



policy

ISO/CS Quality & Environment Policy

We, at the ISO Central Secretariat, as the central staff element of the ISO System, commit to deliver International Standards and related products and services which satisfy the expectations of its customers in respect to quality and sustainable development principles.

Our customers are ISO members; the ISO governance; contributors to the development, promotion and use of ISO International Standards; ISO Central Secretariat itself and, finally, any external organization or individual in contact with ISO's products and services. Specific attention is given to customers from developing countries. ISO Central Secretariat aims to deliver the best possible level of quality to:

- Support the efficient development of ISO Standards and other normative deliverables in ISO technical committees, responding to market needs
- Promote the benefits of and distribute, primarily through ISO members, ISO International Standards and other ISO deliverables to international, regional and national industry associations, inter-governmental organizations, consumer organizations and other relevant international, regional and national stakeholders
- Create content for ISO members to use for their communication on the benefits for their stakeholders in participating in international standardization
- Assist the ISO members in understanding their rights and obligations and in exploiting the full value of the ISO network
- Develop the appropriate tools and training to increase the overall efficiency of the ISO system, especially in terms of standards development and capacity-building
- Support the governing bodies of ISO in establishing effective policies for the Organization

Conscious that every activity has an impact on the environment, ISO/CS is committed to monitor and continually improve its environmental footprint, to respect applicable environmental laws, and to go beyond these requirements where needed. ISO/CS aims to reduce its environmental footprint through:

- Travel management that evaluates the importance of physical presence of its staff at meetings and events abroad, considers alternatives, and aims to minimize air travel
- The development and operation of efficient IT tools to reduce the circulation of paper documents and to optimize the need for physical meetings, making best use of IT tools for organizing and supporting the collective standardization work
- A program to reduce energy consumption related to its premises. The program builds on the current premises' leading technologies in relation to energy management and environmental impact, and the use of energy produced from renewable source
- Encouragement of public transportation for staff commuting
- Information and awareness-raising of its staff on environmental issues

The ISO Central Secretariat is committed to develop and improve its integrated management system in accordance with the requirements of ISO 9001:2015 and ISO 14001:2015.