

Terms and conditions of use

1. Purpose

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

2. SEG standard certificate – what it means

- 2.1 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.
- 2.2 It indicates that you have demonstrated responsible practices to make a contribution to the protection recovery of eel populations.
- 2.3 It indicates that you are trading in responsibly sourced, SEG certified eel.
- 2.4 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.
- 2.5 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.
- 2.6 Certified products should be labelled to denote that they are responsibly sourced.
- 2.7 If you don't have a batch labelling system, you can adopt a SEG batch label (see below), following agreement with the Sustainable Eel Group. On its design and use. 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.
- 2.8 The certificate is not transferable. If your company changes, merges or splits with any other company, re-assessment will be necessary.

3. Traceability & batch-labelling

- 3.1 Traceability of SEG certified product is fundamental to the SEG standard and the responsibly sourced supply chain. To achieve certification, organisations must have passed the Traceability component of the SEG standard.
- 3.2 When you have achieved the SEG standard, because that means that some or all of your eel is from a certified source, you must label batches according to whether they are traceable from SEG certified fishers or not. You must also continue maintain records (as assessed in the Traceability component of your certification assessment).
- 3.3 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.
- 3.4 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.

3.5 Only batches of eel or eel product that can be shown to be 100% traceable from SEG certified fishers, via SEG certified traders, can carry the ‘SEG, Certified Responsibly Sourced’ label.

3.6 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):

3.7 This ESF logo is used on some retail and consumer facing products by those who are members of the Eel Stewardship Fund to denote that it is traceable from 100% SEG certified sources.



4. Improvements

- 4.1 When you become certified, you may be required to make certain improvements by the next assessment. This is to show that those certified 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.
- 4.2 The standard is continually revised and improved. The last revision (Version 6.0) was published in June 2018 and has been revised since to 6.0a and 6.1. There will be a substantial review to V7.0 in 2023. To download the latest version see [here](#). All procedures that support the SEG Standard System can be viewed [here](#).

5. Commitment to legality

- 5.1 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.
- 5.2 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.
- 5.3 It also includes taking all reasonable measures to ensure that eels you sell have legitimate onward buyers and are not destined for illegal markets.
- 5.4 Should any certified organisation be shown to be undertaking any activity considered to be against these sustainability objectives they will be investigated and may have their certificate withdrawn.
- 5.5 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.

6. Individual and collective responsibility

- 6.1 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.

- 6.2 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.
- 6.3 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.

7. General conditions

- 7.1 By holding the certificate you agree to these Terms and Conditions of Use.
- 7.2 Suspected transgressions of these conditions can be reported by anyone to the standard system owner at: standard@sustainableeelgroup.org.
- 7.3 Suspected transgressions will be investigated according to SEG's [Investigation Procedure](#).

Sustainable *Eel* Group

January 2023

SEG Standard Certification

Terms and Conditions of Use



I understand and agree to these terms and conditions

Name

Organisation

Signature

Date

Where a fishery, the following fishermen understand and agree to the above terms and conditions (each to be provided with a copy):

First Name	Surname	Licence Number	Signature