

## Terms and Conditions of Use

Version 12, October 2018

**These terms and conditions apply to those organisations and individuals that have been awarded the Certificate for the Sustainable Eel Group (SEG) Standard.**

### SEG standard certificate

- Achievement of the standard, and award of the certificate, shows that you have passed the requirements for the components of the standard relevant to your business.
- It indicates that you have demonstrated responsible practices to make a positive contribution to the recovery of eel populations.
- It indicates that you are trading in responsibly sourced, SEG certified eel.
- The certificate alone does not show, and should not be used to give the impression, that any individual batch of eel or eel product that you sell is SEG certified.
- You may show your certificate to customers to show that you have passed the general requirements of the relevant section of the standard. You should also show them these conditions.
- Certified products should be labelled to denote that they are responsibly sourced.
- If you don't have a batch labelling system, you can adopt a SEG batch label (see below)
- The Sustainable Eel Group logo (above) is the property of the Sustainable Eel Group. Use of the logo or reference of your association with the Sustainable Eel Group cannot be used on any documentation, packaging, invoicing or marketing material (including websites) without SEG's written agreement. Only the certificate can be shown and the SEG batch-label used.
- The certificate is not transferable. If your company changes, merges or splits with any other company, re-assessment will be necessary.

### Traceability & batch-labelling

- Traceability of SEG certified product is fundamental to the SEG standard and the responsibly sourced supply chain. In future (from new assessments under Version 6 of the SEG standard), only those organisations who have passed the Traceability component will have achieved the SEG standard
- When you have achieved the SEG standard, because that means that some or all of your eel is from a certified source, you may (and should) label batches as-such and maintain records (as assessed in the Traceability component of your certification assessment).
- You will be provided with a unique number, related to your certificate, and guidance on how to use it as part of batch numbering. An example is below
- To do this you must:
  - (1) have achieved the Traceability component of the SEG standard
  - (2) be clear that the label can only be used on products that have come from a certified source
  - (3) be able to show to an auditor, on inspection, the traceable source of any product that carries the label
- Example of batch label:



Note that this batch-labelling is a 'business to business' assurance scheme.

This is not designed for use on packaging for the consumer where the ESF label is to be used (see below):

- This ESF logo is to be used on retail and consumer facing products to denote that it is 100% traceable SEG standard certified eel.



### **Transition**

- Businesses using previous labelling schemes will have until January 2020 to transition to the new arrangements

### **Improvements**

- When you achieve the standard, you may be required to make certain improvements by the next assessment. This is to show that those holding the standard are always seeking ways to improve their practices. At the next assessment, you will be expected to have shown those improvements, otherwise the certificate may be withdrawn.
- From time to time the standard will be revised and improved. The last revision (Version 6.0) was published in June 2018.
- Any organisation that has already been approved against the existing standard can seek assessment against the new standard at any time before the expiry of their current certificate.

### **Commitment to legality**

- Certified organisations are expected to demonstrate and meet a high degree of commitment to sustainability objectives and lawful practices when handling or trading in the European eel.
- This includes (1) complying with all legislation related to the capture, handling or trade in eels and (2) maintaining the standards you have been assessed against in your SEG standard certification.
- It also includes taking all reasonable measures to ensure that eels you sell have legitimate onward buyers and are not destined for illegal markets
- Should any certified organisation be shown to be undertaking any activity considered to be against sustainability objectives they will be investigated and may have their certificate withdrawn.
- Where an organisation is under criminal investigation for alleged illegal activity related to their eel business, the organisation must agree to a voluntary suspension of their certification whilst the relevant authority(ies) conducts the investigation.

### **Individual and collective responsibility**

- Many organisations holding a SEG certificate are businesses that employ people. The business is responsible for ensuring that its employees understand and comply with these Terms and Conditions. Transgressions by an individual could lead to action against the individual and/or the business.
- In some organisations – e.g. a fishery, there are a number of people involved with the certification. There will be a list of named people involved in the fishery. The leader of the fishery is responsible for ensuring that all fishermen understand and comply with these Terms and Conditions. Transgressions by any individual may lead to that person being excluded from the certification. Transgressions by more than one person could lead to the fishery losing its certification.

### **General conditions**

- By holding the certificate you agree to these Terms and Conditions of Use
- Suspected transgressions of these conditions can be reported by anyone to the standard system owner at: [standard@sustainableeelgroup.org](mailto:standard@sustainableeelgroup.org)

- Suspected transgressions will be investigated independently by the Certification Assessment Body or, if that is not appropriate, by the independent SEG Standard Panel. A Certificate may be suspended (not fully withdrawn) whilst an investigation takes place.
- Appropriate action will be taken over transgressions. This may include withdrawal of the Certificate for a period up to 2 years, depending on the seriousness of the transgression.

**Sustainable Eel Group**

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