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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. [IEC General Meeting 2022](#)

Representatives of the Australian National Committee to the IEC (AUNC) will be attending the IEC General Meeting (GM) which is taking place from 31 October - 4 November 2022 in San Francisco, United States.

This will be an opportunity for Australian delegates to attend face-to-face different governance meetings like the IEC Board (IB), where Dr Ian Oppermann, Chair of the Australian National Committee is member; the Business Advisory Committee (BAC), where Kareen Riley-Takos, General Manager, Operations at Standards Australia is member; the Conformity Assessment Board (CAB), where Peter Lee, member of the AUNC is member; and the SMB (Standardization Management Board) where Kareen Riley-Takos is also member.

During this week, Clare Hobern, Senior Manager, International Engagement at SA, and Manager of the AUNC will also be confirmed as a member of the SMB for the 2023-2025 term.

Australia will also be represented in meetings of IEC technical committees being held alongside the General Meeting, including in the 2022 IEC Young Professional Workshop.

2. [ISO and IEC Secretary Generals visit to SA](#)

On 12 October 2022, Standards Australia celebrated its 100-year anniversary.

As part of the Centenary celebrations, Standards Australia hosted a dinner to recognise the organisation's achievements of the last 100 years and to thank representatives from member and nominating organisations, contributors, industry, and staff for their contributions in keeping Australia safe.

Standards Australia was privileged to have ISO's Secretary General, Sergio Mujica, and IEC's Secretary General and CEO, Philippe Metzger, during the week of celebrations. During their visit to Australia, they both attended the anniversary dinner, had meetings with Australian government departments and met with Australian stakeholders.

Their visit also coincided with World Standards Day, where Standards Australia held a panel session with both Sergio and Philippe, Karen Batt, Head of International, and Adrian O'Connell, CEO at Standards Australia, who shared their insights into the role standards play in creating a safer and sustainable world.

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. 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.

4. 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.

5. Proposal for Standard covering requirements for steel drums used for the transport of natural uranium ore chemical concentrates

The transportation of radioactive material working group of [ISO/TC 85/SC 5](#) is currently considering a proposal to develop a standard for requirements for steel drums used for the transport of natural uranium ore chemical concentrates. After consultation with Australian stakeholders, Standards Australia lodged a negative vote on the initial proposal noting that Australian stakeholders did not think there was a market need for such a Standard. The proposal none the less passed the necessary approvals and has gone onto its next stage, where it will be determined if the project is officially included on the subcommittee's work programme.

Standards Australia is consulting further with affected stakeholders in Australia as to whether they are in favour or against this proposal proceeding.

If you are interested in understanding more about this proposal, please contact intsect@standards.org.au by **30 November 2022** to discuss further.

6. Management consultancy: New Field of Technical Activity

A proposal to establish a new ISO Technical Committee on *Management consultancy* has been submitted by SAC (China). Standards Australia invites stakeholders to share their views on the proposal to help inform the Australian position (feedback is requested **by 13 December 2022**).

The proposed Technical Committee will benefit the development of the management consulting industry by:

- Providing a classification of management consulting
- Matching services providers and clients more effectively
- Helping clients define their own needs, and evaluate service quality and results
- Providing support from “advising” to “implementation”
- Shortening problem-solving periods
- Increasing productivity and ROI
- Providing innovation, global thinking, and professional competitiveness

The scope of the proposed new technical committee is standardisation in the field of management consultancy.

Excluded: Technical aspects already covered by ISO/TC 225 (Market, opinion and social research) and ISO/TC 260 (Human resource management).

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

IEC Technical Update

1. [IEC approves new 5G EMF exposure assessment methods standard for base stations](#)

With the deployment of 5G networks accelerating globally and the adoption of advanced 5G connectivity through new beam forming technology, the IEC has approved its 2022 edition of the technical standard IEC 62232 for the assessment of electromagnetic field exposure.

Harnessing the collaborative power of academia, industry, governments and testing laboratories all working together, the latest IEC standard from [TC 106](#) provides international best practice for the assessment of EMF levels around all base stations including the latest improvements with 5G.

The 2022 edition of the IEC 62232 standard has been adopted with the highest score of 100% positive votes. TC 106 is now aiming at updating the technical report [TR 62669](#) with the corresponding implementation case studies.

Mike Wood, member of the Australian National Committee is chair of TC 106, Methods for the assessment of electric, magnetic and electromagnetic fields associated with human exposure.

Read more [here](#).

2. [New standards map for household appliances](#)

The IEC has published a [map](#) for standards on the safety and performance of household appliances. It was developed by the [Joint Adhoc Group \(JAHG\) 20](#) which brought together experts from [IEC TC 59](#) and [IEC TC 61](#).

The new map provides an overview of the safety and performance standards developed by the IEC that are available for a given type of electrical appliance. The appliances are separated into two categories – household and commercial – based on their usage and then further categorized by their function type (i.e. heating and cooling, cleaning, well-being, etc). A list of standards for product types is listed, including links to the standards.

Australia is a member of JAHG 20, and P-member of both TC 59 and TC 61.

Learn more about the IEC Mapping platform [here](#).

3. [Safety empowers sustainability](#)

IEC Technical Committee 106 has approved a new strategic business plan aligned to the UN Sustainable Development Goals. It includes innovative safety standards for 5G, smart cities and electric vehicles (EVs).

At the recent IEC TC 106 Plenary Meeting in Naples, Italy, TC 106 adopted an ambitious new strategic plan which will see the IEC focus on the latest wireless technologies including safety assessments for EVs. The International Energy Agency (IEA) estimates that by 2030, 300 million EVs will be on the road globally and will account for over 60% of new car sales.

The IEC TC 106 new strategic plan embraces four of the UN Sustainable Development Goals: SGD 8, Decent Work & Economic Growth; SDG 9, Industry, Innovation & Infrastructure; SDG 3, Good Health & Well Being; and SDG 11, Sustainable Cities & Communities.

Australia is a P-member of TC 106, and Mike Wood, chair of TC 106, is a member of the Australian National Committee.

Read more [here](#).

[4. Facilitating commercial success in the marine sector](#)

Ahead of the International Conference on Ocean Energy ([ICOE](#)) which has taken place from 18 -20 October in San Sebastian, Spain, the Ocean Energy Systems Technology Collaboration Programme ([OES](#)) published a foundational joint document with [IEC Technical Committee 114](#). The document, [Supporting ocean energy technology and commercialisation](#), intends to build awareness of the valuable suite of guidance tools available to funders, technology developers and investors in the ocean energy sector.

The document notably demonstrates how IEC TC 114 Standards and the IEC System for Certification to Standards Relating to Equipment for Use in Renewable Energy Applications ([IECRE](#)) play a crucial role in ensuring marine energy projects not only get off the ground but find commercial success.

Australia is a P-member of the IEC TC 114, Marine energy - Wave, tidal and other water current converters.

Read more [here](#).

[5. Proposal for a new Project Committee \(PC\) on Performance of cold storage equipment for medical use](#)

A proposal to establish a new Project Committee (PC) on Performance of cold storage equipment for medical use has been submitted by the Chinese NC. Standards Australia invites stakeholders to share their views on the proposal to help inform the Australian position (feedback is requested **by 31 December 2022**).

The establishment of the Project Committee can contribute to the following:

- 1) Ensure the effectiveness and quality of bio-medical products such as reagents, solutions, vaccines, biological samples, and so on, to protect health of the public.
- 2) Reduce resource waste in the medical practice, to prevent economic loss and progress delay.
- 3) Incorporate energy-saving measures in high energy-consuming medical grade cold storage equipment and reduce CO2 emissions.

The scope of the proposed new project committee is standardisation in the field of cold storage equipment for storing reagents, medicines, vaccines, biological specimen, etc in medical practice and medical research, including: terminology, classification; reliability; performance requirements, testing methods; in-service maintenance and monitoring, inspection; energy efficiency.

Note: Safety aspects could be addressed in joint efforts between the new PC, TC66 and other related committees.

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