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If you have any comments or suggestions related to the updates below, please contact us at intsect@standards.org.au.

ISO/IEC Governance and Leadership

Australia holds positions on several key international governance groups, including **ISO's Technical Management Board** (TMB) and **IEC's Standardization Management Board** (SMB), **Conformity Assessment Board** (CAB) and **Council Board** (CB). These positions give Australia a voice on the policy, operational and strategic direction of ISO and IEC. Recent developments include:

1. ISO Annual Meeting 2022

The Australian delegation attended the ISO Annual Meeting which took place from 19-23 September 2022 in Abu Dhabi.

During ISO's Annual Meeting Week, members of the Australian delegation attended different governance meetings like Committee on Developing Country Matters (DEVCO - which leads ISO's work on developing countries), Technical Management Board (TMB - responsible for the general management of the technical committees and technical work), and Council (ISO's core governance body). Additionally, they attended various featuring thematic sessions on climate action, collaboration, digitalisation, among others.

After two years of virtual sessions due to the global pandemic, this was an opportunity to meet face-to-face with other National Standard Bodies (NSBs) to strengthen relationships and identify collaboration opportunities.

If you have any comments or suggestions related to the updates above, please contact us at intsect@standards.org.au.

ISO Technical Update

1. Opportunity to review ISO 18295 Parts 1 and 2 on Customer contact centres

ISO 18295-1:2017 *Customer contact centres — Part 1: Requirements for customer contact centres* and ISO 18925-2 *Requirements for clients using the services of customer contact centres*, are undergoing systematic review to ensure they remain up to date. Standards Australia is seeking input from Australian stakeholders on whether the standard should be revised, reconfirmed, or withdrawn (feedback is requested **by 7 November 2022**).

ISO 18295-1, specifies best practice for all contact centres, whether in-house or outsourced, on a range of areas to ensure a high level of service; these include communication with customers, complaints handling and employee engagement.

Complementing this, ISO 18295-2, is aimed at those organisations making use of the services of a customer contact centre to ensure their customers' expectations are being met through its effective engagement. It provides guidance on the types of information the organisation needs to provide in order to achieve high levels of customer engagement.

Standards Australia will consider all feedback received from stakeholders when forming Australia's position on the systematic review. If you are interested in providing feedback, please send an email to intsect@standards.org.au for more information.

2. Opportunity to review ISO 20121 Event sustainability management systems

ISO 20121 *Event sustainability management systems - Requirements with guidance for use* is undergoing systematic review to ensure it remains up to date. Standards Australia is seeking input from Australian stakeholders on whether the standard should be revised, reconfirmed, or withdrawn (feedback is requested **by 7 November 2022**).

ISO 20121 offers guidance and best practice to help you manage your event and control its social, economic and environmental impact.

The Standard was adopted in Australia in 2013 shortly after publication of its first edition.

Standards Australia will consider all feedback received from stakeholders when forming Australia's position on the systematic review. If you are interested in providing feedback, please send an email to intsect@standards.org.au for more information.

3. Opportunity to review ISO 19011 Guidelines for auditing management systems

ISO 19011 Guidelines for auditing management systems is undergoing systematic review to ensure it remains up to date. Standards Australia is seeking input from Australian stakeholders on whether the standard should be revised, reconfirmed, or withdrawn (feedback is requested **by 7 November 2022**).

This document provides guidance on auditing management systems, including the principles of auditing, managing an audit programme and conducting management system audits, as well as

guidance on the evaluation of competence of individuals involved in the audit process. These activities include the individual(s) managing the audit programme, auditors and audit teams.

The third edition of the Standard was adopted in Australia in 2019.

Standards Australia will consider all feedback received from stakeholders when forming Australia's position on the systematic review. If you are interested in providing feedback, please send an email to intsect@standards.org.au for more information.

4. Ayush systems: New Field of Technical Activity

A proposal to establish a new ISO Technical Committee on *Ayush systems* has been submitted by BIS (India). Standards Australia invites stakeholders to share their views on the proposal to help inform the Australian position (feedback is requested **by 9 November 2022**).

The scope of the proposed new technical committee is standardisation in the field of *Ayush systems* including Ayurveda, Yoga, Naturopathy, Unani, Siddha, Sowa rigpa and Homoeopathy. Both traditional and modern aspects of products and services of these systems are covered.

Excluded from its scope are products and services covered by ISO/TC 54 'Essential oils', ISO/TC 215 Health Informatics, and ISO/TC 249 'Traditional Chinese Medicine'.

To provide feedback or learn more about the proposal, please contact us at intsect@standards.org.au.

5. Management System for UN Sustainable development goals – Requirements for any organization: New Work Item Proposal

A proposal for a new work item on *Management System for UN Sustainable development goals – Requirements for any Organization* has been submitted by DS (Denmark). Standards Australia invites stakeholders to share their views on the proposal to help inform the Australian position (feedback is requested **by 24 November 2022**).

The purpose of this standard is to provide one framework for all organisations to work actively and effectively with a selection of UN's Sustainable Development Goals relevant to their business and thereby not all 17 but only the ones that are relevant for the context of the organisation and its stakeholders enabling an organisation to enhance its performance on sustainable development.

To provide feedback or learn more about the proposal, please contact us at intsect@standards.org.au.

IEC Technical Update

1. New ISO/IEC report offers guidance on the responsible adoption of AI

IEC and ISO have published a new Technical Report (TR) that provides advice on addressing ethical and societal concerns about artificial intelligence. Intended for technologists, regulators and society at large, it takes an objective and practical approach.

The TR provides a general introduction to the broad categories of ethical theory — virtue ethics, utilitarianism and deontology — and international human rights practices. It includes practical examples of practices for building and using ethical and socially acceptable AI.

ISO/IEC TR 24368 features a handy glossary of terms and definitions, as well as a bibliography for further reading.

The ISO/IEC AI committee, known as SC 42, brings together engineers, ethicists, lawyers and others to work on issues such as trustworthiness and biases in algorithms, as well as foundational concepts, data standards, reference architecture, use-cases and application guidelines.

Australia is a participating member of SC 42.

Read more here.

2. IEC TC 106 adopts new strategic business plan

The IEC Technical Committee that develops standards for the assessment of electric, magnetic and electromagnetic fields associated with human exposure has adopted an ambitious new strategic business plan. Over the next five years, IEC TC 106 aims to deliver advanced 5G electromagnetic field assessment standards and technical reports for base stations and devices, as well as new standards for the safety assessment of electric vehicles.

The decision was approved at the IEC TC 106 plenary meeting hosted by the Italian National Committee of the IEC and the Department of Electrical Engineering and Information Technologies of the Università degli Studi di Napoli Federico II. The meeting took place in the Italian city of Naples.

Also announced at the meeting was the approval of the latest EMF assessment standards for 5G base stations and networks (IEC 62232 ED3). "Harnessing the collaborative power of academia, industry, governments and testing laboratories all working together, is what delivers world best practice," said IEC TC 106 Chair Mike Wood.

The new TC 106 strategic business plan will see the IEC focus on the latest wireless technologies, including safety assessments for electric vehicles. The International Energy Agency (IEA) estimates by 2030, 300 million electric vehicles will be on the road globally and will account for over 60% of new sales.

Australia is a Participating member of the TC 106, Methods for the assessment of electric, magnetic and electromagnetic fields associated with human exposure, and Mike Wood, Chair of the technical committee is a member of the Australian IEC National Committee.

Read more here.

3. IECQ and IEC TC 111 join forces on ecodesign

Since 2019, the IEC Quality Assessment System for Electronic Components (IECQ) and TC 111, Environmental standardisation for electrical and electronic products and systems, have joined forces in one specific area: ecodesign.

The collaboration has focused on an international standard developed by TC 111 and published in October 2019, IEC 62430, Environmentally conscious design (ECD) - Principles, requirements and guidance.

On the IECQ side, working group 14: IECQ green approach, was tasked with developing the project together with TC 111.

Nearly three years of a close relationship between IECQ WG 14 and TC 111 experts, has met with success. IECQ now offers an ecodesign service as part of its approved process (AP) scheme.

Organisations that are holding IECQ AP certification demonstrate that their facilities and production lines comply with the requirements of the IECQ System and the relevant technical standards and specifications.

Australia is represented on IECQ WG 14.

Read more here.