer Participation in standardization, including funding.	Various	N.A.	BSI co-chairs, with IRAM (Argentina) the ISO COPOLCO Consumer Participation Working group which seeks to develop a resource to assist organizations seeking information on effective routes to consumer participation in standards development, including funding. The outcomes to be used in the revision of the ISO Consumer Directory.

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Support for the Development of a Modern System of Standardization and Technical Regulations in Azerbaijan - continuation (EC Funded)	Azerbaijan (12/2013-12/2015)	0 to date (as of 28/07/2014) Expected 2014: 10	The overall objective is to contribute to the sustainability of Azerbaijan's economic development and the country's access to world markets through an improved national standardization system. The purpose of this project is to support the State Committee for Standardization, Metrology and Patent of the Republic of Azerbaijan (SCSMP) in the development of a standardization and regulatory system that complies with European requirements and meets the requirements for implementation of the WTO Technical Barriers to Trade (TBT) Agreement.

	OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders	2 0 1 4
Support to China's Sustainable Trade and Investment System (EC Funded)	China		The overall objective is to support China's economic, trade and investment reform in line with its sustainable development path. The purpose of this project is to provide technical assistance to strengthen the design and implementation of trade and investment policy, legislation and regulation at central and provincial level. BSI and CEN are managing the delivery of Component II: Quality Infrastructure / Technical Barriers to Trade. This component aims to a) improve the legislative and regulatory framework for developing new and revising old technical regulations, standards, conformity assessment, market surveillance and accreditation systems while strengthening compliance to standards and regulation, including at the provincial level and b) build capacity to support China's quality infrastructure bodies, trade, sector and consumer associations including establishing and strengthening partnerships/cooperation with international bodies and counterparts.
Capacity building for trade development in India – Lot 1: Food Safety and SPS, technical regulations and standardization, and support to post-clearance audit (PCA) in customs (EC Funded)	India	10	This project contributes to the overall objective of the Capacity Building Initiative for Trade Development (CITD) which is to support India in strengthening its capacity to achieve economic growth and sustainable development, and ultimately poverty reduction, through further integration into the global trading system, by increasing the safety and quality of products, and by reducing costs and impediments to trade. The purpose of is twofold: • to enhance capacity of India's trade related regulatory institutions and enforcement systems in order to meet international standards and requirements and business needs; and • to support India's trade related training institutions in strengthening their capacities.
Support to the Ministry of Economy & Trade – Quality Unit LB12/ENP-AP/TR/10 (EC funded)	Lebanon	5	The overall objective of this Twinning project is to increase the competitiveness of Lebanese products on international markets, through better conformance to national and international technical standards, and to improve the level of health and safety protection of Lebanese consumers, as well as the protection of the environment.

2 0 1 4			
OUTPUT 2:		Capacity built in standardization and related matters for ISO members and their stakeholders	
			The purpose of this contract is to provide technical elements towards a well-developed and consolidated Lebanese legislative, regulatory and policy framework, as well as the institutional development needed for the conformity assessment of products and services in approximation with EU legislation and practices and in preparation for the ACAA
Technical Assistance: Programme for the Support in the Production of Seeds of Basic Grains for Food Security in Nicaragua (PAPSSAN)	Nicaragua	NA	The overall aim is to develop the market for certified seeds, both at local level and nationally, whilst supplying the surplus of certified seeds produced in other territories to cover demand in other regions and improving food safety. This will allow producers to buy fresh seed adapted to the conditions of their environment and at the lowest possible prices. The project aims to strengthen and build the capacity of small and medium producers in the areas of production, business development, processing, marketing, provision of infrastructure equipment and access to services, and help them put in place quality management procedures to ensure the quality of the seeds produced.
Rwanda Bureau of Standards Capacity Building (TMEA-funded)	Rwanda	30	Increased awareness and knowledge of ISO standards after training delivery (ISO 17025, ISO 17021, ISO 19011, ISO 22000, ISO 14001, ISO/IEC 27001), introduction to BS 25999 and training on OHSAS 18001
Open doors study visit 27-29 November 2013	Botswana, Ghana, Kenya, Malaysia, Seychelles, Sierra Leone, Saint Lucia, Swaziland, Tanzania, Trinidad & Tobago, South Africa	12	The Study visit programme was drawn up based on the interests of the delegation. It covered standards development and tools, product testing and certification and specific areas such as stakeholder engagement including education, commercial policy and licensing, marketing and customer service, and enquiry answering. The programme started with an opportunity to set out expectations from the visit and the formal part of the programme concluded with a review of how expectations were achieved. All delegates were contacted after the visit and asked to feed back any further lessons learned. Several activities were underway at national level as a result of the visit and networking opportunities.

2 0 1 5

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Support for the Development of a Modern System of Standardization and Technical Regulations in Azerbaijan - continuation (EC Funded)	Azerbaijan	Expected 2015: 22	The overall objective is to contribute to the sustainability of Azerbaijan's economic development and the country's access to world markets through an improved national standardization system. The purpose of this project is to support the State Committee for Standardization, Metrology and Patent of the Republic of Azerbaijan (SCSMP) in the development of a standardization and regulatory system that complies with European requirements and meets the requirements for implementation of the WTO Technical Barriers to Trade (TBT) Agreement.
Support to China's Sustainable Trade and Investment System - continuation (EC Funded)	China		As 2014
Capacity building for trade development in India – Lot 1: Food Safety and SPS, technical regulations and standardization, and support to post-clearance audit (PCA) in customs (EC Funded)	India	10	This contributes to the overall objective of the Capacity Building Initiative for Trade Development (CITD) which is to support India in strengthening its capacity to achieve economic growth and sustainable development, and ultimately poverty reduction, through further integration into the global trading system, by increasing the safety and quality of products, and by reducing costs and impediments to trade. The purpose of is twofold: • to enhance capacity of India's trade related regulatory institutions and enforcement systems in order to meet international standards and requirements and business needs; and • to support India's trade related training institutions in strengthening their capacities.
Technical Assistance: Programme for the Support in the Production of Seeds of Basic Grains for Food Security in Nicaragua – continuation (PAPSSAN)	Nicaragua	NA	As 2014
Rwanda Bureau of Standards Capacity Building continuation (TMEA-funded)	Rwanda	30	Increased awareness and knowledge of ISO standards after training delivery

OUTPUT 3:	Awareness improved on the role and benefits of International Standards and their use. International Standards are therefore increasingly used		
2 0 1 4			
Activity / Project	Beneficiary countries	N° of persons trained	Results
Support for the Development of a Modern System of Standardization and Technical Regulations in Azerbaijan (EC Funded)	Azerbaijan	6	The overall objective is to contribute to the sustainability of Azerbaijan's economic development and the country's access to world markets through an improved national standardization system. The purpose of this project is to support the State Committee for Standardization, Metrology and Patent of the Republic of Azerbaijan (SCSMP) in the development of a standardization and regulatory system that complies with European requirements and meets the requirements for implementation of the WTO Technical Barriers to Trade (TBT) Agreement.
Rwanda Bureau of Standards Capacity Building (TMEA-funded)	Rwanda	30	Increased awareness and knowledge of ISO standards after training delivery (ISO 17025, ISO 17021, ISO 19011, ISO 22000, ISO 14001, ISO/IEC 27001), introduction to BS 25999 and training on OHSAS 18001. 22 SMEs applied for HACCP certification – understand of standards for exporting and boosting regional trade.
Development of e-learning materials	European accession countries		BSI are participants in a CEN/CENELEC Group developing e-learning materials for use by SMEs.
Study visit 27-29 Nov 2013	Botswana, Ghana, Kenya, Malaysia, Seychelles, Sierra Leone, Saint Lucia, Swaziland, Tanzania, Trinidad & Tobago, South Africa	12	See under output 2.

2 0 1 5

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Support for the Development of a Modern System of Standardization and Technical Regulations in Azerbaijan - continuation (EC Funded)	Azerbaijan	10	The overall objective is to contribute to the sustainability of Azerbaijan's economic development and the country's access to world markets through an improved national standardization system. The purpose of this project is to support the State Committee for Standardization, Metrology and Patent of the Republic of Azerbaijan (SCSMP) in the development of a standardization and regulatory system that complies with European requirements and meets the requirements for implementation of the WTO Technical Barriers to Trade (TBT) Agreement.
Support to the Modernisation of Mongolia's Standardization System (SMMSS)	Mongolia	30	The overall objective of the project is to improve capacities of the Government of Mongolia for better delivery of good quality public services. The specific objective is to support the initiative of the Government of Mongolia to adopt European principles, norms and standards relating to the first pillar "Free Movement of Goods" through institutional capacity building. The project provides Technical Assistance (TA) to the Mongolian authorities in modernising and improving the Mongolian standardisation system, with a view to improve product and food safety. The project is working closely at developing the Mongolian Agency for Standardization and Metrology (MASM).
Rwanda Bureau of Standards Capacity Building continuation (TMEA-funded)	Rwanda	25	Increased awareness and knowledge of ISO standards after training delivery. Awareness on how best to manage technical committees.

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Support to the Modernisation of Mongolia's Standardization System (SMMSS)	Mongolia	20	The overall objective of the project is to improve capacities of the Government of Mongolia for better delivery of good quality public services. The specific objective is to support the initiative of the Government of Mongolia to adopt European principles, norms and standards relating to the first pillar "Free Movement of Goods" through institutional capacity building. The project provides Technical Assistance (TA) to the Mongolian authorities in modernising and improving the Mongolian standardisation system, with a view to improve product and food safety. The project is working closely at developing the Mongolian Agency for Standardization and Metrology (MASM).
Rwanda Bureau of Standards Capacity Building (TMEA-funded)	Rwanda	25	Delivery of intensive programme of trainings strengthening RBS in testing, metrology, conformity assessment, HR, management, standards production, product commercialisation, risk assessment, train the trainer.

2 0 1 5

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
SMMSS Support to Modernisation of Mongolia's Standardization System	Mongolia	30	The overall objective of the project is to improve capacities of the Government of Mongolia for better delivery of good quality public services. The specific objective is to support the initiative of the Government of Mongolia to adopt European principles, norms and standards relating to the first pillar "Free Movement of Goods" through institutional capacity building. The project provides Technical Assistance (TA) to the Mongolian authorities in modernising and improving the Mongolian standardisation system, with a view to improve product and food safety. The project is working closely at developing the Mongolian Agency for Standardization and Metrology (MASM).

2 0 1 4

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
INOGATE Technical Secretariat and integrated programme in support of the Baku Initiative and the Eastern Partnership energy objectives (EU-funded)	Armenia, Azerbaijan, Belarus, Georgia, Kazakhstan, Kyrgyzstan, Republic of Moldova, Tajikistan, Turkmenistan, Ukraine, Uzbekistan, ,	50	Supported with the creation and running of Technical Committees to harmonise gas and electricity standards with European standards EN, provision of training and coaching. The overall objective of the programme is to contribute to the progress of the INOGATE Partner Countries in the achievement of the Baku Initiative and the Eastern Partnership objectives. The programme supports a reduction in their dependency on fossil fuels and imports, an improvement of the security of their energy supply, and overall mitigation of climate change.
CEN-CENELEC Joint Working group for Education	Czech Republic, Croatia, Poland, Turkey, etc.	N.A.	BSI is an active participant in the European Joint Working Group on Education where good practice is shared about increasing awareness of standardization among students and educational bodies and thus increasing their involvement in standardization activities.

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
CEN-CENELEC Joint Working group for Education	Czech Republic, Croatia, Poland, Turkey, etc.	N.A.	BSI is an active participant in the European Joint Working Group on Education where good practice is shared about increasing awareness of standardization among students and educational bodies and thus increasing their involvement in standardization activities.

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
CEN-CENELEC Joint Working group for Education	Czech Republic, Croatia, Poland, Turkey, etc.	N.A.	BSI is an active participant in the European Joint Working Group on Education which has developed a model curriculum for all stages of education.

2 0 1 5

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
CEN-CENELEC Joint Working group for Education	Czech Republic, Croatia, Poland, Turkey, etc.	N.A.	BSI is an active participant in the European Joint Working Group on Education which has developed a model curriculum for all stages of education.

Reporting to DEVCO on technical assistance by DIN (GERMANY)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders		
2 0 1 4			
Activity / Project	Beneficiary countries	N° of persons trained	Results
Workshop for participants of the SIS ISO programme on standardisation	East Africa and South Asia Rwanda, Kenya, Uganda, Pakistan, Bangladesh, Sri Lanka, Vietnam, Indonesia	20	Participants trained how other NSBs work (DIN in this case) on national, regional and international level Information was given on standardization in the field of bio-energy

OUTPUT 4:	ISO members in developing countries strengthened at institutional level		
2 0 1 4			
Activity / Project	Beneficiary countries	N° of persons trained	Results
Global Business Exchange Programme (Funded by German government)	Columbia	14	Participants trained on quality infrastructure, especially on standards work of ISO in the fields of sustainability, environment and social responsibility; the tasks of DIN Environmental Protection Helpdesk were elucidated

2 0 1 4

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
Blended Learning Course on Quality Infrastructure for Sustainable Development	African countries	20	Project aimed at strengthening regional cooperation and collaboration among QI institutions; participants trained on fundamentals of standardization, economic impact of standardization, standards and technical regulation, conformity assessment, standards and national quality infrastructure and economic partnership agreements
Blended Learning Course on Quality Infrastructure for Sustainable Development	Middle East	23	Project aimed at strengthening regional cooperation and collaboration among QI institutions; participants trained on fundamentals of standardization, economic impact of standardization, standards and technical regulation, conformity assessment, standards and national quality infrastructure and economic partnership agreements

(project to continue in 2015) |

Reporting to DEVCO on technical assistance by EOS (EGYPT)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

2 0 1 4			
OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders		
Activity / Project	Beneficiary countries	N° of persons trained	Results
Training courses	Sudan	14	Building capacities in the field of inspection and testing methods for chemical products along with detection methods for some microbes and bacteria in food products and the resulting hazards in case of their existence in foods.

Reporting to DEVCO on technical assistance by GSA (GHANA)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

		2 0 1 4	
OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders		
Activity / Project	Beneficiary countries	N° of persons trained	Results
Training & calibration of measuring instruments	SON, Nigeria	1	Capacity built in the area of calibration & traceability of measuring Equipment to support accreditation of laboratories.
	NAFDAC, Nigeria	1	
	CEMO, Cote D'Ivoire	1	
	ENVAL, Cote D'Ivoire	1	
	Saint BIASA –Togo	1	Trained personnel in intermediate checks of the measuring instruments used. Process helps in assuring the accuracy of test results.
	Zaria state, Nigeria	1	
	CDC/CDG Aids laboratory - Cote D'Ivoire	6	

Reporting to DEVCO on technical assistance by ICONTEC (COLOMBIA)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

OUTPUT 3:	Awareness improved on the role and benefits of International Standards and their use. International Standards are therefore increasingly used		
Activity / Project	Beneficiary countries	N° of persons trained	Results
Support program for COPANT members NSBs	San Kitts y Nevis, Republica Dominicana, Cuba, Bolivia, Santa Lucia, Costa Rica, Chile, México, Surinam, Paraguay, Honduras, Perú, Brasil, México, Ecuador, Antigua, Barbuda, El Salvador	36	This activity was jointly carried out by COPANT, PTB (Germany) and ICONTEC. Topics concerning experience on international standardization, problems in international standardization work, and strategies to improve participation by COPANT smallest countries in international standardization were discussed.

2 0 1 4

OUTPUT 4:	ISO members in developing countries strengthened at institutional level		
Activity / Project	Beneficiary countries	N° of persons trained	Results
ISO Institutional Strengthening Project for INEN and COPANIT	Panama, Ecuador	3	Topics concerning methodology developed by ICONTEC as to national standardization and its participation in regional and international standardization.

2 0 1 4

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Framework Agreement for cooperation between Secretariat of Economy, represented by the Standards General Director and ICONTEC	México		Increase of technical exchange and cooperation between the two parties in order to achieve a higher harmonization of standards published by both institutions, which will facilitate access to markets and reduce Technical Barriers to Trade.
Framework Agreement for cooperation between Costa Rica Technical Standards Institute (INTECO) and ICONTEC	Costa Rica, Colombia		Facilitation and strengthening cooperation and collaboration between INTECO and ICONTEC concerning standardization and where their corresponding mandates and activities may be of mutual interest, in order to increase competitiveness of institutions and to improve Colombia and Costa Rica development.

Reporting to DEVCO on technical assistance by IRAM (ARGENTINA)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

2 0 1 4			
OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders		
Activity / Project	Beneficiary countries	N° of persons trained	Results
Seminar "ISO 22000. Food Safety Management Systems"	Bolivia	50	Objectives: Increase the knowledge of professionals working in the food sector in Bolivia, about the benefits of implementing a food safety management system according to ISO 22000. Emphasis was placed on the requirement of the standard and the benefits of implementation.

Comments:

1. In general, it was evidenced a very good level of previous knowledge of the participants.
2. The participation was very good, showing specific and targeted questions on their experiences.
3. It was worked in the harmonization of standard criteria.
4. The experiences presented (certified organizations, and professionals in the food sector), showed a very good understanding of standard requirements.

Reporting to DEVCO on technical assistance by ISIRI (IRAN)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

2 0 1 4

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
Training course on hallmarking of gold and precious metals	Iraq	5	It is expected this course can provide knowledge on testing methods of gold and other precious metals

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Training courses on food standards	Kuwait	4	Getting more familiar with use of standards in food industries

Reporting to DEVCO on technical assistance by KATS (KOREA REPUBLIC OF)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

Korean Agency for Technology and Standards (KATS), National Standards Body of the Republic of Korea, has been implementing the International Standards Infrastructure Cooperation Program (ISCP) since 2010 in cooperation with the Korean Standards Association (KSA), designed to facilitate cooperation with the Asian, African, Middle Eastern and Latin American regions and enhance their national standards competence by sharing our experience and knowledge, and also by exploring cooperative potentials. The ISCP offers comprehensive programs from in-depth consultation (NSCAF), training workshops for our partners based on Korea's experiences in the fields of standardization, conformity assessment and metrology with the expectation that all our partner countries would be benefited equally and reciprocally.

According to the ISO Action Plan for Developing Countries, our activities which were carried **out successfully from late 2013 to early 2014** and to be done later are as follows, which are related to output 2, 4, 5 and 6. Please note that some of the activities are in consultation with partner countries. Moreover, it is a bit hard to describe cooperative plans in this document as further discussion with partner countries is required.

2 0 1 3

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
ISCP Cooperation Program with Ecuador : National Quality System Development (November, 2013)	Ecuador	15	Followed by the feedback on the first program with Ecuador in 2012, KATS, in cooperation with KOICA, will invite experts from Ecuador once again to share and expertise aiming at standards capacity.
ISCP Cooperation Program with Peru : Establishment of Certification Scheme for Electrical Appliances (December, 2013)	Peru	2	In line with the ISCP Joint In-depth Project with Peru which has been implementing since 2011, KATS invited the Peruvian experts at working-level to share experiences and know-how aimed at enhancing conformity assessment capacity via on-the-job-training (OJT), which is a customized program.

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
ISCP Cooperation Program with Algeria : Quality Control of Food and Industrial Products (August, 2014)	Algeria	15	KATS, in cooperation with KOICA, will invite experts from Algeria to share experiences and know-how aimed at enhancing standards and national quality system capacities, especially in the fields of food and industrial products.
ISCP Cooperation Program with Palestine : Standardization and Conformity Assessment System Development (October, 2014)	Palestine	15	Followed by the feedback on the first program with Palestine of last year, KATS, in cooperation with KOICA, will invite experts from Palestine to share experiences and know-how aimed at enhancing standards and conformity assessment capacities.

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
ISCP Cooperation Program with CIS Region : How to Strengthen National Standards Infrastructure (October, 2014, TBD)	NSBs from CIS Region (Azerbaijan, Kazakhstan, Turkmenistan, Uzbekistan)	about 12 (TBD)	KATS will invite experts from CIS countries to share experiences and know-how aimed at enhancing standardization, quality management, conformity assessment and metrology capacities.
ISCP Cooperation Program with Latin American Region : How to Strengthen Capacities for Standardization, Conformity Assessment and Metrology (November, 2014)	NSBs from Latin American Region (TBD) *Participating countries are to be determined among the partner countries participated in the ISCP Program.*	TBD	KATS will invite experts at working-level from Latin American region, especially for the partner countries participated in the ISCP program such as Peru, Bolivia, etc. to explore cooperative potentials and develop joint projects. This program will cover standardization, conformity assessment and metrology and be carried out in parallel. Moreover, all of the activities will include lectures, study tour or technical practices, expecting that partner countries' capacities will be strengthened by sharing our experiences and expertise.

2 0 1 3

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
ISCP Joint In-depth Cooperation Project: Consultation on How to Establish Product Certification Scheme in Electrical and Electronics	Peru	Relevant organizations and stakeholders in Peru, including INDECOPI	As an on-going project, KATS dispatched an expert to INDECOPI for long-term period in order to provide consultation for establishing product certification scheme, which would be beneficial and helpful for Peru to develop their own scheme.

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

2 0 1 3

Activity / Project	Beneficiary countries	N° of persons trained	Results
ISCP Joint In-depth Cooperation Project: How to Establish National Metrology System and v-Mark Certification System	Vietnam	Relevant organizations and stakeholders in Vietnam, including STAMEQ	As a follow-up activity of NSCAF in 2012, KATS and STAMEQ agreed to cooperate in the field of metrology expecting that strengthening related infrastructure and capacities of STAMEQ, thereby leading to strengthen competitiveness of Vietnamese industry and boost national economic development.
ISCP Joint In-depth Cooperation Project: Joint Comparative Study on National Standards of Korea and Vietnam	Vietnam	Relevant organizations and stakeholders in Vietnam, including STAMEQ and Ministry of Construction	Mutually recognizing that standards play key role in facilitating global trade, a joint project aiming at strengthening national industrial competitiveness has been carrying out by studying and analyzing national standards of Korea and Vietnam, especially in the fields of construction, metal and machinery. Based on the results, standards drafts are to be developed jointly.
ISCP Joint In-depth Cooperation Project: How to Strengthen Conformity Assessment ad Testing Capacities in the field of Construction	Mongolia	MASM, Construction Development Center of Mongolia(CDC) and other related organizations	Followed by the visits in 2012, KATS and MASM agreed to develop and carry out in-depth project aimed at strengthening cooperative relationship and testing capacities of Mongolia.

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
ISCP Joint Project : National Standards Capability Assessment Framework (NSCAF*) * *NSCAF is a key tool developed by Korea in order to identify and explore cooperative potentials in the fields of standardization, conformity assessment and metrology.*	Ecuador	Senior and middle management personnel of INEN (NSB of Ecuador), OAE and Ministry of Industry and Productivity(MIPRO)	Based on the in-depth discussion and joint analysis results among experts of Korea and Ecuador in Quito, NSCAF report including recommendation on how to strengthen their standards infrastructure is to be developed, which is expected to be a good reference to explore activities to cooperate forward.
ISCP Joint In-depth Cooperation Project: Consultation on How to Establish Product Certification Scheme in Electrical and Electronics	Peru	Relevant organizations and stakeholders in Peru, including INDECOPI	As an on-going project, KATS has dispatched an expert to INDECOPI for long-term period in order to provide consultation for establishing product certification scheme, which would be beneficial and helpful for Peru to develop their own scheme.
ISCP Joint In-depth Cooperation Project: How to Establish National Metrology System and V-Mark Certification System	Vietnam	Relevant organizations and stakeholders in Vietnam, including STAMEQ	As an on-going project, KATS and STAMEQ are cooperating in the field of metrology expecting that strengthening related infrastructure and capacities of STAMEQ, thereby leading to establish advanced metrology system and Strengthen competitiveness of Vietnamese industry.
ISCP Joint In-depth Cooperation Project: Joint Comparative Study on National Standards of Korea and Vietnam	Vietnam	Relevant organizations and stakeholders in Vietnam, including STAMEQ and Ministry of Construction	As an on-going project, KATS and STAMEQ continue to cooperate to carry out comparative analysis of national standards of Korea and Vietnam in the fields of construction, metal and machinery.

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
ISCP Joint In-depth Cooperation Project: How to Strengthen Conformity Assessment ad Testing Capacities in the field of Construction	Mongolia	MASM, Construction Development Center of Mongolia(CDC) and other related organizations	As an on-going project, KATS and MASM are in the process of developing and carrying out in-depth project aimed at strengthening cooperative relationship and testing capacities of Mongolia. KATS invited experts to enhance standards and conformity assessment capacities in April.
ISCP Joint In-depth Cooperation Project: Establishment of Korea-Brazil Technology Cooperation Center	Brazil	Relevant organizations and stakeholders in Brazil, including INMETRO	KATS and INMETRO agreed to explore cooperative potentials in the fields of standardization, conformity assessment and metrology. For more effective and productive cooperation, Korea-Brazil Technology Cooperation Center is to be opened in September and a Korean expert was dispatched for a long-term period.
ISCP Joint In-depth Cooperation Project: Establishment of Standards and Metrology System in Bolivia	Bolivia	IBNORCA and IBMETRO	As a follow-up activity of NSCAF in 2013, KATS, in close cooperation of KOICA, did feasibility study by visiting IBNORCA and IBMETRO. This joint project aiming at establishing national standards metrology system is to be launched next year.

OUTPUT 5: Regional cooperation strengthened

2 0 1 3

Activity / Project	Beneficiary countries	N° of persons trained	Results
ISCP Cooperation with GSO in the field of Metrology (September, 2013)	GSO and its 6 Members (Bahrain, Kuwait, Oman, Saudi Arabia, UAE, Yemen)	13	According to the Action Plan between KATS and GSO, KATS invited working-level experts from GSO members to share experiences and expertise, thereby strengthen their capacities and encourage cooperation at regional level.
Establishment of Cooperative Relationship with COPANT	All COPANT Members	-	Recognizing the importance of cooperation with regional standards organizations for more effective cooperation, KATS and COPANT signed MOU to cooperate in the fields of standardization and conformity assessment.
ISCP Joint In-depth Cooperation Project: with ARSO African Regional Standards(ARS) Harmonization	All ARSO Member States	-	Based on the agreement between ARSO and KATS and recognizing the importance of regional standards, analysis of ARSs in 7 areas - a) Basic and General, b) Building & Civil Engineering, c) Mechanical Engineering, d) Chemical Engineering, e) Electro-technology, f) EMS, g) Energy & Natural Resources- was jointly done by KATS and ARSO. As results, drafts of ARSs to be revised were developed in harmonization with International Standards. They are to be circulated to ARSO members for comments by ARSO Central Secretariat.

2 0 1 4

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
ISCP Cooperation with GSO in the field of Chemical Metrology (May, 2014)	7 GSO members (Bahrain, Kuwait, Oman, Saudi Arabia, UAE, Yemen, Qatar)	12	According to the Action Plan between KATS and GSO, KATS invited working-level experts from GSO members to share experiences and expertise, thereby strengthen their capacities and encourage cooperation at regional level.
ISCP Joint In-depth Cooperation Project: with ARSO African Regional Standards(ARS) Harmonization	All ARSO Member States	-	Followed by the feedback on the first joint project with ARSO of last year, it was agreed to follow up its results. As its first step, ARSO Central Secretariat will select priority areas and circulate relate ARS drafts to the Members for comments to reach consensus.

2 0 1 3

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
ISO/KATS Regional Workshop on Standardization Education for the African Region (November, 2013)	ISO members in the African Region	about 40	KATS, in collaboration with ISO, organized a "Korean Day" to share experience and expertise on standardization education system- from primary to university- with participated countries.

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Sharing Standardization Education Text Books in the English Version	All ARSO Member States	-	Upon requests from ARSO members, KATS, in cooperation with KSA, will share teaching tools for standardization education, text books for primary school and university, promotional video clip, etc. They will be shared with its members under the management of ARSO Central Secretariat.
	All COPANT Members	-	Upon requests from COPANT members, KATS, in cooperation with KSA, will share teaching tools for standardization education, text books for primary school and university, promotional video clip, etc. They will be shared with its members under the management of COPANT Central Secretariat.
ISO/KATS Regional Workshop on Standardization Education for Eastern Europe / Central Asia regions (October, 2014)	ISO members In Eastern Europe / Central Asia regions	about 40	KATS, in collaboration with ISO, will organize a "Korean Day" to share experience and expertise on standardization education system- from primary to university- with participated countries.

Reporting to DEVCO on technical assistance by SCC (CANADA)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Strengthening the standards development system	Mongolia (MASM)	1	Provide training on standards development and accreditation of standards development organizations (scheduled for October to December 2014)
Strengthening the standards development system	Malaysia	TBD	Continuation of a project held in 2008 aimed at exchanging knowledge of the Canadian standards development system to Malaysian standards developers. The Malaysian NSB is now looking to gain knowledge to develop a framework where oversight is provided to the Malaysian agencies that develop standards in similar manner that SCC has oversight over the SCC-accredited SDOs
Strengthening the conformity assessment infrastructure of Colombia, Peru, Honduras and the CARICOM region	Colombia, Peru, Honduras and the CARICOM Region (Antigua and Barbuda, The Bahamas, Barbados, Belize, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Saint Lucia, St. Kitts and Nevis, St. Vincent and the Grenadines, Suriname, Trinidad and Tobago and CARICOM Regional Organization for Standards and Quality (CROSQ))	70 people attended the workshop hosted by SCC on April 24th 2014	This sub-project aims to strengthen the standardization systems of CATRTA focus countries, by helping them build a strong conformity assessment infrastructure to better comply with the Technical Barriers to Trade (TBT) requirements in Canada's Free Trade Agreements (FTAs) with Colombia, Honduras and Peru, and those in the FTA currently being negotiated with the CARICOM region. Canada's FTAs with CATRTA focus countries contain provisions that require the incorporation of obligations from the World Trade Organization (WTO) Technical Barriers to Trade Agreement (TBT), including a number of requirements designed to ensure that Conformity Assessment Bodies (CABs) make use of international conformity assessment standards and work to harmonize conformity assessment procedures. These obligations help to reduce redundant and duplicate testing procedures and thereby reduce trade barriers

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Action plan for the Strengthening the conformity assessment infrastructure imitative	Colombia, Peru, Honduras and the CARICOM Region (Antigua and Barbuda, The Bahamas, Barbados, Belize, Dominica, Grenada, Guyana, Haiti, Jamaica, Montserrat, Saint Lucia, St. Kitts and Nevis, St. Vincent and the Grenadines, Suriname, Trinidad and Tobago and CARICOM Regional Organization for Standards and Quality (CROSQ))	-	Development of action plan and on-going advice pertaining to the feedback provided from the workshop and summarize key deliverables.
Creation of a Terminology Management System (TMS) with Colombia, Fall 2014	ICONTEC – Colombia	TBD	Assisting ICONTEC with the development of a terminology management system

2 0 1 5

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Strengthening the standards development system	More than 75 member countries of Réseau Normalisation et Francophonie (RNF) spread over three continents.	TBD	The support of the RNF network aims to strengthen the standardization systems of countries who are members of RNF by helping them build a strong understanding of the ISO standardization system and facilitate their involvement in technical committee work

2 0 1 4		
OUTPUT 3:	Awareness improved on the role and benefits of International Standards and their use. International Standards are therefore increasingly used	
Activity / Project	Beneficiary countries	N° of persons trained	Results
Strengthening the standards development system	Malaysia	TBD	Increased awareness of the important link that international standards development provides.

Reporting to DEVCO on technical assistance by SIS (SWDEN

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

2 0 1 4

OUTPUT 1:   Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons trained	Results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.	Burundi, Kenya, Rwanda, Tanzania, Uganda	600	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and*

2 0 1 4

OUTPUT 1:   Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons trained	Results
The ECOWAS-project: (the Economic Community of West African States) Starting up of a joint project initiated by ARSO, ECOWAS and SIS with regional capacity trainings that aims at strengthening the capacity of the ECOWAS region to influence and make more use of the ISO and ARSO systems.	The sixteen countries of Benin, Burkina Faso, Cape Verde, Gambia, Ghana, Guinea, Guinea-Bissau, Ivory Coast, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone and Togo	30-45	Short-term outcome over project period: • Enhanced knowledge and experience on international standard setting processes among National Standardisation Bodies (NSB) and other involved stakeholders in the ECOWAS region Medium-term, after conclusion of project: • Enhanced capacity and involvement of ECOWAS stakeholders** in ARSO and ISO standard setting processes. Long-term, Impact (in over ten years' time): • Increased influence of ECOWAS region on ARSO and ISO standards • Increased use and harmonisation of ECOWAS and ARSO standards • Improved intra-African and global market access for the ECOWAS • Improved economic integration within ECOWAS • Improved integration of the ECOWAS in the Continental Free Trade Area • ISO standards will be a basis for adoption of regional and national standards as well as development of national legislation in ECOWAS • Improved stakeholder driven standardisation process within ECOWAS • Increased Global Relevance*** of ISO standards
Trade Promotion through Standardisation in the SESA region: The project aims to increase the active participation of the SESA countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This will be done by focusing on two components within international standardisation - standard setting and standard implementation using	South and South East Asia (SESA) region Bangladesh, Cambodia, Indonesia, Laos, Nepal, Pakistan, Sri Lanka, Vietnam	600	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3**

2 0 1 4

OUTPUT 1: Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons trained	Results
two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" as a case study.			*Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*

2 0 1 5

OUTPUT 1: Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on	Burundi, Kenya, Rwanda, Tanzania, Uganda	600 (depending	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective*

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OUTPUT 1:		Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
two ISO standards as case studies. ● Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. ● Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.		on funding)	*participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*
The ECOWAS-project: (the Economic Community of West African States) A joint project initiated by ARSO, ECOWAS and SIS with regional capacity trainings that aims at strengthening the capacity of the ECOWAS region to influence and make more use of the ISO and ARSO systems.	The sixteen countries of Benin, Burkina Faso, Cape Verde, Gambia, Ghana, Guinea, Guinea-Bissau, Ivory Coast, Liberia, Mali, Mauritania, Niger, Nigeria, Senegal, Sierra Leone and Togo	100	Short-term outcome over project period: ● Enhanced knowledge and experience on international standard setting processes among National Standardisation Bodies (NSB) and other involved stakeholders in the ECOWAS region Medium-term, after conclusion of project: ● Enhanced capacity and involvement of ECOWAS stakeholders** in ARSO and ISO standard setting processes. Long-term, Impact (in over ten years' time): ● Increased influence of ECOWAS region on ARSO and ISO standards ● Increased use and harmonisation of ECOWAS and ARSO standards ● Improved intra-African and global market access for the ECOWAS ● Improved economic integration within ECOWAS

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OUTPUT 1: Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
			• Improved integration of the ECOWAS in the Continental Free Trade Area • ISO standards will be a basis for adoption of regional and national standards as well as development of national legislation in ECOWAS • Improved stakeholder driven standardisation process within ECOWAS • Increased Global Relevance*** of ISO standards
Trade Promotion through Standardisation in the SESA region: The project aims to increase the active participation of the SESA countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This will be done by focusing on two components within international standardisation - standard setting and standard implementation using two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS	South and South East Asia (SESA) region Bangladesh, Cambodia, Indonesia, Laos, Nepal, Pakistan, Sri Lanka, Vietnam	600	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and*

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OUTPUT 1: Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
14067 Carbon footprint of products" as a case study.			*Strengthened ability to disseminate the knowledge.*

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard	East African Community (EAC) region: Burundi, Kenya, Rwanda, Tanzania, Uganda	600	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement*

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OUTPUT 2:	Capacity built in standardization and related matters for ISO members and their stakeholders		
implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.			*ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*
Trade Promotion through Standardisation in the SESA region: The project aims to increase the active participation of the SESA countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This will be done by focusing on two components within international standardisation – standard setting and standard implementation using two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" as a case study.	South and South East Asia (SESA) region Bangladesh, Cambodia, Indonesia, Laos, Nepal, Pakistan, Sri Lanka, Vietnam	600	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.	Burundi, Kenya, Rwanda, Tanzania, Uganda	600 (depending on funding)	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.			

2 0 1 5

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.			

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.	East African Community (EAC) region: Burundi, Kenya, Rwanda, Tanzania, Uganda	600	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*
Trade Promotion through Standardisation in the SESA region: The project aims to increase the active participation of the SESA countries in international standardisation as a mean to access global markets and	South and South East Asia (SESA) region		**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1**

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This will be done by focusing on two components within international standardisation - standard setting and standard implementation using two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" as a case study.	Bangladesh, Cambodia, Indonesia, Laos, Nepal, Pakistan, Sri Lanka, Vietnam	600	*Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*

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OUTPUT 4: ISO members in developing countries strengthened at institutional level			
Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.	East African Community (EAC) region: Burundi, Kenya, Rwanda, Tanzania, Uganda	600 (depending on funding)	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*
Trade Promotion through Standardisation in the SESA region: The project aims to increase the active	South and South East Asia (SESA)		**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes*

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
participation of the SESA countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This will be done by focusing on two components within international standardisation - standard setting and standard implementation using two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" as a case study.	region Bangladesh, Cambodia, Indonesia, Laos, Nepal, Pakistan, Sri Lanka, Vietnam	600	*and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*

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OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
Trade Promotion through Standardisation in the EAC region: The project aims to increase the active participation of the EAC countries in international standardisation as a mean to access global markets and take greater part in international trade, by building capacity within in the field of standardisation. The capacity building involves national and international processes to develop, implement and use international standards. This has been done by focusing specifically on two ISO standards as case studies. • Building capacity on standard setting, using the development process of the upcoming ISO standard "ISO 13065 Sustainability criteria for bioenergy" as a case study. • Building capacity on standard implementation, using the implementation process of "ISO/TS 14067 Carbon footprint of products" and other LCA standards as a case study. However, also other standards are dealt with and sponsorship to other committees takes place. In total, about 30 national and regional activities are to be carried during the year and participation to about 10 ISO committees will be sponsored.	East African Community (EAC) region: Burundi, Kenya, Rwanda, Tanzania, Uganda	600	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*
The ECOWAS-project: (the Economic Community of West African States)	The sixteen countries of Benin, Burkina Faso,		Short-term outcome over project period: • Enhanced knowledge and experience on international standard setting processes among National Standardisation Bodies (NSB) and other involved stakeholders in the ECOWAS region

OUTPUT 5: Regional cooperation strengthened

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Activity / Project	Beneficiary countries	N° of persons trained	Results
A joint project initiated by ARSO, ECOWAS and SIS with regional capacity trainings that aims at strengthening the capacity of the ECOWAS region to influence and make more use of the ISO and ARSO systems.	Cape Verde, Gambia, Ghana, Guinea, Guinea-Bissau, Ivory Coast, Liberia, Mali, Mauritania, Niger, Nigeria, Senegal, Sierra Leone and Togo	30-45	Medium-term, after conclusion of project: • Enhanced capacity and involvement of ECOWAS stakeholders** in ARSO and ISO standard setting processes. Long-term, Impact (in over ten years' time): • Increased influence of ECOWAS region on ARSO and ISO standards • Increased use and harmonisation of ECOWAS and ARSO standards • Improved intra-African and global market access for the ECOWAS • Improved economic integration within ECOWAS • Improved integration of the ECOWAS in the Continental Free Trade Area • ISO standards will be a basis for adoption of regional and national standards as well as development of national legislation in ECOWAS • Improved stakeholder driven standardisation process within ECOWAS • Increased Global Relevance*** of ISO standards

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OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
The EAC programme above has a strong regional element both in terms of regional coordination, exchanges and strategizing on involvement in ISO and use of ISO standards.	East African Community (EAC) region: Burundi, Kenya, Rwanda, Tanzania, Uganda	600 (depending on funding)	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards.* **Short-term outcome 1** *Enhanced competence among NSBs in the EAC region in leading and execution of national and international standard setting processes through national public-private partnerships.* **Short-term outcome 2** *Enhanced competence among EAC region stakeholders for effective participation in national and international standard setting processes.* **Short-term outcome 3** *Strengthened competence among NSBs and other relevant government institutions to support the implementation process of ISO 14067, Carbon Footprint of products.* **Short-term outcome 4** *Strengthened competence among selected companies to implement ISO14067, Carbon Footprint of products.* **Short-term outcome 5** *Strengthened competence among programme participants on the ISO 14067 Carbon Footprint implementation process and Strengthened ability to disseminate the knowledge.*
The ECOWAS-project: (the Economic Community of West African States) A joint project initiated by ARSO, ECOWAS and SIS with regional capacity trainings that aims at strengthening the capacity of the ECOWAS region to influence and make more use of the ISO and ARSO systems. This will	The fifteen countries of Benin, Burkina Faso, Cape Verde, Gambia, Ghana,	35-40 (depending on funding)	**Medium-term outcome** *Enhanced capacity of EAC stakeholders in ISO standard setting processes and implementation of life-cycle assessment ISO standards. The link between regional and ISO standards is an important component.*

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OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
link ISO standards directly to ECOWAS and ARSO regional standardisation	Guinea, Guinea-Bissau, Ivory Coast, Liberia, Mali, Niger, Nigeria, Senegal, Sierra Leone and Togo		
Through the above mentioned "SESA" project, regional cooperation (in particular in the ASEAN region will have been strengthened)		Through ASEAN	

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
As part of the component on LCA and CFP in the EAC project mentioned above, universities have been engaged in four countries and a couple of them have already reached quite far in looking at integrating LCA standards in its curricula.	East African Community (EAC) region: Burundi, Kenya, Rwanda, Tanzania, Uganda	100	LCA standards to be included in curricula at least two universities in two countries.

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
The work on including LCA standards in the educational curricula will be continued.	East African Community (EAC) region: Burundi, Kenya, Rwanda, Tanzania, Uganda	100	LCA standards included in curricula at least two universities in two countries. Educational modules on the same has been planned for.

Reporting to DEVCO on technical assistance by SPRING SG (SINGAPORE)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

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OUTPUT 1: Increased participation in ISO technical work

Activity / Project	Beneficiary countries	N° of persons trained	Results
Funds in Trust (FiT)	As designated by ISO		Singapore's contribution of 4% of our subscription fees to the FiT provided opportunities for standards developers from developing countries to participate in meetings and regional workshops which improved their capabilities in standardisation work.

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Infrastructure and Standards Forum (co-organised with ISO Central Secretariat)	China, India, Indonesia, Japan, Korea, Malaysia, Philippines, Thailand, Viet Nam and more	Targeted at 150 Target audience include: government agencies, city mayors, developers and consultancy firms	Co-organise the twinning infrastructure event in Singapore. Participants will deliberate on the roles of international standards in national and global infrastructure development, and also as a platform of innovative and efficient delivery and operation of infrastructure projects. As participants recognise the benefits of introducing standards to the field of infrastructure, they could be more active in their standardisation efforts and reap the benefits of standards as global solutions.

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

2 0 1 4

Activity / Project	Beneficiary countries	N° of persons trained	Results
Global Workshop on Assessing the Economic Benefits of Standards & International Conference on the Benefits of Standards	26 countries - Australia, Bangladesh, Bhutan, Cambodia, China, Ecuador, Fiji, Ghana, Indonesia, Israel, Jamaica, Kazakhstan, Malaysia, Myanmar, Namibia, Nepal, Philippines, Saudi Arabia, South Africa, Sudan, Sweden, Switzerland, Turkey, UK, US and Yemen	88 participants	Provided support to the ISO Regional Office by inviting facilitators and speakers (e.g. for the Opening Remarks and presentation on case studies) for the workshop. Representatives from NSBs and industry were educated on the processes of quantifying the economic benefits of standards through case studies. Various presentations on real-life case studies/examples at the conference provided insights into how international and national standards have benefitted industry and economies through increase in productivity and market access.

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

2 0 1 4

Activity / Project	Beneficiary countries	N° of persons trained	Results
ISO Institutional Strengthening (INS) Project - an onsite Stakeholders Engagement Workshop to be organised by MSTRD in Myanmar	Myanmar	Beneficiaries include: - Government agencies/regulators - NSB (MSTRD) - Industry	The stakeholder engagement workshop will help strengthen MSTRD at the institutional level and aid them in their stakeholder engagement and stakeholders' participation in international standardisation work.

OUTPUT 4:	ISO members in developing countries strengthened at institutional level	
Activity / Project	Beneficiary countries	Nº of persons trained	Results

OUTPUT 4:	ISO members in developing countries strengthened at institutional level		
Activity / Project	Beneficiary countries	Nº of persons trained	Results
Bilateral Institutional Strengthening Programme	Mongolia	25 members from the Mongolian Agency for Standardization and Metrology, Ministry of Education and Science as well as management staff from the university	Through a three-day programme which includes study visits to SPRING SG, ISO Regional Office and other Standards Development Organisations, Mongolian standards developers and stakeholders will be offered an overview of the standardisation, capacity building and R&D efforts of Singapore as well as gain deeper insights into the benefits of adopting standards such as ISO 9001.

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OUTPUT 4:	ISO members in developing countries strengthened at institutional level		
Activity / Project	Beneficiary countries	Nº of persons to be trained	Expected results
INS Project - an attachment in SPRING Singapore	Myanmar	Beneficiaries will include: - Government agencies/regulators - NSB (MSTRD) - Industry	Myanmar and Singapore will be reviewing the work programme in 2014 before embarking on the work programme for 2015. This will help refine the INS project to better tailor it to Myanmar's needs/priority areas. Through the attachment at SPRING Singapore, MSTRD could gain a better understanding of Singapore's standardisation structure (governance structure, rules and procedures, and legal issues) as well as our standardisation development process (different stages of standards development – including the planning and setting up of technical committees and working groups).

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OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
Cooperation with ASEAN	ASEAN member states		ASEAN has embarked on a number of initiatives to address non-tariff barriers, which include harmonisation with international standards and development of mutual recognition agreements, based on international conformity assessment systems. To this end, ASEAN has been leveraging on ISO standards for certain sectors identified for harmonisation of standards and working with the ISO Regional Office in Singapore to support the standards harmonisation efforts in ASEAN.
Cooperation with PASC	PASC members		PASC has put in much effort in building up the capacity of member countries to participate in international standardisation more effectively. Through fostering close cooperation with ISO and drawing on the expertise and resources which ISO offers i.e. funding, training, ISO Regional Office, PASC aims to facilitate and enhance its members' participation and contributions to international standardisation, as well as augment their opportunities to be represented in leadership and governance positions in ISO.

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OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Cooperation with ASEAN	ASEAN member states		ASEAN will continue its harmonisation efforts with ISO standards to achieve the ASEAN Economic Community's goal of regional economic integration.
Cooperation with PASC	PASC members		PASC will further engage WTO-TBT on trade disputes due to the lack of international standards and further strengthen cooperation among the three international standardisation bodies – ISO, IEC and ITU-T.

Reporting to DEVCO on technical assistance by STAMEQ (VIET NAM)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

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

Activity / Project	Beneficiary countries	N° of persons trained	Results
Project: Trade capacity-building in the Mekong Delta countries of Cambodia and Lao People's Democratic Republic through strengthening institutional and national capacities related to standards, metrology, testing and quality (SMTQ) Phase III	Cambodia	05	Creation of quality awareness and development of national quality award

Reporting to DEVCO on technical assistance by TTBS (TRINIDAD AND TOBAGO)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

2 0 1 4

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons trained	Results
10th EDF Project – To become the reference lab for temperature in the Caribbean Region	Caricom Countries	3	We are in the process of establishing the temperature standard laboratory. Equipment was purchased. Two staff members went to the Korean Metrology Institute for temperature training.

2 0 1 5

OUTPUT 5: Regional cooperation strengthened

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
10th EDF Project – To become the reference lab for temperature in the Caribbean Region	Caricom Countries	3	To be established as the Caribbean Reference Laboratory for Temperature and have that recognition by April 2015.

Reporting to DEVCO on technical assistance by UNMZ (CZECH REPUBLIC)

DEVCO meeting, 9 September 2014, Rio de Janeiro, Brazil

2 0 1 4

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

Activity / Project	Beneficiary countries	N° of persons trained	Results

Reinforcement of the Lebanese Private Sector Competitiveness; Quality Component: Strengthening of Quality Management, Capabilities and Infrastructure in Lebanon (in consortium with British Standards Institution – BSI)	Lebanon	In total more than 1000 people trained or benefited from whole project including standardization activities	**_Conformity Assessment Bodies_**
			• Provide technical support and set an action plan promoting the development of conformity assessment bodies.
			• Set an action plan to support laboratories to become ready for assessment.
			• Appoint an existing competent laboratory and/or inspection body and/or certification body as a notified and/or designated body, in particular for the selected EC Directives in Priority sectors of the Lebanese ACAA Action Plan; such as the Industrial Research Institute (IRI), LIBNOR Certification Body, Advanced Construction Testing Services (ACTS), etc.
			▪ Technically support the preparation of a notifying authority in accordance with the draft Law on Technical Regulations and Conformity Assessment. Ref: New approach Notified Bodies EN45000 series of standards; New and Global Approach.
			
			Metrology
			▪ Draft implementing decrees for the new Law on Metrology and train national legal metrology experts, to enforce the new Metrology regulations.
			
			Standardisation
			▪ Transpose the Lebanese standards in the 3 priority sectors, namely: _Low voltage_ (Directive 73/23/EEC, as amended- New Approach), _Construction Products_ (Directive 89/106/EEC, as amended- New Approach) and _Pressure equipment_ (Directive 87/404/EEC- New Approach, Directive 97/23/EC, as amended- New Approach, and Directive 1999/36/EC, as amended- based on some principles of the New Approach), in accordance with relative EU Directives.
			▪ LIBNOR capacities are built to allow technical ability to become a member of IEC and CENELEC.
			▪ LIBNOR's role in the Lebanese quality infrastructure is strengthened.
			
			Technical/Trade Information Centre
			▪ Strengthened and technical support towards a fully operational National Technical/Trade Information Centre to offer trade services and information to exporters/importers, especially in:
			  ○ Support the set up of online tool (a website) providing information on market access conditions in the EU and in the Southern ENPI countries in line with the Europe Help Desk.
			  ○ Gathering information from the relevant stakeholders to feed the website with the involvement of designated focal points.
			
			Market Surveillance
			Support the Market Surveillance functions towards approximation with EU best practices in line with EU Regulation (EC) No 765/2008 of the European Parliament and of the Council of 9 July 2008, setting out the requirements for accreditation and market surveillance relating to the marketing of products and repealing (EEC) No 339/93.

2 0 1 5

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

Activity / Project	Beneficiary countries	N° of persons to be trained	Expected results
Support for the modernization of Mongolia's standardization system (in consortium led by British Standards Institution – BSI)	Mongolia	In total more than 1000 people trained or benefitted from capacity building activities and quality of the programmes implemented (project end)	■ A national quality policy and a national quality programme in place, managed by the working group under the Deputy Prime Minister, which is actively supported and implemented by all stakeholders. ■ The provisions of Directive 2001/95/EC of the European Parliament and of the Council of 3 December 2001 on general product safety and of Directive 1999/34/EC of the European Parliament and of the Council of 10 May 1999 amending Council Directive 85/374/EEC on the approximation of the laws, regulations and administrative provisions of the Member States concerning liability for defective products are transposed into Mongolian legislation. ■ The legal framework for the quality infrastructure in place, ensuring institutional separation of the regulatory, standardisation, accreditation and conformity assessment functions. ■ MASM is able to operate as a WTO compliant national standards body. ■ The national accreditation body being able to operate according to ISO 17011 (general requirements for bodies providing assessment and accreditation of conformity assessment bodies) and that it has carried out first (joint) accreditations in the priority sectors. ■ A market surveillance body and the transition from state technical inspection towards market surveillance is established. ■ A first set of product regulations being is in place.
Capacity building of national infrastructure in standardization for improvement of Energy Efficiency in buildings in Bosnia and Herzegovina	Bosnia and Herzegovina	In total more than 100 people trained or benefited	■ Translation of all 57 parts of Eurocodes and publishing them. ■ Finish and publish the national annexes of EN 1991 – (10 parts) what will include education and training of the experts, tasks related preparation of necessary data and documents (making of all necessary maps), etc. ■ Establish of an accredited Conformity Assessment body for construction products in BAS (what will include software to follow certification process, certification of BAS according to ISO 27001, education of BAS staff regarding Conformity Assessment activities, etc…).

ITEM 10   Lessons learnt from the implementation of the Action Plan 2011-2015 (panel session)

1.   INTRODUCTION

This year's ISO General Assembly and DEVCO meetings are taking place at a time when a consultation is under way to develop and define ISO's strategy for the period 2016-2020. The consultation document that members will have received stresses the need to build on ISO's strong base and successes, while at the same time identifying and accommodating future trends, driving factors and risks that might have an effect on ISO and its members. The Action Plan for developing countries is an integral part of ISO's strategic planning, and therefore needs to be revised in line with ISO's other activities.

In outlining what would constitute a successful ISO in the year 2020, the consultation document draws on some of the key achievements of ISO and outlines a number of statements that indicate what ISO should be accomplishing by 2020. One of these statements makes it clear that ISO will **continue its commitment to providing support for its developing country members**, by:

• *Ensuring the development dimension of international standardization remains a key strategy of the ISO system; and*

• *Pursuing initiatives to develop capacity and continually improve the performance of developing countries that are focused, highly effective and delivered under an innovative Action Plan for developing countries that responds to clear needs.*

In the consultation document, members are asked to consider and comment in an online survey on the following:

How should the ISO Action Plan for developing countries be improved? In particular, what more should be done by ISO's governance, membership and the ISO Central Secretariat to:

1.   *Increase developing country participation in ISO's technical work*
2.   *Build the capacity of members in standardization and related matters*
3.   *Increase awareness of the role and benefits of standardization*
4.   *Improve the institutional strength of ISO members in developing countries.*

It is thus seen as appropriate for this year's DEVCO meeting to devote what time it can, over and above any comments that might have already been made by individual members, to discuss the strategic objectives that ISO should pursue in relation to developing countries and the future of the Action Plan for developing countries in terms of the four lines of action listed above, all of which have been the subject of considerable progress during the past years.

To this end, it is useful to recall that the *ISO Strategic Plan 2011-2015* dedicates to developing countries its *Key Strategic Objective 3*, which reads: "*The capacity and*

participation of developing countries in international standardization is significantly enhanced". The strategy also specifies that "*Participation of developing countries in international standardization is essential to ensure the global relevance of ISO standards and to contribute to developing countries' access to world markets, technical progress and sustainable development*".

With this in mind, the 48th DEVCO meeting agenda is designed to address these themes, firstly to take stock, in terms of lessons that can be learnt from the implementation of the current Action Plan **(agenda item 10)**, and secondly to hold focused working sessions to capture recommendations for inclusion in the new Action Plan 2016-2020 **(agenda item 11).**

2.   TAKING STOCK – LESSIONS LEARNT FROM THE IMPLEMENTATION OF THE ACTION PLAN 2011-2015 (DEVCO AGENDA ITEM 10)

The provision of technical assistance needs to be well managed and its impact evaluated. In simple terms: "*If you can't measure something, you can't evaluate its success or failure, and therefore you can't manage it effectively or improve it.*" It has always been ISO's practice to evaluate training interventions on the day, by means of survey questionnaires, but owing to the significant increase in the number of activities implemented under the Action Plan in recent years, and the need to demonstrate to donors that these activities are effective, ISO has also put in place a procedure to systematically assess the impact of its technical assistance and training activities.

The impact assessment consists of circulating, 6 to 8 months after the activity, one questionnaire to each participant who has attended a regional or international activity, and a separate questionnaire to each NSB that has hosted a national, regional or international activity. The objective is to assess whether the activity has had a multiplier effect at the national level, and whether the NSB has undertaken steps to ensure a wider dissemination of knowledge gained by the participants it designated to attend a given activity. In short, the impact assessment seeks to determine what each beneficiary is doing differently as a result of the regional or international activity, and how the information imparted in the activity is being disseminated.

Agenda Item 10, which will take the form of a panel session, will open with the facilitator giving a summary of the latest data on ISO's technical assistance and training activities. This will be followed by short presentations by panellists, one in each of the four key objectives of the current Action Plan, namely increase participation, build capacity, increase awareness and improve the institutional strength of members.

Each presentation is intended to present experiences (benefits, issues, challenges) in relation to specific cases of implementation under the relevant Action Plan objective. A brief question and answer session will follow the last presentation, to enable questions to be posed from the floor, in order to set the scene for the afternoon session, which will focus on the future Action Plan.

WORKING SESSIONS

ITEM 11 Shaping of the next Action Plan (2016-2020)

BACKGROUND

Agenda item 11 consists of four separate working sessions running in parallel, each one dedicated to generating recommendations for the establishment of the new Action Plan 2016-2020. At registration time, DEVCO members will chose which session to attend. Each session will be chaired and facilitated by members of the DEVCO Chair's Advisory Group, with the participation of senior staff members from the ISO Central Secretariat.

The sessions will take 90 minutes, during which each group will consider the activities that were foreseen in the Action Plan 2011-2015, and agree on recommendations based on a number of key questions aimed at optimizing the approach to be taken in the new Action Plan.

The discussions should focus on identifying activities that are generating significant benefits (and therefore need to be continued or strengthened), identifying activities that do not contribute (partly or fully) to achieve the stated objectives (and therefore should be cancelled or modified), and if/where appropriate, propose new activities (even radically new ones) which are considered suitable to drive significant progress.

WORKING SESSION 1 - INCREASE DEVELOPING COUNTRY PARTICIPATION IN ISO TECHNICAL WORK

> *Action Plan 2011-2015 objectives to achieve increased participation in ISO technical work*
>
> - *Developing countries identify relevant subject areas so that activities to assist involvement are focused. ISO/CS and TC/SC leadership provides information on the role and activities of TCs to facilitate this.*
> - *Encourage the establishment of twinning/partnership arrangements between ISO members in developing and developed countries. Measure the effectiveness of such arrangements by the increase in leadership positions held by developing countries over the period of this Action Plan.*
> - *Provide resources for developing country participants to attend and effectively contribute to meetings of TCs, SCs and WGs that are of relevance to them.*
> - *Clearly identify what skills and experience are needed to increase participation in ISO technical work and provide regional training and/or distance learning courses to help ISO members build these skills and experience directly and amongst their stakeholders. Specifically provide training that will equip developing country representatives to carry out roles related to leadership positions in ISO committees (chair, secretary, convenor) or to enter into twinning/partnership arrangements.*
> - *Organise regional/national training for ISO members in developing countries on the use of ISO e-tools to participate in standards development work. Ensure ISO e-tools evolve to meet developing country needs.*

Overview of activities implemented to date

Technical assistance and training activities in support of increasing the participation of developing countries in ISO technical work represents 8% of the overall expenditure in support of the implementation of the Action Plan. The table overleaf gives an overview of the types of activities carried out during the first 3 years of the 5-year Action Plan.

Activities covered	Level	Current Subjects/Topic
• Sponsorships for participation of ISO member experts and/or nominated delegates in ISO/TCs, SCs and WGs • New member rights programme giving access to Correspondent members to take part in ISO technical committee work	Global	Ad-hoc sponsorship (partial funding) Project based sponsorship (fully funded participation)

Activities covered	Level	Current Subjects/Topic
• Training activities related to roles in ISO technical work, participation skills and tools needed to be effective in ISO technical work environment	Regional or Global	Procedures for ISO secretaries eServices for ISO secretaries Drafting standards in accordance with the *ISO/IEC Directives*- Using the ISO STD template Regular Introduction to ISO eServices Enhanced participation in international standardization
• Promotion and monitoring of twinning arrangements between developed and developing countries		

Considering the above, DEVCO members attending the working session on <u>*Participation*</u> are invited to consider the following key questions:

Q1. What should ISO members in developing countries do to: **- identify relevant subject areas and establish priorities for participation in ISO technical work** **- define actions, engage and take responsibility for their implementation** **- acquire the skills and experience needed to participate effectively in ISO technical work** **- consider more effective ways of engaging stakeholders**
Q2. What can ISO do to further support developing country participation: **- provide resources, funding and new training programmes, including distance learning?** **- promote twinning (including between developing countries)?** **- develop guidance and educational materials?** **- other support?**
DEVCO members are invited to consider innovative ideas to increase developing country participation, and discuss ways to improve the ability to assess the effectiveness of participation.

WORKING SESSION 2 - BUILD CAPACITY IN STANDARDIZATION AND RELATED MATTERS

> ***Action Plan 2011-2015 objectives to a build capacity in standardization***
>
> - *Developing countries identify relevant subject areas so that activities to build capacity are focused. ISO/CS and members provide assistance and mentoring to facilitate this.*
> - *Identify needs and develop and conduct regional/national workshops and courses on selected standardization subjects, in particular those where International Standards of relevance to the developing country are under development or review.*
> - *Identify needs and conduct regional/national training-of-trainers programmes, including subsequent mentoring of trainees, aimed at creating a pool of resources at the disposal of users of International Standards in order to guide them in applying these standards.*
> - *Identify needs and develop and disseminate training manuals and packages (e.g. presenter's pack, participant's pack, videos and background documents) on selected standardization subjects that are of relevance to ISO members in developing countries and their stakeholders.*
> - *Provide information and communication technology (ICT) equipment and train NSB staff in its use in selected countries to enable ISO members to participate more effectively in ISO technical work.*
> - *Provide and encourage the use of distance learning courses in key aspects of international standardization.*
> - *Establish modules and training courses that show the value of participation in standardization activity by stakeholder groups of the ISO member in developing countries. Target initiatives to areas where the NSB is carrying out standardization activity or sees potential in carrying out standardization activity.*

Overview of activities implemented to date

Technical assistance and training activities focusing on building the capacity of ISO members in developing countries represents 31% of the overall expenditure in support of the implementation of the Action Plan. The table below gives an overview of the types of activities carried out during the first 3 years of the 5-year Action Plan.

Activities covered	Level	Current Subjects/Topic
Training activities focussed on increasing or enhancing the capacity of ISO members and their stakeholders to participate and/or be involved in standards formulation	Regional or Global	- Food safety (with TC34) Social Responsibility Societal Security (with TC 223) Water (with TC 224 & 253)
Competence based training directed at building the capacity of ISO members and/or their stakeholders to implement or apply a particular standard(s) and/or other ISO outputs E-learning programmes	National or Regional or Global	Consumer involvement (ToT with COPOLCO) Social responsibility (ToT) Energy Management (ToT) Conformity assessment - field specific Role of standards in Economic Dev. (The ISO methodology) Linking TPOs and NSBs (Building linkages for export success)

Considering the above, DEVCO members attending the working session on *Capacity Building* are invited to consider the following key questions:

Q1. What should ISO members in developing countries do to:

- identify needs for technical assistance and training to build capacity in standardization and related matters

- define actions, engage and take responsibility for their implementation

- develop skills and competencies to apply good practices in standardization and participate more effectively in standardization work

Q2. What more can ISO do to help members build capacity in standardization:

- provide resources, funding and new training programmes, including distance learning?

- develop new communication tools?

- facilitate the sharing of resources/programmes?

- other support?

DEVCO members are invited to consider innovative ideas to build capacity in standardization and related mattes, and discuss ways to improve the ability to assess the effectiveness of capacity building activities.

WORKING SESSION 3 - INCREASE AWARENESS OF THE ROLE AND BENEFITS OF STANDARDIZATION

> ***Action Plan 2011-2015 objectives to raise awareness of the role and benefits of standardization***
>
> - *Developing countries identify relevant subject areas so that activities to raise awareness are focused. ISO/CS and members provide assistance and mentoring to facilitate this.*
> - *Identify those key stakeholders where activity should be concentrated and develop a programme that will result in a consistent and coherent message, of relevance to the stakeholder, and show the benefit of International Standards and their use to that stakeholder.*
> - *Conduct global/regional/national awareness raising events (conferences, seminars, workshops).*
> - *Organize contests at the global level to sensitize specific target groups on key standardization issues.*
> - *Develop and disseminate ISO publications related to standardization (in printed and in electronic forms, including use of Web-based services, new media and communication platforms such as social networks)*
> - *Where a standard is published that is of particular interest and value to a stakeholder or stakeholders, publicise this to them, showing clearly how this will assist them in meeting their objectives and goals.*

Overview of activities implemented to date

Technical assistance and training activities delivered to raise awareness of the role and benefits of standardization represents some 23% of the overall expenditure in support of the implementation of the Action Plan. The table below gives an overview of the types of activities carried out during the first 3 years of the 5-year Action Plan.

Activities covered	Level	Current Subjects/Topic
Awareness raising events and activities Award for young standardizers in developing countries (ISO/DIN)	National or Regional or Global	Standards specific subjects • Carbon Footprinting • Energy management (50001) • Environmental management (14000 series) • Food safety (22000) • Information security (27001) • Road Traffic Safety (39001) • Social Responsibility • Societal Security • Risk Management Key issues in standardization • Conformity assessment and trade • Consumer involvement

Activities covered	Level	Current Subjects/Topic
		• DEVCO meeting plenary panels and breakout discussions
Set of promotional and educational materials developed on the benefits of standards	Global	• 30 case studies covering 20 countries, videos, fact sheets, books, presentations and articles

Considering the above, DEVCO members attending the working session on _Raising Awareness_ are invited to consider the following key questions:

Q1. What should ISO members in developing countries do to:

- identify priority areas for raising awareness of the role and benefits of standardization

- define actions, engage and take responsibility for communicating about the role and benefits of standardization, targeting stakeholders and in particular government officials and other decision makers

- identify the need for communication materials to support the promotion of standardization

Q2. What can ISO do to further help members raise awareness:

- develop new and targeted promotional materials?

- ensure that effective use is made of existing materials?

- other support and possible communication initiatives?

DEVCO members are invited to consider innovative ideas to raise awareness of the role and benefits of standardization, and to discuss ways to improve the ability to assess the effectiveness of awareness raising activities.

WORKING SESSION 4 - IMPROVE THE INSTITUTIONAL STRENGTH OF ISO MEMBERS

> ***Action Plan 2011-2015 objectives to improve the institutional strength of ISO members***
>
> - *Developing countries identify impediments so that activities to strengthen their roles at the institutional level are focused. This includes ensuring processes and systems used in standardization assist in strengthening the role of the NSB. ISO/CS and members provide assistance and mentoring to facilitate this.*
> - *Organize global/regional/national workshops and courses for senior and middle management NSB staff based on ISO publications on institutional strengthening matters; topics that may be covered include formulation of a national standardization strategy; marketing and communication; management support; diversifying sources of revenue; ICT infrastructure; enhancing NSB role in national quality infrastructure-building with partner international and regional organizations; stakeholder involvement; support for good governance in NSBs and in ISO's governance bodies; etc. Measure effectiveness of such events and use this to further improve such events.*
> - *Provide guidance and advice to senior management of NSBs through short-term consultancy missions to meet a clearly identified need(s).*
> - *Encourage partnerships between the beneficiary ISO members and other ISO members, both from developing as well as developed countries (attachment training and fellowships, mentoring, exchange of good practice manuals and procedures). Measure effectiveness of such partnerships and use this to further improve all such partnerships.*

Overview of activities implemented to date

Technical assistance and training activities to improve institutional strength of ISO members in developing countries represents 28% of the overall expenditure in support for the implementation of the Action Plan. The table below gives an overview of the types of activities carried out during the first 3 years of the 5-year Action Plan.

Activities covered	Level	Current Subjects/Topic
Training activities targeted at NSB management and staff and/or on subjects related to NSB operations or national standardization	National or Regional	- eLearning course modules (1-3) - Marketing and promotion - Regional Introduction to ISO eServices - Adopting & referencing international standards in technical regulations - Financing NSBs - Setting national standardization strategies - Stakeholder engagement - Good Standardization Practice
Institutional strengthening (INS) of NSBs (33 countries)	Global	- ISO INS project
Enhancing ICT capabilities of NSBs		- ICT DEV project

Considering the above, DEVCO members, in the working session on *Institutional Strengthening* are invited to consider the following key questions:

Q1. What should ISO members in developing countries do to:

- capture input on priority issues to be addressed by the INS programme

- define other actions, engage and take responsibility for their implementation

- make effective use of the skills and competencies acquired

- ensure that the impact of the INS project is sustained over time

Q2. What more can ISO do to strengthen its members at the institutional level:

- manage the available resources in the most effective way

- other initiatives?

DEVCO members are invited to consider to what extent the INS project has contributed to better functioning and operational efficiency of NSBs and to provide innovative ideas for improving the assessment of the effectiveness of the actions.

EXPECTED OUTCOME OF THE WORKING SESSIONS

Following the deliberations of each working session, the individual Chairs will report back to the DEVCO plenary. Recommendations made will be considered alongside other inputs to develop the Action Plan for developing countries 2016-2020, in alignment with the strategic objectives that ISO will pursue in relation to developing countries.

48TH MEETING OF DEVCO, 9 September 2014, Rio de Janeiro, Brazil

DEVCO working sessions – Setting the strategic direction for the ISO Action Plan for developing countries 2016-2020

Time	Room 1	Room 2	Room 3	Room 4
14:00-15:30	*Increase developing country participation in ISO's technical work*	*Build the capacity of members on standardization and related matters*	*Increase awareness on the role and benefits of standardisation*	*Improve the institutional strength of ISO members in developing countries*
	Chair (CAG) Mrs Léna Dargham, Lebanon	Chair (CAG) Dr George Crentsil, Ghana	Chair (CAG) Mrs Eve Gadzikwa, Zimbabwe	Chair (CAG) Mrs Fadilah Baharin, Malaysia
	Facilitators (CAG) Mr Hiroo Wakai, Japan	Facilitator (CAG) Dr Gevorg Nazaryan, Armenia	Facilitator (CAG) Dr Mkabi Walcott, St Lucia	Facilitator (CAG) Mr Damian Fisher, Australia
	ISO/CS support Mrs Pam Tarif, Team Leader, Membership	ISO/CS support Mr David Ratcliffe, Director Information Technology and Electronic Services	ISO/CS support Mr Nicolas Fleury, Director Marketing, Communication & Information	ISO/CS support Mr Trevor Vyze, Director Standards Development

WORKING SESSIONS

ITEM 12   Reporting back from the working sessions on the Action Plan 2016-2020

The Chairs of the DEVCO working sessions, all members of the DEVCO CAG, will report on the afternoon discussions, and put forward any recommendations formulated by the groups, to be taken into account for the formulation of the next Action Plan for developing countries.

- Mrs Léna Dargham will report on session 1 on *Increasing developing country participation in ISO's technical work*
- Dr George Crentsil will report on session 2 on *Building the capacity of members on standardization and related matters*
- Mrs Eve Gadzikwa will report on session 3 on *Increasing awareness on the role and benefits of standardisation*
- Mrs Fadilah Baharin will report on session 4 on *Improving the institutional strength of ISO members in developing countries*

The DEVCO CAG will also review the feedback and recommendations from the working sessions at its meeting to be held on 10 September 2014.

ITEM 13   Date and place of the next meeting

The 49th DEVCO meeting will be held on 15 September 2015, in Seoul, Republic of Korea, followed by the ISO General Assembly, planned to take place from 16 to 18 September 2015.

ITEM 14   Any other business / Resolutions