

The SEG Standard

A Best Practice Code of Conduct for a Responsible Eel Sector



The SEG Standard

Versions Issued

Version No.	Date	Description of Amendment
1	November 2010	Initial version prior to pilots
2	January 2011	Amendments following several pilots
3	13 May 2011	Amendments to standard following further pilots
4	15 Nov 2012	Addition of Traceability section, amendment of standard
5	21 June 2013	Review of all components of the standard, new draft prepared for review.
5.1	17 October 2016	Update to account for changes to SEG website as.org instead of.com
5.2	25 November 2016	Removal of link to extant document
6.0	June 2018	Substantial revision over 12 months and extensive stakeholder consultation
6.0a	December 20	Minor revisions following auditor feedback
6.1	July 2022	Minor revisions following auditor feedback
7.0	16 November 2023	Substantial revision over 12 months and extensive stakeholder consultation
7.1	21 December 2023	Update to section 1 to clarify legal jurisdiction
7.2	17 January 2024	Update to Criterion 1.4 to clarify that segregation in tanks applies to all operators, not just eel farms.
7.3	1 November 2024	Change of registered address.
7.4	23 June 2025	Update to UBO clause, section 9.3 & criterion 1.6; update to ICES glass eel index graphs, update to registered address.
7.5	18 September 2025	Minor amendments / corrections
7.6	20 January 2026	Criterion 1.3: Change of threshold from 95% to 75% Update to Claims – 5.6.1
8.0	1 October 2026	Separation of Standard and Rationale. Focus on conformance criteria. For consultation as part of Revision to V8.0. Incorporates comments from two phases of consultation.

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Version 8.0

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Foreword

The SEG Standard is one of our key strategies, set out on our [Theory of Change](#), to enable a ‘re-invention’ of the commercial eel sector, to play its part in the recovery of the European eel.

The Standard is now 15 years old, and is in its 8th substantive version, having adapted and improved according to latest scientific knowledge, legislation, best practice in eel management and in sustainability systems.

SEG has taken the lead in developing this and is the owner of the Standard, which is a ‘Best Practice Code of Conduct for a Responsible Eel Sector’. It is authored by a ‘SEG Standard Revision Team’ delegated by and reporting to, though independent of, the SEG Board.

Assessment to the Standard is by a professional ‘Conformity Assessment Body (CAB) which is independent of SEG.

The SEG Standard has made a significant impact on the eel sector in the past 15 years. It has:

- Helped to reduce the illegal capture and trafficking of glass eels by up to 80%
- Driven improvements in the quality and survival of glass eels after fishing
- Caused many restocking contracts to specify a requirement for SEG Certified eels
- Led to up to 75% of the supply chain (from glass eels) to be SEG certified and ‘responsibly sourced’.



The SEG Standard is a voluntary sustainability system and anyone fishing, farming, restocking, processing or dealing in eels or eel products is welcome to seek to be certified to the SEG Standard.

We encourage and commend you to do so and to play your responsible part in the recovery of the European eel - so bringing the day forward when the claim of ‘sustainable’ can be achieved.

Andrew Ker
Chairman

1. Purpose of this document

This is the SEG Standard. It describes briefly how the Standard system works and then the compliance indicators for each of the criteria. Its target audience is:

- SEG Clients - those seeking certification
- Auditors and Conformity Assessment Bodies (CABs) – those assessing compliance with the standard
- NGOs and other stakeholders – those wishing to assess the efficacy of the Standard.

To understand the reasoning behind and rationale it, you are invited to read: [103b SEG Standard Rationale](#).

2. Aims of this revision

This is a substantial revision to the SEG Standard version 7. According to the [114 Terms of Reference](#) for its revision, the key aims of this Standard are to:

- be shorter, focusing on the compliance indicators only,
- be clearer and simpler to understand and apply – for operators, auditors and observers,
- reduce unnecessary duplication and complexity,
- improve the rigour and consistency for certification and assurance,
- enable the SEG Standard certification scheme to be compatible in the future with being accredited to ISO 17065 (the international standard outlining requirements for bodies certifying products, processes, and services).

3. Applicability and responsibility

The Sustainable Eel Group (SEG) is responsible for the content and publication of the SEG standard.

The official and working language of the SEG standard is English. It is translated and made available currently in French, Dutch, German and Spanish. Other translations will be provided on request. All translations are made with oversight and responsibility by the Sustainable Eel Group. In the case of any inconsistency caused due to translation, the default English version shall be referred to.

The latest version, and translations, are available at: <https://www.sustainableeelgroup.org/download/>.

Users of the standard (clients and conformity assessment bodies) are responsible for ensuring they are using the latest version at the time of assessment.

The SEG Standard crosses national boundaries and is intended to apply to the capture and trade in the European eel across its natural range. SEG is a Belgium registered organisation and therefore gives primacy to EU Law.

4. The Sustainable Eel Group – our purpose

The Sustainable Eel Group (SEG) is the leading international collaboration of scientists, conservation groups, the commercial sector and advisors, solely dedicated to the protection and recovery of the European eel (*Anguilla anguilla* L.)

We are a not-for-profit, non-government organisation, registered in Brussels and with collaborators from across Europe and beyond. Our influence must be Europe-wide and beyond to help the European eel, which is a single, mixed, genetically similar, panmictic stock.

Our vision

We wish to see:

Biologically safe wild eel populations, distributed throughout their natural range, fulfilling their role in the aquatic environment, recovering in line with the protection targeted by the Eel Regulation.

Given the depleted state of the stock, this requires major protection and recovery.

This is defined in more detail, with the strategies designed to achieve these, in our [009 Theory of Change](#).

5. The purpose of this standard

This standard has been developed as part of our solution for the recovery of the European eel. The objectives of this standard are defined in the [114 Terms of Reference](#) for its revision and in [103b SEG Standard Rationale](#).

The aim of the SEG standard is to:

Define criteria by which each step in the chain of custody in the commercial eel sector can be assessed for its responsible minimisation of negative impacts and contribution to the protection and recovery of the eel population.

6. Scope

The SEG Standard applies to the fishing, aquaculture, trade and transportation of the European eel *Anguilla anguilla* (Linnaeus, 1758) and eel products within coastal, estuarine and freshwater systems throughout its natural range.

The standard includes provisions for the monitoring of the trade in live eels and for the trade of eel products from source fishery to end consumer.

Geographically, it covers the natural biological range of the eel in its continental phase, from North West Africa, the Mediterranean, the whole of Europe, to the North Cape of Scandinavia. Illegal trade transcends those boundaries – routes are via European and North African outlets mostly to the Far East; predominantly China.

7. How the Standard works

7.1 Structure

The standard is structured as described below. The rationale for each of these components is described in more detail in [103b SEG Standard Rationale](#).

Heading	Description
Component	The broad topics of the standard; the different parts of the eel sector
Criteria	The separate tests within each component for which the organisation is assessed
Indicators	The descriptors of each level for compliance for: • Full compliance ('Responsible') • Minor non-compliance • Major non-compliance • Critical non-compliance Note that these descriptors are compatible with ISO 17065.
Exceptions	Where there are exceptions to the standard that may be applied

7.2 Components

The standard is divided into the following components:

- Component 1: - Core requirements:
 - Commitment to legality
 - Contribution to eel conservation projects
 - Traceability
 - Mitigating reputational risk
 - Ultimate Beneficial Owner
- Component 2: Glass eel fishing
- Component 3: Yellow and silver eel fishing
- Component 4: Eel buying and trading
- Component 5: Eel farming
- Component 6: Restocking
- Component 7: Processing, wholesale and retail supplies

Component 1, 'Core Requirements' applies to every organisation that wishes to be assessed against any of the other components that applies to them. This has no exceptions and is mandatory.

7.3 Methodology

This methodology is explained in full in [202 Assurance System](#). The following is a summary for the Standard.

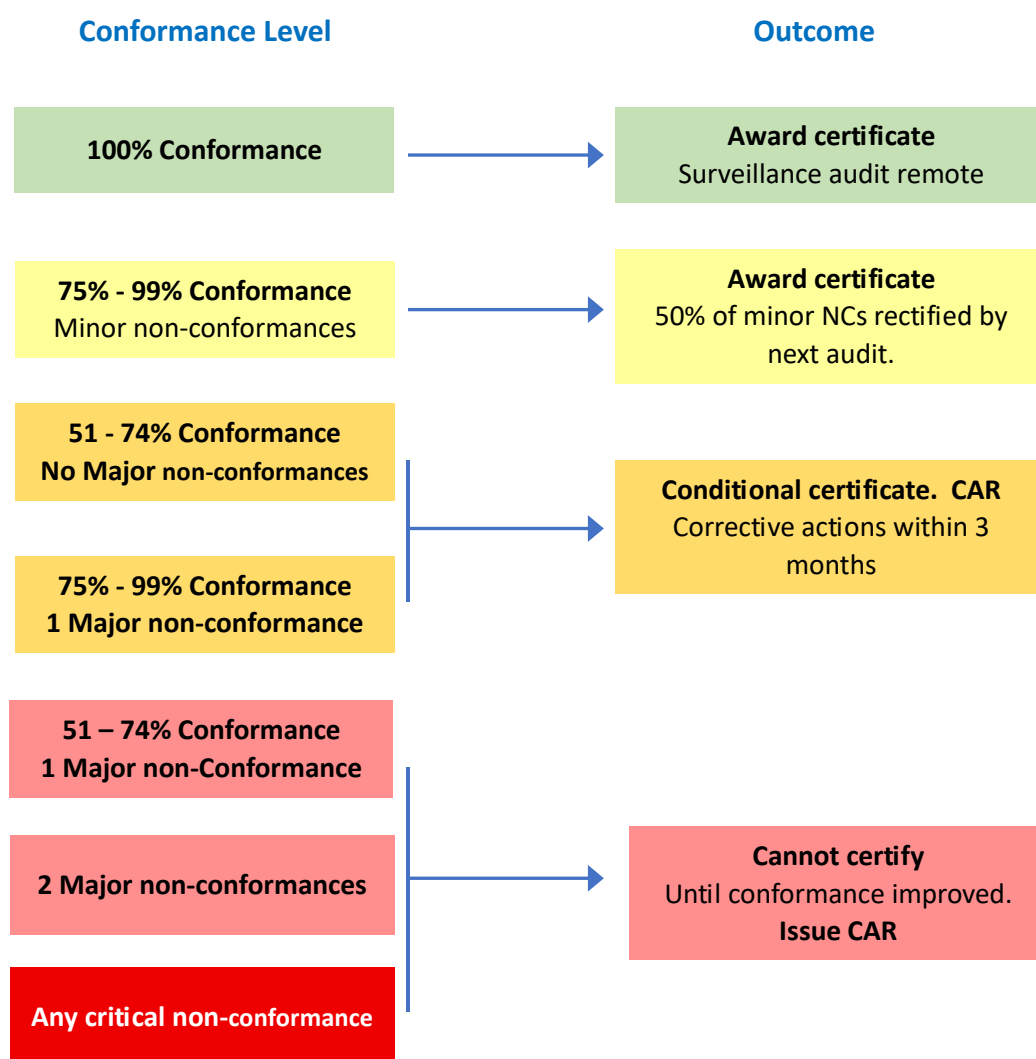
- 7.3.1 The criteria are assessed for the organised seeking SEG Certification (the 'Client') through audit by a 'Conformity Assessment Body' (CAB), sometimes also known as a 'Certification Body' (CB). The CAB is an accredited, professional organisation independent of SEG to provide a third party assessment service. The CAB is contracted to SEG who maintains oversight of the system and services provided.

- 7.3.2 The Client is encouraged to complete a self-assessment against the components of the standard that apply to them. This is so that they understand the standard, their requirements, and to be prepared for independent assessment.
- 7.3.3 Each criterion for each component is assessed according to the descriptors for the indicators of conformance, i.e.:
- Full conformance ('Responsible')
 - Minor non conformance
 - Major non conformance
 - Critical non conformance
- 7.3.4 Each criterion has a series of indicators to answer 'Yes' (Y), 'No' (N) or 'Not Applicable' (NA).
- a) To be 'Responsible' – all relevant Responsible indicators must be met
 - b) If any of lower conformance indicators are met – that conformance level applies.
- 7.3.5 Ideally, a client is aiming to meet 100% conformance (= 100% 'Responsible'). But a client can be certified with 75% of criteria at full conformance, as long as the remaining criteria are at 'minor non-conformance'. A client can be 'conditionally certified' if one criterion is in 'major non-conformance' or if there are 26 – 49% minor non-conformances, provided that: (a) a credible Improvement Plan is provided and (b) the non-conformances are rectified to the required level within 3 months.
- 7.3.6 Where a client has not yet met the level of conformance to be certified or conditionally certified, they will be provided with a Corrective Action Report by the CAB to indicate what non-conformances need to be corrected. The client is then required to develop and implement an Improvement Plan, if certification is to be achieved.
- 7.3.7 The following shall apply according to levels of conformance:

Level	Compliance	Outcome
1	100% conformance	Certified
2	75 - 99% conformance 1 – 25% minor non-conformances	Certified - Client must rectify 50% of those minor-non-conformances by next audit in 2 years
3	51 - 74% Conformance - No Major non-conformances	Can be 'conditionally' certified for a maximum of 3 months - Conditional on: - Provision of a credible Improvement Plan - the major non-conformance or the threshold level of minor non-conformances being rectified within 3 months
	75 – 99% conformance 1 major non-conformance	
4	51 – 74% Conformance 1 Major non-conformance	Cannot certify - Can conditionally certify when, via an Improvement Plan, at least one of those major non-conformances meets that in Level 3 above - Can certify when, via an Improvement Plan. both major non-conformances meet that in Level 1 or 2 above
	2 major non-conformances	
5	Critical non-conformance	<u>Any</u> critical non-conformance would mean cannot certify until they are resolved, via an Improvement Plan, according the Levels described above

These are presented in a different way in the following decision diagram:

7.3.8 Decision diagram



Key

NC = Non Conformance

CAR = Corrective Action Report

7.4 Transition to the new Standard

The revised standard, Version 8.0, will be applicable from 1 October 2026. However, it is not practical to expect existing clients to be immediately compliant with all new criteria. The following transition arrangements shall therefore apply:

7.4.1 Existing certificate holders

Existing certificate holders shall be re-audited to the new standard according to their current audit schedule. If the audit is due between 1 June and 1 October 2026, they may request an extension to be audited to the revised standard in October 2026.

7.4.2 New applicants

When new clients apply for certification, the new standard shall apply.

7.5 Allowable Claims

Those certified to the SEG Standard will be able to make the following claims:

- *Certified responsibly sourced European eel **
- *Complies with good practices for the protection of the European eel, from fishery to customer.*
- *Making a contribution to the protection and recovery of the European eel.*

* This is the core /key claim that clients are encouraged to use.

Full details are in: [205 SEG Claims & Labelling Guide](#). Note that this has been developed to align with the [Empowering Consumers for the Green Transition Directive](#).

8. The Standard

The indicators only are described in this section. They are described in more detail, with guidance notes in [103b SEG Standard Rationale](#), and with more specific guidance for some criteria below. Those are for the use of clients and auditors where supplementary explanation or clarification may be required.

Component 1 – Core requirements. Applies to all applicants

Criterion 1.1: Commitment to legality. See also Guidance below

Responsible indicators	Y/N/NA?	Indicator
		- The organisation or any senior manager or owner within its Ultimate Beneficial Owner (UBO) has not been convicted for any major eel fishing or trading offences or three minor offences in the past three years (see definitions in guidance below) - The organisation (except fisheries) provides an ‘extrait de casier judiciaire’ or equivalent from the country's authority, or other declaration that indicates a legal history that matches these indicators.
Minor non conformance	Y/N/NA?	Indicator
		- The organisation (except fisheries) or any senior manager or owner within its Ultimate Beneficial Owner (UBO) is unable to provide an ‘extrait de casier judiciaire’ or equivalent from the country's authority to indicate a legal history that matches these indicators. - The organisation or any senior manager or owner within its Ultimate Beneficial Owner (UBO) is under legal investigation by enforcement authorities but has not yet had charges laid. NB. such information must be in the public domain or confirmed by enforcement authorities.
Major non conformance	Y/N/NA?	Indicator
		- The organisation or any senior manager or owner within its Ultimate Beneficial Owner (UBO) is under legal investigation by enforcement authorities and had charges laid. In this circumstance, whilst not (yet) prosecuted, the organisation shall have certification suspended* pending the outcome of that investigation, depending on the seriousness (see guidance below) of the alleged offence. That shall apply whether the client is already certified or is an applicant. * NB. ‘Suspended’ = temporarily withdrawn whilst under investigation – not fully withdrawn. NB. such information must be in the public domain or confirmed by enforcement authorities. - The organisation or any senior manager or owner within its Ultimate Beneficial Owner (UBO) provides a false declaration
Critical non conformance	Y/N/NA?	Indicator
		The organisation or any senior manager or owner within its Ultimate Beneficial Owner (UBO) has been convicted for a serious (see guidance) eel related offence within the last three years. NB. such information must be in the public domain or confirmed by enforcement authorities.

Guidance: major and minor offences (examples only – not comprehensive):

Major offences	Minor offences
- Trafficking/smuggling (export/import) of European eels - Mis-use of the legal market: fraudulent restocking, consumption, and farming to illegally export glass eels. - Hiding the IUU origin of glass eels - Criminal network involvement: Knowingly selling to traders who are to sell to illegal markets / can't show adequate proof that they are selling all their stock to legitimate markets – criminal network / organised crime - Fraud / document fraud (e.g., mis-declaration of BL, forged purchase invoice) / money laundering - Major Illegal, Unregulated, and Unreported (IUU) fishing offences. E.g., inaccurate reporting by fisher (>5kg glass eels, 50 kg yellow eels) - Where the defendant has been or could be subject to a penal sentence, i.e. an actual or suspended prison sentence - Or fined €8,000 or more	- Illegal, Unregulated and Unreported (IUU) fishing offences - Fishing contrary to local regulations, e.g. location, gear, speed etc. - Inaccurate minor reporting by fisher (<5kg glass eels, 50 kg yellow eels) - All other lesser sentences and sanctions - And fines below €8,000

Criterion 1.2: Contribution to Eel Conservation Projects. See also Guidance below

Responsible indicators	Y/N/NA?	Indicator
		- The organisation makes the required financial contribution to an Eel Stewardship Fund <u>OR</u>: - It has provided 100% of the required (see guidance below) in-kind or financial contributions towards eel conservation projects <u>AND</u>:
		Is a supporting member of SEG, paying its annual membership fee
Minor non conformance	Y/N/NA?	Indicator
		The organisation Is a supporting member of SEG, paying its annual membership fee <u>OR</u>:
		It has provided 50 - 99% of the required in-kind or financial contributions towards eel conservation projects or has credible plans to achieve the 100% in the next 12 months
Major non conformance	Y/N/NA?	Indicator
		The organisation is not a member of an Eel Stewardship Fund but is willing to do so <u>OR</u>:
		It has provided less than 50% of the required in-kind or financial contributions towards eel conservation projects
Critical non conformance	Y/N/NA?	Indicator
		- The organisation is not a member of an Eel Stewardship Fund <u>OR</u>: - It has made no financial or in-kind contributions to eel conservation projects in the last 12 months <u>AND</u>: - Has no credible plans to do either in the next 12 months

Guidance: Examples of expected 100% contribution to eel conservation projects

Type of organisation	Contribution to eel projects expected (any one of these)
Processor	• ESF payments • 0.25% of gross sales price to eel projects • 1% of in-kind staff time
Eel Farm	• ESF payments • 0.25% of gross sales price to eel projects • 1% of in-kind staff time
Glass eel trader	• ESF payments • 0.25% of gross sales price to eel projects • 1% of in-kind staff time • Provision of nets / equipment to fishers to meet the SEG standard (to 2.5% gross sales price)
Glass eel fisher	• ESF payments (if/when they exist) • 0.25% of gross sales price to eel projects • Donation of 2.5% of eels to local eel restocking projects • € 150 contribution to SEG as a member (similar to MSC / ASC) • 1% of in-kind time • French glass eel fisher contributions to ARA for restocking.
Yellow / Silver eel fisher	• ESF payments (if/when they exist) • 0.25% of gross sales price to eel projects • Eels over the Dyke / Trap and transport • € 150 contribution to SEG as a member (similar to MSC / ASC) • 1% of in-kind time • Eel fisher contributions to ARA for restocking.
Yellow eel trader	• ESF payments (if/when they exist) • 0.25% of gross sales price to eel projects • € 150 contribution to SEG as a member (similar to MSC / ASC) • 1% of in-kind time
Fishery (eg. OP)	• ESF payments (if/when they exist) • 0.25% of gross sales price to eel projects • Donation of 2.5% of eels to local eel restocking projects • € 150 contribution to SEG for their certification (similar to MSC / ASC) • 1% of in-kind staff time
Examples of eel conservation projects:	• Eel passes • Habitat improvement • Protection from entrainment or entrapment in hydropower turbines • Restocking • Assisted migration of young eels up; silver eels down • Eel science / research • Donation of eels for restocking • Financial contribution to local ESF • Financial contribution to SEG

Criterion 1.3: Traceability - Record keeping and documentation

Responsible indicators	Y/N/NA?	Indicator
		The organisation operates a system that allows the tracking and tracing of all batches of eels from purchase to sale and including any steps in between. This includes the ability to track each batch delivered to a buyer to be connected back to a water, a time period) and specific fisherman/vessel.
		- For traders and eel farms, certified and non-certified batches of eels of any life stage are kept in separate and clearly labelled tanks, <u>OR</u>: - If mixed, through mass balance calculation, the operator can show that they have not sold more product as SEG Certified than purchased. #In this situation: - The organisation has a complete and reliable traceability and mass balance system. Certified input can be verified, all relevant transactions and losses are recorded, there is no double counting, and certified output never exceeds the available certified balance. Physical mixing is permitted and is not a non-conformance.
		100% of batches of eels sold or labelled as SEG certified are done so correctly
		If a fisher or buyer, a tele-declaration system is used to report catches and trade,
		Batches of traded eels have the correct legal documentation for the country, e.g. veterinary certificate, Traces, etc.
		There are no examples of errors with Traces documentation in the last three years
		If sourced from France, it is clear whether the eels are from the consumption or restocking market and they are being sold for the correct purpose
		On eel farms, glass eels purchased for eel farming for consumption have only come from the glass eel consumption quota
		The organisation 100% correctly uses batch-coding for labelling certified product, which can be on the packaging for the product, or included in the documentation (e.g. invoice) with the assignment, according to the SEG Claims and Labelling Guide
		- All product to be sold as certified by an organisation is accompanied by an invoice which meets the following criteria: - Includes an appropriate batch code, - Includes a record of the quantity (no. & weight) of product and where it was sold.
		The organisation operates a system that also allows for the completion of a batch reconciliation of eel product by weight over a given period
		The organisation ensures that any products wishing to make a claim as certified do not contain any non-certified eel-based ingredients
		The organisation maintains records for a minimum of five years.
		<u>OR</u> : The client is certified to the MSC or ASC Chain of Custody standard

Minor non conformance	Y/N/NA?	Indicator
		The organisation operates a system that allows the tracking and tracing of all batches of eels from purchase to sale and including any steps in between
		Where there has been mixing of certified and non-certified eels, there are limited administrative, documentation or recording errors, but the overall mass balance remains reconcilable and there is no indication that more product has been claimed as SEG Certified than the certified balance allows. In other words, the integrity of the certified claim remains intact.
		95 - 99% of batches of eels sold or labelled as SEG certified are done so correctly according to the SEG Claims and Labelling Guide
		If a fisher or buyer, a tele-declaration system is not used to report catches and trade,
		There are examples up to two errors with Traces documentation in the last three years
		Records are maintained for a minimum of three years
Major non conformance	Y/N/NA?	Indicator
		The organisation operates a system that allows the tracking and tracing of all batches of eels from purchase to sale.
		Where there has been mixing of certified and non-certified eels, there are significant gaps or discrepancies in the records, meaning that the organisation cannot fully demonstrate that its certified output is covered by certified input. This could include significant unreconciled differences, incorrect allocation of quantities or losses, or double counting. The integrity of the mass balance is therefore materially at risk.
		50 – 94.9% of batches of eels sold or labelled as SEG certified are done so correctly according to the SEG Claims and Labelling Guide
		If a fisher or buyer, no system is used to report catches and trade,
		There are examples of three or fewer errors with Traces documentation in the last three years
		Records are maintained for 1 - 3 three years.
Critical non conformance	Y/N/NA?	Indicator
		The organisation has no system to allow the tracking and tracing of all batches of eels from purchase to sale.
		Where there has been mixing of certified and non-certified eels, The mass balance system is absent or fundamentally unreliable, or there is evidence that the organisation has deliberately or systematically sold more product as SEG Certified than its certified balance allows. Falsification of records, deliberate double counting or the use of non-certified input to create additional certified volume would also fall into this category.

		• Less than 50% of batches of eels sold or labelled as SEG certified are done so correctly according to the SEG Claims and Labelling Guide
		• If a fisher or buyer, there is no reporting of catches or trade,
		• There are more than three errors with Traces documentation in the last three years
		• Records are maintained for less than 1 year.

Guidance and notes

1. Full segregation is preferred to provide assurance to the customer that batches sold are 100% traceable to a SEG certified fishery via SEG certified operators.
2. 'Mixing' is permitted from different (certified and non-certified fisheries), by traders and on eel farms only.
3. Importantly: (a) 100% eels are traceable from SEG certified sources and/or (b) it is not possible to sell more certified eels than non-certified.

The distinction between SEG Certified and non-certified eel where there is 'Mixing'.

The principle should be that certification is controlled through a mass balance throughout the supply chain, rather than through physical segregation. Physical mixing of certified and non-certified eel should therefore not in itself be regarded as a non-conformance.

The fishery

The starting point of the system is the fishery. A fisherman and his catch are either within the SEG certification system or they are not. This creates a clearly identifiable certified input into the supply chain. From that point onwards, the certified quantity can be followed administratively through the chain.

Glass eel trader

A glass eel trader may, for example, purchase 500 kg of SEG Certified glass eel from certified fisheries and another 500 kg from non-certified fisheries.

There is no need for the trader to keep these eels physically separate in order to protect the integrity of the SEG claim. The important point is that the trader has 500 kg of certified input available in his mass balance. He can therefore never sell more than 500 kg as SEG Certified, minus mortality or other losses.

He could, for example, sell 300 kg as SEG Certified and 200 kg as non-certified. His remaining certified balance would then be 200 kg. Alternatively, he could sell the first 500 kg as non-certified. In that case he would still have 500 kg available in his certified balance. Certification is therefore attached to the accounted quantity, rather than to particular individual glass eels in a tank.

The records must, of course, demonstrate where the certified input originated, what quantities were purchased and sold, and ensure that the same certified input can never be counted twice.

Eel farms

The same principle continues at the eel farm, although here the administrative basis is the number of eels, not the weight.

If a farm purchases 50,000 SEG Certified glass eels, it creates a certified balance of 50,000 individual eels. The farm may also purchase and keep non-certified eels in the same production system. Physical separation is not necessary.

The farm can never sell more SEG Certified adult eels than its certified balance allows. Mortality must be deducted from that balance. If 50,000 certified glass eels enter the farm and 500 are attributable to mortality, the maximum certified output is 49,500 eels.

The fundamental equation throughout the system is therefore:

SEG Certified input – attributable losses – SEG Certified output = remaining SEG Certified balance

The unit used may change according to the stage in the supply chain – for example, kilograms for glass eel traders and numbers for eel farms – but the principle remains the same.

Furthermore: Allocation of losses

Where SEG Certified and non-certified glass eel are physically mixed, any mortality or other losses that cannot be attributed to a specific source must be allocated proportionally between the certified and non-certified input.

For example, if a trader holds 500 kg of SEG Certified glass eel and 500 kg of non-certified glass eel and subsequently records a total loss of 50 kg, 50% of that loss (25 kg) must be allocated to the certified balance. The maximum quantity remaining available to be sold as SEG Certified would therefore be 475 kg.

Where a loss can be reliably attributed to a specific, separately identifiable batch or source, the actual loss may be allocated to that batch instead.

This principle prevents an operator from allocating all mortality or losses to the non-certified input and thereby artificially maintaining the certified balance. The certified proportion of any unidentifiable loss must therefore reflect the certified proportion of the relevant stock at the time the loss occurs.

Mass Balance of SEG-Certified Eels in Aquaculture

The operator shall maintain a complete and auditable record of all receipts, mortality, stock movements and sales of SEG-certified eels. These records shall enable auditors to verify the number of SEG-certified animals throughout the entire production cycle.

The total number of SEG-certified eels sold by the operator as SEG-certified product shall never exceed the total number of SEG-certified glass eels received, minus the documented mortality occurring during the growing period.

The calculation shall be as follows:

Maximum number of SEG-certified eels that may be sold = number of SEG-certified glass eels received – documented mortality of SEG-certified eels.

The operator shall record mortality based on farm records, production reports, or other verifiable documentation.

SEG-certified and non-SEG-certified eels may be co-mingled during storage, rearing, handling and harvesting, provided that a verifiable mass balance system is maintained and all SEG certification claims are supported by auditable records. Physical separation of certified and non-certified eels is therefore not required.

The operator shall ensure that the number of SEG-certified eels claimed and sold never exceeds the number available under the mass balance calculation.

During each audit, the auditor shall verify that:

- a) the number of SEG-certified glass eels received has been accurately recorded;
- b) mortality has been recorded and is supported by verifiable evidence;

- c) the number of SEG-certified eels sold does not exceed the quantity available under the mass balance calculation; and
- d) all SEG certification claims are fully supported by the operator's records.

Any sale, claim or representation of SEG-certified eel that exceeds the quantity available under the mass balance calculation shall constitute a major non-conformance.

Allowable Claims

the following Allowable Claims may be made (B2B and B2C):

- ***Certified responsibly sourced European eel***
- ***Complies with good practices for the protection of the European eel, from fishery to customer.***
- ***Making a contribution to the protection and recovery of the European eel.***

For more details see [202 SEG Claims and Labelling Guide](#).

Improvement and Objectives

Currently no minimum threshold is set for the proportion of SEG Certified eels to be handled by the client. This is to enable players to enter the SEG Certification System. This will be reviewed annually with the intention offsetting a minimum threshold that will increase stepwise over time towards the objective of 95 – 100%.

Criterion 1.4: The risks of reputational damage to SEG are identified and prevented or mitigated See Guidance below		
Responsible indicators	Y/N/NA?	Indicator
		• The 'clear and obvious' test is met (Step 1) <u>OR</u>: • Risk Score of 0 – 5
Minor non conformance	Y/N/NA?	Indicator
		• Risk Score of >5 – 10
Major non conformance	Y/N/NA?	Indicator
		• Risk Score of >10 -20
Critical non conformance	Y/N/NA?	Indicator
		• Risk Score of >20

Guidance: Reputational Risk

To be applied in two steps:

1. **Simple and obvious** – simple checks make it clear and obvious that there is no or very low reputational risk.
2. **More involved** – more detailed checks where the ‘simple and obvious’ test is not met.

Step 1: Simple and Obvious Check

From checks with enforcement agencies, it is clear and obvious that:

- The organisation, or any employees, owners, directors or close relatives have not been prosecuted for any eel related, business or trade offences during the last five years.

If any of these don't apply, proceed to step 2.

Step 2: The Reputation and Trade Risk Matrix

* Scores: 0 = no risk
 5 = possible / some risk
 10 = Significant risk identified

RISK	Risk Score *
Due Diligence Checks GENERAL. In the last 12 months:	
Third Party Due Diligence Checks reveal concerns, for example: the organisation or key individual(s):	
• Exists on any global watch list	0 - 10
• Are NOT Credit worthy	0 - 10
• Involvement of Government Officials gives rise to any reputational issues such as being linked to government investigations, litigation, financial difficulty, corruption, fraud or other misconduct	0 - 10
• Screening names of Boards and key employees and key contacts against any relevant global lists and watch lists such as the UK and EU Sanctions List (the UK Sanctions List)	0 - 10
• The third party is owned or controlled by an entity or individual(s) on any of the aforementioned lists (because even if a third party, or controlling organisations, is not on a sanctions list, a close relationship with a sanctioned entity might also present risk);	0 - 10
• Business credit report checks on the third party, such as those prepared by credit reporting agencies reveal concerns;	0 - 10
• General review of publicly available information on third parties business and reputation reveal concerns.	0 - 10
• Check against the EU or Country Corporate Sustainability due diligence directive reveals concerns.	0 - 10
Due Diligence Checks TRADE. In the last 12 months:	
• End user is non SEG Certified	0 - 10
• Destination Country has UK and or EU Govt serious Travel Warning Advice risk as inspection in destination country not possible	0 - 10
• Destination Country has UK and or EU Govt Trade Advice that shows restrictions on General Trade	

	0 - 10
• Eel Management Plan is not Approved by ICES	0 - 10
Total Score	0 - 120

Criterion 1.5: All organisations under the Ultimate Beneficial Owner are SEG certified

See also Guidance below

Responsible indicators	Y/N/NA?	Indicator
		• The UBO is clearly identified, is legitimate and legally operated
		• All European eel related organisations owned or controlled by the UBO are clearly identified, legitimate and legally operated
		• The UBO and any European eel related organisations owned or controlled by it are SEG certified
		• Risk score is very low: 0 - 10
Minor non conformance	Y/N/NA?	Indicator
		• Risk score is low: 15 – 20, <u>OR</u>
		• The organisation has possible ownership or management links to other eel business(es) which are not SEG certified
Major non conformance	Y/N/NA?	Indicator
		• Risk score is medium or greater: >25, <u>OR</u>
		• The organisation has clear ownership or management links to other eel business(es) which are not SEG certified
Critical non conformance	Y/N/NA?	Indicator
		• Risk score is medium or greater: >25, <u>AND</u>
		• The organisation has clear ownership or management links to other eel business(es) which are not SEG certified

Guidance: Ultimate Beneficial Owner (UBO)

UBO to be assessed in two parts:

- 1. Simple and obvious** – simple checks make it clear and obvious (a) who the UBO is and (b) that they own no other eel related businesses (90% of cases).
- 2. More involved** – more detailed checks where the ‘simple and obvious’ test is not met.

Step 1: Clear and Obvious Check

From company, chamber of commerce and UBO registrations, it is clear and obvious:

- a) Who the Ultimate Business Owner is

- b) That they are closely involved in running the business and are not a 'shell company' or dissociated with the eel business under assessment
- c) That they don't own any other eel related business

If any of these don't apply, proceed to step 2.

Step 2: The UBO Risk Matrix

* Scores: 0 = no risk
5 = possible / some risk
10 = Significant risk identified

Risk / Descriptor	Risk Score
LEGAL / ESSENTIAL	
Ownership	0 – 10
Ownership and Voting rights - Is there formal ownership, such as through an investment holding structure? - Has the group (if there is one) or applicant declared the organisations are linked? - Are the organisations owned or run and controlled by members of the same family, or a similar previous employee(s)? - Is ultimate ownership hidden in offshore organisations or by use of nominees? - Working capital – where does this come from and who owns it. - Bank authority and signatures	
Control *	0 – 10
Control and Control structures, starting with the President/Chair and the other directors e.g. Is there any extensive overlap in officials and personnel between organisations? Identify the staff and their roles? What does the legal constitution say about voting rights?	
ADDITIONAL – TO HELP IDENTIFY THE UBO	
Ownership	0 – 10
Organisation address. Sites, HQ E.g. Is there clear difference in address or are there overlaps?	
Buildings ownership and use Are landholdings under a group's operational control?	
Equipment, vehicles ownership and use E.g. Who owns the equipment and/or transportation systems being used?	
Control *	0 – 10
Leadership, Management, Staffing structure. What are these and how do they operate both formally and informally? Who has authority to hire and fire. To spend money and to make leadership, management and control decisions?	
Management Control systems Who controls these? Is there common usage between companies?	
Transport and Distribution control Who controls these? Is there common usage between companies?	
Accounts, Expenditure decisions and sign offs Who controls these? Is there common usage between companies?	
Salary source, payroll Who controls these? Is there common usage between companies?	
External Communications – e.g. website, and claims Who controls these? Is there common usage between companies?	

Internal communications, e.g. meeting structures, job descriptions Who controls these? Is there common usage between companies?	
Sales: who leads sales and makes decision to take the order, set delivery timelines and at what price?	
Ownership and control	0 – 10
Finance & working capital • how is this governed and controlled and owned? Are there contractual or other financial arrangements that indicate that one party controls the performance of another?	
Total Risk Score	0 – 60
* Control in this regard means the possession of power to direct, restrict, regulate, govern or administer the performance of the other organisation(s) through authority, rights, contact or other means. Note: Control may exist irrespective of the percentage share of ownership. However, it is deemed to exist (unless evidence points to the contrary) when an organisation or individual owns more than 50% share interest in another legal entity.	

Further Guidance

1. Apply the following guidance as a process:

It is likely to be necessary to check organisation registrations, share certificates, organisational structures and operations. Also, whilst the EU has a UBO Register, each country may have its own legislation and definition for UBO matters. This will be a starting point.

2a. Has the applicant filed a UBO declaration with the local commercial register?

- Ask for (i) a copy of the declaration and (ii) a copy of the receipt of filing issued by the commercial register.
- The CAB shall not only refer to this declaration (which is not verified in substance by the local commercial register). That said, it is a prerequisite which enables the CAB to check if the applicant complies with local applicable laws concerning UBO, it being understood that, based on most local laws, the UBO and the directors are criminally liable for any false information contained in such declarations.

2b. Does the applicant meet the following UBO definition?

There is no universal definition. SEG is applying the following, having taken legal guidance. It may evolve with further experience.

'Ultimate Beneficial Owner' (UBO) in this context means any individual who directly or indirectly owns more than twenty-five percent (25%) (or less if that is applicable by law in the country of the applicant) of the shares or voting rights of an organisation or otherwise exercises, by any other mean, control over the decisions of the shareholders or over the management of the organisation.'

'Organisation' in this context means any individual, any business or any kind of legal entity (company, association, etc.) or group of organisations.

Each organisation seeking certification shall be considered according to identifying its UBO and any other affiliated eel trade related organisations. Each organisation seeking SEG certification must be audited and certified in full. It is not sufficient to have selected parts of the organisation or of the group certified. This is to ensure transparency and traceability and to show that the whole organisation and the whole group is committed to it – not just selected parts.

As such, if one or more eel trade related organisations under a common UBO ...

- (a) has been convicted of or is under legal investigation for a 'major offence' (see SEG Standard Criterion 1.1 and guidance above)

- (b) fails to provide accurate information and/or provides misinformation during a SEG certification application process; an audit and/or an inspection and is refused SEG certification; and/or
- (c) fails the SEG certification process; an initial audit or inspection and is refused SEG certification; and/or
- (d) is assessed as having a Major or Non-Compliance Criterion 1.5.

... SEG certification cannot be awarded to other eel trade affiliated organisations and to the extent that an organisation already holds SEG certification, such SEG certification shall cease and be withdrawn on no less than 30 days' notice to such organisation.

If one or more organisations under the UBO fails a subsequent audit or inspection (following SEG certification), the Corrective Action or Suspension or Withdrawal of the certificate shall only apply to those organisations that have not achieved the SEG Standard, except to the extent that the acts and omissions of such organisation fall within points (a) to (d) above.

2c. Is the applicant under a common UBO?

Analyse the organisational criteria in the following table to understand if there are commonalities clear differences between organisations, and possibly also over time (as a new applicant may have changed or evolved from a previous organisation).

Analyse the organisation from leadership, management and control perspectives looking for commonalities and also clear differences. Consider overlaps and the organisations recent evolution.

In doing so, apply this process:

- i) Acquire the organisation's credentials (already covered in 2b)
- ii) Obtain a chart explaining the place of the applicant in the group it belongs to, i.e. detailing each level from the applicant until the ultimate organisation of its group, mentioning how the organisations are linked at each level (shareholding/voting right), for each organisation, its exact name and address, its registration number and the name of its directors and detailing the composition of the ownership of the ultimate organisation of the group (already covered in 2b)
- iii) Identify the UBO in each Company or organization:
 - 1) Perform an Anti-Money Laundering or Know Your Customer check of the UBO identified
 - 2) Complete the table below:

2d. The table below is to assist the assessor in identifying the UBO. There are legal / essential criteria and other / additional criteria to guide when the UBO is unclear.

3. Has the UBO been clearly identified?

- 3a. If the applicant clearly meets the criteria and the UBO is clearly identified and that this UBO is separate and not linked to another organisation, then the requirement is met and assessment can proceed.
- 3b. If there is clearly no UBO (i.e. there is no legal entity), or the UBO is not SEG certified, or other eel related organisations under the UBO are not SEG certified, the applicant will receive a major non-compliance which may prevent or delay certification, but this will be referred to the SEG Board for ratification.
- 3c. If it is unclear, you are unsure of the identity of the UBO or there is believed to be a risk (see Criterion 1.4 and Risk Matrix), the matter shall be discussed with the SEG System Manager for consideration by the SEG Board.

Component 2 - Glass eel fishing

Criterion 2.1: Glass eel fishing is from a responsible fishery

Responsible indicators	Y/N/NA?	Indicator
		Fishing is in an area permitted by the fisheries authority (working to its Eel Management Plan) <u>AND</u>:
		The catch quotas and other applicable fishing restrictions are being observed (have been in compliance over the past 4 years)
Minor non conformance	Y/N/NA?	Indicator
		Fishing is in an area permitted by the fisheries authority <u>AND</u>:
		The catch quotas and other applicable fishing restrictions are being observed (have been in compliance over the past 2 - 3 years)
Major non conformance	Y/N/NA?	Indicator
		Fishing is in an area permitted by the fisheries authority <u>AND</u>:
		There have been breaches of catch quotas or other applicable fishing restrictions between 1 and 2 years previously
Critical non conformance	Y/N/NA?	Indicator
		Fishing is not an area permitted by the fisheries authority <u>OR</u>:
		There have been breaches of catch quotas or other applicable fishing restrictions in the last 12 months

Criterion 2.2: There is good progress with the fishery's responsibilities in the Eel Management Plan for the river or District

Responsible indicators	Y/N/NA?	Indicator
		There is credible progress with at least 75% of the actions relating to the fishery for the implementation of the Eel Management Plan
Minor non conformance	Y/N/NA?	Indicator
		There is credible progress with 50% - 74% of the actions relating to the fishery for the implementation of the Eel Management Plan.
Major non conformance	Y/N/NA?	Indicator
		There is credible progress with 25 - 49% of the actions relating to the fishery for the implementation of the Eel Management Plan.
Critical non conformance	Y/N/NA?	Indicator
		There is credible progress with 0 – 24% of the actions relating to the fishery for the implementation of the Eel Management Plan.

Criterion 2.3: The fishery is well-managed

Responsible indicators	Y/N/NA?	Indicator
		• 100% of fishers listed for the SEG Certified fishery have completed their <i>Attestation sur l'honneur</i> .
		• Fishers are licensed and provide catch and effort data via a tele-declaration system.
		• Data on catch and effort are collected and analysed regularly by the fishery authority (at least annually at the end of the season).
		• There is a data set for at least the last 5 years that is considered by the fishery authority to be accurate, useful for statistical purposes and provides a comprehensive picture of the glass eel fishery under assessment.
		• Enforcement is in place throughout the fishing area and there is no evidence of systematic, regular or significant non-compliance.
Minor non conformance	Yes / No?	Indicator
		• 95 - 99% of fishers listed for the SEG Certified fishery have completed their <i>Attestation sur l'honneur</i> .
		• Fishers are licensed and provide catch and effort data.
		• Data on catch and effort are collected and analysed regularly by the fishery authority (at least annually at the end of the season).
		• There is a data set for at least the last 3 years that is considered by the fishery authority to be accurate and provide enough information on the glass eel fishery under assessment for management and to track annual trends in glass eel arrival.
		• There is no evidence of systematic, regular or significant non-compliance.
Major non conformance	Y/N/NA?	Indicator
		• 75 - 94% of fishers listed for the SEG Certified fishery have completed their <i>Attestation sur l'honneur</i> . <u>OR</u> : • 50 - 74% of fishers have been in compliance with the requirements of the fishery in the past 12 months
Critical non conformance	Y/N/NA?	Indicator
		• Less than 75% of fishers listed for the SEG Certified fishery have completed their <i>Attestation sur l'honneur</i> . <u>OR</u> : • More than 50% of fishers have been in breach of the requirements of the fishery in the past 12 months

Criterion 2.4: Mortality during fishing is minimised

NB there are Good Practice Guides for fishing and welfare

Responsible indicators	Y/N/NA?	Indicator
		- Fishing is by hand-held nets and has effective nearby holding facilities <u>OR</u> - Fishing from vessels meets the following criteria: i) fishing is at slow speed (no more than 1 knot relative to water) AND the maximum duration not more than 20 minutes <u>OR</u>: - o fishing is at slightly higher speed (no more than 1.5 knots relative to water) AND the maximum duration not more than 10 minutes <u>OR</u>: - o fishing is no more than 2 knots relative to water) AND the maximum duration not more than 5 minutes ii) mesh size of cod end no greater than 1mm; iii) rest of the net designed such that glass eels do not become trapped or abraded; iv) vivier tank on board and in use or glass eels kept moist in polystyrene boxes; v) fishermen maintain accurate daily records of mortality, including if kept temporarily at home; <u>OR</u> - Fishers can demonstrate that the mortality rate of the catch over the duration of holding in the storage facility is less than 4% for each batch captured. <u>OR</u> - The Carmin Indigo or similar test indicates that mortality averages less than 4%
		The receiving trader reports that mortality in the first week of storage doesn't exceed 4%
Minor non conformance	Y/N/NA?	Indicator
		- Fishing from vessels meets the following criteria: i) fishing is no more than 1 knot relative to water) AND maximum haul duration no longer than 30 minutes <u>OR</u>: - o fishing is no more than 1.5 knots relative to water) AND maximum haul duration no longer than 15 minutes <u>OR</u>: - o fishing is no more than 2 knots relative to water) AND the maximum duration not more than 7 minutes ii) mesh size of cod end no greater than 1mm; iii) rest of the net designed such that glass eels do not become trapped or abraded; iv) vivier tank on board and in use or glass eels kept moist in polystyrene boxes; v) fishermen maintain accurate daily records of mortality, including if kept temporarily at home; <u>OR</u>
		Fishers can demonstrate that the mortality rate of the catch over the duration of holding in the storage facility is between 4% and 8% for each batch captured. <u>OR</u>
		The Carmin Indigo or similar test indicates that mortality averages between 4% and 8%

		The receiving trader(s) report(s) that mortality in the first week of storage averages between 4% and 8%
Major non conformance	Y/N/NA?	Indicator
		Fishing doesn't meet the above best practice guidelines <u>OR</u>:
		Mortality or indicators show average mortality to be greater than 8%
Critical non conformance	Y/N/NA?	Indicator
		Fishing doesn't meet the above best practice guidelines <u>AND</u>:
		Mortality or indicators show average mortality to be greater than 8%
Criterion 2.5: The fishery has negligible impacts on by-catch species		
Responsible indicators	Y/N/NA?	Indicator
		The fishery has a negligible (less than 1% direct mortality) impact on by-catch
		By-catch is returned to the water alive as gently and rapidly as possible.
Minor non conformance	Y/N/NA?	Indicator
		The fishery has low-level (1 - 5% direct mortality) impacts on by-catch
		By-catch is returned to the water alive as gently and rapidly as possible
Major non conformance	Y/N/NA?	Indicator
		The fishery has medium level (5 - 10 % direct mortality) impacts on by-catch <u>OR</u>:
		By-catch is not returned to the water alive as gently and rapidly as possible.
Critical non conformance	Y/N/NA?	Indicator
		The fishery has high-level (more than 10% direct mortality) impacts on by-catch <u>AND</u>:
		By-catch is not returned to the water alive as gently and rapidly as possible.
Criterion 2.6: The fishery has negligible impacts on rare or other protected species		
Responsible indicators	Y/N/NA?	Indicator
		The fishery has no direct interactions resulting in mortality or injuries with other species that are considered vulnerable, threatened, endangered or are protected under national or international law.
Minor non conformance	Y/N/NA?	Indicator
		Interactions result in up to 1% mortality or injury of species that are considered vulnerable, threatened, endangered, or are protected under national or international law.

Major non conformance	Y/N/NA?	Indicator
		Interactions result in 1 – 5% mortality or injury of species that are considered vulnerable, threatened, endangered, or are protected under national or international law.
Critical non conformance	Y/N/NA?	Indicator
		Interactions result in more than 5% mortality or injury of species that are considered vulnerable, threatened, endangered, or are protected under national or international law.
Criterion 2.7: The fishery has negligible impacts on habitats		
Responsible indicators	Y/N/NA?	Indicator
		The fishing gear does not cause any damage to the benthos (it never touches the bed)
Minor non conformance	Y/N/NA?	Indicator
		Damage to the benthos by gear is limited or minimal (it very occasionally touches the bed: 1 – 2 times per year)
Major non conformance	Y/N/NA?	Indicator
		Damage to the benthos by gear is occasional - it touches the bed 3 - 5 times per year
Critical non conformance	Y/N/NA?	Indicator
		Damage to the benthos by gear is regular - it touches the bed more than 5 times per year
Criterion 2.8: Transport		
Responsible indicators	Y/N/NA?	Indicator
		The fishers hold the relevant EU or equivalent national transport authorisations, e.g. the Transport Regulation (EC) No 1/2005 or its replacement EU legislation on the protection of animals during transport and related operations (COM (2023) 770).
Minor non conformance	Y/N/NA?	Indicator
		100% of glass eels are held no longer than 7 days before transfer to the collector
Minor non conformance	Y/N/NA?	Indicator
		Fishers don't hold the relevant EU or equivalent national transport authorisations <u>BUT</u>:
Major non conformance	Y/N/NA?	Indicator
		- There is a documented Transport Plan in place <u>AND</u>: - Packing is done in a way that minimises handling, time and stress <u>AND</u>: - Eels are kept cool and wet with an adequate supply of oxygen
Major non conformance	Y/N/NA?	Indicator
		Up to 5% of glass eels are held longer than 7 days before transfer to the collector
Major non conformance	Y/N/NA?	Indicator
		- One of the following: - There is no documented Transport Plan in place - Packing is not done in a way that minimises handling, time and stress

		Eels are not kept cool and wet with an adequate supply of oxygen
		5.1 – 20% of glass eels are held longer than 7 days before transfer to the collector
Critical non conformance	Two or more of the following:	
	Y/N/NA?	Indicator
		There is no documented Transport Plan in place
		Packing is not done in a way that minimises handling, time and stress
		Eels are not kept cool and wet with an adequate supply of oxygen
		More than 20% of glass eels are held longer than 7 days before transfer to the collector
Criterion 2.9: Biosecurity		
Responsible indicators	Y/N/NA?	Indicator
		- Fishers only operate in the same river or estuary, with no risk of transferring diseases or alien species between catchments <u>OR</u>: - The fishery conducts good biosecurity measures such as the disinfection and drying of nets and equipment between each fishing in different waters.
Minor non conformance	Y/N/NA?	Indicator
		- Fishers operate in different rivers or estuaries <u>AND</u>: - The fishery conducts good biosecurity measures such as the disinfection and drying of nets and equipment between each fishing in different waters.
Major non conformance	Y/N/NA?	Indicator
		- Fishers operate in different rivers or estuaries <u>AND</u>: - The fishery does not conduct good biosecurity measures such as the disinfection and drying of nets and equipment between each fishing in different waters.
Critical non conformance	Y/N/NA?	Indicator
		- Fishers operate in different rivers or estuaries <u>AND</u>: - The fishery does not good biosecurity measures such as the disinfection and drying of nets and equipment between each fishing in different waters; <u>AND</u>: - There has been history of serious eel diseases in the fishery within the last 3 years, eg. EVEX, Eel Herpes virus.

Component 3 – Yellow and silver eel fishing

Criterion 3.1: Yellow eel fishing is from a responsible fishery

Responsible indicators	Y/N/NA?	Indicator
		Fishing is in an area permitted by the fisheries authority (working to its Eel Management Plan)
		The catch quotas and other applicable fishing restrictions are being observed (have been in compliance over the past 4 years)
Minor non conformance	Y/N/NA?	Indicator
		Fishing is in an area permitted by the fisheries authority <u>AND</u>:
		The catch quotas and other applicable fishing restrictions are being observed (have been in compliance over the past 2 – 3 years)
Major non conformance	Y/N/NA?	Indicator
		Fishing is in an area permitted by the fisheries authority <u>AND</u>:
		There have been breaches of catch quotas or other applicable fishing restrictions between 1 and 2 years previously)
Critical non conformance	Y/N/NA?	Indicator
		Fishing is not in an area permitted by the fisheries authority <u>OR</u>:
		There have been breaches of catch quotas or other applicable fishing restrictions in the last 12 months

Criterion 3.2: There is good progress with the applicant's responsibilities in the Eel Management Plan for the river or District

Responsible indicators	Y/N/NA?	Indicator
		There is credible progress with at least 75% of the actions relating to the fishery for the implementation of the Eel Management Plan.
Minor non conformance	Y/N/NA?	Indicator
		There is credible progress with 50% - 74% of the actions relating to the fishery for the implementation of the Eel Management Plan.
Major non conformance	Y/N/NA?	Indicator
		There is credible progress with 25 – 49% of the actions relating to the fishery for the implementation of the Eel Management Plan.
Critical non conformance	Y/N/NA?	Indicator
		There is credible progress with 0 – 24% of the actions relating to the fishery for the implementation of the Eel Management Plan.

Criterion 3.3: The fishery is well-managed

Responsible indicators	Y/N/NA?	Indicator
		Fishers are licensed and provide catch and effort data via a tele-declaration system.

		Data on catch and effort are collected and analysed regularly by the fishery authority (at least annually at the end of the season).
		There is a data set for at least the last 5 years that is considered by the fishery authority to be accurate, useful for statistical purposes and provides a comprehensive picture of the glass eel fishery under assessment.
		Enforcement is in place throughout the fishing area and there is no evidence of systematic, regular or significant non-compliance.
		95%+ fishers have been in compliance with the requirements of the fishery in the past 12 months
		The fishery has a SEG Group Certification procedure and there is high compliance (75% +)
Minor non conformance	Y/N/NA?	Indicator
		Fishers are licensed and provide catch and effort data.
		Data on catch and effort are collected and analysed regularly by the fishery authority (at least annually at the end of the season).
		There is a data set for at least the last 3 years that is considered by the fishery authority to be accurate and provide enough information on the glass eel fishery under assessment for management and to track annual trends in glass eel arrival.
		There is no evidence of systematic, regular or significant non-compliance.
		75 – 94.9% fishers have been in compliance with the requirements of the fishery in the past 12 months
Major non conformance	Y/N/NA?	Indicator
		50 – 74% of fishers have been in compliance with the requirements of the fishery in the past 12 months
Critical non conformance	Y/N/NA?	Indicator
		More than 50% of fishers have been in breach of the requirements of the fishery in the past 12 months
Criterion 3.4: Mortality during fishing is minimised		
Responsible indicators	Y/N/NA?	Indicator
		Fishing mortality is 2% or less
Minor non conformance	Y/N/NA?	Indicator
		Fishing mortality is 2.1 – 4%
Major non conformance	Y/N/NA?	Indicator
		Fishing mortality is 4.1 – 10%
Critical non conformance	Y/N/NA?	Indicator
		Fishing mortality is greater than 10%

Criterion 3.5: The fishery has negligible impacts on by catch species

Responsible indicators	Y/N/NA?	Indicator
		The fishery has a negligible impact (less than 1% direct mortality) on by catch due to fishing, noise or other effects of fishing
		By catch is returned to the water alive as gently and rapidly as possible
		- Dead by catch is landed and recorded and utilised appropriately where possible - Fishers show initiatives to reduce the amount of dead by catch
Minor non conformance	Y/N/NA?	Indicator
		- The fishery has low-level impacts (less than 5 % direct mortality) on by catch due to fishing, noise or other effects of fishing <u>AND</u>: - By catch is returned to the water alive as gently and rapidly as possible.
Major non conformance	Y/N/NA?	Indicator
		- The fishery has medium level (5 – 10 % direct mortality) impacts on by-catch due to fishing, noise or other effects of fishing <u>AND</u>: - By catch is returned to the water alive as gently and rapidly as possible.
Critical non conformance	Y/N/NA?	Indicator
		The fishery has high-level (more than 10% direct mortality) impacts on by-catch due to fishing, noise or other effects of fishing <u>OR</u>:
		By-catch is not returned to the water alive as gently and rapidly as possible.

Criterion 3.6: The fishery has negligible impacts on rare or other protected species

Responsible indicators	Y/N/NA?	Indicator
		The fishery has no direct interactions resulting in mortality or injuries with other species that are considered vulnerable, threatened, endangered or are protected under national or international law.
Minor non conformance	Y/N/NA?	Indicator
		Interactions result in up to 1% mortality or injury of species that are considered vulnerable, threatened, endangered, or are protected under national or international law.
Major non conformance	Y/N/NA?	Indicator
		Interactions result in 1 – 5% mortality or injury of species that are considered vulnerable, threatened, endangered, or are protected under national or international law.
Critical non conformance	Y/N/NA?	Indicator
		Interactions result in more than 5% mortality or injury of species that are considered vulnerable, threatened, endangered, or are protected under national or international law.

Criterion 3.7: The fishery has negligible impacts on habitats

Responsible indicators	Y/N/NA?	Indicator
		The fishing operation does not cause any noticeable impact to the habitat – i.e. river bed or margins
Minor non conformance	Y/N/NA?	Indicator
		The fishing operation causes slight impact to the habitat – i.e. river bed or margins
Major non conformance	Y/N/NA?	Indicator
		The fishing operation causes noticeable damage to the habitat – i.e. river bed or margins
Critical non conformance	Y/N/NA?	Indicator
		The fishing operation causes extensive damage to the habitat – i.e. river bed or margins

Criterion 3.8: Transport

Responsible indicators	Y/N/NA?	Indicator
		The fisher(s) hold the relevant EU or equivalent national transport authorisations, e.g. the Transport Regulation (EC) No 1/2005 or its replacement EU legislation on the protection of animals during transport and related operations (COM (2023) 770.
Minor non conformance	Y/N/NA?	Indicator
		The fisher(s) don't hold the relevant EU or equivalent national transport authorisations <u>BUT</u>:
		- There is a documented Transport Plan in place <u>AND</u>: - Packing is done in a way that minimises handling, time and stress <u>AND</u>: - Eels are kept cool and wet with an adequate supply of oxygen
Major non conformance	<u>One</u> of the following:	
	Y/N/NA?	Indicator
		There is no documented Transport Plan in place
		Packing is not done in a way that 33minimizes handling, time and stress
Critical non conformance	<u>Two or more</u> of the following:	
	Y/N/NA?	Indicator
		There is no documented Transport Plan in place
		Packing is not done in a way that 33minimizes handling, time and stress
		Eels are not kept cool and wet with an adequate supply of oxygen

Criterion 3.9: Biosecurity

Responsible indicators	Y/N/NA?	Indicator
		- Fishers only operate in the same river catchment, with no risk of transferring diseases or alien species between catchments <u>OR</u> - The fishery conducts good biosecurity measures such as the disinfection and drying of nets and equipment between each fishing in different waters.
Minor non conformance	Y/N/NA?	Indicator
		- Fishers operate in different river catchment AND: - The fishery conducts good biosecurity measures such as the disinfection and drying of nets and equipment between each fishing in different waters.
Major non conformance	Y/N/NA?	Indicator
		- Fishers operate in different river catchments AND: - The fishery does not conduct good biosecurity measures such as the disinfection and drying of nets and equipment between each fishing in different waters.
Critical non conformance	Y/N/NA?	Indicator
		- Fishers operate in different river catchments AND: - The fishery does not good biosecurity measures such as the disinfection and drying of nets and equipment between each fishing in different waters; AND: - There has been history of serious eel diseases in the fishery within the last 3 years, eg. EVEX, Eel Herpes virus.

Component 4 - Eel buying and trading

Criterion 4.1: The glass eel holding operation is a legally registered facility

Responsible indicators	Y/N/NA?	Indicator
		- The Glass eel holding facility is a registered Aquaculture Production Business and/or meets all the legal requirements for the country. - In France, if the organisation handles more than 20 tonnes per year, it is registered for ICPE (Classified Installations Environmental Protection)
Minor non conformance	Y/N/NA?	Indicator
		The facility is registered and has had some minor non-compliances that it is actively rectifying
Major non conformance	Y/N/NA?	Indicator
		- The facility is registered and has had at least one major non-compliances that it is actively rectifying, <u>OR</u>: - The facility is not a registered Aquaculture Production Business or meeting all the legal requirements but has credible plans to register within the next 12 months.

Critical non conformance	Y/N/NA?	Indicator
		The facility is not registered for this purpose and has no plans to register in the next 12 months
Criterion 4.2: Mortality in storage facility		
Responsible indicators	Y/N/NA?	Indicator
		Average (mean) mortality rates, after the first week (after fishing), are less than 2%.
Minor non conformance	Y/N/NA?	Indicator
		Average mortality rate after the first week (after fishing), is 2 – 4%
Major non conformance	Y/N/NA?	Indicator
		Average mortality rate after the first week (after fishing), is 4.1% - 10 %
Critical non conformance	Y/N/NA?	Indicator
		Average mortality rate after the first week is more than 10 %
Criterion 4.3: Mortality during transport and initial holding if transported to farm		
Responsible indicators	Y/N/NA?	Indicator
		Average mortality during transport and for the first week at the destination is less than 2%.
Minor non conformance	Y/N/NA?	Indicator
		Average mortality during transport and for the first week at the destination is 2 – 4%.
Major non conformance	Y/N/NA?	Indicator
		Average mortality rate during transport and for the first week at the destination is 4 – 10%
Critical non conformance	Y/N/NA?	Indicator
		Average mortality rate during transport and for the first week at the destination is more than 10%
Criterion 4.4: Water quality		
Responsible indicators	Y/N/NA?	Indicator
		The registered facility has a certificate / national registration to show it complies with water quality requirements <u>OR</u>:
		Water quality management procedures are in place including regular monitoring of relevant parameters which shows that water quality is always high and stable for good eel health
		The facility operates a (automated) control system to ensure that water quality will not adversely affect survival rates in the case of an equipment failure or power black-out.
		The facility has a back up power generator and back up oxygen supply

Minor non conformance

Major non conformance

**Critical non
conformance**

Responsible indicators

**Minor non
conformance**

Major non conformance

		• There is no evidence that handling is carefully planned and executed
		• There is no evidence that infrastructure has been optimised as far as possible to avoid injuries
		• Nets have mesh greater than 1mm
		• There is evidence that eels have been moved and allowed to dry out
		• 5.1 – 20% of glass eels are held longer than 21 days before transfer to the customer (farm or restocker)
Critical non conformance	Any three or more of the following:	
	Y/N/NA?	Indicator
		• There are no documented handling procedures
		• There is no evidence that handling is carefully planned and executed
		• There no evidence that infrastructure has been optimised as far as possible to avoid injuries
		• Nets have mesh greater than 1mm
		• There is evidence that eels have been moved and allowed to dry out
		• More than 20% of glass eels are held longer than 21 days before transfer to the customer (farm or restocker)
Criterion 4.6: Transport		
Responsible indicators	Y/N/NA?	Indicator
		• The operator holds the relevant EU or equivalent national transport authorisations, e.g. the Transport Regulation (EC) No 1/2005 or its replacement EU legislation on the protection of animals during transport and related operations (COM (2023) 770.
Minor non conformance	Y/N/NA?	Indicator
		• The operator doesn't hold the relevant EU or equivalent national transport authorisations, <u>BUT</u>:
		• There is a documented Transport Plan in place <u>AND</u>: • Packing is done in a way that minimises handling, time and stress <u>AND</u>: • Eels are kept cool and wet with an adequate supply of oxygen
Major non conformance	One of the following:	
	Y/N/NA?	Indicator
		• There is no documented Transport Plan in place
		• Packing is not done in a way that minimises handling, time and stress
		• Eels are not kept cool and wet with an adequate supply of oxygen

Critical non conformance	Two or more of the following:	
	Y/N/NA?	Indicator
		• There is no documented Transport Plan in place
		• Packing is not done in a way that minimises handling, time and stress
Criterion 4.7: The target percentage of glass eels is being used for restocking		
	Y/N/NA?	Indicator
		• France: Glass eels are sold according to their earmarked quota – glass eels for restocking are sold only for restocking.
		• Elsewhere: The buyer can provide documented evidence that <u>they have sold</u> at least 60% for restocking the required target percentage of its glass eels from the last season for the primary purpose of conservation / escapement
Minor non conformance	Y/N/NA?	Indicator
		France: • No indicator (nothing less than meeting the requirements of the quota is suitable or even legal)
		Elsewhere: • The buyer can provide documented evidence that they <u>have reserved or made available at least 60%</u> of the required target percentage of its glass eels from the latest season available for the primary purpose of conservation / escapement, <u>OR:</u>
		• The buyer can provide documented evidence that it has made available glass eels to the maximum level possible within the constraints of the implementation of the EMP in that country
Major non conformance	Y/N/NA?	Indicator
		France: • No indicator (nothing less than meeting the requirements of the quota is suitable or even legal)
		Elsewhere: • The buyer can provide documented evidence that they <u>have reserved or made available 40 - 59%</u> of the required target percentage of its glass eels from the latest season available for the primary purpose of conservation / escapement, <u>OR:</u>
		• The buyer can provide documented evidence that it has made available glass eels to at least 50% of the level possible within the constraints of the implementation of the EMP in that country
Critical non conformance	Y/N/NA?	Indicator
		France: • No indicator (nothing less than meeting the requirements of the quota is suitable or even legal)

		Elsewhere: The buyer can provide documented evidence that they <u>have reserved or made available less than 40%</u> of the required target percentage of its glass eels from the latest season available for the primary purpose of conservation / escapement, <u>OR</u>:
		The buyer can provide documented evidence that it has made available glass eels to less than 50% of the level possible within the constraints of the implementation of the EMP in that country
Criterion 4.8: Biosecurity is present and disease is treated rapidly and appropriately		
Responsible indicators	Y/N/NA?	Indicator
		EU or national legislation is followed, as indicated by registration or certification
Minor non conformance	Y/N/NA?	Indicator
		The facility doesn't hold the relevant EU or national registration or certification, <u>BUT</u>:
		The use of chemicals follows legal requirements of the appropriate EU regulations or of the country concerned <u>AND</u>:
		An effective and documented biosecurity plan is in place and there is evidence that it is being followed <u>AND</u>:
		Eels are regularly monitored for health and possible signs of stress (although this might not be documented) and daily mortality is recorded <u>AND</u>:
		Records are maintained according to the Medicines Regulations for use of any medicines and/or chemicals used in the facility
Major non conformance	One of the following:	
	Y/N/NA?	Indicator
		The use of chemicals does not meet legal requirements of the appropriate EU regulations or of the country concerned
		There is no documented biosecurity plan in place or no evidence that it is being followed
		There is no evidence that eels are regularly monitored for health and possible signs of stress or daily mortality is recorded
		Records are not maintained according to the Medicines Regulations for use of any medicines and/or chemicals used in the facility
Critical non conformance	Two or more of the following:	
	Y/N/NA?	Indicator
		The use of chemicals does not meet legal requirements of the appropriate EU regulations or of the country concerned
		There is no documented biosecurity plan in place or no evidence that it is being followed
		There is no evidence that eels are regularly monitored for health and possible signs of stress or daily mortality is recorded
		Records are not maintained according to the Medicines Regulations for use of any medicines and/or chemicals used in the facility

Component 5 – Eel farming

Criterion 5.1: The total mortality rate during the culture process is low

Responsible indicators	Y/N/NA?	Indicator
		The average annual Mortality Rate of eels in culture is less than or equal to 10% in the current and previous year OR as an average of the previous five years
		An accurate daily log is maintained of the number and causes of mortality
Minor non conformance	Y/N/NA?	Indicator
		The average annual Mortality Rate of eels in culture is between 10 and 15% in the current and previous year OR as an average of the previous five years
Major non conformance	Y/N/NA?	Indicator
		The average annual Mortality Rate of eels in culture is 15 – 25% in the current and previous year OR as an average of the previous five years
Critical non conformance	Y/N/NA?	Indicator
		The average annual Mortality Rate of eels in culture is more than 25% in the current and previous year OR as an average of the previous five years <u>OR</u>:
		There is no accurate log of the number of mortalities

Criterion 5.2: The fish meal/oil ingredients in the feed come from a sustainable or responsible source

Responsible indicators	Y/N/NA?	Indicator
		Fish as 'FMFO' in the feed (including juvenile feed) comes from either an MSC certified fishery or a Marin Trust certified factory, or the feed is sourced from an ASC certified feed mill.
Minor non conformance	Y/N/NA?	Indicator
		Fish meal/oil in the feed (including juvenile feeds) is not from one of these certified sources, but there are credible plans to move to such a supplier within 6 months.
Major non conformance	Y/N/NA?	Indicator
		Fish meal/oil in the feed (including juvenile feeds) is not from one of these certified sources, and there are credible plans to move to such a supplier within 6 - 12 months.
Critical non conformance	Y/N/NA?	Indicator
		Fish meal/oil in the feed (including juvenile feeds) is not from one of these certified sources, and there are no plans to move to such a supplier within 12 months.

Criterion 5.3: Feed is used as efficiently as possible

Responsible indicators	Y/N/NA?	Indicator
		The average feed conversion ratios in the farm are less than 1.76
Minor non conformance	Y/N/NA?	Indicator
		The average feed conversion ratios are between 1.76 and 2.2
Major non conformance	Y/N/NA?	Indicator
		The average feed conversion ratios are between 2.21 and 2.75
Critical non conformance	Y/N/NA?	Indicator
		The average feed conversion ratios are greater than 2.75.

Criterion 5.4: Water quality

Responsible indicators	Y/N/NA?	Indicator
		The registered facility has a certificate / national registration to show it complies with water quality requirements <u>OR</u>:
		Water quality management procedures are in place including regular monitoring of relevant parameters which shows that water quality is always high and stable for good eel health
		The facility operates a (automated) control system to ensure that water quality will not adversely affect survival rates in the case of an equipment failure or power black-out.
Minor non conformance		The facility has a back up power generator and back up oxygen supply
	Y/N/NA?	Indicator
		A system is in place that is expected to keep key water quality parameters within suitable tolerances for healthy eel survival
Major non conformance		The facility has a minimum of a back-up generator and oxygen supply
	Y/N/NA?	Indicator
		The facility has inadequate facilities to maintain the required water quality <u>OR</u>:
Critical non conformance		The facility has failed permitted water quality requirements in the last 12 months <u>OR</u>:
		There is no back up generator or oxygen supply
	Y/N/NA?	Indicator
Critical non conformance		Any two of the following:
		The facility has inadequate facilities to maintain the required water quality
		The facility has failed permitted water quality requirements in the last 12 months
		There is no back up generator or oxygen supply

Criterion 5.5: There are minimal ecological impacts from effluent discharge

Responsible indicators	Y/N/NA?	Indicator
		- The system is closed-circuit and has no discharge OR - Effluent discharge is regularly tested by the operator
		Effluent discharge complies with all local and national requirements
		Has not been found to be non-compliant in the past 5 years
Minor non conformance	Y/N/NA?	Indicator
		Effluent discharge is regularly (at least monthly) tested by the operator
		Has been found to be non-compliant on no more than 1 occasion in the past 5 years
Major non conformance	Y/N/NA?	Indicator
		Effluent discharge is tested less than monthly by the operator OR
		Has been found to be non-compliant on more than 1 occasion in the past 5 years.
Critical non conformance	Y/N/NA?	Indicator
		- Effluent discharge is tested less than monthly by the operator AND - Has been found to be non-compliant on more than 2 occasions in the past 5 years.

Criterion 5.6: Grading, slaughter and transportation are carried out with respect to welfare

Responsible indicators	Y/N/NA?	Indicator
		Slaughter is completed by a method that provides an instant death or renders them insensible to pain, i.e. electric stunning or percussive stunning.
		The operator holds the relevant national or EU transport authorisations, e.g. the Transport Regulation (EC) No 1/2005 or its replacement EU legislation on the protection of animals during transport and related operations (COM (2023) 770.
Minor non conformance	Y/N/NA?	Indicator
		Other, previously acceptable methods of stunning before slaughter are used, e.g. chilling, but there are credible plans in place to invest in the latest methods within the next 12 months
		- The operator doesn't hold the relevant national or EU transport authorisations <u>BUT</u>: - There is a documented Transport Plan in place <u>AND</u>: - Packing is done in a way that minimises handling, time and stress <u>AND</u>: - Eels are kept cool and wet with an adequate supply of oxygen
Major non conformance	Y/N/NA?	Indicator
		Other, previously acceptable methods of stunning before slaughter are used, e.g. chilling, and there are no credible plans in place to invest in the latest methods within the next 12 months <u>OR</u>:

		One of the following: • There is no documented Transport Plan in place • Packing is not done in a way that minimises handling, time and stress • Eels are not kept cool and wet with an adequate supply of oxygen
Critical non conformance	Y/N/NA?	Indicator
		• Other, previously acceptable methods of stunning before slaughter are used, e.g. chilling, and there are no credible plans in place to invest in the latest methods within the next 12 months <u>AND</u>:
		One of the following: • There is no documented Transport Plan in place • Packing is not done in a way that minimises handling, time and stress • Eels are not kept cool and wet with an adequate supply of oxygen
Criterion 5.7: The organisation provides eel for restocking		
Responsible indicators	Y/N/NA?	Indicator
		• The organisation can provide documented evidence that 10% or more of its annual eel production (by piece) <u>has been provided</u> for restocking for the purpose of conservation / silver eel escapement
		• All eels purchased from the restocking quota have been used for restocking
Minor non conformance	Y/N/NA?	Indicator
		• The organisation can provide documented evidence that 5 – 9.9% of its annual eel production (by piece) <u>has been provided</u> for restocking for the purpose of conservation / silver eel escapement
		• All eels purchased from the restocking quota have been used for restocking
Major non conformance	Y/N/NA?	Indicator
		• The organisation can provide documented evidence that 1 – 4.9% of its annual eel production (by piece) <u>has been provided</u> for restocking for the purpose of conservation / silver eel escapement, <u>OR</u>:
		• Some eels (1 – 5%) purchased from the restocking quota have been used for restocking
Critical non conformance	Y/N/NA?	Indicator
		• Less than 1% of its annual eel production (by piece) <u>has been provided</u> for restocking for the purpose of conservation / silver eel escapement, <u>OR</u>:
		• More than 5% of eels purchased from the restocking quota have been used for restocking

Criterion 5.8: Eels for restocking are not graded out slow-growers

Responsible indicators	Y/N/NA?	Indicator
		The age of eels used for restocking are no more than 12 months older than from the date of the glass eel intake
Minor non conformance	Y/N/NA?	Indicator
		The age of eels used for restocking are between 12 and 18 months older than from the date of the glass eel intake
Major non conformance	Y/N/NA?	Indicator
		The age of eels used for restocking are between 18 months and 24 months older than from the date of the glass eel intake
Critical non conformance	Y/N/NA?	Indicator
		The age of eels used for restocking are more than 24 months older than from the date of the glass eel intake

Criterion 5.9: Biosecurity is present and disease is treated rapidly and appropriately

Responsible indicators	Y/N/NA?	Indicator
		EC or national legislation is followed, as indicated by registration or certification
Minor non conformance	Y/N/NA?	Indicator
		The facility doesn't hold the relevant EC or national registration or certification, <u>BUT</u>:
		The use of chemicals follows legal requirements of the appropriate EU regulations or of the country concerned <u>AND</u>:
		An effective and documented biosecurity plan is in place and there is evidence that it is being followed <u>AND</u>:
		Eels are regularly monitored for health and possible signs of stress (although this might not be documented) and daily mortality is recorded <u>AND</u>:
		Records are maintained according to the Medicines Regulations for use of any medicines and/or chemicals used in the facility
Major non conformance	One of the following:	
	Y/N/NA?	Indicator
		The use of chemicals does not meet legal requirements of the appropriate EC regulations or of the country concerned
		There is no documented biosecurity plan in place or no evidence that it is being followed
		There is no evidence that eels are regularly monitored for health and possible signs of stress or daily mortality is recorded
		Records are not maintained according to the Medicines Regulations for use of any medicines and/or chemicals used in the facility

Critical non conformance	Two or more of the following:	
	Y/N/NA?	Indicator
		• The use of chemicals does not meet legal requirements of the appropriate EC regulations or of the country concerned
		• There is no documented biosecurity plan in place or no evidence that it is being followed
		• There is no evidence that eels are regularly monitored for health and possible signs of stress or daily mortality is recorded
		• Records are not maintained according to the Medicines Regulations for use of any medicines and/or chemicals used in the facility

Component 6 – Restocking

The detailed content of this component has been removed as there is currently no demand for it. The titles for the criteria are retained as a reminder of what is included. The content can be seen from previous versions of the Standard, or can be obtained by email to: standard@sustainableeelgroup.org

Criterion 6.1: Restocking is carried out in accordance with an approved EMP, in order to improve escapement to or above the 40% target and is approved by the relevant agency

Criterion 6.2: Survival and growth rates of restocked eels, and escapement from the system, can be estimated

Criterion 6.3: The restocked area is suitable for eel growth, survival and escapement

Criterion 6.4: Biosecurity: The risk of restocked eels introducing disease into wild populations has been assessed and is minimal

Component 7 – Processing, wholesale and retail supplies

Criterion 7.1: Biosecurity and food hygiene

Responsible indicators	Y/N/NA?	Indicator
		• The operator has a valid food producer registration according to relevant legislation
		• Food processing hygiene plans are followed
		• The operator has not been found by national authorities to be in non-compliance for hygiene in the last three years
Minor non conformance	Y/N/NA?	Indicator
		• The operator has a valid food producer registration according to relevant legislation
		• Food processing hygiene plans are followed
		• The operator has been found in non-compliance by national authorities for hygiene within the last 12 months – 3 years
Major non conformance	Y/N/NA?	Indicator
		• The operator has no valid food producer registration according to relevant legislation <u>OR</u> :
		• Food processing hygiene plans are not followed <u>OR</u> :
		• The operator has been found in non-compliance by national authorities for hygiene within the last 12 months
Critical non conformance	Any two of the following:	
	Y/N/NA?	Indicator
		• The operator has no valid food producer registration according to relevant legislation
		• Food processing hygiene plans are not followed,
		• The operator has been found in non-compliance by national authorities for hygiene within the last 12 months

Criterion 7.2: Animal welfare

Responsible indicators	Y/N/NA?	Indicator
		• Procedures are in place to ensure transportation and storage in holding tanks provides suitable conditions for fish welfare according to national or EU standards.
		• Slaughter is completed by a method that provides an instant death or renders them insensible to pain, i.e. electric stunning or percussive stunning.
Minor non conformance	Y/N/NA?	Indicator
		• Procedures are in place to ensure transportation and storage in holding tanks provides suitable conditions for fish welfare according to national or EU standards.

		Other, previously acceptable methods of stunning before slaughter are used, e.g. chilling, but there are credible plans in place to invest in the latest methods within the next 12 months.
Major non conformance	Y/N/NA?	Indicator
		There are no procedures in place to ensure transportation and storage in holding tanks provides suitable conditions for fish welfare that meet national or EU standards, <u>OR</u>:
		Other previously acceptable methods of stunning before slaughter are used, e.g. chilling, but there are credible plans in place to invest in the latest methods within the next 12 months.
Critical non conformance	Y/N/NA?	Indicator
		There are no procedures in place to ensure transportation and storage in holding tanks provides suitable conditions for fish welfare <u>AND</u>:
		Other, previously acceptable methods of stunning before slaughter are used, e.g. chilling, and there are no credible plans in place to invest in the latest methods within the next 12 months.

8. Assurance

The procedures and rules by which the SEG Standard is assessed, applied and certification is provided is defined in our [202 Assurance System](#).

9. Measuring impact

It is important to know if and how our system is working and making an impact on protection and recovery for the eel and developing a responsible eel sector. This is described in our [301 MEL System](#), with a summary in [103b SEG Standard Rationale](#).

10. Review and improvement

SEG makes significant reviews to the Standard at least every five years, with minor changes, as necessary, in between. The aim is to continually improve the standard and how it is applied – to improve protection and recovery for the eel, to facilitate responsible use, and to enable certification services to be independent, simple, clear and robust. The next substantive review is due in 2031.

We are always keen to receive any comments from any stakeholders at any time that aim to improve the SEG Standard and its application (assurance). To provide feedback please contact: standard@sustainableeelgroup.org.



The SEG Standard

A Best Practice Code of Conduct for a Responsible Eel Sector

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Version 8.0

For further information please see:

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