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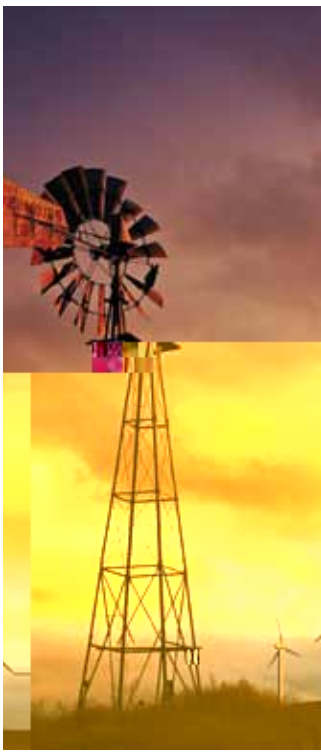

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In the context of this Standard-Setting Code, the term social is defined broadly to include issues of economic viability. Where a standard-setting organisation develops standards that do not address social and environmental practices, such as certification methodologies, logo licensing, pricing, traceability etc., these do not fall within the scope of this Code. However, technical specifications that address social or environmental practices do fall within the scope of this Code.

This Standard-Setting Code has been developed to fill a void in existing guidance to standard-setting organisations. While most product-related standards are adequately addressed by the TBT Agreement Annex 3 and ISO Guide 59, these reference documents are not relevant in their entirety to social and environmental standards, which are covered by this Code. This Code is meant to complement and co-exist with these two normative documents. To the extent that the TBT Agreement Annex 3 is relevant, it is recommended that standard-setting organisations comply with its criteria.

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{ű Ł·yŘ Ł·ℕŘπăŜűűλyƎ ƨℕƎŁ·yλăŁ·űλ2yã ăKŁ·ff KŁ·ØŜ λy
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{ű Ł·yŘ Ł·ℕŘπăŜűűλyƎ ƨℕƎŁ·yλăŁ·űλ2yã ăKŁ·ff YŁ·ʅŜ
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5ŜŎλăλ2yã úŁ·ʅŜy2y Ŏ2YLJfŁ·λyűă ăKŁ·ff ōŜ
ŘλăÕf2ăŜŘ Ł·ű fŜŁ·ăú ű2 úKŜ Ł·ŦŦŜŎűŜŘ LJŁ·ℕűλŜă℗

The two elements of complaints resolution that make it credible are that it is impartial and that it is documented. Impartial means that it is based on a consistent procedure that does not favour one party over another. A documented effort means that the decision-making process and resulting decision are written down and made available to all those who request them.

*A distinction between substantive and procedural complaints is necessary to avoid frivolous complaints. Substantive complaints relate to the content of L ' ' l : to ' ' '

to submit comments at each stage of the standard development or revision process, and that those comments are duly considered by the standard-setting organisation, as per criterion 5.8 and its guidance. Giving interested parties an equal opportunity to participate in the standard-setting process

A written synopsis should contain at least a summary of input related to each criterion and a response as to how the issues raised were addressed.

¢ĸƙă ăèƴƵLJăƛă ăĸIˑff ōŜ ϒIˑŘŜ LJdzōfƛŐfè IˑØIˑƛfIˑōfŜ IˑyŘ ăĸIˑff ōŜ ăŜyű ű2 IˑfftLJIˑℕűƛŜă úĸIˑű ădzōϒƛúűŜŘ Ő2ϒϒŜyűă℗ {ű Iˑy ŘIˑℕŘπăŜűűƛyƎ 2ℕƎIˑyƛăIˑúƛ2yã ăĸIˑff Ő2yãƛŘŜℕ úĸŜ ŜĖúŜyű ű2 ØĸƙŐK űĸŜè ŐIˑyϒIˑ]Ŝ úĸŜ 2ℕƛƎƛyIˑf Ő2ϒϒŜyűă LJdzōfƛŐfè IˑØIˑƛfIˑōfŜ ƛyϒIˑŘŘƛűƛ2yϒű2 úĸŜ ăèƴƵLJăƛă℗

Public availability of the synopsis means that, at minimum, it is posted to the website of the standard-setting organisation and a notice of its availability is distributed to interested parties by email. Considerations need to be made for notifying those interested parties who do not have access to email or internet.

¢ĸŜ ăűIˑyŘIˑℕŘπăŜűűƛyƎ LJℕ2ŐŜää ăĸIˑff ăúℕØŜ Ŧ2ℕ Ő2yãŜyãdzä 2yϒúĸŜ Ő2yűŜyű 2Ŧ úĸŜ ăűIˑyŘIˑℕŘ IˑϒŽyƎ Iˑ ōIˑfIˑyŐŜ 2Ŧ ƛyűŜℕŜăűŜŘ LJIˑℕűƛŜă℗ ¢ĸŜ ăűIˑyŘIˑℕŘπăŜűűƛyƎ 2ℕƎIˑyƛăIˑúƛ2yϒăĸIˑff ŘŜŦƛyŜ ŐℕƛúŜℕƛIˑ ú2 ŘŜúŜℕϒƛyŜ ØĸŜyϒIˑfűŜℕyƛIˑúƛØŜ ŘŜŐƛăƛ2yπ ϒIˑ]ƛyƎ LJℕ2ŐŜŘdzℕŜă ăĸŽdzfŘ Ő2ϒŜ ƛyűŽ ŜℕŜăűŜŘ ŐIˑyϒIˑ]Ŝ úĸŜ 2ℕƛƎƛyIˑf Ő2ϒϒŜyűă LJdzōfƛŐfè IˑØIˑƛfIˑōfŜ ƛyϒIˑŘŘƛűƛ2yϒű2 úĸŜ ăèƴƵLJăƛă℗

The range and diversity of interested parties related to social and environmental standards makes the likelihood of reaching true consensus very low. It is acceptable to work towards consensus but to have a fall-back mechanism for making decisions should consensus not be reached on a given issue. It is important that the standard-setting organisation has a documented decision-making procedure in cases where voting is required, and makes an explicit effort to inform interested parties of this procedure before the start of the standard development or revision process, through their public summary.

Criteria for determining when to consider moving to a vote could include that decision-makers who are not in agreement provide alternative solutions and, if these are not accepted by the majority, nor is a compromise reached, then alternative decision-making could come into effect.

¢ĸŜ ăűIˑyŘIˑℕŘπăŜűűƛyƎ 2ℕƎIˑyƛăIˑúƛ2yϒăĸIˑff ŜăűIˑōfƛăĸ IˑyŘ Ř2ŐdzϒŜyű LJℕ2ŐŜŘdzℕŜă ú2 ƎdzƛŘŜ ŘŜŐƛăƛ2yπ ϒIˑ]ƛyƎΣ ƛyŐfdzŘƛyƎ ŘŜŦƛyƛyƎ úĸKℕŜăĸK2fŘă Ŧ2ℕ Ø2űƛyƎ úĸIˑű ØĸƙdzfŘ ōŜ Ő2yãƛăúŜyű ØƛúĸK Ő2yãŜyãdzăă℗ ¢ĸŜăŜ LJℕ2ŐŜŘdzℕŜă ăĸIˑff ăŜŜ]ú2 Ŝyãdzℕ Ŝ úĸIˑű yƵ2 ăƛƎƛŦƛŐIˑyű ƛyűŜℕŜăű ƎℕƵdzLJ ŐIˑyŘ2ϒƛyIˑúŜ yƵℕ ōŜ Ř2ϒƛyIˑúŜŘ ƛyϒűĸŜ ŘŜŐƛăƛ2yπϒIˑ]ƛyƎ LJℕ2ŐŜää℗

While there are many equally valid forms of decision-making, the most important factor to consider is whether stakeholders have confidence in the decision-making process. This is a question both of empowerment and representation. For a decision-making process to be manageable, some form of representation of interest sectors is required. It is the responsibility of the standard-setting organisation to ensure that sectors are identified and balanced in their participation in the decision-making process. While some member-based organisations devolve decision-making to

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interests they represent. Many committees and decision-making bodies rely on self-nomination processes from within the existing group of stakeholders. Standard-setting organisations need to be aware of this issue, particularly for self-nomination processes, as it can be difficult for a new stakeholder to gain influence. Capacity building of stakeholders can address these balance of power issues to some extent.

¢ƘŜ ăǘƚ·yŘƚ·ƝŘπăŜǘǘƛyƎ ƻƝƎƚ·yƛăƚ·ǘƛƻyˆăƘƚ·ƭƭ
Ƴƚ·ʅŜ LJdzōƭƛŎ ƚ·yè ŘŜŎƛăƛƻyã ƻyˆǘƘŜ ŎƻyǘŜyǘ
ƻŦ ǘƘŜ ăǘƚ·yŘƚ·ƝŘ ƚ·ă ǿŜƭƭ ƚ·ă ƚ· ădzƳƳƚ·Ɲè ƻŦ
ŘŜƭƛōŜƝƚ·ǘƛƻyã ƛyˆƚ·ƝƝƛǾƛyƎ ƚ·ǘ ǘƘŜ ŘŜŎƛăƛƻyΦ

! ƭƭ ƚ·LJLJƝƻǾŜŘ ăǘƚ·yŘƚ·ƝŘă ăƘƚ·ƭƭ ōŜ LJdzōƭƛăƘŜŘ
LJƝƻƳLJǘƭèΦ

! ƭƭ ŘƝƚ·Ŧǘ ƚ·yŘ Ŧƛyƚ·ƭ ăǘƚ·yŘƚ·ƝŘă ăƘƚ·ƭƭ ōŜ LJƭƚ·ŎŜŘ
LJƝƻƳLJǘƭè ƛyˆǘƘŜ LJdzōƭƛŎ ŘƻƳƚ·ƛyˆƚ·yŘ ăƘƚ·ƭƭ ōŜ
Ƴƚ·ŘŜ ƚ·Ǿƚ·ƛƭƚ·ōƭŜ ŦƻƝ ŦƝŜŜ ƛyˆŜƭŜŎǘƝƻyƛŎ ŦƻƝƳƚ·ǘΦ

The Standard-Setting Code recognises that International standards hold a special distinction among standards, given their explicit prioritisation in the WTO Agreement on Tech

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Having a statement on the standard about when comments will next be considered avoids the need for the standard-setting organisation to inform each stakeholder that submits comments how their comment will be addressed. It may also be useful to include on the website and with distribution of the standard, a separate policy that outlines the steps that will be taken in the comment review and standards revision process. Additional good practice is to include access to the complaints procedure along of the e ch r Ţ andards ů

Management criteria relate to the way in which an enterprise in managed to ensure consistent, quality results over time. Performance criteria focus on the actual practices that are required. All of these types of criteria should be outcome-based so as to avoid being prescriptive. Standards can include one or more of these types of criteria. Design and descriptive criteria should also be avoided because they tend to be prescriptive.

{ǘIٜyŘI٠NJŘă ăKI٠ff I٠ǘǘNJλōdzǘŜ 2NJ ŎλǘŜ I٠ff 2NJλƎλyƔ٠f λyǘŜffŜŎǘdzI٠f ă2dzNJŎŜă 2Ŧ Ŏ2yǘŜyǘΦ

! ŘYٜλyƒăǘNJI٠ǘλØŜ NJŜIjdzλNJŜYٜŜyǘă NJŜfI٠ǘλyƎ ǘ2 Ŏ2yŦ2NJYٜλǘè I٠ăăŜăăYٜŜyǘ I٠yŘ Yٜ I٠NJ]ă 2Ŧ Ŏ2yŦ2NJYٜλǘè ăKI٠ff ōŜ LJNJŜăŜyǘŜŘ ăŜLJI٠NJI٠ǘŜfè ŦNJ2Yٜ ǘŜŎKyλŎI٠fŁ LJNJ2ŎŜää 2NJ Yٜ I٠yƔ٠ƎŜYٜŜyǘ NJŜIjdzλNJŜYٜŜyǘăΦ

Requirements that may facilitate conformity assessment but that do not directly contribute to the achievement of the stated objective, such as onerous documentation requirements, should be avoided.

LyٜŘŜŦλyƒyƎ ǘKŜ Ŏ2yǘŜyǘ 2Ŧ I· ăǘI٠yŘI٠NJŘŁ ǘKŜ ăǘI٠yŘI٠NJŘπăŜǔǘλyƎ 2NJƎI٠yƛăI٠ǘλ2yٜăKI٠ff ăŜŜ]ǘ2 Ŏ2YٜLJfŜYٜŜyǘ I٠yŘ ōdzƛfŘ 2yٜNJŜfŜØI٠yǘ NJŜƎdzfI٠ǘ2NJè NJŜIjdzNJŜYٜŜyǘă I٠yŘ ǘ2 ǘI٠]Ŝ I٠ŎŎ2dzyǘ 2Ŧ Yٜ I٠NJ]Ŝǘ yŜŜŘăŁ I٠ă ØŜff I٠ă ăŎλŜyǘλŦλŎ I٠yŘ ǘŜŎKy2f2ƎλŎI٠f ŘŜØŜf2LJYٜŜyǘăΦ ¢KŜ ăǘI٠yŘI٠NJŘ ăKI٠ff NJŜIjdzNJŜ LJNJI٠ŎǘλŎŜă ǘKI٠ǘ YٜŜŜǘ 2NJ ŜĖŎŜŜŘ ŜĖλăǘλyƎ NJŜƎdzfI٠ǘ2NJè NJŜIjdzNJŜYٜŜyǘă I٠yŘ ǘKI٠ǘ NJŜŦfŜŎǘ I٠ ŘŜŦλyŜŘ Yٜ I٠NJ]Ŝǘ yŜŜŘ I٠yŘ ăKI٠ff ŎfŜI٠NJfè λyŘλŎI٠ǘŜ ǘKŜ NJŜŦŜ Ī f Ī f Ī f ŘŜŦλyٜ ﺧ

local conditions into account do not fall within the scope of the ISEAL Standard-Setting Code.

² ĶŜŃŜ ƴƖ·ǘƛƨƴƖ·ƒ ƨŃ ŃŜƎƛƨƴƖ·ƒ ǎǘƖ·ƴŘƖ·ŃŘǎ Ɩ·ŃŜ ǘƨ ōŜ ŘŜØŜƒƨLJŜŘƩ ǘĶŜȅ ǎĶƖ·ƒƒ ōŜ ŘŜØŜƒƨLJŜŘ ǘĶŃƨdzƎĶ Ɩ· ƴdzƒǘƛπǎǘƖ·ʅŜĶƨƒŘŜŃ LJŃƨŎŜǎǎ Ɩ·ƴŘ ǎĶƖ·ƒƒ Ŏƨƴǎƛǎǘ ƨƗ Ɩ· ƒƨŎƖ·ƒƒȅ Ɩ·LJLJƒƛŎƖ·ōƒŜ ƛƴǘŜŃLJŃŜǘƖ·ǘƛƨƴƖ·ƒ ǘĶŜ ƛƴǘŜŃƴƖ·ǘƛƨƴƖ·ƒ ǎǘƖ·ƴŘƖ·ŃŘφ

Good practice is to develop a generic, consistent set of indicators at the international level that can be interpreted locally. The national or regional process should then develop guidance on the local interpretation of those indicators that can be used both by enterprises seeking to meet the standard and by evaluators of compliance (auditors). National or regional processes to interpret the international standard can also apply any guidance documents (6.5.2) to determine how to take local conditions into account.

² ƛǘĶ Ɩ· ØƛŜø ǘƨ ŎƨƴǎƛǎǘŜƴŎȅ ōŜǘøŜŜƴ ǎǘƖ·ƴŘƖ·ŃŘǎƩ Ɩ· ǎǘƖ·ƴŘƖ·ŃŘπǎŜǘǘƛƴƎ ƨŃƎƖ·ƴƛǎƖ·ǘƛƨƴ ǎĶƖ·ƒƒ ƛƴƗƨŃƴ ƨŃƎƖ·ƴƛǎƖ·ǘƛƨƴǎ ǘĶƖ·ǘ ĶƖ·ØŜ ŘŜØŜƒƨLJŜŘ ŃŜƒƖ·ǘŜŘ ƨŃ ǎƛƴƛƒƖ·Ń ƛƴǘŜŃƴƖ·ǘƛƨƴƖ·ƒ ǎǘƖ·ƴŘƖ·ŃŘǎ ƨƗ ǘĶŜ LJŃƨLJƨǎƖ·ƒ ǘƨ ŘŜØŜƒƨLJ Ɩ· ƴŜø ǎǘƖ·ƴŘƖ·ŃŘ ƨŃ ŃŜØƛǎŜ Ɩ·ƴŜȄƛǎǘƛƴƎ ǎǘƖ·ƴŘƖ·ŃŘƩ Ɩ·ƴŘ ǎĶƖ·ƒƒ ŜƴŎƨdzŃƖ·ƎŜ ǘĶŜƛŃ LJƖ·ŃǘƛŎƛLJƖ·ǘƛƨƴƛƴƛǘǎ ŘŜØŜƒƨLJƴŜƴǘφ

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