



**Sergio Mujica**  
Secretary-General

**TO CEOs OF ISO MEMBERS,  
STANDARDS DIRECTORS, CHAIRS,  
COMMITTEE MANAGERS AND  
CONVENORS**

2020-03-12

## **INFORMATION REGARDING ISO GOVERNANCE AND TECHNICAL MEETINGS**

Dear Members,

I would like to share an important update to my letter to the members dated [2020-01-30](#) regarding the issue of the coronavirus disease (COVID-19).

The ISO Central Secretariat (ISO/CS) has so far been following the recommendations made by the World Health Organization (WHO) and the Swiss authorities. However, the situation is rapidly evolving and as of yesterday, the assessment of WHO is that COVID-19 can be characterized as a pandemic.

Travel bans, restrictions and social distancing measures continue to expand globally and impact the international standards development work. In response, approximately 275 ISO meetings that were scheduled to take place between 1 February 2020 and 30 June 2020 have already been cancelled.

In light of the above, it has been decided with the support of the ISO President's Committee that all ISO governance and technical meetings planned until **30 June 2020** must be held virtually or postponed until after that date. The extension of these measures will be reviewed and communicated on a monthly basis.

This decision has been taken first and foremost to safeguard the health and wellbeing of people in the ISO community. It has also been taken to ensure the business continuity of our organization and provide certainty and clear guidance to the community regarding meetings that have been planned for the upcoming months. Guidelines to implement this decision are provided at Annex. The ISO Council and Technical Management Board (TMB) have also been duly informed.

I also take this opportunity to inform you that all ISO/CS staff will telework fulltime as of Monday 16 March 2020 until further notice but remain fully available.

We will continue to monitor the evolution of the situation and keep you informed in a timely manner.

Best regards,

Sergio Mujica

cc. President  
Vice-President (technical management)  
Treasurer

Vice-President (policy)  
Vice-President (finance)



## GUIDELINES TO ASSIST COMMITTEES IN THE IMPLEMENTATION OF THE DECISION REGARDING PHYSICAL MEETINGS

### Action

Committee managers are kindly requested to immediately inform all their committee members and experts of the following.

### Official ISO decision

Effective from 16 March 2020, all meetings scheduled to take place until 30 June 2020 must be held virtually or postponed. This decision applies to **all** types of ISO meetings (e.g. Committees, Working Groups, Task Forces, etc.). Extension of these measures will be reviewed and communicated on a monthly basis.

### Implementation guidelines for meetings

- 1) It is recommended that as many meetings as possible continue to go ahead virtually. However, should this not be possible for any reason, the leaders of each committee are asked to assess whether the meeting should then be postponed to a later date or cancelled.
- 2) While it is advised that physical meetings scheduled to take place between 16 March 2020 and 20 March 2020 be held virtually, should this not be possible due to the short notice, these may exceptionally go ahead. Such a decision must be taken in collaboration between the committee leaders and the hosts.
- 3) Starting Tuesday 17 March 2020, the ISO Meetings application will only allow for the scheduling of any new meetings until the end of June 2020 to be '*virtual meeting*'. For any technical inquiries regarding ISO Meetings, please contact [helpdesk@iso.org](mailto:helpdesk@iso.org). The ISO Central Secretariat (ISO/CS) will convert all physical meetings already scheduled in ISO Meetings until 30 June 2020 to virtual ones. This will be achieved by Tuesday 17 March 2020.

### Remote participation guidance

For guidance on how to optimize remote participation and on ISO's Web Conferencing tool (Zoom), please consult the following:

- [Guidelines](#) for remote participation in committee meetings;
- ISO [quick guide](#) for Zoom meetings. For additional information on eligibility to get an ISO Web Conferencing account, please visit ISO Connect [here](#).

Zoom has been upgraded to accommodate up to 500 participants to support larger participation at meetings.

Committee leaders organising meetings are asked to take differing time zones into consideration and use helpful tools such as [meeting planner](#) for scheduling.

ISO/CS will continue to update these documents with the most up-to-date tips, guidance on best practice and information, and to provide all the necessary support for you to implement this decision.

### Contact point for committees

For any additional information regarding the above, please contact your committee's Technical Programme Manager (TPM). The TPM contact information is available for each committee on [iso.org](http://iso.org).