SEG System Management Review

Versions Issued

Version No.	Date	Description of Amendment	Approved by:
1.0	February 2023	Creation of procedure	SEG Board
1.1	June 2025	Addition in 4.2 to consider changes in legislation	A. Kerr, Chairman
1.2	12 January 2026	New ISEAL Code. Use of term 'System' instead of 'Standard System'. Use of SEG 'Leadership Team' where appropriate	A. Kerr, Chairman

This document is the property of the Sustainable Eel Group. It is effective from the date above.

1. Purpose

This describes the process for annual reviews of the SEG System by the SEG Leadership Team. It is designed to meet the ISEAL Code clause 5.6 which states:

> ***The scheme owner uses outputs from MEL activities to improve the effectiveness and impact of its scheme****.*
>
> *To facilitate this, the scheme owner shares at least annually with its Board, executive leadership, standards committee or equivalent, and staff members responsible for risk management and all scheme components, the findings, learning, and recommendations from its MEL activities within the scheme.*

2. Scheduling

Management reviews will be conducted at the October SEG Leadership Team meeting, in to inform the business plan for the following year, and the ISEAL annual improvement plan in November. That will also permit sufficient time to report and collate information following the summer break.

3. Responsibilities

3.1 The Board shall nominate a Board member as SEG System Manager, to be responsible for reviewing and reporting on the performance of the system and recommendations for improvement to the Board.

3.2 The SEG Board shall consider such reports and make decisions regarding those reports, to include which improvements to apply.

4. Procedure

4.1 During September, the SEG System Manager, the member of the Board responsible shall collate information and data from a range of sources, to inform its performance report. These shall include primarily:

- The Monitoring, Evaluation and Learning System, to include an independent outcome analysis report;
- Application of the SEG Standard;
- The Assurance System.

4.2 Other secondary sources to inform the report can or shall be:

- Any internal or external system audits that have been conducted;
- Risk assessments of the assurance system and mitigation measures taken;
- Any recommendations from assurance providers and the oversight body to support system improvements;
- Systematic review of client assessments (audits);
- External audits of assurance providers;
- Analysis of the types and nature of complaints received;
- Chain-of-custody checks;
- Customer and public surveys;
- Client surveys;
- Monitoring labelled products in the market;
- Stakeholder input regarding the quality of the assurance system;
- Monitoring and evaluation data;
- Analysis of market and scientific trends;
- Criteria and data to assess strengths and weaknesses of the assurance system;
- Any changes in legislation over the past 12 months that affect any part of the SEG System;
- Review of Governance and internal management procedures;
- Any other feedback from any other stakeholders or learning from application of the system during the last 12 months.

4.3 The report to the Board shall:

- Report on performance of the SEG System, to include success and shortcomings, and to include this Management Review process
- Report on progress with agreed recommendations for improvement from the previous review.
- Make recommendations for improvement.

5. Review

This process shall be reviewed annually as part of this management review.