



Ref. COPOLCO N352

TO THE COPOLCO MEMBERS

2017-09-29

General Assembly and related meetings – decisions and results

Dear Sir or Madam,

We are pleased to inform you of these decisions taken at the ISO General Assembly and related meetings in Berlin last week:

COPOLCO Chair

Following initial review of candidacies by its Nominations Review Committee, ISO Council has appointed our next Chair:

Council Resolution 39/2017

(Appointment of the COPOLCO Chair for the 2018-2019 term)

Council appoints Mr Guillermo Zucal (Argentina) as COPOLCO Chair for the 2018-2019 term.

Council also recognized the contributions of the current Chair:

Special Council Resolution 04/2017

(Gratitude to the COPOLCO Chair – Mrs Ratna Devi Nadarajan)

Council expresses its sincere gratitude to Mrs Ratna Devi Nadarajan for her dedication to the role of COPOLCO Chair from 2014 to 2017 and for her numerous contributions in the consumer policy area, including through her participation in the Strategy and Policy Committee (CSC/SPC) and in the ISO Council, which contributed to address key issues in the consumer field.

conveys to Mrs Nadarajan and her family its best wishes for the future.

Amendments to the ISO Statutes and Rules of Procedure

The ISO General Assembly ratified Council's recommendations resulting from work completed by the ad-hoc task group on ISO governance review (AHGOV), launched in 2015. These recommendations have resulted in amended Statutes and Rules of Procedure covering ISO officers, governance and policy development committees, including COPOLCO. These amendments will enter into force on 1 January 2018.

You will find the relevant resolution overleaf.

Provisions affecting PDCs and ISO/COPOLCO appear in Clauses 15 and 16 of the revised Statutes and Rules of Procedure, reproduced in part as Annex 1 to this letter. Details about the Chair's profile and implementation of the amended Statutes and Rules of Procedure appear respectively as Annexes 2 and 3. Finally, a letter of appointment from the Secretary-General appears as Annex 4.

Thank you for taking note of the above.

Yours faithfully,

Dana Kissinger-Matray
Secretary of ISO/COPOLCO

General Assembly Resolution 7/2017

(Amendments to ISO Statutes and Rules of Procedure)

The General Assembly, having considered Council's recommendation to approve the amendments to the Statutes and Rules of Procedure resulting from the ISO governance review,

noting that ISO's external legal advisor has confirmed that such amendments are compliant with Swiss Law,

approves the amendments to the ISO Statutes and Rules of Procedure embodied in the revised Statutes and Rules of Procedure, as set out in Annexes 1 and 2 to document General Assembly 09/2017,

notes that the amended Statutes and Rules of Procedure supersede any former General Assembly or Council Resolution dealing with matters addressed by them, and

decides that the amended Statutes and Rules of Procedure enter into force on 1 January 2018, noting the important elements for their implementation provided in Annex 5 to document General Assembly 09/2017.

AMENDMENTS TO THE STATUTES AND RULES OF PROCEDURE: PDCs and COPOLCO

Below are extracts of the amendments to the ISO Statutes and Rules of procedure as appearing in Annexes 1 and 2 to General Assembly 09/2017:

Appointments of PDC Chairs

(Please note that relevant clauses for COPOLCO and DEVCO follow the same procedure as for CASCO, below).

15.3 CASCO shall be chaired by a person appointed by the Council for a period of two years (renewable once). The procedure for nominating and appointing the Chairs of all Policy Development Committees, including CASCO, is developed and maintained by the Council (Annex A to Clause 15 of the Rules of Procedure) together with the CASCO Chair's personal profile and job description (Annex B to Clause 15 of the Rules of Procedure).

Annex A to Clause 15 NOMINATION PROCESS FOR CHAIRS OF POLICY DEVELOPMENT COMMITTEES (PDC)

1. Process for nomination of a PDC Chair:

1. Twelve months prior to the effective date of appointment, the PDC Secretariat shall send out a call for nominations for Chair to all ISO members who are members of the specific PDC.
2. The call for nominations shall be accompanied by the job description and profile. Two months shall be given to members of the PDCs to nominate one candidate.
3. All nominations shall be supported with a curriculum vitae of the nominee and any other useful document. (Nominating members are required to take note of the requirements regarding the profile of the PDC Chair and the characteristics of the NSB supporting the Chair's nomination).
4. The Council Standing Committee for Review of Nominations and the relevant outgoing PDC Chair shall review and consider the nominations. The names of all candidates meeting the criteria will be communicated to Council along with one recommended nominee for the position.
5. The ISO Council shall appoint the PDC Chair. Unsuccessful candidates shall be informed of the outcome of their nomination.
6. The PDC members shall be informed of the successful candidate.

2. Process for nomination for reappointment of a PDC Chair:

1. At least 12 months prior to the end of the first term of office of the PDC Chair the Council Standing Committee for Review of Nominations shall decide whether to invite the PDC Chair to extend her/his term of office for another two years.
2. Where an invitation has been extended and the Chair has accepted this shall be recommended to the Council.
3. Where the Council Standing Committee for Review of Nominations has decided not to extend an invitation for extension or where the PDC Chair does not wish to extend the term, the PDC Secretariat shall implement this procedure as in 4) above for a call for nominations.

Policy Development Committee on Consumer Policy (COPOLCO)**Clause 16**

16.1 The Policy Development Committee on Consumer Policy (COPOLCO) shall:

- a) Study means of helping consumers to benefit from standardization, and means of improving consumer participation in national and international standardization;
- b) Provide a forum for the exchange of information on the experience of consumer participation in the development and implementation of standards in the consumer field, and on other questions of interest to consumers in national and international standardization;
- c) Advise the Council as to the consolidated viewpoints of consumers on matters relevant to ISO's current and potential standardization and conformity assessment work;
- d) Advise the Council as to the need for new or revised policies or actions within ISO as they relate to consumer needs.

16.2 The membership of COPOLCO is open to interested member bodies as participating (P) or observer (O) members, and to interested correspondent members as observer (O) members.

16.3 COPOLCO shall be chaired by a person appointed by the Council for a period of two years (renewable once). The procedure for nominating and appointing the Chairs of all Policy Development Committees, including COPOLCO, is developed and maintained by the Council as per Clause 15.3 together with the COPOLCO Chair's personal profile and job description (Annex to Clause 16 of the Rules of Procedure).

16.4 The Chair of COPOLCO, following committee internal procedures (e.g. consultation with the Chair's Advisory Group, where applicable), shall appoint the representative of a COPOLCO member as Vice-Chair with a term of office coinciding with that established by the Council for the Chair. If the Chair is unable to chair the COPOLCO meeting or to fulfil any of the Chair's duties, the Vice-Chair shall replace her/him, until a new Chair shall be appointed by the Council.

16.5 COPOLCO shall submit its work programme for approval by the Council.

16.6 COPOLCO shall report to the Council at such intervals as the Council may determine.



PERSONAL PROFILE AND JOB DESCRIPTION FOR THE COPOLCO CHAIR

1 COPOLCO CHAIR

The COPOLCO Chair is appointed by the Council for a two-year term renewable once.

1.1 Roles and responsibilities of the Chair

1. Provides leadership to the ISO Committee on Consumer Policy (COPOLCO) in accordance with its terms of reference
2. Supports the implementation and monitoring of the COPOLCO work programme
3. Chairs meetings of COPOLCO and of the Chair's Group
4. Appoints the COPOLCO Vice-Chair in consultation with the Chair's Group and delegates to the Vice-Chair tasks as deemed appropriate
5. Assures, as supported by the COPOLCO Secretary and staff, that the work of COPOLCO is carried out efficiently
6. Promotes constructive debate and effective participation by all ISO members and partner organizations during COPOLCO meetings
7. Encourages effective communication on consumer issues between ISO and ISO members and key stakeholders of ISO; and represents COPOLCO in relevant bodies within CASCO
8. Participates in the ISO Council and its Standing Committee on Strategy and Policy as a non-voting member
9. Represents ISO at national, regional and international events as agreed with the Secretary-General
10. Promotes the importance of International Standards and the role of ISO in the area of consumer policy
11. Liaises closely with the Secretary-General.

1.2 Profile of the Chair

1. Familiar with ISO Governance bodies, previous participation in ISO GA and COPOLCO meetings and possible service on the Council
2. During her/his terms of office, the COPOLCO Chair shall not be the representative of a member body serving on the Council or the TMB, neither the Chair or member of the Chair Advisory Group of another ISO Policy Development Committee

3. Strong and direct link as well as a close alignment with the ISO member in her/his country, ideally in a governance role
4. Familiar with broader consumer issues and trends
5. Recognized chairing and communication skills, including consensus-building, leadership, impartiality and group dynamics management. Should also be a good communicator in a multicultural environment
6. Commitment of time required to effectively carry out the role.

1.3 Characteristics of the ISO member body supporting the Chair

1. NSB in existence for 10-plus years and with a governance structure that includes a range of diverse stakeholders and a strong commitment to consumer participation in standardization
2. NSB is committed to supporting the Chair financially and her/his investment in time necessary to fulfil her/his responsibilities
3. The NSB's span of activities should encompass at least standardization, sales and promotion, and possibly training, consultancy or conformity assessment
4. NSB is P-Member of COPOLCO and in a number of TCs/SCs to show they have a working knowledge of participating in ISO standards development.



PROPOSED IMPLEMENTATION OF AMENDMENTS TO STATUTES AND RULES OF PROCEDURE

As a general principle, once approved by the General Assembly, the amendments to the ISO Statutes and Rules of Procedure will enter into force on 1 January 2018 and will be implemented at that time.

IMPORTANT ELEMENTS FOR THE IMPLEMENTATION

Highlights	Action	Responsibility
1. Voting procedures (GA and Council)	The changes shall be in force as of 1 January 2018. The guidelines approved by Council under its Resolution 17/2017 will be applied at the 2017 ISO General Assembly.	Secretary-General
2. Election of President and Vice-Presidents	Implement new process as of 1 January 2018.	Secretary-General
3. Advocacy role of the President	Prepare plan for President in 2018.	Secretary-General
4. Role and responsibility of Council members	The changes shall be in force as of 1 January 2018.	Council member representatives and candidates to the position to be aware of the extended responsibilities.
5. Code of Conduct	Sign ISO Code of Conduct to be in force on 1 January 2018 (adjust, if needed, the ISO/CS internal procedures).	Council members (including ISO Officers) and ISO/CS senior managers.
6. New Council Standing Committee for the Review of Nominations (CSC/NOM)	Set up new committee to be operational on 1 January 2018 (e.g. membership, secretary and work plan). For the sake of continuity, the member body representatives on Council in the Nomination Review Committee, established under Council Resolution 10/2017, will continue as members of CSC/NOM in 2018. As of 1 January 2019, a new composition of CSC/NOM will be implemented in accordance with the rules for membership indicated in the revised Rules of Procedure.	Secretary-General and current members of the Nomination Review Committee

Highlights	Action	Responsibility
7. New Council Standing Committee on Oversight (CSC/OVE)	Set up new committee to be operational on 1 January 2018 (e.g. membership, secretary and work plan)	Secretary-General
8. Role and responsibility of the Secretary-General (SG)	The changes shall be in force as of 1 January 2018.	Council and the Secretary-General to be aware of the responsibilities
9. New process regarding objectives, performance and compensation of the SG	Implement new process to be operational as of 1 January 2018.	President's Committee and Secretary-General
10. SG delegation of authority	Consistently apply with immediate effect (adjust, if needed, the ISO/CS internal procedures).	Council and Secretary-General
11. Appointment of Deputy Secretary-General (according to clause 23.2 RoP)	This was confirmed in February 2017 after consultation with the President's Committee.	President's Committee, Secretary-General and Deputy Secretary-General
12. Policy Development Committees: appointment of new Vice-Chair	Appointment to be made before the end of 2017 to be effective on 1 January 2018.	Chair of each Policy Development Committee (CASCO, COPOLCO and DEVCO)
13. Relationship between the Vice-President (finance) and the Treasurer	Provide a clarification between the two roles in 2018.	Council (through the Council Standing Committee on Finance) and Secretary-General
14. Document highlighting the core members' rights and obligations (an updated version of the "fundamental principles", ISO/GEN 22/1999)	To be finalized by the end of 2018.	Council (through the Council Standing Committee on Strategy and Policy)
15. Revision of the "ISO General documents (ISO/GEN)" – Both the list of ISO/GEN documents and their content.	To be finalized by the end of 2018.	Council (through the Council Standing Committee on Strategy and Policy)



Sergio Mujica
Secretary-General
Ref. Council 2017

Mr Guillermo Zucal
Manager of SAGS Standards Division
Instituto Argentino de Normalización y
Certificación (IRAM)

Sent via email to: gzucal@iram.org.ar

2017-09-28

Your appointment as COPOLCO Chair

Dear Mr Zucal,

I am pleased to inform you that, at its meeting in Berlin, Council appointed you as COPOLCO Chair for the 2018-2019 term. The text of the relevant resolution reads as follows:

*Council
appoints Mr Guillermo Zucal (Argentina) as COPOLCO Chair for the 2018-2019 term.*

(Council Resolution 39/2017)

I congratulate you on your appointment and wish you every success in the fulfilment of your new responsibilities. We at the ISO Central Secretariat look forward to closely cooperating with you during the coming years. The COPOLCO Secretary, Ms Dana Kissinger, will contact you shortly to give you more details about your new role.

At this stage, I would like to inform you that, once you become COPOLCO chair, you will be an ex-officio member of the ISO Council and of the Strategy and Policy Committee (CSC/SPC). We will provide you more details of these two bodies before the end of 2017 so that you are fully aware of what this entails before you take up your role on 1 January 2018.

Kind regards,

Sergio Mujica

cc. COPOLCO members
Outgoing COPOLCO chair, Ms Ratna Devi Nadarajan
COPOLCO secretary, Ms Dana Kissinger