



Standards Council of Canada
Conseil canadien des normes

Canadian Standards Development
Requirements & Guidance –
Accreditation of Standards
Development Organizations

2015-10-01



Canada

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Aussi offert en français sous le titre *Exigences et lignes directrices – Accréditation des organismes d'élaboration de normes*.

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1. Introduction

This document specifies the requirements and guidance for the accreditation of Standards Development Organizations (SDOs). For the purposes of expediency, the acronym R&G – SDO Accreditation may be used.

The SDO accreditation requirements are in line with accepted international standards best practices derived from the World Trade Organization, Technical Barriers to Trade (WTO/TBT), Annex 3 provisions, ISO/IEC Guide 59 *Code of good practice for standardization*, and the following Canadian principles: consensus; equal access and effective participation by concerned interests; respect for diverse interests and identification of those who should be afforded access to provide the needed balance of interests; mechanism for dispute resolution; openness and transparency; open access by interested parties to the procedures guiding the standards development process; clarity with respect to the processes; Canadian interest consideration as the basis for the development of standards by SDOs; and avoiding duplication of standards or overlap with the work of other SDOs or with the work of relevant international or regional SDOs.

SCC accreditation of an SDO grants the responsibility for the development, publication, and maintenance of National Standards of Canada, National Adoptions of Canada, and Consensus SDO Standards.

This document was prepared for, and approved by, SCC's Governing Council on April 8, 2015.

2. Normative References

In addition to the requirements specified within this document, the following references are essential to 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.

International Classification for Standards, 2005

ISO/IEC Guide 21-1: 2005, Regional or National Adoption of International Standards and other International Deliverables – Part 1: Adoption of International Standards

ISO/IEC Guide 21-2: 2005, Regional or national adoption of International Standards and other International Deliverables — Part 2: Adoption of International Deliverables other than International Standards

ISO/IEC Guide 59:1994, Code of good practice for standardization

International harmonized stage codes

World Trade Organization/Technical Barriers to Trade (WTO/TBT), Annex 3 - Code of Good Practice for the Preparation, Adoption and Application of Standards

3. Definitions

Accreditation

The formal recognition of the competence of an organization to carry out specific functions in accordance with established criteria. When such accreditation has been accorded by SCC, the SDO is a component of Canada's standardization network.

Amendment

Modification, addition or deletion of specific parts of the normative content of a standard.

Balanced representation

A representation of interest groups in a technical committee such that no single category of interest can dominate the voting procedures. Commonly used interest categories may include, but are not limited to, general interest, producers, regulators and users.

Canada's standardization network

The people and organizations involved in the development, promotion and implementation of standards.

Centralized Notification System (CNS)

Public notice portal on SCC's corporate website of SDO Notices of Intent (NOI) to develop or adopt a new standard or other deliverable; new edition; amendment; reaffirmation or withdrawal of an already published standard; Work Program; and a listing of published standards under SCC's accreditation.

Complaint

Expression of dissatisfaction, other than an appeal, by any person or organization, against SCC, SCC's Service Delivery Partner or an accredited or applicant organization, when a response is expected.

Conflict of interest

Is a situation in which a person or organization is involved in multiple interests (financial or otherwise), one of which could possibly corrupt the motivation of the individual or organization.

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 by a process that takes into account the views of all parties concerned, and reconciles any conflicting arguments.

Consensus SDO standard

A standard developed by an SCC-accredited SDO that is governed by SCC accreditation requirements but is not a National Standard of Canada.

Duplication Resolution Mechanism (DRM)

SCC's process intended to address cases of identified duplication of standards and effort involving a collaborative discussion between concerned SDOs.

General interest

An interest category of those on a technical committee with a demonstrated interest and relevant expertise not associated with the production, distribution, direct use, or regulation of the product(s), material(s) or service(s).

Harmonization

The integration of work related to standards development involving the preparation of standards, regional standards, and International Standards with the objective of achieving the greatest practicable degree of commonality in accordance with policies and procedures of SCC and the applicable SDO.

international standard

An international standard published by any international standardizing/standards organization and made available to the public.

International Standard

An International Standard published by ISO or IEC.

International Electrotechnical Commission (IEC)

A non-governmental organization whose membership is composed of national committees and which is responsible for preparing and publishing International Standards for the electrical and electronic fields.

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.

ISONET

The ISO Information Network is an agreement between standardizing bodies to combine their efforts in order to make information on standards, technical regulations and related matters readily available whenever it is required.

Maintenance

The action by the technical committee of reviewing an International Standard, regional standard, or other international/regional deliverable which results in its reaffirmation, amendment, publication as a new edition, or withdrawal.

National Adoption of Canada (NAC)

An International Standard, regional standard, or other international/regional deliverables approved by SCC as meeting SCC's requirements for National Adoption of Canada designation.

National Standard of Canada (NSC)

A standard developed by an SDO, and approved by SCC, as meeting SCC's requirements for National Standards of Canada designation.

New edition

A standard that has been revised and is issued with the same designation number as its predecessor, but with a new publication date, and incorporates previous amendments and other changes.

Performance requirements

Requirements that concern the behaviour of a product, process or service in or related to use.

Producer

An interest category of those on a technical committee who are predominantly involved in production (i.e., manufacture), promotion, retailing, or distribution of the subject product(s), material(s) or service(s).

Public review

An opportunity for the public to comment on a draft standard before final approval by the technical committee.

Reaffirmation

The declaration by the SDO that the technical committee confirms that the standard continues to be valid without necessitating any technical change and that it is still in conformance with applicable requirements.

Regional standard

A standard that is developed or adopted by a regional SDO and made available to the public.

Regional standards development organization

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

Regulation

A document specifying mandatory rules created by an authority through the powers established under legislation.

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.

Safety Marking

Text or graphical symbol instruction on a product designed to prevent unacceptable risk.

SCC mirror committee

A national technical committee established by SCC which mirrors an international committee that facilitates Canadian participation within international standardization activities.

Second level review

Verification, conducted by the SDO at the end of the technical approval stage, to ensure compliance with the standards development process requirements.

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. For the purpose of this document this includes Consensus SDO Standards, National Standards of Canada and National Adoptions of Canada.

Standardization

The processes of formulating, issuing, and implementing standards to establish provisions for common and repeated use, aimed at the achievement of the optimum degree of order in a given context to address actual or potential needs.

Standards development

Process based on the requirements of the Canadian standards development system which includes the policies and procedures of an SCC-accredited SDO for the preparation, approval, publication and maintenance of standards.

Standards Development Organization (SDO)

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

Technical committee

A committee responsible for developing, approving and maintaining the technical content of a draft or published standard in accordance with the policies and procedures of the SDO.

Technical regulation

A regulation that provides technical requirements, either directly or by referring to or incorporating the content of a standard, technical specification or code of practice. The technical regulation may be supplemented by technical guidance that outlines some means of compliance with the requirements of the regulation (i.e., deemed-to-satisfy provision).

User

An interest category of those on a technical committee who predominantly represent end users of the subject product(s), material(s), or service(s) and who are not involved in any way in production and/or distribution of the subject product(s), material(s) or service(s). Consumers are one type of end user, and may be defined as, individual members of the general public, or consumer organizations, purchasing or using property, products or services for private purposes.

Work Program

A document that meets the requirements of the *WTO/TBT Code of Good Practice for the Preparation, Adoption and Application of Standards*. The Work Program is published by the

SDO. Requirements for the content and notice of the existence of the Work Program are included in the WTO/TBT Annex 3.

Withdrawn standard

A standard discontinued by an SDO and its responsible technical committee as it is no longer valid, represents the most current, reliable, and/or available information.

Requirements & Guidance

TABLE 1: REQUIREMENTS & GUIDANCE		
	SCC Requirement	SCC Guidance
4. General Requirements		
4.1	<p>Consensus Process The SDO shall provide a process to achieve consensus in the development of its standards under SCC's accreditation. For the purpose of this document this includes Consensus SDO Standards, National Standards of Canada (NSC), and National Adoptions of Canada (NAC).</p>	<p>Consensus need not imply unanimity.</p> <p>Sustained opposition is not intended to provide a "veto" to any one stakeholder.</p>
4.2	<p>Canadian Interest The SDO shall consider the following primary objectives as appropriate to the subject of the standard: a) Canadian economy; b) Sustainable development; c) Health, safety and welfare of workers and the public; and d) Consumers.</p>	<p>Standards should be based on the consolidated results of science, technology and experience and aimed at the promotion of optimum community benefits.</p> <p>a) Canadian economy: Standards should be developed with the objective of advancing the Canadian economy. The strength of the Canadian economy and the standard of living of its citizens depend on the ability of Canadian businesses to compete in domestic and global markets, and support innovation in the face of increasing globalization and competition from foreign producers.</p> <p>b) Sustainable development:</p>

		<p>Standards should be developed with the objective of reducing the consumption of energy and preserving scarce resources in order to minimize the burden on the environment and society.</p> <p>c) Health, safety and welfare: Standards should be developed to benefit the health, safety and welfare of workers and the public.</p> <p>d) Consumers: Standards should be developed to assist consumers by facilitating choice, promoting consistent design quality, and providing consumers with safer, healthier and more environmentally sound products and services.</p>
4.2.1	<p>Identification of Canadian Interest The SDO shall provide evidence that Canadian interests have been considered in arriving at decisions during the development and maintenance of a standard.</p>	<p>This is not intended to preclude the development of sector specific or Canadian regional standards.</p>
4.3	<p>Avoiding Duplication SDOs shall not duplicate or overlap with the work of, other SDOs or with the work of relevant international or regional SDOs.</p>	<p>No guidance</p>
4.3.1	<p>Identification of Duplication The SDO shall monitor the Centralized Notification System (CNS) platform. When duplication is identified, the SDO shall use the Duplication Resolution Mechanism (DRM) to collaboratively address the identified duplication.</p>	<p>Should resolution not be achieved under the DRM, the complainant SDO may register a complaint with SCC's Accreditation Services Branch.</p>
4.4	<p>Work Program The SDO shall provide the work program content to the SCC to be published on SCC's CNS platform.</p>	<p>No guidance</p>

4.4.1	<p>Frequency of Publication The SDO shall publish a work program at least once every six months.</p>	No guidance
4.4.2	<p>Content The Work Program shall include:</p> <ul style="list-style-type: none"> a) the standards the SDO is currently preparing; b) the standards the SDO has published in the preceding period; c) the classification relevant to the subject matter of the standard using the International Classification for Standards, “ICS” code; d) the development-stage code and start date, based on the ISO International harmonized stage codes; e) the public review comment period start and end dates; and f) references to any International Standards taken as a basis <p>The notice shall contain:</p> <ul style="list-style-type: none"> a) the name and address of the SDO; b) the name and issue of the publication in which the Work Program is published; c) the period to which the Work Program applies; d) the price of the publication (if any); and e) how and where the Work Program can be obtained. 	<p>The Work Program content may be submitted in either of Canada’s official languages.</p> <p>The targeted publication date of standards should be included in the Work Program content</p>
4.4.3	<p>Availability The SDO shall make the Work Program publicly available. The SDO shall promptly provide or arrange to provide a copy of its most recent Work Program upon request. Any fees charged for this service shall, apart from the real costs of delivery, be the same for foreign and domestic parties.</p>	No guidance
4.5	<p>International/Regional Harmonization When international/regional standards exist or their completion is imminent, they, or their relevant parts, shall be used as the basis for corresponding standards developed by SDOs. The SDO shall identify and create a list of the standards considered.</p>	<p>The SDO may choose not to use an international standard, or relevant parts, if it determines that it would be ineffective or inappropriate; this may include an insufficient level of protection, fundamental climatic, geographical factors or fundamental technological problems.</p>

4.6	<p>Standards Harmonization With International Community – SDO Participation The SDO shall give priority to participate, within the limits of its resources, in the preparation of international and regional standards which it expects to develop or adopt.</p>	<p>Harmonization of ISO/IEC SCC Mirror Committees with the technical committee of an SDO is done in accordance with CAN-P-1005:2011 – <i>Operational requirements for granting and maintaining SCC/SDO harmonization.</i></p>
4.7	<p>Performance Based Standards The requirements of standards shall be expressed in terms of performance rather than design or descriptive characteristics, whenever possible.</p>	<p>When an SDO determines that it is not possible to express the requirements in terms of performance, a rationale should be identified.</p>
4.8	<p>Trade The SDO shall ensure that standards are not developed to create unnecessary obstacles to international and/or inter-provincial trade.</p> <p>The SDO shall take action to resolve identified, inadvertent impediments or inhibitions to trade.</p>	<p>Standards should be developed to meet the needs of the marketplace and should contribute to advancing trade in the broadest possible geographical and economic contexts.</p> <p>Standards should not include requirements for third party certification or requirements from authorities having jurisdiction. This type of content may be provided as informative material.</p>
4.9	<p>Place of Origin The SDO shall ensure that standards are not developed to discriminate among products on the basis of the place of origin.</p> <p>The SDO shall take action to resolve identified instances of unjustified discrimination, and remove the potential for future instances.</p>	<p>In drafting the requirements of the standard, the SDO should safeguard that the source of the materials for the product of the standard is not prescriptive as to specify one location where they may be obtained.</p>
4.10	<p>Price Fixing The SDO shall ensure that standards are not developed as a means to fix prices, exclude competition or otherwise inhibit commerce beyond what is necessary to meet requirements of relevant technical regulations or other legitimate sectoral or</p>	<p>No guidance</p>

	local requirements for compatibility, environmental protection, health and safety.	
4.11	<p>Protection Against Misleading Standards The SDO shall ensure that the process to develop standards minimizes the possibility that the standards may be used to mislead consumers and other users of a product, process or service addressed by the standard.</p> <p>The SDO shall take action to resolve identified instances of standards being used to mislead.</p>	In drafting the requirements of the standard, the SDO should safeguard that the end product addresses the intended purpose. For example, that it contains current and accurate technical information.
4.12	<p>Patents The SDO shall have a patent policy that restricts the inclusion of patented items in a standard, unless justifiable for technical reasons, and the holder of the rights agrees to negotiate licenses.</p>	For additional guidance refer to the ISO/IEC Directives, Part 1, 5 th edition, 2014, — <i>Consolidated ISO Supplement — Procedures specific to ISO</i> , clause 2.14 Reference to patented items (see also Annex I).
4.13	No requirement	<p>References to Certification or Administrative Requirements Administrative requirements relating to conformity assessment, marks of conformity, or other non-technical issues should be presented separately from technical requirements.</p>
4.14	<p>Standards for Conformity Assessment Standards intended for conformity assessment shall contain a clear statement to that effect in the introductory pages. Standards requirements shall be based on requirements that are stated, to the extent possible, in measurable terms, and the rationale for such requirements shall be provided.</p>	<p>In this context conformity assessment refers to third party certification.</p> <p>Standards should not include requirements for third party certification or requirements from authorities having jurisdiction. This type of content may be provided as informative material.</p>
4.15	<p>Safety Markings When the technical committee requires the</p>	A safety marking depicting a graphical symbol without

	inclusion of safety markings to address safety issues, the appropriate cautionary text shall be provided in both of Canada's official languages.	supplementary text is acceptable, such as the symbols provided in the International Standards series ISO 3864.
4.16	Conflict of Interest The SDO shall ensure that committee members and SDO staff involved in standards development have no conflict of interest in carrying out their roles and responsibilities on the technical committee.	No guidance
4.17	Compliance to Accreditation Requirements The SDO shall include a statement in the introductory pages of a standard indicating the standard was developed in compliance to SCC's SDO accreditation requirements.	No guidance
4.18	Provision of Published Standards Upon publication, the SDO shall submit to SCC electronic copies of new standards, new editions, amendments reaffirmations and the underlying metadata.	No guidance
5. Structural and Resource Requirements		
5.1	Canadian Relevance The SDO shall be actively developing and maintaining standards, in a timely manner, and demonstrate a standards interest of relevance to Canada. The SDO shall provide the following evidence to demonstrate Canadian relevance: a) the need for the project in the Canadian marketplace; c) appropriate participation of Canadian experts in technical committees; and d) facilities in Canada with sufficient resources to meet requirements relevant to its standards development activities.	No guidance
5.2	Legal Responsibility The SDO shall be a legal entity, or a defined part of a legal entity, such that it can be held legally responsible for all its standards development activities.	No guidance

5.3	<p>Separation of Management Activities The SDO, if corporately linked to a certification body, quality system registrar or similar activities, shall demonstrate a clear separation of the management and policy-making functions of such activities from those of standards development.</p> <p>The SDO shall demonstrate compliance by reference to their policy, organizational structure and procedural documents.</p> <p>Certification representatives may be members of the committee but shall not be permitted voting rights.</p>	No guidance
5.4	<p>Continuity of Operations The SDO shall:</p> <ul style="list-style-type: none"> a) have a structure and available resources providing assurance on the stability and continuity of its operations; b) have available information on its future plans regarding the development and maintenance of standards; and c) maintain expertise for the development and the maintenance of standards. 	No guidance
5.5	<p>Staff Competence The SDO shall have sufficient and competent staff to manage its standardization program and activities. Staff shall be knowledgeable about standardization, including related matters of principles, policies and techniques.</p>	No guidance
5.6	<p>Facilities The SDO shall have appropriate facilities in Canada with sufficient resources to meet the requirements relevant to its standards development activities.</p>	No guidance
5.7	<p>Record Keeping The SDO shall prepare and maintain adequate records of its standards development activities.</p>	No guidance
6. Consensus Requirements		
6.1	<p>Documented Processes Based on Consensus</p>	No guidance

	<p>The SDO shall have documented policies and procedures for the development, publication, distribution, and maintenance of its standards. Upon request, copies of policies and procedures shall be available to interested parties in a timely manner. The SDO shall inform SCC when their policies and procedures have been changed.</p>	
6.2	<p>Proposals for Development of Standards The SDO shall consider proposals for the development of new or revised standards in a timely manner.</p>	No guidance
6.3	<p>Equal Access and Effective Canadian Participation to the Standards Development Process by Concerned Interests The SDO shall ensure that: a) participation in standards development is accessible to affected stakeholders; and b) there is appropriate Canadian participation on technical committees.</p> <p>The SDO shall provide evidence of best efforts to address the challenges of finding resources for participation.</p>	No guidance
6.4	<p>Balance of Interests The SDO shall provide for balanced representation of interest categories in the development of standards. This representation shall reflect the Canadian interest.</p> <p>When consumer or public interest representation would provide the needed balance of interests, the SDO shall identify and make efforts to secure support for equal access and effective participation of such interests.</p>	<p>The commonly used interest categories may include, but are not limited to, general interest, producers, regulators and users.</p> <p>In this context, securing support for consumer or public interest participation does not require the SDO to provide financial support from their operating budgets.</p>
6.5	<p>Use of ISONET: International harmonized stage codes and International Classification for Standards The SDO shall adhere to the requirements in the latest version of the <i>International harmonized stage codes</i>, and of the <i>International Classification for Standards (ICS)</i>.</p>	<p>The following deliverables may be suitable under each stage code:</p> <p>00 Preliminary stage</p> <ul style="list-style-type: none"> • Project work plan • Estimated cost • Publication of NOI

		<ul style="list-style-type: none"> • List of technical committee membership • Committee terms of reference • Process orientation provided to technical committee <p>10 Proposal stage</p> <ul style="list-style-type: none"> • Evaluation of existing standards • If needed, a revised work plan with identified changes • If needed, revised estimated costs <p>20 Preparatory stage</p> <ul style="list-style-type: none"> • Working draft Standard <p>30 Committee stage</p> <ul style="list-style-type: none"> • Estimated number of technical committee meetings • Technical committee meeting minutes • Drafts reviewed by the technical committee <p>40 Enquiry stage</p> <ul style="list-style-type: none"> • Notice of public review • If needed, proactive notification to affected stakeholders <p>50 Approval stage</p> <ul style="list-style-type: none"> • Technical committee approval results • If needed, addressed negative positions • Second level review <p>60 Publication stage</p> <ul style="list-style-type: none"> • Publication of standard. For NSCs/NACs English and French versions • If needed, proactive notification to affected stakeholders <p>90 Review stage</p> <ul style="list-style-type: none"> • Technical committee review
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		<ul style="list-style-type: none"> of requirements for currency • Technical committee maintenance decision <p>95 Withdrawal stage</p> <ul style="list-style-type: none"> • Consideration of the effects of withdrawal action • Proactive notification to affected stakeholders • Withdrawal of standard from catalogue
6.6	<p>Notification Requirements</p> <p>The SDO shall notify the Canadian public at specific stages in the development process. These stages shall be completed in a timely manner.</p>	No guidance
6.6.1	<p>Notice of Intent (NOI)</p> <p>The SDO shall inform the Canadian public by providing their NOIs to the Centralized Notification System (CNS) platform when it has taken the decision to develop or adopt a new standard or other deliverable, new edition, amendment, reaffirmation or withdrawal of an already published standard.</p> <p>The content of the NOI shall include:</p> <ol style="list-style-type: none"> Designation number Title Scope Project Need Contact information of the SDO <p>The SDO shall issue a new NOI when International harmonized stage code 10, Proposal stage, has not been met within a maximum timeframe of 12 months.</p>	NOIs may be submitted in either of Canada's official languages.
6.6.2	<p>Notice of Public Review</p> <p>The SDO shall notify the Canadian public of standards available for public review. The public review shall be a minimum period of 60 calendar days when a mature draft is available and shall be completed before final approval of the technical committee.</p>	The minimum period of 60 calendar days may be shortened with appropriate rationale and action to proactively inform affected stakeholders. Appropriate rationale may involve health and safety reasons for the public or the environment.

	<p>The notice shall include the start and end dates of the review period.</p> <p>The notice shall indicate how to obtain a copy of the draft standard. On the request of any interested party the SDO shall promptly provide, or arrange to provide, a copy of the draft standard in question. Any fees charged for this service shall, apart from the real cost of delivery, be the same for foreign and domestic parties.</p> <p>All comments received, regardless of place of origin, shall be considered by the technical committee, and responded to if requested. Such responses shall include reasons for deviations from relevant international/regional standards, and other deliverables if requested.</p>	<p>The SDO should provide a copy of the draft standard in question in either of Canada's official languages, as requested by the interested party.</p>
6.6.3	<p>Notice of Completion</p> <p>The SDO shall notify the Canadian public that a standard has been completed. Published standards may be commented on at any time, and such comments shall be referred to the responsible technical committee for consideration, as appropriate.</p>	No guidance
6.6.4	<p>Notice of Withdrawal</p> <p>The SDO shall notify the Canadian public and SCC when it has decided to withdraw a standard.</p>	No guidance
6.7	<p>Technical Committee Approval Process</p> <p>The approval process shall be based on evidence of consensus reached by the technical committee.</p> <p>The approval process shall not be used to block or obstruct the promulgation of standards.</p>	No guidance
6.8	<p>Second Level Review</p> <p>The SDO's procedures shall have at least one level of procedural review and approval beyond the final approval by the technical committee.</p>	No guidance
6.9	<p>Publication Process</p> <p>Standards shall only be published when approved in accordance with the</p>	No guidance

	requirements of the SDO. They shall be published promptly, and be made available under reasonable terms and conditions. Any fees charged for this service shall, apart from the real costs of delivery, be the same for foreign and domestic parties.	
6.10	Maintenance of Standards All standards shall be reviewed on a periodic basis to ensure they remain current and technically valid. The SDO shall establish and specify in the standard when it is subject to a technical committee review. The SDO shall initiate the technical committee review of each standard within the established timeline.	A review may result in a new edition, a reaffirmation, an amendment or withdrawal of the standard.
6.10.1	Amendment A standard shall have a maximum of three amendments within the established timeline of the standard, and changes shall not exceed one-third of the pages of the technical content of a standard.	No guidance
6.10.2	Reaffirmation A reaffirmation shall include applicable updates to the informative section of the standard.	Normative content in a standard may include the sections starting at the scope and ending at the last normative annex. Informative content includes any other sections, such as introductory pages. The SDO may determine how to conduct the update of the document to be reaffirmed.
6.11	Withdrawal of Standards When considering the withdrawal of a standard, the SDO shall consider the impact on Canadian legislation, in particular where a standard may be referenced. If a withdrawn standard is included in the listings of standards for sale, it shall be clearly identified as withdrawn. If it is sold, the withdrawn status shall be included on the cover of the standard itself.	The SDO should notify the impacted government department(s) in a timely manner.

<p>6.12</p>	<p>International Inquiries on Code of Good Practice The SDO shall address, in a timely manner, inquiries and complaints from another SDO that has accepted the WTO/TBT Annex 3 Code of Good Practice for the Preparation, Adoption and Application of Standards.</p>	<p>No guidance</p>
<p>6.13</p>	<p>Information Requests The SDO shall provide standards development related information on request, within the limits of applicable privacy legislation.</p>	<p>No guidance</p>
<p>6.14</p>	<p>Complaints and Appeals Mechanism The SDO shall have documented procedures for dealing with complaints and appeals.</p> <p>These procedures shall:</p> <ul style="list-style-type: none"> a) provide impartial treatment; b) deal with complaints and appeals promptly; c) provide accessibility to the process; and d) identify SCC's role in the appeal process. 	<p>Complaints may be either of a technical or procedural nature.</p> <p>An appeal against the final SDO decision may be escalated by registering an official complaint following the process described in SCC's Accreditation Program Overview document.</p>