

# THIRTY-SEVENTH ISO GENERAL ASSEMBLY, 10-11 September 2014<sup>1</sup>

Windsor Barra Hotel, Rio de Janeiro, Brazil

Beginning at 09:00

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<sup>1</sup> The General Assembly statutory sessions on 10-11 September will be followed by a General Assembly open session on 12 September 2014.

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## ISO Week in Brazil 2014 at a glance

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	MORNING	AFTERNOON	EVENING
<b>Monday 8 September</b>	Council Sebrae seminar on SMEs	Council Sebrae seminar on SMEs	
<b>Tuesday 9 September</b>	Accompanying persons session DEVCO TMB	DEVCO working sessions & plenary TMB	Welcome reception
<b>Wednesday 10 September</b>	Accompanying persons session General Assembly (opening) General Assembly break-out sessions TMB TMB and technical directors (lunch)	General Assembly	
<b>Thursday 11 September</b>	General Assembly	General Assembly	Gala dinner
<b>Friday 12 September</b>	Open session	Open session	

For more information, please go to [www.iso2014.org](http://www.iso2014.org)



## INTRODUCTION

### ITEM 1 Official opening ceremony, including address by the President

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An official opening ceremony (for delegates only) will be held on 10 September at 09:00 in the Windsor Barra Hotel in Rio de Janeiro. **Delegates are therefore kindly asked to be seated**, behind their country's name plate, **at 08:50 at the latest.**

In the framework of the official opening ceremony, the ISO President, Mr Terry Hill, will formally open the 2014 General Assembly statutory sessions.

## INTRODUCTION

### ITEM 2 Introduction of breakout sessions for both General Assembly and DEVCO participants

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#### **GENERAL ASSEMBLY AND DEVCO ACTION**

Four sessions have been planned. The sessions will run from 09:45 – 11:00 and be repeated from 11:30 – 12:45.

You will therefore need to choose two of the four sessions available - one of the sessions is from 09:45 and another session is from 11:30 -12:45.

**PLEASE NOTE THAT YOU NEED TO PRE-REGISTER ONLINE FOR THESE SESSIONS** - see point 1 below for more details.

General Assembly and DEVCO participants are asked to actively participate in the breakout sessions. Please read the background material and think of questions, issues and ideas that you can bring to the breakout sessions to help ISO.

#### **Background**

For the first time, breakout sessions will be combined for both General Assembly and DEVCO participants to encourage information exchange and foster collaboration between the two meetings on issues of common interest. This is in response to feedback received from delegates at previous DEVCO and General Assembly meetings.

Four breakout sessions will be held simultaneously on Wednesday morning, 10 September, after the official opening ceremony. Please note:

- a) Ideas from the breakout sessions will be summarized and a copy of the summary circulated to delegates after the ISO week in Brazil concludes. There will be no reporting back to the plenary.
- b) Significant policy ideas from the breakout sessions will be considered by ISO Council who will decide what to do with these ideas. Ideas that improve current policies will be addressed by the Secretary General.
- c) The sessions will be in English and no interpretation will be provided.

#### **1 Registration for the sessions**

Registration for the sessions needs to be made online at [www.iso2014.org](http://www.iso2014.org) and seats in the sessions are available on a first-come first-served basis. So please ensure you register for the two breakout sessions you are interested in when you register for the General Assembly and DEVCO meetings.

All the sessions will be repeated, the first one will be from 09:45 – 11:00 and again from 11:30 – 12:45. This will allow delegates to participate in two out of four sessions and ensure people have a better chance to participate in the sessions they are most interested in.

## **2 Objective of the breakout sessions**

The breakout sessions are not intended to be formal sessions of the General Assembly. As a result, the sessions are not binding on any member or on ISO. Instead, sessions are to exchange ideas and information about areas that members have indicated are of interest, or that ISO should work on.

As stated, ideas from the breakout sessions will be summarized and a copy of the summary circulated to delegates after the ISO week in Brazil concludes. There will be no reporting back to the plenary.

Significant policy ideas from the breakout sessions will be considered by ISO Council who will decide what to do with these ideas. Ideas that improve on current policies will be addressed by the Secretary-General.

## **3 Topics for each breakout session**

### **a) Refreshing ISO's communication strategy: Create your own personas!**

#### **Objectives**

When developing a communication strategy, personas are a fundamental component to help better understand the audiences, the type of messages to be sent and the channels to be used.

To illustrate the concept of personas, participants at the session will think about communication to and from the ISO Central Secretariat (ISO/CS) and ISO members, how this could be improved, and will create personas and then define the best communication strategy for each persona.

The idea is that, using communication to and from ISO members and ISO/CS as an example, the power of personas to develop a communication strategy is demonstrated.

#### **Program for the session**

##### **1. Introduction**

The session will start with a presentation on the role of communication, its challenges and how personas have been used to develop ISO's new branding and communication strategy. This will be followed by a presentation of an ISO/CS Internal Leadership Program project "Communications channels and deliverables" which is looking at communication between ISO/CS and members.

##### **2. Workshop**

The participants will be organized in groups. Each group will create a set of personas and define the profiles of people inside their organization that need to receive information from ISO/CS.

### 3. Rapid-fire table reports

Each group will have 2 minutes to highlight key groups within their member organization who should receive and send communications to ISO/CS and present two or three personas to the rest of the audience.

### 4. Conclusions and next steps

#### b) If the next generation redesigned ISO what would it look like?

The world is undergoing a period of tremendous, and sometimes disruptive, change. New ways of interacting and conducting business are creating new challenges and opportunities for everyone. How should ISO position itself to survive and benefit from these changes? What better way to find out than to ask the next generation themselves?

In this breakout session you will:

- Learn more about a project to work with the next generation, interest them in standardization and find out more about their views.
- Discuss what we've discovered so far and the implications for ISO and the way we work in future.

#### c) Member Excellence (best practice in ISO)

##### Objectives

- Reinforce the need for ISO member performance and excellence in strategically important parts of our business.
- Take the opportunity to profile our members and highlight examples of their good work.
- Motivate and encourage other ISO members to apply new approaches in their own countries.

##### Program for the session

##### 1. Introduction

- a) Benefits of excellence/performance to members, to ISO.
- b) Strategy and initiatives in Priority Achievements 2014/2015.
- c) How important will member excellence be for ISO in the future?

##### 2. Member experiences

- a) Engaging stakeholders: Member examples of good practice
  - “New subjects, new people, new expectations”
  - “Reaching stakeholders where it counts”
- b) Creating value for ISO's customers: Member examples of good practice
  - “Value-added products and services serving customer needs”
  - “Leveraging the Member and ISO brand to reach new markets”

### **3. What best practices am I using now? What best practices will I use in the future?**

- a) Table discussion
- b) Capture the top 2 or 3 examples

### **4. Rapid-fire table reports**

### **5. Next steps**

- a) So what?
- b) Demo ISO Connect to exchange best practices/ideas
- c) What else can we do together?
- d) Closing

## **d) Standards and Regulations**

The issue of standards and regulations continues to be an important issue for ISO and its members. This session will build on the similar breakout that ran at the ISO General Assembly in September 2013. This time the focus will be on discussing members' experiences including any new materials and initiatives at the national and international levels.

The session will be an opportunity to discuss the opportunities and current challenges the subject presents and the role education and communication can play in building regulator understanding and confidence. It will also be the first opportunity to review the revision of the Guide on using and referencing ISO and IEC standards for technical regulations. A presentation on the proposed changes to the Guide, the reasons behind them and the status of the project will be given.

### **Program for the session**

- 1. What is the issue? Set the scene on use of standards in regulation and public policy and opportunities and concerns this brings.**
- 2. So what is the solution?**
  - a) Education (reinforce value to regulators and public policy officials, international copyright involved, and ISO updates its standards regularly).
  - b) Communicate about the above.
- 3. Specific initiative**
  - a) Overview of the new version of the Guide (including new material on conformity assessment from CASCO).
  - b) Description of next steps including who is audience/customer (regulators and public policy officials) and how to get the audience to take notice.



**4. Other specific initiatives**

- a) Two speakers to highlight their national policies on connecting with stakeholders (NEN and Brazil).
- b) Overview of IEA/ISO/IEC discussion on how policy makers can connect with standards bodies.
- c) Update on the portals (ANSI and SII).

**5. Workshop – So what? What else? (including report-back from tables)**



## 2013-2014 UPDATE

### ITEM 6 Panel discussion with ISO Officers followed by a session with members

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#### GENERAL ASSEMBLY ACTION

The General Assembly delegates are asked to:








- a) send questions by 25 August 2014 to the Secretary-General at [gov@iso.org](mailto:gov@iso.org), so they can be addressed in a structured way during the panel discussion.
- b) participate in the panel discussion on the 2013-2014 update. We will consider that you have read the papers, so please be prepared to ask questions or raise any issues that you may have with these papers.

#### Background

Background papers are provided to the General Assembly as Annexes 1 to 4 and cover key aspects of ISO initiatives and operations since the 2013 General Assembly. The ISO President, Mr Terry Hill, will introduce and moderate the panel discussion with ISO Officers (please turn over to see the list):

- Annex 1 – Report of the Vice-President (policy) and Chair of the Council Standing Committee on Strategy and Policy (CSC/SPC) on key issues associated with the implementation of the current *Strategic Plan* and development of the new *Strategic Plan*.
- Annex 2 – Report of the Vice-President (technical management) and Chair of the Technical Management Board (TMB), on key issues of the technical activities of the Organization.
- Annex 3 – Report of the Vice-President (finance) and Chair of the Council Standing Committee on Finance (CSC/FIN), on the financial position and strategy of the Organization. The Treasurer reviewed and agreed with the contents of this report.
- Annex 4 – Report of the Secretary-General on ISO's progress and prospects. This report also contains information on membership developments, ISO's annual report and implementation of the key priority achievements for 2014.

After this panel discussion, there will be a session with some ISO members giving their views on the information provided by the Officers and during the panel discussion. The ISO President will also moderate this session.

	<b>Moderator</b>
	<b>Terry Hill</b> ISO President
	<b>Panellists</b>
	<b>Dr Zhang Xiaogang</b> ISO President-elect
	<b>John Walter</b> Vice-President (policy)
	<b>Elisabeth Stampfl-Blaha</b> Vice-President (technical management)
	<b>Olivier Peyrat</b> Vice-President (finance)
	<b>Miguel Payró</b> Treasurer
	<b>Rob Steele</b> Secretary-General

## REPORT OF THE VICE-PRESIDENT (POLICY) AND CHAIR OF THE STRATEGY AND POLICY COMMITTEE

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In 2013 – 2014 the CSC/SPC discussed the following key issues and strategic initiatives. The terms of reference of CSC/SPC are attached.

### 1 Consultation on ISO Strategic Plan 2011-2015

The Strategy and Policy Committee (CSC/SPC) dedicated a full day workshop in January 2014 to finalize the draft 2016-2020 Strategy consultation document. The results of the CSC/SPC workshop were used to produce the "Consultation document for ISO Strategy 2016-2020" that was subsequently approved by Council at its meeting in March.

The main focus of the Vice-President (policy) has been to ensure that we receive as many submissions as possible from ISO member countries and also from other interested regional organizations and international stakeholders. In addition to the official consultation process, he has made presentations to regional bodies and individual country members together with the Secretary-General and the Deputy Secretary-General. The Secretary-General has also held a number of consultations with individual members.

The deadline for submissions is **22 August 2014** and the Vice-President (policy) will report on the results to date under this agenda item.

### 2 Update on ISO Strategic Plan 2011-2015

#### a) 2013 Priority Achievements

CSC/SPC supports implementation of the ISO Strategic Plan 2011-2015 by regularly reviewing and monitoring the progress of annual Priority Achievements. In January 2014, CSC/SPC reviewed the final update on implementation of the [2013 Priority Achievements on ISO Connect](https://connect.iso.org/x/KYBr) and supported the good progress made. The final update is available on ISO Connect at <https://connect.iso.org/x/KYBr>

#### b) 2014 Priority Achievements and key projects

At its January 2014 meeting CSC/SPC was also provided with an update on the 2014 Priority Achievements, as well as updates on additional key projects that are of interest to ISO's members and governance. These include:

- projects over kCHF500
- those with significant commercial impact on ISO or its members
- projects using annual surplus (as approved by Council)
- other significant projects

The intent is to provide even greater visibility of ISO's work and ensure a "joined-up" approach amongst ISO's various groups dealing with projects. CSC/SPC will continue to review and monitor these 2014 Priority Achievement and key projects on ISO Connect. Information on the 2014 Priority Achievements is given in the Secretary-General's Report (see Annex 4).

### c) **Proposed 2015 Priority Achievements**

CSC/SPC also developed the final year achievements for ISO's current strategic plan. Proposed priority achievements were discussed during a CSC/SPC conference call in June 2014, and then finalized for Council review and approval at its meeting in September 2014.

## 3 **Key strategy and policy issues reviewed by CSC/SPC**

### a) **CERTO (pilot database of organizations certified to ISO Management System Standards)**

At its meeting in June 2014, CSC/SPC discussed the status of the pilot project "*International directory of organizations certified to ISO management systems standards by accredited certifiers*" (CERTO). Council will assess this pilot project at its meeting in September 2014 and determine its future direction. To that effect, an Ad hoc stakeholder group is preparing measures and metrics to assess success of the pilot project.

### b) **Business Performance Advisory Forum (BPAF) and Council Ad-hoc Groups**

The concept of establishing **Ad-Hoc task Groups ("AHG")** has been approved under Council Resolution 7/2014. The AHG are under the responsibility of Council. They will investigate and make recommendations on key specific issues requested by Council.

The AHG operate under a strong project approach including:

- Accelerated timeframes to complete its work (e.g., 3-9 months) with clearly defined deliverables
- Project management provided by the ISO Central Secretariat (ISO/CS)

Each AHG is assigned to one of the Vice-Presidents for the purpose of oversight and reporting to Council. The President's Committee defines and nominates the appropriate leadership and representation on the AHGs.

The AHG membership comprises members of the existing ISO governing bodies and advisory groups (Council, CSC/FIN, CSC/SPC, TMB, CASCO, COPOLCO and DEVCO) and external advisors, as needed, to provide new insights and perspectives. AHG members shall be appointed by Council.

Council has decided to establish the following Ad-hoc task groups:

- AHG on the pilot project to establish and international directory of organizations certified to ISO MSS (former ad-hoc stakeholder group)
- AHG to define the future environment for standards development, including IT
- AHG to consider the dissemination of ISO policy on competition law
- AHG to develop a new edition of ISO POCOSA
- AHG to review the national adoptions principle and their role

**A Business Performance Advisory Forum (BPAF)** has been established under Council Resolution 7/2014. The BPAF is under the responsibility of the ISO Council and will be held at least every 18 months to review existing performance, discuss new trends and technologies, and identify opportunities to further improve business performance.

The Vice-President (policy), in consultation with Council and the Secretary-General, are responsible for the planning of the BPAF meetings, the identification of key issues for the BPAF to address and the focus of the BPAF sessions.

The first Business Performance Advisory Forum will be held in February 2015 and will replace the current "IT and Marketing Forum".

### c) On-going projects following the 2013 Business Model Workshop

#### **Connecting with markets and stakeholders**

Recommendations from the workshop on the business model held in Geneva in June 2013 included suggestions to establish clear expectations and measures for ISO members to connect with their market and stakeholders. ISO is a decentralized organization and it is fundamental that NSBs, as part of their obligations as ISO members, develop and implement strategies and actions at national level to promote ISO and their role as the ISO representative in their country.

This outcomes of this project is to help members elaborate structured strategies and deploy them for a better connection with their stakeholders in their national territories. The project will also result in recommendations for ISO/CS support to members in their strategies, in the definition of objectives and key indicators to measure the impact and performance of such strategies to guide and guide future support needed from ISO/CS.

#### *Status:*

- Pre-analysis and scope refinement still on-going
- Consultation of experienced members in June 2014
- Project execution starts July 2014 as initially planned

#### **Uptake in multiple languages**

Today, most ISO Standards are available in English and French, with a relatively small part of the collection also available in Russian. Members have highlighted language as a major obstacle to engaging stakeholders and using ISO content, particularly in Latin America, Middle-East and Asia. These issues are not new. In 2006, Council agreed that ISO standards could be published in non-official languages of ISO through Translation Management Groups. Two such groups were created but several years later only a few ISO Standards have been published in Spanish and Arabic and no significant new output is being produced.

Advances in technology offer new possibilities to produce content in additional languages more easily and more cost-effectively. Ultimately this could allow us to:

- make ISO content (e.g. promotional material, web sites, guides and even standards) easily accessible, understood and used as broadly as possible
- improve stakeholder engagement.

#### *Status:*

- Members contacted to understand how they currently perform translation
- Reviewing software translation tools available on market today
  - Manage translation work as projects, including workflow
  - Good interface for human translators
  - Options to use external services and machine translation
- Next steps:
  - Define simple business processes for translating marketing & promotional material (including ISO Focus)
  - Engage with members able to help with the pilot
  - Finalize tool selection

John Walter

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

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

The responsibilities of CSC/SPC are to:

- Monitor current trends and emerging issues affecting the development and implementation of international standards
- Recommend action to Council regarding new areas of standardization
- Recommend to Council a medium term strategic direction for ISO and associated implementation plans
- Report regularly to Council

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

CSC/SPC membership is:

- A minimum of two and maximum of three members would be appointed from Group 1 of the ranking for the election to Council. They would serve a maximum of two consecutive terms, to ensure rotation among Group 1 Council members
- A maximum of seven members would be appointed from among members elected from Groups 2, 3 and 4
- Ex Officio members - the Chairs of the Policy Development Committees and ISO Officers

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

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

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

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

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

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## REPORT OF THE VICE-PRESIDENT (TECHNICAL MANAGEMENT) AND CHAIR OF THE TECHNICAL MANAGEMENT BOARD (TMB)

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### Introduction

The TMB, comprising 14 members from **all five continents**, continued its work in 2014 under its Chair, Elisabeth Stampfl-Blaha, and with the support of TMB Secretary, Sophie Clivio. This report provides an overview of the main changes that took place from 2013 to present in the three areas outlined below, while looking at how these could further improve in future.

- 1) Improvements to the standardization process;
- 2) Improvements in working methods of the TMB; and
- 3) Outreach to members and stakeholders.

### 1) Improvements to the standardization process

The TMB focused on qualitative and quantitative aspects in its oversight of the technical programme by: a) monitoring committee performance, b) approving changes to key standards development rules, and c) improving coordination in the technical programme.

#### ***a) Monitoring Committee Performance:***

As part of overall monitoring of levels of customer/stakeholder satisfaction an annual survey is conducted by AC Nielson. An important stakeholder category is the level of satisfaction of the experts working in our technical groups. The satisfaction of experts increased from 73 to 75 to 77% in 2011, 2012 and 2013 respectively.

This is a steady but relatively modest increase, and remains lower than the other categories of ISO customers (i.e., members, users). Overall it highlights a positive trend but a need for further work.

For example only 72% of the standards published met agreed timeframes in 2013. To help address the issue, the TMB established the Task Force on Global Monitoring. This led to: 1) the establishment of an online survey distributed after plenary meetings and 2) statistics on the performance of committees being sent to member bodies annually. ISO/CS is working on systems that have the potential to allow members to monitor key statistics associated with the standards development process, as well as other key metrics and information.

ISO/CS already offers training for secretaries to help committees improve performance. The TMB recently approved the roll-out of training for chairs and convenors which is available to member bodies willing to host. The first session, as part of the roll-out, will take place in South Africa in November 2014.

To ensure that member bodies reflect market and global needs on their vote on new proposals, the TMB implemented the need to provide justification statements with votes. Modifications were made to the e-balloting system to ensure voters are aware of the need to include such statements with their votes.



The TMB, noting that requests to extend target dates were also due to the fact that committees were unable to meet intermediate target dates rather than the target dates for the key milestones (draft International Standard (DIS) and publication date), decided to change the system: committees will now be monitored to meet the target dates for these two milestones and a system will be developed so that committees can manage their projects more effectively by entering their own intermediate target dates in ISO IT tools in 2015.

### ***b) Changes to key standards development rules***

Since 2012, the TMB has overseen significant improvements to the standardization process, further to pilots from the Living Laboratory projects. The Committee Draft (CD) and Final Draft International Standard (FDIS) stages are now optional and the default in ISO is to skip the FDIS. In addition, the ISO Editorial Programme Manager (EPM) position was created to better support committees with drafting.

Following a thorough review of its dashboard, the TMB suggested several Priority Achievements for 2015, one of them being to oversee a project to implement project management principles and ensure training is provided to both secretariats and working groups to add rigour to the standards development process.

A new approach is being piloted to enable committees to reduce the time spent on formatting draft standards by sending an MS Word file for XML processing, rather than requiring the use of a format template. The TMB expressed support for the pilot and a general roll-out is expected to begin in 2014. The TMB remains committed to innovation and process improvement and current efforts include the exploration of collaborative drafting environments for standards.

A recent improvement was also made to the process for proposing new fields of activity. The TMB took steps to encourage NSBs to conduct informal consultations prior to submitting proposals for new fields of work. A quality-check is now also conducted by the TMB secretariat and proposals can be returned to the proposer if in need of clarification or incorporation in existing committees. An online tool was created to allow NSBs to share their views during the 3-month ballot on the proposal.

### ***c) Improving the coordination in the technical programme***

The TMB focused on the coherence of ISO's committee structure. The creation of a Task Force to implement the recommendations of the Council Task Force on water led to the establishment of a Water re-use technical committee (ISO/TC 282 *Water re-use*) which combined ISO/PC 253 *Water re-use for irrigation* and a proposal for a new technical committee submitted by SAC (China) on water re-use in urban areas.

The TMB also established a Project Committee to coordinate standards development activities in the education sector, combining the development of different ISO standards development projects on the same subjects into one single group.

A Task Force on Security was established which led to the recent creation of a single committee on Security regrouping activities of 3 committees in the sector.

Other examples include the Climate Change Coordinating Committee and Smart Cities Advisory Groups established to ensure alignment and create opportunities to increase cooperation with other organizations.

## **2) Improvements in working methods of the TMB**

There have been a number of recent evolutions in the TMB's working methods.

The TMB added rigour to the oversight of groups reporting to it and disbanded those that ceased to be needed or effective. The TMB now clearly defines the mandate and duration of any groups it establishes.

TMB working documents have seen a reduction in volume and items for decision, discussion and information are clearly identifiable. Furthermore, external parties are invited to attend meetings and provide information on specific topics first hand.

For new TMB members, training is provided by the TMB secretariat. The last session took place in November 2013 for new members and/or TMB member assistants and received positive feedback. As with other governance groups, the TMB maintains its own Rules of Procedure and Working Procedures to ensure continued relevance. The communication of TMB decisions to the wider technical community has also been greatly improved as the TMB Communiqué's list of recipients has expanded to include not only secretaries, chairs and member bodies but also convenors and experts.

During its 60<sup>th</sup> meeting, TMB members discussed the results of the Dashboard and Executive Scoreboard to evaluate targets and indicators for the upcoming year. The TMB made recommendations to actively shape ISO strategy related to standards development. This included recommendations to remove or modify indicators in the Executive Scoreboard to better indicate targets for progress.

The TMB will continue to increase its strategic focus in future. Cooperation with the Council Strategy and Policy Committee (CSC/SPC) will be improved to ensure coordination between the groups. Given the TMB's technical policy role and its impact on ISO's strategy and standards development culture, this synergy constitutes a positive step to the effective use of resources.

### **3) Improving ISO's outreach at all levels**

The TMB focused on three key areas in promoting ISO's outreach: a) stakeholder engagement, b) twinning and emerging economies and c) partnerships. In addition, the TMB has also taken steps to d) ensure a strong connection to its stakeholders.

#### ***a) Promoting stakeholder engagement***

In 2010 the TMB published guidance on stakeholder engagement and later a document to provide clarity on how best to implement the Process Evaluation Group's (PEG's) recommendations. A website was created to provide principles on how to improve stakeholder engagement in ISO's standards development activities by providing examples of member body policies on stakeholder engagement. ISO/CS developed an e-learning based on the TMB guidance which is available on ISO Connect.

#### ***b) Twinning and emerging economies***

Twinning is one of ISO's tools to increase participation of developing country members. In 2013 the TMB approved twinning at the convenorship level, making a total of 4 types of twinning available today. Although steps were taken to promote P-member twinning, such as by updating the twinning guidance and promoting it in the TMB Communiqué, TMB members agreed that there are barriers for developing countries to participate in twinning, such as technology or lack of resources. Therefore, the TMB recommended a Priority Achievement for 2015 to further increase the participation of developing countries by promoting P-member twinning and training programmes to scale-up the leadership capacity of developing countries.

### **c) Partnerships**

The TMB has always recognized the importance of forging and nurturing strong partnerships with other organizations. Partnership with the IEC has been long-standing and both organizations continue to engage in strong cooperation to resolve any conflicts.

The TMB continues to develop mechanisms to work optimally with its partners. Recent discussions at the World Standards Cooperation (WSC) led to an agreed escalation mechanism for ISO, IEC and ITU to ensure problems encountered in the technical work are resolved at the earliest possible stage. All three organizations also agreed to share their new work items to reduce overlaps and duplication of work. The TMB recently invited ITU to attend the June 2014 TMB meeting to present its activities, which was well received.

### **d) TMB's outreach to its stakeholders**

The TMB decided in 2013 to hold some of its February meetings outside of Geneva. In February 2013 the TMB met in Sydney, Australia. In conjunction, a meeting was organized with the ASEAN chairs which provided an opportunity to discuss standardization issues within the region. In the past ISO/CS hosted chairs' conferences in Geneva, but these had limited outreach for non-Europeans. In light of the successful outcome of the 2013 meeting in Australia, the 2014 February TMB meeting was held in Guilin, China together with a half-day workshop for ISO committee chairs and convenors from East and South East Asian ISO member bodies. Participants learned about the TMB's work within ISO, TMB 'hot topics', as well as the importance of committee leadership roles in standards development. The TMB will continue to hold regional chairs and convenors conferences in conjunction with its February meetings where this makes sense, given that the model has proven to be effective and to increase communication between our committee leaders and the TMB members.

In the 2013 General Assembly, the TMB invited member body Technical Directors to a session to discuss standardization issues in NSBs. Taking advantage of other events to communicate, such as the General Assembly, is an important means of reaching out to TMB stakeholders. A TMB lunch for member body Technical Directors will take place at the September 2014 General Assembly in Rio de Janeiro (Brazil).

The TMB is strongly committed to evolving its processes and outreach in future. It will continue to participate actively in shaping ISO's strategy while strengthening its communication with key stakeholders to ensure that ISO standards development processes and deliverables are significantly improved.

## **NEW FIELDS OF WORK**

The TMB ensures coherence in the technical committee structure by establishing globally relevant committees for which there is a genuine market need. In addition, the TMB is mindful not to establish new committees without careful consideration, given the resources required to do so. Wherever possible, the TMB will instead integrate proposals into existing structures or expand the scope of existing committees to enable the work to be undertaken. Since 2012, the following proposals were either merged into existing structures or failed to pass approval criteria (M indicates that the work is or will be undertaken in an existing committee):

- NWIP – Guidelines for the assimilation of management standards (Failed)
- NWIP – Research, Development and Innovation – Process management (M)
- NWIP – Knowledge management systems – Requirements (M)
  
- TS/P – Audit data services (ADS) (Failed)

- TS/P – Remanufacturing of mechanical products (Failed)
- TS/P – Biodegradable and biocompatible polymers (M)
- TS/P – Treated wastewater re-use in urban areas (M)
- TS/P – Marine survey and observation (M)
- TS/P – Nursing services (Failed)

The following new committees have been established since the 2013 General Assembly:

Committee number	Committee name
<a href="#">ISO/PC 286</a>	Collaborative business relationship management -- Framework
<a href="#">ISO/PC 287</a>	Chain of custody of wood and wood-based products
<a href="#">ISO/PC 288</a>	Educational organizations management systems – Requirements with guidance for use
<a href="#">ISO/TC 289</a>	Brand evaluation
<a href="#">ISO/TC 290</a>	Online reputation
<a href="#">ISO/TC 291</a>	Domestic gas cooking appliances
<a href="#">ISO/TC 292*</a>	Security
*(starting 2015-01-01)	

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

**Proposal for new Technical Committee:**

TS/P 244

Feed machinery

Elisabeth Stampfl-Blaha



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

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This report outlines the major areas of focus for CSC/FIN since the last General Assembly and issues that CSC/FIN will consider over the coming year. The terms of reference of CSC/FIN are attached.

Please note that consideration of the annual financial statements and annual report for the year ended 31 December, 2013 is covered under Agenda 11.1.

### **A Major areas of focus by CSC/FIN since the last General Assembly**

#### **1. ISO membership fees**

Earlier this year CSC/FIN reviewed the ISO formula for calculating membership fees for full members (member bodies) and concluded that it is best to leave the formula unchanged. This reinforces the conclusion reached by Council as a result of several reviews carried out over the last four years that potential changes to the formula would result in some increases for some members and some decreases for others, yet without being able to reach an unarguably fairer or clearer methodology.

While the formula will not change, CSC/FIN did recommend (and Council subsequently approved) the following measures to be introduced in 2015:

- a) A return to the triennial review of the allocation of units to full members (i.e. for the period 2015, 2016 and 2017). The units for correspondent and subscriber members (2 and 0.5 respectively) will remain unchanged. Previously the allocation was reviewed every year.
- b) An annual review of the unit value to ensure adequate contribution from membership fees to the Central Secretariat running costs.

For the calculation of the 2015 ISO membership fees, CSC/FIN recommends the approval of a unit value and number of units allocated to member bodies, as submitted to the General Assembly in document 10/2014.

#### **2. Closure of the books for 2013**

Our external auditors issued an unqualified and clear opinion on the financial statements of ISO for the year ended 31 December 2013. The audit report is free of non-conformities and/or concerns regarding the internal financial controls and financial statements. Our financial report complies with Swiss GAAP RPC21 to conform to best Swiss financial reporting practices.

CSC/FIN and Council have been extremely satisfied with the services our external auditors have provided over the past years. However, and in accordance with good governance practice it is usual to seek proposals from a range of external audit providers and retender

for this service. As a result CSC/FIN has overseen a Request for Proposal for the audit services and will submit their recommendation to the General Assembly as to which external audit organization should provide these services for the next financial year (see agenda item 11.6).

### **3. Review of existing reserves**

CSC/FIN also reviewed the existing reserves and agreed that:

- a) ISO/CS's reserves and provisions are clearly disclosed as to purpose and amount. Movements in the reserves are also clearly disclosed in the annual audited financial statements.
- b) The level of restricted funds and funds for specific projects is the result of external funding requirements and / or Council approval. Their level was assessed as adequate.
- c) The level of provisions was also considered adequate.
- d) The level of unrestricted reserves was generally adequate. However CSC/FIN recommend the level of reserves for governance and for the fiscal agreement should be increased. This recommendation was approved by Council.

### **4. General fund**

CSC/FIN monitors the management of the General Fund. Following the Council's approval a new policy for investment of the General Fund was implemented (Council Resolution 12/2013). Investments have been made accordingly under the guidance of the Treasurer.

### **5. ISO special projects – Reporting of current internal and external costs**

CSC/FIN supported a new format for reporting on internal and external costs incurred in implementing ISO special projects. This reporting is made regularly through ISO Connect.

### **6. ISO/CS insurance requirements, including for professional indemnity**

CSC/FIN reviewed the insurance requirements, including Directors and Officers liability (D&O), of the Central Secretariat (ISO/CS) and considered current coverage appropriate. Council members were encouraged to review their own coverage for oversight of the governance of ISO's technical work of standards development. The same recommendation has been made for TMB members.

## **B Action points for CSC/FIN in 2015**

ISO has a very exciting year ahead, full of opportunities and challenges. Consequently, in addition to our normal work to fulfil our fiduciary duties regarding the finances of ISO/CS, CSC/FIN will also contribute strategically to the ISO System by making recommendations to Council in the following areas.

### **1. ISO System – financial sustainability**

CSC/FIN plan to study and discuss how new developments in the development and distribution of international standards will affect our overall financial system, and propose measures to ensure long-term financial sustainability of the ISO system.

### **2. Advice to Ad hoc task groups (AHG)**

3 AHGs have been put in place so far. CSC/FIN will participate, as necessary, according to its current responsibilities, including, but not limited to financial aspects (see also Annex).

**3. ISO Central Secretariat (ISO/CS) revenue - Review of current policy (2/3 from membership fees and 1/3 from sales)**

CSC/FIN will review the current policy of ISO Central Secretariat revenue and prepare a recommendation to Council for approval. While doing this, CSC/FIN will ensure coordination with the existing Ad Hoc groups to ensure alignment with related work on the future of standards development.

**4. Project Management Office – Key strategic investments**

Through the newly implemented Project Management Office, CSC/FIN will review and implement a triennial plan and prioritization for the stream of major investment projects in relation with the implementation of the Strategic plan.

Olivier Peyrat



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

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

The responsibilities of the CSC/FIN are:

- Monitor the financial performance of the Organization and advise the Vice-President (finance), the Secretary-General and Council.
- Assess and recommend to Council policies to manage the commercial, legal and other risks faced by the organization.
- Review and advise Council on the business model and commercial policies of the organization.
- Review the value of ISO services provided to members and advise Council on means to promote the value of ISO standards.
- Review and advise Council on means to fund development and training programs
- Advise the Vice-President (finance) and Council on audit issues, and recommend annual financial statements to Council for submission to the General Assembly for approval.
- Advise the Secretary-General, the Vice-President (finance) and Council on internal audit issues, specifically in relation to planning internal audit programmes and receiving summary reports of the work.

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

The membership of the CSC/FIN is comprised of a minimum of seven and a maximum of ten Council member representatives.

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



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

NOTE – The terms of reference of CSC/FIN may evolve following the disbandment of the Commercial Policy Steering Group (CPSG) and the IT Advisory Group (ITAG).



## REPORT OF THE SECRETARY-GENERAL

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### Recommendations

The General Assembly is asked to be prepared to comment on the Secretary-General's report (Appendix 1) and to note:

- the initiatives to increase the participation of ISO members (Appendix 2)
- the 2013 Annual Report circulated on 15 April, 2014
- the Implementation of the 2014 Priority Achievements (Appendix 3).

Together these documents constitute a report on the current operations and forward planning of the organization – as required under Article 6.6 (a) of the ISO Statutes. Members are requested to approve these documents.

### Introduction

- 1 A summary of the **Secretary-General's report** is attached - see Appendix 1. The report will be presented at the General Assembly and a panel discussion with the ISO Officers will provide the opportunity for members to ask any questions on matters raised in the report, as well as on the reports of the ISO Officers.
- 2 Each year the Secretary-General prepares the **Annual Report**. The Annual Report covering the year 2013 was published on 15 April 2014 and is available at [http://www.iso.org/iso/home/about/annual\\_report-2013.htm](http://www.iso.org/iso/home/about/annual_report-2013.htm). This year's Annual report focused on our relationship with our customers. We took many steps during the year to better understand and address their needs. From brand new collections of standards and modern communication media, to a new pilot office in Singapore, ISO explored new markets to improve how we develop standards and to encourage good implementation of those standards.

The ISO Annual Report is a communication tool and ISO members are encouraged to actively share it with their stakeholders. Your comments are welcome on the content and presentation of the Annual Report so that we can make further improvements next year.

- 3 A detailed report on initiatives to encourage greater ISO member participation since the 2013 General Assembly is attached – see Appendix 2.
- 4 Each year Council approves priorities for the following year as part of the implementation of the *ISO Strategic Plan 2011-2015*. A summary of the implementation of the 2014 priority achievements is attached at Appendix 3. More information is available on ISO Connect at <https://connect.iso.org/x/CAAK>.



## **Secretary-General's report to the 37<sup>th</sup> ISO General Assembly, Rio de Janeiro (Brazil), 10-12 September 2014**

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Next year at the exact same time, the General Assembly will be approving a new *Strategic Plan* to bring ISO to the year 2020.

2020 is an interesting milestone. Indeed by the year 2020, almost half of the workforce across the globe will be made up by Millennials, those born between 1980 and 2000. According to The Millennial Survey published this year by Deloitte, 70 percent of tomorrow's future leaders might 'reject' what business as traditionally organized has to offer, preferring to work independently through digital means in the future. This and the findings in Deloitte's Survey highlights the major challenges business leaders will be facing to meet the expectations of the Millennial generation.

We, as ISO and as standards organizations, will face these challenges too. The consultation on the Strategic Plan 2016-2020 is therefore a unique chance to shape ISO and ensure that we are relevant not just for today but for the young generation.

So what could be our vision for the Millennials? I see three major goals:

- 1) We need to be the best at building communities worldwide;
- 2) We need to be the most efficient in what we do, especially in developing standards;
- 3) We need to make our standards accessible, trusted and used by all.

### **What does this mean?**

#### *Be the best at building communities worldwide*

Technical Committees are communities built and made available to experts by ISO. We need to be recognized as the best at creating such communities. This requires Technical Committees to be as open and easy to join as any other global community, including through the imaginative use of social media.

While we are very proud to say that more 100'000 experts do work for ISO, the top five ISO-related groups on LinkedIn represent close to 150'000 people. And this is growing.

Existing communities elsewhere should be able to join or collaborate directly with ISO's communities. And ultimately, ISO Technical Communities should be the most attractive communities, to ensure the widest and most diverse participation possible, and therefore make ISO the most obvious platform to develop standards.

At the General Assembly I will outline what we have done and what is possible.

#### *Efficiently develop standards*

We need to be simpler, faster and better. Not because it is a catchy phrase but because we need to anticipate or respond to the need for standards quickly, and be able to claim and prove that we are able to produce standards more efficiently and effectively than anyone else.

Simply put, the market is not going to sit around and wait while we take an average of 30 months to develop a solution that it needs now.

To do this we need to innovate, simplifying the standards development process and put in place mechanisms to reach consensus in a much faster way than we do today. Our standards development process should be easy to explain and understand, this is key to retain existing and attract new stakeholders. We also need to simplify the types of deliverables we produce so that anyone can easily understand and use what we produce in ways that help them.

Research at the firm level has shown that firms that innovate outperform their non-innovating peers. Why should ISO and its members be any different?

At the General Assembly I will explain what ISO has done over the last five years to efficiently develop standards and what's possible in the future.

### *Standards accessible and trusted by all*

We need to make ISO Standards available to anyone who needs them, without any discrimination, in a simple and quick manner, and at a reasonable cost. We need to ensure that our customers are delighted by their experience in using our standards. We need to do this through products and services providing more value than just the simple content in our standards. Our standards also need to be even more recognized and appreciated for their quality and relevance so that more people use them. This means that we need to be able to propose effective solutions to those applying or referencing our standards.

At the General Assembly I will explain what ISO has done over the last five years to make standards more accessible and even more trusted by all and what's possible in the future.

### **Why do this?**

*First of all I don't think we are as open, inclusive and globally relevant as we think we are!*

In today's hyper connected world, there are plenty other ways to build communities and create new products or services, for example through social media or crowdsourcing initiatives. Anyone can build a community, get thousands of participants almost instantly, get a global recognition and get work done in just a few days or weeks.

We are a highly respected organization that develops robust documents based on rigorous consensus.

But could we not also be more open, more inclusive and make it easier for individuals or other communities to join us or work with us. If those needing standards cannot find us or find our ways of operating archaic they will go elsewhere, or build their own places. And ISO may not be relevant anymore.

*Second, our process is complex and it takes a lot of time to produce a standard*

"It's not the big that eat the small, it is the fast that eats the slow". Speed and agility are the fundamental characteristics of any successful business today. Producing an ISO Standard today still takes years and goes through a long, complex and rigid process, which makes ISO often viewed as a heavy and bureaucratic organization.

The time taken to develop a standard today, on average, must be compared to the average product or service lifespan which is shortening dramatically.

In today's world, information, knowledge and even products can be developed in only a few days, or even in a few hours. If we are not able to be in a position to produce standards in timeframes required by our customers, they will either develop the standards they need themselves, use different mechanisms, or go to somewhere else. Here also if we don't change we will become irrelevant.

*Third, pressure for free standards becomes bigger and bigger, and it will never stop!*

Over the past two years, in a number of different countries, we have faced the threat that standards would be required to be made available for free.

Those threats at least initially ignored ISO's commercial and copyright policy. In some cases this was because copyright law in these countries allowed or required standards referenced in the legislation to be made available for free. In other cases people simply went to court to challenge the current situation that standards can be sold, instead arguing they are in the public interest and should therefore be made available for free.

Today, we live in a world where people expect that they will be able to access and share everything on the internet and more and more people expect the type of knowledge we produce to be available for free.

We have taken, and we continue to take, a defensive approach to our copyright.

But is this sustainable if we think of the World in 2020?

The Internet Society – June 2013 Internet Society Issues Paper on Intellectual Property on the Internet states “Over the past years, the idea of how to reconcile intellectual property rights and the Internet technologies and platforms has become a pivotal point of all Internet governance discussions. With the emergence of the Internet as a means of communication, creativity, innovation and ideas and with the increasing accessibility to information, traditional concepts of intellectual property appear increasingly antiquated and inapplicable in a space where information is democratized, people become increasingly more empowered to create, exchange and distribute content and innovation and creativity proliferate.”

## **So what? ISO and innovation – we need to walk the talk**

We need to step up our rate of innovation to take further advantage of technology and find new ways of developing and making standards available that ensure ISO not only survives, but thrives in the future.

The World Intellectual Property Report 2011 – The Changing Face of Innovation noted that knowledge markets based on IP rights are on the rise. Evidence suggests that firms' trade and license IP rights more frequently. Internationally, royalty and licensing fee revenue increased from USD 2.8 billion in 1970 to USD 27 billion in 1990, and to approximately USD 180 billion in 2009 – outpacing growth in global GDP.

Evidence shows that knowledge markets enable firms to specialize, allowing them to be more innovative and efficient at the same time. In addition, they allow firms to control which knowledge to guard and which to share so as to maximize learning – a key element of modern open innovation strategies.

The need for ISO to innovate is just confirmation of what organizations are doing all around us. It's what we, as ISO promote by stating that there is a strong link between standardization and innovation.

We are told, repeatedly, that innovation is a central driver of economic growth, development and better jobs. It is the key that enables firms to compete in the global marketplace, and the process by which solutions are found to social and economic challenges.

We are told, repeatedly, that the face of innovation has evolved significantly over the last decades.

- First, firms are investing historically unprecedented amounts in the creation of intangible assets – new ideas, technologies, designs, brands, organizational know-how and business models.
- Second, innovation-driven growth is no longer the prerogative of high-income countries alone; the technological gap between richer and poorer countries is narrowing. Incremental and more local forms of innovation contribute to economic and social development, on a par with world-class technological inventions.
- Third, the act of inventing new products or processes is increasingly international in nature and seen as more collaborative and open.
- Fourth, knowledge markets are central within this more fluid innovation process. Policymakers increasingly seek to ensure that knowledge is transferred from science to firms, thereby reinforcing the impact of public research.
- Moreover, ideas are being co-developed, exchanged and traded via new platforms and intermediaries.

In this new setting, the role of intellectual property (IP) has fundamentally changed. The increased focus on knowledge, the rise of new innovating countries and the desire to protect inventions abroad have prompted a growing demand for IP protection. IP has moved from being a technical topic within small, specialized communities to playing a central role in firm strategies and innovation policies.

The above shows we are at a very exciting juncture. We have a fantastic brand with high values and global recognition. We need to work much more imaginatively on how we add value to our customers. We also need to encourage good implementation of our standards, or our reputation as a globally definitive international standards developer will become tarnished.

And maintaining and building on ISO's reputation and brand is crucial, not just as marketing hype but because it's a reflection of what we do and how we do it to meet the needs of our customers.

WIPO's Second World Intellectual Property Report 2013 – Brands – Reputation and Image in the Global marketplace – makes the point that "Brands pervade everyday life. They are an indispensable guide for consumers and a means for companies to build a reputation and an image in the marketplace. A product's brand appeal can be as important for determining competitive success as its quality or price tag. In short, a recognized brand is among the most valuable intangible assets a company can own."

WIPO goes on to say that "Companies around the globe have spent nearly a half-trillion US dollars (USD) annually on branding, exceeding outlays on research and development and design while accounting in some countries for up to a quarter of firms' overall investments in intangible assets."

**To conclude**

- As I said earlier in my report, we are at a very exciting juncture. ISO has high recognition, we are in a strong position.
- ISO is succeeding. A review of the metrics by which ISO Council monitors progress all show improvement from the start of implementation of the current ISO Strategic Plan 2011-2015. Some might say that everything is therefore fine, let's relax.

That would be a huge mistake!

- Within the Strategic Plan 2016-2020 consultation process, I believe we need to step back and look at unchallenged assumptions, routines and habits from the past, and to resist the idea that we can remain as we are, or that incremental change will be "good enough".
- We need to avoid embedding processes that merely repeat the formulas that have created success in the past, this will never be a sustainable approach.
- We need to be innovative and creative, we should not make assumptions about our business and what it takes to succeed. Instead we should be curious, bold and clear that we want to continue to be the best standards organization in the World.

That means we must embrace change if we want to maintain that position.

Rob Steele



## **Initiatives to increase ISO member participation in what ISO does**

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### **New rights for correspondent and subscriber members**

22 correspondent and subscriber members have signed up to take part in the Council-approved pilot to participate in ISO technical work during 2014 and 2015: Afghanistan, Angola, Antigua & Barbuda, Bahamas, Bhutan, Bolivia, Burundi, Cambodia, Dominica, Dominican Republic, Eritrea, Gambia, Georgia, Guatemala, Lao, Latvia, Montenegro, Mozambique, Myanmar, Sierra Leone, Seychelles, Zambia. These members have registered in over 30 different areas of ISO work and continue to seek stakeholders, establish mirror committees, and appoint and train voters to manage the balloting system. Many technical meetings and voting activities have yet to take place but ISO/CS is monitoring progress with the help of committee managers and offering support to participants. Afghanistan and Latvia have already decided to upgrade to full membership, from July 2014 and January 2015 respectively.

### **ISO Connect Member Area**

To stay up to date with what's going on in ISO, all ISO member staff can get access to ISO Connect: the website for the ISO community. To do this ask your user administrator to register you in the ISO Global Directory then log in here <https://connect.iso.org> and create a password.

The [Member Area](#) in ISO Connect provides information for members only, including:

- ISO governance and the work of the governance committees
- ISO membership manual with guidance on being an ISO member
- Contact details of team leaders in each ISO member
- Contact details for ISO/CS
- Blog posts with news and events for ISO members; sign up to receive these by email too.

### **New video series for ISO members**

ISO/CS has launched a series of short videos on ISO Connect about ISO activities. These cover key topics for ISO members to watch and share with colleagues and stakeholders. Videos so far are:

- '5 minutes...with CASCO' – Sean MacCurtain, Director Conformity Assessment, explains the benefits to ISO members
- '3 minutes... on the General Assembly' – Rob Steele, Secretary General, explains why members and their stakeholders should attend
- '3 minutes... on the new ISO Strategy' – Kevin McKinley, Deputy Secretary General, highlights the importance for members and their stakeholders of contributing to the ISO Strategy 2016-2020

Share ideas for new topics with [memb@iso.org](mailto:memb@iso.org)



## Member WebEx meetings

Since July 2013, ISO/CS has been running a series of membership WebEx meetings. These are a source of information about current issues for ISO members. Notifications of upcoming meetings and how to join are sent to all member CEOs and posted on ISO Connect in the Member Area (see above). Topics covered so far include: ISO Strategy 2016-2020; ISO Governance; ISO commercial agreement, POCOSA; ISO trademark and logo for ISO members; Entering Switzerland and the Schengen visa area. We are improving these sessions based on feedback from members. For suggestions for future topics, send an email to: [members@iso.org](mailto:members@iso.org)

## Current ISO Members

ISO has 161 members. As the focus has been on increasing the participation of ISO members in what ISO is doing it is especially pleasing to see the number of ISO members upgrading their membership. Current statistics: 118 full members; 39 correspondent members; and 4 subscriber members (1 July 2014). This compares with 113 full members; 46 correspondent members; and 4 subscriber members on 1 July 2013.



The following changes have taken place since 1 July 2013:

### a) Full members

- ABENOR (Benin), MBS (Malawi) and NBSM (Nepal) upgraded from correspondent members to full members on 1 January 2014
- ANSA (Afghanistan) upgraded from correspondent member to full member on 1 July 2014
- LVS (Latvia) will upgrade from correspondent member to full member on 1 January 2015
- ELOT (Greece) transferred ISO membership to NQIS-ELOT - National Quality Infrastructure System - Autonomous Operational Unit for Standardization
- SUTN (Slovakia) transferred ISO membership to SOSMT - Slovak Office of Standards, Metrology and Testing
- ASN (Senegal) and SASMO (Syrian Arab Republic) are suspended pending payment of 2012 membership fees

b) Correspondent members

- BBS – Bahamas Bureau of Standards, joined as a correspondent member on 1 July 2013
- The following correspondent members have expressed interest in upgrading to full membership:
  - BSB (Bhutan)
  - FASONORM (Burkina Faso)
  - BBN (Burundi)
  - INS (Moldova, Rep of)
  - INNOQ (Mozambique)
  - SWASA (Swaziland)
- BHN – Bureau Haïtien de Normalisation, has expressed interest in becoming an ISO member
- ACONOR (Congo) has expressed interest in returning to ISO membership
- BNM (Madagascar), DNM (Nicaragua) and IGNM (Guinea) are withdrawn pending payment of 2013 membership fees

c) Subscriber members

- DGCI (Honduras) transferred ISO membership to OHN – Organismo Hondureño de Normalización and has expressed interest in upgrading to correspondent membership
- The Département de la normalisation et de la qualité (Comoros) and SNQCA (Central African Republic) have expressed interest in returning to ISO membership
- The Belize Bureau of Standards has expressed interest in becoming an ISO member, and the Government of Vanuatu has consulted ISO on the membership process.

### New and Former ISO Members

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

- **Potential New Members:** Andorra\*\*, Cape Verde\*, Chad\*, Djibouti\*, Equatorial Guinea\*\*, Kiribati, Liechtenstein\*, Maldives\*, Marshall Islands, Micronesia, Nauru, Palau, Saint Kitts and Nevis\*, Samoa\*, San Marino, Sao Tomé and Príncipe\*\*, Solomon Islands\*, Somalia, South Sudan, Timor-Leste, Tonga\*, Tuvalu.
- **Past Members:** Central African Republic\*, Comoros\*\*, Congo\*, Guinea-Bissau\*, Grenada\*, and Venezuela\*

*WTO Members\* and Observers\*\**



## 2014 Key Priority Achievements – Implementation

Each year, Council approves priorities for the following year as part of the implementation of [ISO Strategic Plan 2011-2015](#).

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

The report below provides an update on progress implementing the 2014 priority achievements. More detailed information is available on ISO Connect at <https://connect.iso.org/x/CAAk>.

The priority achievements for 2015 will be presented to Council for approval at its September 2014 meeting.

## 2014 Key Priority Achievements

### 1. Key Strategic Objective 1 – ISO deliverables meet customer needs

<b>1. Intellectual Property Rights reinforcement</b>			
Overall Health: OK	Phase: Scoping	Governance: Council	Project Lead: Nicolas Fleury
<b>Description</b> Further develop and implement a comprehensive strategy to reinforce the protection of ISO's IP in light of challenges such as free standards, incorporation by reference, piracy, etc., across the ISO membership		<b>Expected results</b> Less infringements on ISO's IP Allow members to take actions for their own national publications Educate standards users on copyright	
<b>2. Easy member access to XML</b>			
Overall Health: n/a	Phase: Not started	Governance: CSC/SPC	Project Lead: Philip Ham
<b>Description</b> Create and implement an interface and search functionality to enable members' easy access to the XML-converted files for the purposes of developing products that better meet specific user needs		<b>Expected results</b> Facilitate access to XML converted files Increase specific product creation	
<b>3. NWI acceptance procedure review</b>			
Overall Health: OK	Phase: Closing	Governance: TMB	Project Lead: Sandy Gros-Louis
<b>Description</b> Screen proposals for new work and review related acceptance procedures to enhance the quality and market relevance of proposals.		<b>Expected results</b> More rigorous review of new proposals Ensure relevance of ISO work portfolio	

<b>4. Market Analysis</b>			
Overall Health: withdrawn	Phase: n/a	Governance: CSC/SPC	Project Lead: Miguel Fernandez Buhigas
<b>Description</b> Summarize current market intelligence – identify and fill knowledge gaps for analysis and improve offerings to customers		<b>Expected results</b>	
<b>5. Regulatory Portal</b>			
Overall Health: OK	Phase: Executing	Governance: Council	Project Lead: Kevin McKinley
<b>Description</b> Consider pilot of regulatory portal providing access to ISO standards referenced in national regulations (e.g., USA). If approved, monitor impacts and consider for deployment in other priority countries		<b>Expected results</b> Experience ways to provide access to standards Increase flexibility and access to standards	
<b>6. Value-added Product</b>			
Overall Health: OK	Phase: Executing	Governance: CSC/SPC	Project Lead: Regis Brinster
<b>a) Description</b> Develop and roll-out new value-added products to complement and facilitate user take-up of key standards		<b>b) Expected results</b> Facilitate take-up of key standards Complement ISO product catalog	
<b>7. CERTO</b>			
Overall Health: OK	Phase: Scoping	Governance: Council	Project Lead: Dorothee Stadler
<b>Description</b> Provide a public database of organisations certified to ISO Management System Standards (MSS) by Certification Bodies (CBs) accredited by IAF members. Enable CBs to upload and manage their certification data Protect the ISO brand by providing improved visibility to certified organizations		<b>Expected results</b> Database of ISO MSS- certified organizations Protect the ISO brand by improved visibility	

<b>8.1. ISOlution Webstore 2<sup>nd</sup> Release</b>			
Overall Health: Completed	Phase: n/a	Governance: CSC/SPC	Project Lead: Philip Ham
<b>Description</b> Promote and provide sales and subscription services to ISO members who have not offered such services before		<b>Expected results</b> More use of ISO standards, members promoting and selling ISO standards More revenue for members (especially developing countries) Better IP protection and ISO brand awareness Reduced technology costs for members with an easy upgrade path	
<b>8.2. ISOlutions: National Public Enquiry</b>			
Overall Health: OK	Phase: Scoping	Governance: Council	Project Lead: Philip Ham
<b>Description</b> Promote and provide sales and subscription services to ISO members who have not offered such services before		<b>Expected results</b> Members can run National Public Enquiries on draft standards using an ISOlutions option The public can more easily find and comment on DIS	
<b>9. Connecting with Market and Stakeholders</b>			
Overall Health: OK	Phase: Scoping	Governance: CSC/SPC	Project Lead: Nicolas Fleury
<b>Description</b> Consider a project to develop clear expectations and measures for ISO members to connect with their markets and stakeholders (e.g., functional stakeholder collaboration tools, IP protection measures, sale of ISO standards)		<b>Expected results</b> Guidance on strategies to reach stakeholders Create Toolbox to support members in their initiative	

## 2. Key Strategic Objective 2 – ISO standards promote innovation and provide solutions to global challenges

<b>10. Infrastructure Event</b>			
Overall Health: OK	Phase: Executing	Governance: ISO/CS	Project Lead: Anna Rossi
<b>Description</b> Hold major ISO President's event(s) on addressing "infrastructure" challenges through international standards.		<b>Expected results</b> Communicate and promote standards answering to "infrastructure" challenges	
<b>11. Innovation Workshop</b>			
Overall Health: OK	Phase: Scoping	Governance: ISO/CS	Project Lead: Daniele Gerundino
<b>Description</b> Hold an international workshop on standards, innovation, research and academia		<b>Expected results</b> Communicate and promote the link between innovation and standardization to stakeholders	
<b>12. ISO guidance workshop</b>			
Overall Health: OK	Phase: Executing	Governance: Council	Project Lead: Belinda Cleeland
<b>Description</b> Update existing <a href="#">ISO guidance on the use of ISO standards to support technical regulations and public policies</a> , and prepare an ISO international workshop to communicate and promote the approaches		<b>Expected results</b> Communicate and promote the use of standards to support technical regulations and public policies	

### 3. Key Strategic Objective 3 – The capacity and participation of developing countries in international standardization is significantly enhanced

<b>13. DEV-T Funding</b>			
Overall Health: Completed	Phase: n/a	Governance: ISO/CS	Project Lead: Beer Budoo
<b>Description</b> Secure 2.35 million CHF of "new" funding for the ISO DEV-T programme, providing information on sources and nature of funding.		<b>Expected results</b> Support standardization practices in developing courses Increase ISO presence in developing countries	
<b>14.1. ISolutions National Public Commenting</b>			
Overall Health: OK	Phase: Scoping	Governance: ISO/CS	Project Lead: Carole Visentin
<b>Description</b> Allow the public to comment on standards during Members' National Public Enquiry stage		<b>Expected results</b> Provide full range of ISO's electronic services to more developing countries - 15 more ISO members support standards development	
<b>14.2. Onboarding Members to ISolutions</b>			
Overall Health: OK	Phase: Executing	Governance: ISO/CS	Project Lead: Julie Suter
<b>Description</b> Provide full range of ISO's electronic services to more developing countries - 15 more ISO members support standards development or start selling ISO standards		<b>Expected results</b> Improving current services Adding new services Providing better support	
<b>15. Greater Participation and Leadership by emerging countries</b>			
Overall Health: OK	Phase: Scoping	Governance: TMB	Project Lead: Belinda Cleeland
<b>Description</b> Review and implement mechanisms to support greater participation and leadership of ISO TC/SC/PCs by emerging economies (e.g., BRICS)		<b>Expected results</b> Improved participation in emerging countries Promote leadership of emerging countries Improving current services	



## 4. Key Strategic Objective 4 – ISO excels in reaching out to an engaging stakeholders

<b>16. Stakeholders categories</b>			
Overall Health: Completed	Phase: n/a	Governance: TMB	Project Lead: Sandy Gros-Louis
<b>Description</b> Evaluate gaps and improvement opportunities from collected data on appropriateness of the stakeholder categories, and the profile of stakeholders participating in ISO standards development		<b>Expected results</b> Refined stakeholder categories Data on stakeholders participating in ISO work	
<b>17. Collaborative authoring environments</b>			
Overall Health: OK	Phase: Executing	Governance: ISO/CS	Project Lead: Jeff Poulin
<b>Description</b> Pilot the virtual-only development of a standards project(s)		<b>Expected results</b> Explore possibilities to use virtual-only standards development	
<b>18. Chairs and Convenors workshops</b>			
Overall Health: OK	Phase: Executing	Governance: TMB	Project Lead: Sandy Gros-Louis
<b>Description</b> Ensure effective delivery of a regional workshop for ISO Chairs and Convenors and prepare a mechanism for future workshops		<b>Expected results</b> Pilot the training of convenors and Chairs via a regional workshop	

## 5. Key Strategic Objective 5 – ISO Fosters partnerships that further increase the value and efficient development of international standards

<b>19. Joint Action to protect IP</b>			
Overall Health: OK	Phase: executing	Governance: ISO/CS	Project Lead: Holger Gehring
<b>Description</b> Develop common approaches and joint actions with IEC to: counter legal and other threats to intellectual property		<b>Expected results</b> Counter legal and other threats to intellectual property	
<b>20. Standards and Regulations</b>			
Overall Health: OK	Phase: Scoping	Governance: ISO/CS	Project Lead: Belinda Cleeland
<b>Description</b> Develop common approaches and joint actions with IEC to: help define the optimum complementary role of standards and regulations Pilot the virtual-only development of a standards project(s)		<b>Expected results</b> Help define the optimum complementary role of standards and regulations	
<b>21. XML schema promotion</b>			
Overall Health: OK	Phase: Executing	Governance: ISO/CS	Project Lead: Laurent Galichet
<b>Description</b> Develop common approaches and joint actions with IEC to: promote the use of ISO XML schema for the conversion of back catalogues		<b>Expected results</b> promote use of ISO XML schema for the conversion of back catalogues	

<b>22. ISO/IEC/ITU Escalation mechanism</b>			
Overall Health: Completed	Phase: n/a	Governance: ISO/CS	Project Lead: Sophie Clivio
<b>Description</b> Develop common approaches and joint actions with IEC to: ensure effective issue-handling and escalation mechanisms for continued strong cooperation		<b>Expected results</b> Ensure effective issue- handling and escalation mechanisms for continued strong cooperation	
<b>23. ISO's global image enhancement</b>			
Overall Health: OK	Phase: Scoping	Governance: ISO/CS	Project Lead: Francesco Dadaglio
<b>Description</b> Develop mechanisms and tools to enhance ISO's global image by working more closely with industrial consortia and social round tables		<b>Expected results</b> ISO's global image improvement	
<b>24. ISO Strategic Plan 2016 – 2020 development</b>			
Overall Health: OK	Phase: Executing	Governance: CSC/SPC	Project Lead: Rob Steele
<b>Description</b> Progress development of the ISO Strategic Plan 2016 – 2020 with appropriate strategic-level consultations with IEC and ITU		<b>Expected results</b> ISO strategic plan developed in relation with the IEC and ITU	
<b>25. “Top 50” international organizations monitoring</b>			
Overall Health: OK	Phase: Executing	Governance: ISO/CS	Project Lead: Isabelle Vega
<b>Description</b> Monitor, engage, regularly review and make solid progress with 'Top 50' international organizations		<b>Expected results</b> Improved ISO partnership with internal organizations	

## 6. Key Strategic Objective 6 – ISO and its processes are significantly improved

<b>26. Advisory groups relationships rationalization</b>			
Overall Health: Completed	Phase: n/a	Governance: Council	Project Lead: Kevin McKinley
<b>Description</b> Clarify and rationalize relationships between the various policy and advisory groups within ISO: processes introduced to ensure necessary sharing of information and integration of their activities		<b>Expected results</b> Streamlined advisory group relationships Improve integration and communication between groups	
<b>27. Project Management Office</b>			
Overall Health: OK	Phase: Executing	Governance: Council	Project Lead: Simon Taillard
<b>Description</b> Agree and implement processes for the transparent evaluation, approval, management and reporting of IT and other large projects within ISO		<b>Expected results</b> Improved consistency in ISO/CS projects Better progress reporting channel to Council	
<b>28. Training on project management</b>			
Overall Health: OK	Phase: Scoping	Governance: TMB	Project Lead: Sandy Gros-Louis
<b>Description</b> Develop and launch project management training-of- trainers for TC/SC secretariats, chairs and conveners to increase planning, efficiency and effectiveness of the standards development process		<b>Expected results</b> Improve managements practices in standard development	
<b>29. Group-level consensus-building tools development</b>			
Overall Health: Completed	Phase: n/a	Governance: ISO/CS	Project Lead: Sandy Gros-Louis
<b>Description</b> Develop / train on explicit tools and techniques for effective working group-level consensus-building		<b>Expected results</b> Reach consensus efficiently in working group discussions	

<b>30. WTO TBT code of good practice consistency</b>			
Overall Health: not started	Phase: n/a	Governance: Council	Project Lead: Trevor Vyze
<b>Description:</b> Assess and assist members to ensure ISO remains fully consistent with the WTO TBT code of good practice and principles for the development of international standards		<b>Expected results</b> Improve WTO good practices alignment with ISO practices	
<b>31. Living Lab – Send us your work</b>			
Overall Health: OK	Phase: Executing	Governance: ISO/CS	Project Lead: Trevor Vyze
<b>Description:</b> Assess overall progress on Living Lab projects, address remaining high-priority irritants and customer ideas (e.g., Nielsen survey feedback) and continue projects that allow ISO TCs to experiment on ways to be faster, simpler, better		<b>Expected results</b> Experiment on the improvement in standards development processes	
<b>32. Performance looking at 5 stats</b>			
Overall Health: OK	Phase: Executing	Governance: ISO/CS	Project Lead: Isabelle Vega
<b>Description</b> Identify and monitor key committee performance indicators in standards development and develop mechanisms to ensure timely development		<b>Expected results</b> Insure timely development of standards Drive up committee performances	
<b>33. Future Standards Environment</b>			
Overall Health: OK	Phase: scoping	Governance: ISO/CS	Project Lead: David Ratcliffe
<b>Description</b> Define the future ISO IT environment for standards development in 2020		<b>Expected results</b> Better understanding of future needs of customers, stakeholders and standards developers. ISO Strategic Plan integrates this information and future priorities are driven by this.	

## 7. Key Strategic Objective 7 – ISO and the value of standards are clearly understood by customers, stakeholders and general public

<b>34. Multiple language</b>			
Overall Health: ok	Phase: pending	Governance: ISO/CS	Project Lead: Anne Miauton
<b>Description</b> Conduct Living Lab pilot on language translation tools for standards		<b>Expected results</b> ISO Content available in more languages. People can participate in ISO activities more easily.	
<b>35. Conference on Benefits of Standards</b>			
Overall Health: completed	Phase: n/a	Governance: Council	Project Lead: Daniele Gerundino
<b>Description</b> Hold an ISO international workshop on the economic and social benefits of standards and evaluate how results can be further promoted		<b>Expected results</b> Involving members on the application of the ISO methodology	
<b>36. Videos “TED” like talks development</b>			
Overall Health: ok	Phase: Executing	Governance: TMB	Project Lead: Katie Bird
<b>Description</b> Consider development of issue-related publicly available videos similar in nature to “TED” talks (see <a href="http://www.ted.com/talks">http://www.ted.com/talks</a> )		<b>Expected results</b> Reach a wider audience to ISO work and mission	
<b>37. Young Standards</b>			
Overall Health: Cancelled	Phase: n/a	Governance: ISO/CS	Project Lead: Daniele Gerundino
<b>Description</b> Implement new ISO Young person’s programme		<b>Expected results</b>	

## IDEAS FROM STAKEHOLDERS

### ITEM 7 Ideas for the future

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#### **GENERAL ASSEMBLY ACTION**

The General Assembly is asked to be ready with comments and questions for the panel discussion that will discuss the addresses from WTO, IEC, and ITU and the reports submitted by regional and sub-regional organizations.

#### **Introduction**

- Under this agenda item, Mr Aik Hoe Lim, Secretary of the WTO Working Party on Domestic Regulation, will address the General Assembly on the topic of trade in services and the role of international standards.
- This will be followed by addresses from the IEC and ITU representatives on their ideas for the future of international standardization.
- The representatives of regional standards organizations will be invited to answer questions from the floor.

#### **1 International partners**

ISO has liaison relations with some 700 international organizations, including the UN and its specialized agencies. The UN system is a key "partner" for ISO, since most UN specialized agencies and bodies working in fields related to technical harmonization or technical assistance have liaison status with ISO. ISO has also a general consultative status with the UN Economic and Social Council (ECOSOC) and equivalent status with nearly all other bodies and specialized agencies of the UN system.

##### **1.1 Cooperation with IEC and ITU**

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

The WSC held its 13th meeting in Geneva on 20 February 2014. The membership list in 2014 and the terms of reference of the WSC are attached - see Annex 1. Highlights of main items discussed at the WSC meeting:

- Promotion of the international standardization system

The theme of the 2014 World Standards Day is "International Standards level the playing field". ISO will take the lead on the 2015 activities, for which the WSC approved the theme: "Standards – building on a common language".

The WSC members agreed to endorse a WSC communications plan. Each organization was encouraged to continue to look for opportunities at high-level events to promote the international standardization system, under the auspices of the WSC.

The WSC supported a proposal from the IEC to hold a WSC promotion event at the WSC Symposium at Smart City Expo World Congress 2015 in Barcelona.

- Three year rolling plan for WSC activities

Following agreement at the 2011 WSC meeting that a three-year rolling plan on joint activities should be developed, the WSC members approved the draft plan for 2014-2016 inclusive. Activities proposed were under the main headings of World Standards Day, Academia, Accessibility, Coordination of relations with WTO, Conformity Assessment, Promotion and Intellectual Property Rights (IPR).

- Academia

The 2014 WSC Academic Day will be hosted by the Standards Council of Canada at the Chateau Laurier hotel in Ottawa, in conjunction with the International Cooperation for Education about Standardization (ICES) workshop taking place the day before (14 August). Based on the theme "Encouraging the next generation of standards experts", the Academic Day will look at the initiatives and programmes underway to involve young professionals in standardization and the links between university education about standardization and initiatives to engage graduate students and young professionals in standardization.

Following the success of the first event, led by ISO on the US East Coast in June 2013, the WSC will continue to organize specific workshops for top universities and business schools with the aim of enhancing awareness about the strategic benefits of using and participating in the development of International Standards among future business leaders. The IEC will lead the 2014 US West Coast workshop.

- Conformity Assessment

A WSC Conformity Assessment workshop, led by IEC, is scheduled to take place in the first half of 2015 in Geneva.

- Accessibility

The WSC asked the CEOs of the three member organizations to finalize the WSC policy on standardization and accessibility and to submit it to their relevant governing bodies for approval. The three organizations will also issue a common document, ISO/IEC Guide 71 / ITU-T Supplement 17 for the H-series, Guide for addressing accessibility in standards.

- Patents policy

The ITU updated the WSC members on their internal discussions on IPR, following an ITU Patent Roundtable in October 2012. The IEC and ISO both stated their satisfaction with the current common patents policy and stressed that standard development organizations should not get involved in arbitration.



On a **bilateral basis**, the reports submitted by IEC and ITU on their cooperation with ISO are attached at Annex 2 and 3 respectively.

## **1.2 Cooperation with the World Trade Organization (WTO)**

ISO has the status of permanent observer on the following WTO Committees and regularly provides information to these committees on matters regarding international standardization and conformity assessment:

- WTO Committee on Technical Barriers to Trade (WTO/TBT Committee)
- WTO Committee on Trade and Environment (CTE)
- WTO Committee on Sanitary and Phytosanitary measures (SPS Committee)

## **2 Regional and sub-regional organizations**

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

Copies of the Council resolutions that govern ISO's relationship with regional and sub-regional standards organizations, together with the current membership of each of the above organizations are attached - see Annex 4.

### **2.1 Regional Standards Organizations recognized under Council Resolution 26/1992**

- ACCSQ (ASEAN Consultative Committee for Standards and Quality)

The report submitted by ACCSQ is attached - see Annex 5.

- AIDMO (Arab Industrial Development and Mining Organization)

The report submitted by AIDMO is attached - see Annex 6.

- ARSO (African Regional Organization for Standardization)

The report submitted by ARSO is attached - see Annex 7.

The ISO Secretary-General sent a video message to the ARSO General Assembly held in June 2014 (Kigali, Rwanda).

- CEN (European Committee for Standardization)

The report submitted by CEN is attached - see Annex 8.

The President delivered a speech at the CEN General Assembly in June 2014 (Istanbul, Turkey) giving an update on ISO activities and on the good level of cooperation between the two organizations. He encouraged CEN members to provide ideas on the new ISO strategy consultation after consulting their stakeholders.

- COPANT (Pan-American Standards Commission)

The report submitted by CEN is attached - see Annex 9.

The Vice-President (policy) and Deputy Secretary-General attended the COPANT General Assembly in Havana (Cuba) in April 2014. They engaged with COPANT members with a consultation workshop for the next ISO Strategic Plan.

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

The report submitted by EASC is attached - see Annex 10.

ISO was represented by the IEC General Secretary and CEO at the 45th EASC plenary meeting in Sochi (Russian Federation) in June 2014.

- PASC (Pacific Area Standards Congress)

The report from PASC will be posted on the ISOTC server when received.

The Vice-President (policy) and Secretary-General attended PASC 37 in Malaysia in May 2014. They engaged with PASC members with a consultation workshop for the next ISO Strategic Plan.

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

- CROSQ (CARICOM Regional Organisation for Standards and Quality)

The report from CROSQ will be posted on the ISOTC server when received.

- EAC (East African Community)

The report from EAC will be posted on the ISOTC server when received.

- ECOWAS (The Economic Community of West African States)

The report submitted by ECOWAS is attached - see Annex 11.

- GSO (GCC Standardization Organization)

The report submitted by GSO is attached - see Annex 12.

- SADC (Southern African Development Community)

The report submitted by SADC is attached - see Annex 13.



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

### 1 Goals

The primary functions of the WSC are:

- to strengthen and advance the voluntary consensus-based international standards system of IEC, ISO, and ITU through specific policies and cooperation, and by the sharing of information on experiences;
- to promote and increase the worldwide visibility of international consensus-based standardization and related conformity assessment matters;
- to resolve expeditiously any issue regarding cooperation in the technical work of the three organizations, if the matter has failed to be resolved in a timely manner at all lower levels of coordination

### 2 WSC membership in 2014

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

### 3 Terms of reference

The WSC shall seek:

- to develop policy and strategy on the promotion of international consensus-based standards, including the guides and standards on which global conformity

assessment may be based, to industry, the business community, governments, the World Trade Organization (WTO), other international organizations and users, including consumers;

- to develop a promotion and orientation programme aimed at educational institutions, in particular engineering schools and management schools;
- to guide the Joint Technical Advisory Board (JTAB), when needed, on technical issues of work delineation – the ITU-T1 will be invited to attend JTAB meetings;
- to address issues of common interest;
- to set up, when needed, ad hoc task forces with participation as required.

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

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

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<sup>1</sup> ITU Telecommunication Standardization Sector



International Electrotechnical Commission  
Commission Electrotechnique Internationale  
Международная Электротехническая Комиссия

## IEC collaboration with ISO

The IEC and ISO have been collaborating for several decades, regularly exchanging best practices and sharing experiences. This year was no exception.

Our two organizations have strong procedures and processes in place to support operational and technical coordination, both on the standardization side and on conformity assessment matters. Our established mechanisms are geared at avoiding duplication of effort, and we are obviously eager for that to continue. Examples include the frequent exchange of new work proposals as well as the regular contact between the leaders of our respective technical management boards and Central Secretariat staff, which supports a proactive approach to cooperation and ensures that any issues or concerns are addressed as soon as they arise. This has proven so successful that the IEC-ISO mechanism to deal with issues related to technical collaboration was extended this year to include ITU. We believe this will support the resolution of issues at the lowest level possible, to the benefit of our respective communities and the marketplace in general.

Cross-representation continues at each other's technical management board meetings and, whenever relevant, there is ongoing contact among experts through liaisons and joint technical groups. New procedures were also recently established to enhance collaboration on conformity assessment matters, with the IEC members now able to vote on proposals for new work items in CASCO. We also work together to produce a joint national adoptions database and in the area of graphical symbols for use on equipment.

As international standardization organizations, we have several common goals, including promoting the understanding of International Standards with the World Trade Organization and increasing outreach to academia. Together, we promote and defend our common business model and we have ongoing exchanges at management level to coordinate joint responses to requests for standards to be made available free of cost.

In terms of marketing and communication, the IEC, ISO and ITU combine forces, under the auspices of the WSC (World Standards Cooperation), to promote the benefits of the unique International Standards system of the three organizations. The IEC and ISO also represent each other at events where appropriate, with the IEC this year representing ISO at the EASC annual meeting.

To conclude, the IEC is proud of the strong and successful partnership with ISO, which promotes the value and use of International Standards and benefits world trade. We are therefore fully committed to continuing to working together with ISO whenever it is in the best interest of our customer markets or in support of our common goals.

F.W.P. Vreeswijk  
General Secretary & CEO

kpe



### ITU collaboration with ISO

ISO and ITU share the common goal to develop interoperable, non-discriminatory, international standards, i.e., not national or regional standards, but standards that can be implemented on a world-wide basis.

The ever increasing complexity and convergence of the telecommunications and information technology sector, the changing regulatory environment, and the multitude of other forums, consortia or standards bodies that have been created, requires that standards organizations continually need to adapt and reform themselves to cope with the changing environment.

The convergence of the telecommunication and information technology sectors has meant that the traditional demarcation lines between the activities of different standards bodies are becoming increasingly blurred, and this increases the risk of overlap and duplication of activities.

Collaboration and cooperation, rather than competition, between these various stakeholders is the key. This is important to avoid duplication of effort, confusion in the market place, and the chance of becoming locked into proprietary standards.

ITU appreciates that the principles of technical co-ordination between ISO and IEC (including ISO/IEC JTC1) were extended to include ITU-T and ITU-R.

ITU is also thankful to have been invited to ISO's Technical Management Board (TMB).

Collaboration and cooperation with ISO is key for ITU. The fact that 10% of ITU-T Recommendations are common text with ISO/IEC JTC1 is proof of that collaboration and the convergence of various industry sectors. The Common Patent Policy for ITU-T/ITU-R/ISO/IEC continues to be a cornerstone of the three international standardization organizations, one of the great successes of the World Standards Collaboration (WSC) comprising ISO, IEC and ITU. Other common goals that are pursued under the umbrella of WSC include accessibility for persons with disabilities, conformity assessment, involving academia, and promotion.

In 2012, ITU's World Telecommunication Standardization Assembly established a Review Committee to identify means to enhance cooperation with standards bodies with a view to minimize conflict of standards. The Review Committee is also examining ways to ensure that ITU-T's structure continues to meet the needs of the continually evolving and convergent ICT landscape, particularly as collaboration with vertical sectors increases. ISO is invited to take part in the Review Committee.

ITU very much values the close collaboration it enjoys with ISO and wishes ISO all the best for its future.

Malcolm Johnson

Director, ITU Telecommunication Standardization Bureau



## REGIONAL AND SUB-REGIONAL ORGANIZATIONS – ISO POLICIES AND MEMBERSHIP

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

#### **Council Resolution 34/2011**

(Sub-regional organizations – Criteria for enhancing collaboration)

Council, referring to its Resolution 13/2011,

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

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

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

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

notes that this resolution amends [Council Resolution 7/2008](#).

#### **Council Resolution 7/2008**

(ISO's regional policy)

Council,

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

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

- a) relations with broad regional standards organizations;
- b) relations with sub regional organizations involved in standardization or standards-related activities;
- c) adoption of ISO standards through regional/sub regional cooperation;
- d) ISO Regional Liaison Officers (RLOs);

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

- the involvement of regional standards organizations formally recognized by Council in the implementation of the ISO Action Plan for developing countries;
- the support provided to the RLOs to exercise their mission, and

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

NOTE – This resolution has been amended by [Council Resolution 34/2011](#).

### **Council Resolution 26/1992**

(Relations with regional standards organizations - New policy)

Council,

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

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

1. ISO, on the basis of a decision by Council, will establish regular working relations with regional organizations or associations, the members of which are standards bodies, on condition that:
  - 1.1 at least 50 % of the constituent members of the regional organization or association are members of ISO (full members or correspondent members);
  - 1.2 the regional organization or association endeavours as a matter of principle to fully rely on and support international standardization, and to use International Standards whenever possible as the basis for its own standards work.
2. ISO is invited to be represented at general meetings of the regional organization or association, and the latter is invited to be represented at the ISO General Assemblies as an observer.
3. Individual agreements, where relevant, catering for the specific needs of particular organizations or associations may be prepared for approval by Council.

This resolution supersedes [Council resolution 5/1972](#).



#### 4 Membership of regional and sub-regional organizations

- **Regional Standards Organizations<sup>1</sup> recognized under Council Resolution 26/1992**

##### ACCSQ (ASEAN Consultative Committee for Standards and Quality)

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

##### AIDMO (Arab Industrial Development and Mining Organization)

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

##### ARSO (African Regional Organization for Standardization)

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

##### CEN (European Committee for Standardization)

###### *Members*

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

<sup>1</sup> Members of regional organizations which are not ISO members are in *italics*

France  
Germany

Netherlands  
Norway

Turkey  
United Kingdom

*Affiliates*

Albania  
Armenia  
Azerbaijan  
Belarus  
Bosnia  
Herzegovina  
Egypt

Georgia  
Israel  
Jordan  
Lebanon  
Libya  
Moldova, Rep. of

Montenegro  
Morocco  
Serbia  
Tunisia  
Ukraine

COPANT (Panamerican Standards Commission)

Antigua and  
Barbuda  
Argentina  
Bahamas  
Barbados  
Bolivia  
Brazil  
Canada  
Chile  
Colombia  
Costa Rica  
Cuba

Dominican Republic  
Ecuador  
El Salvador  
Grenada  
Guatemala  
Guyana  
*Haiti*  
Honduras  
Jamaica  
Mexico  
Nicaragua

Panama  
Paraguay  
Peru  
*Saint Kitts and Nevis*  
Saint Lucia  
Saint Vincent  
Suriname  
Trinidad and Tobago  
Uruguay  
USA

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

Armenia  
Azerbaijan  
Belarus  
Georgia

Kazakhstan  
Kyrgyzstan  
Moldova, Rep. of  
Russian Federation

Tadjikistan  
Turkmenistan  
Ukraine  
Uzbekistan

PASC (Pacific Area Standards Congress)

Australia  
Brunei  
Darussalam  
Canada  
Chile  
China  
Colombia  
Fiji  
Hong Kong,  
China  
India

Indonesia  
Japan  
Korea, Rep. of  
Malaysia  
Mexico  
Mongolia  
New Zealand  
Papua New Guinea

Peru  
Philippines  
Russian Federation  
Singapore  
South Africa  
Thailand  
USA  
Viet Nam

- **Sub-regional organizations<sup>2</sup> recognized under Council Resolution 34/2011**

CROSQ (CARICOM Regional Organisation for Standards and Quality)

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

EAC (East African Community)

Burundi	Tanzania
Kenya	Uganda
Rwanda	

ECOWAS (Economic Community of West African States)

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

GSO (GCC Standardization Organization)

Bahrain	Saudi Arabia
Kuwait	United Arab Emirates
Oman	Yemen
Qatar	

SADC (Southern African Development Community)

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

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<sup>2</sup> Members of sub-regional organizations which are not ISO members are in *italics*

## **STANDARDS AND CONFORMANCE ACTIVITIES IN ASEAN**

### **1. Brief overview of ASEAN**

The Association of South East Asian Nations (ASEAN) was established on 8 August 1967 and from its five initial founding members: Indonesia, Malaysia, Philippines, Singapore and Thailand, ASEAN has since expanded to a region comprising ten nations including Brunei Darussalam, Cambodia, Lao PDR, Myanmar and Viet Nam. The realisation of the ASEAN Economic Community by 2015 will see ASEAN as a concert of Southeast Asian nations aiming to create a stable, prosperous and highly competitive ASEAN economic region in which there is a free flow of goods, services, investment and a freer flow of capital, equitable economic development and reduced poverty and socio-economic disparities.

### **2. Trade facilitation in ASEAN through elimination of TBT**

In line with the ASEAN vision 2020 to create a single market and production base, a region of equitable economic development and a highly competitive region which is fully integrated into the global economy, the ASEAN economic integration agenda includes trade facilitation as one of the main thrusts towards this goal. The trade facilitation measure has further enhanced with the implementation of the ASEAN Trade in Goods Agreement (ATIGA) which was signed by the ASEAN Economic Ministers in February 2009. The ATIGA brings into one single agreement all aspects of trade in goods. The Agreement provides the legal framework for liberalizing and facilitating trade in goods in order to achieve free flow of goods within the ASEAN economic community.

The elimination of technical barriers to trade (TBT) in ASEAN contributes to the trade facilitation mechanism. While tariff on goods has significantly gone down, the focus is now on the elimination of non-tariff barriers including technical barriers pose by standards, technical regulations and conformity assessment procedures. The mandate of eliminating TBT in ASEAN is lodged with the ASEAN Consultative Committee for Standards and Quality (ACCSQ) which began as early as 1992 in support of realising the ASEAN Free Trade Area (AFTA).

The ACCSQ expanded the scope of eliminating TBT in response to the goal of ASEAN integration by 2015. Priority integration sectors have been identified and had been the focus of ACCSQ on TBT elimination, as follows: Agro-based products (prepared foodstuff), Automotive, Healthcare products (Cosmetics, Medical Devices, Pharmaceuticals, Traditional Medicines and Health Supplements), Rubber-based products, Electrical and Electronic Equipment, Wood based products, and Building and Construction materials. The ACCSQ also serves as a consultative platform for relevant stakeholders to discuss issues related to standards, technical regulation, and conformity assessment.

### **3. Standards and conformance activities in ASEAN**

The standards and conformance activities in ASEAN encompass the elimination of technical barriers through harmonisation of standards, mutual recognition arrangements and harmonisation of regulatory regimes.

Harmonisation of standards and technical regulations in ASEAN is governed by the ASEAN Policy Guidelines on Standards, Technical Regulations and Conformity Assessment Procedures which made reference to ISO/IEC Guide 21 Parts 1 and 2 (Regional or national adoption of International Standards and other International Deliverables) as one of the guiding principles.

To further achieve free movement of goods and accept conformity assessment services in ASEAN, the ACCSQ adopts the mutual recognition of test results and certificates among Member States which not only simplifies procedures but also reduces transaction costs. This is in recognition that more than standards itself, it is often the duplicative testing procedures arising from different systems of conformity assessment in various Member States that may pose as barriers to trade.

**Harmonisation of standards and technical requirements:** ASEAN has made progress on the harmonisation of standards and technical requirements as follows:

- i. Harmonisation of safety and specification requirements covering electrical and electronic equipment, rubber gloves and condoms and rubber-based products with the relevant international standards such as ISO and IEC standards.
- ii. Harmonisation of standards/technical requirements for automotive based on United Nations Economic Commission for Europe (UNECE) Regulations whereby 19 UNECE Regulations have been agreed for harmonisation by 2015.
- iii. Harmonisation of standards on prepared foodstuff products using CODEX standards. Harmonisation is focused on safety requirements on food additives, food contaminants and food contact materials. Harmonisation of technical requirements for food safety through the development and implementation of the ASEAN Common Food Control Systems which also includes common requirements for labeling of prepackaged food and food hygiene.
- iv. Harmonisation of technical requirements for the pharmaceutical sector through the development and use of the ASEAN Common Technical Requirements and ASEAN Common Technical Dossier. The harmonised requirements have been implemented on 1 January 2009.
- v. Harmonisation of technical requirements for medical devices through the development and use of the ASEAN Common Submission Dossier Template.
- vi. Harmonisation of technical requirements for safety, quality and efficacy and product placement requirements of traditional medicines and health supplements (TMHS), including Good Manufacturing Practices Guidelines.
- vii. Common procedures on legal metrology such as the ASEAN Common Requirements on Pre-packaged Products and Common Verification Procedures for Non-automatic Weighing Instruments have been completed. Inter-laboratory comparison programs have also been conducted on mass and volume measurement standards among the ASEAN Member States.

**Mutual Recognition Arrangements:** The general guideline for the development of ASEAN sectoral Mutual Recognition Arrangements is provided for in the ASEAN Framework Agreement on Mutual Recognition Arrangements where the following MRAs have been established:

- i. ASEAN Sectoral Mutual Recognition Arrangement for Electrical and Electronic Equipment which was signed on 5 April 2002 and is currently being implemented by all Member States.

- ii. ASEAN MRA for Good Manufacturing Practice (GMP) Inspection of Manufacturers of Medicinal Products Inspection was finalised and signed by the ASEAN Economic Ministers in 2008.

The following Mutual Recognition Arrangements (MRAs) are currently negotiated for the identified priority integration sectors which are anticipated for completion by 2015:

- i. ASEAN MRA on Type Approval of Automotive Products.
- ii. ASEAN MRA for Prepared Foodstuff Product.
- iii. ASEAN MRA on Building and Construction Materials.
- iv. ASEAN MRA on Bio-Equivalence Study (Pharmaceuticals).

**Development of Single Regulatory Regimes:** Single regulatory regimes and regional agreements are progressing as follows:

- i. Agreement on ASEAN Harmonised Cosmetic Regulatory Scheme was signed in 2003. The ASEAN Cosmetic Directive of the Agreement has been implemented in 1 January 2008.
- ii. The ASEAN Harmonised Electrical and Electronic Equipment Regulatory Regime were signed in 2005. Mechanisms to implement the Agreement are in place. The transposition of the Agreement into national regulations of ASEAN Member States will pave the way for the full implementation of the Agreement by 2015.
- iii. The finalisation of ASEAN Medical Device Directive has been completed and anticipates signing by 2014.
- iv. The ASEAN Agreement on Traditional Medicines and Health Supplements is anticipated to be signed in 2015.

#### **4. Free Trade Agreements on Standards and Conformance**

Consistent with the aim of integrating ASEAN into global economy while maintaining centrality in the ASEAN region, the ACCSQ is implementing the Technical Barriers to Trade chapter of existing Free Trade Area (FTA) agreements. This has been realised under the ASEAN-Australia-New Zealand FTA (AANZFTA), ASEAN-Japan Comprehensive Economic Partnership agreement (AJCEP) and ASEAN China Free Trade Area (ACFTA).

#### **5. Cooperation with ISO**

The ACCSQ welcomes the on-going ISO Regional Office pilot project in Singapore. It is hoped that the Singapore office will be a permanent one to better cater to the needs of ASEAN, including but not limited to:

- enhancing the participation of ASEAN members at ISO and coordinating the development of ISO standards with ASEAN members,
- continue in sustaining the learning and expertise in the development of national standards based on international standards, and in promoting use of standards to the industry, government, consumer associations and other stakeholders,
- enhancing the conformity assessment systems practices for newer members of ASEAN – Cambodia, Lao PDR and Myanmar.



## **AIDMO's report to the 37<sup>th</sup> ISO General Assembly**

### **Rio De Janeiro, 10-12 September 2014**

We are highly honored to respond to the invitation of your Organization to participate in the ISO thirty-fifth General Assembly and to address the ISO General Assembly on behalf of the twenty one members of the Arab Industrial Development and Mining Organization (AIDMO), of which 18 AIDMO members are ISO members: 17 are full members, and 2 correspondent members.

It is worth mentioning that AIDMO operates in three major sectors, namely: industrial development, mining and standardization and it is considered to be the only legal agency authorized to issue unified Arab standards in the Arab region whether through adopting standards with Arabic standards or adopting international standards, with its original texts, issued by international organizations including ISO, where all its members work toward the development of standardization and related activities with a view to facilitating international exchange of goods and services and promoting cooperation in intellectual, scientific, technological and economic spheres.

AIDMO and its members are working very hard to develop and update the Arab Strategy for Standardization for the period 2014-2018 in cooperation with the United Nations Industrial Development Organization (UNIDO) and financed by the Swedish International Agency (Sida).

The message of the new strategy is to optimize Standardization at the national, regional and international levels, meeting health, safety, environment and consumer protection requirements and promoting quality in accordance with international guides and agreements and attaining stakeholder requirements, based on essential values.

The new strategy contains three principles scopes:

- Standards & technical regulations
- Conformity Assessment systems
- Metrology ( through ARAMET and ARAMET)
- Accreditation ( supporting ARAC ( the Arab Accreditation Body))

Note that ARAMET means the Arab program for scientific & Industrial Metrology, and, ARAMEL means the Arab Program for the Legal Metrology.

The strategic Objectives of our strategy is to develop the financial resources, improve the relation with stakeholders, Media and awareness, Operation supports Activities & Research and Design.

Among the most important activities associated with the strategy we have:

- Implementation of standardization systems related to the health and safety of products, particularly food products – energy conservation – social responsibility – new and

renewable energy – water and carbon footprint – nanotechnology – all modern and advanced domains – insurance certificates and conformity assessment, in such a way as to achieve the requirements of stakeholders.

- Establishment of mechanisms to identify stakeholders for all parties forming the quality infrastructure in the Arab states and then identification of their priorities which include (without limitation thereto, Arab Standardization ...) in compliance with market requirements and common goals for the Arab world.
- Conclusion of agreements with Arab and International Organizations and academic sectors.
- Increase of participation in international technical committees relevant to quality infrastructure domains and coordination of the Arab position during meetings and voting on decisions and recommendations in order to harmonize Arab standards with International Standards and remove technical barriers to trade.
- Provision of support for the Arab Metrology Program in the framework of the Arab Industrial Development and Mining Organization, in accordance with international practices.
- Unification of conformity assessment procedures in different domains in accordance with international guides, including certificates, conformity marks and quality marks, with a focus on priority goods and products.
- Development of information centers to provide and offer Arab and international information services and products and to exchange information and expertise on standards and technical regulations between all Arab states in an electronic, regular and organized manner.
- Establishment of workshops and trainings related to social responsibility, to quality and to the importance of standardization and infrastructure.
- Concentration on the elaboration of standards for goods and products which have a high competitive characteristic in Inter-Arab trade and exports and on handling new sectors standards.
- Development of information and expertise exchange systems on standards and technical regulations between all Arab states in an electronic, regular and organized manner.

In addition to updating the Arab Strategy for Standardizations, AIDMO has new developments standardization activities and many achievements and developments have been made in the field of standardization in our region. The AIDMO High-Level Consultative committee for standardization (HCCS) stresses the importance of updating AIDMO standards, and to speed up the development of AIDMO standards relating to the production of equipment, transmission and distribution of electricity, building materials especially energy-saving, water and environment-friendly.

The HCCS issued other recommendations, including:

- Development of technical information systems on standards and technical regulations.



- Inviting Arab standardization bodies to intensify efforts to prepare unified Arab standards in accordance with the list of most goods exchanged between Arab countries, and urge it to actively participate in the international technical committees and contribute, therefore, to the development of international standards.
  - Inviting standardization Arab to propose international standards via the interactive AIDMO database with its original language, without full text and only the standard code and title, in order to protect the intellectual property rights for those organizations.
  - Giving priority of the application of the unified Arab standards taking into account the Commitment of AIDMO members to the international and regional Organizations.
- The number of Arab standards, adopted so far, is 9306 standards, including 2596 adopted in Arabic, and 6710 standards adopted in their original language (including ISO standards).
  - AIDMO, in cooperation with the United Nations Industrial Development Organization (UNIDO), have issued: **“The Regional Arab Guideline on Good Governance and Professional Practices for Organizations and Personnel of the National Quality Infrastructure”**. The guideline follows a series of regional workshops that were held in Cairo, Rabat, & Dubai with the participation of about 120 experts and professionals from different institutions and entities involved in the quality infrastructure domain.
  - Also, raising awareness of the importance of standardization to economy and to meet the needs of business, industry, government, and consumers in our region is of paramount importance. Thus we share with others, the celebration of the world standards Day on the 14th of October every year. The Arab standards Day is also celebrated in our region on the 25th of March each year. The last theme for this Day was: **“Standardization gives confidence and improves quality of life”**.
  - AIDMO set up an Arab Quality Award which takes into account the international excellence awards.
  - AIDMO had hosted the meeting of the Experts Committee of the Arab award to assess the reports of the industrial companies from Arab countries, the first session was devoted to three sectors: petrochemicals, food and textile, provided that competition will be open in other sectors in the coming. The Experts’ committee decision will be adopted by the HCCS and awards will be given to the winning companies in a special ceremony on this occasion.

**We look forward to:**

- ✚ **Enhance and strengthen our fruitful cooperation with ISO, by giving technical support to AIDMO to achieve the Arab Strategy for Standardization, The participation of the ISO experts, in next meeting of the Consultative Permanent Technical Committee responsible for monitoring the implementation of the Arab strategy for Standardization, will be appreciated.**
- ✚ **Invite AIDMO to participate to ISO next training courses organized for the benefit of the development countries especially those related to the Arab countries.**
- ✚ **Review and develop the agreement signed between AIDMO and ISO in 1996.**



## 1 Introduction

It is a recognized fact that African companies are not able to compete on the global market due to low productivity, low standards of African products, poor quality and/or lack of transport, communication and information interconnectivity and lack of a coordinated quality and technical regulatory infrastructure.

Currently the African Union Commission (AUC) has among its strategic objectives the establishment of necessary conditions to enable the continent play its rightful role in the global economy, promoting sustainable development, building and strengthening continental and global cooperation, improving African productivity and competitiveness and up-scaling intra-Africa trade for the prosperity of the communities living in the African continent.

The ARSO Strategic Plan 2012 – 2017 provides the strategies, put in place to respond to the standardization needs of Africa under the dynamically evolving trade environment. The African Standards Harmonization Strategy closely identifies the priorities established within the African integration instruments such as the Abuja (AEC) Treaty, the various Decisions and Declarations of the AU Policy Organs and the timelines established for the Continental Free Trade Area and the African Economic Community (AEC) within the six-stage integration process.

This is a summary of the annual report of the ARSO's Secretary General that covers the implementation of ARSO Work Plan for June 2013-May 2014 for inclusion in the set of ISO working document (ISO week in Brazil, 8-12 September 2014).

## 2 Key achievement

The following are key considerations and achievements related to ARSO implementation of its activities for the period of June 2013- May 2014 that focuses on four objectives:

### 2.1 Strategic Objective 1: Establish a standards harmonization system that supports a sound regulatory framework

1. General Quality policy for African Countries was developed and currently under discussion at National level
2. Pan-African quality infrastructure comprising of ARSO, AFRIMETS, AFRAC and AFSEC was inaugurated on 30 August as per recommendation of the CAMI 20
3. A general technical regulations framework and criteria for classification and identification of TBTs for African countries was developed and currently under discussion at National level
4. Standardisation education programme initiated in RD Congo, Cameroon and Kenya.
5. The ACP-EU-TBT Programme approved the support of ARSO THC 13 – African Traditional Medicine and Training on the WTO-TBT-SPS agreements.
6. The following Drafts standard was recommended by ARSO THC 02 on Agriculture and Food Products for approval by the ARSO council scheduled in June 2014.

(i) The following 14 Draft Standards were presented for harmonisation:

CD-ARS 865-2013, Green grams — Specification	CD-ARS 872-2013, Dry soybeans — Specification
CD-ARS 866-2013, Chickpeas — Specification	CD-ARS 873-2013, Faba beans —



	Specification
CD-ARS 867-2013, Cowpeas — Specification	CD-ARS 874-2013, Lima beans — Specification
CD-ARS 868-2013, Pigeon peas — Specification	CD-ARS 935-2013, Edible full fat soybean flour — Specification
CD-ARS 869-2013, Dry whole peas — Specification	CD-ARS 936-2013, Soy milk — Specification
CD-ARS 870-2013, Lentils — Specification	CD-ARS 937-2013, Soy protein products — Specification
CD-ARS 871-2013, Dry split peas — Specification	CD-ARS 938-2013, Textured soy protein products — Specification

(ii) Adoption of FAO Glossary of Aquaculture as an African Standard

(iii) Adoption of 15 (fifteen) ISO standards through the notification to members:

ARS 117:1990(E), Cereals and cereal products — Determination of moisture content (routine method)/ ICS 67.060, EQV:ISO 712- 1985 (E)	ARS 169:1990(E), Tea — Determination of loss in mass at 103 degrees Celsius/ICS 67.140.10, EQV: ISO 1573-1980 (E)
ARS 125:1990(E), Meat and meat products — Determination of nitrogen content (Reference method)/ICS 67.120.10, EQV: ISO 2918 - 1975 (E)	ARS 170:1985(E), Black tea — Specification/ ICS 67.140.10, EQV: ISO 3720- 1986 (E)
ARS 126:1990(E), Meat and meat products — Determination of nitrite content (Reference Method)/ ICS 67.120.10, EQV: ISO 2918 - 1975 (E)	ARS 259:1990 (E), Cereal and cereal products — Determination of moisture content (Basic reference method)/ ICS 67.060, EQV: ISO 711 - 1985 (E)
ARS 162:1990(E), Green coffee in bags — Sampling /ICS 67.140.20, EQV: ISO 4072 – 1982 (E)	ARS 261:1990 (E), Maize — Determination of moisture content (on milled grains and on whole grains)/ICS 67.060, EQV: ISO 6540-1980 (E)
ARS 163:1990(E), Green coffee — Size analysis — Manual sieving/ ICS 67.140.20, EQV: ISO 4150-1980, (E)	ARS 262:1990 (E), Cereals and pulses — Determination of the mass of 1000grains/ICS 67.060, EQV: ISO 520 (E)
ARS 164:1990(E), Green coffee — Determination of moisture content (Routine reference method)/ ICS 67.140.20, EQV: ISO 1447-1978 (E)	ARS 280:1991(E), Fertilizers and soil conditioners — Vocabulary /ICS 65.080; 01.040.65, EQV: ISO 8157:1984 (E/F)
ARS 165:1990(E), Green coffee — Olfactory and visual examination and determination of foreign matter and defects /ICS 67.140.20, EQV: ISO 4149- 1980 (E)	ARS 484:1988(E), Agricultural products — Determination of crude fibre content — General method/EQV: ISO 5498 :1981
ARS 168:1989(E), Green coffee beans — Specification/ ICS 67.140.20, EQV: ISO 5498:1981(E)	



7. The following Drafts standard were recommended by ARSO THC 03 on Building and Civil Engineering for approval by the ARSO council scheduled in June 2014.
  - a. African Standard ARS 127-1:1990(E), Building and civil engineering — Vocabulary — Part 1: General terms to be replaced by: ISO 6707-1:2014, Buildings and civil engineering works — Vocabulary — Part 1: General terms and ISO 6707-2:2014, Buildings and civil engineering works — Vocabulary — Part 2: Contract terms
  - b. African Standard ARS 128:1984(E), Tolerance for building — Vocabulary to be replaced by ISO 1803:1997, Building construction — Tolerances — Expression of dimensional accuracy — Principles and terminology

## **2.2 Strategic Objective 2: Disseminate harmonized standards and guidelines to support intra, inter African and international trade and industrialization**

1. ARSO has developed the specific communication/outreach materials for consumers and a website created for ARSO consumer committee (ARSO-COCO). Read more [www.arso-coco.org](http://www.arso-coco.org)
2. ARSO conformity assessment (ARSO –CACO) has been re-launched. Read more [www.arso-caco.org](http://www.arso-caco.org)
3. ARSO Documentation and information network (ARSO-DISNET) operational. Read more [www.arso-disnet.org](http://www.arso-disnet.org)
4. The African Day of Standardisation was set on 14 January (it is on second celebration).
5. ARSO Newsletter under the Title *“African Standardisation Watch – Reflections from within”* as a platform through which ARSO exchanges and shares information is widely circulated.
6. A criteria to assist NSBs to leverage on legislation to generate sustainable resources was developed and disseminated

## **2.3 Strategic Objective 3: Strengthening ARSO work-management capabilities for the sustainability of the Organisation**

1. Joint programmes with NSBs for enhancing their staff knowledge in standardisation and conformity assessment system were developed.
2. Training programme with development partners ongoing.

## **2.4 Strategic Objective 4: Promoting maximum and effective participation of members and other stakeholders**

1. A gap and capacity analysis and needs assessment within NSBs was conducted and status of standardization in Africa drawn.

## **3 ARSO ISO cooperation focus 2014-2015**

1. Joint strategy for African Countries participation in standard setting
2. Joint event in awareness and mobilization on benefit of standardization
3. Joint training to ARSO-ISO members (94% of ARSO members are ISO members)

## **4 Conclusion**

ARSO is seeking strengthening cooperation with ISO and I take this opportunity to thank the ISO Management for continuous collaboration.

## CEN's contribution to the ISO GA 2014

Dear ISO President,  
Dear ISO Secretary General,

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

The CEN report to the 37<sup>th</sup> ISO General Assembly follows.

### 1. CEN & CENELEC Ambitions: CEN's implementation plan

Since the last ISO General Assembly, CEN has approved the implementation plan which contains the strategic actions implementing each of the 6 [CEN and CENELEC's ambitions to 2020](#).

The CEN implementation plan, similarly to the corresponding CENELEC one, reinforces the European support to the international standardization processes and the role of ISO and IEC as the international standardization bodies.

### 2. Standardization package

[Regulation \(EU\) 1025/2012](#), on European standardization, gives official recognition to CEN and CENELEC (alongside ETSI) as European Standardization Organizations. It also underlines the important role played by the members of CEN (which are also members of ISO) in the development and adoption of European Standards, in accordance with the national delegation principle.

CEN (as well as CENELEC) reviewed and adapted their practices and procedures in order to ensure compliance with the requirements of the new EU Regulation on European standardization, which entered into force on 1 January 2013. This Regulation, together with the communication "[A strategic vision for European standards: Moving forward to enhance and accelerate the sustainable growth of the European economy by 2020](#)" from the European Commission, is known as the "Standardization package".

Regulation 1025/2012 imposes a series of requirements on the European Standardization Organizations and on the national standardization bodies. These requirements relate to the publication of work programmes, the transparency of the standards development process, and the participation of all relevant stakeholders - including small and medium sized enterprises (SMEs), consumer organizations, environmental and social stakeholders, and public authorities - in standardization activities. The Regulation requires CEN (and the same applies to the other two ESOs) to submit annual reports to the European Commission, with detailed information regarding their activities and their compliance with the requirements of Regulation 1025/2012. The first report, corresponding to 2013, has been submitted early this year.

### 3. CEN-CENELEC Work Programme

The first issue of the [CEN and CENELEC annual Work Programme](#) was released in January 2014. It offers an overview of the most significant activities that will be developed / implemented during 2014. It covers the various fields and sectors that CEN and CENELEC are dealing with, together with other activities related to international cooperation, SME participation, societal stakeholders' involvement, education about standardization, etc.

The standardization activities of CEN and CENELEC respond to market needs, and in particular to the demands of European industry. They also correspond to the [European Union's first annual work programme for European standardization](#), which was published by the Commission in the summer 2013. This is illustrated throughout the publication, linking sectors of activities with the priorities of the EC Work Programme, and going beyond as our work is not limited to that and follows real market needs and requests.

The CEN-CENELEC Work Programme is a yearly publication. Its primary objective is to provide stakeholders with a quick and easy overview of the areas in which new standards are being developed on a sector basis. This sectoral approach will be similarly reflected throughout the Organizations' various information tools such as the [statistical pack](#) and the [websites](#).

The CEN-CENELEC Work Programme also conveniently responds to our reporting obligation under the new European Regulation on Standardization, the so-called EU Regulation 1025/2012.

### 4. Communication for the wider public

We have placed some emphasis this year on reaching out to the wider public in order to familiarize the broadest audience possible with the concept of standards. A particular focus is being placed on the younger generation, which may become the future business leaders and decision makers.

In this respect, CEN and CENELEC are exploring the opportunities of electronic and social media and their communication potential for the world of standardization. [A first video campaign was launched in the context of the World Cup 2014](#). All videos - from the script, actors and production – have been made in-house and are the result of a collective effort of the CEN-CENELEC Management Centre. The videos have been broadcasted on the social media and YouTube.

Building on this first experience, CEN and CENELEC will continue to explore these communication tools, in parallel to their more traditional sectors of communication.

### 5. Education about standardization: sustained expertise in the future

In addition to communication, sharing experiences on approaches and achievements to improve stakeholder understanding of standardization, and its benefits through education and training, is key for the sustainability of standardization activities.

Partnering with the business community to create an effective 'pull' for more and more effective education and training about standardization and the strategic use of standards for business success. Generating an effective dialogue with the education and training provider communities to improve standardization content and knowledge-delivery in curricula and courses.

## 6. Technical Cooperation ISO-CEN

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

Furthermore, in line with the provisions of the Vienna Agreement, CEN (CCMC) and ISO (ISO/CS) have agreed on a mechanism related to the nomination of ISO experts in CEN/TCs, which will allow a greater transparency and ensure that only those having the right to participate are actually the ones doing so.

At the end of June 2014, the CEN collection included 4 776 documents identical to ISO documents; 358 of these documents were published in 2013. The CEN programme of work included 1 201 work items which should result in CEN documents identical to ISO documents:

- 1 141 of these work items are being developed in parallel (1 030 under ISO lead and 111 under CEN lead) and should be submitted to simultaneous adoption procedures and publication in ISO and CEN;
- the other 60 work items correspond to the adoption as CEN documents of already finalised – available ISO documents;
- 338 of these work items are associated with standardization mandates issued by the European Commission.

407 of these work items had been registered in 2013:

- 379 of these work items are to be developed in parallel (351 under ISO lead and 28 under CEN lead) and to be submitted to simultaneous adoption procedures and publication in ISO and CEN;
- the other 28 new work items correspond to the adoption as CEN documents of already finalized and available ISO documents.

These items, registered in 2013, belong to the following main domains, amongst others: textiles, information processing systems, plastics, paints and related products, dentistry, food products, welding, mechanical tests for metals, optics, equipment for petroleum industry, water quality and water supply (see full breakdown, by domain, as well as other statistics, in Annex).

In contrast, collaboration between CEN and ISO could be enhanced in some sectors, such as:

- Energy Management: ISO is working on several areas for which European Standards have already been developed (e.g. Energy Audit), therefore it would be interesting to further ensure coordination/cooperation and better exploit the VA;
- Climate Change: Following the acceptance of the European Commission Mandate in support of EU Strategy on Adaptation to Climate Change, further cooperation and exchange of information is expected, given the need to establish a map of all existing national, European and International standards that need to be modified (or developed) to make infrastructure more resilient to climate change;
- Services: an ISO/CS representative is attending the meetings of the CEN SAGS (Strategic Advisory Group on Services) and is kept informed of CEN activities; however, the possibility of joint initiatives could be explored;
- Smart Cities: Discussions for cooperation/exchange of information have been initiated with ISO; in this context, the CEN-CENELEC-ETSI Smart Cities Coordination Group will appoint liaison officers to the ISO Smart Cities Strategic Advisory Group (launched in June 2014). Coordination is expected to increase in future;

- Security: CEN/TC 391 'Societal and Citizen Security' and ISO/TC 223 'Societal Security' are developing standards in the same area, but so far the communication between the two technical committees has been rather difficult; here, cooperation would need improvement.

#### Items developed following a standardization request from the European Commission

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

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

#### Processes

The adoption of best practices gives strength to our processes and added confidence to the actors involved and our customers. In 2014, CEN/BT approved the alignment of all Vienna Agreement projects to the ISO practice of conducting a shortened Enquiry as a vote with the option of skipping the Formal Vote. This decision was based on a positive outcome of a trial period conducted by a joint CEN/CENELEC BT working group in close collaboration with ISO/CS. The initiative is key to helping reduce the development time of standards and provides added flexibility for the Technical Committees. The benefit of this collaboration for CEN was further recognised by CEN/BT and consequently the same approach will be applied to all CEN home-grown work as of 2015. This is a prime example of how collaboration under the Vienna Agreement brings benefits, as CEN believes this a key factor in achieving a reduction of development time, not only on parallel ISO work, but also across its entire range of deliverables.

Additionally, as CEN and ISO both serve technical committees from European National Standards Bodies, whose staff very often interact with us, both for European and International work programmes, it is essential that both organizations offer similar procedures to develop and process standards through the ISO/CS and the CCMC. We therefore look forward to an increased cooperation between our two organizations regarding initiatives concerning rules and procedures. In this way our organizations can also share expertise to optimize the standards development process on both the European and International levels.

#### Societal Stakeholders

CEN and CENELEC continue their efforts to encourage the widest possible range of stakeholders to get involved in standardization activities and help shape the content of European Standards. Particular attention is given to the need for better integration of Societal Stakeholder organizations that are concerned with defending the interests of consumers, protecting the environment, and promoting the health and safety of workers.

The Societal Stakeholders Group (SSG) at Presidential Committee level, has the task to develop recommendations on how to promote the participation of organisations representing different kinds of societal stakeholder in the CEN-CENELEC system. In collaboration with the SSG, CEN and CENELEC launched the 'Societal Stakeholders' Toolbox', a new section on the CEN and CENELEC website. The 'Societal Stakeholders' Toolbox' provides practical advice to organizations representing consumers, workers and environmental interests on where to find



information about ongoing standardization activities and how they can contribute to the standards development process at national, European and international levels.

The outcome of an ad hoc group on Effective Membership established to examine how the views and positions of SMEs and Societal Stakeholders can be taken further into account in the standardization work has been integrated into the CEN-CENELEC Internal Regulations in order to increase their involvement of the decision-making process within technical committees, amongst other changes.

## **7. Integrating standardization and research**

Cooperation with ISO to ensure that standardization is a recognised, valued and utilized to exploit new knowledge and to support growth through support to deployment of innovation and market acceptance of innovative solutions. Devising means to cooperate with research & development community to achieve timely inclusion of research results in standardization activities. Aim to be the natural channel for innovators to bring their ideas for development of standards for innovative solutions.

## **8. IT tools and IT cooperation**

CCMC started producing new CEN standards in XML since 2014, so completing the standards content in XML already made available by ISO, for the benefit of our members. CEN XML is fully compliant with the ISO schema, result of a close cooperation with ISO.

A major technical upgrade of the CEN eBalloting system is currently in development and will be followed by the upgrade of Livelink (to Open Text CS10), eCommittee and the progressive implementation of the TF Site recommendations.

As a response to the need for a simpler access to IT systems, CEN is joining the Single Sign-On project initiated by ISO. The implementation will start in 2014.

## **9. Cooperation on legal and commercial issues (Legal Platform and JCAG & CPSG)**

CCMC and ISO/CS have continued and enhanced their collaboration in the domain of copyright protection and on other legal and commercial matters of common interest.

In the last few months, both organizations have closely cooperated in the design, testing and promoting to the respective members the service of DIGIMARC, a company specialized in screening unlawful content in the web and acting against copyright infringements.

Thanks to this successful coordinated approach, CEN and ISO Members have now the opportunity to benefit from a service at specially negotiated prices, thus enabling them to fight effectively in a concerted action against copyright infringements in their standards. We also expect to be able to exchange experiences and evaluate the effectiveness of this service starting from the end of the year.

As part of the same effort to enhance copyright protection, CCMC and ISO/CS are also making progress on the definition of copyright ownership in those standards developed under the Vienna Agreement. To this purpose, we expect to finalize an agreement between CEN and ISO in the coming months.

Recently, CEN and ISO and their members have been discussing ways to further strengthen and clarify their respective compliance with competition law. Indeed, International, European and national standardization bodies share the same interest in this domain. With this in mind, the 'Legal Platform' of CEN-CENELEC (an informal forum where legal experts, including ISO and IEC, share information on matters of common interest) recently proposed to coordinate the effort with ISO/CS and agreed to set up a dedicated Working Group to draft some guidelines on "DOs and DON'Ts". The objective

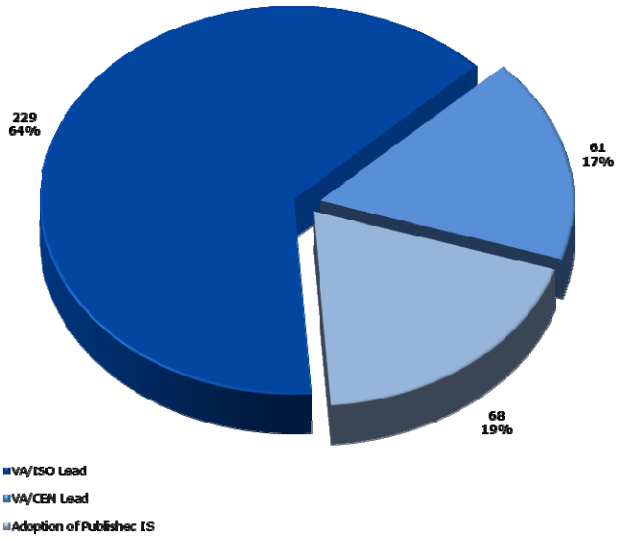
of these guidelines is to raise awareness on the good and legally accepted practices regarding exchanges of information of commercial nature among Members.

Finally, it should also be mentioned that the CEN-CENELEC Joint Commercial Advisory Group (JCAG), an advisory body in charge of commercial and standard distribution matters, is in the process of finalizing the revision of CEN-CENELEC Guide 10 "Guidelines for the distribution and sales of CEN-CENELEC publications", which will define the new commercial policy for CEN and CENELEC for the years to come. With the same approach of open collaboration between the two organization, ISO/CS is kept up-to-date on the progress made by JCAG and invited to contribute, so that to ensure the necessary coherence on the main principles between the ISO and CEN commercial policies for the benefit of the common national members.

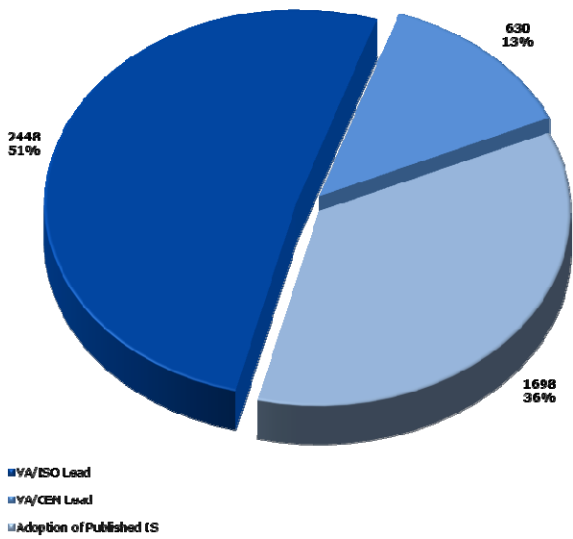
Elena SANTIAGO CID  
CEN and CENELEC Director General

**Annex**

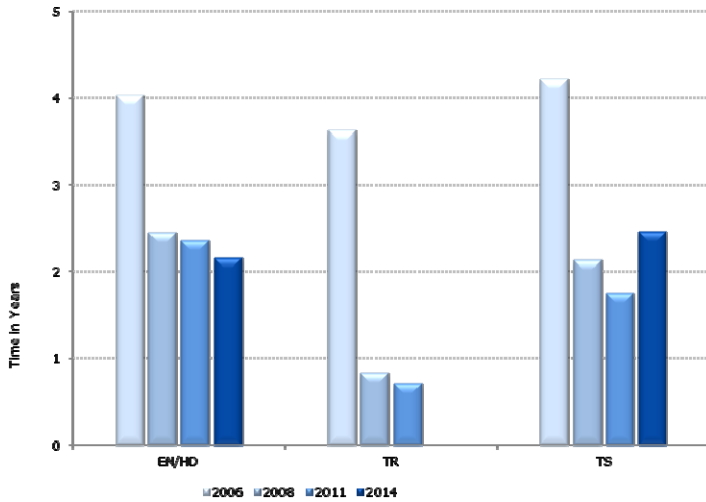
CEN-ISO Technical Cooperation - Publications in 2013



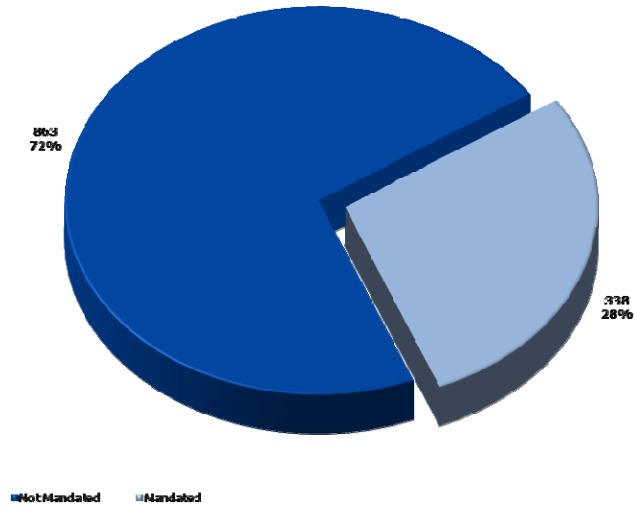
CEN-ISO Technical Cooperation - Available Documents



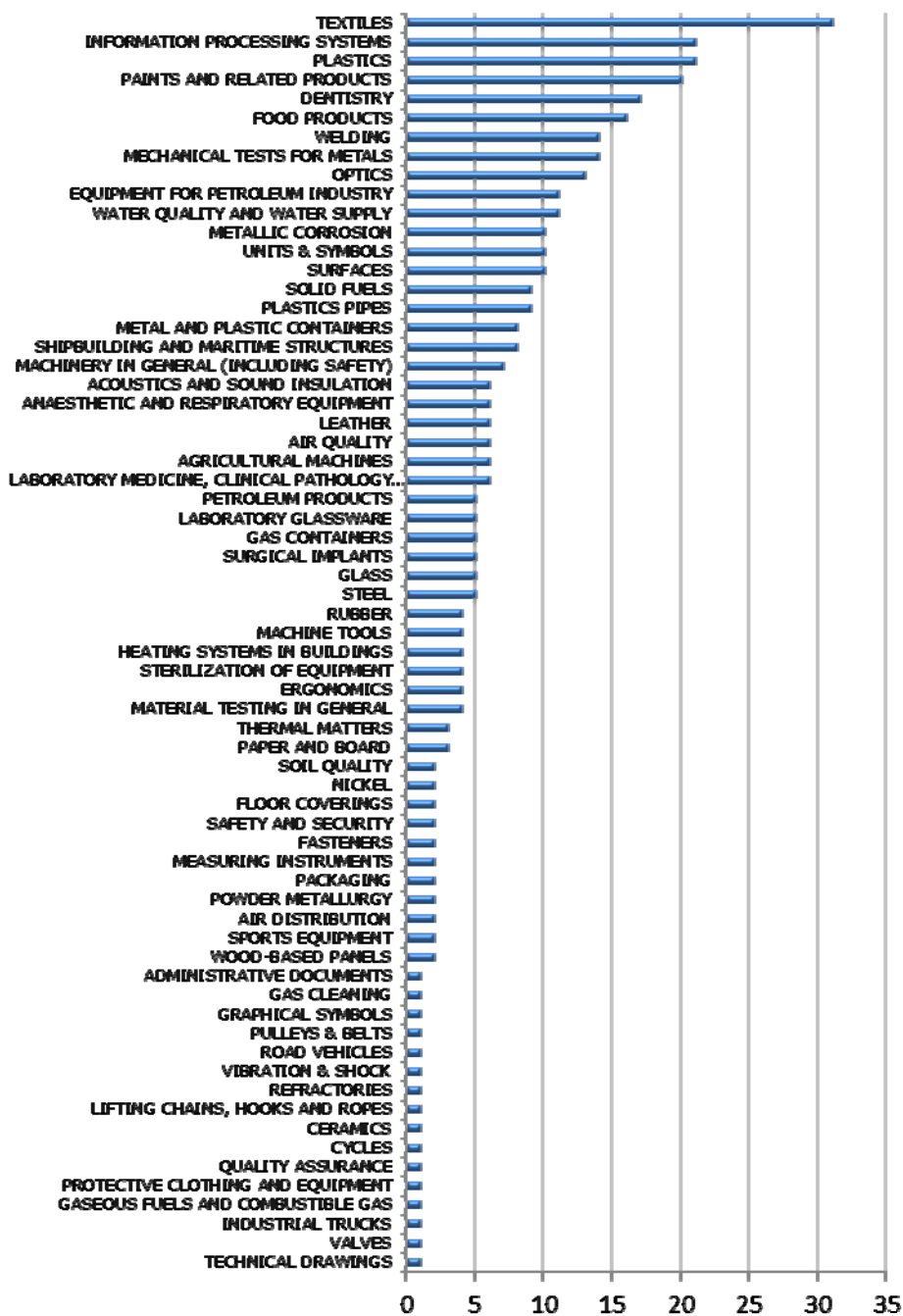
CEN - Time to Publication per Deliverable, per Year  
(only documents developed under the Vienna Agreement)



CEN Work Programme Related to ISO - Mandates



**CEN - Work Items registered in 2013 related to ISO -  
Breakdown by Domain**





## PAN AMERICAN STANDARDS COMMISSION COPANT

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

### VISION

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

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

COPANT currently has 29 active members and 9 adherent members.

### COPANT meetings from last year and future

#### General Assembly

- AG 2013: Hold in Saint Lucia (April 22 and 24, 2013)
- AG 2014: Hold in in Cuba (April 21 and 23, 2014)
- AG 2015: Will take place in Mexico (April 13 and 15, 2015)

#### Board of Directors

- N° 25 in Gros Islet, Saint Lucia (April 24, 2013)
- N° 26 in San José, Costa Rica (November 15, 2013)
- N° 27 in Havana, Cuba (April 23, 2014)
- N° 28 will take place in Bogota, Colombia (October 28, 2014)
- N° 29 will take place in Mexico (April 15, 2014)

### Highlights issues 2013-2014

- ✓ COPANT officers: Joe Bhatia (ANSI) President; Ricardo Fragoso (ABNT) Vice President; and Osvaldo Petroni (IRAM) Treasurer.
- ✓ COPANT welcomes Antigua and Barbuda Bureau of Standards (ABBS), Saint Vincent and the Grenadines Bureau of Standards (SVGBS), Suriname Bureau of Standards (SSB), Saint Kitts and Nevis Bureau of Standards (SKNBS), The Bahamas Bureau of Standards (BBS), Bureau Haïtien de Normalisation (BHN) and Dominica Bureau Of Standards (DOBS) as new active members of our organization; and as a new adherent member British Standards Institution (BSI).
- ✓ Strategic Priorities 2014-2015 were defined, and we will start developing the Strategic Planning 2016-2020.
- ✓ A Working Group on Education, Standardization and Young Professionals Programs was created, with the aim of creating a space to share experiences, best practices, and mutual cooperation, develop a guideline and organizing workshops; and also a Focal Group on Tourism Services was also created to mirror ISO/TC 228.
- ✓ During the week of the COPANT General Assembly 2014 three workshops were held on the subjects "Education in Standardization", "Young Professionals Program" and "Conformity Assessment".
- ✓ COPANT along with SIM and IAAC is participating in a regional project on Quality Infrastructure for Energy Efficiency and Renewable Energy with PTB (*Physikalisch Technische Bundesanstalt*) and a new project on Biodiversity and Climate Change will be launched this year
- ✓ The three regional organizations on quality infrastructure of the Americas: SIM-IAAC-COPANT will sign a MoU to create the Quality Infrastructure Council of the Americas in August 2014, and a joint web page is already available.
- ✓ Standardization work: Technical Committees TC 151 *Electrical and SmartGrid* virtually meet on June 17,

2013 and together with TC 152 *Energy Efficiency and Renewable Energy* they met in November 2013 in Havana, Cuba. Several draft standards moved to the balloting stage.

- ✓ The Working Group on SMEs, created 2012 meet virtually on a periodic basis and intends to organize a workshop in 2014.
- ✓ During the COPANT AGM 2014 a Breaking session about COPANT Contributions to ISO Strategic Planning 2016-2020 was organized and the outputs are attached to this document.
- ✓ COPANT signed MoUs with AFNOR, KATS and FINCA.

### **Training 2013 - 2014**

- Workshop on Green Buildings - Tools for Development and Implementation (organized by ANSI) in Gros Islet, St. Lucia, April 23, 2013.
- Workshop on Capacity for Trade and Related Matters (organized by SCC) in Gros Islet, St. Lucia, April 25, 2013.
- Seminar on Economic Benefits of Standards – Application of the ISO Methodology (organized by SLBS) in Gros Islet, St. Lucia, April 26, 2013.
- VIII Internship on Standardization and Quality organized by ICONTEC in Bogota Colombia, October 28-31 2013.
- Workshops hold in Havana in April 2014:
  - Education in Standardization
  - Programs or Young Professionals
  - Conformity Assessment
- Kick-off workshop - Support program for COPANT member NSBs - Bogota, Colombia - May 13 - 15, 2014, with PTB cooperation.

### **Promotion and information**

- Participation of COPANT in International Events:
  - ISO General Assembly, St. Petersburg 2013 and 47 Plenary Session of ISO/DEVCO
  - IEC Annual Meeting New Delhi 2013.
  - CEN/CENELEC General Assembly, June 2013 in Copenhagen and June 2014 in Istanbul.
  - IAAC General Assembly, August 24, 2013 in Port Spain, Trinidad and Tobago
  - FINCA Annual meeting, in Miami, USA, on September 4-5, 2013.
  - CANENA Annual Meeting in Washington, USA, February 2014.
  - Attendance of our members with the support of COPANT to technical meetings: Plenary of ISO/COPOLCO (La Valetta, 2013), Plenary of ISO/TC 176 (Porto, 2013), Plenary of ISO/TC 207 (Gaborone, 2013), ISO/CASCO Plenary meeting (Beijing, 2013), Plenary meeting of ISO/TC 242 (Cape Town, 2013) and Plenary meeting ISO/TC 228 (Porto, 2013).
- COPANT supports ISO/DEVCO in the development of seminars and training courses in the region.
- Systematically translated into Spanish ISO Press Releases, articles from e-Tech News from IEC and the ISO Focus+ magazine (now printed in Spanish by ISO), with the permission of these organizations, articles available on the COPANT website.

For more information visit our webpage. [www.copant.org](http://www.copant.org)

Facebook: <http://www.facebook.com/pages/Copant/175547072500129>

Twitter: <https://twitter.com/COPANTNormas>

## COPANT contribution to ISO Strategic Plan 2016-2020

### Result of Break-out Sessions during COPANT AGM - April 2014

<p><b><u>Question 1 : A successful ISO in 2020</u></b></p> <p><b><u>Question 2 : Identify needs and ideas</u></b></p> <p><b>ISO is a leading standards organization</b></p> <ul style="list-style-type: none"> <li>• Agree</li> </ul> <p><b>ISO's governance is credible and dynamic</b></p> <ul style="list-style-type: none"> <li>• Include "transparency" as part of the title of this item.</li> <li>• Leverage available technologies to provide greater participation in decision-making that affects all members.</li> <li>• See how to take into account the consolidated opinion of regional Standards Organisations in decision making.</li> <li>• ISO membership is global, strong and relevant</li> <li>• The different variants of the ISO membership should include a right for all to vote at the political level perhaps, considering their regional integration.</li> <li>• The General Assembly should decide and intervene in any decisions taken that could affect the economic and financial viability of the NMB (National Member Bodies).</li> <li>• ISO's partners are well chosen</li> <li>• Transparent and participatory decision-making mechanisms should exist, not only to select partners, but also to sign agreements or contracts.</li> <li>• ISO excels at stakeholder engagement</li> <li>• The linkage with national stakeholders should ALWAYS be done through the NMB.</li> <li>• ISO has a world-class standards development process</li> <li>• Greater efforts should be made to make the processes faster but not at any cost. The speed should not compromise the quality and high level of consensus of ISO normative documents.</li> <li>• ISO responds to the needs of customers using standards</li> <li>• These needs must be evaluated through the NMB, whereas customers using ISO standards are primarily, customers using national standards of the NMB.</li> </ul> <p><b>ISO continues to support developing countries</b></p> <ul style="list-style-type: none"> <li>• In addition to the support there is a need to look for ways to integrate these countries into the political decision-making level of ISO.</li> <li>• ISO Central Secretariat supports ISO to achieve its vision for 2020</li> </ul> <p>To support the vision 2020 ISO/CS should adapt its services to serve their NMB and the NMB customers and not to sell new services to their own NMB.</p>
<p><b><u>Question 3 : Develop proposals and start work</u></b></p> <ol style="list-style-type: none"> <li>1. <b>How to build capacity of members to identify needs.</b> Members must be consulted, but with equity and balance decisions from developed and developing countries. It is important to have a transparency procedure beyond the quota (a high quota does not implies primacy), for example taking into account the number of participants. Strengthen the participation of members of ISO to gather opinions from other national stakeholders.</li> <li>2. <b>Technology and market relevance.</b> Change "what" by "how" in the guidance of the question. Have clearly defined what is meant by market relevance? Give more importance to decisions within the ISO Assembly. We reiterate the need to promote and have more acceptance of national consensus around the NSBs. Develop new proposals through workshops with members of ISO, where the relevance is given by the active participation of members in such definitions, however ISO should ensure that once the issues have being defined, constitute them effectively in relevant and with the proper consensus. That implies the revision of ISO procedures (Directives).</li> <li>3. <b>Innovation.</b> Coordinate and integrate work among International Organisations in the field of technological tools and establish how the NSBs access to the use of such tools. Collect initiatives of national stakeholders (academia) to make proposals to ISO.</li> </ol>
<p><b><u>Question 4 : Get consensus of experts and members</u></b></p> <ol style="list-style-type: none"> <li>1. <b>How to help with the participation of stakeholders?</b> Is essential to have the Spanish as the official language in ISO. Further training and practice for the NSBs to effectively engage national stakeholders and allow them more easily access to the facilities of ISO in technology and innovation issues. Develop mechanisms to achieve ISO approach to national stakeholders.</li> <li>2. <b>Changes in ISO structures.</b> We should stop seeing each TC as an independent silo and make greater connection and even fusions of TC works more transversal and consistent, given the universality of issues such as technology and science. Promote greater use of virtual meetings. There is a kind of perpetuity in the directions of TC and SC that inhibits or limits to improve and to innovate the guidelines of the work it is proposed to evaluate these roles using a technique and transparent review. Review of directives to limit the mandate of these positions.</li> <li>3. <b>Differentiate ISO standards from other standards.</b> Clarify that the standards such as ISO and IEC are the "international standards" different from "private standards". Working together with WTO for example.</li> </ol>
<p><b><u>Question 5 : Publish, sell and promote</u></b></p> <ol style="list-style-type: none"> <li>1. Standards need to be understandable.</li> <li>2. Guides to enhance the implementation of the Standards</li> </ol>





3. Additional information is lost during the standards development process which can be useful information that can be incorporated into the Guides
4. Access to standards documents can be enhanced to make them valuable to customers
5. Increasing the value of Standards by promoting the use of standards
6. The interpretation of standards vary considerably therefore guidance documents especially for the management systems documents would be of value
7. Relevance, Benefits, assess to standards, ease of understanding of Standards = Value to customers.

#### **Question 6 : Take actions to implement**

1. Track the implementation and adoption of Standards
2. ISO should focus on scheme for Accreditation Bodies
3. Identify mechanisms on how to get involved with existing bodies that manage global schemes.
4. Technical assistance to member states to assist with the promotion of standards

#### **Question 7 : Get market feedback**

##### **Channels & Mechanisms:**

- National Standards Bodies/NMBs – National Consultations
- Regional Standards Organisations – collate inputs from NMBs and other regional organisations (IAAC, SIM etc)
- ISO to engage the International Community – IEC, ITU
- ICTs used should be evaluated for ease of use and accessibility by small and developing countries

##### **Role of Social Media:**

- Social media is important & should play a significant role enhancing stakeholder feedback
  - Needs to be properly moderated
  - Need to engage the silent majority
  - Noise may deter legitimate stakeholders from participating
  - Need to consider particular region/country and allowed use of social media
- Suggestion: rank the various groups and organisations (eg....response from academia may rank higher than those of other organisations)

##### **Most important customers for consultation and why?**

- In order of importance: Members, Industry, National Stakeholders
- Industry is the ultimate customer as they are the major users of the standards
- Consider geographical groupings/groups and their interests
- NSB to be more assertive in reaching out to ISO for support
- Members to be responsible for engaging national /industry stakeholders

#### **Question 8 : Ensure resources and infrastructure**

##### **Ensure Resources & Infrastructure**

- ISO should be perceived as:
  - A resource for standards solutions
  - A network for standards development and best practice
- Metrics should focus on:
  - Feedback from member bodies and industry
  - Geographical and regional groupings – to determine interests and relevance
- “Action Plan for Developing Countries” should focus on “small and developing countries”
- To increase develop country participation etc.....
  - Outreach programmes
  - Training
  - Sharing best practices
  - Mentoring & twinning

##### **Additional comment**

Questions for consideration in this section are focused on process. There needs to be some questions focused on type and content:

- What type of standards are being produced/not being produced?
- Are these standards the ones wanted at this point?

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

During the period after the 36th ISO General Assembly, the EASC's work has focussed on resolving issues related to harmonising technical regulations, improving work on regional standardization, streamlining the activities of interstate technical standardization committees, seeking solutions for EASC reform based on regional standardization organizations' tasks and developing the information technologies in use.

In order to establish single product requirements within the Customs Union, across the CIS and at the international level it was decided to apply, within the Customs Union, the GOST regional interstate standards (hereinafter, the EASC regional standards) that are interconnected with the Customs Union technical regulations. Moreover, these must be harmonised with international standards.

The taking of this decision facilitates the development of regional standardization work and the EASC's closer cooperation with international and regional standardization, metrology and compliance evaluation organizations.

Given the increase in the volume of work, and the broadening of cooperation with the Customs Union and at the international level, a decision was taken at the extraordinary meeting of the EASC in February 2014 on the advisability of reforming the EASC and the Standards Office in two phases:

- 2014-2016 (phase 1) - increasing the Standards Office staffing levels and additional funding in line with the proposed structure in order to improve coordination on the activity areas assigned to the EASC and perform the growing volume of regional standardization work;

- 2017-2020 (phase 2) - creating the EASC structure and implementing funding principles based on regional standardization organizations' tasks, taking account of developing the other areas assigned to the EASC.

In order to carry out the second phase of reform, the EASC has prepared a Roadmap for developing a long-term conception of the EASC as a regional organization. The roadmap entails improving regional standardization planning, changing the voting procedure for adopting regional standards, making an inventory of interstate technical committees, developing and adopting the new EASC structure, and other activities.

Implementation of the roadmap began in 2013, will run until 2020 and will ensure the EASC's development taking account of international and European experience.

For the purposes of improving the planning of regional standardization work, preventing duplication and coordinating standardization work at the regional level with national standardization plans, at the 44th meeting of the EASC in November 2013 a Procedure for the Advance Development (Update) of Interstate Standardization Work Programmes was adopted for national standardization plans. This is due to be approved when the Interstate Standardization Work Programme for 2013-2015 is updated.

It is planned that further work will be done on the Procedure based on the approval process results and that it will be applied in the future when developing and updating EASC regional standardization work programmes.

The Procedure foresees the direct participation of interstate technical committees in creating the programmes.

Programme creation, implementation monitoring, and posting regional standard drafts and voting on these takes place within the framework of the Automated Integrated System of the EASC (AIS EASC).

AIS EASC ensures that information technology is used throughout regional standards' life cycles, from national bodies posting proposals to develop regional

standards to the Standards Office posting the regional standards adopted by the EASC for publication by the national bodies of the EASC member states.

Currently, work is being conducted to improve this system, including granting interstate standardization technical committees access to post proposals for the interstate standardization work programme.

In order to ensure the future development of the use of informational technology at the EASC, a Roadmap for the development of information technology within the framework of work on regional standardization has been elaborated. This foresees a concept being developed for the computerization of the EASC's activities, the creation of an EASC information provision system, a system for managing EASC meetings, improving AIS EASC, creating a single bank of normative EASC documents and applying new formats for regional standards (XML). Work under the Roadmap for information technology development will be conducted during the period 2014-2016 inclusive.

In order to improve information support to EASC member states on issues of standardization, metrology and compliance evaluation the information and search system SNG Standart (CIS Standard) has been developed and is in operation. This contains bibliographic databases of international, interstate and EASC member state national standards.

Pursuant to the Roadmap on the EASC website, the MTK (interstate technical committee) electronic platform is being created. Under this roadmap work will be conducted to create proposals for the regional standardization work programme and work is being carried out with drafts of regional standards at all stages of development with the participation of the MTK members.

As of 01/06/2014, over 230 interstate technical standardization committees (MTK) had been created and were active at the EASC. These encompass the main fields of activity of the EASC member states.

Currently, work is being conducted to compile an inventory of these committees and improve their functioning.

At the 44th meeting of the EASC in November 2013, the Interstate Standardization Methodology MTK was founded. Its main task is to improve organizational and methodological normative documents about the planning, development and adoption of EASC regional standards.

The 45th EASC meeting was held on 24-25 June 2014, in Sochi (Russian Federation). At the meeting, work during the period between the 43rd and 45th meetings was summed up and the paths for the future development of regional standardization and EASC reform were outlined.

At this meeting the 'Cataloguing interstate technical committee' was founded and a decision was taken to continue work on streamlining MTK activities.

The development and application of regional standards in this field will facilitate reciprocal product deliveries.

National standardization, metrology and compliance evaluation bodies from the EASC member states, industry representatives from CIS member states, representatives of international and regional organizations, and foreign national organizations for standardization, metrology and compliance evaluation took part in the 45th meeting of the EASC.

The revised Cooperation Agreement between the IEC and the EASC was examined and signed at the meeting to replace the Cooperation Agreement between the IEC and the EASC of 11 November 1998.

The EASC is grateful to the international and European standardization organizations and the representatives of foreign organizations for their participation in the work of the 45th meeting.

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

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

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

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

Given firms' and organizations' interest in participating in the competition, at the 45th meeting of the EASC a decision was taken to hold a 5th competition for the 2015 CIS Award.

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

The 47th meeting of the EASC is planned for May-June 2015 in the Republic of Belarus.

We are inviting the President of the ISO, the Central Secretariat heads, the heads of other international and regional organizations with which the EASC maintains professional cooperation and the heads of national standardization organizations interested in cooperating with the EASC to participate in the work of the 47th EASC meeting.

N.V Sonets  
Executive Secretary, EASC

**COMISSÃO DA CEDEAO****ECOWAS COMMISSION**

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**ECOWAS COMMISSION REPORT**

TO THE 2014 ISO GENERAL ASSEMBLY (37<sup>th</sup>)  
Rio de Janeiro, 08 – 12 September 2014

**INTRODUCTION**

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

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

**STANDARDIZATION IN ECOWAS REGION**

In the process of Trade liberalization and further establishing the ECOWAS Custom Union, the need of harmonization of standards within the region has been identified. The ECOWAS Council of Ministers has adopted on 02<sup>nd</sup> December 2012, the Regulation on ECOWAS Standards Harmonization Model & Principle (ECOSHAM). The ECOSHAM derives from the ASHAM (African Standards Harmonization Model), adopted at the African continental level in 1991,

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

The ECOWAS Member States unanimously adopted as Standard Harmonization Model the Upward Harmonization option under Full Harmonization. Through ECOSHAM, the fifteen member countries have also accepted that any ECOWAS

Harmonized Standard (ECOSTAND) automatically supersedes the national existing standard.

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

Two out of the five Technical Harmonization Committees (Agricultural and Agro-Industry Products THC) has kicked off their activities since March 2013.

As it has been scheduled, three other Technical Harmonization Committees have also started operations in March 2014: Buildings, Chemical Products and Electro-technic Products.

A sixth Technical Committee (Tourism) has been added to the five originally defined, have but is yet to take off.

We need to express here the thankfulness of the ECOWAS Commission to ISO, in the person of Rob Steel, Secretary General for the support at the inception of this process of Standards Harmonization in ECOWAS.

### **FIRST HARMONIZED STANDARDS IN ECOWAS**

In accordance with a program of activities, the first ECOWAS harmonized standards (ECOSTAND) were approved in December 2013 by Regulations. These are Standards on Maize (ECOSTAND 001-2013), Rice (ECOSTAND 002-2013) and non-refined Palm Oil (ECOSTAND 003-2013). The three standards are available in the three official ECOWAS languages: French, English and Portuguese

The Standards and Code of practice scheduled to be adopted by end of this year are:

- Standards on Frozen fish, Shea Butter, Enriched Vegetable Oils, Quick frozen fish fillets, Smoked fish, Tomato Paste, Bottled/Packaged drinking waters, Fresh Tomatoes, Shea nuts/kernel,
- Code of practice for Fish, for Meat, for Shea nuts/kernel and for unrefined Shea butter.

Standards on Minimum Energy Efficiency Performance (MEPS) will also be finalized.

### **COOPERATION ISO-ECOWAS ACTIVITIES**

The ECOWAS Commission and ISO need to improve the cooperation between the two institutions as no major activity have been conducted during this year under review.

### **INCREASED COOPERATION ISO-ECOWAS**

One of the increasing challenge the ECOWAS Commission is facing as the harmonization activities is developing is the translation of the documents in a technical French and Portuguese language.

So in addition to the training requests expressed last year, we expect to benefit from the support of ISO to have the ECOWAS Standards and Code of practice translated into French and Portuguese.

### **CONCLUSION**

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

New Work Items Proposals have been recorded this year from Helen Keller International (HKI) an ECOWAS partner in Food Fortification and also from the ECOWAS Renewable Energy and Energy Efficiency Centre (ECREEE) based in Praia (Cape Verde).

June 2014

### **ECOWAS Commission**

Directorate of Industry

**Report of**  
**GCC Standardization Organization (GSO)**  
**ISO General Assembly ( 37)**  
**( Rio de Janeiro 10-12 September 2014)**

GSO as a sub-regional standardization organization comprises of the National Standards Bodies of the GCC member states, namely, Emirates Authority for Standards and Metrology (ESMA), Bahrain Standards and Metrology Directorate (BSMD), Saudi Standards, Metrology and Quality Organization (SASO), Oman Directorate General for Specifications and Metrology (DGSM), Qatar Ministry of Environment, Laboratories and Standardization Affairs (QS), Kuwait Public Authority for Industry, Standards and Industrial Services Affairs, Standards and Metrology Department (KOWSMD), and the Yemen Standardization, Metrology and Quality Control Organization (YSMO).

In order to accomplish its duties assigned to it in its By-laws, GSO had adopted a strategy (2013- 2015) consisting of 4 strategic objectives and 8 strategic goals, as follow:

*Strategic objectives:*

1. Developing the different standardization activities with efficiency and excellence.
2. Meeting users' needs with utmost satisfaction.
3. Continual development in implementing the methodology of learning and growth.
4. Seeking to develop the financial resources with a view to achieve self-sufficiency.

*Strategic Goals:*

1. Developing the quality infrastructure.



2. Developing a comprehensive service center to provide technical support in the field of standardization to the GCC exports and small and medium Enterprises (SMEs).
3. Enhancing supervision of the GCC common market and to speed up the implementation of the GCC Regulatory System for Product Safety and Market Monitoring.
4. Developing a quality certificate for the GCC customer services Centers.
5. Re-engineering the processes and converting into digital organization.
6. Linking and investing national efforts of the member states and the relevant organizations in the fields of standardization.
7. Developing a specialized training center in the field of standardization and quality.
8. Seeking to attain financial self-sufficiency.

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

GSO has so far produced more than 13000 GCC Standards and Technical Regulations based on International Standards, and covering different economic sectors.

As far as ISO 26000, the International Standard on Social Responsibility, is concerned, GSO had established the Gulf Team for Social Responsibility in 2007, and it coordinates with the team, to follow development on the implementation of ISO 26000.

On conformity assessment level, GSO has so far produced one technical regulation for toys safety. Another Regulation on low voltage of electrical home appliances is due shortly for experimental implementation before it

becomes mandatory on 2015. Other technical regulations in the pipeline are cosmetics, construction materials and machinery.

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

Besides ongoing process of approving the conformity certificates for motor vehicles and tires, GSO is poised to start a similar scheme for motor cycles and tires with effect from July 2014.

GSO is sponsoring two regional bodies, namely the Gulf Accreditation Centre (GAC) and the GULFMET as the Gulf Association for Metrology (RMO). Both will eventually gain independent status.

GAC has Associate membership with ILAC, Full member of APLAC, and ARAC. It is hoped that it will join IAF as accreditation body member.

GSO is also working to lay down the infrastructure for accreditation such as promoting the activities of proficiency testing. The second conference on proficiency testing was organized by GSO ( Dubai, 17- 19 March 2014).

GCCLAB was launched on December 2013, and its General Assembly met twice; December 2013 and March 2014. Its technical committees were constituted, and three are operational now.

GULFMET is a New Regional Metrology Organization (RMO) established in June 2010, under the auspices of GSO, bringing together the National Metrology Institutes (NMIs) of member bodies. GULFMET has Associate members (NMIs') of Turkey (UME), Egypt (NIS), Bosnia (IMBIH) and Korea (KRISS).

GSO, through its Standardization Center for Training, works closely with ISO in conducting some programmes in its annual and parallel training plans. Some useful training courses and workshop were conducted and yet to be conducted this year. Training courses in all different fields of standardization are carried out in cooperation with national, international and other technical partners both on GCC and abroad. More than 5000 specialists from GSO members have been trained and benefited from these courses such as qualifying of trainers and assessors in the relevant fields, and awareness raising courses and seminars in standardization and related fields.

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

- i- Train GSO members staff and GSO staff on chairing technical committees and providing technical secretariat, and twining arrangements for certain international committees of interest to GSO members. .
- ii- Conduct e-learning courses for identified GSO staff and GSO members.
- iii- Cooperation in the fields of energy conservation, global warming, green gases, and water.

GSO is due to prepare its strategy for (2016-2020), and it will be guided by the ISO Strategy (2016-2020) and to be in harmony with it.

GSO coordinates with its member to assume more active role in the technical work of ISO, training and awareness, and the work of DEVCO, CASCO and COPOLCO.



**Pacific Area Standards Congress (PASC) Report to the  
ISO General Assembly 2014  
8 to 12 September, Rio de Janeiro, Brazil**

### **A. Overview of PASC**

In recognition of the importance of international standardization to trade and commerce, countries on the Pacific Rim agree on the need for a forum to:

- a) strengthen international standardization programmes of the International Electrotechnical Commission (IEC) and the International Organization for Standardization (ISO) and to improve the ability of Pacific Rim standards organizations to participate in these programmes effectively;
- b) improve the quality and capacity of standardization in economies of the region;
- c) support free trade within the region and with economies in other regions;
- d) support improvement of economic efficiency and development of the region through the promotion of standardization; and
- e) interact with other bodies that represent elements of the standardization technical infrastructure, industry, consumers and government

2. In line with the above, PASC members have adopted by consensus a number of important resolutions concerning international standardization, the work of IEC and ISO, and communication and collaboration among the 25 PASC members.

### **B. PASC Themes and Issues**

3. Key themes at PASC include:

- a) the importance of engaging regulators in standardization and of addressing regulators' needs;
- b) promoting the value of a robust standards and conformance infrastructure to facilitate economic growth and address safety needs;
- c) fostering closer working relationships among ISO, IEC and ITU;
- d) establishing a platform to show case PASC "pilot projects" to further facilitate cooperation among PASC members in developing international standards, that account for regional needs;
- e) fostering closer collaboration between PASC and other Specialist Regional Bodies ("SRBs") with APEC SCSC;
- f) focusing on capacity building such as standards education and young professionals.

4. PASC's initiatives, based on the above, are incorporated into a PASC Action Plan which records agreed projects and they are monitored by the PASC Executive Committee (EC). Updates to the Action Plan and progress made on the agreed projects are presented at each PASC Annual General Meeting and PASC EC Meeting.

### **C. Upcoming Priorities for PASC**

5. Following the recent PASC 37<sup>th</sup> Annual General Meeting (AGM) on 6 to 7 May and the PASC 48<sup>th</sup> Executive Committee Meeting on 9 May in Kuala Lumpur, Malaysia, PASC agreed to look into the following key areas:

- Strengthening links between international standardisation to trade and commerce through stepping up engagement with WTO-TBT secretariat
- Encouraging deeper collaboration between the ISO/TMB, IEC/SMB and ITU-T/TSAG to avoid duplication in existing work areas, and reduce overlaps in new work items, especially in the ICT space

- Encouraging PASC members to adopt national best practices on standards education, and to explore the need to develop (i) suitable indicators to track progress, and (ii) capacity building programmes in the region by leveraging partners such as APEC SCSC, APEC SRB, ISO and IEC.
- Consolidating inputs from a recent online survey, as well as members' feedback from the PASC 37 AGM to determine the PASC Strategic Plan, and the region's priorities for 2016-2020.
- Consolidating members' feedback from the PASC 37 AGM for submission to the ISO as part of ISO's consultation for its Strategic Plan 2016-2020
- Finalising an agreement between PASC-PAC to encourage deeper collaboration

#### D. Collaboration with the ISO

6. This Section lists down the desired outcomes and proposed action items for the development of ISO Strategic Plan 2016-2020.

Desired Outcomes	Proposed Action Items for the ISO
<p><b><u>Outcome 1: Enhancing ISO Processes and Branding</u></b></p> <p>PASC encourages ISO to further enhance its global branding, reputation and relevance through active and inclusive engagement with its members, stakeholders, and partners, especially in developing countries.</p>	<ul style="list-style-type: none"> <li>• Develop or review robust standards that are needs-based, high quality and “future ready”, under a balanced, accountable and consensus-based approach, with the participation of relevant experts, especially from the developing countries, for the benefit of the global community.</li> <li>• Streamline processes (i.e. have simpler and better processes) to allow greater efficiency and faster process times, e.g. in terms of introducing new work items; time to develop a standard, etc, while recognising that speed is not an end in itself.</li> <li>• Offer more flexible and accessible tools/options to enhance communication with members, and enable greater access to ISO materials and standards.</li> <li>• Consider translating international standards into more languages to meet regional needs and using “plain English” to facilitate such translations.</li> <li>• For greater accountability, to consider external audits of ISO's performance.</li> </ul>
<p><b><u>Outcome 2: Enhancing the Cooperation Among International Standards Bodies</u></b></p> <p>PASC urges the ISO to set up cooperative arrangements with other international standards bodies like the IEC and ITU to address existing and potential areas of overlap, and implement effective solutions to harmonise standards to optimise trade flows and economic progress.</p>	<ul style="list-style-type: none"> <li>• Undertake the gaps and barriers to co-operation between ISO and IEC &amp; ITU.</li> <li>• Establish and continuously improve an effective platform and mechanism for coordinating the standards development in emerging areas, especially in the ICT space, such that there is only one international standard for each subject area.</li> </ul>
<p><b><u>Outcome 3: Enhancing Capacity Building and Participation in ISO Committees at the Regional Level</u></b></p> <p>PASC requests that the ISO strengthen its members' capacities, especially developing countries, by dedicating funding, training and resources, such as the set up of Regional Offices,</p>	<ul style="list-style-type: none"> <li>• Ensure regional needs are well represented in ISO Committees through mechanisms to ensure that the representatives from PASC and regional bodies are well represented in ISO leadership positions. This will provide PASC and other regional standards bodies the opportunity to contribute towards, and shape policies and strategies directly.</li> </ul>

Desired Outcomes	Proposed Action Items for the ISO
to facilitate and enhance their participation and contributions in international standardisation, and ensure their representation in leadership and governance positions.	<ul style="list-style-type: none"> <li>• For the ISO to have a permanent presence in the region, e.g. through the Singapore or other Regional Offices. This will enable the ISO to reach out and work with its members more effectively and tailor its activities to better meet the ever-increasing and diverse needs of the region's economies.</li> <li>• Commit resources to assist PASC members on capacity building (e.g. technical support, mentoring, IPR protection of ISO standards, etc) through the various Regional Offices, so that PASC can effectively participate in ISO initiatives and programmes.</li> <li>• Provide standardised, ready to use education resources/promotional information for members.</li> </ul>
<p><b><u>Outcome 4: Exploring New and Sustainable Business Models</u></b></p> <p>PASC proposes that ISO transition to a new and sustainable long term business model, with new revenue streams.</p>	<ul style="list-style-type: none"> <li>• Undertake gap analysis and explore new business models, while focusing on development and promotion of ISO standards as the core business.</li> <li>• Explore implementing different sales models for different markets in line with regional needs, including the introduction of an "ISO-Mark".</li> <li>• Consider other revenue sources such as publications of ISO textbooks and new services related to the application and implementation of ISO standards (e.g. software).</li> </ul>

#### **E. Future PASC Meeting Schedule**

- PASC EC 49 Meeting in Rio de Janeiro, Brazil, 10 September 2014
- PASC EC 50 Teleconference, Q1 2015
- PASC 38 Annual General Meeting in Delhi, 4 to 7 May 2015
- PASC EC 51 Meeting, 8 May 2015

#### **F. Conclusion**

7. PASC appreciates the opportunity to report to the ISO General Assembly and would appreciate any feedback that ISO and its members may have with respect this report and where PASC could enhance its collaboration with ISO to promote the development and use of ISO standards.

8. PASC would also like to take this opportunity to wish ISO, and its members every success at the ISO General Assembly 2014.

Mr Adrian O'Connell  
PASC EC Chair

Mr Tak Leong, CHEONG  
PASC Secretary  
July 2014



## SOUTHERN AFRICAN DEVELOPMENT COMMUNITY SECRETARIAT

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### Report from SADC Secretariat

#### ISO Observer Member

#### ISO – COOPERATION WITH SUBREGIONAL ORGANIZATIONS

SADC consists of 15 Member States (MSs) which, together, have a population of approximately 200 million people. The SADC instrument put in place for the liberalization of intra-regional trade on the basis of fair, mutually equitable and beneficial trade arrangements is the SADC Protocol on Trade. One of the essential components for economic integration and trade facilitation within the SADC region is the harmonization of standards and technical regulations. Article 17 of the SADC Protocol on Trade, Standards and Technical Regulations on Trade states: “Each Member State shall use relevant international standards as a basis for its standards-related measures, except where such standards would be an ineffective or inappropriate means to fulfil its legitimate objectives”.

Southern African Development Community Cooperation in Standardization (SADCSTAN) is the sole body mandated by the SADC Council of Ministers of Trade (CMT) through the article 20 of the Technical Barriers to Trade (TBT) Annex to the SADC Protocol on Trade, to promote the coordination of standardization activities and services in the region, with the purpose of achieving harmonization of standards and technical regulations, in support of the objectives of the SADC Protocol on Trade. SADCSTAN is comprised of 15 National Standards Bodies (NSBs) and designated institutions (where an NSB does not exist) of SADC Member States. SADCSTAN membership is open to National Standards Bodies (NSBs) of SADC Member States. Where an NSB does not exist, a focal point or any other institution designated by the Minister of Trade and Industry assumes membership. There is stakeholder and associate membership status in SADCSTAN. Stakeholder membership is open to industry associations, government representatives, Standards Development Organisations (SDOs), and other regional and international partners in standardization. All SADC Member States are either member bodies or correspondent members of ISO as shown in Table 1, excluding Madagascar.

#### Member States:

Angola	Lesotho	Malawi	Namibia	Swaziland
Botswana	Madagascar	Mauritius	Seychelles	United Republic of Tanzania
Democratic République du Congo	Mozambique	South Africa	Zambia	Zimbabwe

**All correspondence should be addressed to the Executive Secretary**

SADCSTAN has recently adopted a five year strategic plan which focus is mainly on ensuring that SADC Harmonized Texts contribute significantly to intra-SADC Trade and that standards and standardization activities are nationally, regionally and internationally coordinated to contribute to the removal of unnecessary barriers to trade

These broad strategic outcomes will be realised through identifying and harmonization of standards, product specifications and conformity assessment procedures that have potential to improve trade. In order to further ensure implementation at national level, develop mechanisms to facilitate the adoption of harmonized texts as national standards and involve national stakeholders in the harmonization process. It is critical to highlight that this will require technical assistance and training in the management and planning of standards development, as well as standards information services.

The strategic outcomes will further be realised through promoting the relevance of SADCSTAN to National, Regional, Sub-regional and International standards setting bodies as well as International Cooperating Partners. It is imperative that the regional programme take into consideration global and national trends. Main focus will be also be on devising effective ways to disseminate information on standards and raise awareness on intellectual property rights and promote establishment of effective WTO TBT enquiry and notification points for each Member State.

Standardisation work is funded through several channels within the SADC Secretariat. It is important to note that the SADC Secretariat is reliant on Member States for funding and is also reliant on donor funding/sponsorships on many occasions in order to progress the work. SADC is willing to participate in the organization of joint awareness-building, training and capacity-building activities with ISO and to further disseminate the benefits of such activities within the region. ISO has provided training on Intellectual Property to Standard developers in the region. It is, however, an area that still requires further consideration. Participation of ISO at the SADC SQAM annual meetings and the SADCSTAN Annual General Meetings is key to further dissemination of information and encouraging participation in standards setting activities of ISO.



**Table 1: SADC Member States which are members of ISO - June 2014:**

<b>Member State</b>	<b>ISO Member Status</b>	<b>TC participation</b>	<b>PDC participation</b>
Angola	Correspondent Member	1	1
Botswana	Member Body	35	3
Democratic Republic of Congo (DRC)	Member Body	19	1
Lesotho	Correspondent Member	3	1
Malawi	Member Body	4	2
Mauritius	Member Body	67	3
Mocambique	Correspondent Member	8	3
Namibia	Member Body	19	3
Seychelles	Correspondent Member	21	2
South Africa	Member Body	432	3
Swaziland	Correspondent Member	13	3
Tanzania	Member Body	143	3
Zambia	Correspondent Member	14	2
Zimbabwe	Member Body	51	3

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 25 June 2014

## IDEAS FROM STAKEHOLDERS

### ITEM 8 ISO serving customers

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#### **GENERAL ASSEMBLY ACTION**

The General Assembly is asked to be ready with comments and questions for the panel session that will discuss the needs and challenges of ISO's key customers, based on the presentations provided.

#### **Description**

- Under this agenda item, the ISO Vice-President (Policy) will open the session and introduce speakers representing different customer perspectives in ISO. All speakers will be asked how the ISO system should change to better meet their needs.
- Industry views: 2 speakers (10 min each – 20 min)  
Business representatives from different parts of the world will present their activities and indicate how ISO can better help companies to succeed.
- Regulator view: 1 speaker (10 min)  
A national regulator / policy-maker will discuss their use of standards, and how the ISO system can better meet their regulatory or policy-setting objectives.
- Consumer view: 1 speaker (10 min)  
The Chair of ISO/COPOLCO will discuss some of the leading global issues facing consumers, and how ISO can better meet the needs of this key customer.
- Academic view: 1 speaker (10 min)  
An academic speaker will present some linkages between research, academia and standardization, and propose how ISO should adapt to better meet the needs of academia.
- ISO member view (10 min)  
An ISO member will speak on new or innovative approaches to meeting their customers' needs. ISO GA participants will be challenged on why they aren't also doing so.
- Panel session (20 min)  
The ISO Vice-President (policy) will moderate an exchange between speakers (panellists) and participants in the General Assembly.
- Wrap-up (5 min)  
The ISO Vice-President (policy) will summarize the discussion, comment on ideas that ISO/CS can take forward, as well as on more fundamental issues that ISO Council may need to consider.



## HONOURING EXCELLENCE

### ITEM 9 Presentation of the Lawrence D. Eicher leadership award

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#### **GENERAL ASSEMBLY ACTION**

The General Assembly is asked to congratulate the 2014 recipient of the award.

#### **Background**

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

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

- Success in the competition is a way to add to the profile of the committee's work both inside and outside of the ISO community
- The winning committee gains visibility by being featured in ISO's communication activities, which has in the past led to a number of mentions in the wider media
- Every year, ISO members are reminded of the past recipients of the award in the working papers to the ISO General Assembly and the minutes of the ISO General Assembly serve as a permanent record of the winner
- When presenting the award, the ISO President describes the achievements and strengths which led to the selection of the committee for the award

The TMB has defined a broad range of criteria against which committees may be considered for this award, including: effective leadership, use of innovative approaches, effective communication, promotion of the involvement of developing countries, and proactive project management.

A call for nominations was issued in February 2014 and the nominations received were reviewed by the TMB. The selection committee, composed of a subset of TMB members, selected the winner.

**Strong nominations were again received this year for the award – you can read about the 2014 nominees in the attached brochure that is also available on ISO.org at [http://www.iso.org/iso/lde award nominees brochure en 2014.pdf](http://www.iso.org/iso/lde%20award%20nominees%20brochure%20en%202014.pdf).**

The award will be presented to representatives of the 2014 winning committee under this agenda item.

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

- 2013, ISO/TC 68, Financial services
- 2012, ISO/TC 242, Energy management
- 2011, ISO/TC 34, Food products
- 2010, ISO/TC 211, Geographic information/Geomatics
- 2009, ISO/TC 172 Optics and Photonics
- 2008, ISO/TC 127 Earth-moving machinery
- 2007, ISO/TC 184/SC 4 Industrial automation systems and integration/Industrial data
- 2006, ISO/TC 67 Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries
- 2005, ISO/TC 8 Ships and marine technology
- 2004, ISO/TC 176/SC 2 Quality management and quality assurance/Quality systems
- 2003, ISO/IEC JTC 1/SC 29 Information technology/Coding of audio, picture, multimedia and hypermedia information

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




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ANNEX to / ANNEXE à  
General Assembly 07/2014

# awards 2014

The Lawrence D. Eicher  
Leadership Award 2014  
**Nominees**





Named in honour of ISO's late Secretary General, Lawrence D. Eicher, this prestigious award recognizes the significant contribution and superior performance of an ISO technical committee or subcommittee to the development of ISO International Standards.

The award is designed to encourage creative and collaborative work. It rewards the implementation of innovative and efficient processes and solutions that ensure the provision of excellent services. It is also an opportunity to publicize and share best practice among ISO committees.

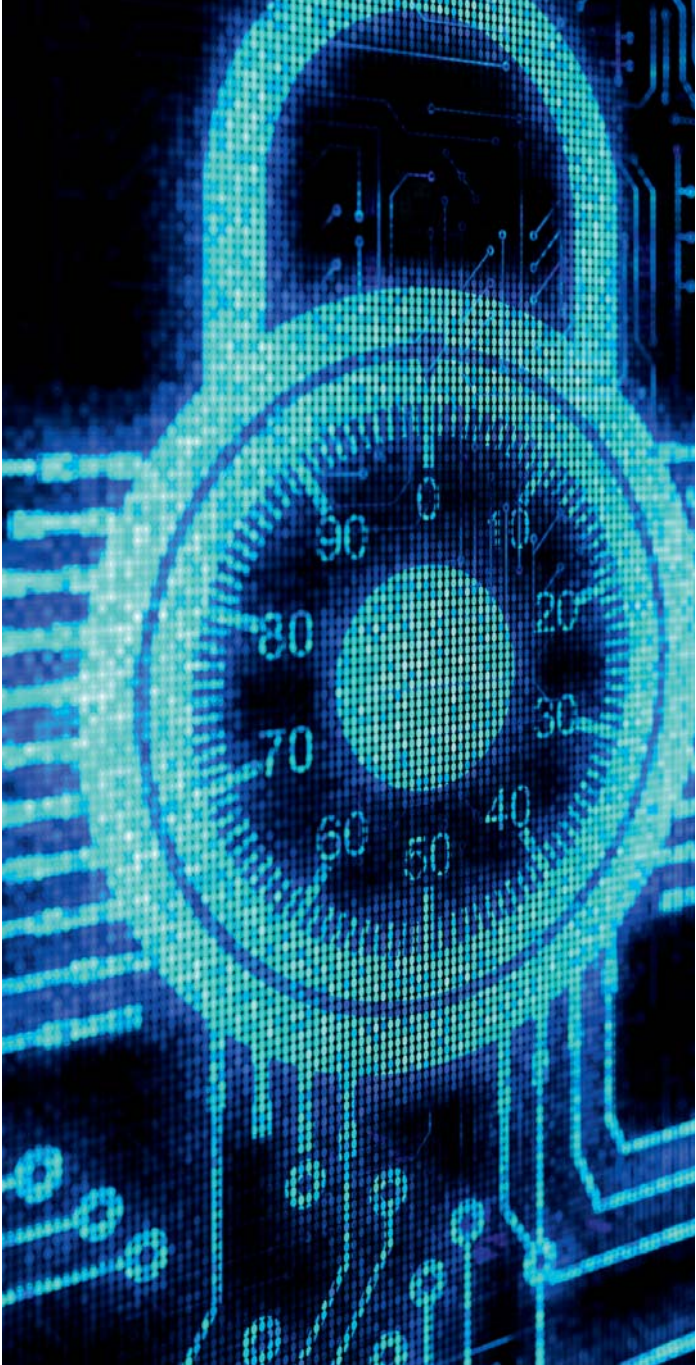
Here are the nominees for the LD Eicher Award in 2014.

### **JTC 1/SC27, Information Technology – IT security techniques**

JTC1/SC 27 is an internationally recognized centre of information security expertise serving the needs of many business sectors as well as governments. Its work covers both technical and management standards.

SC 27 has around 75 active projects, and 136 published standards including the 2 best-sellers ISO/IEC 27001:2013 *Information technology – Security techniques – Information security management systems – Requirements* and 27002:2013 *Information technology – Security techniques – Code of practice for information security controls*, as well as the other standards in the high value ISO/IEC 27000 family.

SC27 excels at promoting its work and engaging its stakeholders. It regularly conducts industry seminars in conjunction with each of its WG meetings. This not only spreads awareness and raises involvement of the business community in the host country, but also starts important dialogues with customers allowing the committee to get feedback on market needs and future requirements for standardization.



JTC 1/SC 27 excels  
at promoting its work  
and engaging  
its stakeholders.



## **ISO/TC 34/SC 12, Food products – Sensory analysis**

ISO/TC 34/SC 12 has a long history of being at the forefront of cutting edge developments in sensory analysis in order to promote standardization as a tool for innovation.

The committee regularly encourages its newest members, and especially its developing country members, to take an active role in the work. This includes assigning a Project Leader from a new member country whenever possible or encouraging a new member country to host the plenary meeting.

Building capacity of developing country members has also been successful in TC 34/SC 12 via the use of twinning arrangements. IRAM and AFNOR entered into a twinning arrangement for the SC secretariat in 2007, giving IRAM the opportunity to build capacity related to the responsibilities of the secretariat, and allowing AFNOR to transfer its knowledge. When AFNOR relinquished the secretariat in 2008, ISO/TC 34 members re-allocated the secretariat to IRAM. The committee is currently in the process of setting up a twinning arrangement at the level of SC Chair, between IRAM and AFNOR.



ISO/TC 45/SC 2  
has been very  
open to new  
and innovative  
approaches.



### ***ISO/TC 45/SC 2, Rubber and rubber products – Testing and analysis***

TC 45/SC 2 works on the standardization of methods for physical testing and chemical analysis of rubbers and thermoplastic elastomers, materials and products, including application of statistical methods. This committee is a leader in the quality of test method standards.

TC 45/SC2 has been very open to new and innovative approaches, for example by taking part in ISO's Living Lab pilot programmes to streamline development processes and by establishing an editorial pool composed of experts who review all drafts and make sure they are written in 'plain English'.

The committee has also developed a well-documented and efficient system to organize systematic inter-laboratory testing to validate and produce high quality and high value test methods.

## ***ISO/TC 85, Nuclear energy, nuclear technologies, and radiological protection***

In today's world where low-carbon energy sources are increasingly sought-after because of climate change, nuclear energy and nuclear safety are of growing importance. ISO/TC 85 works on standardization of peaceful applications of nuclear energy, nuclear technologies and the protection of individuals and the environment against all sources of ionising radiation.

ISO/TC 85 has developed an impressive network of connections with other ISO and IEC TCs and a wide range of international organizations and stakeholders (e.g. IAEA, EURATOM). The committee actively participates in meetings at these other organizations and works in cooperation with other standards development organizations, for example ASTM.

Efficient leadership and excellent organization are strong points of TC 85, which has established a Chairman's Advisory Group and is in the process of setting up a Nuclear Safety Advisory Group (NSAG). These advisory group meetings, along with a regularly updated business plan and clearly defined scopes for all SCs and WGs ensure the TC's strategy remains relevant and its work plan is effectively implemented.





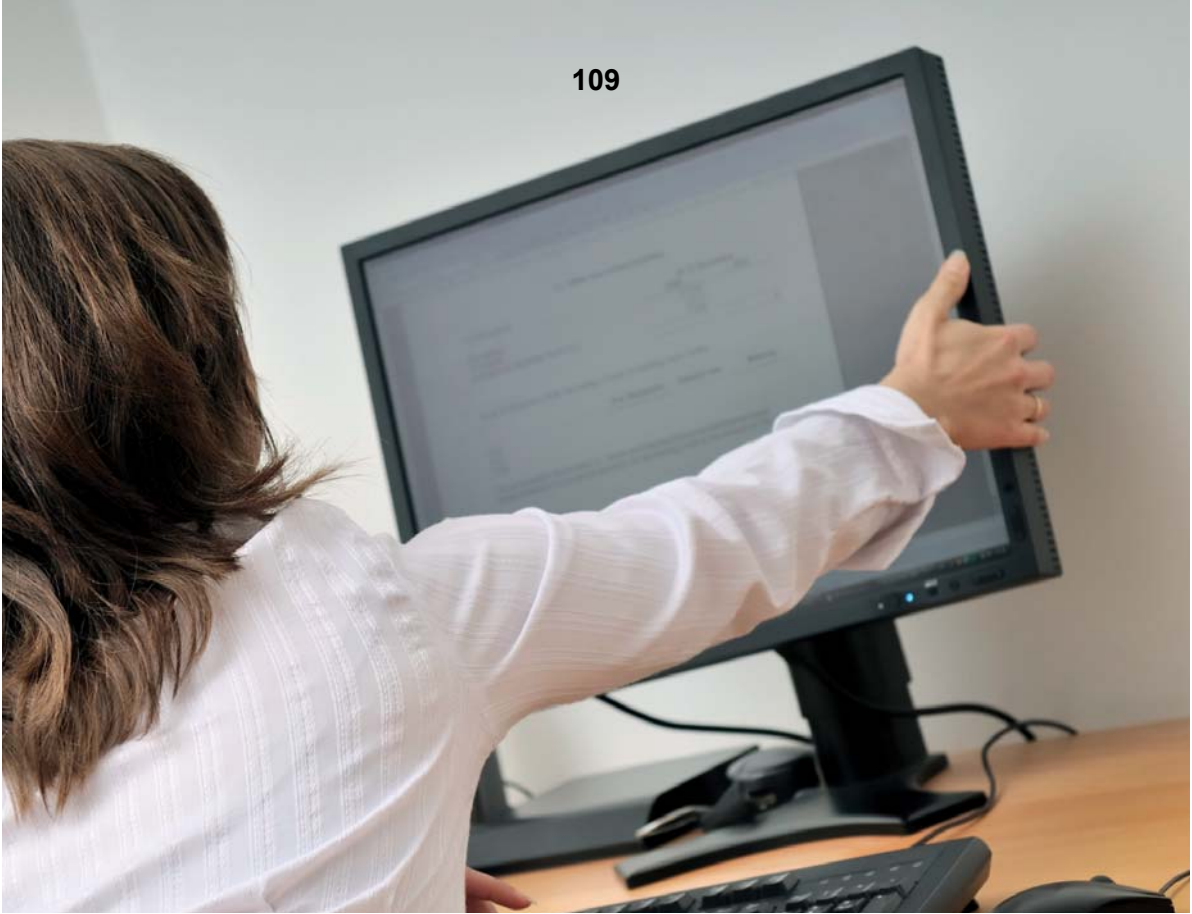
ISO/TC 142 has worked hard to successfully expand its membership.

### **ISO/TC 142, *Cleaning equipment for air and other gases***

ISO/TC 142 works on standardization in the fields of terminology, classification, characteristics, and test and performance methods for air and gas cleaning and disinfecting equipment for general ventilation and industrial applications.

After some time on stand-by, this committee was re-activated in 2005 and has worked hard to successfully expand its membership, re-invigorate its structures (growing from only a few to 12 working groups with around 200 experts) and take on a large number of work items to meet market demand.

ISO/TC 142 demonstrates excellent cooperation with external organizations, such as CEN and ASHRAE, and it is dedicated to the promotion of committee work via social media (LinkedIn and Facebook) and presentations at international conferences around the world.



### **ISO/TC 159, *Ergonomics***

The members of TC 159 are concerned with humanity, yet theirs is far from being only a “soft” discipline. ISO/TC 159, *Ergonomics*, works at the true cutting edge of technology: the human–systems interface, intersection between machines and we who use them. The committee counts among its experts some of the world’s leading ergonomists.

Its subcommittees deal with the physical environment (from the thermal insulation of clothing to the comfort and efficiency of the working environment itself), safe limits for manual work (handling, lifting, pulling, pushing, endurance and fatigue), how to measure human bodies to get the right fit for different population groups (one size does not fit all) and how to design healthy work and play systems for professionals and consumers.

The committee is probably the most dedicated and active of any in ISO when it comes to promoting accessibility, which it defines as the “extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities to achieve a specified goal in a specified context of use.”

## ***ISO/TC 207/SC 7, Environmental management – Greenhouse gas management and related activities***

Climate change is one of the biggest global challenges facing humanity in the 21<sup>st</sup> century. The International Standards developed by ISO/TC 207/SC 7 can help fight climate change by providing a basis for ensuring trust, integrity and effective management in the quantification, measurement and verification of greenhouse gas management.

This large committee (with 57 P –members) has shown excellent leadership by engaging diverse stakeholders, addressing their concerns and building consensus in a subject area that is politically sensitive and often controversial. All of its published documents directly or indirectly support the UNFCCC Nationally Appropriate Mitigation Actions and other Climate Change related initiatives.

TC 207/SC 7 does the necessary research to ensure its products are timely and have global relevance. Coupled with proactive and efficient project management, this leads to the publication of documents that the market needs, when it needs them.





### **ISO/PC 250, *Sustainability in event management***

This project committee developed ISO 20121:2012, *Event sustainability management systems – Requirements with guidance for use*. This standard provides a framework for identifying (then removing or reducing) potentially negative social, economic and environmental impacts of events. It helps users capitalize on more positive impacts through improved planning and processes.

Displaying excellent project management skills, the committee was able to develop its standard quickly and efficiently ...and in time for its use at the London 2012 Olympics! At each key stage in its development, marketing material was prepared so that all ISO members could promote the work nationally, thus ensuring continuous engagement with the end users, the event sector. This is an approach that can serve as inspiration to other ISO committees! Using innovative communication and promotion strategies (Linked In groups, you tube videos, cases studies and more), the committee leaders continue to promote the use of the standard even after the disbandment of the PC.

TC 282/SC1 seizes the opportunity to conduct professional workshops in cooperation with local NSBs.

### **TC 282/SC 1 (formerly ISO/PC 253) *Treated wastewater re-use for irrigation***

Few challenges are more global or more important to quality of life than water. Initially established as a project committee and later transformed into a sub-committee, TC 282/SC 1 was the first ISO committee to deal with the issue of Treated Waste Water Re-use for Irrigation. It promotes an innovative approach that sees sewage as a resource instead of as waste.

The committee is currently working on a best practice standard to prevent any adverse impacts on public health, the environment, soils and crops, as a result of treated wastewater irrigation.

Wherever possible, the committee seizes the opportunity to conduct professional workshops, in cooperation with the local national standards bodies, to promote the committee's work. Such workshops have so far held in Vienna, Lisbon and Calgary and attended by local water professionals.







TC 268/SC 1 has successfully forged close collaboration with other international organizations.

### ***ISO/TC 268/SC 1, Sustainable development in communities – Smart community infrastructures***

Currently, 53% of the world's population resides in cities, a figure that is expected to rise to 70% by 2050. Cities are cultural and economic centres which today generate 70% of global GDP. Having a sustainable and effective infrastructure in place can be a challenge. TC 268/SC 1 is developing standards that will allow for community infrastructures to play a role in sustainable development to balance economic, social and environmental aspects and to meet the needs of communities more effectively and efficiently.

This recently established committee has been quick to get up and running. Its main strength is its well-structured project management plan, which ensures regular follow ups by using editing committees and informal commenting stages, followed by telephone or web conferences to resolve comments. The committee has already demonstrated an openness towards innovative approaches and forged close collaboration with other international organizations (such as OECD, WBCSD, IEC and ITU).

Following the recent publication of ISO/TR 37150, which provides a clear overview of what has been done so far in this field, the committee developed a promotional video, brochure and briefing notes for the document.



### **ISO 26000 WG, *Social responsibility***

Although not a committee and therefore outside of the usual criteria for LD Eicher Award nominations, this Working Group – unique in ISO’s history – has nevertheless been included on this list because of its ground-breaking approaches and extraordinary efforts, which many feel should be acknowledged.

ISO 26000:2010 *Guidance on social responsibility* was developed using an innovative and challenging process that took close to five years of intense work. Through an elaborate stakeholder dialogue process, the WG leadership successfully managed the large



The WG leadership successfully managed an elaborate stakeholder dialogue process.

membership (500 experts from about 90 countries grouped in 7 stakeholder category groups) and dealt with sometimes radically opposing views in order to achieve international consensus. Many of the group's ideas have later served as inspiration to other committees and have influenced new processes in the ISO system.

Following publication, the work has continued via the efforts of the ISO 26000 Post-Publication Organization (PPO). Composed of the leadership of the WG, the PPO provides support and expertise for users.

**International Organization  
for Standardization**

ISO Central Secretariat  
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Switzerland

**iso.org**

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## HONOURING EXCELLENCE

### ITEM 10 Presentation of the ISO/DIN essay contest winner for young professionals in developing countries

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#### GENERAL ASSEMBLY ACTION

The General Assembly is asked to congratulate the 2014 recipient of the award.

#### Background

The **ISO/DIN Essay contest** is for young professionals in developing countries and economies in transition, and focused attention on standardization and related matters. The ISO/DIN Essay contest was held for the first time in 2012 and is planned every two years under the *ISO Action Plan for developing countries 2011-2015*. It is financed by contributions from DIN (Germany) and ISO.

The contest is open to people below the age of 35 (born after 15 May 1979) who are passionate about standards. Candidates need not belong to a national standards body or hold a position within the ISO technical community. An independent jury selects the winner of the best essay written about international standardization or related matters. The theme selected for the 2014 contest is *Sustainable energy future – How can standards help meet the challenge?*

The winner receives a certificate signed by the ISO Secretary-General and the Director of DIN (Germany) and an invitation to the DIN head office in Berlin, Germany. During the week-long visit, he/she will be exposed to a wide range of standards management activities carried out at DIN to develop his/her skills and understanding of the various functions that exist in an advanced and highly successful national standards body. All expenses related to the attachment are covered by the prize. The winner will also spend time the ISO Central Secretariat in Geneva to see how the ISO system is coordinated and get a perspective of ISO as an international organization.

The winner will be announced under this agenda item at the General Assembly.



## APPROVALS / ELECTIONS / APPOINTMENTS

### ITEM 11.1 Approval of the audited financial statements of ISO Central Secretariat for the year ended 31 December 2013

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#### **GENERAL ASSEMBLY ACTION**

Recommend General Assembly approve the draft resolution below:

#### **Draft General Assembly Resolution**

(Audited financial statements for the 2013 financial year)

The General Assembly

approves the audited financial statements of ISO Central Secretariat for the year ended 31 December 2013, included with the Report of the Auditors attached at Annex to document General Assembly 09/2014, noting that the Report was circulated to the ISO members on 27 March 2014 in accordance with Clause 5.1 of the *Rules of Procedure of the General Assembly*.

#### **Background**

Clause 5.1 of the *Rules of Procedure of the General Assembly* require the presentation of the audited accounts of ISO Central Secretariat for the 2013 financial year to the member bodies no later than 1 April 2014. This was done by the Secretary-General's communication posted on ISO Connect on 27 March 2014. In addition, ISO members were invited to participate in two WebEx sessions held on 30 April 2014 to answer any questions on the financial statements.

Article 17.7 of the *Statutes* requires that the accounts of ISO Central Secretariat shall be presented to the General Assembly for approval. The 2013 financial statements of the ISO Central Secretariat (balance sheet, revenue and expenditure accounts, cash flow statement and notes) are attached with the report of the Auditors (Annex).



*International Organization for  
Standardization (ISO)  
Geneva*

*Report of the statutory auditor  
to the General Assembly  
on the financial statements 2013*



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

### **Report of the statutory auditor on the financial statements**

As statutory auditor, we have audited the accompanying financial statements of the International Organization for Standardization (ISO), which comprise the balance sheet, statement of operations, cash flow statement, statement of changes in funds and notes (pages 1 to 12), for the year ended 31 December 2013. As permitted by Swiss GAAP FER 21 the information in the performance report (pages 13 to 15) is not required to be subject to audit.

#### *ISO Central Secretariat's responsibility*

The ISO Central Secretariat is responsible for the preparation and fair presentation of the financial statements in accordance with the requirements of Swiss GAAP FER 21, Swiss law and the association's articles of incorporation. This responsibility includes designing, implementing and maintaining an internal control system relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error. The ISO Central Secretariat is further responsible for selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

#### *Auditor's responsibility*

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

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

#### *Opinion*

In our opinion, the financial statements for the year ended 31 December 2013 give a true and fair view of the financial position, the results of operations and the cash flows in accordance with Swiss GAAP FER 21 and comply with Swiss law and the association's articles of incorporation.

PricewaterhouseCoopers SA, avenue Giuseppe-Motta 50, case postale, CH-1211 Genève 2, Switzerland  
Téléphone: +41 58 792 91 00, Téléfax: +41 58 792 91 10, [www.pwc.ch](http://www.pwc.ch)

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**Report on other legal requirements**

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

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

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

PricewaterhouseCoopers SA

Handwritten signature of Marc Secretan in black ink.

Marc Secretan  
Audit expert  
Auditor in charge

Handwritten signature of Julien Ménoret in black ink.

Julien Ménoret  
Audit expert

Geneva, 19 March 2014

**Enclosure:**

- Financial statements (balance sheet, statement of operations, cash flow statement, statement of changes in funds, notes and performance report)



## Balance sheets as of 31 December 2013 and 2012

ASSETS in kCHF	Note	2013-12-31	2012-12-31
<b>Current assets</b>			
Cash and cash equivalents	1	24 578	18 612
Receivables	2	1 316	1 795
Prepaid expenses and accrued income	3	1 461	1 129
Other receivables	4	789	740
<b>Total current assets</b>		<b>28 144</b>	<b>22 276</b>
<b>Non - current assets</b>			
Securities and investments		1 385	5 120
Fixed assets	5	1 562	2 274
<b>Total non - current assets</b>		<b>2 947</b>	<b>7 394</b>
<b>Total assets</b>		<b>31 091</b>	<b>29 670</b>
<b>LIABILITIES AND FUNDS</b>			
<b>Current liabilities</b>			
Suppliers		1 207	593
Other creditors and accrued liabilities		500	753
Members' retrocessions		3 113	3 533
Subscriptions received in advance		1 444	1 187
Other revenue received in advance		4	110
Provisions	6	693	805
<b>Total current liabilities</b>		<b>6 961</b>	<b>6 981</b>
<b>FUNDS</b>			
<b>Restricted funds</b>			
Funds for Developing Countries	7	3 134	1 603
Funds for other specific projects		722	1 002
<b>Total restricted funds</b>		<b>3 856</b>	<b>2 605</b>
<b>Unrestricted funds</b>			
Reserves	8	2 303	2 364
General fund	8	17 971	17 720
Surplus after attribution of net result		-	-
<b>Total unrestricted funds</b>		<b>20 274</b>	<b>20 084</b>
<b>Total funds</b>		<b>24 130</b>	<b>22 689</b>
<b>Total liabilities and funds</b>		<b>31 091</b>	<b>29 670</b>



## Statements of operations for the years ended 31 December 2013 and 2012

in kCHF	Note	2013	2012
<b>REVENUE</b>			
Membership fees		21 104	21 128
Copyright revenue from members		8 175	7 870
<b>Revenue from members</b>		<b>29 279</b>	<b>28 998</b>
Sales		6 277	6 551
Copyright revenue from distributors		3 010	3 164
Cost of sales		(4 815)	(5 262)
<b>Net other commercial revenues</b>	9	<b>4 472</b>	<b>4 453</b>
Services	10	1 436	1 224
Projects funded through 3rd parties		3 011	2 569
Projects funded through ISO funding		552	1 156
<b>Other revenue</b>		<b>4 999</b>	<b>4 949</b>
Financial revenue		97	324
Unrealized gain on securities and investments		0	61
<b>Net financial income</b>	11	<b>97</b>	<b>385</b>
<b>TOTAL REVENUE</b>		<b>38 847</b>	<b>38 785</b>
<b>EXPENDITURE</b>			
Personnel expenses	12	24 057	24 061
Office and facilities		2 758	2 720
Travels		724	586
IT operating costs		3 432	3 020
Events		700	860
Marketing and communications		823	918
Third party services		1 175	853
Depreciation		1 090	921
<b>Operating expenditure</b>		<b>34 759</b>	<b>33 939</b>
Projects funded through 3rd parties (3rd party expenses only)		3 011	2 569
Projects funded through ISO funding (3rd party expenses only)		552	1 156
<b>Projects</b>		<b>3 563</b>	<b>3 725</b>
<b>TOTAL EXPENDITURE</b>		<b>38 322</b>	<b>37 664</b>
<b>Operating surplus</b>		<b>525</b>	<b>1 121</b>
Allocation		(272)	(821)
<b>Changes in restricted funds</b>		<b>(272)</b>	<b>(821)</b>
Allocation		(526)	(387)
Use		273	87
<b>Changes in unrestricted funds</b>		<b>(253)</b>	<b>(300)</b>
<b>Net surplus/deficit after allocations</b>		<b>0</b>	<b>0</b>



## Cash flow statements for the years ended 31 December 2013 and 2012

in kCHF	2013	2012
Operating surplus	525	1 121
Depreciation of fixed assets	1 090	921
Unrealized (gain) / loss on securities and investments	-	(61)
Use from membership subscription reserve	(63)	(2)
Use from restricted funds	(552)	(1 156)
Increase (Decrease) in provisions	(112)	42
<b>Operating surplus net of non-cash movements</b>	<b>888</b>	<b>865</b>
Decrease (Increase) in receivables	479	(277)
Decrease (Increase) in prepaid expenses and accrued income	(332)	(200)
Decrease (Increase) in other receivables	(49)	127
<b>Decrease (Increase) in current and deferred assets:</b>	<b>98</b>	<b>(350)</b>
Increase (Decrease) in suppliers	614	(73)
Increase (Decrease) in other creditors and accrued liabilities	(253)	10
Increase (Decrease) in members' retrocession	(420)	93
Increase (Decrease) in subscriptions received in advance	257	410
Increase (Decrease) in other revenue received in advance	(106)	92
<b>Increase (Decrease) in current liabilities:</b>	<b>92</b>	<b>532</b>
<b>Net cash from operating activities</b>	<b>1 078</b>	<b>1 047</b>
<b>Specific projects for Developing Countries</b>		
Expenditure	(3 050)	(2 611)
Funds received	4 581	1 881
<b>Increase (Decrease) in funds for specific projects</b>	<b>1 531</b>	<b>(730)</b>
Purchase of fixed assets	(378)	(907)
Sale of investments	3 735	5 607
<b>Net cash used in investing activities</b>	<b>3 357</b>	<b>4 700</b>
<b>Net increase / (decrease) in cash and cash equivalents</b>	<b>5 966</b>	<b>5 017</b>
Cash and cash equivalents at the beginning of the period	18 612	13 595
Cash and cash equivalents at the end of the period	24 578	18 612
<b>Increase</b>	<b>5 966</b>	<b>5 017</b>



### Statement of changes in funds for the years ended 31 December 2013

in kCHF	Opening balance 2013	Allocations to restricted funds (surplus)	Contributions to restricted funds	Use from restricted funds (external costs)	Use from restricted funds (publications)	Closing balance 2013
Funds-in-Trust from members	147		384	(354)	(1)	176
Donors contracts	680		4 197	(1 934)	(37)	2 906
ISO Development & Training projects	776		-	(723)	(1)	52
<b>Total restricted funds received for specific projects for Developing Countries</b>	<b>1 603</b>		<b>4 581</b>	<b>(3 011)</b>	<b>(39)</b>	<b>3 134</b>

in kCHF	Opening balance 2013	Allocations to restricted funds (surplus)	Use from restricted funds (external costs)	Closing balance 2013
ISO XML external costs		453	(365)	88
Programme to encourage younger people to get engaged in ISO		50	(4)	46
Case study on the societal benefits of standards		50	(41)	9
Additional communication materials on the benefits of standards		50	(5)	45
International conference on the theme of standard benefits		50		50
Extension of the repository of teaching materials		25	(16)	9
Intellectual Property Right (IPR)		170	(121)	49
Allocation from surplus - sub total		395	(187)	208
Training and growth activities		-	272	272
<b>Projects for the development and promotion of ISO System</b>		<b>848</b>	<b>272</b>	<b>568</b>
Risk management		154		154
<b>Total restricted funds received for other specific projects</b>		<b>1 002</b>	<b>272</b>	<b>722</b>

in kCHF	Opening balance 2013	Allocations to unrestricted funds (surplus)	Use from unrestricted funds (expenses)	Use from unrestricted funds	Closing balance 2013
<b>General reserve fund</b>	<b>17 720</b>	<b>251</b>			<b>17 971</b>
Governance reserve	50	25			75
Recruitment reserve	200				200
Litigation reserve	500				500
Loss on investments reserve	1 067				1 067
Membership subscription reserve	247			(63)	184
Fiscal agreement reserve	300	250	(273)		277
<b>Unrestricted reserves</b>	<b>2 364</b>	<b>275</b>	<b>(273)</b>	<b>(63)</b>	<b>2 303</b>
<b>Total unrestricted funds</b>	<b>20 084</b>	<b>526</b>	<b>(273)</b>	<b>(63)</b>	<b>20 274</b>



## Statement of changes in funds for the years ended 31 December 2012

in kCHF	Opening balance 2012	Allocations to restricted funds (surplus)	Contributions to restricted funds	Use from restricted funds (external costs)	Use from restricted funds (publications)	Closing balance 2012
Funds-in-Trust from members	-		304	(155)	(2)	147
Donors contracts	1 269		1 577	(2 129)	(37)	680
ISO Development & Training projects	638	426		(285)	(3)	776
<b>Total restricted funds received for specific projects for Developing Countries</b>	<b>1 907</b>		<b>1 881</b>	<b>(2 569)</b>	<b>(42)</b>	<b>1 603</b>

in kCHF	Opening balance 2012	Allocations to restricted funds (surplus)	Use from restricted funds (external costs)	Closing balance 2012
ISO XML external costs		1 587	(1 134)	453
Economic Benefits of consensus-based std (MBS) + (EBS)		43	(43)	-
Communication Tool Box		22	(22)	-
Living Lab		(66)	66	-
Residual from older projects in previous years		23	(23)	-
Allocation from surplus			395	395
<b>Projects for the development and promotion of ISO System</b>			<b>395</b>	<b>(1 156)</b>
Risk management		154		154
<b>Total restricted funds received for other specific projects</b>		<b>1 763</b>	<b>395</b>	<b>(1 156)</b>

in kCHF	Opening balance 2012	Allocations to unrestricted funds (surplus)	Use from unrestricted funds (expenses)	Use from unrestricted funds	Closing balance 2012
<b>General reserve fund</b>	<b>17 420</b>	<b>300</b>			<b>17 720</b>
Governance reserve	50				50
Recruitment reserve	200				200
Litigation reserve	500				500
Loss on investments reserve	1 067				1 067
Membership subscription reserve	249			(2)	247
Fiscal agreement reserve	300	87	(87)		300
<b>Unrestricted reserves</b>	<b>2 366</b>	<b>87</b>	<b>(87)</b>	<b>(2)</b>	<b>2 364</b>
<b>Total unrestricted funds</b>	<b>19 786</b>	<b>387</b>	<b>(87)</b>	<b>(2)</b>	<b>20 084</b>



## **Annex to financial statements as of 31 December 2013**

### **Organisation and activity**

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

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

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

### **Authorization of annual financial statements**

The financial statements have been recommended for approval by the Council at its meeting in March 2014. ISO members will be asked to approve these financial statements at the General Assembly in September 2014.

### **Significant accounting policies**

#### **Financial statements preparation**

These financial statements are prepared in accordance with Swiss Accounting and Reporting Recommendation - Swiss GAAP RPC - 21 - Accounting for charitable, social non-profit organisations and in accordance with the provisions of commercial accounting as set out in the Swiss Code of Obligations (Art. 957 to 963b CO, effective since 1 January 2013).

The financial statements are presented in Swiss Francs, rounded to the nearest thousand.

Prior year's comparative figures have been adjusted to conform with the current year presentation.

#### **Revenue recognition**

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

#### **Expenditure recognition**

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

**Securities and investments**

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

**Fixed assets**

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

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

**Conversion of foreign currencies**

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

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

**Receivables**

Receivables are recorded at the amount originally billed. A provision for bad debt concerning the debtors for sales of publications is established in accordance with Swiss law (5% for Swiss debtors, 10% for foreign debtors).

**Prepaid expenses**

This caption includes the prepaid expenses relating to the following accounting periods, as well as accrued income.

**Pension plan (Provident Foundation)**

ISO covers the costs relating to the professional pension of all its employees under the legal prescriptions. The pension obligations and plan assets are managed by a legally independent pension fund. The organization, the management and the financing of the pension plans are governed by the Swiss law (LPP) and ordinances, together with the regulations applicable to pensions in force.





## Notes to the financial statements as of 31 December 2013

### 1. Cash and cash equivalents

in kCHF	2013	2012
Cash in banks	19 564	8 596
Short-term deposit	5 014	10 016
<b>Total cash and cash equivalents</b>	<b>24 578</b>	<b>18 612</b>

As of 31 December 2013, there is one short term deposit with a bank with an interest rate of 0,1%.

### 2. Receivables

in kCHF	2013	2012
Sales and copyright	993	991
Services	144	240
<b>Sales, copyright and services</b>	<b>1 137</b>	<b>1 231</b>
Provision for bad debt	(52)	(35)
Members' subscriptions	231	599
<b>Total receivables</b>	<b>1 316</b>	<b>1 795</b>

### 3. Prepaid expenses and accrued income

in kCHF	2013	2012
Prepaid maintenance	582	349
Building prepaid expenses	604	544
Other prepaid expenses	250	195
Accrued income	25	41
<b>Total prepaid expenses and accrued income</b>	<b>1 461</b>	<b>1 129</b>

### 4. Other receivables

in kCHF	2013	2012
Loans (to employees)	26	45
Withholding tax to be recovered	24	60
Social insurances	402	341
Credit card collections	217	188
Various advances	120	106
<b>Other debtors</b>	<b>789</b>	<b>740</b>



## 5. Fixed Assets

The table below details the components of the fixed assets:

2013	Office Furniture Fittings	Vehicles	Sub-Total Office Furniture Fittings & Vehicles	HW Equipment	Capitalized SW costs	Sub-Total IT Fixed Assets	Grand Total
in kCHF							
<b>Fixed assets at cost</b>							
Opening balance at 1 January 2013	3 647	73	3 720	2 022	2 176	4 198	7 918
Additions	6		6	86	286	372	378
Write-offs	(5)		(5)	(145)	-	(145)	(150)
<b>Closing balance at 31 December 2013</b>	<b>3 648</b>	<b>73</b>	<b>3 721</b>	<b>1 963</b>	<b>2 462</b>	<b>4 425</b>	<b>8 146</b>
<b>Accumulated depreciation</b>							
Opening balance at 1 January 2013	(3 068)	(57)	(3 125)	(1 560)	(959)	(2 519)	(5 644)
Current year depreciation	(173)	(15)	(188)	(314)	(588)	(902)	(1 090)
Write-offs	5		5	145	-	145	150
<b>Closing balance at 31 December 2013</b>	<b>(3 236)</b>	<b>(72)</b>	<b>(3 308)</b>	<b>(1 729)</b>	<b>(1 547)</b>	<b>(3 276)</b>	<b>(6 584)</b>
<b>Fixed assets - Net book amount at 31 December 2013</b>	<b>412</b>	<b>1</b>	<b>413</b>	<b>234</b>	<b>915</b>	<b>1 149</b>	<b>1 562</b>
<b>2012</b>							
<b>Fixed assets at cost</b>							
Opening balance at 1 January 2012	3 179	73	3 252	2 139	854	2 993	6 245
Additions	488	-	488	303	830	1 133	1 621
Write-offs	(20)	-	(20)	(420)	-	(420)	(440)
Reclassification	-	-	-	-	492	492	492
<b>Closing balance at 31 December 2012</b>	<b>3 647</b>	<b>73</b>	<b>3 720</b>	<b>2 022</b>	<b>2 176</b>	<b>4 198</b>	<b>7 918</b>
<b>Accumulated depreciation</b>							
Opening balance at 1 January 2012	(2 929)	(42)	(2 971)	(1 609)	(583)	(2 192)	(5 163)
Current year depreciation	(159)	(15)	(174)	(371)	(376)	(747)	(921)
Write-offs	20	-	20	420	-	420	440
<b>Closing balance at 31 December 2012</b>	<b>(3 068)</b>	<b>(57)</b>	<b>(3 125)</b>	<b>(1 560)</b>	<b>(959)</b>	<b>(2 519)</b>	<b>(5 644)</b>
<b>Fixed assets - Net book amount at 31 December 2012</b>	<b>579</b>	<b>16</b>	<b>595</b>	<b>462</b>	<b>1 217</b>	<b>1 679</b>	<b>2 274</b>

## 6. Provisions

Provisions are established when there is a legal or constructive obligation to make a payment to a third party, or where it is probable that a payment will be required to settle an obligation, and the amount can be reliably estimated. Provisions as of 31 December 2013 are the amount owed to ISO employees for annual leave earned but not taken. The change in the provision is recorded under the personnel expenses and amounted to kCHF(112) (2012: kCHF 42) (See note 12).

## 7. Funds received for specific projects for Developing Countries

Expenditure related to specific projects is recorded as an expense. This is offset by recognizing an equivalent contribution from the Funds (i.e. kCHF 3 011 in 2013), as income from Donors contracts from SIDA, GIZ, SECO and MFA of Finland, from Funds-in-Trust, and from the ISO development & training projects fund.



## 8. Unrestricted funds

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

- Governance reserve: to be used in the event a future President of ISO is unable to obtain financial support for travel and expenses associated with his or her Presidency from elsewhere. It is not expected to be used in any particular year.
- Recruitment reserve: to be used in the recruitment of key employees in ISO Central Secretariat.
- Litigation reserve: to allow ISO to pursue or defend legal action related to protection of the ISO brand or intellectual property.
- Loss on financial investments reserve: to provide against potential reduction in the future in the market value of financial investments made from the General Fund.
- Membership subscription reserve: to cover loss against uncollectible membership fees.
- Fiscal agreement reserve: to provide for issues that might arise from the Fiscal Agreement (see Note 13).

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

## 9. ISO/CS Commercial Revenues

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

in kCHF	2013	2012
Mail order sales	801	1 069
Sales via ISO/CS webstore	5 476	5 482
<b>Sales</b>	<b>6 277</b>	<b>6 551</b>
<b>Copyright revenue from distributors</b>	<b>3 010</b>	<b>3 164</b>
Retrocessions to members	(4 676)	(5 129)
Commissions	(139)	(133)
<b>Costs of sales</b>	<b>(4 815)</b>	<b>(5 262)</b>
<b>Net other commercial revenues</b>	<b>4 472</b>	<b>4 453</b>



## 10. Services

In addition to our sales activity, some services are rendered as follows:

in kCHF	2013	2012
IT services to members and CEN	753	538
IT Central Procurement Agreement for members	522	521
Cooperation with International organizations	54	79
Training	107	86
<b>Total services</b>	<b>1 436</b>	<b>1 224</b>

## 11. Net financial income

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

in kCHF	2013	2012
<b>Gain /(Loss) on securities and investments</b>		
Gain on securities and investments sale	93	175
less realized losses & expenditure	(60)	(32)
less unrealized gain / (loss) on securities and investments	-	61
	<b>33</b>	<b>204</b>
<b>Financial revenue</b>		
Gross financial revenue	167	278
less fees & other expenses	(84)	(84)
less unrealized gain / (loss) on forex	(21)	(17)
	<b>62</b>	<b>177</b>
<b>Other revenue</b>	<b>2</b>	<b>4</b>
<b>TOTAL</b>	<b>97</b>	<b>385</b>

## 12. Personnel expenses

in kCHF	2013	2012
Wages	17 706	18 516
Changes in provision for annual leave	(112)	42
Social charges	4 536	4 780
Restructuring costs	952	-
Other expenses	975	723
<b>Total personnel expenses</b>	<b>24 057</b>	<b>24 061</b>



The social charges include the employer's contributions in respect of pension benefits. As of 31 December 2013, there was 138 full-time equivalent staff (2012: 153 FTE).

In 2013, a restructuring of part of ISO/CS took place to recognize the significant improvements available through use of technologies and processes.

### 13. Fiscal agreement

A fiscal agreement was signed between ISO and the Swiss Confederation in July 2006. Under the agreement ISO is exempt from any taxes, including VAT for all goods purchased in Switzerland. Non-Swiss staff employed by ISO/CS and residing in Switzerland are exempt from income taxes during their period of service.

ISO requires non-Swiss staff resident in Switzerland to pay an amount equivalent to the income taxes for which they would otherwise be liable. ISO redistributes part of this amount for the benefit of all those currently employed by making contributions to the employee pension fund and partly as a benefit to the organization. All other savings from implementation of the agreement are for the benefit of ISO.

### 14. Guarantees

There are two bank guarantees, representing three months rental expense, of kCHF 501 (2012: kCHF 488).

A court bond of BRL 120 000 was issued in 2008 (equivalent to kCHF 46) to support legal action by ISO in Brazil. The case is continuing.

### 15. Other commitments not included in the balance sheet

The future maturities of the operating leases are as follows:

in kCHF	2013	2012
Within one year	101	101
In the second to fifth year inclusive	301	402
After the fifth year	-	-
<b>Total</b>	<b>402</b>	<b>503</b>

The above table summarises ISO's commitments concerning operating leases. The operating leasing arrangement relate only to rental of photocopiers, of Print-on-Demand (POD) machine. Commitments are calculated based on current contracts, for agreed contractual terms.

### 16. Audit fees

The total fees paid and accrued to the auditors for audit services and other services amounts to kCHF 35 (2012: kCHF 35).



## 1. Purpose of the organisation

ISO (International Organization for Standardization) is, as per its Statutes updated in 2012, the world's largest developer of voluntary International Standards.

The object of the Organization is to promote the development of standardization and related activities in the world with the aim of facilitating international exchange of goods and services and developing cooperation in the spheres of intellectual, scientific, technological and economic activity.

ISO was founded in 1947 and since then has published more than 19 000 International Standards covering almost all aspects of technology and business.

## 2. Officers and their terms of office

The Officers of the Organization are a President (including when serving as President-elect), three Vice-Presidents (policy, finance and technical management), a Treasurer and a Secretary-General.

The President shall be elected by member bodies, either in the General Assembly or by letter ballot, and his term office of the President shall consist of one year as President-elect followed by two-or three-year term as President.

The three Vice-Presidents shall be appointed by General Assembly. The Vice-President, policy, is appointed for a two-year term office. The Vice-Presidents, technical management and finance, are appointed for a two-year term of office which will start in alternate year to that of term of the Vice-President, policy.

The Treasurer shall be appointed by the Council for three-year terms and shall be eligible for a re-appointment for a second term.

The Secretary-General shall be appointed by the Council for a five-year term, eligible, for one further term.

On 31 December 2013, the ISO officers are:

Terry Hill	ISO President
Sadao Takeda	ISO Vice-President (policy)
Elisabeth Stampfl-Blaha	ISO Vice-President (technical management)
Olivier Peyrat	ISO Vice-President (finance)
Miguel Payró	ISO Treasurer
Rob Steele	ISO Secretary-General



### 3. The individuals responsible for the management of the operations

The Secretary-General shall be the chief executive officer of the Organization and the head of Central Secretariat.

Composition of the senior management on 31 December 2013:

Beer Budoo	Director, Development and Training Service
Sophie Clivio	Manager, Technical Policy
Nicolas Fleury	Director Marketing, Communication & Information
Daniele Gerundino	Strategic Advisor to the Secretary-General
Silvia Lorente	Director, Operations
Sean MacCurtain	Head, Conformity Assessment
Kevin McKinley	Deputy Secretary-General
David Ratcliffe	Director, Information Technology and Electronic Services (ITES)
Rob Steele	Secretary-General
Trevor Vyze	Director, Standard Development Department

### 4. Executive scoreboard 2011 – 2013



#### ISO EXECUTIVE SCOREBOARD 2011-2013

a = actual, t = target, b = budget

<b>1 Customers/Stakeholders</b>					
<b>ISO Membership</b> (at 31 December)		<b>2011a</b>	<b>2012a</b>	<b>2013a</b>	<b>2013t</b>
Member bodies		111	111	<b>117</b>	115
Correspondent members		44	49	<b>43</b>	47
Subscriber members		8	4	<b>4</b>	6
Total membership		163	164	<b>164</b>	168
Total membership* in	CASCO	<b>119</b> (71)	<b>120</b> (71)	<b>122</b> (77)	<b>123</b> (76)
	COPOLCO	<b>109</b> (64)	<b>111</b> (65)	<b>122</b> (66)	<b>115</b> (68)
	DEVCO	<b>147</b> (84)	<b>144</b> (84)	<b>152</b> (101)	<b>150</b> (93)
<i>* Within brackets the P-memberships</i>					
<b>Customer satisfaction index</b>		<b>2011a</b>	<b>2012a</b>	<b>2013a</b>	<b>2013t</b>
ISO Members		82%	83%	<b>85%</b>	84%
ISO Members from developing countries		85%	84%	<b>86%</b>	87%
Standards users		77%	76%	<b>81%</b>	79%
Standards developers		73%	75%	<b>77%</b>	76%
IT users satisfaction		78%	78%	<b>86%</b>	80%



## Performance report

**2 Financial (KCHF)**

(For 2011 and 2012: actual; for 2013: Forecast and budget)	2011a	2012a	2013a	2013b
Result before contributions to/use of provisions	(186)	1 121	525	1 731
Level of General Fund at 1 January	17 250	17 420	17 720	17 500
Reserves at 1 January	20 219	19 786	20 084	20 000
Membership subscriptions	20 326	21 128	21 104	21 093
Copyright revenue from members	7 077	7 870	8 175	8 700
Revenue from ISO members	27 403	28 998	29 279	29 793
Total revenue	36 102	37 629	38 847	39 915
% of total revenue from ISO members	75.9%	77.1%	75.4%	74.6%
Unit value of membership fee	5 546	5 546	5 355	5 355

**3 Process**

(For 2011 and 2012: year-end figures; for 2013: full-year target + to date)	2011a	2012a	2013a	2013t
New committees (TCs and PCs)	10	7	14	10
New work items	1 382	1 583	1 829	1 500±50
Active work items	3 977	4 056	4 518	3 950±50
Output of published IS**	1 065 (496)	1 120 (551)	956 (434)	1 100±50 (550)
Output of other ISO Deliverables**	143 (100)	160 (130)	147 (128)	100±30 (90)
Average time to develop standards in months (standards only: incl revisions but not amendments) (from registration to publication)	34.8	35.3	32.4 (880)	32
Average time to develop standards and all other types of documents in months (from registration to publication)	33 <sup>1</sup> 33.7 <sup>#</sup>	34	31.3 (1 105)	31

\*\* Within brackets New documents /<sup>a</sup> of which STEP standards accounted for 49 in 2011 /<sup>#</sup> Excluding STEP standards

**4 Learning and growth**

Efficiency indicators	2011a	2012a	2013a	2013t
Number/ % of systematic review decisions returned on time (standards only)	--	--	93%	92%
Number/ % of standards meeting agreed timeframes (standards only: incl revisions but not amendments)	647 (Of 983 ) 66%	671 (Of 1015) 66%	644 (Of 879) 72.3%	72%
Number/ % of standards and all other types of documents meeting agreed timeframes	837 (of 1193 <sup>#</sup> ) 70%	859 (of 1236 <sup>#</sup> ) 69%	812 (Of 1081) 75%	75%
Standards development: number of standards with no errata	1 056 (of 1 065) 99%	1 092 (of 1 120) 97.5%	943 (of 956) 98.6%	99%
Major ISO/CS marketing and communication projects completed on time and meeting objectives	2	3	3	3

(\* ) Figures concerning ISO revenue have been reclassified following Council res. 11 2012. ISO membership subscriptions and the royalties paid by ISO members to the Central Secretariat are combined into "ISO's member revenue"; whilst "Other sources" comprise royalties paid by transnational distributors and ISO CS direct sales.  
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## APPROVAL / ELECTIONS / APPOINTMENTS

### ITEM 11.2 ISO membership fees (unit value for 2015 and number of units for 2015-2017)

#### GENERAL ASSEMBLY ACTION

Recommend General Assembly approve the draft resolution below:

#### **Draft General Assembly Resolution**

(ISO membership fees)

The General Assembly

decides to make a triennial adjustment of the number of subscription units for member bodies (starting with the period 2015, 2016 and 2017),

reaffirms the need to continue reviewing the unit value on an annual basis to ensure the adequacy of the revenue from ISO membership fees to the ISO Central Secretariat operations

regarding the 2015 ISO membership fees:

- approves a monetary value of CHF 5 118 for the subscription unit (a decrease compared to 2014),
- approves the number of units allocated to each member body for the 2015-2017 period, as set out in document General Assembly 10/2014.

regarding new member bodies, confirms that the number of subscription units will continue to be calculated according to the “ISO formula” confirmed under Council Resolution 10/2010.

#### **Background**

Under the Statutes, approval of the ISO membership fees fall under the responsibility of the General Assembly<sup>1</sup>.

ISO membership fees for member bodies are calculated using a unit value and allocation of the number of subscription units to each member body. The allocation of the number of subscription units is based on a formula which takes into account the economic size of the country the member represents.

<sup>1</sup> Article 6.6 of the *Statutes*.

The above formula is modified so that no member body pays more than 8% of the total full membership (based on the units allocated) and no member body pays less than five units, while correspondent members pay a fixed amount of two units and subscriber members pay a fixed amount of one-half of a unit<sup>2</sup>.

At its meeting in March 2014, Council made the following recommendations regarding the 2015 ISO membership fees ([Council Resolution 10/2014](#)):

**a) Value of the 2015 subscription unit**

Council recommends to decrease the 2015 value of the subscription unit to CHF 5 118, in order to keep the same level of total revenue from ISO membership fees as in 2014.

The value of the subscription unit each year in the 2001-2014 period is given below:

	<b>2001</b>	<b>2002</b>	<b>2003</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>
CHF	5 770	5 661	5 661	5 776	5 776	5 776	5 776
	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
CHF	5 602	5 546	5 546	5 546	5 546	5 355	5 355

**b) Number of 2015 subscription units allocated to member bodies**

Under its Resolution 32/2013, Council recommends the General Assembly approve making a triennial adjustment of the number of subscription units for member bodies (starting with the period 2015, 2016 and 2017). No change is recommended to the “ISO formula” to calculate the number of subscription units for member bodies.

In consultation with the Treasurer and the Vice-President (finance), the Secretary-General has conducted an adjustment of the number of subscription units allocated to the member bodies. Under its Resolution 10/2014, Council recommends the General Assembly approves the number of subscription units allocated to the member bodies for the 2015-2017 period, as shown in the table attached at Annex. This table reflects the membership changes (e.g. upgrades) since the Council meeting in March 2014.

The proposed number of subscription units has been calculated according to the “ISO formula” confirmed under Council Resolution 10/2010. The number of subscription units for new member bodies will continue to be calculated according to this formula.

**c) Impact**

The impact of the above means that the total revenue from ISO membership fees in 2015 will remain at the same level as in 2014. This also means that the increase in the number of units resulting from the calculation of subscription units is compensated by a decrease in the unit value. As a consequence, individual members may see their actual contributions vary depending on the relative economic weight of their countries activities on the formula.

<sup>2</sup> Hong Kong is an exception as it pays four units as a Correspondent member, this being a legacy issue.



## **CENTRAL SECRETARIAT BUDGET 2015 – NUMBER OF SUBSCRIPTION UNITS**

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The total number of subscription units available<sup>3</sup> for the 2015 revenue budget is **4 128 units**. To obtain this number, the following adjustment needed to be made because of the suspended member bodies shown below:

Number of units	4 128 units
minus units of the suspended members:	
ASN (Senegal)	(5)
SASMO (Syrian Arab Republic)	(5)
	-----
	--
Subscription units available for the 2015 revenue budget	<b>4 118</b> =====

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<sup>3</sup> Suspended member bodies are taken into account in the calculation of the total number of "allocated" subscription units (but not in the number of "available" subscription units) because they are still considered as members of the Organization. In accordance with Clause 1.7 of the ISO Rules of Procedure of Council, suspended member bodies are not dropped from membership until three consecutive subscriptions remain unpaid

		<b>BUDGET 2014</b>	<b>Adjustment</b>	<b>BUDGET 2015</b>
Member bodies	<b>Acronym</b>			
France	<b>AFNOR</b>	286	12	298
USA	<b>ANSI</b>	286	12	298
United Kingdom	<b>BSI</b>	286	12	298
Germany	<b>DIN</b>	286	12	298
Japan	<b>JISC</b>	286	12	298
China	<b>SAC</b>	286	12	298
Italy	<b>UNI</b>	145	(4)	141
Russian Federation	<b>GOST R</b>	120	-	120
Canada	<b>SCC</b>	108	2	110
Netherlands	<b>NEN</b>	103	(5)	98
Spain	<b>AENOR</b>	92	(2)	90
Korea, Rep. Of	<b>KATS</b>	90	6	96
Mexico	<b>DGN</b>	77	2	79
Belgium	<b>NBN</b>	76	(8)	68
India	<b>BIS</b>	75	13	88
Brazil	<b>ABNT</b>	73	13	86
Australia	<b>SA</b>	55	8	63
Singapore	<b>SPRING SG</b>	48	5	53
Switzerland	<b>SNV</b>	43	8	51
Turkey	<b>TSE</b>	41	4	45
Sweden	<b>SIS</b>	40	-	40
Saudi Arabia	<b>SASO</b>	38	5	43
Poland	<b>PKN</b>	37	2	39
Austria	<b>ASI</b>	36	-	36
United Arab Emirates	<b>ESMA</b>	34	4	38
Indonesia	<b>BSN</b>	33	7	40
Malaysia	<b>DSM</b>	31	2	33
Thailand	<b>TISI</b>	31	3	34
Norway	<b>SN</b>	29	1	30
Denmark	<b>DS</b>	27	(1)	26
Czech Republic	<b>UNMZ</b>	23	-	23
Ireland	<b>NSAI</b>	22	(2)	20
South Africa	<b>SABS</b>	22	1	23
Finland	<b>SFS</b>	21	(1)	20

		<b>BUDGET 2014</b>	<b>Adjustment</b>	<b>BUDGET 2015</b>
Iran, Islamic Rep. Of	<b>ISIRI</b>	20	4	24
Portugal	<b>IPQ</b>	17	-	17
Argentina	<b>IRAM</b>	17	3	20
Hungary	<b>MSZT</b>	17	-	17
Greece	<b>NQIS ELOT</b>	17	(1)	16
Israel	<b>SII</b>	15	-	15
Philippines	<b>BPS</b>	14	-	14
Romania	<b>ASRO</b>	13	-	13
Chile	<b>INN</b>	13	2	15
Ukraine	<b>DTR</b>	12	1	13
Colombia	<b>ICONTEC</b>	12	2	14
Nigeria	<b>SON</b>	12	2	14
Viet Nam	<b>STAMEQ</b>	12	2	14
Algeria	<b>IANOR</b>	11	1	12
Slovakia	<b>SOSMT</b>	11	1	12
Egypt	<b>EOS</b>	10	1	11
Kuwait	<b>KOWSMD</b>	10	1	11
Kazakhstan	<b>KAZMEMST</b>	9	2	11
Pakistan	<b>PSQCA</b>	9	1	10
New Zealand	<b>SNZ</b>	9	-	9
Iraq	<b>COSQC</b>	8	2	10
Peru	<b>INDECOPI</b>	8	1	9
Qatar	<b>QS</b>	8	3	11
Libya	<b>LNCSM</b>	7	-	7
Belarus	<b>BELST</b>	6	-	6
Morocco	<b>IMANOR</b>	6	-	6
Benin	<b>ABENOR</b>	5	-	5
Mali	<b>AMANORM</b>	5	-	5
Cameroon	<b>ANOR</b>	5	-	5
Afghanistan <sup>4</sup>	<b>ANSA</b>	2.5	2.5	5
Gabon	<b>ANTT</b>	5	-	5
Senegal	<b>ASN</b>	5	-	5
Azerbaijan	<b>AZSTAND</b>	5	-	5
Bosnia and Herzegovina	<b>BAS</b>	5	-	5
Bulgaria	<b>BDS</b>	5	-	5
Barbados	<b>BNSI</b>	5	-	5

<sup>4</sup> Upgraded to member body on 1 July 2014

		<b>BUDGET 2014</b>	<b>Adjustment</b>	<b>BUDGET 2015</b>
Botswana	<b>BOBS</b>	5	-	5
Jamaica	<b>BSJ</b>	5	-	5
Bahrain	<b>BSMD</b>	5	-	5
Bangladesh	<b>BSTI</b>	5	1	6
Côte d'Ivoire	<b>CODINORM</b>	5	-	5
Panama	<b>COPANIT</b>	5	-	5
Korea, Dem. People's Rep.	<b>CSK</b>	5	-	5
Cyprus	<b>CYS</b>	5	-	5
Oman	<b>DGSM</b>	5	-	5
Fiji	<b>DNTMS</b>	5	-	5
Ethiopia	<b>ESA</b>	5	-	5
Estonia	<b>EVS</b>	5	-	5
Ghana	<b>GSA</b>	5	-	5
Croatia	<b>HZN</b>	5	-	5
Luxembourg	<b>ILNAS</b>	5	-	5
Ecuador	<b>INEN</b>	5	-	5
Tunisia	<b>INNORPI</b>	5	-	5
Costa Rica	<b>INTECO</b>	5	-	5
The FYR of Macedonia	<b>ISRM</b>	5	-	5
Serbia	<b>ISS</b>	5	-	5
Iceland	<b>IST</b>	5	-	5
Jordan	<b>JSMO</b>	5	-	5
Kenya	<b>KEBS</b>	5	-	5
Lebanon	<b>LIBNOR</b>	5	-	5
Lithuania	<b>LST</b>	5	-	5
Latvia <sup>5</sup>	<b>LVS</b>	-	-	5
Mongolia	<b>MASM</b>	5	-	5
Malawi	<b>MBS</b>	5	-	5
Malta	<b>MCCAA</b>	5	-	5
Mauritius	<b>MSB</b>	5	-	5
Nepal	<b>NBSM</b>	5	-	5
Cuba	<b>NC</b>	5	-	5
Namibia	<b>NSI</b>	5	-	5
Congo, The Dem. Rep. of the	<b>OCC</b>	5	-	5
El Salvador	<b>OSN</b>	5	-	5
Rwanda	<b>RBS</b>	5	-	5

<sup>5</sup> Upgraded to member body on 1 January 2015

		BUDGET 2014	Adjustment	BUDGET 2015
Armenia	<b>SARM</b>	5	-	5
Syrian Arab Republic	<b>SASMO</b>	5	-	5
Zimbabwe	<b>SAZ</b>	5	-	5
Slovenia	<b>SIST</b>	5	-	5
Saint Lucia	<b>SLBS</b>	5	-	5
Sri Lanka	<b>SLSI</b>	5	-	5
Sudan	<b>SSMO</b>	5	-	5
Tanzania, United Republic of	<b>TBS</b>	5	-	5
Trinidad and Tobago	<b>TTBS</b>	5	-	5
Uganda	<b>UNBS</b>	5	-	5
Uruguay	<b>UNIT</b>	5	-	5
Uzbekistan	<b>UZSTANDARD</b>	5	-	5
Yemen	<b>YSMO</b>	5	-	5
<b>Sub-total member bodies</b>		<b>3 876.5</b>	<b>171.5</b>	<b>4 048</b>
<b>Correspondent members</b>				
Hong Kong, China	<b>ITCHKSAR</b>	4	-	4
Brunei Darussalam	<b>ABCI</b>	2	-	2
Afghanistan (upgraded to member body on 1 July 2014)	<b>ANSA</b>	1	-1	-
Burundi	<b>BBN</b>	2	-	2
Bahamas	<b>BBS</b>	2	-	2
Bhutan	<b>BSB</b>	2	-	2
Guatemala	<b>COGUANOR</b>	2	-	2
Macau, China	<b>CPTTM</b>	2	-	2
Togo	<b>CSN</b>	2	-	2
Dominica	<b>DBOS</b>	2	-	2
Mauritania	<b>DNPQ</b>	2	-	2
Niger	<b>DNPQM</b>	2	-	2
Albania	<b>DPS</b>	2	-	2
Eritrea	<b>ESI</b>	2	-	2
Burkina Faso	<b>FASONORM</b>	2	-	2
Georgia	<b>GEOSTM</b>	2	-	2
Guyana	<b>GNBS</b>	2	-	2
Angola	<b>IANORQ</b>	2	-	2

		BUDGET 2014	Adjustment	BUDGET 2015
Bolivia	<b>IBNORCA</b>	2	-	2
Dominican Republic	<b>INDOCAL</b>	2	-	2
Mozambique	<b>INNOQ</b>	2	-	2
Moldova, Rep. of	<b>INS</b>	2	-	2
Paraguay	<b>INTN</b>	2	-	2
Cambodia	<b>ISC</b>	2	-	2
Montenegro	<b>ISME</b>	2	-	2
Kyrgyzstan (reinstated on 21 March 2014)	<b>KYRGYZST</b>	2	-	2
Liberia	<b>LDS</b>	2	-	2
Lesotho	<b>LSQAS</b>	2	-	2
Latvia (upgraded to member body on 1 Jan. 2015)	<b>LVS</b>	2	-2	-
Turkmenistan	<b>MSST</b>	2	-	2
Myanmar	<b>MSTRD</b>	2	-	2
Papua New Guinea	<b>NISIT</b>	2	-	2
Palestine	<b>PSI</b>	2	-	2
Seychelles	<b>SBS</b>	2	-	2
Sierra Leone	<b>SLSB</b>	2	-	2
Suriname	<b>SSB</b>	2	-	2
Swaziland	<b>SWASA</b>	2	-	2
Gambia	<b>TGSB</b>	2	-	2
Tajikistan	<b>TJKSTN</b>	2	-	2
Zambia	<b>ZABS</b>	2	-	2
<b>Sub-total correspondent members</b>		<b>81</b>	<b>-3</b>	<b>78</b>
<b>Subscriber members</b>				
Antigua-and-Barbuda	<b>ABBS</b>	0.5	-	0.5
Lao People's Democratic Republic	<b>DISM</b>	0.5	-	0.5
Honduras	<b>OHN</b>	0.5	-	0.5
Saint Vincent and The Grenadines	<b>SVGBS</b>	0.5	-	0.5
<b>Sub-total subscriber members</b>		<b>2</b>	<b>0</b>	<b>2</b>
<b>TOTAL</b>		<b>3 959.5</b>	<b>168.5</b>	<b>4 128</b>



## APPROVALS / ELECTIONS / APPOINTMENTS

### ITEM 11.3 Council Members for the 2015-2017 term

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#### GENERAL ASSEMBLY ACTION

The General Assembly is asked to elect six Council members for the 2015-2017 term.

#### Background

The terms of office of the following nine Council members will end on 31 December 2014:

<b>Group 1</b>	AFNOR (France) ANSI (USA) DIN (Germany)	<b>Group 3</b>	DSM (Malaysia) ESMA (United Arab Emirates) IPQ (Portugal) IRAM (Argentina)
<b>Group 4</b>	INNORPI (Tunisia) MCCAA (Malta)		

#### 1 Automatically appointed members (Group 1)

Six member bodies are automatically appointed to consecutive terms on Council (Clause 2.1.1 of the *Rules of Procedure of the General Assembly*). These six member bodies – or Group 1 – are the largest contributors to the operations of the Organization. **AFNOR (France), ANSI (USA) and DIN (Germany)** are, therefore, automatically appointed for a consecutive term on Council (2015-2017).

#### 2 Members to be elected (Groups 3 and 4)

Following these automatic appointments, six seats remain to be filled on Council (four member bodies in Group 3 and two member bodies in Group 4). Successful candidates will serve for three years (2015-2017). Please note the terms of office of ISO Council members was changed from two years to three years under the revised ISO Statutes approved by ISO members at the ISO General Assembly in 2012.

In March 2014, member bodies were asked to provide nominations for candidates for these seats in ISO Council. Nominations closed on 3 June 2014.

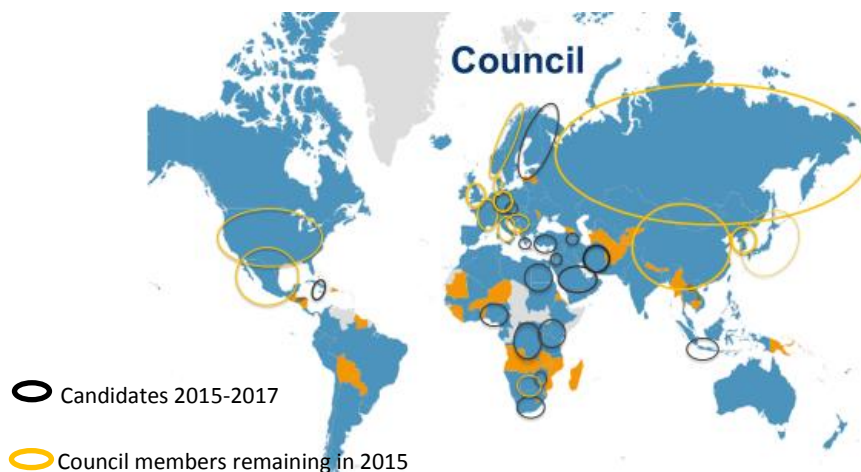
The President's Committee reviewed nominations received at its meeting on 30 June 2014 and agreed that all of them met the criteria provided in the Rules of Procedure of the General Assembly.

The candidates for the Council election are shown in the following table:

Group	Member body	Name and title of representative
3	EOS (Egypt)	Dr Hassan El-Magied Chairman
3	ISIRI (Iran, Islamic Rep. of)	Mrs Nayereh Pirouzbakht President
3	KEBS (Kenya)	Mr Charles Ongwae Managing Director
3	SABS (South Africa)	Dr Boni Mehlomakulu Chief Executive Officer
3	SASO (Saudi Arabia)	Dr Saad Alkasabi Governor
3	SFS (Finland)	Mr. Pekka Järvinen Managing Director
3	SII (Israel)	Mr Daniel Goldstein Director General
3	SON (Nigeria)	Dr Joseph Odumodu Director General
3	SPRING SG (Singapore)	Ms Sauw Kook CHOY Assistant Chief Executive
3	TSE (Turkey)	Mr Hulusi Senturk President
3	UNMZ (Czech Republic)	Mr Jiri Kratochvil Director of Standards
4	BSJ (Jamaica)	Ms Yvonne Hall Executive Director
4	ISRM (The F.Y.R. of Macedonia)	Mr Davcev Ljupco Director of Standardization
4	OCC (Congo, The Dem. Rep. of the)	Mr Maurice Mbayo Muhiya Deputy Managing Director
4	SARM (Armenia)	Dr Yenok Azaryan Director
4	SAZ (Zimbabwe)	Mrs Eve Gadzikwa Director General

NOTE – BSN (Indonesia) was nominated but did not wish to run for Council election this year. They expressed their thanks to the ISO member bodies who nominated them.

The following graph shows the geographical distribution of the candidates for the Council election together with the Council members remaining in office in 2015:



**Group 3**

There are four vacant seats in Group 3 and eleven validated candidates. Member bodies are therefore asked to **elect four** out of the eleven **member bodies** indicated in the following table:

<b>Group 3 member body</b>	(If they wish, GA delegates can fill-in the results announced under this agenda item)
EOS (Egypt)	
ISIRI (Iran, Islamic Rep. of)	
KEBS (Kenya)	
SABS (South Africa)	
SASO (Saudi Arabia)	
SFS (Finland)	
SII (Israel)	
SON (Nigeria)	
SPRING SG (Singapore)	
TSE (Turkey)	
UNMZ (Czech Republic)	

**Group 4**

There are two vacant seats and five validated candidates. Member bodies are therefore asked to **elect two** out of the five **member bodies** indicated in the following table:

<b>Group 4 member body</b>	(If they wish, GA delegates can fill-in here the results announced under this agenda item)
BSJ (Jamaica)	
ISRM (The F.Y.R. of Macedonia)	
OCC (Congo, The Dem. Rep. of the)	
SARM (Armenia)	
SAZ (Zimbabwe)	

➤ **IMPORTANT - VOTING PROCEDURE**

The election will take place during the General Assembly in Rio de Janeiro according to the following voting procedure:

1. At the beginning of the morning coffee break on Thursday 11 September, heads of each of the delegations are kindly requested to visit the voting table outside of the plenary room for the General Assembly. An ISO Central Secretariat staff member will give them one ballot paper with which to cast their delegation's vote. Those member bodies holding a proxy will receive a voting paper for the member body for which they hold a proxy.

2. Heads of delegation will have until the end of the morning coffee break to cast their delegation's vote. They must place their ballot papers in the ballot box (at the same voting table) **before the end of the morning coffee break or the vote will not be counted.**
3. The results of the election will be announced to the General Assembly under this agenda item during the afternoon of Thursday 11 September.

If you have any questions on the voting procedure please contact José Baltar, Team Leader Governance, at [gov@iso.org](mailto:gov@iso.org) or call +41 22 749 01 11.

Council strongly recommends that all member bodies exercise their right to vote for the exact number of seats to be filled within each specific group of eligible members (Council Resolution 08/1996).

### 3 Member bodies in office in 2015

The following member bodies are already appointed / elected to Council for 2015:

<b>Group 1</b>	AFNOR (France) ANSI (USA) BSI (United Kingdom) DIN (Germany) JISC (Japan) SAC (China)
<b>Group 2</b>	DGN (Mexico) GOST R (Russian Federation) KATS (Rep. of Korea) SN (Norway) UNI (Italy)
<b>Group 3</b>	DS (Denmark) <i>(i.e. four vacant seats)</i>
<b>Group 4</b>	BOBS (Botswana) SIST (Slovenia) <i>(i.e. two vacant seats)</i>



## APPROVALS / ELECTIONS / APPOINTMENTS

### ITEM 11.4                      Vice-President (technical management) for the 2015-2016 term

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#### **GENERAL ASSEMBLY ACTION**

Recommend General Assembly approve the draft resolution below:

#### **Draft General Assembly Resolution**

(Vice-President [technical management] for the 2015-2016 term)

The General Assembly reappoints Dr Elisabeth Stampfl-Blaha (Austria) as Vice-President (technical management) for the 2015-2016 term.

#### **Background**

The term of office of Dr Elisabeth Stampfl-Blaha, Vice-President (technical management), will expire on 31 December 2014. Dr Stampfl-Blaha is completing her first term and is eligible for a second two-year term ([General Assembly Resolution 10/2013](#) and Clause 4.1.2 of the Rules of Procedure of the General Assembly).

The President's Committee acts as a nomination committee for the Vice-Presidents (Clause 3 of the *Rules of Procedure of Council*). At its meeting on 30 June 2014, the President's Committee recommended that the General Assembly reappoint Dr Stampfl-Blaha as Vice-President (technical management) for the 2015-2016 term. Her biography is attached at Annex.



## BIOGRAPHY OF DR ELISABETH STAMPFL-BLAHA

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**Dr Elisabeth Stampfl-Blaha** has been appointed ISO Vice-President (technical management) until the end of 2014. Dr Stampfl-Blaha, who joined the Austrian Standards Institute (ASI) in 1988, has been ASI Vice-Director since 2005. Since 2007, she has also been Vice-Director of Austrian Standards plus GmbH (a sister company of ASI). As of 1 February 2013, she became the Chief Executive Officer of ASI and of Austrian Standards plus GmbH. As Manager International Relations, Legal and Organizational Affairs at ASI, she held responsibilities for several organizational and business development projects. In this function, she has also represented ASI on the ISO Technical Management Board and on Council.

At the European level, Dr Stampfl-Blaha has been a member of the CEN Administrative Board of the European Committee for Standardization (CEN) from 1990 to 2013 and was a member of the Technical Bureau from 1990 to 1999. She has been involved as senior expert in institution-building and strategic consultancy projects in several countries. She is a member of Supervisory Boards and gives lectures at Universities. Dr Stampfl-Blaha holds a doctorate's degree in Economics and Business Administration, and a further doctorate in Law.



## APPROVALS / ELECTIONS / APPOINTMENTS

### ITEM 11.5 Vice-President (finance) for the 2015-2016 term

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#### **GENERAL ASSEMBLY ACTION**

Recommend General Assembly approve the draft resolution below:

##### **Draft General Assembly Resolution**

(Vice-President [finance] for the 2015-2016 term)

The General Assembly reappoints Mr Olivier Peyrat (France) as Vice-President (finance) for the 2015-2016 term.

#### **Background**

The term of office of Mr Olivier Peyrat, Vice-President (finance), will expire on 31 December 2014. Mr Peyrat is completing his first term and is eligible for a second term (Clause 4.1.2 of the *Rules of Procedure of the General Assembly*.)

The President's Committee acts as a nomination committee for the Vice-Presidents (Clause 3 of the *Rules of Procedure of Council*). At its meeting on 30 June 2014, the President's Committee recommended that the General Assembly reappoint Mr Olivier Peyrat as Vice-President (finance) for the 2015-2016 term. His biography is attached at Annex.



## BIOGRAPHY OF MR OLIVIER PEYRAT

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*Mr Olivier Peyrat has been appointed ISO Vice-President (finance) for the 2013 - 2014 term. Mr Peyrat has been Director General of AFNOR Group since 2003. He started his professional career in 1984 in the Regional Administration of Industry and Research of Ile de France and then held several management positions related to quality and certification in public administration. In 1989, he joined the French Quality Assurance Association (AFAQ) and became its Director General in 1993. He served in 1995-1996 as advisor to the French Minister of Industry. In 1997, he was appointed Chair of the Management Board of AFAQ ASCERT International. Mr Peyrat has also chaired a number of standards committees and working groups at national, European and international levels.*

*He belongs to the Board of Directors of Groupe des Industries Métallurgiques (GIM – France). He has represented AFNOR on the ISO Council and on its standing committees on finance or strategy since 2003, and has been the Chair of the ISO committee on conformity assessment (CASCO) in 2007 – 2011. Mr Peyrat has an academic background in engineering and business administration.*





## APPROVALS / ELECTIONS / APPOINTMENTS

### ITEM 11.6 Financial auditors for the 2015 financial year

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#### **GENERAL ASSEMBLY ACTION**

The General Assembly is asked to appoint auditors for the 2015 financial year.

#### **Background**

The Statutes require that the financial auditors are appointed by the General Assembly (Article 6.6).

At its meeting on 8 September 2014, Council will recommend to the General Assembly the financial auditors to be appointed for the 2015 financial year.

Good governance requires that the incumbent auditor be evaluated from time-to-time and the process is not a reflection of poor performance or dissatisfaction with the current auditors.

The current auditors (PwC - PriceWaterhouseCoopers) have audited the ISO Central Secretariat accounts for the past six years, so the Treasurer, Vice-President (finance) and Secretary-General launched a call for tenders.

The Council recommendation will be reported to the General Assembly under this agenda item.