



Artificial intelligence

# Guidance on use of artificial intelligence (AI) for ISO committees



# GUIDANCE ON USE OF ARTIFICIAL INTELLIGENCE (AI) FOR ISO COMMITTEES

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## Introduction

Artificial intelligence (AI) can be defined as the capability of a functional unit to perform tasks that are generally associated with human intelligence, such as reasoning and learning. Generative AI, in particular, can bring both strategic benefits and risks to an organization, as well as potential harm to ISO and its stakeholders.

If used responsibly, lawfully, and ethically, AI can be a powerful tool for ISO Committees in the development of International Standards and other documents, and other future derived products.

To ensure that the design, development, deployment and use of AI technologies, including generative AI, within ISO Committees is ethical, lawful and in line with the ISO's values in the development and maintenance of ISO Standards and other documents, ISO has developed this guidance document which will be a living document.

This guidance document, underpinned by the principles of accountability<sup>i</sup> respect for privacy<sup>ii</sup>, avoidance of bias<sup>iii</sup>, safety<sup>iv</sup> by design and transparency<sup>v</sup>, outlines the rules, procedures, and best practices for all ISO Committees. It applies to all officers and experts participating in ISO technical work and will continue to evolve.

**Annex A** provides a list of categories of AI tools, applications, and potential use cases for ISO committees.

\*This guidance does not address the content of ISO International Standards and other documents on matters of AI which may be subject to separate guidance, including for specific technology domains.

## General use of AI tools

- a) **Do** use AI tools, including generative AI, to inspire creativity and guide initial research that informs the writing and development of ISO standards and other documents but, as always, check the sources and underlying materials.
- b) **Do** use AI tools, if you are a Committee Manager or Secretary, to record a meeting for the purposes of writing meeting minutes as specified in the ISO/IEC Directives Part 1, 2024, Clause SF.10<sup>vi</sup>
- c) **Do** use AI tools for translation of non-ISO content to facilitate understanding.
- d) **Do** be careful with any free or non-licensed<sup>vii</sup> versions of AI tools by reading the applicable conditions for your use. When in doubt, talk to your Technical Programme Manager or Committee Manager who can liaise with the ISO Central Secretariat as needed.
- e) **Do** familiarize yourself with AI tools before using them to ensure they work as intended.
- f) **Do** share your experience with AI tools in terms of what works and what does not work with your Technical Programme Manager and Committee Manager.
- g) **Do** ensure that data storage, transfer, processing and any necessary destruction of data that has already served its purpose, follow regulations, best practice and, where applicable, ISO standards such as ISO/IEC 42001 on management systems for AI.

## Code of conduct for technical work – spotlight on AI

Abiding by the “ISO **Code of Ethics and Conduct**” (or “Code of conduct”) is an obligation for participation in ISO technical committees and their subgroups. The below is written to highlight principles from the Code of conduct in light of the use of AI tools by ISO technical committees. In the case of any conflict between this document and the Code of conduct, the Code of conduct shall prevail.

- a) Respect and protect the brand and reputation of ISO  
**Do** use AI ethically, in a way that continues to respect cultural, social, and individual sensitivities, avoiding the potential for harm, misinformation and disinformation.
- b) Work for the net benefit of the international community and uphold the consensus process  
**Do** use AI in a way that benefits the writing and development of International Standards and other publications while achieving consensus.
- c) Participate actively  
**Do not** use AI to substitute for your attendance, participation, or any other decision-making activity you undertake in support of writing and developing ISO standards and other documents.
- d) Respect ISO's standards development policies  
**Do** ensure you are familiar with, and abide by, the ISO Copyright policy and implementation guidelines, ISO/IEC Directives and ISO Privacy notice, which are mandatorily applicable to ISO technical work.  
  
**Do not** use images or text created by generative AI in any ISO content, either internally or externally.
- e) Respect ISO copyright and protected data  
**Do not** feed free, public, or non-licensed AI tools and systems with ISO copyrighted works, personal data, confidential information, or other sensitive materials.

## Deployment and monitoring in ISO technical committees

- a) **Do** work together in your technical committee to ensure experts and officers understand the use of available AI applications and the guidance from ISO.
  - b) **Do** request support from your Technical Programme Manager or the ISO Central Secretariat on the use of AI and to understand the strengths and limitations of AI tools.
  - c) With the help of the ISO Central Secretariat, **do** ensure that data, if any, used to train AI tools and systems, as provided by the ISO Central Secretariat will be screened for biases and corrected.
  - d) **Do** verify results or outputs of generative AI, as provided by the ISO Central Secretariat, including for any unexpected or inappropriate outputs. This may include integrating adequate feedback loops to support continuous refinement of generative models, if any.
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## Training, support, and compliance

- a) **Do** promote and seek continuous learning to stay updated on AI advancements, ethical concerns, and best practices with particular emphasis on ISO AI standards and other documents
- b) **Do** raise concerns or possible misuses of AI to your Technical Programme Manager

## Further reading

- [ISO/IEC JTC 1/SC 42, Artificial intelligence](#)
- [EU AI Act](#)
- [OECD AI Principles](#)
- [UNESCO Recommendation on the Ethics of AI](#)



For questions, please consult the ISO IT Helpdesk [helpdesk@iso.org](mailto:helpdesk@iso.org) for help using ISO IT tools, including AI tools. For any personal data protection, intellectual property, or licensing concerns, please contact either [dataprotection@iso.org](mailto:dataprotection@iso.org) or [copyright@iso.org](mailto:copyright@iso.org). You can also contact the ISO legal team through your Technical Programme Manager.

This document will be continually updated.

Version 1.1 March 2025

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<sup>i</sup> Accountability ensures that decisions made throughout the organization, including those that are made through the use of AI, are founded in adequate governance and controls. This will also help to ensure that AI technologies will be implemented with minimal bias, see ISO/IEC 38507, 4.3 and ISO/IEC 22989, 3.5.2, and ISO/IEC 42001.

<sup>ii</sup> ISO/IEC TR 26927:2011, 3.34

<sup>iii</sup> Bias is the “systematic difference in treatment of certain objects, people or groups in comparison to others”, see ISO/IEC 22989, 3.5.4

<sup>iv</sup> Safety ensures that “where necessary, the organization should put in place appropriate systems for the ongoing management of safety as well as considering how the use of AI can reduce the exposure of humans to dangerous activities”, see ISO/IEC 38507, 6.7.3

<sup>v</sup> Transparency is the “open, comprehensive, accessible, clear and understandable presentation of information”; “transparency and explainability of AI systems (including insight into the objectives, assumptions and rules included in them)” give rise to important implications when AI systems are used for “addressing tasks and problems that were previously performed by humans [...] together with adequate processes to modify and update those algorithms”. Transparency “can involve communicating appropriate information about the system to stakeholders (e.g., goals, known limitations, definitions, design choices, assumptions, features, models, algorithms, training methods and quality assurance processes). Additionally, transparency of an AI system can involve informing stakeholders about the details of data used (e.g., what, where, when, why data is collected and how it is used) to produce the system and the protection of personal data along with the purpose of the system and how it was built and deployed. Transparency can also include informing stakeholders about the processing and level of automation used to make related decisions”, see ISO 16759:2013, 3.8.4, modified, ISO/IEC TS 5723:2022, 3.2.20, and ISO/IEC 38507, 4.2. See also ISO/IEC 22989.

<sup>vi</sup> The recording of ISO meetings by the Secretary/Committee Manager is acceptable provided that at the outset of the meeting, all participants are made aware that the meeting will be recorded and there are no objections. Individual participants shall have the right to require that the means of recording are switched off during a particular intervention if she/he so desires.

Such recordings are intended to aid the meeting Secretary/Committee Manager in preparing the minutes/report of the meeting. They may also be used to resolve disputes concerning what occurred at a meeting, which, in some instances, may require the preparation of transcripts of the recording.

The recordings and any transcripts are the property of the meeting Secretary/Committee Manager, who is expected to respect the confidentiality of ISO meetings. The recordings and transcripts shall accordingly not be divulged to third parties and should preferably be destroyed once the minutes have been approved.

<sup>vii</sup> Non-licensed in this document shall mean without a license held by ISO Secretariat, licensed shall mean with a license held by the ISO Secretariat. Please note that the rights you have under an individual or corporate license may not flow to ISO and therefore should be avoided.



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