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SCC Directives Part 3
Administrating Organizations – Management of Mirror Committees

Standards Council of Canada

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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. Additional requirements for administrating organizations are highlighted in blue throughout 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 national bodies (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 interested national 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 because of the establishment of a new TC, SC, project committee or systems committee in ISO/IEC.

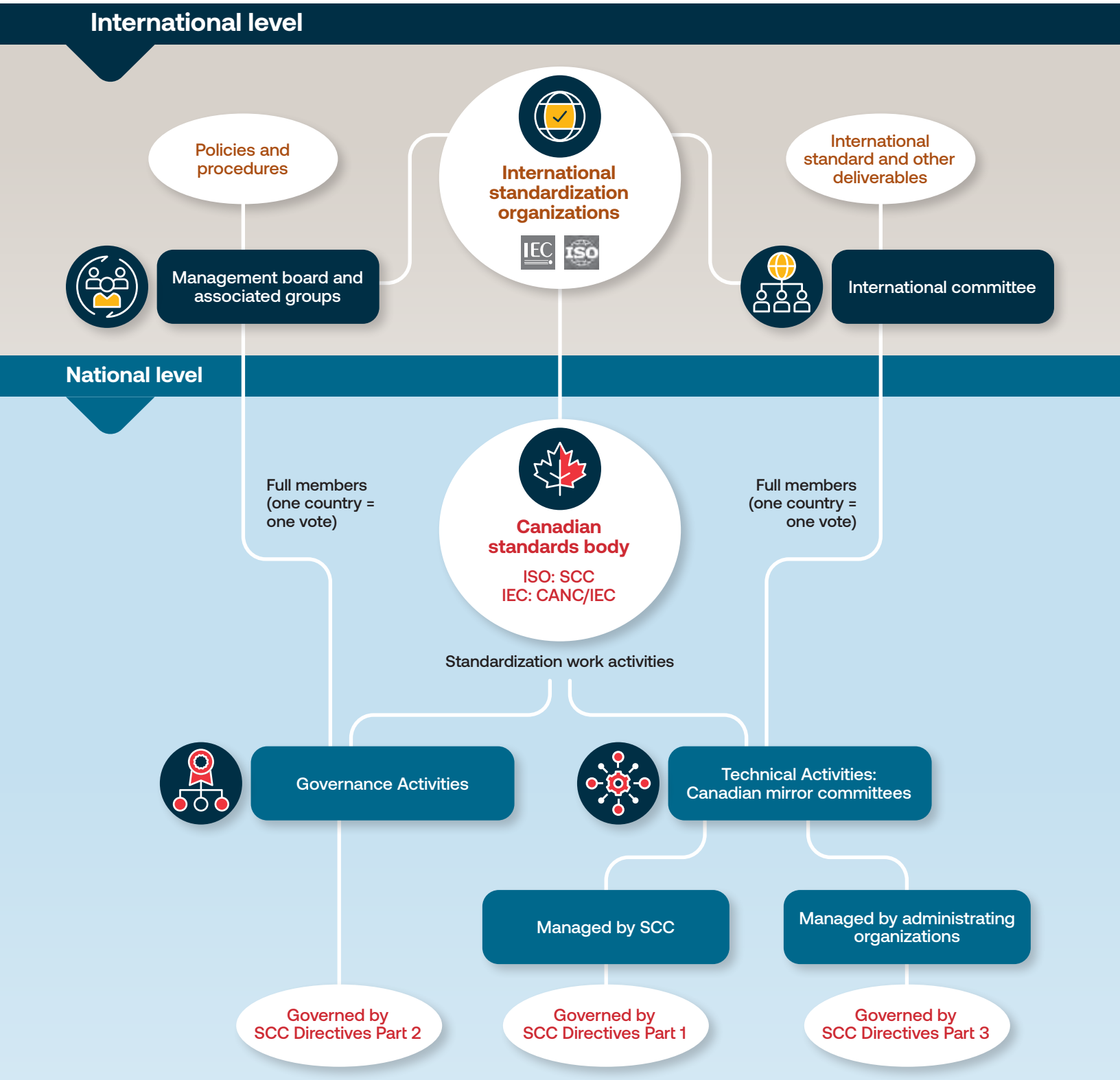
As illustrated in *Figure 1*, the Canadian MCs are managed either by:

- 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 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 to participate in international standardization activity led by an administrative organization. Participation in technical activities by Canada shall be conducted in accordance with this document.

Participation in technical standardization activities led by SCC is covered by *SCC Directives Part 1: Participation in International Standardization* and participation in governance activities is covered by *SCC Directives Part 2: Participation in International & Regional Standardization Organizations*.

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 applicable. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

- *ISO/IEC/ITU Common Patent Policy.*
- *ISO/IEC Directives Part 1: Procedures for the technical work.*
- *ISO/IEC Directives Part 2: Principles and rules for the structure and drafting of ISO and IEC documents* and ISO, IEC, JTC 1 *Supplements.*
- *ISO* and *IEC Sales and copyright policies.*
- *ISO* and *IEC Codes of Conduct.*
- *ISO* and *IEC Guidance and process for addressing misconduct and breaches of the Code of Conduct.*

4.

Definitions

Accreditation
Authorization by SCC for a member of an SCC mirror committee (MC) to attend an international standardization meeting.

Administrating organization
An organization or part thereof, approved by SCC that accepts responsibility for the management of one or more mirror committees.

Amendment
Modification, addition, or deletion of specific parts of the normative content of an international standard.

Canada's standardization network
Network of people and organizations involved in conformity assessment and voluntary standards development, promotion and implementation.

Canadian National Committee of the International Electrotechnical Commission
The Canadian National Committee of the International Electrotechnical Commission (CANC/IEC) is responsible for providing strategic advice on Canada's participation in IEC to safeguard Canadian interests and identify priorities and emerging issues in the electrotechnical sector. Through the CANC/IEC, Canadian stakeholders are afforded an opportunity to participate in IEC standards development and conformity assessment activities.

Conformity assessment
Demonstration that specified requirements of a particular standard relating to a product, service, process, system, person, or body are fulfilled.

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.

Note: Consensus need not imply unanimity.
Note: Sustained opposition is not a "veto".

Delegate
Representative of a national body, authorized by the national body, to represent the national body at a standardization meeting/event.

Fiscal year
12-month period adopted by SCC for accounting and taxation purposes.

Note: SCC's fiscal year begins on April 1 and ends on March 31.

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.

Governing council
Appointed by the federal government, and reports to Parliament through the Minister of Innovation, Science and Industry. It is composed of up to thirteen (13) members who represent a broad spectrum of stakeholder interests. Members review, approve and advise SCC on its strategic direction.

Host organizing committee
MC members responsible for preparing the hosting proposal, budget, logistics, sponsorship and organization of the meeting.

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)
A non-governmental organization whose membership is composed of national standards bodies, and which is responsible for preparing and publishing International Standards in fields other than electrical, electronic and telecommunication.

International standard
A normative document developed according to consensus procedures, which has been approved by the IEC and/or ISO NB members of the responsible committee in accordance with *ISO/IEC Directives Part 1: Procedures for the Technical Work*.

International standardization body
Organization composed of representatives from national standards organizations whose primary function is developing, coordinating, revising, interpreting, or otherwise producing technical standards to address the needs of its representatives.

International Standards development organization
An organization that develops international consensus standards through a process that adheres to a set of globally accepted principles for standards development specified by World Trade Organization (WTO), including transparency, openness, impartiality, effectiveness and relevance, consensus, performance based, coherence, due process and technical assistance.

Mirror committee chair
Leadership position that requires specific skills and knowledge responsible to lead the MC and ensure it performs its duties and responsibilities.

Mirror committee vice-chair
Leadership position that requires specific skills and knowledge responsible to work with the MC chair and help where required and be the supportive backup for all MC chair responsibilities.

Member
Person participating voluntarily in standardization activities on behalf of Canada by providing time, knowledge and expertise. No membership fees are charged and no renumeration is provided.

Mirror committee
Committee established by SCC to facilitate Canada's participation in standardization activities of the corresponding international standardization body's technical work activities. The scope of the mirror committee is identical to the scope of the technical committee it mirrors.

Mirror committee (MC) member
Member with technical expertise who participates in Canadian MCs to ISO and IEC.

Mirror committee (MC) observer
Person employed by SCC undertaking work that requires engagement with an MC but who does not participate on the MC as a member.

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.

National position
Decision and/or outcome that reflects Canada's national interest resulting from consultation of key stakeholders on a specific topic.

New work item proposal (NWIP)
A proposal to develop a standard or a group of standards in either an existing committee or a new committee.

Note: This includes ISO technical standards proposals (TSPs).

Observing status (O-status)
Status on a technical committee or subcommittee permitting the mirror committee to receive committee documents, to submit comments and to attend meetings.

Participating status (P-status)
Status on a technical committee requiring the mirror committee to participate actively in the work, attend international plenary meetings, vote on all questions submitted to the technical committee and nominate experts to working groups

Plenary meeting
Meeting of a technical committee attended by national body delegations participating or observing in the work of the committee and by the international leadership of the committee.

Regulator
An interest category of those on a technical committee representing any federal, provincial, municipal, other government body, or body/authority designated by a government responsible for regulating the acceptability, sale or use of the subject product(s), material(s) or service(s) and those bodies that enforce these rules and regulations.

Regulatory monitoring status (RMS)
Status available to federal, provincial, or territorial regulators supporting legislative or regulatory work activities related to the work of the committee permitting a regulator to receive committee documents and to attend meetings.

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

Secretariat
NB which has been assigned, by mutual agreement, the responsibility for providing technical and administrative services to a technical committee or subcommittee.

Stakeholder
Individual or group that has an interest in any decision or activity of an organization.

Stakeholder category: academic and research bodies
Representing universities and other higher educational bodies or professional educators associated with them, professional associations and research institutions.

Stakeholder category: consumer and public interest
Representing national, regional and international consumer representation bodies that are independent of any organization that would fall into the "industry and commerce" category, or individual experts engaged from a consumer or public interest perspective.

Stakeholder category: government and authorities having jurisdiction
Representing international and regional treaty organizations and agencies, federal, provincial/territorial, or municipal government bodies and bodies that have a legally recognized regulatory function.

Stakeholder category: industry and commerce
Representing manufacturers, producers, designers, service industries, distribution, warehousing and transport undertakings, retailers, insurers, banks and financial institutions, business and trade associations.

Stakeholder category: labour and unions
Representing international, regional, national and local trades unions and federations of trades unions and similar bodies, the main purpose of which is to promote or safeguard the collective interests of employees in respect of their relationship with their employers.

Stakeholder category: non-governmental organizations
Representing organizations that usually operate on a charitable, not-for-profit, or non-profit distributing basis and that have a public interest objective related to social or environmental concerns. No commercial purpose.

Stakeholder category: standards application organizations
Representing testing, certification and accreditation bodies and organizations primarily devoted to assessing the use of standards.

Stakeholder category: standards development organizations
An organization, or part thereof, accredited by SCC that accepts responsibility for the development, approval, publication and maintenance of standards.

Standard
A document, established by consensus and approved by a recognized body that provides for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at achievement of the optimum degree of order in a given context.

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.

Standards development
Process based on the key principles of international participation, transparency, consensus, due process and openness in the preparation, maintenance and publication of standards.

Systems committee (SyC)
Specialized committee at IEC focused on developing reference architectures, use cases and appropriate deliverables and guidance on the interfaces, functionality and interaction of a system within its agreed terms of reference.

Note: For the purpose of this document, systems committees shall be considered technical committees.

Technical committee (TC)
A committee established to develop standards in accordance with the specified scope, including subcommittees, project committees and systems committee.

Technical subcommittee (SC)
A subcommittee of the technical committee established to develop standards in accordance with the specified scope.

Working group (WG)
Group established by a technical committee or a subcommittee comprising of a number of subject matter experts, nominated by P-members or international organizations in liaison, to undertake specific tasks as directed by the appropriate committee. This may also include project teams, maintenance teams and ad-hoc groups.

Working group (WG) expert
Member with relevant subject matter expertise appointed by an NB to an international working group.

Working group (WG) meeting
Meeting of WG members.

5.

Establishing a mirror committee

As the Canadian member of ISO and IEC, SCC ensures effective Canadian participation in the activities of those organizations. Participation in international standardization activities of ISO and IEC occurs through Canadian MCs or through MCs who have been approved with regulatory monitoring status (RMS).

A new MC may be established as the result of a request from a Canadian applicant (person or organization or an AO) in an area where Canada does not currently participate, or as the result of the formation of a new TC or SC in ISO or IEC, following an evaluation and approval by SCC. All MCs shall be assigned a status by SCC as either participating status (P-status), observing status (O-status), or RMS.

Any applicant proposing to establish a MC shall submit an application to SCC for consideration and approval using SCC's application *Form C – Application to Establish a Mirror Committee*.

The establishment of a new MC shall meet the following requirements.

Evidence that the MC brings value to Canada by explaining if, and to what extent, the work would:

- Advance Canada's leadership role within international 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).

The membership of the committee shall represent Canadian interests and should be representative of all relevant stakeholder categories. Stakeholder categories include:

- Industry and commerce.
- Government and authorities having jurisdiction.
- Consumer and public interest.
- Labour and unions.
- Academic and research bodies.
- Standards application organizations.
- Non-governmental organizations.
- Standards development organizations.

Administrating organizations (AO)

Stakeholder categories: The membership of an MC should be representative of all relevant stakeholder categories and shall represent Canadian interests. SCC-accredited SDOs, approved as an AO, shall identify the stakeholder categories of MC members using SCC stakeholder categories. This does not preclude SCC-accredited standards development organizations (SDOs) approved as an AO using an additional stakeholder categorization system.

Note: Membership of MCs is aligned to the scope of the MCs' work activities and as a result, some stakeholder categories may not be relevant.

Mirror committees shall have a minimum of eight (8) members including MC leadership (chair and vice-chair).

Mirror committees shall have a chair and vice-chair for the MC. In the absence of the chair, the vice-chair shall undertake the responsibilities of the chair. There can be more than one vice-chair per committee. Where more than one vice-chair has been appointed, the MC chair shall designate the order in which vice-chairs undertake chair responsibilities, if required. The designations and responsibilities of a vice-chair shall be posted on SCC's online platform so that it is available to all MC members.

SCC assessment and decision

SCC will evaluate the application against requirements and decide on the establishment of the MC and its status as either participating or observing status. SCC shall inform the applicant of its decision.

Regulatory monitoring status (RMS)

RMS is a form of MC participation available only to federal, provincial, or territorial regulators to support legislation or regulation that would advance the objectives of their organization. An MC approved with RMS shall hold observing status only. RMS members are limited to exercise only the rights of an observing-status MC (e.g., attending international standardization meetings, commenting on documents, etc.), however are excluded from fulfilling SCC's administrative requirements outlined in this document. SCC shall confirm the continuation of an RMS MC on an annual basis.

Federal, provincial, or territorial regulators proposing to establish an RMS shall submit an application to SCC for consideration and approval using *Form J – Application to Establish a RMS Mirror Committee*.

The applicant shall:

- Provide rationale of their regulatory or legislative interest that aligns to the scope and work programme of the international TC.
- Appoint up to three (3) participants to observe the work of the TC or SC.

SCC assessment and decision

SCC will evaluate the application against requirements, decide on the establishment of the MC and its status as an RMS. SCC shall inform the applicant of the decision.

Request to become an administrating organization (AO)

SCC is responsible for approving administrating organizations (AO) that accept responsibility for the management of one or more mirror committees on behalf of SCC. Approval as an AO demonstrates that the organization is competent, credible and reliable to administer an SCC mirror committee.

Only SCC-approved AOs shall be permitted to administer an SCC MC.

Any organization wishing to be an AO shall complete an application using *Form E – Application to Become an Administrating Organization* and provide the required supporting documentation to SCC for review and approval.

SCC accredited Standards Development Organizations (SDO), through their SCC accreditation, meet the requirements of an AO and are not required to apply to become an AO.

Any organization wishing to be an AO shall meet the requirements outlined in this document. An AO shall ensure that the MC(s) under their management comply with all the requirements outlined in this document.

Process

The organization shall complete SCC's application and the required supporting documentation using *Form E – Application to Become an Administrating Organization*. The applicant shall submit their completed application and supporting documents to SCC. SCC shall review the application for completeness and, if required, contact the organization for further information or documentation.

SCC shall publish a notice to the MC(s) identified in the application, if an established MC, notifying them of the request by the organization. The notice shall include the name of the requesting organization, and an invitation to provide feedback on the request. The notice shall remain open for two (2) weeks and SCC shall take into consideration any feedback provided by the MC(s) when reviewing the application.

SCC shall review the application, as well as any feedback from the MC(s) and either approve or disapprove the request by the organization to become an AO. SCC shall communicate its decision to the applicant.

Becoming a Mirror Committee Administrator

Approved administrating organizations are eligible to apply to administer a mirror committee(s). This process is separate from the application to become an administrating organization. The approved AO must complete *Form F – Application to Administer a Mirror Committee* and provide SCC with the required documentation outlined in Form F.

Following SCC's approval of an AO to administer a mirror committee, the AO shall enter into the Administration of a Mirror Committee Agreement with SCC as well as completing *Form N – Administration Organization Agreement-Supplemental Information*.

An AO shall assign an individual(s) who will be responsible to manage the responsibilities of the MC outlined in this document. The individual(s) shall be an employee or an agent of the AO and shall be referred to as the Administrating Organization Administrator (AOA).

The AO shall also assign an individual who will be responsible to manage the membership application requests received by SCC for an AO MC.

Administrating organizations administrator (AOA) – responsibilities

An AOA shall:

- Comply and fulfill the requirements outlined in *SCC Directives Part 3: Administrating Organizations – Management of Mirror Committees*.
- Assist the MC leaders and members to comply with and fulfill their responsibilities outlined in this document.
- Ensure MC members respond to all ISO or IEC votes or comment ballots by the specified SCC due date.
- Assist the MC chair with the compilation of comments and development of national positions, and then provide the approved national position to SCC by the specified due date.
- Should the MC leadership be unable to provide the final national position to the MC, the AOA shall ensure the national position is finalized and provided to SCC within SCC's specified due date.
- Ensure MC members respond to all mirror committee business votes or comment ballots by the specified SCC due date (mirror committee ballots may include MC budget, activity reports, SCC surveys, leadership nominations, etc.).
- Assist the MC with the development and submission of *Form A – Mirror Committee Activity Report* by the SCC specified due date.
- In collaboration with the AO MC and its leadership, determine the Canadian head of delegation and the delegates to attend an international standardization meeting, and then provide this information using *Form D – Meeting Attendance and Allocation of Financial Assistance* to SCC by SCC's specified due date.
- Assist the MC chair in reviewing and confirming participation of WG experts.
- Assist the MC in the development of Canadian new work item proposal (NWIP) for ISO or IEC, and then submit it to SCC for review and approval.
- Assist the MC to contribute to the preparation of the MC application to host an international standardization meeting, using *Form H – Application to Host an International Meeting In Canada* and then submit it to SCC for review and approval.
- Ensure MC members 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.
- Coordinate and communicate regularly with SCC's MC contact in carrying out the MC's activities and responsibilities in accordance with the requirements outlined in this document.
- Coordinate and participate in MC meetings.

Administrating organizations (AO) – requirements

The AO shall:

- Comply with the requirements outlined in the *SCC Directives Part 3: Administrating Organizations – Management of Mirror Committees*.
- Comply with the requirements outlined in the *Administration of a Mirror Committee Agreement*.

Administrating organization – cancellation of agreement

An AO shall submit a request to SCC to cancel the *Administration of a Mirror Committee Agreement* at any time. SCC shall notify the relevant SCC staff and the MC(s) of the request to ensure a smooth transition. SCC and the AO shall coordinate the transfer of MC management back to SCC, following the notification to the MC(s) and SCC staff, and the fulfillment of any other administrative requirements.

Adherence to the *SCC Directives Part 3: Administrating Organizations – Management of Mirror Committees* and to the *Administration of a Mirror Committee Agreement* shall be monitored and assessed by SCC. Noncompliance by the AO of *SCC Directives Part 3* and the *Administration of a Mirror Committee Agreement* shall result in cancellation of the *Agreement* and the organization's status as an AO.

6.

Mirror committee responsibilities

SCC shall determine the participation status of Canadian MCs.

6.1 Mirror committee with participating status (P-status)

An MC shall meet the following requirements to maintain its P-status.

Evidence that the MC brings value to Canada by explaining if, and to what extent, the work would:

- Advance Canada's leadership role within international 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).

The membership of the committee shall represent Canadian interests and should be representative of all relevant stakeholder categories. Stakeholder categories include:

- Industry and commerce.
- Government and authorities having jurisdiction.
- Consumer and public interest.
- Labour and unions.
- Academic and research bodies.
- Standards application organizations.
- Non-governmental organizations.
- Standards development organizations.

Note: Membership of MC is aligned to the scope of the MC's work activities and as a result, some stakeholder categories may not be relevant.

MCs shall have a minimum of eight (8) members including MC leadership (chair and vice-chair).

MCs shall have a chair and vice-chair for the MC. In the absence of the chair, the vice-chair shall undertake the responsibilities of the chair. There can be more than one vice-chair per committee. Where more than one vice-chair has been appointed, the MC chair shall designate the order in which vice-chairs undertake chair responsibilities, if required. The designations and responsibilities of a vice-chair shall be posted on on SCC's online platform so that it is available to all MC members.

Shall have a minimum of one (1) MC meeting per year. Examples of discussion items for the MC meeting may include but are not limited to:

- Development of national positions for plenary meetings, input into strategic items such as TC business plans and programme of work, TC structure with regards to working groups (WGs), discussion/approval of new projects and new work item proposals (NWIP), confirming leadership appointments, etc.
- Preparation of activity reports.
- Review of Canadian WG participation.
- Review of MC membership.
- Meeting delegations.
- Travel budget.

MCs shall demonstrate active participation as outlined in this document.

MCs shall submit an *MC Activity Report* annually.

MCs shall attend international standardization meetings via in-person, hybrid or virtually (e.g., plenary meetings, WG meetings).

MCs shall comply with relevant ISO/IEC requirements and policies including but not limited to:

- *ISO/IEC/ITU Common patent policy.*
- *ISO* and/or *IEC Copyright policy.*
- *ISO* and/or *IEC Code of Conduct.*
- *ISO/IEC Directives Part 1* and *Part 2* and their *Supplements.*
- *Terms of reference*, if applicable.

MCs shall comply with *SCC's Member Code of Conduct* and should be aware of *Bill C-65 New Regulations on Prevention of Harassment and Violence in the Workplace*.

6.2
Mirror committee with observing status (O-status)

An MC that holds O-member status shall elect and submit a request to either change to P-member status or disband within the eighteen (18) months of its status as an O-member.

Evidence that the MC brings value to Canada by explaining if, and to what extent, the work would:

- Advance Canada's leadership role within international 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).

The membership of the committee shall represent Canadian interests and should be representative of all relevant stakeholder categories. Stakeholder categories include:

- Industry and commerce.
- Government and authorities having jurisdiction.
- Consumer and public interest.
- Labour and unions.
- Academic and research bodies.
- Standards application organizations.
- Non-governmental organizations.
- Standards development organizations.

Note: Membership of MC is aligned to the scope of the MC's work activities and as a result, some stakeholder categories may not be relevant.

MCs shall have a minimum of eight (8) members including MC leadership (chair and vice-chair).

MCs shall have a chair and vice-chair for the MC. In the absence of the chair, the vice-chair shall undertake the responsibilities of the chair. There can be more than one vice-chair per committee. Where more than one vice-chair has been appointed, the MC chair shall designate the order in which vice-chairs undertake chair responsibilities, if required. The designations and responsibilities of a vice-chair shall be posted on SCC's online platform so that it is available to all MC members.

MCs shall have a minimum of one (1) MC meeting per year. Examples of discussion items for the MC meetings may include but are not limited to:

- Development of consensus on national positions for plenary meetings, input into strategic items such as TC business plans and programme of work, TC structure with regards to WGs, discussion/approval of NWIPs, confirming leadership appointments, etc.
- Preparation of activity reports.
- Review of Canadian WG participation.
- Review of MC membership.
- Meeting delegations.
- Travel budget.

MCs shall submit an *MC Activity Report* annually.

MCs shall comply with relevant I*SO/IEC Directives and Policies*:

- *ISO/IEC/ITU Common patent policy.*
- *ISO* and/or *IEC copyright policy.*
- *ISO* and/or *IEC Code of Conduct.*
- *ISO/IEC Directives Part 1* and *Part 2* and their *Supplements.*

MCs shall comply with *SCC's Member Code of Conduct* and be aware of *Bill C-65 New Regulations on Prevention of Harassment and Violence in the Workplace*.

MCs shall have the right to follow the work as an observer and, as such, shall receive documents, have the right to submit comments and attend international meetings via in-person, hybrid or virtually.

6.3
Mirror committee status

SCC shall make the final determination for all changes in status (P-status/O-status) against the status requirements outlined above.

SCC shall assess the MC performance on an ongoing basis and shall change its status when the MC:

- Is unable to comply with P-status or O-status requirements (excluding RMS).
- When requested by the MC.
- When the international TC is disbanded or put on standby by ISO or IEC.
- When the MC is inactive for a period of twelve (12) months.
- A need based on SCC/Canada's national standardization strategy or its future revisions.

7. Mirror committee participation and responsibilities

7.1 Mirror committee applicant requirements

All persons interested in becoming a member of an MC shall apply to SCC through an online application form available on SCC's website.

SCC-approved AOs may propose potential members to join the MC at any time. These potential members shall follow SCC's membership application process and submit their applications through SCC's website.

An applicant shall be a Canadian citizen (by birth or naturalized), permanent resident, working outside of Canada for a Canadian company/organization, or a temporary foreign worker working in Canada.

The applicant shall not be representing any other ISO or IEC National Body (e.g., American National Institute or the British Standards Institution).

Prospective applicants shall be assessed by SCC according to the requirements established by SCC found in SCC's online application form. SCC shall decide the outcome of all applications for MC membership. New MC members shall complete and comply with SCC's onboarding and training requirements.

When a new MC or a new subcommittee under an existing MC is established current MC members shall apply to the newly established MC or subcommittee through SCC's online application and shall complete any new or additional training associated with it, if required.

New MC members approved by SCC shall maintain compliance with the requirements outlined in this document.

7.2 Selection of mirror committee chairs and vice-chairs

SCC shall approve the MC chair and vice-chair(s). Vice-chair(s) shall align to the responsibilities of the MC chair. Vice-chair(s) may undertake responsibility or specific activities with the MC (head of delegation, preparation of MC budget, etc.).

The leadership of the MC shall not be exclusively from a single organization/association/ government department.

The MC shall select the chair and vice-chair(s) using range voting when there is more than one candidate seeking the position. When using range voting, electors rank candidates from one (first choice) to "n" (last choice), where "n" is the number of candidates for the position. The rankings for each candidate from all electors are summed, and the candidate with the lowest score is the successful candidate.

The MC shall submit their recommendation for the MC chair or vice-chair(s) to SCC for approval.

Process:

- SCC shall publish a call for nominations for a new or vacant MC chair or vice-chair(s) position within the SCC's online platform. The role and responsibilities shall be outlined in the call for nominations. Roles and responsibilities of the MC chair and vice chair(s) are outlined in this document.
- Nominees may self-nominate or be nominated by another member. The nominee shall submit to SCC their résumé along with a justification statement outlining how they meet the requirements of the position. The call for nominations shall be posted to the MC electronic workspace for a minimum of two (2) weeks.
- SCC shall confirm that prospective chair or vice-chair applicants have the requisite experience to effectively lead the MC and may request additional information from the nominees.
- If the nominee was not self-nominated, SCC shall confirm that the nominee wishes to accept the nomination.
- Where only one candidate is nominated, a lack of sustained opposition shall be considered as an approval by the MC where the proposed decision includes a statement to this effect.
- If there is more than one nominee for the same role, SCC shall send out a secret ballot form, using the range voting process, to the MC. The ballot form shall be filled out by each member and sent back to SCC by the due date indicated using range voting.
- Where decisions are approved by a vote, more than half (1/2) of MC members shall cast a vote, and at least two-thirds (2/3) of votes cast shall be affirmative, excluding abstentions. The MC may decide to take decision by vote or lack of sustained opposition. Where there is only one (1) candidate, the MC shall confirm the candidate in accordance with the above voting rules.
- SCC announces the successful chair or vice-chair on the MC workspace found on SCC's online platform.

Administrating organizations (AO)

An AO shall recruit and select the chair and vice-chair(s) of the MC(s) in accordance with their policies. Should the AO not have a defined position for a vice-chair, the SCC's requirement for a vice-chair position shall apply.

The AO shall inform the MC of their process and post the results on SCC's online platform.

The AO may choose to follow SCC's selection and recruitment process for chairs and vice-chairs outlined in this document.

The AO shall inform SCC of the names of the chair and the vice-chair(s) and announce the successful chair or vice-chair on SCC's MC workspace. Where applicable, the chair and vice-chair shall follow and complete SCC's application process including SCC's onboarding and training.

Terms of office

The term of office for an MC chair is for a maximum period of six (6) years or for such shorter period as may be appropriate. Extensions are permitted up to a cumulative maximum period of nine (9) years. A chair who has served for a total of nine (9) years is no longer eligible to serve as chair of the same MC. The term of office of MC chairs shall commence on January 1st of the year following election to the position. Should an MC chair vacate their position within the middle of their term, the new MC chair shall assume the remainder of their predecessor's time and begin their term on January 1st of the year following election to the position. To ensure continuity of the MC leadership, committees may wish to consider appointing a vice-chair(s) with a view to succeeding the chair.

A member may serve as the chair of a different MC; however, a member who wants to serve as chair of more than one MC shall seek approval from SCC.

Administrating organizations (AO)

The term of office and term limits of the chair shall be in accordance with the SCC's policies. The AO shall inform the MC and SCC of the chair's term of office and term limits.

Resignation of chairs and vice-chairs

Chairs or vice-chairs intending to resign should provide a minimum of six (6) months' written notice to SCC and the MC. When a chair can no longer serve due to unexpected circumstances, the vice-chair shall be the interim chair until a replacement is elected and approved by SCC. Where the MC has more than one (1) vice-chair, the chair and vice-chairs shall determine who shall act as the interim MC chair. Should the chair be incapacitated, the vice-chairs shall determine who shall act as the interim chair. The MC shall notify SCC and the MC of its decision.

Administrating organizations (AO)

The AO shall inform the MC and SCC of any resignations by the chair or vice-chair(s) of the MC immediately upon receipt of the information. The replacement of the chair or vice-chair(s), interim or otherwise, shall be conducted in accordance with the AOs policies or the AO may choose to follow SCC's processes outlined in this document.

7.3 Mirror committee chair responsibilities

Reporting to SCC's Standards and International Relations Branch (SIRB) and, if an AO MC, reporting to the AO, the MC chair shall:

- Coordinate the development of national positions on national and international comment and vote ballot documents.
- Use SCC's online platforms for all MC work activities (posting comments, national positions, proposed delegations, mentorship, training etc.).
- Determine, in collaboration with the MC, MC member attendance at international standardization meetings and complete and submit the meeting accreditation using *Form D – Meeting Attendance and Allocation of Financial Assistance* to SCC.
- Provide a meeting report to the MC within two (2) weeks following an international standardization meeting (plenary meeting, working group meeting, etc.) using SCC-approved templates and posted on the SCC's online platform.
- Coordinate the development of NWIP for ISO or IEC and submit them to SCC for approval.
- Coordinate the development of the proposal to host an international standardization meeting in Canada using *Form H – Application to Host an International Meeting in Canada*.

- Coordinate MC reviews of their WG experts' participation in ISO or IEC, to identify MC members who wish to participate or who wish to be removed and inform SCC of any changes.
- Comply with *SCC's Member Code of Conduct*, *ISO* and *IEC Codes of Conduct* and report misconducts or breaches to the codes to SCC in a timely manner.
- Coordinate and lead MC meetings.
- Develop the MC budget where an MC has received financial assistance from SCC and then seek its approval from the MC.
- Coordinate the development, approval and submission of the *MC Activity Report* to SCC.
- Coordinate and complete the request for a liaison representative with another MC using *Form M – Application to establish a Liaison Between Mirror Committees* and submit the request to SCC.
- Guide the vice-chair(s) of the MC in carrying out their duties.

7.4 Mirror committee vice-chair responsibilities

Reporting to SCC's SIRB and, if an AO, an MC reporting to the AO, a MC vice-chair shall:

- Support the MC chair in carrying out their duties, including assuming the chair's responsibilities in their absence.
- Carry out tasks and responsibilities assigned by the MC chair in accordance with MC chair responsibilities.
- Comply with SCC's *Member Code of Conduct*, *ISO* and *IEC Codes of Conduct* and report misconduct or breaches to the codes to SCC in a timely manner.
- Use SCC's online platforms for all MC work activities (posting comments, voting, etc.).

7.5 Mirror committee member responsibilities

Reporting to SCC's SIRB and, if an AO MC reporting to the AO, the MC member shall:

- Respond to all ISO or IEC vote or comment ballots on SCC's online platform.
- Respond to all MC vote or comment ballots on SCC's online platform (e.g., MC budget, activity reports, surveys, leadership nominations, etc.).
- Participate in training related to their roles and responsibilities.
- Attend and participate in MC meetings.
- Provide the MC chair with the relevant information required when seeking accreditation to attend an international meeting in accordance with the timelines.
- Contribute to the development of Canadian NWIP for ISO or IEC.
- Contribute to the preparation of the MC application to host an international standardization meeting.
- Provide a meeting report to the MC within two (2) weeks following an international standardization meeting (plenary meeting, WG meeting, etc.) using SCC-approved templates and posted on the SCC's online platform.
- Participate as a WG expert or contribute to the work of a WG, if applicable.
- Provide and maintain contact information on SCC's online platforms.
- 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.
- Use SCC's online platforms for all MC work activities (posting comments, national positions, proposed delegations, mentorship, training etc.).

Note: Where a member conducts MC business outside of SCC's online platform, all discussions, decisions, minutes of meetings, information shall be posted to SCC's online platform.

Members should have recent and relevant experience linked to a stakeholder category. For members no longer employed in their field of work, recent experience is considered any employment or contract work in the field within the last three (3) years.

Resignation of members

Members intending to resign should provide a minimum of three (3) months' written notice to SCC and the MC.

Administrating organizations (AO)

The AO shall provide written notice of the member resignation to SCC immediately upon receipt of the information.

SCC shall remove the member from SCC's online platform and ISO or IEC's platforms.

7.6 International leadership positions

In ISO and IEC, international leadership positions are the officers of TCs, SCs, project committees, system committees and WGs. Recognized by ISO and IEC in the *ISO/IEC Directives* and their *Supplements*, international officer positions are:

- International chair.
- International secretary/committee manager/ assistant secretary.
- International convenor.
- Project leader/project editor.

They represent ISO or IEC when engaged in their roles and responsibilities. Canadians holding international leadership positions shall be members of the MC and shall be accountable and report to SCC directly. Roles and responsibilities of international leaders are outlined in the *ISO/IEC Directives* and their respective *Supplements*.

Process

MC members seeking to hold an international leadership position shall obtain approval from SCC prior to being nominated or accepting a nomination. In some cases, an individual may be nominated by the international committee without prior notice given to SCC. The nominee is permitted to accept the nomination on a provisional basis pending SCC approval and shall notify SCC immediately upon receipt of the nomination.

To obtain approval from SCC, the nominee shall provide a completed ISO or IEC nomination form and shall also provide the following information to SCC:

- Current résumé.
- Justification statement as to how the nominee's expertise makes them suitable for the position.
- Evidence that the nominee has sufficient financial and administrative resources to undertake the international leadership position (written declaration from the nominee's organization of employment).

SCC shall review and consider the application. SCC may consult with the relevant MC to determine the level of support. SCC shall inform the applicant of the outcome of the evaluation.

If approved, SCC shall submit the completed nomination form, when required, to either ISO or IEC. If the nomination is successful, the individual shall assume the leadership position.

Administrating organizations (AO)

AO shall submit an MC member request for nomination to an ISO or IEC leadership position accompanied by their supporting information, in accordance with this document, to SCC for review and approval. SCC shall inform the AO of its decision and the AO shall inform the applicant. If approved, SCC shall submit the required documentation to ISO or IEC for the leadership position.

SCC shall inform the AO and the applicant of the ISO or IEC vote or appointment results. If the vote or the appointment results were positive, the member assumes the leadership position.

Where a member has not notified the AO or SCC of their nomination, or has accepted a leadership position without SCC approval, SCC shall follow up with the member and shall keep the AO informed of any actions taken by SCC.

Resignation of leadership position

An MC member holding an international leadership position as a secretary/committee manager intending to resign from the position prior to the end of their term, shall provide a minimum of twelve (12) months' written notice to SCC. For all other leadership positions, an MC member intending to resign from their position shall provide a minimum of six (6) months' written notice to SCC.

Administrating organizations (AO)

The AO shall provide written notice, immediately upon receipt of the information by the MC member, to SCC of their resignation from an ISO or IEC international leadership position.

SCC shall determine whether Canada wishes to pursue a replacement for the leadership position, in collaboration with the AO. If a decision is made to pursue a replacement, it shall be conducted in accordance with the process outlined in this document.

SCC shall notify ISO or IEC of the member resignation.

SCC shall remove the member from the ISO or IEC platform.

7.7 Code of conduct violations

The process for handling violations of 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 MC members at the national and international levels.

Should any MC member experience a misconduct or a breach to the *SCC, ISO* or *IEC Code of Conduct*, MC 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 MC head of delegation, SCC or the ISO or IEC technical officer or 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 or by mail at the following address:

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

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

- Written description of the alleged breach indicated in 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 Intervention*, if applicable.

The 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 all reasonable 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 Code of Conduct. Any evidence of negative actions against 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.

Administrating organizations (AO)

In the case of a breach or misconduct to *SCC's Member Code of Conduct*, *ISO* or *IEC Codes of Conduct* by an AO MC member, staff person from the AO, or the AOA, the AO shall report it to SCC management immediately.

SCC shall determine the course of action in collaboration with the AO. If the alleged breach or misconduct to the *SCC*, *ISO* or *IEC Code of Conduct* involves an AO MC member, a staff person from the AO, or the AOA, SCC shall work in collaboration with the AO to resolve the issue. SCC shall make a decision which is final and binding.

In the case of a breach or misconduct to the *AO's Code of Conduct* by an MC member which may impact the MC member's capability to fulfill their responsibilities outlined in this document, the AO shall report it to SCC management immediately.

SCC shall determine the course of action in collaboration with the AO.

Administrating organizations (AO)

AO shall recommend removal of a member to SCC and shall provide written documentation detailing the rationale for their removal. SCC shall review the request in accordance with the Member Removal section within SCC *Directives Part 3*, and in collaboration with the AO, make a decision. The AO shall notify the member of the decision. SCC shall follow its processes to remove a member and, where applicable, remove the member from the ISO or IEC platforms.

AO shall notify SCC when a member requests to resign and shall provide written documentation from the member, upon receipt of the resignation. SCC shall follow its processes to remove a member and, where applicable, remove the member from the ISO or IEC platforms.

7.8 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.

8.

Mirror committee operations

8.1 National positions

The MC, through its work with its members, develops national positions on the many different vote and comment ballots issued by ISO or IEC. Voting plays an important role in ensuring that Canadian positions are considered in the development of International Standards. There are several different kinds of ballots, and each has different requirements. When providing input, MC members should pay particular attention to the information requested on the ballot.

All MC members shall take an active role in providing votes and comments on international vote and comment ballots that have been posted on SCC's online platform. These national positions are then used to put forth Canada's position to the ISO or IEC committee where Canada participates. National positions may include submission of Canadian NWIP, ballot documents, comments documents and systematic reviews.

The MC may also develop positions on MC matters such as the development of MC budgets, MC activity reports, surveys, etc. Consultation on the development of national positions on matters within the MC shall be open for at least two (2) weeks except on items where SCC determines that the period of consultation should be shorter.

MCs may also occasionally receive feedback from the public, or from the ISO or IEC public commenting forum, or from another MC on the technical content of a draft or published standard. The MC shall consider this feedback when developing national positions related to the standard for which feedback was received.

8.2 Voting requirements

The MC, when developing its position on all vote and comments ballots, may decide to take a decision by consensus, by a lack of sustained opposition or by a formal vote.

- **Consensus:** The development of national positions may occur by consensus, which has been defined in *Section 4* of this document. Once consensus has been achieved on an issue, the MC shall not return to re-open the issue except when there is new and relevant information which might reasonably impact the current consensus position. The MC shall arrive at and show evidence on SCC's online platform that a decision was developed by consensus.
- **Sustained opposition:** A lack of sustained opposition shall be considered as an approval on a final vote position, where the proposed decision includes a statement to this effect. The MC shall arrive at and show evidence on SCC's online platform that a decision was developed by consensus using the sustained opposition process.
- **Formal Vote:** Where the MC decides to hold a formal vote on a vote ballot, votes shall be explicit: positive, negative or abstention. A vote document shall be approved when two-thirds (2/3) majority of the votes cast are positive and more than fifty percent (50%) of the MC members vote. Abstentions are excluded when the vote is counted. The MC shall arrive at and show evidence on SCC's online platform that a decision was developed through a formal vote process.

The MC shall comply with the following:

- Where the MC has multiple members from a single organization, votes from those individuals shall count as one vote to minimize undue influence of any single organization.
- Where the MC is unable to achieve consensus on the vote ballot, the MC should consider abstaining on the vote ballot.
- Members who do not respond to a vote ballot will be deemed to have not objected to the proposed national position put forward by the other members.
- Where the MC or multiple MC members lacks expertise to respond to a vote or comment ballot, the MC or member should consider abstaining on the vote or comment ballot.
- Abstentions on a vote or comment ballot submitted by SCC, due to lack of response by the MC, shall be recorded and assessed as a missed vote in the MC activity report.

Process:

- SCC posts ballots received from the relevant standardization body to SCC's online platform. SCC's due date on a ballot is set two (2) weeks prior to the international vote deadline set by ISO or IEC. MCs shall submit their national positions by SCC's due date.
- The MC members shall provide their recommendations and comments to the MC chair in advance of the SCC due date to allow the chair to collate and determine if there is consensus. The MC members shall ensure that discussions, meeting minutes, comments and decisions are captured and posted on the SCC's online platform even if they occur outside the platform.
- The MC chair shall collate responses, disposition comments and prepare a final draft national position for approval by the MC, using appropriate templates, on SCC's online platform. The MC chair shall address and collate any final comments.
- The MC chair submits the final national position on SCC's online platform. SCC shall review the final national position and shall submit it to the international standardizing body through the appropriate electronic balloting system.

Administrating organizations (AO)

An AO may follow SCC's voting process or their own voting processes to reach consensus on international vote and comment ballots, or on MC vote and comment ballots.

8.3 Mirror committee activity reports

SCC is responsible to ensure that MCs are actively and effectively participating in international standardization activities that are of value to Canada.

Activity report submission

All MCs shall provide an activity report using *Form A* and submit it by a date determined by SCC. Failure to submit an activity report may lead to a change in participation status of the MC. The activity report is comprised of two (2) key components:

- How the MC's participation in the technical work of the committee is of value to Canada.
- The performance of the MC.

Use of activity report information

Activity report information is used by SCC to assess its value to Canada and to assess the performance of the MC. Based on the information in the activity report, SCC may decide to:

- Recruit new members.
- Recruit MC leaders (chair or vice-chair).
- Change the MC participation to observing or non-participating status.
- Disband the MC.
- Take no action.

Evaluation of mirror committee activity reports

The submitted *Form A – MC Activity Report* is evaluated independently by two (2) members of SCC staff. Reports are assessed using a point-based system (outlined in the activity report), and evaluation guidance is given to staff to ensure consistency and quality of the evaluation.

A third evaluation will be conducted by SCC management if there is significant variation between the two (2) independent SCC staff evaluations. At the end of this process, the report receives a score. Points are awarded for each section of the report. Points will be totalled, and the results compared to other MCs.

Requests for re-assessment

MCs may receive a breakdown of the scoring received by SCC, only upon request. If the MC believes that there was an error in scoring of any of the sections, it may request a re-assessment of the relevant section(s). The request shall be made in writing to SCC, and the MC shall indicate the relevant section(s) and describe the nature of the error. Added information will not be considered in the re-assessment. Any requests for re-assessment shall be submitted no later than two (2) weeks after the results are communicated by SCC. Results of the re-assessment by SCC are final.

8.4 Working group experts

WG experts participate in the development of International Standards at the WG level. Experts contribute greatly to the development and content of International Standards, and as such, play a significant role in drafting International Standards.

Canadians acting as WG experts shall be members of the MC and shall provide a meeting report to the MC on the outcomes of the WG meeting. WG experts may coordinate the development of a meeting report with other Canadian WG experts.

Selection and approval process

Canadians may accept nominations to become a WG expert at an international meeting of ISO or IEC on a provisional basis, pending SCC approval, and shall notify SCC immediately upon receipt of the nomination.

To obtain approval from SCC, the nominee shall provide the following information to SCC:

- Justification statement as to how the nominee's expertise makes them suitable as a WG expert.
- Evidence that the nominee has sufficient time and financial resources to undertake the responsibilities of a WG expert (written declaration from the nominee's organization of employment).

Upon receipt of an application, SCC shall review and consider the application. In order to make the decision, SCC may consult with the relevant MC to determine the level of support. SCC shall inform the applicant of the outcome of the evaluation. If approved by SCC, the member shall assume the role as a WG expert.

Administrating organizations (AO)

An AO shall submit an MC member request and their supporting justification to become a WG expert, in accordance with this document, to SCC for review and approval. SCC shall inform the AO of its decision. The AO shall inform the applicant and, if approved, inform the MC. SCC shall add the approved working group expert to the ISO or IEC platform.

Resignation of working group experts

Members intending to resign should provide a minimum of three (3) months' written notice to SCC and the MC.

Administrating organizations (AO)

The AO shall provide written notice of the WG expert resignation to SCC immediately upon receipt of the resignation and shall inform the MC.

SCC shall remove the WG expert from the ISO or IEC platform.

8.5 Liaisons between mirror committees

The purpose of liaisons between MCs is to coordinate on areas of mutual interest and, where applicable, to harmonize national positions.

MCs in liaison may:

- Share technical documents.
- Provide feedback on proposed national positions.
- Communicate on any other area of mutual interest.

Each MC remains responsible for the final decision on national positions and ballots.

Establishment and approval of liaison requests

MCs working in a related field shall submit a request to SCC requesting to establish a liaison with another MC using *Form M – Application to Establish a Liaison Between Mirror Committees*. The establishment of a liaison between MCs shall be approved by SCC prior to consideration by the MCs.

Following approval by SCC, MCs receiving requests for liaison shall accept the request.

Liaison representative

Where a liaison is established, the MC requesting the liaison shall appoint a liaison representative. The liaison representative shall be responsible to:

- Provide relevant documents to their MC.
- Represent the views of their MC to the MC in liaison.
- Respond to inquiries from members of their MC.
- Communicate on other areas of mutual interest.

In the case of a reciprocal liaison relationship, each MC may appoint the same person to perform the liaison representative on behalf of their committee.

If the liaison representative is no longer able to fulfill their responsibilities, the MC shall inform SCC and appoint a new liaison representative or discontinue the liaison relationship.

Upon mutual agreement of the MCs, in the case of a reciprocal liaison, or by agreement of the MC in the case of a unidirectional liaison, the liaison relationship shall be discontinued.

Administrating organizations (AO)

An AO shall submit the request using *Form M – Application to Establish a Liaison Between Mirror Committees* to SCC for review and approval. The AO MC may appoint the AOA as the liaison representative.

8.6 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.

9.

Attendance at international meetings

MC member(s), including those members who hold international leadership positions (international chair, committee manager/secretary, convenor), wanting to attend an ISO or IEC international standardization meeting or other related standardization activity either virtually, in person or hybrid shall obtain approval from the SCC.

9.1 Selection of the Canadian delegation

The MC chair shall issue a call to MC members within two (2) weeks of the opening of registration for the international standardization meeting, where possible.

The MC chair compiles responses, proposes the head of delegation and delegates using *Form D – Meeting Attendance and Allocation of Financial Assistance* and shall post the proposed delegation to the MC.

The MC chair shall submit the approved delegation to SCC using *Form D – Meeting Attendance and Allocation of Financial Assistance*, in advance of the scheduled start date of the plenary meeting or the WG meeting, in accordance with the *ISO/IEC Directives Part 1: Procedures for the Technical Work* for virtual, hybrid, or in person meetings. Where applicable, the MC chair shall review the MC budget and, if changes are required, conduct consultation with the MC to amend and approve the revised budget.

SCC shall review the delegation list, approve the delegation and notify the delegates. Where financial assistance is requested, SCC shall confirm and approve the proposed amounts.

Administrating organizations (AO)

The AO shall provide to SCC the completed *Form D – Meeting Attendance and Allocation of Financial Assistance* within SCC's specified due date.

9.2
Head of delegation for Canada

The head of delegation is responsible for communicating the Canadian national position at international standardization meetings of ISO and IEC. If only one MC member attends the international standardization meeting, that MC member shall be designated as the head of delegation.

The head of delegation shall:

- Represent Canada in the international standardization meeting of ISO or IEC.
- Advocate the agreed-upon Canadian national position.
- Defer new business items introduced for action at international meetings that were not appropriately communicated to Canadian stakeholders in advance, until effective national consultations take place.
- Coordinate a meeting with the Canadian delegation to brief them on national positions prior to the international standardization meeting.
- Maintain communication with SCC and the applicable MC(s).
- Debrief SCC and the applicable MC(s) following the international standardization meeting.
- Provide a meeting report to the MC within two (2) weeks following an international standardization meeting (plenary meeting, WG meeting, etc.) using SCC-approved templates and posted on the MC workspace. The head of delegation may coordinate the development of the meeting report with the Canadian delegates.

9.3
Canadian delegate responsibilities

MC delegates shall:

- Represent Canada in the international standardization meeting of ISO or IEC.
- Support the head of delegation on the agreed-upon Canadian national position.
- Defer new business items introduced for action at international meetings that were not appropriately communicated to Canadian stakeholders in advance, until effective national consultations take place.
- Participate in briefing meetings on national positions prior to the international meeting.
- Maintain communication with the head of delegation.
- Provide, where relevant, debriefs to the head of delegation, SCC and the applicable MCs following the international standardization meeting.
- Provide a meeting report to the MC within two (2) weeks following an international standardization meeting (plenary meeting, WG meeting, etc.) using SCC-approved templates and posted on SCC's online platform.

Administrating organizations (AO)

The AO shall ensure that the Canadian delegates provide a meeting report to the MC and post it to the MC workspace within two (2) weeks following the international standardization meeting.

9.4
SCC staff attendance at international standardization meetings

SCC staff who are not members of the MC may occasionally attend international standardization meetings (e.g., for training, monitoring of an MC, research, etc.).

SCC shall provide the MC and head of delegation notice in these cases. Staff attending these meetings shall attend in an observational capacity and shall not contribute to the technical activities of the MC. Unless otherwise informed, the SCC staff member shall not represent SCC in its capacity as a member body.

Note: Qualified SCC staff may in some instances be members of an MC, in which case, they shall participate in the same way as all other MC members.

9.5
Travel medical insurance

SCC shall provide travel medical insurance to Canadians (including federal public service employees) attending international standardization meetings outside of Canada.

To be eligible for this service, the MC member shall include their date of birth in their profile within SCC's online platforms and shall be under the age of seventy (70). Members aged seventy (70) years or older are encouraged to obtain their own travel medical insurance.

Eligible members shall receive travel medical insurance from SCC when they receive confirmation of their approval to attend the international standardization meeting.

The insurance coverage period is calculated as follows:

- In the case of travel to or within Canada – no travel medical 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 and exclusions. It is important for any person receiving SCC's medical insurance to review what is included, as well as what is not covered, prior to travelling.

10. International secretariats at ISO and IEC

International secretariats are responsible for providing technical and administrative services to an ISO or IEC TC or SC. The secretariat responsibilities are outlined in the *ISO/IEC Directives Part 1: Procedures for the Technical Work*.

An NB (i.e., Canada) can express their interest to become the secretariat of an ISO or IEC committee.

A Canadian organization interested in holding a secretariat on behalf of Canada shall not make a tentative offer to ISO or IEC, at any level, to hold a secretariat without written approval from SCC.

The allocation of an international secretariat is approved by the technical management board (TMB) of ISO or IEC. Once the secretariat is awarded by the TMB to the NB, it is responsible to carry out the work itself in accordance with ISO/IEC directives.

For international secretariats awarded to Canada, SCC shall determine whether it will undertake the secretariat or delegate the responsibility to another Canadian organization who has expressed interest in holding the secretariat.

Process:

- A Canadian organization wanting to undertake the role of international secretariat in ISO or IEC shall submit a written request to SCC using *Form K – Application to Hold an International Secretariat*.
- SCC shall review the application and approve or disapprove the request. SCC shall notify ISO or IEC of its intention and follow their process for the allocation of secretariats.
- If SCC approves the application, the requester shall enter a Secretariat Agreement (*JA – Administration of International Committee Secretariat Agreement*) with SCC which outlines the roles and responsibilities.

Relinquishing the secretariat role

Organizations who have decided to relinquish the secretariat shall give SCC twelve (12) months' advanced written notice, allowing SCC to decide if Canada wants to relinquish the secretariat entirely, assume the secretariat, or identify a new organization for the secretariat role.

11. Hosting of international standardization meetings in Canada

11.1 Authorization to host

MC members wishing to host an international standardization 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. The MC may extend a tentative offer to host, on a provisional basis, pending SCC approval.

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.

A hosting application shall be submitted to SCC at least eighteen (18) months prior to the international standardization meeting. SCC recognizes that 18 months' notice may not always be feasible, in which case, the proposing 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 member should be aware that SCC may not approve the application based on insufficient time to organize the meeting.

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

The application shall include:

- Logistical information for dissemination to attendees.
- Draft budget to support proposed expenditures.
- In the case of external contributions, a letter of commitment from the organization(s) or draft contract from a vendor.
- In the case where MC financial resources are committed, evidence of the mirror committee's consensus for the use of its financial assistance.

Note: When using MC financial resources, please note the exclusions outlined in this document.

If approved, SCC shall issue the formal invitation to host the international meeting to ISO or IEC. This applies to all international standardization meetings, including plenary meetings and WG meetings.

11.2
Host organizing committee

The MC shall establish a host organizing committee to support the organization of the international standardization meeting. The host organizing committee shall consist of one or more MC members and may also include persons who are not members of the MC, such as the sponsoring organization staff or an event coordinator.

The host organizing committee shall:

- Ensure that the hosting of the meeting follows the requirements in accordance with the *ISO/IEC Directives*, their *Supplements* and ISO or IEC meeting guidance documents.
- Consult with the international secretariat or international convenor to identify meeting requirements (e.g., suitable facilities for virtual participation, number of meeting rooms, etc.).
- 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.

The budget shall include the financial support, MC financial contributions (if any), in-kind contributions (e.g., rooms) and expenses to host the meeting. The amounts presented in the budget shall be based on MC budget approvals, letters of commitment, quotations from hotels, catering costs and any other expenses. The completed budget, with supporting documentation, shall be submitted to SCC for review and approval.

If SCC approves the application, a copy of all signed contracts with the vendors outlined in the budget shall be provided to SCC immediately following their signature.

Within the proposed budget, the organizing team shall only commit MC financial resources if the MC has received financial assistance for the fiscal year in which the meeting will be held and if the MC approves of the use of funds for hosting an international standardization meeting. The organizing team may submit a *Form H – Application to Host an International Meeting in Canada* if the MC is approved for SCC financial assistance.

11.3
Financial assistance for hosting an international meeting

MCs directly involved in the hosting of an international standardization meeting may use SCC financial assistance funds or contributions made by sponsors to support the hosting of the international standardization meeting. The MC shall approve the use of the MC's funds for the purpose of hosting. MC funds used for hosting an international standardization meeting are subject to the exclusion requirements outlined in this document.

Disbursement of SCC financial assistance shall only occur following the conclusion of the international standardization meeting. SCC shall provide reimbursement to the MC member or the MC member's employer (not to the vendor directly) who incurred the approved expenses. Payment shall only be made upon presentation of documentation describing the expenses incurred and providing proof of payment.

11.4
Information package

The host organizing committee shall prepare an information package to be distributed to the international delegates attending the meeting at least 16 weeks prior to the meeting, or by an alternative deadline set by SCC. Information packages should include information based on SCC's *General Meeting Information* template. The sample information package template is available from SCC and can be modified to accommodate the specific details of the international standardization meeting.

11.5
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.

The organizing committee shall provide to the international delegates SCC's *Form G – Visa Invitation Letter Request* form at least sixteen (16) weeks prior to the scheduled meeting date.

12. Mirror committee financial assistance

SCC is responsible for the determination of the annual budget, disbursements and management of the financial assistance provided to support MCs in the delivery of their standardization work activities which is subject to availability of resources. Financial assistance rates are based on historical data, which is reviewed, updated, and approved annually by SCC.

SCC shall decide, on an annual basis, the disbursement of financial assistance to MCs who have been approved to receive financial assistance. In cases where the MC, approved to receive financial assistance, has also provided external contributions, SCC shall spend the external contributions first, prior to spending SCC funds. SCC shall also spend any carry over external contributions funds from previous years first, prior to spending SCC funds.

In cases where international standardization meetings have been cancelled or postponed, and the MC has no need for its allocated financial assistance, the MC shall notify and identify the unused amounts to SCC upon receipt of the information.

12.1 Requests for financial assistance

MCs requesting financial assistance shall make a formal request to SCC by completing the MC ballot by the date set by SCC.

MCs with carry over external contributions from previous years should determine the amount of financial assistance required by the MC for the upcoming year prior to submitting a request or securing new external contributions.

When an MC is including external contributions as part of their request for financial assistance, the MC shall, for each external contribution, complete *Form B – External Contribution Commitment*. MCs need to have a minimum of one thousand dollars ($1,000.00) in external contributions, and the minimum commitment from an external contributor needs to be five hundred dollars ($500.00).

MCs shall ensure that for each external contribution, a separate *Form B – External Contribution Commitment* is completed and signed by the sponsoring individual/organization. MC shall submit the completed *Form B – External Contribution Commitment* with their activity report by the date set by SCC.

Note: Information explaining SCC financial assistance is available for external contributors.

12.2
Eligibility for financial assistance

For MCs requesting financial assistance, SCC shall determine eligibility to receive financial assistance by using the scores based on the evaluation of the MC activity report. SCC shall set a minimum score each year for MC eligibility for financial assistance. MCs who have not submitted an activity report in previous years or in the current year or are below the minimum score set by SCC are not eligible for financial assistance.

SCC shall determine the amount of financial assistance allocated to an eligible MC based on:

- Score from *Value to Canada* section of *Form A – MC Activity Report*.
- Amount of carried over external contribution funds from previous years, if applicable.
- Canadians holding a position as either an international chair or international secretary/ committee manager.
- MCs with high activity – minimum of ten (10) active projects, ten (10) WGs and ten (10) WG experts.

12.3
Allocation of financial assistance for international leaders

Where SCC has allocated financial assistance to support the activity of Canadian representatives holding the position of an international secretary/ committee manager or an international chair to attend international standardization meetings, the financial assistance allocated to them shall be used to participate in international standardization activities associated with their role(s). Members shall comply with the exclusions and use of financial assistance outline in this document.

Exclusions and use of financial assistance

Financial assistance provided by SCC shall be used only to support international standardization activities undertaken by the MC. 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.

The MC shall determine how its financial assistance will be disbursed amongst its members taking into consideration the following:

- Obligations to attend plenary or WG meetings.
- Support for international officers carrying out their duties.
- Which projects are of highest importance to Canada.
- The average amount expensed for travelling to country destinations.
- The viability of participating in meetings by electronic means.

Decisions by the MC on the disbursement of its financial assistance including any carry over external contributions from previous years shall be recorded in an MC budget using SCC's template or its own and then posted to its workspace on SCC's online platform. The MC budget allocations shall be subject to SCC approval.

12.4
External contributions

Invoicing

If an MC is approved to receive financial assistance from SCC and the MC has received external financial contributions, SCC shall invoice the external contributors and hold the money for use by the MC.

An MC shall notify SCC of any changes to their external contributors contact information or amounts committed, or if an external contributor cancels their contribution. MCs requesting cancellation of an invoice shall be provided in writing to SCC. SCC may be able to accommodate earlier invoicing for a sponsoring individual/organization, if requested.

External contributions paid to SCC in funds other than Canadian dollars will be matched to the lesser of:

- The amount received converted to Canadian dollars.
- On a one-to-one basis.

Use and payment

External contributions shall be paid within four (4) weeks of the date of the invoice issued by SCC. MCs shall not be eligible to use external contribution funds until payment has been received by SCC. Where payment has not been made within eight (8) weeks of the date of invoice, SCC shall cancel the invoice and notify the MC. Where an external contributor has not paid SCC within eight (8) weeks of the date of invoice, the contributor shall not be eligible to provide external contributions in the following fiscal year.

External contributions that are not used by the MC in the fiscal year shall be either:

- Repaid to the contributor.
- Carried over for use by the MC in the next fiscal year. This decision shall be made by the MC in consultation with the contributor, if applicable.

12.5
Payment to mirror committee members

Payment of the approved allocated financial assistance shall be disbursed to the MC member by SCC after the international standardization meeting or activity has occurred. MC members shall meet the following conditions to receive their allocated financial assistance:

- A meeting report has been submitted to SCC and the MC within two (2) weeks of the completion of the standardization activity.
- Proof of attendance has been submitted to SCC. Proof of attendance shall be a scanned or photographed copy of the meeting sign-in sheet, an attendance list in the meeting minutes, or confirmation from the international committee officer. Photographs of the attendee or the attendee's badge are not acceptable for proof of attendance.

Should the MC member not submit the documents outlined above, SCC may reallocate the funds at its discretion.

13.

Access to International Standards

MCs, AOs and SCC-accredited SDOs may request electronic copies of ISO or IEC International Standards for the purpose of either:

- Adoption by an SCC-accredited SDO.
- Use in the development of standards by a MC or SCC-accredited SDO.

The files may only be used for the purpose for which they have been requested. Any other use is forbidden, unless specifically authorized in writing by SCC or the organizations from which the standards originate. The use and distribution of these standards shall be conducted in accordance with *Annex 3* of the *Policy for the distribution of ISO publications* and the protections of ISO's copyright in the case of ISO documents or the *IEC sales policy* in the case of IEC documents.

Drafts of International Standards under development or TC documents are not available from SCC.

Requests for International Standards may be made by MC members and SCC-accredited SDOs through SCC's online platform.

Requesters shall provide:

- The designation(s) of the international standard(s) requested.
- The planned distribution of the international standard(s).
- The intended purpose for requesting the international standard(s).
- The publication language(s) they are requesting.

14.

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 confidentially 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 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.

Administrating organizations (AO)

In the case of complaints within the section reported to the AO, the AO shall report it to SCC management immediately.

SCC shall determine the course of action in collaboration with the AO to resolve the issue. SCC shall make a decision which is final and binding.

15.

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.