ISO

technical

CODE of CONDUCT
for the technical work

ISO CODE OF CONDUCT FOR THE TECHNICAL WORK

This Code of Conduct (Code) is to facilitate ISO's work which is carried out in an international, multi-stakeholder, multi-sector environment. It applies to all ISO actors:

- ISO Central Secretariat (ISO/CS)
- National standards bodies (NSBs)
- ISO committee chairs, committee managers, working group (or any established consensus group under a committee) convenors, WG secretaries, project leaders
- Delegates and experts

The Code is an obligation for participation in ISO committees and their subgroups that work in the framework of the ISO/IEC Directives. As participants in ISO work, we acknowledge the responsibility and value of participating in developing International Standards. We therefore adhere to this Code in accordance with the terms below.

Communicating the ISO Code of Conduct

To be effective, the ISO Code of Conduct shall remain visible and those who choose to participate in an ISO committee, working group or consensus group should be repeatedly reminded of its principles. The following are easy ways to ensure that the importance of the Code is regularly emphasized.

- The Code and its training program shall be included with meeting documentation, through a link in the first and subsequent versions of a meeting agenda.
- Leaders shall present the Code at the start of each committee or working group meeting with a brief presentation of why it is important and stating the commitment of all participating to uphold the Code and act appropriately.
- The Code should be attached to the meeting attendance lists which are circulated for signature by attendees at physical meetings.
- Meeting reports should include the details of any discussions on the Code.

It is the responsibility of all ISO actors to ensure compliance with the ISO Directives and to raise concerns as soon as possible if they perceive a case of behavior that is not in accordance with the ISO Code of Conduct.

General Principles of the ISO Code of Conduct

All parties engaged in the development of ISO standards:

Respect others	We are committed to: • Respecting others and the professional culture of international standardization within ISO. • Conducting ourselves in a professional manner. • Respecting others and the diversity of professional opinions - scientific, technical, or otherwise. • Embracing the concepts of compromise and consensus-building in the development of ISO standards. • Accepting and respecting consensus decisions of the committee or working group and of the ISO/TMB. Making the effort to hear and understand the views of all, regardless of the diversity of acceptable accents and levels of command of the language of the meeting.
Behave ethically	We will: • Act in good faith and with due care and diligence. • Avoid collusive or anticompetitive behavior. • Promote a culture of fair and ethical behavior, without prejudice against any ISO actor based on any human differences. • Refrain from debate and discussion that is disrespectful, threatening (mental or physical), or otherwise unprofessional in tone or which is offensive to other participants and damaging to ISO and the overall process of achieving consensus. • Treat all persons with respect and fairness and not offer or appear to offer preferential treatment to any person or group. • Refrain from disseminating false or misleading information or from withholding information necessary to a full, fair, and complete consideration of the issues. • Not harass, threaten or coerce any participant in an effort to persuade or sway votes. This does not preclude professional, respectful debate and exchange of views that contain information and/or present perspectives intended to persuade other participants to lend their support or opposition to issues, proposals, etc. in order to ultimately achieve consensus. • However, efforts to persuade support or opposition during the development of ISO deliverables shall not be done by committee chairs, managers, WG convenors or project leaders who must be neutral international facilitators of the work.
Escalate and resolve disputes	We will identify and escalate disputes in a timely manner to ensure rapid resolution. We will uphold the agreed dispute resolution processes.
Work for the net benefit of the international community	We recognize that the development of International Standards is for the net benefit of the international community, over and above the interests of any individual or organization. We are committed to advancing International Standards within their agreed scope and we will not hinder their development.

Uphold consensus and governance	We will uphold the key principles of international standardization: consensus, transparency, openness, impartiality, effectiveness, relevance, coherence and the development dimension.
Agree to a clear purpose and scope	We are committed to having a clear purpose, scope, objectives and plan to ensure the timely development of International Standards.
Participate actively and manage effective representation	We agree to actively participate in standards development projects. We will make our contributions to the work through the official procedures in accordance with the ISO/IEC Directives.

A process for handling situations where someone does not act in accordance with the code of conduct is being developed by ISO/TMB.

Ideas or good practices on how to maintain the visibility of the Code are greatly welcome, as are any questions regarding its contents or implementation. Please send an e-mail to share your thoughts and experiences to tmb@iso.org.

Supporting ISO documents relevant for the Code of Conduct
- ISO/IEC Directives 1
- ISO policy on communication of committee work
- Competition law
- Copyright
- Patents
- Legal references
- Definition of consensus given in ISO/IEC Directives part 1, clause 2.5.6