

International Update

International and regional items of interest for July 2017 are as follows:

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IEC items of interest for July 2017 are as follows:

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2. Outcomes of the June Standardization Management Board meeting are now available [More>>](#)
3. IEC TC 40 public website paves the way for outreach from other IEC TCs [More>>](#)

**** For further information about any article please email: mail@standards.org.au**

International

1. CEN-CENELEC releases their first 'On the Spot' Newsletter for Enhanced Communication

In line with their digital transformation strategy, CEN-CENELEC has recreated their former 'CONNECT' Newsletter to deliver a more modern, accessible and easy-to-read newsletter called 'On the Spot'. The shorter and more user-friendly newsletter contains highlights of the Annual CEN and CENELEC board meetings in Edinburgh last month, simplifies and explains their digital transformation initiative and includes stories of current activities undertaken by the European regional standards body. You can access and download the publication [here](#).

2. ILO, WTO Launch Study on Investing in Skills for Inclusive Trade

A joint ILO-WTO study, "Investing in Skills for Inclusive Trade", shows that boosting core work, technical and management skills can help countries and businesses meet the challenges of an ever more competitive global economy by reducing costs and improving the quality of products. The authors point to evidence that countries with responsive skills development systems tend to be more successful in putting skills to use in tradable activities and thereby improving that country's competitive position in the global economy.

"While trade has helped lift hundreds of millions of people out of poverty and been a crucially important tool for growth, development and job creation there are those who have been left behind. Improving the capacity of our workers and managers to respond to these changes is clearly the best way to foster more inclusive trade," said WTO Director-General Roberto Azevêdo. His full remarks are available [here](#).

"Providing the right skills is essential to reap the benefits of trade in increased productivity and better jobs, and to ensure that trade contributes to inclusive development. In a fast changing world of work it is more important than ever that skills development responds to current and emerging skills needs, enhancing outcomes for workers and firms both now and in the future," said ILO Director-General Guy Ryder.

The need for improving skills is present in both developed and developing countries as they seek to adapt to and find opportunities in a global economy which is going through a profound transformation, driven by political changes and the forces of trade integration and technological progress.

The authors point to four main mechanisms through which trade affects the relative demand for skills:

- Trade raises demand for products in which countries have a comparative advantage. In countries with a comparative advantage in skill-intensive sectors, trade thus increases the demand for skilled workers.
- International trade leads to the expansion of the most productive firms, which tend to employ relatively more skilled workers.
- As the costs of offshoring fall, the least complex stages of production tend to relocate from high income to low-income economies.
- Lower trade costs may be a catalyst for changes in production technology, including automation, which increase productivity and favour high-skilled labour in exporting and import-competing firms in both developed and developing countries.

Addressing the need for developing a more competitive workforce is a long-term process, according to the study. In countries at all stages of development, continuing education and training, both at universities and in the form of technical and vocational education and training (TVET) and on-the-job training can help workers and managers cope with the big changes in demand for skills which are in varying degrees triggered by globalization.

The authors find evidence of a range of policy approaches which have helped countries in responding effectively to these challenges, including:

- **Policy coherence:** Enhancing skills and improving national competitiveness requires a range of policies and it is vital that they be coherent.
- **Social dialogue between government and the social partners:** This is central to making skills systems responsive to the needs of industry, including those industries producing tradable goods and services.
- **Broad access to education, skills development and lifelong learning:** Low-skilled workers, workers who lack transferable skills, workers whose learning skills are weak, and workers whose skills are at risk of obsolescence benefit less from trade and are vulnerable to technological change or to a trade-connected employment shock.
- **Targeted training for displaced workers and/or workers at risk of displacement:** Reskilling may be required to allow workers to move to a different occupation or a significantly different job, whether because their original job became unnecessary or because change offers a good opportunity.
- **Investing in training for employed workers:** Training for workers at all skill levels is a necessary part of implementing effective strategies, in order to underpin the capabilities needed in markets for tradable products and services.
 - **Core work skills:** Strong core work skills, such as team working and problem-solving, complement technical skills and are a vital underpinning for employability, and for business performance.
- **Skills needs analysis and anticipation:** Forward-looking skills needs analysis and skills anticipation are needed to inform policy coherence and social dialogue, and to inform decision-making by all relevant partners.

The full ILO-WTO study, “Investing in Skills for Inclusive Trade”, can be downloaded [here](#).

Source: https://www.wto.org/english/news_e/news17_e/publ_04jul17_e.htm

3. Trade Dialogues: Business groups present their recommendations on tackling trade barriers to WTO members

In May last year, as part of the WTO’s new “Trade Dialogues initiative,” business representatives from around the world called on the WTO to deal with what they described as “pressing business issues”. Two focus business groups have been exchanging views in the past 13 months on how the work of the WTO can help address the current needs of business.

The group leaders – Stormy Mildner, B20 Sherpa and Head of Foreign Trade Policy at the Federation of German Industries (BDI), and John Danilovich, Secretary General of the International Chamber of Commerce (ICC), presented their recommendations to the coordinators of groups of WTO members and a number of other members.

The first business group worked around the theme of micro, small and medium-sized enterprises (MSMEs), and e-commerce and developed numerous recommendations in this area. The second business group discussed issues such as market access, services and investment facilitation, and likewise put forward a number of suggestions on how the work of the WTO work can help business overcome difficulties when they operate in these areas. In their interactions with members, a range of other issues were also discussed, including agriculture matters.

Mr. Danilovich briefed WTO members participating in those meetings on the final recommendations of the first group. The ideas discussed by the group ranged from enhancing connectivity and providing capacity-building to MSMEs to helping MSMEs sell goods online more efficiently. The group suggested

work to support e-commerce growth and to improve consumer trust. The report from the Business Focus Group on E-commerce and SMEs is available [here](#).

Dr Mildner briefed participants on final recommendations of the second group. The businesses participating in the second group called for a roll-back of protectionism and the revitalization of WTO trade negotiations. They stressed the importance of addressing the outstanding Doha issues and also called for new initiatives to advance trade in other areas, such as investment facilitation. They underlined the importance of the rapid and effective implementation of the Trade Facilitation Agreement. The report from the Business Focus Group on Market Access, Services and Investment Facilitation is available [here](#).

WTO Director General Roberto Azevêdo welcomed the business interest in the work of the WTO. He also commended the “concrete ideas” put forward by the two groups and emphasized the usefulness of listening to relevant stakeholders. He added that the real value of the work comes from the interaction with WTO members.

Source: https://www.wto.org/english/news_e/news17_e/trdia_04jul17_e.htm

ISO

1. New Field of Technical Activity – Social Responsibility

ISO has received a formal proposal from the Swedish Standards Institute (SIS) for a New Field of Technical Activity on **Social Responsibility**.

It is proposed that a new Technical Committee be formed to maintain ISO 26000:2010 *Guidance on social responsibility* and other standards such as ISO 20400:2017 *Sustainable Procurement – Guidance* and ISO 20121:2012 *Event sustainability management system*.

Background about the development of ISO 26000 can be found at <https://www.iso.org/iso-26000-social-responsibility.html>

The scope of the committee is proposed as - Standardization in the field of social responsibility.* Social responsibility is the responsibility of an organization for the impacts of its decisions and activities on society and the environment, through transparent and ethical behaviour that

- contributes to sustainable development, including health and the welfare of society;
- takes into account the expectations of stakeholders;
- is in compliance with applicable law and consistent with international norms of behaviour; and
- is integrated throughout the organization and practiced in its relationships

[*as defined in ISO 26000]

Standards Australia will be consulting with stakeholders for this proposal. For more information or to make a submission please contact Jon Avery, Sector Engagement Manager, jonathon.avery@standards.org.au by Friday 15 September, 2017.

2. New Field of Technical Activity – Packaging Machinery

ISO has received an official proposal from the Italian Organization for Standardization (UNI) to establish a new ISO technical committee on **Packaging Machinery**.

The scope of the proposal is the following: *Standardization of packaging machines with reference to the aspects of terminology, classification, design and safety*.

The scope of the ISO technical committee will be broad enough to cover the machines used to package products. These machines perform packaging functions for primary, secondary, and tertiary (transport/distribution) packaging. Associated equipment are included.

There are no similar standards nor specific standardization activities currently available in ISO on the proposed subject. UNI is adamant that the proposed activity be based on the requirements given in the horizontal standards developed by ISO TC 199 on safety of machinery.

Standards Australia will be consulting with stakeholders for this proposal. For more information or to make a submission please contact Rick Macourt, Sector Engagement Manager, rick.macourt@standards.org.au by Friday 22 September, 2017.

Want to know more about ISO service standards? See www.iso.org/services.

3. Improving the customer experience with new standards for call centres just published

We all know the frustration of phoning a call centre, only to be put on hold for an interminable amount of time or taken through a long and complex series of options before arriving at a dead end. And when we finally get hold of someone, it is usually to battle with the language barrier or be told to call back later – all while paying an extortionate rate for the call itself.

A survey amongst ISO members suggests that the general public is, on average, only mildly satisfied with customer contact centres, indicating there is much room for improvement. It is for this reason that two new International Standards on the subject have just been published.

ISO 18295-1, *Customer contact centres – Part 1: Requirements for customer contact centres*, 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, *Customer contact centres – Part 2: Requirements for clients using the services of customer contact centres*, is aimed at those organizations 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 organization needs to provide in order to achieve high levels of customer engagement.

Zainuddin Hussein, Chair of ISO/PC 273, the project committee in charge of ISO 18295, said it considered and addressed many customer concerns when developing the standards, such as waiting times, means of contacting the company and customer experience expectations.

"The committee established that there are already some regulations and national standards present in some countries," he said, "and our research showed that where they were implemented, customer satisfaction improved.

"The new standards bring together international best practice that can improve the service offering and customer experience even more, while also providing a framework on which future national standards can be based."

ISO 18295-1 and ISO 18295-2 were developed by project committee ISO/PC 273, *Customer contact centres*, whose secretariat is held by SABS, ISO's member for South Africa. They are now available from your national ISO member or through the ISO Store.

Source: <https://www.iso.org/news/ref2191.html>

4. ISO Services Workshop Report – Now Published

ISO held its second workshop on services on 28 April 2017 in Vancouver, in conjunction with the annual plenary of the ISO Committee on Conformity Assessment. The workshop aimed to reach out to stakeholders and get input that would help shape the future direction of ISO's strategy for service standardization. This report summarizes the discussions and outcomes of the day and can be found [here](#).

Want to know more about ISO service standards? See www.iso.org/services.

Source: <https://www.iso.org/news/ref2160.html>

1. IEC work on cyber security for energy infrastructure

Protecting energy security and critical energy infrastructure against cyber attacks is fast emerging as an absolute priority. In mid-February, the EnergyPact Foundation organized an international conference in Vienna on cyber security aimed at protecting such infrastructure. Eyal Adar, an expert on cyber security, outlined the extent of IEC standardization and Conformity Assessment (CA) activities in the domain, giving details of the areas to which they apply.

Critical infrastructure: target of choice for cyber attacks

The perception of which parts of critical infrastructures are most vulnerable to cyber attacks varies between regions. However, many of them include electricity generation plants, transportation systems and manufacturing facilities controlled and monitored by Industrial Control Systems (ICS) such as Supervisory Control and Data Acquisition (SCADA) in the critical infrastructure category. This holds true for the European network and information security agency (ENISA) and for the US Government.

Energy infrastructures have been targeted in a number of countries in recent years, or are reported to be vulnerable.

Ukrainian power distribution companies were the targets of a wave of cyber attacks that resulted in widespread power outages in late December 2015-early January 2016.

In January 2014, The Nuclear Threat Initiative (NTI), a non-profit, nonpartisan organization, warned that nuclear facilities in 20 countries might be easy targets for cyber attacks.

In the early 2000s, a number of US nuclear power plants were the targets of cyber attacks: Ohio in 2003, Alabama in 2006 and Georgia in 2008.

International multistakeholder conference

The EnergyPact Foundation conference, held at the Austrian National Defence Academy, was co-organized by the Austrian Cyber Security Platform (CSP) and the Austrian Institute of Technology (AIT), and was supported by IEC, the UN Office on Drugs and Crime (UNODC) and the International Telecommunication Union (ITU).

It was attended by officials and representatives from industry, academia and think tanks. Topics discussed included modern data science to protect critical infrastructures of tomorrow, legal and regulatory frameworks, critical infrastructures, and business enablement.

Outline of IEC activities in cyber security

Eyal Adar, a member of IEC TC 65/WG 10: Security for industrial process measurement and control – Network and system security, and of IEC Conformity Assessment Board (CAB) Working Group (WG) 17: Cyber security, and CEO of White Cyber Knight Ltd. (WCK), gave details of IEC activities in the cyber security sphere.

Global vulnerability to malicious acts in cyber space is growing, Adar said, adding that the exploitation of cyber vulnerabilities of infrastructure systems represents a mounting threat to the security of businesses and societies overall.

The IEC has published over 200 International Standards that address cyber security and the privacy of health, business and critical infrastructure systems directly, Adar said, telling participants that “implementing the right Standards for your needs is a challenge, but with many benefits especially for

complex infrastructures with Information/Operational Technology and Internet of Things (IT/OT/IoT) technologies.” Adar also added that IEC Conformity Assessment Systems were included in this area.

IEC cyber security framework advantages

As an example of the significance of IEC Standards and CA in the IT security domain, Adar focused on the advantages of the IEC 62443 series, which to date includes seven available Standards, Technical Requirements and Specifications, out of a total of 14 eventual deliverables. These publications:

- provide an ecosystem of Standards for different needs.
- provide Standards for unique needs. Adar gave as an example the "Extended Set of Standards that support Smart Grids deployment" document, prepared by the European Committee for Standardization, the European Committee for Electrotechnical Standardization and the European Telecommunications Standards Institute (CEN-CENELEC-ETSI) Smart Grid Coordination Group. This document lists a number of IEC Standards that cover power systems, information systems and industrial automation and apply to vendors, integrators and operators
- ensure international recognition: the IEC brings together 170 countries which represent nearly the entire world population and account for virtually all electricity generated
- guarantee that devices built to IEC International Standards are accepted in most countries in the world. They fully satisfy the requirements of the World Trade Organization Technical Barriers to Trade (TBT) Agreement.
- ensure coexistence with other standards by building the right hybrid of standards in selecting the best standard for each need
- guarantee compatibility with leading standards: e.g. implementing IEC 62443 means compatibility with the US (NIST) cyber security framework
- integrate market needs: Adar gave as an example the International Association of end-users of components, systems and IT related items in the Process Industries (WIB). WIB needed a standard for industrial automation and control system (IACS) solution suppliers; it wrote the original standard based on industry needs; IEC adopted it as IEC 62443-2-4:2015, Security program requirements for IACS service providers
- are adopted by vendors: most of the world’s leading multinationals and countless many small and medium-size companies actively participate in IEC work via their National Committees
- represent a knowledge base for developing countries: certification bodies and evaluators are available worldwide, they can support energy organizations in providing the following key pieces of information:
 - What standard to implement in different use cases
 - How to implement it step by step
 - How to make gap analyses
 - And finally – how to be approved by regulators

Working on CA Schemes

A number of IEC CA systems are in place. Adar explained that CAB/WG 17 was investigating the market need and timeframe for CA services (global certification schemes) for products, services, personnel and integrated systems in the domain of cyber security. However CAB/WG 17 work will exclude the scope of Industrial Automation Applications covered by IECEE CMC Task Force (TF) cyber security.

Keen interest from participants

Adar’s presentation to the conference attracted considerable interest and many questions from participants as the wide range of International Standards developed by IEC and by the Joint Technical Committee created by the International Organization for Standardization (ISO) and IEC, ISO/IEC JTC 1 make a major contribution to the protection of critical energy infrastructure.

Source: <http://iecetech.org/issue/2017-02/IEC-work-on-cyber-security-for-energy-infrastructure>

2. Outcomes of the Standardization Management Board meeting are now available from Geneva, June 2017

The outcomes of the June 2017 meeting of the Standardization Management Board meeting in Geneva are now available, highlights include;

Masterplan Implementation

SMB decided to set up ahG 76 Masterplan Implementation. Reflecting the intention for the implementation of the Masterplan to be flexible and pragmatic, the task of ahG 76 is to match the main topics of the Masterplan to the responsibilities and activities of SMB in order to ensure alignment and present the findings at SMB 160 in Vladivostok. After final approval of the Masterplan and Implementation Plan, the group will detail the findings and provide SMB with support on how to take action on the implementation plan.

Digital Transformation

SMB noted that IEC was facing a digital transformation in the near future and that the concept of the published standard and the process for its development would undergo significant changes.

SMB agreed to set up ahG 77 Digital Transformation with the task of elaborating the scope of a possible permanent group with the following tasks:

- Consult SMB and IEC TC/SC/SyCs on possible ways to implement a digital transformation for the future.
- Provide a platform for discussion and workshops with internal and external participation.
- Investigate links to IEC internal and external activities and the technical work under supervision of IEC.
- The issues to be reviewed include, but are not limited to: societal and cultural developments, a holistic review of standards and standards development, an inventory of technologies available to assist standards and standards development, what opportunities are offered to IEC.
- The ahG will report back to SMB 160 meeting in Vladivostok.

"Hot Topic Radar"

SMB agreed that it was necessary to monitor on a continuous basis changes that could potentially affect the technical work of IEC. Whilst these clearly included technological development, other factors, such as societal changes could also have a large impact. SMB agreed to set up a Strategic Group, SG 11 Hot Topic Radar to proactively monitor emerging issues, including technological changes and other challenges to the technical work of IEC. Its tasks include the definition of a process and its implementation to:

- detect and maintain a list of hot topics
- recommend further steps to SMB

In future SG 11 will communicate closely with corresponding initiatives in MSB and CAB.

Horizontal Standards

SMB noted that the recommendations made by ahG 72 concerning Horizontal Standards had been approved (see details in SMB/6161/R), but decided not to exclude standards prepared by TCs 1 and 3 from the list. SMB agreed to re-instate the definition of Guide, previously present in the ISO/IEC Directives.

SMB agreed to amend recommendation A.3 with the agreed list for allocation of horizontal standards and decided to postpone the review of Horizontal Standards by the Advisory Committees and TCs 1 and 3 until Guide 108 has been revised.

Horizontal Standards and IEC Guide 108

SMB agreed to improve the visibility of horizontal standards and set up ahG 78 to revise IEC Guide 108, Guidelines for ensuring the coherency of IEC publications – Application of horizontal standards. The revision would include the common aspects from the other IEC Guides.

Feedback from Conformity Assessment Systems to IEC TC/SCs

SMB confirmed that all necessary action had been taken with respect to the procedures applied for Interpretation Sheets and agreed to strengthen communications to the TC/SCs concerned by Decision Sheets prepared by the CA Systems. TC/SCs would be reminded of the need to respond to requests from the CA Systems, but also to be involved in the discussions in the CA Systems. An AC will be circulated to this effect.

Conformity Assessment aspects in standards

CAB and SMB have produced guidance for IEC TC/SCs on Conformity Assessment aspects in standards. The Guidance is available at <http://www.iec.ch/standardsdev/resources/CA/>

For the complete copy of the outcomes of all recent SMB meetings please visit the IEC news log: <http://www.iec.ch/tcnews/?ref=menu>

Source: http://www.iec.ch/tcnews/2017/tcnews_0217.htm

3. IEC TC 40 public website paves the way for outreach from other IEC TCs

Pilot project with TC 40

On the IEC website, every TC and Subcommittee (SC) already has a dashboard which shows all technical information on standardization projects together with contact details and meeting information. While this is essential information for persons already involved in standardization projects, we understand that, to reach out to the general public, the information presented should have a few different options and be edited by the Technical Committee directly.

In a pilot project with IEC TC 40: Capacitors and resistors for electronic equipment, we have created a template for a new IEC TC website. TC 40 is the first TC using it publicly.

See here: <https://tc40.iec.ch/>

The concept of this pilot project is to evaluate giving IEC TCs a low maintenance tool to promote their work to the general public.

Creating, publishing and updating made easy

Since the Technical Committee is responsible for regularly updating the content, it is very important to have a team or person within the committee responsible for these regular updates.

Built on WordPress, an open-source platform used by millions around the world, the TC website template is very user-friendly.

In addition, for those experts in charge of creating, publishing, maintaining and updating the TC website, a guide has been prepared that explains, step by step, how to add text and links to existing pages; how to upload a blog post; how to add images or embed videos in pages and posts; and, for administrators, how to add new users. The guide also contains an FAQ section as well as guidelines providing best

practice and recommendations for those who wish to use social media networks to communicate on their TC.

What do you think about this approach?

If your Technical Committee is interested in creating and maintaining a website, please contact us here in the discussion forum below or send a mail to IEC Community Manager Jan-Henrik Tiedemann: jti@iec.ch.