

scc  ccn

# SCC Directives Part 2

## Participation in International & Regional Standardization Organizations



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# 1.

## Introduction

This document establishes requirements for Canadian participation in international standardization including, but not limited to, participation in the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC). The Standards Council of Canada (SCC) ensures effective Canadian participation in the activities of those organizations, establishes requirements and guidance for participation within the Canadian framework and has the authority to determine compliance with the requirements, as outlined in this document.

This document is updated periodically in accordance with the SCC quality management program and is approved by SCC. To ensure that you are using the latest edition, please visit [SCC's Standards Hub](#).

## 1.1 Standards Council of Canada (SCC) mandate

SCC is a federal Crown corporation established by the *Standards Council of Canada Act* (R.S.C., 1985, c. S-16) to foster and promote efficient and effective voluntary standardization in Canada to fulfill the mandate outlined in the Act:

- Promote the participation of Canadians in voluntary standards activities.
- Promote public-private sector cooperation in relation to voluntary standardization in Canada.
- Coordinate and oversee the efforts of the persons and organizations involved in the Canadian Standardization Network.
- Foster quality, performance and technological innovation in Canadian goods and services through standards-related activities.
- Develop standards-related strategies and long-term objectives.
- Support government priorities, while working together with leading Canadian companies to create advantages to help Canadian businesses compete internationally, to advance the national economy, support sustainable development, benefit the health, safety and welfare of workers and the public, assist and protect consumers, facilitate domestic and international trade and further international cooperation in relation to standardization.



SCC reports to Parliament through the Minister of Innovation, Science and Economic Development Canada (ISED). Within SCC, oversight is provided by SCC's Governing Council which approves the strategic direction of the organization.

Through the Act, SCC has the authority of representing Canada at ISO and IEC. The ISO national body (NB) for Canada is the SCC and the IEC national body (NB) for Canada is the Canadian National Committee of IEC. The Canadian National Committee of IEC is governed by its own terms of reference, which are approved by SCC.

As the NB of Canada at ISO/IEC, SCC has requirements and obligations outlined in the *ISO/IEC Statutes and Rules of Procedure* and *ISO/IEC Directives* and their *Supplements*.

The technical and governance work delivered by Canadian stakeholders on behalf of Canada shall be carried out under the direction and authority of SCC. SCC is mandated to establish the areas of work, leadership and membership and make changes at its discretion.

## 1.2 International role

### International Organization for Standardization

The International Organization for Standardization (ISO) is an international non-governmental organization established to develop International Standards and other deliverables. The membership of ISO consists of one (1) member body from each country who is the most representative of standardization within that country. The member body supports the work of ISO at the technical level through participation in committees and other groups which develop standards and other deliverables, as well as at the governance level through participating in ISO's management boards and their activities. ISO develops standards in all areas except for electrical, electronic and information technologies. The member body for Canada is the SCC. For more information visit <https://www.iso.org>.

*Note: The official languages of ISO are English, French and Russian. The working language of ISO is English.*

### International Electrotechnical Commission

International Electrotechnical Commission (IEC) is an international non-governmental organization established to develop International Standards. The membership of IEC consists of one national committee from each country who is representative of electrotechnical industry and standardization within that country. IEC also administers four (4) conformity assessment systems whose members certify that devices, systems, installations, services and people work as required. The national committee supports the work of IEC at the technical level through participation in the committees and other groups which develop standards and other deliverables, as well as at the governance level through participating in IEC's management boards and their activities. SCC provides the secretariat and pays the dues for the Canadian National Committee, which acts as Canada's member body of IEC. IEC develops standards in electrical, electronic and information technologies. For more information visit <https://www.iec.ch>.

*Note: The official languages of IEC are English, French and Russian. The working language of IEC is English.*



# 1.3

## National role

Standards Council of Canada (SCC) advances Canada's national priorities and economic competitiveness by promoting and securing the effective participation of key government, industry and consumer stakeholders in Canada's standardization system, nationally and internationally. Nationally, SCC oversees the development of National Standards of Canada and develops strategies to optimize standards activities and frameworks. Internationally, SCC ensures Canada sustains its influence and leadership among regional and international standardization bodies such as ISO and IEC. SCC facilitates Canadian participation in international standardization and governance activities through its membership in ISO and IEC, manages the Canadian National Committee of the IEC and its associated memberships, manages Canadian participation in international standardization and sets the rules for Canadian participation in governance and technical activities of ISO and IEC.

### Technical level

The technical activities relate to supporting the development of International Standards and other deliverables through representing Canada on ISO and IEC technical committees (TC). The different activities and responsibilities at the ISO/IEC TC and Canada's mirror committee (MC) level are described below.

**ISO/IEC technical committees (TC):** In ISO/IEC, the NBs participate in the TCs according to their national, economic, social and environmental priorities. As such, NBs send experts to participate actively in the TCs of their choice. NBs are responsible for nominating experts to participate in the development of the work. They have an obligation to include all national interested stakeholders from public and private sectors and to coordinate and represent their needs. Voting at ISO and IEC is a responsibility of the NB (one country = one vote).

**Canadian mirror committees (MC):** An MC is established by SCC to facilitate Canada's participation in standardization activities of the corresponding international standardization bodies TCs, subcommittees (SC), project committees or systems committees. The scope of the Canadian MC is identical to the scope of the ISO/IEC committee that it mirrors. Canadian MCs are established by SCC in areas of value to Canada aligned with SCC's mandate. Canada does not participate in every committee of ISO/IEC. MCs may be established because of a request from a Canadian applicant or as a result of the establishment of a new TC, SC, project committee or systems committee in ISO/IEC.

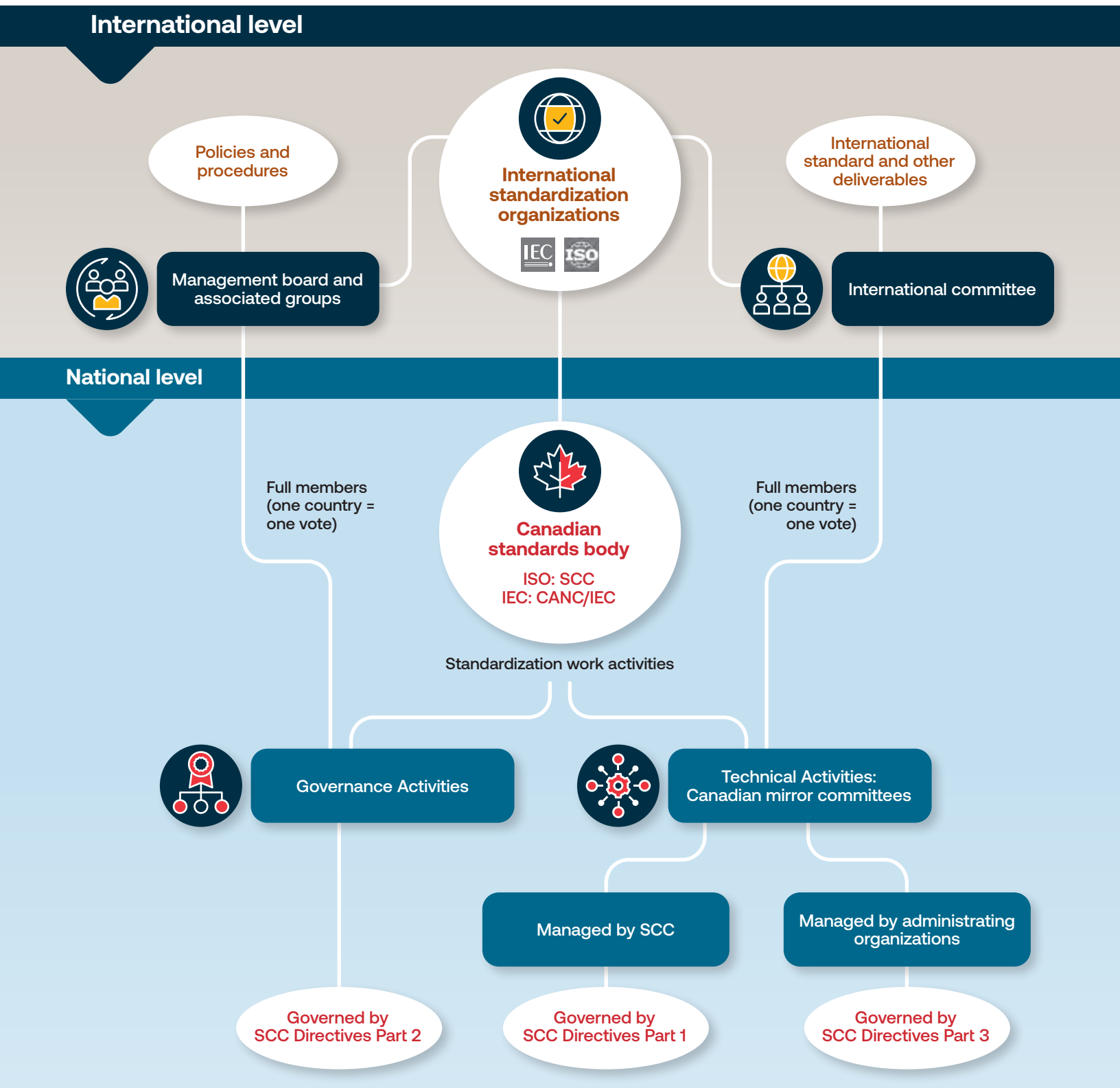
As illustrated in *Figure 1*, the Canadian MCs are managed either by:

- SCC through an assigned MC administrator referred to as a program officer. MCs managed by SCC are governed by *SCC Directives Part 1: Participation in International Standardization*.
- Administrating organizations (AOs) approved by SCC who work in partnership with SCC to manage and administer MCs. AO MCs and their members are governed by *SCC Directives Part 3: Administrating Organizations – Management of Mirror Committees* and report to SCC. An administrating organization administrator (AOA) is the key contact for MCs and the AOA works in partnership with their respective counterpart at SCC, the program officer. *SCC Directives Part 3* includes the same requirements in *SCC Directives Part 1*; however, it also includes additional requirements for the AO.

**Governance level:** As the Canadian member to ISO and IEC, SCC ensures the effective participation in governance activities of these organizations. Governance activities support the development of policies/procedures used to govern ISO and IEC management boards and their associated bodies and are governed by *SCC Directives Part 2: Participation in International & Regional Standardization Organizations*.

*Note: The framework of Canadian participation in international standardization is illustrated in Figure 1.*

**FIGURE 1. FRAMEWORK OF CANADIAN PARTICIPATION IN INTERNATIONAL STANDARDIZATION**



## 2.

### Scope

This document specifies the Canadian requirements and guidance for participation in governance committees and/or activities in regional and international standardization bodies managed by SCC. These include, but are not limited to, ISO/IEC management boards and associated groups (for example, ISO Council, ISO Technical Management Board [TMB], IEC General Assembly, IEC Board, IEC Standardization Management Board [SMB], strategic groups, advisory committees, annual general meetings, etc.).

Participation in International Standards development activities is covered by *SCC Directives Part 1: Participation in International Standardization* and the management of mirror committees by Administrating Organizations is covered by *SCC Directives Part 3: Administrating Organizations – Management of Mirror Committees*. Participation in governance activities by Canada shall be conducted in accordance with this document.

## 3.

### Normative references

In addition to the requirements specified within this document, the following references are essential for the application of this document and shall be followed when pertinent. As the references below are updated, the latest edition of the referenced document (including any amendments) applies.

- *ISO/IEC Directives Part 1: Procedures for the technical work*, and the ISO, IEC and JTC 1 Supplements.
- *ISO/IEC Directives Part 2: Principles and rules for the structure and drafting of ISO and IEC documents*.
- *IEC & ISO Statutes and Rules of Procedures*.
- *Terms of Reference* of Canada's National Committee of the IEC.
- *Terms of Reference* of regional/international organizations, including APCF, COPANT, FINCA, PASC.
- *ISO, IEC, Codes of Conduct and guidance documents*.



# 4.

## Definitions

### **Complaint**

Expression of dissatisfaction, other than appeal, by any person or organization relating to the activities outlined in this document, where a response is expected.

### **Consensus**

General agreement, characterized by the absence of sustained opposition to substantial issues by a concerned interest, and a process that takes into account the views of all parties concerned, and reconciles any conflicting arguments.

*Notes: Consensus need not imply unanimity. Sustained opposition is not a “veto”.*

### **Delegate**

Representative of the member body or national committee attending governance committee and supporting the head of delegation.

### **Financial assistance**

Monetary assistance that is provided by SCC to support member participation in a regional or international standardization activity.

### **GCG convenor(s)**

The elected or appointed member(s) who coordinates the work of the GCG.

### **Governance**

Principles, policies and framework by which an organization is directed and controlled.

### **Governance committee**

A group of individuals elected or appointed to undertake the work activities of regional and international standardization bodies. These include, but are not limited to, ISO/IEC management boards and associated groups (for example, ISO Council, ISO Technical Management Board [TMB], IEC General Assembly, IEC Board, IEC Standardization Management Board [SMB]) regional organizations (Pacific Area Standards Congress [PASC] or the Pan American Standards Commission [COPANT]), strategic groups, advisory committees, delegations to annual general meetings, etc. and governance consultation groups established to support participation in these aforementioned bodies.

### **Governance consultation group (GCG)**

Consultation forum established to provide guidance to the member(s) when carrying out their governance activities associated with one or more governance committees.

### **Head of delegation**

Leader of a delegation participating in standards or conformity assessment activities.

### **International Electrotechnical Commission (IEC)**

Non-governmental organization whose membership is composed of national committees, and which is responsible for preparing and publishing International Standards for the electrical, electronic and related technologies.

### **International Organization for Standardization (ISO)**

Non-governmental organization whose membership is composed of national standards bodies and is responsible for preparing and publishing International Standards in fields other than electrical and telecommunication.

### **International Standard**

A normative document developed according to consensus procedures, which has been approved by the IEC and/or ISO national body (NB) members of the responsible committee in accordance with Part 1 of the *ISO/IEC Directives*.

### **Member**

Person elected or appointed to represent Canada in a governance committee.

### **Mirror committee (MC)**

A committee established by SCC to facilitate Canada's participation in standardization activities of the corresponding international standardization body's technical committee (TC), subcommittee (SC), policy committee or systems committee (SyC).

### **National body (NB)**

Standards organization recognized at the national level that is eligible to be the national member of the corresponding international and regional standards organizations.

*Note: For ISO, the NB is referred to as the member body and for IEC, the NB is referred to as the national committee.*

### **Observer**

Stakeholder seeking participation in international governance committee meetings, who is not a member. Observers are able to attend governance committee meetings but are not eligible to comment or vote.

### **Regional standards development organization**

An organization whose membership is open to the relevant national standards body from each country within one geographical, political or economic area.

### **SCC online platforms**

Online systems and applications provided by SCC used to coordinate and facilitate standardization activities.

### **Stakeholder category**

Interest groups who represent the views of an identifiable group of individuals or organizations. Categories are defined by SCC.

### **Standardization**

Process of developing standards and other deliverables (for example, technical specifications and technical reports) based on consensus in accordance with ISO and IEC policies and procedures.

### **Subject matter expert**

An individual with specialist knowledge in a particular field who is appointed by SCC.

# 5.

## Determining participation in governance committees



Participation in regional and international governance standardization committees is decided by SCC, either at the request of an applicant or following a call for nominations.

### 5.1 SCC call for nomination

When SCC determines the need for Canadian participation in an international governance committee, SCC shall open a call for nominations to select a suitable candidate(s). The call for nominations will outline the specific criteria required to fulfill the proposed governance position(s).

The applicant(s) responding to SCC's call for nomination shall provide the required information in accordance with the call for nominations, including but not limited to:

- Evidence that they have the knowledge and experience to participate in the work.
- Evidence that they have sufficient resources to participate in the work (resources include time, financial and, if applicable, employer's support).
- A curriculum vitae and a motivation statement demonstrating that they comply with the criteria.

SCC shall review applications and select a suitable candidate(s). Knowledge and experience shall be evaluated against the criteria outlined on the call for nomination, position descriptions, terms of reference and any other supplementary documents associated with the governance committee.

When assessing the sufficiency of resources, SCC will consider the effort and resources required to participate in the work against the candidate's statement of commitment.





## 5.2 Application to participate

Any person expressing interest in participating in an area of governance where Canada does not currently participate shall submit an application to SCC, using the application template *Form I – Justification to Participate in Regional and International Governance Activity*.

The applicant shall provide:

- Evidence that the participation provides value to Canada.
- Evidence that the candidate has the knowledge and experience to participate in the work.
- Evidence that the candidate has sufficient resources to participate in the work.

*Note: Resources include time, financial and, if applicable, employer's support.*

Knowledge and experience of an applicant will be evaluated against the *Terms of Reference, Annex B: Common Elements*, and any other supplementary documents associated with the governance committee. The applicant's curriculum vitae and a motivation statement shall be provided to SCC.

When assessing the value of participation, SCC will consider the following factors:

- Advance Canada's leadership role within international and regional standardization fora.
- Support further international cooperation with international standardization organizations.
- Benefits of trade.
- Advancement of the national Canadian economy.
- Assistance to Canadian consumers.
- Benefit to the health, safety and welfare of Canadian workers and the public.
- Support for sustainable development.
- Support to Canadian government(s).

When assessing the sufficiency of resources, SCC will consider the effort and resources required to participate in the work against the candidate's statement of commitment.

# 6.

## Member requirements and responsibilities



### 6.1 General requirements

Governance members approved to participate in governance committees shall attest that they have read, understood and comply with relevant directives, supplements, statutes, rules of procedure, terms of reference and codes of conduct.

Governance members shall actively contribute to the work of their governance committee. Members' participation and contribution shall be assessed by SCC.

### 6.2 Member responsibilities

The governance member shall demonstrate active participation by fulfilling the following responsibilities:

- Partake in onboarding and training related to their role and responsibilities. This may include training offered and/or required by international or regional organizations.
- Update contact and biographical information on SCC's online platforms.
- Circulate documents such as meeting information, agendas, working documents, position papers, meeting minutes, etc., on the SCC online platform prior to scheduled meetings.
- Develop national positions using SCC-approved templates. The governance member should work with SCC to consult with relevant stakeholders or work with GCG, when required.
- Attend regional, international and SCC-related governance meetings, as required.
- Provide meeting reports within two (2) weeks of attendance at regional or international meetings, using SCC-approved templates.
- Vote and/or comment on all required governance ballots within the specified time frames, working with SCC to consult with relevant stakeholders when needed.
- Access posted documents for review, reply, comment or voting within the specified time frames on SCC's online platforms.
- Use SCC's online platforms for all work activities (posting comments, national positions, proposed delegations, mentorship, training etc.).
- Convene the GCG, when applicable.
- Comply with SCC's *Member Code of Conduct*, *ISO* or *IEC Code of Conduct* and report misconduct or breaches to the codes to SCC in a timely manner.



## 6.3

### Code of conduct violations

The process for handling violations to the *SCC*, *ISO*, or *IEC Code of Conduct* is closely aligned to the *ISO/IEC framework for handling breaches or misconducts*. SCC, as the NB to ISO and IEC, is responsible for Canadian governance members at the national and international levels.

Should any governance member experience a misconduct or a breach to the *SCC*, *ISO* or *IEC Code of Conduct*, governance members shall follow the processes outlined below. Complaints of a technical or procedural nature are addressed under the Complaints section of this document.

SCC will not tolerate any threatening, harassing, or abusive behaviour throughout the process to address violations to codes of conduct.



#### Member to member intervention:

- Seek to understand what motivated the alleged breach and understand if a breach really occurred.
- When appropriate, raise your concern(s) either in person or by correspondence, by approaching the person(s) you believe breached the code, citing the relevant clause of the *Code of Conduct* that you believe was breached.
- Retain written record(s) of the alleged breach.
- If the alleged breach occurred openly in a meeting, consider raising the concern in the meeting or to respect the other person(s), consider using a break in the meeting or at the end of the meeting to approach the person(s) and discuss your concerns. Try to resolve the concerns by agreement to move forward in a mutually satisfactory way. Retain written record(s) of any interactions.
- Should you not be comfortable approaching the person(s) directly, seek support and assistance from the head of delegation, SCC or the ISO or IEC officers/program manager, either in person or through correspondence.

#### Member request to SCC for intervention

When an issue has not been resolved following the approach stated above, contact SCC by email at [isd-eni@scc.ca](mailto:isd-eni@scc.ca) or by mail at the following address:

Standards Council of Canada  
600-55 Metcalfe Street  
Ottawa ON K1P 6L5  
Canada

The governance member raising the concern shall submit the following information to SCC:

- Written description of the alleged breach indicating the code of conduct and citing the relevant clause that is alleged to have been breached.
- Supporting evidence (location, witnesses, dates, frequency, documents, social media content etc.).
- Any evidence of attempts to resolve the issue following the approach outlined under *Member-to-Member Invention*, if applicable.

The governance member requesting the investigation by SCC shall cooperate with and provide the necessary assistance to the investigation and shall always maintain confidentiality about the alleged breach or misconduct and those involved in the investigation.

SCC shall initiate an investigation which will review the evidence, conduct meetings with each of the identified persons and additional relevant third parties, if necessary and share the information with other parties as deemed appropriate.

Following the investigation, SCC shall decide on how to handle the situation and inform the involved parties of the result and conclusion of the investigation. SCC's decision is final and binding.

*Notes: Investigations involving a member of another NB are time consuming due to the international nature of the work and may require additional follow up with the NB. There may be some cases where despite SCC's efforts, SCC is unable to reach a resolution with another NB on the alleged breach. SCC, or the other NB, may submit a formal request to ISO or IEC for resolution. Recommendations from ISO or IEC are final and binding for all NBs.*

*To sustain professional courtesy for all those involved in a code of conduct issue, SCC shall share the documentation on the alleged breach on a need-to-know basis only. Any concerns raised about another individual under this document shall be directly related to a breach of SCC, ISO or IEC Codes of Conduct. Any evidence of negative actions against the person(s) raising concerns about an alleged breach shall be considered as a new and separate case of a breach to the code of conduct.*

## 6.4 Member removal

SCC shall remove a member when the member requests to be removed or when they do not comply with the requirements outlined in this document. Reasons for removal may include but are not limited to:

- Failing to attend MC meetings.
- Failing to respond to three consecutive national or international votes or commenting ballots on SCC's online platform.
- Failing to provide international meeting reports to the MC following participation in international standardization activities or meetings.
- Failing to use SCC's online platforms for all MC work.
- Failing to access SCC's online platforms within twelve (12) months.
- Unsubscribing or refusing to receive mandatory SCC notifications on all technical information relevant to their standards development work.
- Not complying with ISO, IEC, or SCC policies, procedures, and Codes of Conduct.
- Failing to follow the complaints process set out in the SCC Directives.
- Breaching the confidentiality of the complaints deliberations.
- Failing to abide by the direction given by SCC in relation to standards development activities, processes, or procedures.
- Bringing SCC into disrepute either nationally or internationally.
- When SCC determines that continued participation in an area of standards development is no longer required and/or is no longer of priority/value to Canada or to SCC.

# 7.

## Attendance at international governance meetings

### 7.1 Registration

Governance members shall attend all meetings of the governance committees to which they belong, as required. Members shall register to attend a governance committee meeting prior to the established deadline, or as directed by SCC.

### 7.2 Preparation

Prior to attending governance meetings, member(s) shall participate in a briefing meeting with SCC or GCG, as required, to review the meeting agenda, meeting documents and develop and agree on a national position.

### 7.3 Canadian delegations

A delegation is comprised of a head of delegation and may include delegate(s) and/or observer(s). If not designated by the regional or international governance committee's terms of reference, SCC shall determine the head of delegation.

The head of delegation is responsible to represent Canada and communicate the national positions. Delegates shall support the national positions and assist the head of delegation. The head of delegation may call on other delegates to speak on specific agenda items.

Stakeholders who are not the member(s) of the governance committee may join the delegation as an observer. Observers may attend a regional or international meeting, but are not eligible to comment, vote, or present Canadian positions. Stakeholders interested in being an observer to a governance committee shall submit the request to SCC using the SCC's *Form I – Justification to participate in regional and international governance activity*. SCC shall approve the stakeholder request to attend the governance meeting as an observer or member of the Canadian delegation. Attendance as an observer is also subject to approval by the regional or International Standards body organizing the governance committee.

## 7.4 Participation

When representing Canada at a regional or international meeting, all delegates shall present and support the Canadian national positions and all comments on behalf of the Canadian NB.

Delegates should actively contribute to discussions and make recommendations as appropriate. Regional and international meetings may include webinars, teleconferences and in-person meetings.

Canadian delegates shall refrain from expressing personal opinions contrary to the official Canadian position established prior to the meeting, or at the briefing meeting, or developed during the meeting.

## 7.5 Language

The official languages of IEC and ISO are English, French and Russian. The work of ISO and IEC's committees and the correspondence are in English by default. As the Canadian NB to ISO and IEC, MC standardization work activities shall be conducted in English.

## 7.6 Reporting of meeting outcomes

Members attending regional or international meetings shall provide to SCC and GCG when applicable, a meeting report within two (2) weeks following the end of the meeting, using SCC-approved templates.

The report shall contain the following:

- Decision on national positions, actions and impact to Canada.
- Canadian contributions and their outcomes.

- Problem areas and decisions not in Canada's interest.
- Items of strategic importance for Canada.
- Recommendation regarding continued Canadian participation.
- A copy of meeting resolutions/recommendations and decision lists, if available at the time of the submission of the report; if not available, governance members shall follow-up with these copies when available.

## 7.7 Travel insurance

SCC provides travel medical insurance to Canadian residents attending regional and international standardization meetings outside of Canada. To be eligible for this service, the governance member must be under the age of seventy (70) and include their date of birth on their profile within the SCC online platform. Members aged seventy (70) or older are encouraged to obtain their own travel medical insurance.

The insurance coverage period is calculated in accordance with the following criteria:

- In the case of travel to or within Canada – no travel insurance coverage.
- In the case of travel to the United States of America – one (1) day before the start of the international standardization meeting until one (1) day following the end of the international standardization meeting.
- In the case of travel to any country other than the United States of America or Canada – two (2) days before the start of the international standardization meeting until two (2) days following the end of the international standardization meeting.

The travel medical insurance provided by SCC is subject to other limitations, exclusions and subject to change on an annual basis. It is important for any person receiving SCC's travel medical insurance to review what is included, as well as what is not covered, prior to travelling.

# 8.

## Hosting of international governance meetings in Canada



### 8.1 Authorization to host

Governance members wishing to host a regional or international governance meeting in Canada shall submit an application to SCC. As the national body for ISO and IEC, SCC has the sole authority of approving any offers to host.

SCC may refuse to permit a hosting of an international standardization meeting in Canada if there is a requirement to issue letters of invitation to international delegates from countries subject to sanctions imposed by the Government of Canada, under the *Special Economic Measures Act*, the *Justice for Victims of Corrupt Foreign Officials Act*, the *United Nations Act*, or any other similar legislation.

The hosting application shall be submitted to SCC at least eighteen (18) months prior to the regional or international governance meeting. SCC recognizes that eighteen (18) months' notice may not always be feasible, in which case, the proposing governance member shall notify SCC as soon as possible. For working groups meetings, a hosting application shall be submitted to SCC at least six (6) months prior to the international working group meeting. SCC recognizes that six (6) months' notice may not always be feasible, in which case, the proposing member shall notify SCC as soon as possible. The proposing governance member should be aware that SCC may not approve the application based on insufficient time to organize the meeting.

The proposing governance member shall submit a completed hosting proposal, including all supporting documentation in accordance with *Form H – Application to Host an International Meeting in Canada*.





## 8.2 Host organizing committee

The proposing governance member shall establish a host organizing committee to support the organization and hosting of the international governance meeting. The committee shall have the following responsibilities:

- Ensure that meetings are hosted in accordance with the applicable documents.
- Consult with the international secretariat.
- Prepare a budget.
- Secure sufficient sponsors to meet budgetary requirements.
- Secure appropriate venue and equipment.
- Provide logistical information for dissemination to attendees using SCC templates.
- Complete final report to SCC upon the conclusion of the meeting.

## 8.3 Information package

The host organizing committee shall prepare an information package to be distributed to delegates attending the meeting at least sixteen (16) weeks prior to the meeting, or by an alternative deadline set by SCC. Information packages should include information outlined in the applicable SCC template. A sample information package template is available from SCC and can be modified to accommodate the specific details of the hosting/meeting.

## 8.4 Visa invitation letters

SCC is responsible for the issuance of letters of invitation for international delegates attending international standardization meetings, upon submission of *Form G – Visa Letter Invitation Request*. These letters are issued to delegates for visa application purposes. SCC will issue letters of invitation to delegates who have provided the required information. Letters of invitation are sent by email and through Canada Post international letter post.

# 9.

## Canadian governance committee (CAGC)



### 9.1 Establishment of a governance consultation group (GCG)

SCC may establish a governance consultation group (GCG) to support the member(s) in their governance committee. The GCG shall be convened by the elected or appointed member of the governance committee. If there is more than one member on the governance committee, SCC shall appoint the convenor of the GCG. The convenor is responsible for complying with the governance members responsibilities outlined in this document. The scope of the GCG shall be identical to the scope of the relevant governance committee.

SCC is responsible for determining the composition and minimum number of participants. The governance member(s) shall support SCC in the identification of potential subject matter experts to represent the Canadian interest.

### 9.2 General requirements

Subject matter experts approved to participate in a GCG shall attest that they have read, understood and comply with relevant directives, supplements, statutes, rules of procedure, terms of reference and SCC, ISO and IEC codes of conduct.

Subject matter experts shall actively contribute to the work of the GCG in which they participate. Subject matter experts' participation and contribution shall be assessed by SCC.





## 9.3 Subject matter expert's responsibilities

The GCG subject matter experts shall actively participate in the GCG by:

- Participating in GCG meetings as scheduled.
- Providing feedback to the GCG convenor when developing national positions.
- Suggesting new participants for the GCG.
- Suggesting coordinating the governance work with other GCGs or Canada's mirror committees (MC).
- Using the SCC online platform for all business.
- Comply with *SCC's Member Code of Conduct*, *ISO* or *IEC Code of Conduct* and report misconduct or breaches to the codes to SCC in a timely manner.

## 9.4 Participant removal from a GCG

Participation by the subject matter expert shall not continue when:

- Unable to comply with the requirements outlined in this document.
- Fails to attend two (2) consecutive GCG meetings without cause (virtual meeting).
- Consistently fails to provide comments on SCC's online platform.
- Fails to use SCC's online platform for all committee work.
- Does not comply with codes of conduct.
- Upon request by a subject matter expert made on his or her behalf.
- When SCC determines that continued participation is no longer of value to Canada.

# 10.

## Financial assistance

### 10.1 Eligibility

Eligibility for financial assistance shall be determined by SCC on an annual basis (subject to availability of resources). Governance members receiving financial assistance from SCC shall follow all SCC financial and travel policies.

#### Exclusions of financial assistance

Financial assistance provided by SCC shall be used only to support international standardization activities undertaken by the governance representative. Financial assistance provided by SCC shall not be used to:

- Financially support federal public service employees.
- Attend CEN or CENELEC meetings.
- Financially support standards development organization employees, including staff employed by an SDO acting in the capacity of a standards application organization or their subsidiaries.
- Pay consulting fees.
- Purchase alcohol, entertainment, or gifts.

### 10.2 Travel expenses

SCC shall inform the member(s) what travel and associated costs are covered. When travel costs are covered by SCC, member(s) shall use SCC travel services, unless otherwise authorized.

### 10.3 Travel claims

When travel costs are covered by SCC, members shall use SCC's travel expense claim system and submit their completed form to SCC within two (2) weeks of their return from the international governance meeting.

# 11.

## Complaints



Complaints on the services and processes within the scope of this document shall be submitted to SCC. A complaint may be technical or procedural. Code of conduct alleged violations are addressed under the applicable section of this document.

The complainant shall:

- Submit the complaint in writing to SCC.
- Articulate the nature of the complaint.
- Provide evidence and justification for the complaint.
- Cooperate with and give necessary assistance to the investigation.
- Maintain confidentiality throughout the complaint handling process and of those involved in the complaint.

All complaints shall be directed to SCC through SCC's complaint webpage at [www.scc.ca/en/complaints](http://www.scc.ca/en/complaints) or by mail to the following address:

Standards Council of Canada  
600-55 Metcalfe Street  
Ottawa ON K1P 6L5  
Canada

SCC shall acknowledge the complaint, seek additional information where necessary and investigate the complaint. SCC may involve other parties in the investigation and share the information received from the complainant. After the outcome is determined, the complainant will be informed of SCC's conclusion of the complaint, and that it is the end of the complaint handling process, while at the same time respecting confidentiality provisions.

Should the complainant be dissatisfied with SCC's conclusion, the complainant may submit a written request to SCC, including evidence and justification, articulating the rationale for the escalation of the complaint. Escalation of complaints shall only be accepted if received within the timelines articulated in the escalation options found within SCC's conclusion of the complaint.

SCC accomplishes its mission through core values that embody respect, integrity and professionalism. SCC will not engage with parties that conduct themselves unreasonably or against SCC's values. If this behaviour or conduct is recognized, SCC will notify the complainant of SCC's intention to terminate further communication and close the complaint, and where appropriate take additional action as a result. Where this behaviour or conduct ceases, SCC may resume productive communication with the complainant and reopen the complaint.



# 12.

## Maintenance of SCC Directives

SCC establishes requirements and guidance for participation within the Canadian framework and has the authority to determine compliance with the requirements, as outlined in this document. SCC is responsible for the maintenance of this document. Stakeholders who wish to propose changes to the *SCC Directives* may do so at any time by completing the following *Form L – Request for Changes to Directives*. SCC collates, reviews and assesses proposed changes on a regular basis. Any changes to the *SCC Directives* are enacted and republished on an annual basis, if required.