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Chain of Custody of Forest and Tree-based Products - Requirements

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- Australian Forest Products Association
- Australian Institute of Packaging
- Construction, Forestry, Maritime, Mining and Energy Union
- Independent Environmental Expert
- Tasmanian Forest Products Association
- University of Melbourne
- Victorian Forest Products Association
- Women in Forest and Timber Network

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Preface

Australian Standard AS 4707 sets requirements for the chain of custody of forest and tree-based products marketed with claims about certification under AS/NZS 4708, the Australian/New Zealand Standard® for Sustainable Forest Management. AS/NZS 4708 is referred to in AS 4707 as the Australian/New Zealand Forestry Standard, or by the abbreviation ANZFS. Forest products originating from forests certified to AS/NZS 4708 and subject to third party certification are eligible for recognition under the Responsible Wood Certification Scheme (RWCS). Products with the Responsible Wood certification claim and/ or label deliver confidence to customers and consumers that the raw material originates in sustainably managed forests, recycled material, and controlled sources. AS/NZS 4708 certification also covers health, safety and labour related requirements. “Controlled Sources” addresses the risk of using products from controversial sources, including legality aspects. Purchasers and potential purchasers can use this information to choose the product based on sustainability and other considerations. The aim of communicating the raw material’s origin is to encourage demand for and supply of products originating in sustainably managed forests, thereby stimulating market-driven continuous improvement of management of Australia’s forests.

The RWCS is endorsed by the international Programme for the Endorsement of Forest Certification (PEFC). Products eligible for RWCS claims are therefore also eligible for PEFC claims.

This standard has been developed in an open, transparent, consultative and consensus based process covering a broad range of stakeholders. It replaces AS 4707:2014.

Certification bodies are accredited, independent third-party organisations that assess and verify the tracking system for the origin of wood or forest products in each link of the certification chain. The tasks of certification bodies include:

- verifying the whole chain of custody system and the proportion of certified forest product in each link of the certification chain;
- issuing, monitoring and withdrawing chain of custody certificates;
- providing advice on issuing and withdrawing chain of custody certificates to Australian Forestry Standard Limited; and
- monitoring and controlling the use or misuse of chain of custody certificates including the certificate holder’s statements and any market claims.

The Australian national accreditation body, the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) accredits certification bodies to audit and certify to particular standards to ensure the transparency and credibility of the certification process. It also ensures third-party competence, impartiality and independence in regards to certification activities and to facilitate mutual recognition. Certification bodies undertaking chain of custody certification to this standard must be accredited by JAS-ANZ or a national accreditation body recognised by JAS-ANZ through International Accreditation Forum (IAF) mutual recognition treaties.

Foreword

The objective of this standard is to allow organisations to provide accurate and verifiable information that forest and tree-based products originate from forests managed in accordance with the Australia/New Zealand Forestry Standard (ANZFS) and other sustainably managed forests recognised through PEFC mutual recognition, recycled material and controlled sources.

Practical application and certification against this standard allows organisations to demonstrate their contribution in sustainable resource management and a strong commitment to the UN Sustainable Development Goals (SDGs).

The aim of communicating the origin of forest and tree-based products is to encourage demand for and supply of those products originating in sustainably managed forests and thereby stimulating the potential for market-driven continuous improvement of the management of the world's forests.

Note: For further information on the UN SDGs see online at <https://www.un.org/sustainabledevelopment/>

Section 1 Scope and general

1.1 Scope

This standard covers the requirements that need to be met by an organisation in order to successfully implement a chain of custody management system for forest and tree-based products, and to make claims to customers on the origin of forest and tree-based products in sustainably managed forests, recycled material and controlled sources.

These chain of custody requirements describe a process of how to classify forest and tree-based products according to specified material categories and to transfer information about the source of procured raw material to an organisation's output products. This standard specifies three approaches for chain of custody, namely physical separation method, percentage method and credit method.

This standard also specifies management system requirements for the implementation and management of the chain of custody process, including requirements on health, safety and labour issues.

This Chain of Custody standard shall be used in connection with Responsible Wood and PEFC claims.

Appendix B of this standard specifies the implementation of this standard by organisations with multiple sites.

The usage of claims and relating labels, as a result of implementation of this Chain of Custody standard, is based on ISO 14020. Consideration of recycled material within the chain of custody is based on the requirements of ISO/IEC 14021.

The labelling of products is considered as an optional communication tool, which may be incorporated into an organisation's chain of custody process(es). Where the organisation applies the Responsible Wood and/or PEFC trademarks for on-product or off-product labelling, the requirements for trademark use become an integral part of the chain of custody requirements.

This standard shall be implemented for the purposes of third party conformity assessment based on requirements defined by Responsible Wood, the PEFC Council or PEFC endorsed forest certification systems. The conformity assessment is considered as product certification and shall follow ISO/IEC 17065.

Note: The term "shall" is used throughout this standard to indicate those provisions that are mandatory. The term "should" is used to indicate those provisions that, although not mandatory, are expected to be adopted and implemented. The term "may" used throughout this standard indicates permission expressed by this standard whereas "can" refers to the ability of a user of this standard or to a possibility open to the user.

1.2 Normative references

The following referenced documents are indispensable for the application of this standard. For both dated and undated references, the latest edition of the referenced document (including any amendment) applies.

AS/NZS 4708, Sustainable forest management requirements.

PEFC GD 2001, Chain of Custody of Forest-Based Products – Guidance for Use

PEFC ST 2001, PEFC Trademarks Rules – Requirements

ISO/IEC Guide 2, Standardization and related activities – General vocabulary

ISO 9000, Quality management systems – Fundamentals and vocabulary

ISO 14020, Environmental labels and declarations – General principles

ISO 14021, Environmental labels and declarations – Self-declared environmental claims (Type II environmental labelling)

ISO 19011, Guidelines for auditing management systems

ISO/IEC 17065, Conformity assessment – Requirements for bodies certifying products, processes and services

Responsible Wood Logo Use Rules

The International Labour Organization (ILO) Fundamental Conventions:

- (a) [Freedom of Association and Protection of the Right to Organise Convention, 1948 \(No. 87\)](#)
- (b) [Right to Organise and Collective Bargaining Convention, 1949 \(No. 98\)](#)
- (c) [Forced Labour Convention, 1930 \(No. 29\) \(and its 2014 Protocol\)](#)
- (d) [Abolition of Forced Labour Convention, 1957 \(No. 105\)](#)
- (e) [Minimum Age Convention, 1973 \(No. 138\)](#)
- (f) [Worst Forms of Child Labour Convention, 1999 \(No. 182\)](#)
- (g) [Equal Remuneration Convention, 1951 \(No. 100\)](#)
- (h) [Discrimination \(Employment and Occupation\) Convention, 1958 \(No. 111\)](#)

NOTE 1: See <https://www.ilo.org>.

NOTE 2: For conventions No 87 and 98 refer to jurisprudence of the Committee on Freedom of Association, to the extent allowed by law.

1.3 Terms and definitions

For the purposes of this standard, the relevant definitions given in ISO/IEC Guide 2 and ISO 9000 apply, together with the following definitions:

1.3.1 Accredited certificate

A certificate issued by a certification body within the scope of its accreditation which bears the accreditation body's symbol.

1.3.2 Authorised body

An entity authorised by PEFC to perform the administration of a scheme on behalf of the PEFC Council.

Note: The authorised body is either the PEFC National Governing Body operating within its country or other entity that has been authorised by the PEFC Council to perform the administration of the PEFC scheme. In Australia, the PEFC authorised body is Responsible Wood.

1.3.3 Certified content

Percentage of certified material in a product or product group.

1.3.4 Certified material

Material category for:

a) Forest and tree-based material delivered by a supplier covered by a recognised certificate, with the claim “x% RW certified”, “x% PEFC certified”, “x% RW/PEFC certified”, or delivered by a supplier covered by a recognised certificate against a forest management standard that is endorsed by PEFC with another endorsed system claim.

Note: PEFC endorsed system claims are published online on the PEFC website.

b) Recycled material

1.3.5 Certified product

Product sold/transferred by an organisation with the claim “x% RW certified”, “x% PEFC certified”, “x% RW/PEFC certified”.

1.3.6 Chain of custody

Processes of an organisation for handling forest and tree-based products and information related to their material category, and making accurate and verifiable claims.

1.3.7 Claim

Organisation’s declaration on material/products, stated in sales and delivery documentation, namely the claims “x% RW certified” and “RW controlled sources”, “x% PEFC certified” and “PEFC controlled sources”, “x% RW/PEFC certified” and “RW/PEFC controlled sources”.

Note 1: Organisations implementing the physical separation method may use the wording “100% PEFC Origin” for material that was delivered by a supplier that is a forest owner/manager covered by a PEFC recognised sustainable forest management (SFM) certificate with the claim “100% PEFC certified” or “100% PEFC Origin” from a chain of custody certified supplier or with another PEFC endorsed SFM system claim.

Note 2: If organisations receive material with a claim “100% PEFC Origin” and implement the percentage or credit methods, then this material may be claimed as “100% PEFC certified”.

Note 3: A list of PEFC accepted abbreviations and translations of PEFC claims is available on the PEFC website.

1.3.8 Claim period

Time period for which the chain of custody claim applies.

Note: The claim period can also be specified as a single product, job order or production batch.

1.3.9 Complaint

Expression of dissatisfaction made to an organisation, related to its compliance with the requirements of this standard, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

1.3.10 Conflict timber

“Timber that has been traded at some point in the chain of custody by armed groups, be they rebel factions or regular soldiers, or by a civilian administration involved in armed conflict or its representatives, either to perpetuate conflict or take advantage of conflict situations for personal gain. (...) Conflict timber is not necessarily illegal.” The exploitation of timber may itself be a direct cause of conflict.

Note: Definition in quotations as used by United Nations Environment Programme (UNEP).

1.3.11 Controlled sources

Material category covering forest and tree-based material for which an organisation has determined through its Due Diligence System (See Appendix A) that there is “negligible risk” that the material is from controversial sources.

Note: “RW controlled sources” and/or “PEFC controlled sources” is also the claim that may be used for material from this material category.

1.3.12 Controversial sources

Forest and tree-based material sourced from:

- a) Activities not complying with applicable local, national or international legislation on forest management, including but not limited to forest management practices; nature and environmental protection; protected and endangered species; property, tenure and land-use rights for indigenous peoples, local communities or other affected stakeholders; health, labour and safety issues; anti-corruption and the payment of applicable royalties and taxes.
- b) Activities where the capability of forests to produce a range of wood and tree-based forest products and services on a sustainable basis is not maintained or harvesting levels exceed a rate that can be sustained in the long term.
- c) Activities where forest management does not contribute to the maintenance, conservation or enhancement of biodiversity on landscape, ecosystem, species or genetic levels.
- d) Activities where ecologically important forest areas are not identified, protected, conserved or set aside.
- e) Activities where native forest conversions occur, in other than justified circumstances where the conversion:
 - i. is in compliance with national and regional policy and legislation applicable for land use and forest management, and
 - ii. does not have negative impacts on ecologically important forest areas, culturally and socially significant areas, or other protected areas, and
 - iii. does not destroy areas of significantly high carbon stock, and
 - iv. makes a contribution to long-term conservation, economic, and/or social benefits.
- f) Activities where the spirit of the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work (1998) is not met.
- g) Activities where the spirit of the United Nations Declaration on the Rights of Indigenous Peoples (2007) is not met.
- h) Conflict timber.
- i) Genetically modified trees.

Note 1 (on 1.3.12 b, d and e): Not considered “controversial sources” are such activities in short rotation forest plantations with harvesting cycles under 35 years, that are on agricultural land.

Note 2 (on 1.3.12 i): The restriction on the usage of genetically modified trees has been adopted by the PEFC General Assembly based on the Precautionary Principle. Until enough scientific data on genetically modified trees indicates that impacts on human and animal health and the environment are equivalent

to, or more positive than, those presented by trees genetically improved by traditional methods, no genetically modified trees will be used.

1.3.13 Customer

Entity receiving from an organisation a claim for products, of which it obtains legal ownership and/or physical possession.

Note 1: Where material/products are physically delivered to an entity other than the entity that has obtained legal ownership of the material, the organisation shall appoint a single customer for the purpose of this definition, i.e. either the entity that obtains legal ownership or the entity that obtains physical possession of the material.

Note 2: The term customer can also refer to an internal customer within an organisation, if subsequent product groups have been established.

1.3.14 Credit method

A chain of custody method where credits gained from certified material are transferred to controlled sources material within the same product group.

1.3.15 Due Diligence System (DDS)

A framework of procedures and measures, namely information gathering, risk assessment and risk mitigation, implemented by an organisation to reduce the risk that forest and tree-based material originates from controversial sources.

Note: Organisations can cooperate with each other and use external services for implementing a DDS, but the responsibility to conform with the DDS requirements of this standard lies with the individual organisation.

1.3.16 Ecologically important forest areas

Forest areas:

- a) containing protected, rare, sensitive or representative forest ecosystems
- b) containing significant concentrations of endemic species and habitats of threatened species, as defined in recognised reference lists
- c) containing endangered or protected genetic in situ resources
- d) contributing to globally, regionally and nationally significant large landscapes with natural distribution and abundance of naturally occurring species

1.3.17 Equivalent input material

Forest and tree-based material that can be substituted with each other without significantly changing the appearance, function, grade, type or value of the output product.

1.3.18 Forest

An area of land, incorporating all living and non-living components, that is dominated by trees having usually a single stem and a mature or potentially mature stand height exceeding 2 m and crown cover or potential crown cover of overstorey strata about equal to or greater than 20%

Note 1: This definition includes Australia's and New Zealand's diverse native forests and plantations, regardless of age. It is also sufficiently broad to encompass areas of trees that are sometimes described as woodlands.

Note 2: Source-The Australian Department of Agriculture, Water and the Environment.

<https://www.agriculture.gov.au/abares/forestsaustralia/australias-forests#:~:text=Forest%20definition&text=An%20area%2C%20incorporating%20all%20living,greater%20than%2020%20per%20cent.>

1.3.19 Forest and tree-based material

Material originating in forests or from other sources recognised by PEFC as eligible for certification, such as trees outside forests, including recycled material originally coming from those areas/sources as well as wood-based materials, and non-wood based materials, such as mushrooms, berries, honey, oils etc.

1.3.20 Forest and tree-based products

Products from forest and tree-based material, including measurable but non-tangible products, such as energy generated from forest and tree-based material.

1.3.21 Forest conversion

Direct human-induced change of forest to non-forest land or forest plantation.

Note: Regeneration by planting or direct seeding and/or the human-induced promotion of natural seed sources, to the same dominant species as was harvested or other species that were present in the historical species mix is not considered a conversion.

1.3.22 Forest plantation

Forest or other wooded land of introduced species, and in some cases native species, established through planting or seeding, mainly for production of wood or non-wood goods and services.

Note 1: Includes all stands of introduced species established for production of wood or non-wood goods and services.

Note 2: May include areas of native species characterised by few species, intensive land preparation (e.g. cultivation), straight tree lines and/or even-aged stands.

Note 3: Application of the definition requires consideration of national forestry terminology and legal requirements.

1.3.23 Genetically modified trees

Trees in which the genetic material has been altered in a way that does not occur naturally by mating and/or natural recombination, taking into account applicable legislation providing a specific definition of genetically modified organisms.

Note 1: The following techniques are considered as genetic modification resulting in genetically modified trees (EU Directive 2001/18/EC):

1) *Recombinant nucleic acid techniques involving the formation of new combinations of genetic material by the insertion of nucleic acid molecules produced by whatever means outside an organism, into any virus, bacterial plasmid or other vector system and their incorporation into a host organism in which they do not naturally occur, but in which they are capable of continued propagation.*

2) *Techniques involving the direct introduction into an organism of heritable material prepared outside the organism including micro-injection, macro-injection, and micro-encapsulation.*

3) *Cell fusion (including protoplast fusion) or hybridisation techniques where live cells with new combinations of heritable genetic material are formed through the fusion of two or more cells by means of methods that do not occur naturally.*

Note 2: The following techniques are not considered as genetic modification resulting in genetically modified trees (EU Directive 2001/18/EC):

1) *in vitro fertilisation*

2) *natural processes such as: conjugation, transduction, transformation*

3) *polyploidy induction*

1.3.24 Material category

Material with certain characteristics, namely certified material, other material, neutral material and controlled sources.

1.3.25 Multi-site organisation

Organisation with an identified central function (normally, and hereafter referred to as a “central office”) at which chain of custody related activities are planned, controlled and managed, and with one or more sites at which such activities are fully or partially carried out.

1.3.26 Neutral material

Material category for material other than forest and tree-based material, such as metal or plastic, not taken into account in the calculation of certified content of a product group.

1.3.27 Organisation

Person or group of people that has its own functions with responsibilities, authorities and relationships to achieve its objectives.

Note: In the context of this standard, an organisation is implementing the requirements of this standard while being covered by a recognised certificate.

1.3.28 Other material

Material category for forest and tree-based material for which an organisation has not determined through its Due Diligence System that there is “negligible risk” that the material is from controversial sources.

1.3.29 Outsourcing activities

Activities relevant for an organisation’s chain of custody being performed by another legal entity, without continuous supervision or control from the organisation.

Note: Generally, not considered as outsourcing activities are transportation, (un-)loading and warehousing of materials/products, unless there is a risk that materials with different material categories or certified content are mixed with each other.

1.3.30 PEFC and Responsible Wood websites

Website addresses: www.pefc.org, www.responsiblewood.org.au and www.pefcaustralia.org.au

1.3.31 Product group

Product or set of products with equivalent input material, defined by product name/type and category, type(s) of species, chain of custody method, material category, claim(s), for which an organisation applies its chain of custody.

Note 1: The organisation can define individual products, product batches and job orders as RW/PEFC product groups.

Note 2: The organisation can establish one or more product groups for parallel or subsequent manufacturing or trading processes.

Note 3: In case of multi-site organisations as defined in Appendix B of this standard, product groups can cover several sites.

1.3.32 Percentage method

A chain of custody method where the certified content of a product group is calculated for a specified claim period, based on the input material included in the product group.

1.3.33 Physical separation method

Chain of custody method of controlling a claim for a specified product group based on clear identification (e.g. labelling, marking, unique species and separation of production times) and/or separation of different material categories throughout all the activities performed by the organisation.

1.3.34 Recognised certificate

- a) A valid accredited forest management certificate issued by a RW or PEFC notified certification body against AS/NZS 4708 or a forest management system/standard that is endorsed by PEFC.
- b) A valid accredited chain of custody certificate issued by a RW or PEFC notified certification body against this standard or another chain of custody standard that is endorsed by PEFC.

Note 1: PEFC endorsed forest certification systems and chain of custody standards are found at the PEFC website.

Note 2: In case of a group or multi-site certificate where it is confirmed in a separate document, such as an appendix to the certificate or a sub-certificate, that a site or a group participant is covered by the certificate, the separate document and the certificate together are considered the site's/participant's recognised certificate.

1.3.35 Recycled material

Forest and tree-based material that is:

- a) Recovered from waste during a manufacturing process. Excluded is reutilisation of materials such as rework, regrind or scrap generated in a process and capable of being reclaimed within the same process that generated it. Excluded are by-products resulting from primary production processes, such as sawmilling by-products (sawdust, chips, bark, etc.) or forestry residues (bark, chips from branches, roots, etc.) as they are not considered waste.
- b) Generated by households or by commercial, industrial and institutional facilities in their role as end-users of the product that can no longer be used for its intended purpose. This includes returns of material from the distribution chain.

Note 1: The term "capable of being reclaimed within the same process that generated it" means that the material generated in one process is continuously returned to the same process at the same site. An

example is residue generated by a press line in a panel board production that continuously re-enters the same press line. This is not considered as recycled material.

Note 2: The definition is based on definitions of ISO 14021.

Note 3: Different examples of recycled material are provided in PEFC GD 2001.

1.3.36 Rolling percentage

A chain of custody method where the certified content of a product group is calculated for a specified claim period, based on the input material included in the product group on average over a specified period preceding the claim period.

1.3.37 Substantiated concern

Information supported by proof or evidence, indicating that forest and tree-based material originates in controversial sources.

Note: Substantiated concerns can be concerns by third parties, as well as concerns of the organisation itself.

1.3.38 Supplier

Entity supplying material used as input for an organisation's product group.

Note 1: Where certified products are physically delivered by an entity other than that having the ownership title to the material, the entity that is covered by a PEFC recognised certificate and that has specified the organisation as customer is considered the supplier for the product/delivery in question.

Note 2: The term supplier can also refer to an internal supplier within an organisation, where subsequent product groups have been established.

1.3.39 Trademark use

Usage of the RW or PEFC trademarks on- or off-product.

1.3.40 Trees outside Forests (TOF)

Trees growing outside areas of nationally designated forest land.

Section 2 Management system requirements

2.1 General requirements

- a) The organisation shall operate a management system in accordance with the requirements of this standard, to ensure correct implementation and maintenance of the chain of custody process(es). The management system shall be appropriate to the type, range and volume of work performed, and cover outsourced activities relevant for the organisation's chain of custody and all sites in case of multi-site organisations (see Appendix B).
- b) The organisation shall define the scope of its chain of custody by specifying the product groups for which the requirements of the chain of custody are implemented.
- c) The organisation shall only make claims and related statements that are correct to the best of its knowledge and covered by its chain of custody.

2.2 Documented procedures

The organisation shall establish written documented procedures for its chain of custody. The documented procedures shall include at least the following elements:

- a) responsibilities and authorities relating to the chain of custody
- b) description of the raw material flow within the production/trading process(es), including definition of product groups.
- c) procedures for chain of custody process(es) covering all requirements of this standard, including:
 - i. identification of material categories
 - ii. physical separation of certified material, controlled sources material and other material
 - iii. definition of product groups, calculation of certified content, management of credit accounts, transfer to outputs (for organisations applying percentage or credit method)
 - iv. sale/transfer of products and claims, including documentation in which claims are made, and other on- and off-product trademark use
 - v. record keeping
 - vi. internal audits and non-conformity control
 - vii. the Due Diligence System
 - viii. complaints resolution
 - ix. outsourcing

2.3 Responsibilities and authorities

2.3.1 General

- a) The organisation's management shall define and document its commitment to implement and maintain the chain of custody requirements in accordance with this standard. The organisation's commitment shall be made available to the organisation's personnel, suppliers, customers, and other interested parties.
- b) The organisation's management shall appoint a member of the management who, irrespective of other responsibilities, shall have overall responsibility and authority for the organisation's chain of custody.

2.3.2 Responsibilities and authorities for chain of custody

The organisation shall identify the personnel performing activities for the implementation and maintenance of its chain of custody and shall establish personnel responsibilities and authorities for the implementation of the procedures 2.2(c).

Note: The responsibilities and authorities for the chain of custody given above can be cumulative.

2.4 Record keeping

To provide evidence of conformity with the requirements of this standard, the organisation shall establish and maintain at least the following records relating to the product groups covered by its chain of custody:

- a) Records of all suppliers of input material delivered with a claim, including evidence of the suppliers' RW or PEFC certified status.
- b) Records of all input material, including claims and documents associated to the delivery of the input material, and for recycled input material, information demonstrating that the definition of recycled material is met.
- c) Records of calculation of the certified content, transfer of the percentage to output products and management of the credit account, as applicable.
- d) Records of all products sold/transferred, including claims and documents associated to the delivery of the output products.
- e) Records of the Due Diligence System, including records of risk assessments and significant risk supplies management, as applicable.
- f) Records of internal audits, periodic chain of custody review, non-conformities and corrective actions.
- g) Records on complaints and their resolution.

The organisation shall maintain the records for a minimum period of five years.

Note: Evidence of certified status can be a print-out from the RW or PEFC website.

2.5 Resource management

2.5.1 Human resources/personnel

The organisation shall ensure and demonstrate that all personnel performing activities affecting the implementation and maintenance of its chain of custody are competent on the basis of appropriate training, education, skills and experience.

2.5.2 Technical facilities

The organisation shall identify, provide and maintain the infrastructure and technical facilities needed for effective implementation and maintenance of its chain of custody with the requirements of the standard.

2.6 Internal audit and review

The organisation shall conduct internal audits at least annually, and prior to the initial certification audit, covering its compliance with all requirements of this standard applicable to the organisation, including activities covered by outsourcing, and establish corrective and preventive measures if required.

Note: Informative guidance for performing internal audits is given in ISO 19011.

The organisation's management shall review the result of the internal audit and the organisation's PEFC chain of custody at least annually.

2.7 Complaints

The organisation shall establish procedures for dealing with complaints from suppliers, customers and other parties relating to its chain of custody.

Upon receipt of a complaint in writing, the organisation shall:

- a) formally acknowledge the complaint to the complainant within ten workdays,
- b) gather and verify all necessary information to evaluate and validate the complaint and make a decision on the complaint,
- c) formally communicate the decision on the complaint and of the complaint handling process to the complainant,
- d) ensure that appropriate corrective and preventive actions are taken, if necessary.

2.8 Nonconformity and corrective action

When a nonconformity with the requirements of this standard is identified through internal or external auditing, the organisation shall:

- a) react to the nonconformity and, as applicable:
 - i. take action to control and correct it,
 - ii. address the consequences,

- b) evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - i. reviewing the nonconformity,
 - ii. determining the causes of the nonconformity,
 - iii. determining if similar nonconformities exist, or could potentially occur.
- c) implement any action needed,
- d) review the effectiveness of any corrective action taken,
- e) make changes to the management system, if necessary,

Corrective action shall be appropriate to the effects of the nonconformities encountered.

The organisation shall retain documented information as evidence of:

- a) the nature of the nonconformities and any subsequent actions taken,
- b) the results of any corrective action.

2.9 Outsourcing

The organisation may outsource activities covered by its chain of custody to another entity.

Through all stages of outsourcing the organisation shall be responsible for ensuring that all outsourced activities meet the requirements of this standard, including management system requirements. The organisation shall have a written agreement with all entities to whom activities have been outsourced, ensuring that:

- a) The material/products covered by the organisation's chain of custody are physically separated from other material or products.
- b) The organisation has access to the entity's site(s) for internal and external auditing of outsourced activities for conformity with the requirements of this standard.

Note: Internal audits of outsourced activities should be conducted at least annually and before the outsourced activity starts.

2.10 Social, health and safety requirements in chain of custody

This clause includes requirements relating to health, safety and labour issues that are based on ILO Declaration on Fundamental Principles and Rights at Work (1998).

The organisation shall demonstrate its commitments to:

- a) comply with the social, health and safety requirements defined under Australian Commonwealth and State legislation; and
- b) recognising the rights of personnel, consistent with the fundamental ILO Conventions.

The organisation shall demonstrate that:

- a) workers are not prevented from associating freely, choosing their representatives and bargaining collectively with their employer, consistent with the core ILO conventions
- b) forced labour is not used

- c) workers, who are under the minimum legal age, the age of 15, or the compulsory school attendance age, whichever is higher, are not used
- d) workers are not denied equal employment opportunities and treatment.
- e) working conditions comply with Australian Commonwealth and State legislation and do not endanger safety or health.

Section 3 Identification of inputs and declaration of outputs

3.1 Identification of input material

3.1.1 Required documentation.

For each delivery of material used as input for a product group the organisation shall obtain documentation with the following information from the supplier:

- a) supplier identification
- b) product identification
- c) quantity of products
- d) delivery identification based on date of delivery, delivery period, or accounting period

For inputs with a claim the document shall also include:

- a) the organisation's name as the customer of the delivery
- b) the applicable claim specifically for each claimed product covered by the documentation
- c) the certificate number of the supplier's recognised certificate

Note 1: The certificate number is a numerical or alpha-numerical combination, which is a unique identifier of the certificate.

Note 2: An example of delivery documentation is an invoice or delivery note providing the information required.

3.1.2 Identification at supplier level

For all inputs delivered with a claim the organisation shall verify that the supplier is covered by a recognised certificate.

For each delivery of material used as input for a product group the organisation shall classify the material category of the procured material.

3.2 Declaration of outputs

For outputs from a product group for which the organisation makes a claim to a customer, it shall provide the customer with documentation providing the following information for each delivery:

- a) customer identification
- b) the organisation's name as the supplier of the material
- c) product identification
- d) quantity of product(s)
- e) date of delivery / delivery period / accounting period
- f) the applicable claim specifically for each claimed product covered by the documentation
- g) the certificate number of the organisation's RW or PEFC recognised certificate

Note: The certificate number is a numerical or alpha-numerical combination which is a unique identifier of the certificate.

The organisation shall specify the type of documentation in which claims on outputs are made.

3.3 Trademark use

The use of the trademarks i.e. RW and PEFC logos and labels, chain of custody claims on-product and PEFC initials, shall be in compliance with the Responsible Wood Logo Use Rules and PEFC ST 2001, *PEFC Trademarks Rules – Requirements*.

Note: In order to enable the organisation to use the trademarks in accordance with the Trademarks Rules, the organisation shall obtain a valid trademark license from the authorised body.

3.4 Content of recycled material

For products covered by the organisation's chain of custody that include recycled material, the organisation shall calculate the content of recycled material using a method consistent with ISO 14021 and provide information on request.

Section 4 Chain of custody methods

4.1 General

There are three methods to implement the chain of custody, namely the physical separation method, the percentage method and the credit method. Depending on the nature of material flows and processes, the organisation shall choose the appropriate method.

The organisation shall implement the chosen chain of custody method(s) of this standard for specific product groups.

Product groups shall be established for products with equivalent input material, with the same measurement unit or units that can be converted into a single measurement unit.

The organisation shall only use certified material and controlled sources material as input for certified product groups.

4.2 Physical separation method

The organisation applying the physical separation method shall ensure that material with different material categories and different certified content are kept separate or clearly identifiable at all stages of the production or trading process.

Note: Physical separation can be achieved by any means ensuring that material category and certified content can be identified, for example, through separate storage, marking, distinguishing product characteristics or production time.

Where material with different certified content is used as input in the same product group, the organisation shall use the lowest certified content of the input as certified content of the output.

Note: Example- An organisation using material with 100%, 75% and 70% certified content as input in the same product group under the physical separation method can claim the output as 70% certified.

Where certified material and controlled sources material is used as input in the same product group under the physical separation method, the organisation shall claim the output as controlled sources.

4.3 Percentage method

The percentage method may be implemented to calculate the certified content of product groups for which certified material and controlled sources material were used as input material.

Calculation of certified content

The organisation shall calculate the certified content separately for each product group and for a specific claim period according to the following formula:

$$Cc [\%] = (Vc / (Vc + Vcm)) \times 100$$

(Cc: certified content; Vc: volume of certified material; Vcm: volume of controlled sources material)

Note: Neutral material is not considered in the calculation of the certified content.

The organisation shall use a single measurement unit for all material covered by a given certified content calculation within a product group. In case of conversion to a single measurement unit for calculation purposes, the organisation shall only use generally recognised conversion ratios and methods. If a suitable, generally recognised conversion ratio does not exist, the organisation shall define and use a reasonable and credible conversion ratio.

If input material/products include only a proportion of certified material, then only the quantity corresponding to the certified content shall enter the calculation formula as certified material. The rest of the material shall enter the calculation as controlled sources material.

Example: 1t of material delivered with the claim “70% RW certified” and 1t of material delivered with the claim “100% RW certified” are used as input. Using the formula under 6.3.3.1 the certified content is $Cc[\%] = ((700\text{kg} + 1000\text{kg}) / ((700 + 1000) + 300)) \times 100 = (1700 / 2000) \times 100 = 2\text{t of } 85\% \text{ RW certified material.}$

The certified content calculated for a product group shall be used as a percentage in the claim “X% RW/PEFC certified”.

Example: If the certified content of a product group has been calculated as being 54% for a specific claim period, all products covered by the product group can, for this claim period, be sold/ transferred as certified products with the maximum claim “54 % RW/PEFC certified”.

Note 1: This standard does not define a minimum threshold for the certified content that needs to be met in order to communicate the certified content of a certified product with the claim X% RW/PEFC certified. However, minimum thresholds for the use of the trademarks on-product are defined in the Responsible Wood Logo Use Rules and PEFC Trademarks Rules, PEFC ST 2001.

Note 2: The percentage claim made for a product cannot exceed but may be less than the calculated certified content percentage.

The organisation may apply the percentage method as rolling percentage.

The organisation applying rolling percentage shall calculate the certified content percentage of a product group and claim period based on material procured during an input period preceding the claim period. The claim period, in the case of rolling percentage, shall not exceed 3 months and the input period shall not exceed 12 months.

Example: An organisation that has chosen a 3-month claim period and a 12-month input period calculates the certified content percentage for the coming three months based on the input material procured in the previous 12 months.

4.4 Credit method

The credit method may be implemented to transfer credits gained from the input of certified material to controlled sources material within the same product group.

The organisation shall create and manage a credit account for credits gained from input of certified material. The credits shall be calculated in a single measurement unit. It may be required to define conversion factor(s) for the conversion of the measurement unit(s) of the input components to the output products.

The total quantity of credits accumulated in the credit account shall not exceed the sum of credits entered into the credit account during the last 24 months. The 24-month maximum period may be extended, where the organisation can demonstrate that the average production period of the product in question is longer than 24 months.

Example: If the average production period of a product (including maturing, for example) is 36 months, the organisation can extend the 24-month maximum period for the accumulation of credits to 36 months.

The organisation shall apply the credit method for a single claim. The organisation receiving a delivery of material with a RW/PEFC claim and a claim against another certification system, shall either use it as a combined credit covering both claims or shall only use one of the received claims for calculating the volume credits.

Example: An organisation receiving a delivery of material with two claims relating to two certification systems either establishes a credit account for the multiple claim (e.g. RW/PEFC certified/[other system claim]) or decides, which single claim (either PEFC certified or [other system claim]) will be entered into the respective volume credit account.

The organisation shall calculate the credits using either:

- a) certified content and volume of output products (Example 1) or
- b) input material and input-to-output verifiable ratio (Example 2)

The organisation applying the credit method shall calculate the credits by multiplying the volume of output products of the claim period with the certified content for the relevant claim period (Example 1)

Example 1: If the certified content for the product group of the specific claim period, which consists of 100 tonnes of output products, is 54%, the organisation achieves volume credits equal to 54 tonnes (100×0.54) of the output products.

The organisation that can demonstrate a verifiable ratio between the input material and output products, may calculate the credits directly from input of PEFC certified material by multiplying the volume of PEFC certified material input with the input-to-output ratio (Example 2).

Example 2: If the volume of certified material input is 70 m³ (e.g. 100 m³ with the PEFC claim “70% PEFC certified”) and the input-to-output ratio is 0.60 (e.g. 1 m³ of roundwood results in 0.60 m³ of sawnwood), the organisation acquires volume credits equal to 42 m³ (i.e. $70 \text{ m}^3 \times 0.60$) of sawnwood.

The organisation shall distribute the credits from the credit account to the output products covered by the credit account. The credits shall be distributed to the output products in a

way that the certified products will be considered as either having 100% certified content or as having less than 100% certified content and meeting the organisation's own threshold. The result of the volume of output products multiplied by the certified content of the output products shall be equal to the distributed credits withdrawn from the credit account (Example 3).

Example 3: The organisation can use 7 units of credits to sell 7 units as 100% certified, or to sell 10 units as 70% certified.

Section 5 Due Diligence System (DDS) requirements

5.1 General

For all material used as input for a product group, except recycled material, the organisation shall exercise due diligence in accordance with the Due Diligence System (DDS) for the avoidance of material from controversial sources in Appendix A of this standard. The organisation shall establish that material used as input for product groups has “negligible risk” of originating from controversial sources and it meets the definition of controlled sources material.

Where all input material in a product group was delivered with a RW or PEFC claim by a supplier covered by a recognised certificate, an organisation may implement the DDS by meeting the following requirements:

- a) Upon request the organisation shall provide the information specified in Appendix A for material passed on with a RW or PEFC claim. If the organisation does not possess the requested information, the request shall be passed on to relevant supplier(s) of the organisation (Appendix A).
- b) Where internal or external substantiated concerns are raised on the origin of input material, the organisation shall investigate and address these concerns in accordance with Appendix A.
- c) Where an organisation knows of or has received substantiated concerns that materials it has received originate from controversial sources, either within or outside the scope of certification (e.g. product groups), these materials shall not be placed on the market until the concern has been resolved in accordance with Appendix A.
- d) Product from illegal sources shall not be placed on the market.

Appendix A: Due Diligence System (DDS) for the avoidance of material from controversial sources

(Normative)

A.1 General requirements

In order to help ensure that activities conducted by the organisation under the scope of this standard to conform to all applicable timber legality legislation, including trade and customs laws, and to minimise the risk that the procured material originates in controversial sources, the organisation shall operate a Due Diligence System (DDS), in accordance with the following elements of this standard.

The DDS shall be implemented for all input forest and tree-based material covered by the organisation's chain of custody and product groups, with the exception of recycled material.

Note: The DDS can be implemented by an organisation for forest and tree-based products from forests under its own management.

The organisation shall implement the DDS in three steps relating to:

- a) gathering information
- b) risk assessment
- c) management of significant risk supplies

The organisation procuring raw material originating from species listed in Appendix I to III of CITES shall comply with applicable legislation relating to CITES.

A.2 Access to information

In order to enable the organisation to implement the DDS, the organisation shall have access to the following information from its supplier(s):

- a) Identification of tree species included, or list of tree species potentially included, in the material/ product by their common name and/or their scientific name where applicable.
- b) Country of harvest of the material and where applicable sub-national region and/or concession of harvest.

Note 1: Access to the scientific name of species is required in cases where the usage of a common name could pose a risk of wrong identification of the species.

Note 2: Usage of a trade name of species is considered as equivalent to the common name in cases where all species covered by the trade name have an equivalent risk of originating in controversial sources.

Note 3: Access to the sub-national level of the material origin is required in cases where sub-national regions within one country do not represent an equivalent risk relating to the controversial sources.

Note 4: The term "concession of harvest" refers to a contract for harvest in a geographically defined forest area.

Note 5: The term “country/region” is further used throughout this clause to identify a country, a sub-national region or a concession of harvest of the material/product origin.

In order to enable certified and uncertified entities further down the supply chain to implement a DDS, the organisation shall, upon request, provide the information specified in A.2 of this appendix for material passed on with a PEFC claim. If the organisation does not possess the requested information, the request shall be passed on to relevant supplier(s) of the organisation.

A.3 Risk assessment

The organisation shall carry out a risk assessment, assessing the risk of procuring raw material from controversial sources for all input forest and tree-based material covered by the organisation’s chain of custody, with the exception of material/products delivered with a claim by a supplier with a recognised certificate, as this material can be considered as having “negligible risk” of originating from controversial sources.

The organisation’s risk assessment shall result in the classification of material into “negligible” or “significant” risk category.

The organisation’s risk assessment shall be based on the indicators for risk at origin and supply chain level listed in Tables A1 to A3 below.

Where the organisation’s risk assessment identifies indicators specified in Table A1, the organisation may consider the material as having “negligible risk” to originate from controversial sources, and conclude the risk assessment without having to consider the indicators outlined in Tables A2 and A3.

Where the organisation’s risk assessment does not identify indicators specified in table A1, the risk assessment shall be continued against indicators outlined in Tables A2 and A3; and where any of these indicators apply, the organisation shall consider the material as having “significant risk” to originate from controversial sources.

Where none of the indicators outlined in tables A2 and A3 are identified, the organisation may consider the supplies as having “negligible risk” to originate from controversial sources, and conclude the risk assessment.

Table A1: List of indicators for negligible risk

Indicators
a) Supplies declared as certified against a forest certification system (other than PEFC endorsed), addressing the activities covered by the term controversial sources, supported by a forest management, chain of custody or fibre sourcing certificate issued by a third party certification body.
b) Supplies verified by governmental or non-governmental verification or licensing mechanisms other than forest certification systems, addressing the activities covered by the term controversial sources.
c) Supplies supported by verifiable documentation that clearly identifies: <ul style="list-style-type: none"> i. country of harvest and/or sub-national region where the timber was harvested, where the latest Transparency International (TI) Corruption Perception Index (CPI) score is higher than 50, or where the latest World Justice Project (WJP) Rule of Law Index is higher than 0,5, and ii. trade name and type of product as well as the common name of tree species and, where applicable, its full scientific name, and iii. all suppliers within the supply chain, and iv. the forest area of the supply origin, and v. documents, including contractual agreements and self-declarations, or other reliable information indicating that products do not originate from controversial sources.

Table A2: List of indicators for significant risk at origin level 2,3

<i>a) Activities not complying with applicable local, national or international legislation on forest management, including but not limited to forest management practices; nature and environmental protection; protected and endangered species; property, tenure and land-use rights for indigenous peoples, local communities or other affected stakeholders; health, labour and safety issues; anti-corruption and the payment of applicable royalties and taxes.</i>
i. The latest Transparency International (TI) Corruption Perception Index (CPI) score of the country is lower than 50 or the latest World Justice Project (WJP) Rule of Law Index of the country is lower than 0,5. ⁴
ii. The country/region is known as a country with low level of forest governance and law enforcement.
iii. Tree species included in the material/product is known as species with prevalence of activities covered by the term controversial sources (a) or (b) in the country/region.
iv. The country is covered by UN, EU or national government sanctions restricting the export/import of such forest and tree-based products.
<i>b) Activities where the capability of forests to produce a range of wood and non-wood forest products and services on a sustainable basis is not maintained or harvesting levels exceed a rate that can be sustained in the long term.</i>
i. According to publicly available data, such as FAO Forest Resource Assessments, the amount of annual harvest of industrial roundwood exceeds the amount of annual increment of growing stock of the country/ region of origin.

<p>c) Activities where forest management does not contribute to the maintenance, conservation or enhancement of biodiversity on landscape, ecosystem, species or genetic levels.</p> <p>d) Activities where ecologically important forest areas are not identified, protected, conserved or set aside.</p>
<p>i. The Environmental Performance Index (EPI)⁵ score for “Biodiversity & Habitat” of the country is lower than 50. Where no EPI index exists for a certain country, other indicators may be utilised, such as legislation addressing controversial sources elements c and d, combined with evidence of reliable enforcement of legislation (TI CPI score >50, or WJP Rule of Law score >0.5).</p>
<p>e) Activities where forest conversions occur, in other than justified circumstances where the conversion:</p> <p>i. is in compliance with national and regional policy and legislation applicable for land use and forest management; and</p> <p>ii. does not have negative impacts on ecologically important forest areas, culturally and socially significant areas, or other protected areas; and</p> <p>iii. does not destroy areas of significantly high carbon stock; and</p> <p>iv. makes a contribution to long-term conservation, economic, and/or social benefits.</p>
<p>i. The country/region has been identified as having had a net loss of forest area >1% over the most recent ten years of available data, according to publicly available data or information, such as provided by the FAO.</p>
<p>ii. In the country/region the net area with conversions from forests to forest plantations exceeds the forest area increase of the country/region, according to publicly available data or information, such as provided by the FAO.</p>

² The rows a) - i) are elements of 1.3.7, **controversial sources**. The rows underneath each element, numbered with Roman numerals (i, ii, iii etc.) provide the indicators used for the risk assessment for this element. Where more than one indicator is listed per element, all indicators shall be applied.

³ Examples of external references and more detailed explanation can be found in the recent issue of PEFC GD 2001 Chain of custody of forest-based products – Guidance for use.

⁴ These indices might not always be appropriate for forestry. Where more appropriate indicators exist, these can be used with a prior agreement with the PEFC Council. These alternative indicators will be listed in the chain of custody guidance document.

⁵ The EPI is produced jointly by Yale University and Columbia University in collaboration with the World Economic Forum. <https://epi.envirocenter.yale.edu/about-epi>

f) Activities where the spirit of the ILO Declaration on Fundamental Principles and Rights at Work (1998) is not met.
i. Substantiated studies demonstrate that the ILO Declaration on Fundamental Principles and Rights at Work (1998) is not respected in the country.
g) Activities where the spirit of the United Nations Declaration on the Rights of Indigenous Peoples (2007) is not met.
i. Substantiated studies demonstrate that the spirit of the United Nations Declaration on the Rights of Indigenous Peoples (2007) is not met in the country.
h) Conflict timber.
i. The country / region has a prevalence of armed conflict according to publicly available data sources such as Fragile State List.
i) Genetically modified trees.
i. According to publicly available data genetically modified forest and tree-based organisms are produced in the country/region and placed on the commercial market.

Table A3: List of indicators for significant risk at supply chain level

Indicators
a) Countries/regions where the products have been traded are unknown.
b) Species in the product are unknown.
c) Evidence of illegal practices concerning controversial sources by any company in the supply chain.

The risk assessment shall be carried out for the first delivery of every individual supplier, or for several suppliers, with the same characteristics listed in A.2 of this appendix, and the same applicability of indicators according to Tables A1 to A3 above.

Note: Where deliveries from suppliers from the same region share the same characteristics listed in A.2, and the same applicability of indicators according to Tables A1 to A3, the risk assessment can be implemented as an assessment for a whole region.

For all material that is subject to the organisation's risk assessment, the organisation shall keep an updated list of characteristics listed in A.2 of this appendix and indicators according to Tables A1 to A3 for supplies of individual suppliers and suppliers that share the same characteristics.

The risk assessment shall be reviewed and if necessary revised at least annually, and when changes regarding the characteristics listed in A.2 of this appendix occur.

A.4 Substantiated concerns

The organisation shall ensure that substantiated concerns about the potential origin of material covered by the organisation's DDS in controversial sources are promptly investigated, starting no later than ten business days following the identification of the substantiated concern.

If the concern cannot be resolved by the organisation's investigation, the risk of the relevant material being from controversial sources shall be determined as "significant" and managed in accordance with clause 5 of this appendix.

A.5 Management of significant risk supplies

A.5.1 General

For supplies identified as having "significant risk", the organisation shall request the supplier to provide additional information and evidence that allows the organisation to classify the supply as having "negligible risk". The organisation shall request the supplier to:

- a) Provide the organisation with necessary information to identify the forest area(s) of the raw material and the whole supply chain relating to the "significant risk" supply.
- b) Enable the organisation to carry out a second party or a third party inspection of the supplier's operation as well as operations of the previous suppliers in the chain.

Note: These procedures can be ensured e.g. by contractual agreements or a written self-declaration by the supplier.

The organisation shall establish a second or third party verification programme for supplies classified as "significant risk". The verification programme shall cover:

- a) identification of the whole supply chain and forest area(s) of the supply's origin
- b) on-site inspection as appropriate
- c) corrective measures as required

A.5.2 Identification of the supply chain

The organisation shall require, from all suppliers of "significant risk" supplies, detailed information on the whole supply chain and forest area(s) of the supply's origin.

In cases where the supplies can be verified as "negligible risk" according to the indicators in Table A1 at one step in the supply chain, the organisation is not required to track the whole supply chain to the forest area, except in case of substantiated concerns, which shall be addressed as outlined in A.4.

The information submitted shall allow the organisation to plan and execute on-site inspections.

A.5.3 On-site inspections

The organisation's verification programme shall include on-site inspections of suppliers delivering "significant risk" supplies. The on-site inspections can be carried out by the organisation itself (second party inspection) or by a third party on behalf of the organisation. The organisation may substitute the on-site inspection with documentation review where the documentation provides sufficient confidence in the material's origin being from non-controversial sources.

The organisation shall demonstrate that personnel carrying out inspections have sufficient knowledge and competence in the local business, cultural and social customs, and applicable treaties, conventions legislation, governance and law enforcement, relevant to the origin of "significant risk" supplies and to the risk(s) identified.

The organisation shall determine a sample of "significant risk" supplies from the supplier to be verified by the verification programme. Identical deliveries by the same supplier shall be considered as a single supply. The size of the annual sample shall be at least the square root of the number of "significant" risk supplies per one year: ($y=\sqrt{x}$), rounded up to the nearest whole number. Where the previous on-site inspections proved to be effective in fulfilling the objective of this document, the size of the sample may be reduced to $y=0.8 \sqrt{x}$, rounded up to the next whole number.

The on-site inspections shall cover:

- a) The direct supplier and all previous suppliers in the supply chain in order to assess compliance with the supplier claims on the origin of the raw material.
- b) The forest owner / manager of the forest area of the supply origin, or any other party responsible for management activities on that forest area, in order to assess their compliance with legal requirements.

A.5.4 Corrective measures

The organisation shall define written procedures for implementing corrective measures for non-compliance for suppliers identified by the organisation's verification programme.

The range of corrective measures shall be based on the scale and seriousness of the risk that forest and tree-based product(s) may be from controversial sources and shall include at least one or more of the following:

- a) Clear communication of the risk identified with a request for addressing the risk identified within a specific timeline so as to ensure that forest and tree-based product(s) from controversial sources is not supplied to the organisation.
- b) Requiring suppliers to define risk mitigation measures relating to compliance with legal requirements in the forest area(s) or efficiency of the information flow in the supply chain.
- c) Cancellation or suspension of any contract or order for forest and tree-based product(s) until the supplier can demonstrate that appropriate risk mitigation measures have been implemented.

A.6 No placement on the market

Forest and tree-based material/products from unknown sources or from controversial sources shall not be included in a certified product group.

Where it is known to the organisation that forest and tree-based materials/products not covered by the organisation's chain of custody originate in illegal sources (controversial sources, 1.3.7a), it shall not be placed on the market.

Where the organisation has received substantiated concerns that forest and tree-based materials/products not covered by the organisation's chain of custody originate in illegal sources (controversial sources, 1.3.7a), it shall not be placed on the market until the concern has been resolved in accordance with clause A.4 of the Appendix.

Appendix B: Implementation of Chain of Custody by Multisite Organisations

(Normative)

B.1 Introduction

The aim of this appendix is to establish guidance for the implementation of the chain of custody requirements in an organisation with a network of sites, thus ensuring on the one hand, that the assessment provides adequate confidence in the conformity of the chain of custody, and on the other, that the certification of the chain of custody is practical and feasible in economic and operative terms. Certification of multi-site organisations also allows implementation and certification of the chain of custody in a group of typically small independent companies.

This appendix only includes requirements for implementation of the chain of custody requirements that are applicable to organisations with multiple production locations.

B.2 Eligibility criteria for the multi-site organisation

The multi-site organisation is defined as an organisation having an identified central function (normally, and hereafter referred to as a “central office”) at which certain activities are planned, controlled and managed and a network of local offices or branches (sites) at which such activities are fully or partially carried out.

The multi-site organisation does not need to be a unique entity, but all sites shall have a legal or contractual link with the central office and be subject to a common chain of custody that is subject to continuous surveillance by the central office. This means that the central office has the right to implement corrective actions when needed at any site. Where applicable, this should be laid down in the contract between the central office and the sites.

The multi-site organisation may cover:

- a) Organisations operating with franchises or companies where the sites are linked through a common ownership, management or other organisational link.
- b) Groups of independent legal enterprises established and functioning for the purposes of the chain of custody certification (producer group).

Note: Membership in an association is not covered by the term “management or other organisational link”.

A producer group is a network of typically small independent enterprises that have associated together for the purpose of obtaining and maintaining chain of custody certification. The central office may be an appropriate trade association, or any other properly experienced legal entity that is either nominated for the purpose by a group of intending members or offers a group service managed for the purposes of and consistently with this standard. The central office can also be administered by one member of the group.

Note: The central office in the case of the producer group can be called the “group entity” and sites can be called “group members”.

A site is a location at which activities relating to the organisation's chain of custody are carried out.

The producer group is limited to participation of sites that are domiciled in a single country and that: have no more than 100 employees (full-time employees equivalent), have a turnover of maximum of 25,000,000 AUD.

B.3 Requirements for multi-site organisations

B.3.1 General

The organisation's chain of custody shall be centrally administered and be subject to central review. All the relevant sites (including the central administration function) shall be subject to the organisation's internal audit programme and shall have been audited in accordance with that programme prior to the certification body starting its assessment.

It shall be demonstrated that the central office of the organisation has established a chain of custody in accordance with this standard and that the whole organisation (including all the sites) meets the requirements of this standard.

The organisation shall be able to demonstrate its ability to collect and analyse data from all sites, including the central office authority and its ability to initiate changes in the chain of custody operating in the sites if required.

B.3.2 Function and responsibilities of the central office

B.3.2.1 General

The central office shall:

- a) Represent the multi-site organisation in the certification process, including communication and relationship with the certification body.
- b) Submit an application for the certification and its scope, including a list of participating sites.
- c) Ensure contractual relationship with the certification body.
- d) Submit to the certification body a request for extension or reduction of the certification scope, including coverage of participating sites.
- e) Provide a commitment on behalf of the whole organisation to establish and maintain a chain of custody in accordance with the requirements of this standard.
- f) Provide all the sites with information and guidance needed for effective implementation and maintenance of the chain of custody in accordance with this standard; The central office shall provide the sites with the following information or access to the following information:
 - i. A copy of this standard and any guidance relating to the implementation of the requirements of this standard.
 - ii. RW Logo Use Rules and PEFC Trademarks Rules and any guidance relating to their implementation.
 - iii. The central office's procedures for the management of the multi-site organisation.

- iv. Conditions of the contract with the certification body relating to the rights of the certification body or accreditation body to access the sites' documentation and installations for the purposes of evaluation and surveillance, and disclosure of information about the sites to a third party.
- v. Explanation of the principle of the mutual responsibility of sites in the multi-site certification.
- vi. Results of the internal audit programme and the certification body's evaluation and surveillance and relating corrective and preventive measures applicable to individual sites.
- vii. The multi-site certificate and any of its parts relating to the scope of the certification and coverage of sites.

Note: The term "mutual responsibility" means that nonconformities found in one site or the central office may result in corrective actions to be performed at all sites; an increase in internal audits or withdrawal of the multi-site certificate.

- g) Provide organisational or contractual connection with all the sites, which shall include commitments by the sites to implement and maintain the chain of custody in accordance with this standard. The central office shall have a written contract or other written agreement with all the sites which covers the right of the central office to implement and enforce any corrective or preventive measures and to initiate the exclusion of any site from the scope of certification in case of nonconformities with this standard.
- h) Establish written procedures for the management of the multi-site organisation.
- i) Keep records relating to the central office and sites compliance with the requirements of this standard.
- j) Operate an internal audit programme as outlined in B.3.2.2.
- k) Operate a review of the central office and sites conformity, including review of results of the internal audits programme and certification body's evaluations and surveillance; shall establish corrective and preventive measures if required; and shall evaluate the effectiveness of corrective actions taken.

B.3.2.2 Internal audit programme

The internal audit programme shall provide for:

- a) Audit of all the sites (including its own central administration function), on site or remotely, where a remote verification of the implementation of chain of custody processes is feasible, prior to the certification body starting its evaluation.
- b) Audit of any new site prior to the certification body starting the process of the certification scope extension.

B.3.3 Function and responsibilities of sites

Sites connected to the multi-site organisation shall be responsible for:

- a) Implementation and maintenance of the chain of custody requirements in accordance with this standard.

- b) Entering into a contractual relationship with the central office, including commitment on the compliance with the chain of custody requirements and other applicable certification requirements.
- c) Responding effectively to all requests from the central office or certification body for relevant data, documentation or other information whether in connection with formal audits or reviews or otherwise.
- d) Providing full co-operation and assistance in respect of the satisfactory completion of internal audits performed by the central office and audits performed by the certification body, including access to the sites installations.
- e) Implementation of any relevant corrective actions established by the central office.

Table B.4: Scope of responsibilities for requirements of this standard implemented in the multi-site organisation

Standard requirements	Central office (B.3.2.1)	Sites (B.3.3)
Requirements for chain of custody process – physical separation method		Yes
Requirements for chain of custody process – percentage method		Yes
Requirements for chain of custody process – credit method		Yes
Management system requirements		
Responsibilities and authorities	Yes	Yes
General responsibilities	Yes	Yes
Responsibilities and authorities for chain of custody	Yes (for d and e)	Yes
Documented procedures	Yes (for a, e and f)	Yes
Record keeping	Yes (for f and g)	Yes
Resource management	Yes (only for activities provided)	Yes
Human resources / personnel		
Technical facilities		
Internal Audit and review	Yes	Yes
Complaints	Yes	Yes

Appendix C: Material Typology for Chain of Custody

(Informative)

C.1 Introduction

Table C1 provides an explanation of material typology under the Chain of Custody management system described in this Standard. It identifies the categories of materials referenced in this Standard, provides guidance on materials eligible to be claimed as certified, and identifies those material categories that are required to undergo due diligence.

Table C1- Material Typology for Chain of Custody

Material Topology				Examples
Forest and tree-based material (1.3.19)	Forests (1.3.18) or Trees outside Forests (TOF) (1.3.40)	Wood based material (included in 1.3.19)	Certified Material (1.3.4)	Material with a RW/PEFC claim Claim “x% RW certified”, “x% PEFC certified”, “x% RW/PEFC certified” or FM standard claim endorsed by PEFC
			Recycled Material (1.3.35)	Printer’s side trim. Old Corrugated Containers (OCC). Corrugated Clippings (CC). Document destruction papers.
			Controlled sources (1.3.11)	Material identified as ‘negligible risk’ through the due diligence system (DDS) e.g. wood chips or logs.
			Other material (1.3.35)	Forest and tree-based material that is required to be, but has not yet been assessed under the organisation’s DDS.
	Controversial sources (1.3.12)	Forest or tree-based material that has been identified as originating from a controversial source through the DDS.		
	Non-wood Based Forest Material (included in 1.3.19)		Mushrooms, berries, honey, oils	
Neutral material (1.3.26)				Non-forest material e.g. metal or plastic.

Bibliography