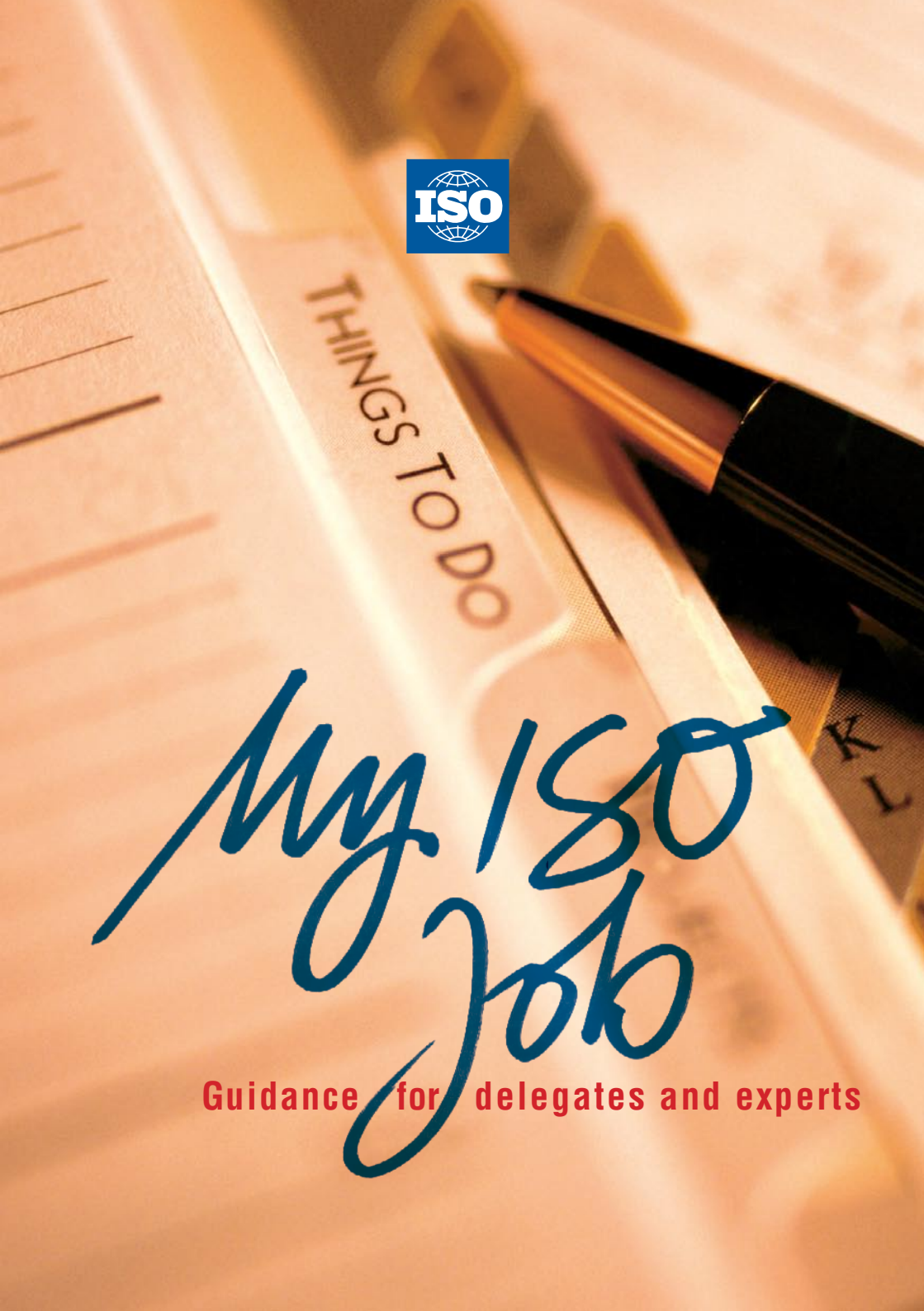
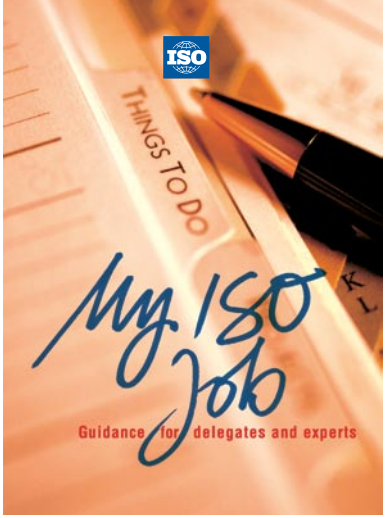


My ISO Job

Guidance for delegates and experts



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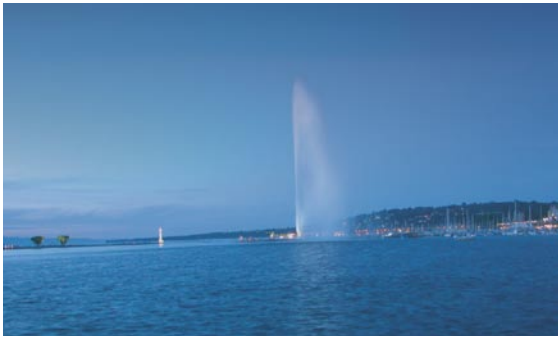
Welcome to ISO

Congratulations on your appointment as a delegate of an ISO standardization committee. This document has been prepared for you either because you have been nominated as part of the delegation of your national standards body, or have been similarly nominated by an organization in liaison, to participate in an ISO committee meeting and work. It is also intended for experts nominated to participate in ISO working groups.

Its purpose is to provide you with background information about ISO and its working methods, as well as information about the actors in our standards development process, to help you to participate effectively in ISO's technical work. For obvious reasons, it cannot be fully comprehensive, and if you wish to learn more, a considerable amount of information about ISO in general is available on ISO Online (**www.iso.org**) and a good deal of publicly accessible information concerning the technical work of the organization is maintained in the standards development section.

If you have any comments or suggestions for improvement of this document, please do not hesitate to send them to the ISO Central Secretariat at **central@iso.org**.



The ISO Central Secretariat is located in Geneva, Switzerland.

This information document has been designed to assist delegates and experts in ISO's technical work. The following publications prevail in any case:

ISO Statutes and Rules of Procedure

ISO/IEC Directives – Part 1
Procedures for the technical work

ISO/IEC Directives – Part 2
Rules for the structure and drafting of International Standards

ISO/IEC Directives, Supplement
Procedures specific to ISO

Just briefly

• What ISO does

develops International Standards for products, services, processes, materials and systems, and for conformity assessment, managerial and organizational practice.

• What ISO does not do

does not carry out certification of conformity to its standards, including ISO 9001:2000 or ISO 14001:2004.

• What ISO standards achieve

help ensure quality, ecology, safety, economy, reliability, compatibility, interoperability, efficiency, effectiveness and other vital characteristics; facilitate trade and disseminate technology.

• How to recognize an ISO standard

carries the ISO logo and the designation "International Standard".

• ISO – the organization

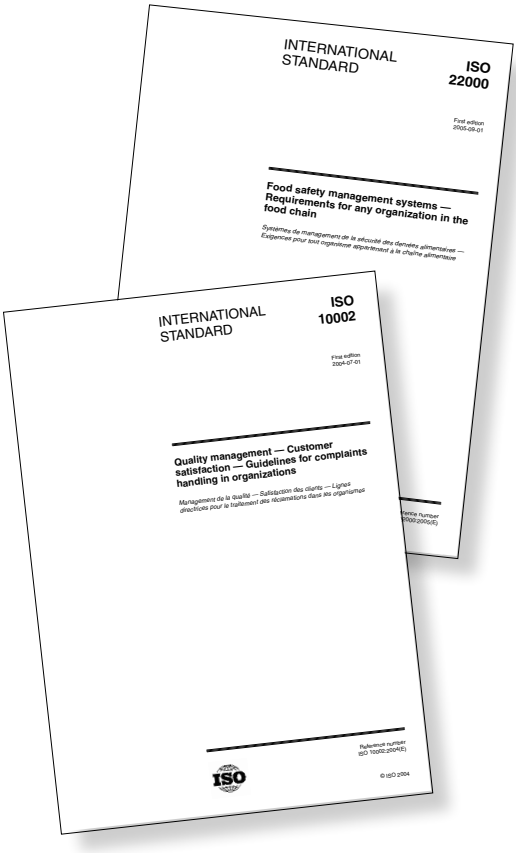
consists of a network of national standards bodies, the most representative of standardization in each country, from all regions of the world, working in partnership with international organizations such as the United Nations, its specialized agencies and the World Trade Organization.

• ISO – the name

derived from the Greek word *isos*, meaning "equal". The long form "International Organization for Standardization" needs translating, but whatever the language the short form is always ISO.

• ISO's origins

founded in 1946 by delegates from 25 countries, ISO began operating on 23 February 1947.



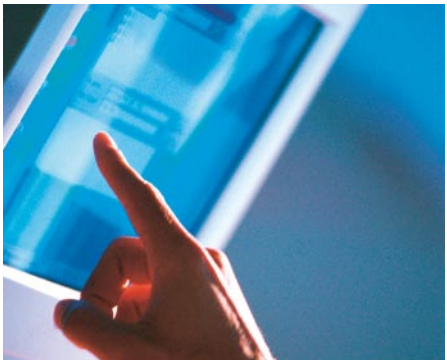
The need for International Standards

At the start of the 21st century, the globalization of trade and many other issues, such as security, health or the environment imply that International Standards of the type produced by ISO, based on a double level consensus – between countries and across stakeholders – are, more than ever, in demand.

The political context in which International Standards are developed has evolved drastically, with the expansion of membership and scope of the World Trade Organization, the multiplication of free trade agreements, the pressure for better public governance, the concentration of industry in ever more global companies, the growing influence of non-governmental organizations (NGOs) for more equitable and sustainable development and the increasing public demand for the social accountability of economic actors.

Companies have therefore to monitor their triple bottom line, economic, environmental and social, in order to ensure their own sustainable development whilst contributing to that of the planet. International Standards assist increasingly in this aim. With a collection of over 17 000 International Standards, developed and promoted by the stakeholders themselves in a network of over 150 national bodies and hundreds of organizations in liaison, ISO is the leader for the production of International Standards.

Note – Figures on 1 January 2008



The economic dimension

ISO's initial and still central mission is to provide International Standards which assist the dissemination of technology, the interoperability of components and equipment, the assessment of their performance and, more generally, trade and business relations. The need for truly global standards has expanded as new markets, new actors and new powerful economies emerge. This is what has led to the high level of involvement of experts in ISO, where they can benefit from adequate mechanisms to construct a global consensus and apply: *"do it once, do it right, do it internationally"*.

The environmental dimension

The environmental challenges are particularly present in ISO's work. Production and processing activities, and products themselves, are in the spotlight of the issues of climate change and sustainable development.

ISO offers a wide-ranging portfolio of environment related standards, from sampling, testing and analytical methods to product life cycle analysis, environmental management or greenhouse gas emission accounting and verification.

The social dimension

Recognition of the economic and environmental benefits of International Standards is steadily percolating to company boardroom and to governmental levels. The latest evolution in understanding is that standardization can also offer considerable benefits in the social sphere. Already, many ISO standards relate to health and safety in the work place, in transportation or at home, from safety requirements for specific equipment to ergonomics and accessibility. New areas include security matters such as risk assessment, security management, biometrics, securing the inter-modal supply chain, preventing and responding to natural disasters or managing IT security.

Public awareness has resulted in a growing interest of governments, the media and investors in the ethical behaviour of producers and retailers. ISO has also launched the development of an International Standard giving guidelines for social responsibility.

ISO : a platform for global performance

ISO continues to fill its traditional role of keeping the wheels of industry sectors rolling efficiently by supplying the technical standards they need, adapting them to the evolutions of technology, the increased concerns for the environment or security and the pervasiveness of information and communication technologies. However, technology, industry and business do not exist in a vacuum. They operate in the wider global system that has economic, environmental and social dimensions. ISO's mission has evolved to that of providing the crucible for developing globally relevant, consensus-based standards that assist organizations in meeting their challenges in all three dimensions of sustainable business.

ISO and world trade

The WTO's *Agreement on Technical Barriers to Trade*, which includes the Code of Good Practice for the Preparation, Adoption and Application of Standards, recognizes the important contribution that international standards and conformity assessment systems can make to improving the efficiency of production and to facilitating international trade.

ISO fully implements the six principles adopted by the TBT committee that should be observed by international standardizing bodies: transparency; openness; impartiality and consensus; effectiveness and relevance; coherence; and development dimension.

ISO's global relevance policy details principles consistent with the WTO principles along with implementation guidelines to ensure that ISO standards:

- respond effectively to global regulatory requirements, market needs and scientific/technical developments;
- do not distort markets nor have adverse effects on fair competition;
- do not stifle innovation or technological development;
- do not give preference to the requirements of specific countries or regions, and are performance-based rather than design-prescriptive.

Increasing the participation of ISO's developing country members and strengthening their standardization infrastructures is the focus of the *ISO Five-year Plan for Developing Countries*. The plan has five key objectives:

- improve awareness;
- develop capacity;
- increase national and regional cooperation;
- develop electronic communication and expertise in IT tools;
- increase participation in the governance and technical work of ISO.

Worldwide collaboration

ISO collaborates with its two sector based, international partners, the IEC (International Electrotechnical Commission) and ITU (International Telecommunication Union). The three organizations, all based in Geneva, Switzerland, have formed the World Standards Cooperation (WSC) as the focus for their combined strategic activity.

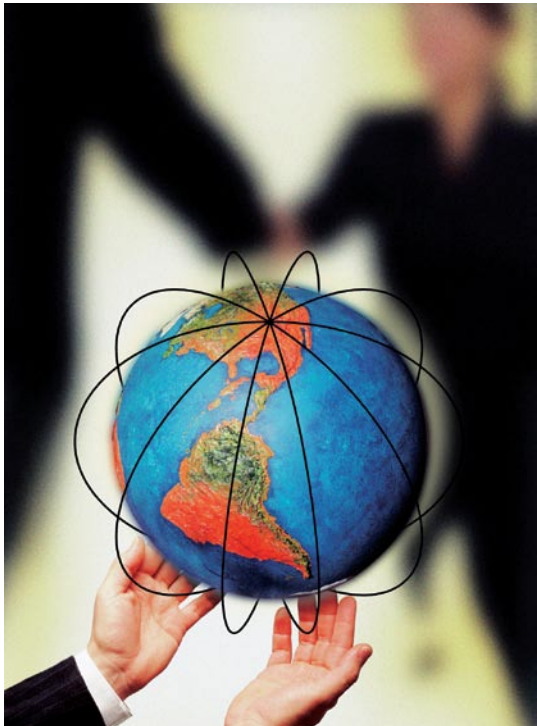
ISO collaborates with the United Nations Organization and its specialized agencies and commissions, particularly those involved in the harmonization of regulations and public policies such as:

- CODEX Alimentarius Commission for food quality and safety measurement, management and traceability;
- IMO, the International Maritime Organization, for securing maritime and intermodal transport;
- UN Economic Commission for Europe, e.g. for the use of ISO standards in relation to the safety of motor vehicles or the transportation of dangerous goods;
- WHO, the World Health Organization for health technologies;
- WTO-T, the World Tourism Organization, for the quality of services related to tourism;

or with those engaged in bringing assistance and support to developing countries such as the United Nations Conference on Trade and Development (UNCTAD), the United Nations Industrial Development Organization (UNIDO) and the International Trade Centre.

ISO's technical committees have formal liaison relations with more than 600 international organizations, which complement the network of its national members.

Relations with international groups of stakeholders have also been reinforced. ISO is an institutional



member of the World Economic Forum, has increased its collaboration with NGOs representing societal or professional interests such as Consumers International, the World Business Council on Sustainable Development or the International Federation of Standards Users (IFAN) and collaborates regularly with the major international organizations involved in metrology, quality, accreditation and conformity assessment.

Many of ISO's members also belong to regional standards organizations. This makes it easier for ISO to build bridges with regional standardization activities throughout the world. ISO has recognized seven regional standards organizations representing Africa, the Arab countries, the area covered by the Commonwealth of Independent States, Europe, Latin America, South-East Asia and the Pacific area. These recognitions are based on a commitment by the regional bodies to adopt ISO standards – whenever possible without change – as the national standards of their members and to initiate the development of divergent standards only if no appropriate ISO standards are available for direct adoption.

ISO membership

In ISO, there are three different types of membership:

Member bodies

A member body of ISO is the national body most representative of standardization in its country. Only one such body for each country is accepted for membership of ISO. Member bodies are entitled to participate and exercise full voting rights on any technical committee and policy committee of ISO. They can use ISO standards as the basis for their national standards.

Correspondent members

A correspondent member is usually an organization in a country which does not yet have a fully developed national standards activity. Correspondent members do not take an active part in the technical and policy development work, but are entitled to be kept fully informed about the work of interest to them and can use ISO standards as the basis for their national standards.

Subscriber members

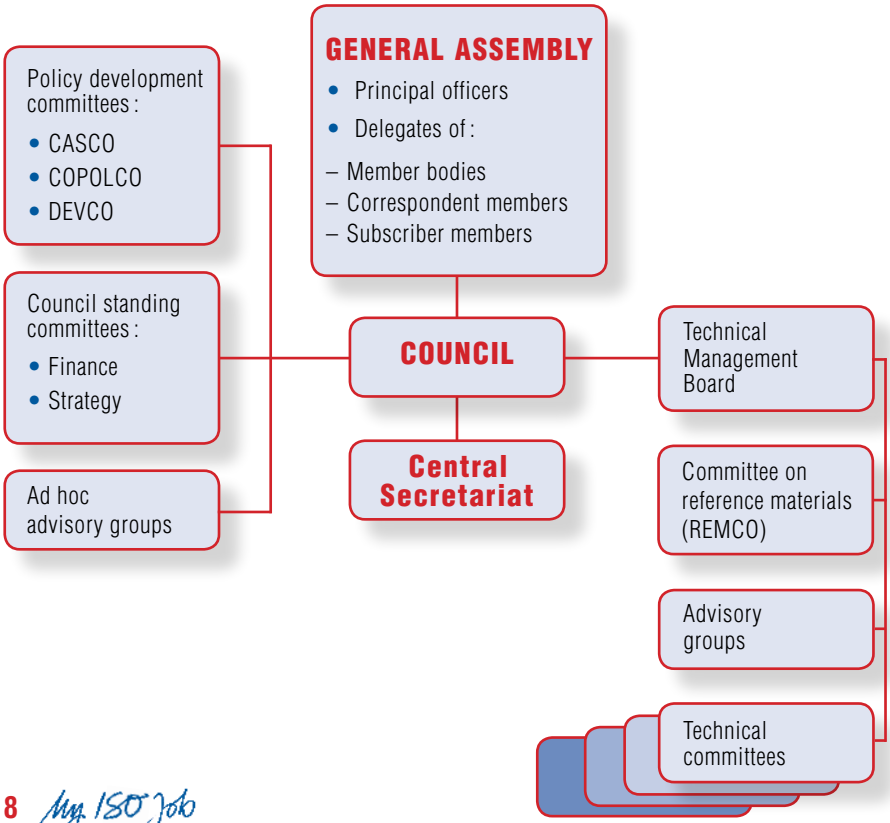
A subscriber member pays reduced membership fees that nevertheless allow it to maintain contact with international standardization. This membership category has been established for countries with very small economies.

ISO management structure

ISO's orientation for the future is guided by its *Strategic Plan* which is approved by the ISO General Assembly.

The General Assembly consists of a meeting of the Principal Officers of ISO and delegates nominated by the member bodies. Correspondent members and subscriber members may attend as observers.

The implementation of ISO's Strategic Plan and its policies is administered through the ISO Council under which are a number of policy development committees: on developing country matters (DEVCO), consumer matters (COPOLCO) and conformity assessment (CASCO). The Technical Management Board also reports to the ISO Council, and is itself responsible for the overall management of the technical work, including for a number of technical advisory groups.



The committee structure

The development of standards is carried out by technical groups which receive inputs from a wide range of associated committees at the national level, and from liaison organizations with regional or international links.

The technical work is carried out under the overall management of the **Technical Management Board**. It is responsible for setting up the various technical committees (TC), appointing TC chairs and monitoring the progress of the technical work.
It is also responsible for the *Directives*, which are essentially the rules for the development of International Standards.

Technical committees are established by the Technical Management Board to serve specific industries or generic subjects, in order to develop International Standards or other ISO publications appropriate to the needs of that sector.

A technical committee may then set up one or more **subcommittees** to focus on specific parts of the overall standards requirement. Further subgroups may then be established as **working groups**, to focus on specific tasks within the overall programme. Beyond this, further advisory groups, study groups, ad hoc groups and editing committees can be set up to support the activity.

In cases where only one standard is needed on a particular subject, a Project Committee can be established. These are similar to Technical Committees but are quicker to set up and are disbanded once the standard is published.

Committee secretariats

The responsibility for conducting ISO's technical work is carried out in a decentralized manner. Each ISO technical committee or subcommittee is supported administratively by one of the ISO member bodies (the secretariat) which is a participating (P-) member of the committee. The secretariat is however required to be neutral and to dissociate itself from the national point of view. The ISO member providing this secretariat support, directly or by delegation, has signed a "service agreement" defining its commitment.

Committee secretaries (the individual appointed by the member body holding the secretariat) are responsible for the administrative organization of the work of the committee and work closely with the committee chair in managing the work of the committee.

Membership of ISO committees

All ISO member bodies and correspondent members are eligible for membership of any of the ISO committees. There are several types of membership.

P-members (participating members) are ISO member bodies which wish to play an active role in the work of a technical committee or subcommittee. Apart from a duty to play an active role in the work of their committee, they also have an obligation to vote in all official ballots related to the work of the committee. They have a duty to identify experts who may be able to contribute to the related working group activities. They will work on the preparation of International Standards and provide a feed-back route to their national organizations.

O-members (observers) include those who wish to follow the development of a standard, and possibly to make contributions to the work, without committing themselves to active participation. This type of membership is open to ISO member bodies and correspondent members.

Twinning has been introduced to help developing countries to participate more fully in ISO technical work. Twinning is designed to enable a member body in a developing country to seek assistance from a member body in a developed country. The intention is to ensure that the developing country can play a more useful role in the standards development process and that its particular needs are fully taken into consideration. This concept will also help experts from developing countries to play leading roles in technical work by twinning at the committee secretariat level, or through the possibility of appointing a vice-chair from a developing country.

Liaison membership provides a way for international and broadly based regional organizations to participate in and be informed about the development of standards, and thus to ensure wider acceptance of the final result and to ensure coordination of parallel standardization activities in different bodies. To be effective, liaison needs to operate in both directions and it is normal to establish reciprocal arrangements, which will usually involve the exchange of basic documents, including new work item proposals and working drafts.

The *Directives*

The *Directives* are the core procedures for standards development work within ISO and IEC. They represent the formal explanation and rules which guide the progression of any standardization project. This can be regarded as any work leading to the development of a new standard or other ISO product, or the revision or amendment of an existing standard.

As for any typical project in any other organization, each activity must follow a planned approach using specifically allocated resources. It should have time constraints and a specified end product and will normally involve a team of people.

The project structure adopted in ISO for active projects is a six stage system, although for certain projects it may be possible to omit one or more stages.

The structure is described fully in the *ISO/IEC Directives*, Part I (Procedures for the technical work). Part 2 of the Directives provides the detailed rules for the structure and drafting of International Standards.

Together, Parts 1 and 2 are often referred to simply as ***The Directives.***

Stages leading to a new standard

The development of an International Standard follows a series of recognizable stages, each of which has its own acronym.

Stage name	Product name	Acronym
Preliminary stage	Preliminary work item (project)	PWI
Proposal stage	New proposal for a work item	NP
Preparatory stage	Working draft(s)	WD
Committee stage	Committee draft(s)	CD
Enquiry stage	Draft International Standard	DIS
Approval stage	Final draft International Standard	FDIS
Publication stage	International Standard	IS

Voting in ISO

Decisions are taken within ISO on the basis of votes cast by ISO member bodies, on the basis of one country, one vote. Those eligible to vote, and the approval criteria, vary depending on the nature of the vote and the rules are given in more detail in Part 1 of the *ISO/IEC Directives.*

At the enquiry stage, a draft International Standard (DIS) is made available to all ISO member bodies and all of them are entitled to vote and comment on the document during a five month period. P-members of the committee responsible for the document are under an obligation to vote. If the DIS receives 100 % approval, it may proceed directly to publication once any comments received have been addressed. Otherwise, a final draft International Standard (FDIS) is sent to all ISO member bodies for voting for a period of two months, together with the report of voting on the DIS which includes all the comments received and how these have been addressed.

Copyright

Many sources may be used for the drafting of a particular standard, including national standards, standards from other standardizing bodies, research papers, etc. When such sources are protected by copyright, it is essential that the copyright holders have given their agreement to the material being made available and possibly being reproduced in whole or in part in the ISO standard. Any material contributed during the ISO process may be copied and distributed within the ISO system. It is the responsibility of those contributing such materials to ensure that the agreement of the copyright holder has been obtained.

ISO standards and drafts (working drafts, committee drafts, draft International Standards and final draft International Standards) and other ISO publications are all protected by ISO copyright.

ISO publications are commercial documents, and may not be copied without explicit authorization from ISO's copyright manager. Nevertheless, ISO accepts the principle of utilization of

publications for further standardization purposes. Any questions on copyright should be sent to **copyright@iso.org**.

Trademarks

The use of trademarks or other proprietary names in ISO publications should be avoided. They may only be used in exceptional situations (See *Directives*, Part 2, 6.6.3).

Use of the ISO logo is only possible upon specific authorization of the ISO Central Secretariat (**logo@iso.org**).

Patent policy

Specific attention is drawn to the Common Patent Policy for ITU-T/ITU-R/ISO/IEC in accordance with which, there is no objection in principle to preparing standards which include the use of items covered by patents – or similar – rights. In order to ensure that an International Standard can be used, however, it is essential that the owners of such patents provide statements (using the recommended form) to the ISO Central Secretariat (**patent.statements@iso.org**) that they are willing to grant licenses to applicants worldwide free of charge or on reasonable and non-discriminatory terms.

ISO does not require that patent searches be carried out, but it is expected that all participating in a particular standard project draw attention to any relevant patent rights, either their own or of other organizations, of which they become aware.

For more information and forms visit **www.iso.org/patents**

Confidentiality

ISO working documents are not publicly available but they do receive a broad, controlled circulation, e.g. amongst appointed experts, members of national mirror committees and potentially among the organizations represented in such mirror committees. Experts are expected to respect the **confidentiality** of this information, and to restrict the sharing of internal discussions and working documents, except for that which is necessary to the development of the publication concerned and to obtaining consensus on the content. ISO cannot guarantee the confidentiality of information.

ISO also has an obligation not to release **personal data** relating to members

of its technical groups. Delegates are requested to assist ISO in respecting that obligation. The ISO data protection declaration uses commonly accepted rules for collaboration in an electronic working environment. Participants agree to abstain from disseminating information they have obtained as participants in electronic committees, although they must clearly accept that their personal data will be used and shared, as necessary, in the framework of the standardization work in which they are participating.

ISO deliverables

While ISO is best known worldwide for **International Standards** (such as ISO 9000 on quality management), these represent only one form of ISO product. There are five types of products developed by ISO:

An International Standard (IS) provides rules, guidelines or characteristics for activities or for their results, aimed at the achievement of the optimum degree of order in a given context. International Standards can take many forms. Apart from product standards, there are test methods, codes of practice and, increasingly, management standards. The focus is on performance-based rather than prescriptive standards. They are designed for common and repeated use, and do not have a pre-defined lifetime. They are, however, subject to review regarding their continuing utility, on a maximum five year cycle.

A Technical Specification (TS) addresses work still under technical development, or where there is seen to be a future but not immediate possibility of agreement on an International Standard.

A Technical Specification is published for immediate use, but it also provides a means to obtain feedback. The aim is that they will eventually be transformed and republished as International Standards. A Technical Specification is subject to review regarding its continuing utility.

A Technical Report (TR) contains information of a different kind from that of the previous two publications. It may include data obtained from a survey, for example, or from an informative report, or information on the perceived "state of the art". A Technical Report does not have a pre-defined lifetime.

A Publicly Available Specification (PAS) is published to respond to an urgent market need, representing either the consensus of the experts within a working group, or a consensus in an organization external to ISO. As with Technical Specifications, they are published for immediate use and also as a means to obtain feedback for an eventual transformation into an International Standard. They also have a lifetime of six years before being transformed or withdrawn. It is possible to have a number of Publically Available Specifications covering the same subject. These could be conflicting documents in some senses, since they are produced before consensus has been reached, but they should not conflict with an existing International Standard.

An International Workshop Agreement (IWA) is a document developed outside the normal ISO committee system, to enable market players to negotiate in an "open workshop" environment established under the auspices of ISO. Such a workshop will typically have administrative support from a designated ISO member body. The published agreement will include an indication of the participating organizations involved in its development. Once again, such an agreement can have a lifetime of six years before it is either transformed into another form of ISO product or withdrawn.

The ISO committee chair and secretary

Each committee – technical committee or subcommittee – has a **secretariat**. This function and this role is assigned to an ISO member body. In undertaking this responsibility, the ISO member takes on an international role on ISO's behalf and is there to serve the members of the committee (i.e. "P", "O" and liaison members).

Chairs of technical committees (TC) are nominated by the secretariat and appointed by the Technical Management Board. Chairs of subcommittees are nominated by the secretariat and appointed by the technical committee.

The chair of an ISO committee has the task of helping the committee to reach an agreement which will be internationally accepted. As such, it is essential that the chair sheds any national positions which would have been appropriate in a possible earlier role as a national delegate. The chair has the task of steering the committee towards that consensus and recognizing when it has been reached. In general, this will mean that the committee agrees that a particular solution is the best possible for the international community at that point in time.

The chair must therefore remain neutral, and work towards achieving a result which will be acceptable to the international community. The chair cannot therefore continue to be a national representative in that particular committee.

The chair must take account of the fact that very few members of any committee will be communicating in their native language. Efforts must be made to ensure that their views are heard, and that full understanding is reached. This can save much wasted time at a later stage.

Guiding the work

The chair has the obvious duty to guide and control the progress of the development of an International Standard through the various draft stages until it reaches its final point. It may, for example, be helpful for the chair to request that one or more members of the committee help the secretariat in the preparation of drafts or other aspects of the overall task.

International liaisons

The ISO/TC chair can also play a vital role in liaison representation to other international organizations. There are many formal liaisons between ISO

and other international organizations where there is a need for International Standards related to their own activities. The ISO/TC chair can help to ensure that liaison representation of this type is carried out effectively, with the minimum unnecessary duplication of work. Again, the contacts which an ISO/TC chair can bring to the work are vital.

Following the Directives

A major role for both the chair and secretary is to ensure that the *Directives* are followed at all times. At particular meetings, the chair and the secretary may also be assisted by the relevant technical programme manager (TPM) from the ISO Central Secretariat. Part 1 of the *Directives* is particularly important as it indicates the required standards development procedures to be followed. Part 2 of the *Directives* contains guidance on how to produce understandable and unambiguous standards, which can be adopted and used worldwide. It also covers the way in which terms are used and the accepted use of units, tolerances, symbols and probability statements. The primary responsibility for following Part 2 lies with working group convenors and project leaders *(see next section)*.

Technical programme managers

A technical programme manager (TPM) is assigned to each ISO committee. TPMs are the ISO Central Secretariat representatives to committees and provide them with advice on ISO policies, procedures and all work programme matters. TPMs are also the primary contact point between committees (through the chairs and secretaries) and the ISO staff and governance structure. TPMs also help to ensure appropriate coordination between international liaisons and technical bodies working in related fields. Although TPMs do not attend all committee meetings, TPMs do attend meetings when there are policy or procedural issues which need to be addressed.

Who's who at an ISO meeting

Delegates to the ISO technical committees (e.g. ISO/TC 215) and subcommittees (e.g. ISO/TC 207/SC 1) have the task of ensuring that the views and positions of the particular national member body which they represent are known and understood by the committee. Delegates participate in negotiation and consultation intended to lead to the development of a consensus international opinion that considers the view of the delegate's country position in the outcome.

A head of delegation is the official spokesperson for a delegation.
A head of delegation is expected to ensure that his/her delegates present a homogeneous view during meetings or, if there are conflicting views within the delegation, will determine which view is to be presented to the meeting.
They should ensure that members of their delegation represent the position of their country's member body. Heads of delegation will often be assigned the responsibility of reporting on the outcome of meetings to their respective member body or assigned organization.

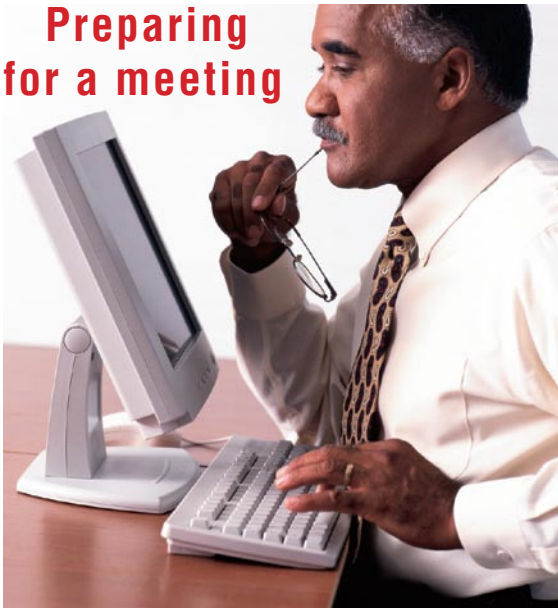
A liaison representative is appointed to attend meetings by an approved organization in liaison with the committee (i.e. liaison member). These representatives may participate in committee meetings along with delegations from ISO member bodies. However, liaison representatives do not have a vote on matters within committees. This link with liaison organizations should operate in two directions, to provide timely feedback and progress reports.
Liaison representatives will participate in reviews of the work of the committee, helping to avoid overlap in the activities of the groups concerned and will also provide expert advice as appropriate. They also do not have the right to vote in formal committee ballots.

Experts are nominated by a participating ISO member body when a new project is approved. Experts can also be appointed by liaison organizations, or by other ISO or IEC committees with which there is a liaison. Experts are normally assigned to a working group associated with a project (under either a technical committee or subcommittee). Experts do not carry the position of the member body having nominated them and contribute to the work on the basis of their own expertise. However, experts are encouraged to understand the positions of the ISO member that appointed them and keep their ISO member informed of progress in the technical work.

Project leaders/editors and members of editing committees assist with the preparation, updating and editing of committee drafts and final texts, including the necessary graphics. They will ensure that the basic language text, usually English, conforms to ISO standards, and that other language translations are correctly produced.

In addition, most committees also establish a **drafting committee** for the duration of each meeting, comprising delegates willing to help the secretariat to draft the resolutions documenting the decisions reached during the meeting.

Preparing for a meeting



ISO committees use modern electronic means – e-mail, groupware and teleconferencing – to carry out their work whenever possible. Meetings are convened only when it is necessary to discuss matters of substance which cannot be settled by other means. The majority of ISO's electronic work is carried out on the ISOTC server, **http://isotc.iso.org**

Meetings are planned well in advance, taking into account the advantage of grouping committee meetings dealing with related subjects, improving communication and limiting the burden of attendance at meetings by delegates who participate in several technical committees or subcommittees.

The date and place of a meeting is subject to an agreement between the chair and the secretariat of the technical committee or subcommittee concerned, the ISO Central Secretariat and the national standards body acting as host.

In preparing for the meeting, delegates must have knowledge of the past and present work of their committee(s). The *ISO/IEC Directives* require that the meeting agenda and all basic documents be made available by the committee secretariat at least four months before the date of the meeting. All other documents should be available at least six weeks in advance of the meeting. This is intended to allow adequate time for member bodies to brief their delegations

The official languages of ISO being English, French and Russian, the work of a committee by correspondence and in meetings could be in any of these languages. It is nevertheless the case that English is tending to be the most commonly used working language in many ISO committees. The chair and secretariat are responsible for dealing with the question of language at a meeting, in a manner acceptable to the participants following the general rules of the *ISO/IEC Directives*.

Communicating results to the media

Interest by the press or other media in ISO work is to be welcomed and the ISO Central Secretariat and ISO member bodies have public relations services able to provide information to the press concerning ISO, ISO standards, and work in progress.

There is a growing interest on the part of some of the press to be present during meetings of particular committees. Whilst this interest is, again, welcome, the presence of the press during an ISO meeting may inhibit the free and open discussion of issues. For this reason, members of the press shall not be permitted to be present during working sessions of ISO meetings. However, participation by members of the press may be permitted during opening and closing ceremonies of ISO plenary meetings.

The convening of press conferences before or after the committee meeting is the responsibility of the committee secretariat in consultation with the public relations service of the host ISO member body.

Press releases should be coordinated and approved by the ISO member hosting the international meeting in order to avoid the confusion that could arise from diverging messages by individual participants.

URLs to note

ISO Online: **www.iso.org**

Other Web services of direct interest to delegates:

Authoring templates
www.iso.org/templates

Guidelines on e-balloting
www.iso.org/e-balloting

Guidelines on PDF
www.iso.org/pdf

Guidelines on the Vienna Agreement
www.iso.org/va

ISO eService Guide
www.iso.org/isoeservicesguide

ISO/IEC Directives + Supplement
www.iso.org/directives

ISO/TC Business Plans
www.iso.org/bp

ITTF Web Site (work of ISO/IEC JTC 1)
www.iso.org/ittf

Training resources and information
www.iso.org/training

World Standards Services Network
www.wssn.net

Magazines to read

ISO Focus, a panoramic view of standards and related issues: what is being done, why it is being done, what will be done and how standards are helping to shape the world for business, government and society. Plus interviews from CEOs on the benefits of International Standards. **www.iso.org/isofocus**

ISO Management Systems integrates global business and standards intelligence. Covers ISO 9000 and ISO 14000 developments worldwide, plus updates on upcoming ISO business standards for the service sectors, conformity assessment and new issues such as social responsibility. Straight from the source – ISO. Available in English, French and Spanish editions.
www.iso.org/ims

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