



**Asia-Pacific  
Economic Cooperation**

**Advancing** Free Trade  
for Asia-Pacific **Prosperity**

# The Role of Standardization in Promoting Employment Related to the Silver Economy

Beijing, China | 19-20 September 2019

**APEC Sub-Committee on Standards and Conformance**

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APEC Project: SCSC 06 2018A

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## **Part 1 General Information**

### **1-1 Project Information**

- Project Number: SCSC 06 2018A
- Project Title: The Role of Standardization in Promoting Employment Related to the Silver Economy
- Project Overseer: Ms Lili Cao
- Abstract: Development of the silver economy has been driven by the aging populations. This project highlights the standardization approach for addressing insufficient supply of youth labor resources, extension of retirement ages, unsustainable employment and re-employment of the elderly population, and other employment issues. The project intends to create a platform where APEC members can share their best practices, experience, suggestions and possible solutions and develop effective mechanisms for cooperation.

### **1-2 Project Objectives**

- Sharing best practices and experience for stimulating employment in silver economy through standardization.
- Identifying common employment challenges and problems and exploring standardization solutions to help address them.
- Building a co-operation mechanism among APEC members to increase their capabilities in the field of silver economy. (e.g. to encourage APEC economics to work together on an international standard proposal on ageing workforce in ISO/TC 314 on Ageing society; a long-term partnership will be fostered among these economics after project completion, see SECTION D: Project Sustainability.)

### **1-3 Project Activities**

The Forum of “The Role of Standardization in Promoting Employment Related to the Silver Economy” held in Beijing, China, on 19th-20th September, 2019 (See the details in Part 2).

### **1-4 Project Overseers**

The project is overseen by Ms Cao Lili, Director for Services Standardization Department in China National Institute of Standardization. Ms Cao Lili has many years of experience in standardization research and is responsible for many standardization projects. She is the expert of ISO/COPOLCO Chair’s Group (Committee on Consumer Policy), the convener of WG6 on Long Distance Learning with ISO/TC232(Learning services outside formal education) and the member of ISO/TC314 (Ageing societies).

## **Part 2 Project Forum**

### **2-1 General Information**

- Forum Title: The Forum of “The Role of Standardization in Promoting Employment Related to the Silver Economy”
- Forum Dates: 19th-20th September, 2019
- Forum Venue: The “HE TING” meeting hall of Gehua New Century Hotel

- No. 19 Gulou Outer Street, North 3rd Ring Road, Chaoyang District, Beijing, China

## 2-2 The Agenda

The agenda shows as following:

Schedule of Day 1 (Thu, 19 <sup>th</sup> Sep, 2019)		
9:00~9:30	Registration	
9:30~10:00	Opening Session Moderated by: <div style="text-align: right;">             Ms Lili Cao              The PO of APEC SCSC 06 2018A              Director &amp; Research Fellow of Service Standardization Research Sub-institute              China National Institute of Standardization           </div>	
	Welcome Remark <div style="text-align: right;">             Ms Ying Chen              Deputy director, Department of International Cooperation              State Administration for Market Regulation, the People's Republic of China           </div>	
	Welcome Remark <div style="text-align: right;">             Mr Ziyi Zhou              Deputy division director, The Department of International Economic Affairs              Ministry of Foreign Affairs, the People's Republic of China           </div>	
	Welcome Remark <div style="text-align: right;">             Ms Zongling Wang              Deputy president              China National Institute of Standardization           </div>	
10:00~10:30	Memorial Photography & Tea Break	
10:30~12:30	Session 1 Common challenges and obstacles: in the silver economy Moderated by: <div style="text-align: right;">             Ms Lili Cao              The PO of APEC SCSC 06 2018A              Director &amp; Research Fellow of Service Standardization Research Sub-institute              China National Institute of Standardization           </div>	
	The Drivers and Impacts of the Silver Age in Russia <div style="text-align: right;">             Miss Anna A Mudrova              Head of International Cooperation              Federal Service for Accreditation of the Ministry of Economic Development              of the Russian Federation           </div>	10:30~11:00
	Meaning and Managing Aspects of Thailand towards Silver Economy <div style="text-align: right;">             Dr Kamolpun Punpuing              Head of Research Strategic and Project Management Section              Thailand National Science and Technology Development Agency           </div>	11:00~11:30
	Extending the Retirement Age to Build a Vibrant Society <div style="text-align: right;">             Dr Yiyong Yang              Director, Institute of Social Development              National Development and Reform Commission of China           </div>	11:30~12:00
	Discussion and Q&A	12:00~12:30
12:30~14:00	Lunch Break	

14:00~17:30	<p>Session 2 Standardization practices and experiences: responding to the ageing society and the employment issues Moderated by:</p> <p style="text-align: right;">Dr Lanning Tian Vice President, China Association of Social Welfare and Senior Service President, SSIDC Senior Services Informatics Innovation Research Center</p>	
	<p>Impacts of international standardization to support ageing societies Ms Nele Zgavc Lead Standards Development Manager, BSI The committee manager of ISO/TC 314</p>	14:00~14:30
	<p>Sustainable Employability: What It Could Mean for the Future Workforce in APEC Economies Dr Sabrina Pit Director &amp; Academic Lead Work Wiser International &amp; Western Sydney University</p>	14:30~15:00
	<p>Developing new strategies to improve workforce participants among people from rural and remote areas in the silver economy: the role of standardization in learning and development through improving skills and competencies Mr Qiang Hao CEO Beijing Century Myway Education Technology Inc.</p>	15:00~15:30
	Tea Break	15:30~16:00
	<p>Labour Market Participation of Older Women in Australia Ms Anne Livingstone Projects and Research Director Global Community Resourcing</p>	16:00~16:30
	<p>Labour Market public policies of Ageing People in Chile Mr Alex Chaparro Regulatory Division Adviser Ministry of Foreign Affairs of Chile</p>	16:30~17:00
	Discussion and Q&A	17:00~17:30
<b>Schedule of Day 2 (Fri, 20<sup>th</sup> Sep, 2019)</b>		
9:00~12:00	<p>Session 3 Science, technologies and training through standardization to promote employment in the silver economy Moderated by:</p> <p style="text-align: right;">Mr Yanbing Fan Chairman Caroline Holding Group</p>	
	<p>Construction of the professional talent team: An important foundation for the development of the aged care service industry Mrs Hua HAN Secretary general China Association of Social Welfare and Senior Service</p>	9:00~9:30
	<p>Science and Technologies and their standardization to enhance employment in Silver Economy Prof. Hajime Yamada Professor Emeritus Toyo University</p>	9:30~10:00
	Tea Break	10:00~10:30

	<p>The value of vocational skill standard to enhance employees' capability in the elderly care industry</p> <p style="text-align: right;">Mr Hengshuang Ge Director, Division of vocational skill standard development China employment training technical instruction center</p>	<p>10:30~11:00</p>
	<p>The standardization solutions that drive employment under the growth of scientific and technological development in the silver economy</p> <p style="text-align: right;">Ms Ann M. Fernando Senior Trade and Industry Development Specialist Department of Trade and Industry, Bureau of Philippine Standards (DTI-BPS)</p>	<p>11:00~11:30</p>
	<p>Discussion and Q&amp;A</p>	<p>11:30~12:00</p>
<p>12:00~12:10</p>	<p>The presentation and welcome about the upcoming ISO/TC 314 Plenary Meeting in Sydney, Australia</p> <p style="text-align: right;">Emilie Mortensen Stakeholder Engagement Manager Standards Australia</p>	
<p>12:10~12:30</p>	<p>Closing and Concluding Remarks</p> <p style="text-align: right;">Ms Zongling Wang Deputy president China National Institute of Standardization</p> <p style="text-align: right;">Ms Lili Cao The PO of APEC SCSC 06 2018A Director &amp; Research Fellow of Service Standardization Research Sub-institute China National Institute of Standardization</p>	

## 2-2 The Experts

The information of the experts shows as following (according to the order of appearance):

- **Ms Lili Cao (Project Overseer, PO)**

Ms Lili Cao, the director and researcher fellow of the Service Standardization Research Sub-institute of China National Institute of Standardization (CNIS), has been engaged in research on standardization and service quality since 2005, who concurrently serves the International Standardization Organization (ISO) as the convenor of the Distance Learning Services Working Group of ISO/TC 232 Education And Learning Services, and also serves the China National Development and Reform Commission as the expert member of the Service Industry Expert Advisory Committee. She has led or participated in the development of more than 20 international and China national standards. Meanwhile, she has co-authored several fundamental and general standardization subject books, such as the "Introduction to Service Standardization", the "Introduction to Social Management and Public Service Standardization" and so on.

- **Miss Anna A Mudrova**

Expert from the Russian Federation focusing on International Cooperation within Standardization, Accreditation, Information Technology, Cybersecurity, Agriculture and Economic Development. Since 2007 has been working in the Executive Bodies of the Russian Federation and abroad. Has been a member of ISO working group on standards development in conformity assessment, an expert of Ministry of Telecom and Mass Communications of the Russian Federation, a member of organizing committees of international forums in Russia,

gatekeeper of Eurasia team within World Economic Forum, Business and strategy developer of the cybersecurity company specialized on AI-enabled application security testing, Commercial Director of software products and enterprise information systems development.

- **Dr Kamolpun Punpuing**

Kamolpun Punpuing is head of the Research Strategic and Project Management Section, Research Center on Assistive Technology and Medical Devices, National Science and Technology Development Agency. She received a Ph.D. in social administration, and two master's degrees in social work studies, and information technology. Her combined knowledge in social science and science enables integrated aspects to her work. Her interest is in ICT for development, the Independent Living of people with disabilities, employment and work of people with disabilities and older persons, and a participatory research approach. She considers research processes as tools to get in touch with the real life situation of the target groups concerned. Twenty years of experiences working in fields of policy, employment, rights and empowerment of people with disabilities and older persons, as a social worker, a university lecturer, and a research project manager has sharpened her understanding and perspectives on such issues. In recent years, she has involved in a policy process on older persons around 'silver economy', and technology for health care. She was appointed as a representative in a Thailand's expert team in ISO/TC 314 Ageing society, Working Group – Ageing workforce. Her perspective on work and employment of older persons in Asia's context supports the group about a dimension from low- and middle-income economies. In Thailand, she has been a secretary of the standard committee on accessibility for people with disabilities and older persons, and worked with a Thai national standard body to promote ageing society standards.

- **Dr Yiyong Yang**

In 1985, he received a bachelor's degree in engineering from Tsinghua University. In 1988, he received a master's degree in economics from the Capital Economics and Trade University. In 2000, he received a doctorate in economics from Renmin University of China. In 2002, he did postdoctoral research in sociology at the Chinese Academy of Social Sciences. He has worked successively at the Institute of Human Resources Development and Utilization of the State Planning Commission and the Institute of Economic Research. He is currently the director of the Institute of Social Development of the National Development and Reform Commission, a second-level researcher, and a member of the National Development and Reform Commission Senior Title Evaluation Committee. The elected economy has outstanding contributions to young and middle-aged experts, national candidates for hundreds of millions of talents projects, and experts in special government allowances under the State Council. At present, he is mainly engaged in policy research on macroeconomics, social governance, social policy, cultural tourism, health care, old-age services and engineering consulting. Doctoral tutor of Renmin University of China, doctoral tutor of Liaoning University, doctoral tutor of Capital University of Economics and Trade. Now he is concurrently the vice president of the China Labor Association.

- **Dr Lanning Tian**

Dr Lanning Tian has a PhD in Health and Welfare Management, International University of Health and Welfare (IUHW). And she graduated with Master's Degree from Depaul University in the United States, majoring in Information System Management. She is fluent in English,

Chinese and Japanese. She was once the Director of IT Department in Social Welfare Centre and led the National Information System for Aged Services funded by the Ministry of Civil Affairs. In 2014, she founded SSIDC Senior Services Informatics Innovation Research Center and the Zhongguancun SSIDC Smart Health and Senior Care Industrial Alliance. She is also the editor-in-chief of the “Empower the Next Stage of Life” book series.

Now Dr. Lanning Tian is also the Vice President of China Association of Social Welfare and Senior Service, and a Research Fellow at the Center of Gerontology, Tsinghua University. Before she came back China in 2010, she worked at both Welgreens company and Accenture company.

- **Ms Nele Zgavc**

Nele Zgavc is the committee manager for ISO/TC 314 Ageing Societies. Since 2015, she has been working in standards development for the British Standards Institution. Over the years her standards portfolio has been mainly focused on the healthcare, medical device and human resource sector. Following the launch of the technical committee for ageing societies in December 2017 she has been supporting the experts to set-up a work programme and providing guidance on the procedures of international standards development. So far there are three active work items that will support organizations build towards an age and carer inclusive workforce, and provide a framework for dementia-inclusive communities. Together with the chair and experts a strategic business plan was created to look towards the future for the technical committee.

- **Dr Sabrina Pit**

Dr Sabrina Pit has been working in the education, ageing, research and health sector for more than 20 years. She is the director of Work Wiser International. She is a certified Sustainable Employability Coach. She has been the Workforce Research Stream Leader and Lead Academic, Clinical and Educational Research at the University Centre for Rural Health (University of Sydney and Western Sydney University) until recently. She has managed a medical practice and has held board positions with a medium-sized rural aged care provider and currently is a board member of a disability service provider and a Local Health District Human Research Ethics Committee member. She has been a lead contributor to the International Standard 30406:2017 “Human resource management — Sustainable employability management for organizations”. She is currently the convenor for the ISO Technical Committee Ageing Societies: Ageing workforce and actively participates in developing international standards in the Technical Committee Human Resources Management in Learning and Development and Employee Engagement. She is a member of Standards Australia Mirror Committee Human Resources Management, Ageing Societies and the Smart Cities Standards Reference group. She has published over 50 international peer-reviewed papers in the field of (rural) health workforce, health professional education and training, employability, ageing, drug use, and digital health. She is regularly invited to speak at conferences and is active in her local community to create dementia friendly communities.

- **Mr Qiang Hao**

Mr Qiang Hao is the CEO of Beijing Century Myway Education Technology Inc. He has a MBA degree from University of California in USA and a BS degree from Liaoning University of Technology in China. He has 30 years’ experience in management positions in different sectors from manufacturing, international trade, computer chip design to educational service. He is a

cross-culture international citizen in companies with distinct corporate culture, Chinese, European, American, and Japanese. He is an educator focusing on life-long learning. He has been working in educational service for over 16 years including early education, music learning, language learning, K12 tutoring, special education, private coaching, leadership training and corporate learning. He is an expert on standards with ISO (the International Organization for Standardization) in TC232 Education and Learning Services, in TC314 Ageing Societies. He is also a standards expert with SAC (Standards Administration of China) across sectors from educational services, community services to product after-sales service. He was a speaker at Sino-Africa Forum International Standards Seminar 2008 on the topics of Chinese Traditional Culture and Chinese Economy Development. He was also a speaker at the welcome party to Yale Alumni Association Chinese Trip 2010 on the topic of Children English Learning in China.

- **Ms Anne Livingstone**

Anne has been the Projects and Development Director for Global Community Resourcing since 2010. Global Community Resourcing is an award-winning Australian based internationally focused company aimed at promoting and enhancing global innovation in the community health and care sectors. In this role Anne is responsible for managing international and national projects, research and business activities. Anne has over 35 years' experience in the Primary Health Care and Community Service Sectors. This experience has been particularly focused in community-based care and directly in areas of service management, service development, policy reform, industry representation and research specifically in aged and community care. Anne is currently involved in several activities specifically focused on the promotion of quality innovation, new service models, special needs groups including dementia, workforce redesign and development, consumer engagement, new economic development opportunities and the incorporation of new emerging technologies in community care. Anne was the Australian Representative on the International Standards Organisation (ISO) International Working Agreement (IWA 18) on Community-based Integrated Life-long Health and Care Services for Aged Societies. She was a participant in the 2017 Asia Pacific Economic Cooperation Forum (APEC) convened by Standards Australia on the Role of Standards and Innovation for Driving APEC's Silver Economy. In June 2018 Anne was appointed as an Australian Representative at the International Standards Organisation TC 314 - Ageing Societies International Forum and in this work has been involved in the Dementia Inclusive Communities working group and is the Convenor of the Communications Group.

- **Mr Alex Chaparro**

Alex Chaparro is Economist, and currently is Advisor in the Regulatory Affairs Division, located in the Undersecretariat of International Economic Relations at the Ministry of Foreign Affairs of Chile. He works in the negotiation and implementation of Technical Barriers to Trade (TBT) chapters in bilateral and multilateral free trade agreements, he coordinates the National Commission of Technical Barriers to Trade, and participates as Chilean delegate in the APEC groups of the Subcommittee of Standards and Conformance (SCSC), Joint Regulatory Advisory Committee on Electrical and Electronic Equipment (JRAC) and the Chemical Dialogue (CD). Also is the Chilean delegate to the World Wine Trade Group (WWTG). He was posted at the Permanent Mission of Chile to the Latin American Integration Association (LAIA) and was the

Trade Commissioner at the Chilean Embassy, in Montevideo – Uruguay (2013-2016). On the other hand, he was Professor of Introduction to Economics at the University of Chile (2002-2012).

- **Mr Yanbing Fan**

Graduated from Anhui Institute of Construction Engineering in 1984, has been committed to the exploration and practice of China's industrial real estate for 35 years, has served as director of Hong Kong Fangyuan Architectural Design Institute, Head of Guangdong, Anhui Province Urban and Rural Planning and Design Institute, Deputy Director of Guangdong Province Huacheng Planning Bureau, Panhua Construction Group Chief Architect, Caroline Holding Group Chairman, Chairman of China Cruise Line (Hong Kong) Co., Ltd., etc., according to statistics, completed a total of 180 projects in the pre-planning, master planning, architectural design, construction and operation, covering various types of commercial housing, hotels, office buildings, public buildings, industrial projects, economic development zones, etc. , in 2009 after the global industrial real estate inspection , began to study and practice China's health care industry and real estate, finance three combinations.

- **Mrs Hua Han**

2002-2010, she served as general manager secretary, deputy director and office director of the Social Welfare Center (Zhongmin Building), and member of the Party branch and secretary of the Youth League Committee of the Welfare Center. In March 2010, she seconded to China in The Social Welfare Association is the director of the office, concurrently serving as a member of the Welfare Center Party Committee and the Women's Workers' Committee. In February 2016, he resigned from the work of the Welfare Center. In March 2016, she was elected Secretary-General of the China Social Welfare and Pension Services Association at the second member congress of the China Social Welfare and Pension Services Association.

- **Prof Hajime Yamada**

Hajime Yamada is a Professor Emeritus of Toyo University. He is also the Program Officer of "Creating a Safe and Secure Living Environment in the Changing Public and Private Spheres" in Japan Science & Technology Agency. He received B.E., M.E. and D.E. from Keio University and M.S. in Management of Technology from Massachusetts Institute of Technology. He is the Head of Delegate for Japan to IEC System Committee AAL and ISO TC 314 Ageing Societies. He won the third prize of IEC Centenary Challenge in 2006 by a paper titled "Standardization and Patent Pools: Using Patent Licensing to Lead the Market." He received a Japanese Minister of Economy, Trade and Industry Award in 2007 and United States Access Board Appreciation Plate in 2008 for his contribution to ICT accessibility standardization in these economies. He is the Chair of the Board of Information Communications Policy Forum, a Board Member of Japan Web Accessibility Consortium, and a Councilor of Japan Society of Information and Communication Research. He was a Member of Engineering Academy of Japan.

- **Mr Hengshuang Ge**

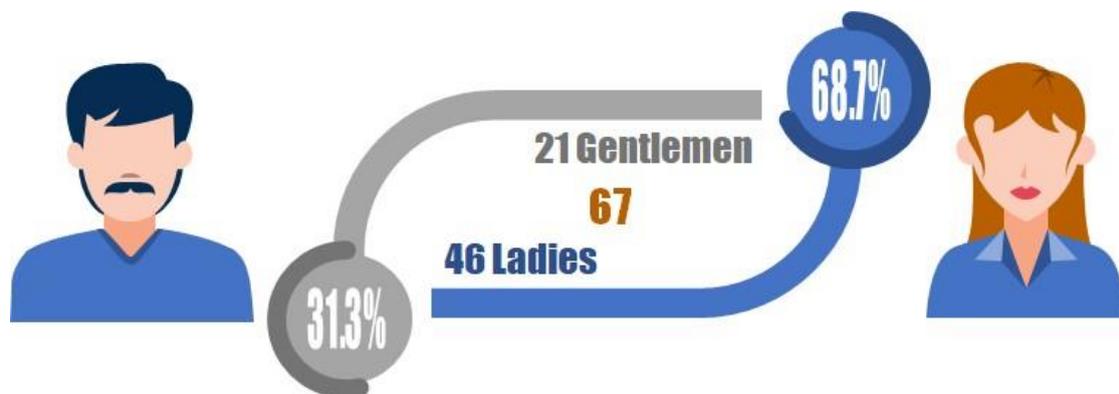
Mr Ge, the director of Division of Vocational Skill Standard Development, from China Employment Training Technical Instruction Center, Ministry of Human Resources and Social Security, focusing on Vocational Classification, Vocational Skill Standard Development, Vocational Skill Testing Management. Has been the director of Division of Question-setting Management, the director of Division of Vocational Skill Testing Instruction, China Employment Training Technical Instruction Center.

• **Ms Ann M. Fernando**

Ms Ann M. Fernando is a Senior Trade and Industry Development Specialist for the Standards Development Division of the Bureau of Philippine Standards (BPS), the National Standards Body of the Philippines. She is the designated focal point person of the Philippines to the ASEAN Consultative Committee on Standards and Quality (ACCSQ) on Rubber and Rubber-Based Product and performs the following functions for the BPS, among others: (a) supervises activities in the development of standards, (b) participates in the international standardization activities of International Organization for Standardization (ISO); (c) coordinates the establishment and implementation of partnerships with the private sectors and other government agencies; and (d) serves as Resource speaker on seminars for standardization and provides technical assistance to clients. She holds a Bachelor's Degree in Science and Business Administration, Major in Management and has completed numerous trainings in the Philippines and internationally which include: Standardization & Quality Systems for Developing Economies in New Delhi, India; Standards Development Best Practices in Sydney, Australia; Standardization on Unit Load Systems in Yokohama, Japan; Accessible Design (AD) in Tokyo, Japan; Social Responsibility in Kuala Lumpur, Malaysia; and the Role of Standards for Driving Gender Equality in Mexico City, Mexico.

**2-3 The Participants and the gender balance**

The balance of attendance gender shows as following:



The attendance list and the gender balance shows as following (according to the alphabet order):

No.	Name	Economy/Organization	Male	Female
1	Agus Purnawarman	Indonesia	X	
2	Alex Chaparro	Chile	X	
3	Ann Makilang Fernando	The Philippines		X
4	Anna Alexandrovna Mudrova	Russia		X
5	Anne Margaret Livingstone	Australia		X
6	Caijuan Gu	China		X
7	Dang Thanh Huyen	Viet Nam		X
8	Emilie Jepmond Mortensen	Australia		X
9	Fang Xu	USA	X	
10	Fei Hou	China	X	
11	Feng Xu	China	X	
12	Freya Carlton	Australia		X
13	Hajime Yamada	Japan	X	
14	Hengshuang Ge	China	X	
15	Hongyan Li	China		X
16	Hui Jin	China	X	
17	Jiani Luo	China		X
18	Jiaqian Wang	China		X
19	Juaner Zheng	China		X
20	Kamolpun Punpuing	Thailand		X
21	Lanning Tian	China		X
22	Lili Cao	China		X
23	Lingxia Cao	China		X
24	Mingyuan Liu	China		X
25	Minli Zhang	China		X
26	Na Wang	China		X
27	Nana Wang	China		X
28	Nele Zgavc	ISO/TC 314 (BSI)		X
29	Ningjun Lai	China		X
30	Pan Pan	China		X
31	Peifeng Zang	China	X	
32	Peng Zhang	China	X	
33	Qi Liu	China		X
34	Qiang Hao	China	X	
35	Renjie Gu	China	X	
36	Rhea Liza Joves Paras	The Philippines		X
37	Rong Huang	China		X
38	Sabrina Winona Pit	Australia		X
39	Takashi Handa	Japan	X	
40	Tharinee Klumjuy	Thailand		X
41	Vu Thi Thu Phuong	Viet Nam		X
42	Xiangyan Xie	China		X
43	Xiaoming Zhu	China		X
44	Xiaona Hu	China		X
45	Xiaoyuan Liu	China		X
46	Xuezhi Sun	China	X	
47	Yan Liang	China		X
48	Yan Zhang	China		X
49	Yanbing Fan	China	X	
50	Yifan Yang	China	X	

51	Yihan Li	China	X
52	Ying Wang	China	X
53	Yingliang Wang	China	X
54	Yiyong Yang	China	X
55	Yuanyan Fei	China	X
56	Yuchen Zhang	China	X
57	Yueli Hou	China	X
58	Zhenzhen Qiao	China	X
59	Zhili Ju	China	X
60	Zongting Wang	China	X
61	Ziyi Zhou	China	X
62	Hanyue Zi	China	X
63	Wenxiu Ma	China	X
64	Chunjing Zheng	China	X
65	Yuhan Wang	China	X
66	Zongling Wang	China	X
67	Yan Zhang	China	X

## 2-4 Summary of the Presentations

- **1st Presentation: *The Drivers and Impacts of the Silver Age in Russia* (Given by Miss Anna A Mudrova)**

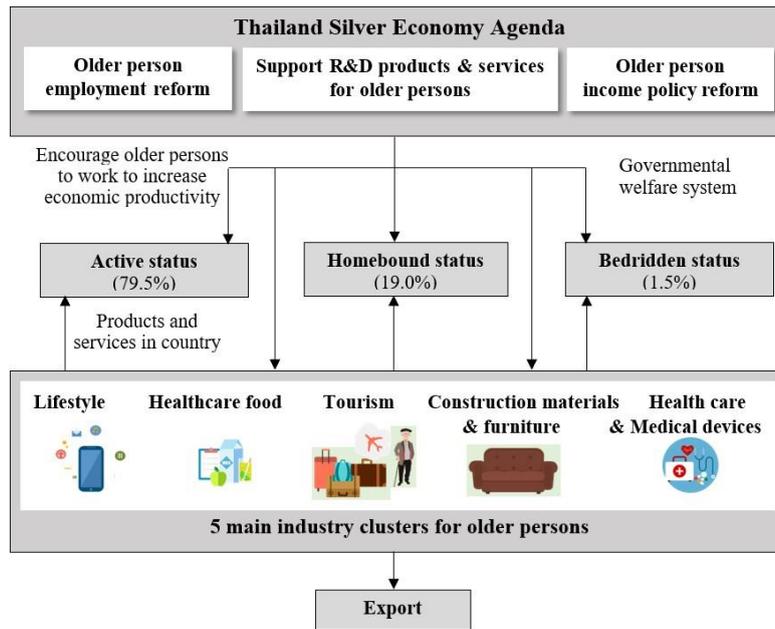
There is no time to lose. Policy reforms to increase productivity and labor force participation, raise government savings, ease the tradeoff women face between work and family, improve health care services and lifestyle choices, and establish a modern and more comprehensive adult education system could help avoid the potentially negative implications of population ageing for growth and welfare. But policy changes are urgent if they are to have an appreciable impact within the next several decades. Moreover, many lifestyle decisions take considerable time to have an impact. As emphasized in the introduction, population ageing may not greatly change the nature of policies that will improve welfare, but it does lend urgency to the reform agenda.

There is nothing to fear but inaction. Population ageing is neither an uncontrollable disaster nor a problem that will solve itself. Changes in individual and firm behavior in response to market forces are necessary to address the challenges of aging. However, only the government can modify the structure of incentives and institutions to encourage longer working lives, higher fertility, and improved productivity.

There is still much to learn. This publication has benefited enormously from advances in research and the development of data sources, particularly efforts to improve the coverage of surveys. Nevertheless, information is lacking or insufficient on issues that are critical for understanding the impact of aging.

- **2nd Presentation: *Meaning and Managing Aspects of Thailand towards Silver Economy* (Given by Dr. Kamolpun Punpuing)**

Thailand Silver Economy policy framework shows as following:



Thailand ageing society policy response shows as following:

Employability		Income security
<ul style="list-style-type: none"> <li><b>Extend retirement age:</b> raise retirement age of enterprise employees from 55 to 60, government officer from 60 to 65 (on progress)</li> <li><b>Encourage older persons to work longer:</b> both formal and informal sector workers <ul style="list-style-type: none"> <li>- Job matching services</li> <li>- Reskill and upskill training</li> <li>- Vocational training</li> <li>- loan for SMEs, community groups</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><b>Employers' incentives:</b> Tax exemption when hiring older persons aged &gt; 60 and income is below \$US 493 per month</li> <li><b>Rate for hiring older workforce:</b> announced a wage for hiring older workforce not less than \$US 1.5 per hour, and should not hire older persons more than 7 hours per day and 6 days per week</li> </ul>	<ul style="list-style-type: none"> <li><b>Pension system:</b> every employers and employees are required to save more than 3% and less than 15% (on progress)</li> <li><b>Reverse mortgage:</b> loan to older persons by using a house a collateral, that older person get money and still stay at their house.</li> <li><b>National Savings Fund:</b> a voluntary pension fund for self-employed workers</li> </ul>
Quality of life		
<ul style="list-style-type: none"> <li><b>Home modification and accessible environment for all:</b> still limited</li> </ul>	<ul style="list-style-type: none"> <li><b>Technological application led by private sector:</b> high cost, may need governmental support</li> </ul>	<p>Source: Chittinandana, D. et al. Ageing population: Global Perspectives. Bank of Thailand. 2017. (adapted)</p>

Local practices and experiences 1: Public – Private – Civil society Cooperation: Ministry of Labor, Big national and multi-national companies, People sector

- Public announcement to increase 100,000 jobs for older persons in 2019
- Formal workers 20,000 persons; 15,000 employees in private companies, and 5,000 governmental employees
- Informal workers 80,000 persons; 70,000 self-employed or producer groups, and 10,000 home-base workers

Local practices and experiences 2: An active role of older persons, Intergeneration partnership, and community involvement Senior entrepreneurs

- Senior community group leaders: network of local wisdom, organic farming, and sufficient economy philosophy approach
- Partnership with older persons' groups: Plant D
- New services response for needs of older persons: Young Happy

Local practices and experiences 3: Volunteer groups for looking after older persons

- Care givers's training and working in the community
- Older persons' schools

- **3rd Presentation: *Extending the Retirement Age to Build a Vibrant Society* (Given by Dr Yiyong Yang)**

Extending the retirement age or developing the silver-haired economy can be the top priority issue in the standardization work. For example, in order to extending the retirement age allows the elderly who are willing to work to realize their dream of continuing to work, we must create an inclusive society and avoid discrimination in the elderly. China has encountered such problems, not only the employment of the elderly, but also the employment crisis of middle-aged people.

China's retirement system today still follows the criteria set in 1949 that the retirement age of female workers is 50, and the retirement age of female government officers is 55. Men's workers and officers are retired at the age of 60. The age of China's retired people last year was 53.5 years old.

How do we develop jobs that are suitable for employment in the silver economy or for the employment of the elderly? What are the characteristics of these positions? To develop a silver-haired economy, we must ensure that the elderly are healthier. The health of the elderly does not mean that I started to pay attention to health when I was 60 years old. No, the health of the elderly needs to be attached high attention in their childhood, and it is necessary to adjust the excessive nutrition under the rapid growth of economic development.

- **4th Presentation: *Impacts of International Standardization to Support Ageing Societies* (Given by Ms Nele Zgavc)**

By supporting our members to maximize the benefits of international standardization and ensure the uptake of ISO standards, we're helping to meet the United Nations Sustainable Development Goals (SDGs). Economic, environmental and societal dimensions are all directly addressed by ISO standards. Organizations and companies looking to contribute to the SDGs will find that International Standards provide effective tools to help them rise to the challenge. ISO took an interest as this important topic has global implications. Economies with an ageing society and have been proactive in developing guidelines for ageing communities will take a more active interest. Whilst the increased ageing of society presents a number of challenges, there are likely to be opportunities that will allow people to manage their long-term care, and live a high quality of life independently from care homes and hospitals. If there is to be a move away from traditional models then innovation will be needed to drive changes. This should be done together with all stakeholders, such as the older persons themselves, their representatives, carers, trade unions, etc. Standards could provide a way of setting out the principles for delivering the new products, services and solutions.

Benefits for:

- Older persons and their families themselves by providing guidelines for products and services which provide credibility for products at a faster and higher-quality rate. It can support organizations consider new or better employment opportunities for the older persons. Influencing organizations and research institutions by user feedback and practices, which will lead to more suitable products for the older persons.
- Service providers: consistency and alignment in service expectations on an international level.

- Product manufacturers: standards will support trade to international markets with standardized processes and principles for products focused on older persons. This will encourage the development of new products into a wide range of service settings.
- Research bodies: discussions on how innovation supports services for lifelong care can be escalated to an international platform and incorporated into new work areas.
- Healthcare specialists: establish consistency in delivery of health care services that is fit for purpose.
- Carers: standards will be beneficial as organizations will have access to best practices to adjust their processes and training.
- Organizations: With the adjustments suggested in standards there can be an increased retention of older persons which will reduce the risk of knowledge loss and associated costs.
- Governments/Communities: support the development of policy measures to be inclusive while sustaining vitality and attractiveness of the community. Standards can support measures to make it easier for older workers to actively participate in the workforce or local society, in turn reducing social isolation and improving wellbeing with less reliance on government spending and generates an increased tax revenue
- **5th Presentation: Sustainable Employability: What It Could Mean for the Future Workforce in APEC Economies (Given by Dr Sabrina Pit)**

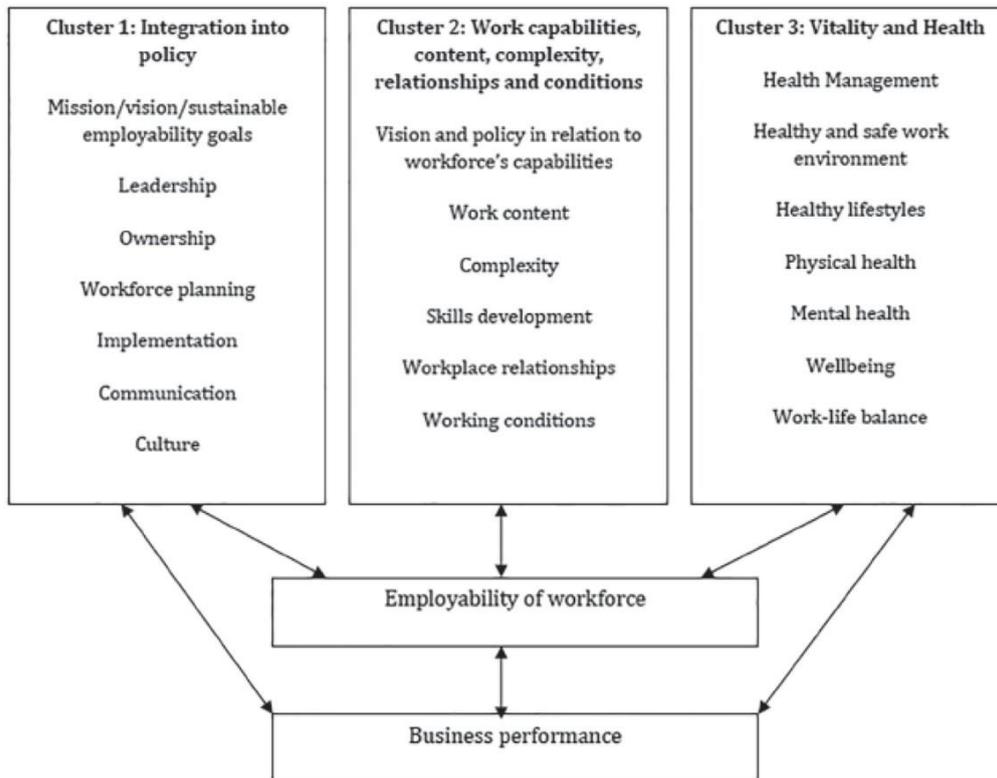
ISO 30414 Human resource management – Guidelines for internal and external human capital reporting:

### CORE CONTENT OF ISO30414 (3/3)

The core content of the standard comprises 58 human resource related key metrics, which are divided into eleven different areas<sup>1</sup>

Human Capital Area	Scope and Content	Human Capital Area	Scope and Content
Compliance and ethics	_ 5 metrics, i.e. information on grievance filed and disputes referred to external parties	Productivity	_ 2 metrics, i.e. information on revenue per employee and human capital ROI
Costs	_ 7 metrics, i.e. information on workforce and hire costs	Recruitment, mobility and turnover	_ 15 metrics, i.e. information on number of candidates, turnover rate and time to fill vacant positions
Diversity	_ 5 metrics, i.e. information on age and gender of workforce	Skills and capabilities	_ 5 metrics, i.e. information on total developing and training costs and number of training hours
Leadership	_ 3 metrics, i.e. information on span of control and leadership trust	Succession planning	_ 5 metrics, i.e. information on succession readiness rate
Organizational culture	_ 2 metrics, i.e. information on retention rate and engagement	Workforce availability	_ 5 metrics, i.e. information on absenteeism, number of employees, and full-time equivalents
Organizational health, safety and well-being	_ 4 metrics, i.e. information on lost time for injury and number of occupational accidents	 <ul style="list-style-type: none"> <li>→ 58 human capital related key metrics</li> <li>→ Differentiation according to internal/external reporting and organizational size</li> <li>→ Transparency on the human capital management of organisations</li> </ul>	

ISO/TR 30406 Human resource management –Sustainable employability management for organizations:



How to implement sustainable employability initiatives in practice: Australian New South Wales government initiative Seniorpreneurship business coaching (Example Australia):

- NSW Government has funded 10 pilot sites in Australia with high % of older people to have Seniorpreneurship business coaching.
- The service is aimed at people 45+.
- Each pilot site has its own unique program.
- **6th Presentation: Developing New Strategies to Improve Workforce Participants Among People from Rural and Remote Areas in the Silver Economy: The Role of Standardization in Learning and Development through Improving Skills and Competencies (Given by Mr Qiang Hao)**

SWOT analysis of elder care market in China

- Fast growing elderly population
- Strong demand for elder care products and services
- Enriched product chain

The source of workforce in China

- The employment workforce is increasing steadily
- 2012, 767 million, 396 million in countryside
- 2016, 776 million, 362 million in countryside
- 263 million workers from countryside working in the cities: 78% are not covered by social security and medical care)

The recruitment and retention of people from rural and remote area in elder care market

- The nurses and carers in elder care market have some distinguished features:
- Low education; Unskilled; Untrained; No certification; Unstable; Over 40 years old
- The channels for hiring new employees are:
- Nursing schools; Hiring agencies; Referrals
- Factor that influences employee retention are:

- Salary schemes; Career development; Monetary incentive and bonus; On the job training; Prentice system

The role of standardization in employment of elder care market

- Elder care market is not separated from regular markets but emphasizes meeting the increasing need and demands of older people.
- The need and demand of older people are sometimes individualized and personalized
- To meet the demand from older people in big cities by using nurses from the countryside is a challenge for elder care practioners
- Standardization plays a key and important role to set up bench marks for market players
- Standardization can help in the recruitment of new employees from rural and remote areas through promoting the image and career paths of nursing in the elder care sector
- Standardization enhances the attention to the social benefits coverage of workers from rural and remote area
- Standardization promotes the development of new regulation in equal opportunities.
- Standardization provides guidance for the development of market players to build up a healthy and solid foundation
- **7th Presentation: *Labour Market Participation of Older Women in Australia (Given by Ms Anne Livingstone)***

Key discussion points:

- Profile of labour market participation of older Women in Australia.
- Outline critical issues now and into the future as the labour market progresses to include more older women.
- Discuss the role standards are playing in guiding better responses for older women to participate in the labour market.

Retirement Age in Australia:

- The Pension age in Australia has been increasing since July 2017 was 65 years
- Increasing 6 months every two years
- In July 2019 it is 66 years, and by July 2023 it will be 67 years
- In 2017, the number of Australian women aged 65 and over was 16% of the total female population; In 2040, it is projected 20% of total female population will be 65 years and over
- By 2023 female employment in all Australian industries is projected to grow 8.8% compared to 5.6% male employment

Reasons older Australians are unable to work:

- Age discrimination
- Competing with younger people to gain employment
- Lack of relevant skills

Areas for consideration for the improved participation of older women for Australia and where standardisation is important for better mature aged employment:

- 2/3 Of primary carers are females in Australia; Only 38.4% Of primary carers are employed in comparison to the population average 64%; Females make up the majority of carers representing 68.1% of primary carers and 55.5% of all carers; Among people aged 55 to 65 years, the number of women carers is double that of men 134,500 vs 70,800

- Poor health and Chronic Disease can lead to early retirement among people aged 45-64 years of age
- The potential of new and emerging assistive and enabling technologies
- Digital inclusion and digitalisation of the workplace
- Flexible work hours and arrangements
- Senior entrepreneurs
- Workplaces: remote working; accessible and individualised workplaces; universal design; age friendly communities;

#### Conclusion:

- Increased labour market participation of older women provides tremendous market and societal opportunities;
- Tools are needed to guide policy development, establishment of new services and responses as well as to improve lives of older workers;
- Need to continue the development of a new suite of standards for Silver Economy and Mature Workers;
- Action should be aimed at enhancing innovative approaches, improved quality of life and to improving the economic contribution of older workers; and
- Increased standards collaboration and fostering innovation is essential.
- **8th Presentation: *Labour Market Public Policies of Ageing People in Chile* (Mr Alex Chaparro)**

#### Background

- Population of Chile is 19.1 million (2019).
- 2,260,222 are over than 65 years old. They constitute 11.8% of the population.
- By 2040 those over 65 will account for 21% of the population.
- Life expectancy at birth: 80.6 years

#### Government Strategy

##### Chilean Standards in progress:

- NCh 2088 Assistive products for persons with disability -- Classification and terminology
- NCh 3164 Guide for addressing accessibility in Standards
- NCh 3485 Inclusive design for an ageing population
- NCh 3492 Ergonomics data and guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities

##### New law proposals:

- Draft Law on “Distance Work and Telecommuting”, which will allow to work remotely making it possible for the worker to compatibilized work and personal life.
- The “Labor modernization” that seeks to increase the adaptability to working hours so that they can adjust to the needs and requirements of each segment of the population and of each area within the market.

#### Challenges

- While standards help, they need conformity assessment processes to be recognized in the marketplace. Public policies have to be transversal across the economy.
- The growing demographic importance of people over 50 represents an opportunity for

innovation, as it is one of the most neglected segments of the economy, even on a personal level.

- To tend toward that certain state aid such as tax exemptions encourage this market.
- Silver Economy gives the opportunity to public policy improves.
- Development of new economic sectors and deepening of existing ones.
- **9th Presentation: *Construction of the Professional Talent Team: An Important Foundation for the Development of the Aged Care Service Industry* (Given by Mrs Hua HAN)**

Silver industrial status in China:

- Large Elder Population
- A Lack of Nursing Professionals
- Deficient in Institution Training

Policy support in china:

- To Improve National Vocational Education Institutional Framework
- To Advance High-Quality Development of Higher Vocational Education
- Pilot Program on Implementing the System of "Academic Certificate Plus Several Vocational Skills Standard Certificates" in Institutions
- **10th Presentation: *Science and Technologies and Their Standardization to Enhance Employment in Silver Economy* (Given by Prof Hajime Yamada)** Digitalization of workplace in ISO 23617 WD "Ageing Societies – Guidelines for an age inclusive workforce"

International Standards that support digitalization of workplace:

- Remote working ISO/IEC 27033-1:2015 "Information technology — Security techniques — Network security — Part 1: Overview and concepts"
- ICT Accessibility ISO 9241-20:2008 "Ergonomics of human-system interaction — Part 20: Accessibility guidelines for ICT equipment and services"
- Ergonomics ISO/TR 22411:2008 "Ergonomics data and guidelines for the application of ISO/IEC Guide 71 to products and services to address the needs of older persons and persons with disabilities"
- e-Learning ISO/IEC 24751-1:2008 "Information technology — Individualized adaptability and accessibility in e-learning, education and training — Part 1: Framework and reference model" and others
- A short summary:
- Digitalization of workplace is one of the key concepts that enables ageing workforce.
- Remote work and use of MOOCs are trends in the world. Economies strengthen accessibility policy measures.
- Requirements/recommendations relating to remote work, ICT accessibility, remote learning etc. are given in various international standards.

International standards that support workers' health

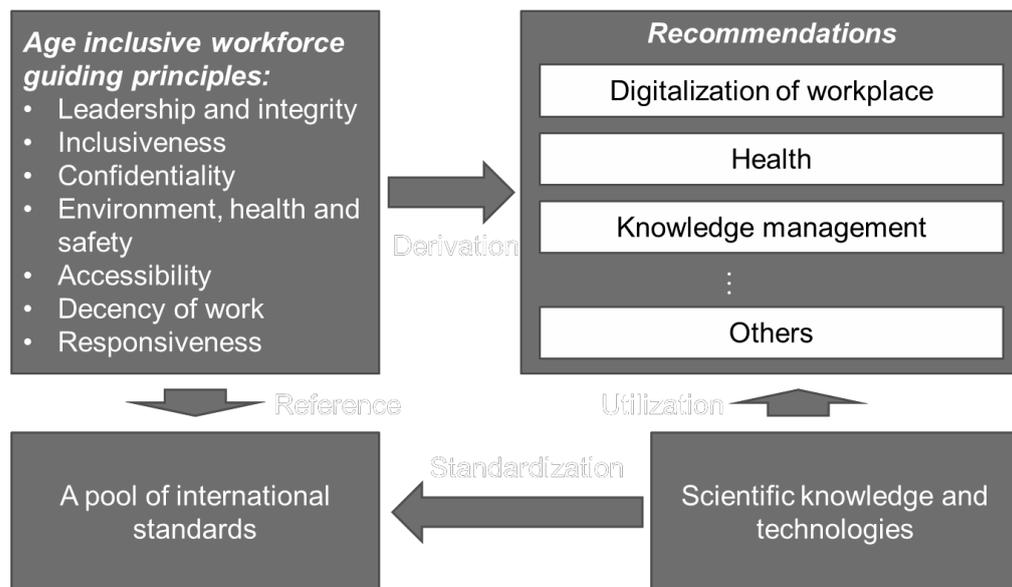
- ISO 45001:2018 "Occupational health and safety management systems — Requirements with guidance for use"
- A short summary:
- Health in workplace is one of the major concerns of older workers.
- Progress in healthcare science and use of new technologies improve health of older workers.

- Requirements/recommendations relating to occupational health and safety are given ISO 45001: 2018.

Knowledge management in ISO 23617 WD “Ageing Societies – Guidelines for an age inclusive workforce”

- Knowledge management is indispensable to achieve knowledge transfer from older workers to intergenerational team members.
- Electronic tools to facilitate knowledge transfer have been developed and used widely.
- Requirements/recommendations relating to knowledge management are given ISO 30401: 2018.

Summary: role of science and technologies for age inclusive workforce shows as following:



• **11th Presentation: The Value of Vocational Skill Standard to Enhance Employees' Capability in the Elderly Care Industry (Given by Mr Hengshuang Ge)**

Silver economy industry related occupations:

- 4-10-01-05 Elderly nursing carers
- 4-10-01-06 Housekeeping waiter
- 4-14-01-00 Medical clinical assistant (medical carer, catering staff)
- 4-14-02-01 Public nutritionist
- 4-14-02-02 Health manager
- 4-03-02-06 Nutritional catering staff

Vocational skill standards:

- The vocational skill standard is the normative requirement of the practitioner's professional behaviors.
- The vocational skill standard plays a guiding role in vocational education and training, and is the basis for the identification of vocational skills, by which employers can refer to when hiring and managing employees.

The certification of elderly nursing carers:

- Most of the elderly nursing carers have not been trained and certified for employment because they have not implemented the system of eligibility for admission.
- The general skills and professional ethics of the elderly nursing carers are not good

enough.

- **12th Presentation: The Standardization Solutions that Drive Employment Under the Growth of Scientific and Technological Development in the Silver Economy (Given by Ms Ann M. Fernando)**

Facts on the Philippines' Silver Economy (2015)

The standardization solutions that drives employment under the growth of scientific and technological development in the silver economy in the Philippines:

Standardization							
ISO/IEC JTC 1 IT	ISO/TC 122 Packaging	ISO/TC 172 Optics	ISO/TC 173 Assistive device	ISO/TC 176 QMS	ISO/TC 184 Robotics	ISO/TC 207 EMS	ISO/TC 232 Project Management
<i>Beneficiary of both the products being standardized and the employment created</i>	<i>Beneficiary of the products being standardized</i>			<i>Beneficiary of the employment created</i>	<i>Beneficiary of the products being standardized</i>	<i>Beneficiary of the employment created</i>	
<b>ISO/TC 251</b> <i>Asset management</i>	<b>ISO/TC 258</b> <i>Project, programme and portfolio management</i>	<b>ISO/TC 260</b> <i>Human resource management</i>	<b>ISO/TC 262</b> <i>Risk management</i>	<b>ISO/TC 268</b> <i>Sustainable cities and communities</i>	<b>ISO/CASCO</b> <i>Conformity Assessment</i> <i>Ex. ISO/IEC 17000 Series ISO/IEC 17025</i>	<b>ISO/TMB</b> <i>Customer contact centres</i> <i>Guidance on outsourcing</i> <i>Guidelines for management consultancy services</i> <i>Guidelines for auditing management systems</i>	
<b><i>Beneficiary of the employment created</i></b>							

Philippine Laws protecting and benefitting Senior Citizens:

- Republic Act No.9994 or the "Expanded Senior Citizens Act of 2010" (July 27, 2009)
- Republic Act No. 7876 or the "Senior Citizens Center Act of the Philippines" (February 14, 1995)
- Republic Act No. 11350 or the "National Commission of Senior Citizens Act" (July 23, 2018)

Privileges extended to Senior Citizens:

- Government Assistance
- Incentive to Foster Care Homes
- Social Pension
- PH Government Action to encourage the private sector to employ Senior Citizens
- Benefits provided by Local Government Units (LGUs) to Senior Citizens
- PH Mandatory Retirement Age

PRIVATE SECTOR (Working in Private Companies)	PUBLIC SECTOR (Working in Government)
Labor Code as amended by RA 7641	Civil Service Law
Age can be established in employment contract or Collective Bargaining Agreement	Established by Civil Service Law
60 years old or more but not more than 65 years old Provided that the retiree have served at least 5 years	60 years old or more but not more than 65 years old Provided that the retiree have served at least 15 years
	<i>Pending Bill.....</i> Lower the optional retirement age from 60 to 56 y/o

Why Senior Citizens are still being hired for employment in the Philippines despite the technological advancement?

- Wisdom
- Expertise
- Passion
- Willing to adopt to the new technology

### Part 3 Conclusion, Recommendation and Evaluation Survey

#### 3-1 Conclusion

- The issue of ageing receives worldwide attentions. Economies including the Philippines with young population that are still enjoying demographic dividend are making preparations accordingly.
- Standardization is critical to the increase of employment in the silver economy. We have seen a global focus on the standardization approach to issues emerging from an ageing society. The ISO and economies around the world have developed many standards on employment and other ageing issues in this regard.
- Standardization can help addressing employment issues from four aspects: first, the active development of skill standards improves sustainable employability. Some economies build standardization systems to spearhead the development of vocational education and nursing care skills. Others have invested in supporting enterprises to enhance human resource re-education and training. Second, defining of technical standards for certain products in accordance with the physical conditions of the elderly contributes to the adaptation of relevant industries to the ageing society. Third, flexible employment standards are developed for a smooth transition to an ageing society, creating a relaxed employment environment. Fourth, the development of health standards. It is universally accepted that health is the prerequisite for sustained work and health standards play an important role in ensuring full employment in an ageing society.
- Synergies between laws and regulations and standards have garnered attention globally. Many economies adjusted their taxation standards to rise the number of companies that include old people in their workforce. They also encourage employment shift (post adjustment) based on the physiological conditions of the elderly.
- Participants believed that we faced some dilemmas (e.g. high-tech development) in stimulating employment in the ageing society, especially the use of robots, which is likely to replace human beings in many jobs, adversely impacting employment. So, we should coordinate laws and regulations and policy standards.
- It is generally agreed that the extension of retirement age will be universal as the ageing

society continued to develop. However, it is also generally accepted that differentiated retirement age standards should be formulated considering the differences in gender and type of employment.

- Many economies indicated that we should provide special care to vulnerable groups (e.g. people with disabilities, women, and less educated groups) and ensure that they receive equal job opportunities when formulating laws and regulations and policy standards. We should also strengthen skills training and enhance their employability in the context of silver economy.

### 3-2 Recommendation

- Recommendation 1: Suggest to pay more attention on the standardization related to the ageing society and silver economy. Continue the discussions on silver economy employment standardization and relevant topics and the sharing and communicating of relevant best practices and successful experience among APEC economies;
- Recommendation 2: Continue to support the standardization projects on the silver economy (including funded and self-funded projects), encourage the involvement of more economies and international organizations, and create a long-term dialogue mechanism or working platform for the standardization under APEC/SCSC if necessary;
- Recommendation 3: It is suggested that liaison be established between APEC/SCSC and ISO/TC 314 and involvement of more APEC economies in ISO/TC 314 be encouraged to better present the standardization requirements and characteristics of the Asia-Pacific region.
- Recommendation 4: Support the Project “Role of Standards and Innovation for Driving APEC’s Silver Economy” (Phase 2).

### 3-3 Evaluation Survey

- Statistics on the level of agreement table are presented below.

Item	Strongly Agree	Agree	Disagree	COMMENTS (Continue on back if necessary)
The objectives of the training were clearly defined	21	8	0	
The project achieved its intended objectives	17	12	0	
The agenda items and topics covered were relevant	18	11	0	
The content was well organized and easy to follow	17	12	0	
Gender issues were sufficiently addressed during implementation	14*	11*	2*	
The trainers/experts/facilitators were well prepared and knowledgeable about the topic	25	4	0	
The materials distributed were useful	17	12	0	<i>Bookbinding and issuing of the content shared in the forum</i>
The time allotted for the training was sufficient.	17	11	1	<i>We may arrange time more flexibly.</i>

\* Some questionnaires are vacant to the question.

- Questions and answers are presented below.

#### Question1: How relevant was this project to you and your economy?

	How relevant was this project to you and your economy?
--	--

Score	5	4	3	2	1
Count	12	8	7	1	0

Answers:

- PH is one of the least affected economics with regard to silver population.
- Our company has also been discussing the pension service industry.
- Standards are especially important for our business.
- Because this problem is right beside us and solving this problem can reduce the look interesting of teenagers and promote economic prosperity.
- Sometimes, it is far away from our economy's condition.
- In preparation for it that ageing population in the PH becomes a problem.
- Russia is experiencing the gap between aged population who is e employed &the next generation that is about to become elderly the young generation is not efficient enough to cover the gap of look for people who were not hard economic period in history of Russia up-to-date issues were raised and should in the forum and can be useful for employment of older persons in the economy.
- I can learn many this from after APEC economy.

**Quesiton2: In your view what were the project's results/achievements?**

Answers:

- Promoting the elderly's work and life.
- Opening doors for more discussion and learnings on the issue of silver economy.
- Gaining some good knowledge and information.
- I am a convener of ISO/TC/73/SCI/WGII and this project is mostly relevant to me.
- Promoting the development of the industrial economy of the elderly and helping the elderly to be re-employed.
- The silver economy has become a global issue and an inevitable challenge for all economies as the ageing population continue to increase.
- APEC's responses to national policies and market responses to silver economies.
- Excellent!
- A real understanding of the importance of standardization to the silver economy through the forum.
- Attaching importance to people and relevant department. Mutual communication can lead to many solutions, new thinking.
- Silver economy is important to economic improvement.
- The project will bring more standards to be develop by ISO or IEC to address the problem of ageing
- Directions of standards development for silver economy proposed by APEC economies.
- Possibilities of cooperation among member economies on elderly employment.

**Question3: How was your capacity built by this project? What new skills and knowledge did you gain?**

Answers:

- Information about silver economy from another economy.
- Insights and new views and knowledge.
- Knowledge on the status of silver population and economy and laws for APEC economies.

- Understanding of silver Economy
- Improvements in international and standardization mentalities.
- I don't have the ability to build this project yet. Understanding of the development of silver economy in various economies.
- We should learn from other economies' successful experience in developing silver economy.
- Strengthening international exchanges and learning international success stories.
- I got a number of useful information.
- Accessing standardization, employment, and training knowledge through communication and exchanges.
- This issue will income economic and political interests and we can use taxation solve some problems.
- Ageing is more and more common, but it is also a new opportunity to our economy.
- APEC's economies experience in addressing issues emerging from the silver age.
- To add aspects about employment in the silver economy. Involvement of all.
- Knowledge of economy effect method of standardization.

**Question4: Rate your level of knowledge of and skills in the topic prior to participating in the event.**

	Rate your level of knowledge of and skills in the topic prior to participating in the event				
Score	5	4	3	2	1
Count	1	4	7	12	2

**Question5: Rate your level of knowledge of and skills in the topic after participating in the event.**

Question 5	Rate your level of knowledge of and skills in the topic after participating in the event:				
Score	5	4	3	2	1
Count	3	14	9	0	0

Answers:

- Lack of specific cases.
- I'm a presenter.
- I'm conscious of the seriousness and global nature of the problem. It can be seen that experts have made a lot of efforts to this event.
- We are searching for the good ways to develop silver economy.
- I was involved into silver economy questions. However, once preparing the presentation & be at the forum made me must more education.
- The time is reasonably allotted to discussions and Q&A.

**Question6: How will you use the skills and knowledge gained from this project to build capacity in your home economy? Please provide examples (e.g. develop new policy initiatives, organise trainings, develop work plans/strategies, draft regulations, develop new procedures/tools etc.).**

Answers:

- Developing standardization/ regulation in my own economy.
- Discussing with colleagues and superiors the importance of addressing silver economy issues to have if included in the priority project.
- Developing work plans.
- Improving people's awareness of the development of silver economy through public

knowledge campaign.

- I will mobilize resources to further discuss and implement the new good ideas put forward today.
- Learning from good international practices to improve the company's pension service products.
- Facilitating standardization.
- Considering cooperation with specialized institutions.
- In my opinion, emphasis should be placed on the attention of relevant departments. And before that, we must first enhance the consciousness of the people. Let the government see the needs and wishes of the people.
- Extension of retirement age.
- I will be a contributor to the new silver age policy initiatives.
- Developing work plans, to promote the use of standards.
- I am going to find out about taxing & robotics.
- Organise training, develop new national standards.
- Developing international standards in this field.

**Question7: What needs to be done next by APEC? Are there plans to link the project's outcomes to subsequent collective actions by fora or individual actions by economies?**

Answers:

- More efficient transfer, experiment, conversion and sharing of the silver economy and other new models, knowledge, standards from pilot regions to latecomer by means of information technologies (e.g. big data, AI, and VR)
- More collaboration among member economics.
- Deeper understanding of occupational standards.
- Exchange of experience and cooperation among economies.
- I wish to have more forums like this, from which I learned useful experience on building sound silver market environment and order through standardization.
- Sharing more specific solutions.
- It is recommended that standards for smart and healthy retirement (generic) be established.
- The relationship between robots and people. Yes.
- In cooperation with ISO develop new standard for silver economy.
- Organising work shop, ... a communication campaign on standards and active ageing.
- Organizing workshop on sharing methods to assess the effects of ageing population on economy.

**Question8: How could this project have been improved? Please provide comments on how to improve the project, if relevant**

Answers:

- None. It's all good.
- key important.
- Government grants, looking for a new job for the elderly. Encouraging entrepreneurship of the elderly.
- Apart from the forum, on-site visit is another opinion that deepens understanding.
- Enlisting the policy support of the government.

- Opinions of various groups need to be consulted and new laws and regulations should be based on expertise; willingness to participate.
- Firstly, we should improve the level of medical service. This is because that a healthy and strong body is a prerequisite for willingness to work. Secondly, people need to take this problem seriously. Finally, we should implement the solution without being subjected to relevant procedures.
- To develop silver economy, we also need to consider technology, medicine and other factors.