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# Standard Setting Procedure

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**SOYDER**

Sürdürülebilir Orman Yönetimi, Ürün ve Hizmetleri Belgelendirme Derneği

Beştepe Mah. 32-Cadde Dışkapı No:1 İçkapı No:2 Yenimahalle/ Ankara /  
Turkey

Tel:

E-Mail: [info@pefcturkiye.org](mailto:info@pefcturkiye.org)

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## Foreword

SOYDER is a national organization with the purpose of facilitating sustainable forest management through forest certification and labelling of wood products. Consumers can trust that products carrying the PEFC label are made of raw material from sustainably managed forests, from recycling and/or non-controversial sources. *SOYDER* is a work group responsible for the standard setting and the administration of the Turkey PEFC scheme.

*SOYDER* standards are developed within an open and transparent procedure based on consensus and supported by consultation of a variety of stakeholders. Since 2020, PEFC Turkey is *full member* of PEFC International whose strict endorsement procedure guarantees international recognition.

To improve the readability, the male form is used for all denominations of persons. It refers to both, males and females.

## Introduction

Forest certification according to the Turkish Forest Certification Scheme is based on requirements defined in *SOYDER*'s standard(s) for sustainable forest management. Sustainable forest management is a holistic approach that takes into account ecological, social and economic criteria. Open, transparent and consensus-based participation of local and national stakeholders who are affected by forest management is an essential element in the development of the *SOYDER*'s forest certification scheme and the definition of sustainable forest management.

The PEFC Council endorses national forest certification schemes for sustainable forest management. Forest conditions, their environmental, social, economical, and historical aspects vary amongst different regions and countries. The PEFC Council reflects this fact by incorporating in its standards national forest certification schemes and standards which are suitable to local situations.

The resolutions made by the Ministerial Conference for the Protection of Forests in Europe (MCPFE, recently "Forest Europe") serve as the basis for drawing up the technical documents. In addition, nationally relevant aspects of sustainable forestry management are also taken into consideration.

The technical documents are to be drawn up independently of the certification and accreditation processes, and they follow the principles of transparency, independence, cost efficiency, and non-discrimination, as well as being on a voluntary basis.

This document is based on ISO/IEC Guide 59. It is a component of *SOYDER*'s technical documents.

The term "shall" is used throughout this document to indicate those provisions that, reflecting the requirements that are mandatory. The term "should" is used to indicate guidance that, although not mandatory, is provided as a recognised means of meeting the requirements. The term "may" used throughout this standard indicates permission expressed by this standard whereas "can" refers to the ability of a user of this standard or to a possibility open to the user.

## 1 Scope

This document describes the procedure for the development and revision of the forest management standard and possibly scheme-specific chain of custody standards of the Turkey PEFC Scheme.

## 2 Normative References

The following internal and external referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. ISO Guides are normatively referenced in this procedure. For undated references, the latest edition of the referenced document (including any amendments) applies:

- ISO/IEC Guide 59, Code of good practice for standardization.
- ISO/IEC Guide 2, Standardization and related activities – General vocabulary.
- PEFC GD 1007, Endorsement and Mutual Recognition of Certification Systems and their Revision
- PEFC-TR-PR-4004 - 2020 Compliant, Appeal Procedure

## 3 Terms & Definitions

In addition to the definitions stated in this section, the terms and definitions given in ISO/IEC Guide 2 are applicable for the purposes of this procedure.

### 3.1 Consensus

General agreement characterized by the absence of sustained opposition to substantial issues by any important part of the concerned interests and by a process that involves seeking to take into account the views of all parties concerned and to reconcile any conflicting arguments.

Note: Consensus need not imply unanimity (ISO/IEC Guide 2).

### 3.2 Editorial Changes

Changes to a system that do not alter the technical content.

**Note:** This can include clarifications, guidance and grammatical changes.

### 3.3 Enquiry Draft

A proposed document that is available for public consultation.

### 3.4 Final draft

A proposed document that is available for formal approval.

### 3.5 Normative document

A document that provides rules, guidelines or characteristics for activities or their results.

**Note 1:** The term “normative document” is a generic term that covers such documents as standards, technical specifications, codes of practice and regulations.

**Note 2:** “A document” is to be understood as any medium with information recorded on or in it.

**Note 3:** The terms for different kinds of normative documents are defined considering the document and its content as a single entity (ISO/IEC Guide 2).

### 3.6 Publicly available

Generally accessible to the interested public in any form and without the need for a request.

**Note 1:** When information is available by request only, this is indicated explicitly in the document as available on request.

**Note 2:** Special consideration might be needed for disadvantaged stakeholders to ensure their access, e.g. providing hard copies to stakeholders identified as having no access to electronic media.

### 3.7 Revision

Introduction of all necessary changes to the substance and presentation of a normative document.

**Note:** The results of the revision are presented by issuing a new edition of the normative document (ISO/IEC Guide 2).

### 3.8 Review

Activity of checking a normative document to determine whether it is to be reaffirmed, hanged or withdrawn. (ISO/IEC Guide 2)

### 3.9 Stakeholder

A person, group, community or organization with an interest in the subject of the standard.

### 3.10 Affected stakeholder

A stakeholder who might experience a direct change in living and/or working conditions caused by implementation of the standard, or a stakeholder who might be a user of the standard and therefore is subject to the requirements of the standard.

**Note 1:** Affected stakeholders include neighboring communities, indigenous people, workers, etc. However, having an interest in the subject matter of the standard (e.g. NGOs, scientific community, and civil society) is not equal to being affected.

**Note 2:** A stakeholder who might be a user of the standard is likely to become a certified entity, e.g. a forest owner in the case of a forest management standard, or a wood processing enterprise in the case of a chain of custody standard.

### 3.11 Disadvantaged stakeholder

A stakeholder who might be financially or otherwise disadvantaged by participating in the standard-setting process.

### 3.12 Key stakeholder

A stakeholder whose participation is critical to the outcome of the standard-setting process.

### 3.13 Standard

A document, established by consensus and approved by a recognized body that provides, for common and repeated use, rules, guidelines or characteristics for activities or their results, aimed at the achievement of the optimum degree or order in a given context.

**Note:** Standards should be based on the consolidated results of science, technology and experience, and aimed at the promotion of optimum benefits (ISO/IEC Guide 2).

### 3.14 Standardizing body (SOYDER)

Body that has recognized activities in standardization (ISO Guide 2).

**Note:** A standardizing body for a forest management system/standard is a body which is responsible for the development and maintenance of standards for the forest certification system. The standardizing body can be a PEFC National Governing Body or the standardizing body can be separate from the governance of the forest certification system.

### 3.15 Working draft

Proposed document that is available generally for feedback or voting within a working group.

## 4 Standard-setting Principles

The standard-setting process will be performed by SOYDER is governed by the key principles of:

- *Stakeholder engagement* – an opportunity for meaningful participation in the process that is open to all stakeholders through participation in working groups and public consultations.
- *Balanced representation* – no single stakeholder group should dominate or be dominated in the process. While each party is free to decide on its participation, the standardizing body makes an effort to ensure that all relevant stakeholder groups are represented and considers an appropriate gender balance.
- *Consensus* – standards are approved by consensus. Any sustained opposition to specific issues is resolved by means of dialogue whenever possible.
- *Improvement* – periodic review of a standard seeks continual improvement and to ensure the standard continues to meet expectations of stakeholders.
- *Transparency* – relevant documents are publicly available so interested parties can follow developments during and after the process.

## 5 Responsibilities in the process of establishing and approval of the standard for SFM

### 5.1 National Governing Body – NGB

SOYDER Sürdürülebilir Orman Yönetimi, Ürün ve Hizmetleri Belgelendirme Derneği , is located at Söğütözü Mah. Söğütözü Cad. No:2A / 9 Çankaya / Ankara / Turkey as a Non-Governmental Organization.

SOYDER as a National Governing Body in Turkey is PEFC standardization body responsible for formal acceptance (approval) of documents. The composition and decisions brought by the SOYDER is following its Statute.



## 5.2 Responsibilities of the SOYDER

The responsibilities of SOYDER in the process of creating and revising SFM standards are:

- a) to revise documents
- b) to vote for the acceptance of the certification scheme in accordance with the PEFC procedures, prior to the submission of the certification scheme for approval to PEFC;
- c) to nominate members for the commission for development and analysis of sustainable forest management measures and indicators (working group, WG) in Turkey;
- d) to nominate members for the disputes resolution body in Turkey;
- e) to nominate members for other temporary commissions and working bodies in Turkey;
- f) to authentically interpret the contents of the certification scheme in Turkey;

## 5.3 Implementing the procedures for development and revision of SFM standards

SOYDER is also responsible for implementing the procedures described in the document or other rules that refer to standard development. To this aim, the SOYDER arranges the relationships with the working group for creating the draft document. The SOYDER is particularly responsible for:

- a) preparing the proposal for development or revision of standard (Annex – 03);
- b) identifying relevant stakeholders including affected, disadvantaged and key stakeholders;
- c) publicly announcing the start of a process for document development and an invitation (Annex -04) to the stakeholders;
- d) ensuring public access to the standard development procedures;
- e) keeping records for the nominated members of the WG;
- f) publishing the decisions of the SOYDER for the accepted members of the WG and publishing their contact details;
- g) administering the WG activities;
- h) administering public consultations;
- i) organizing pilot testing;
- j) publishing approved documentation;
- k) providing contact details for questions, complaints and appeals referring to the activities related to setting standards and administering complaints and appeals;
- l) keeping records related to the process of standards setting.

## 5.4 Commission for development and analysis of SFM criteria and indicators (Working group, WG)

Prior to public announcement, SOYDER will exercise identification of relevant stakeholders. That will be executed through stakeholder mapping (**Annex-01**) and will be approved by the SOYDER.

Identification of relevant stakeholders will include affected, disadvantaged and key stakeholders, including description of their interests for participation in the process. At least following interest groups shall be included:

- forest owners (including state and private)
- business and industry (forest managers, traders and forest industry)
- indigenous people (out of scope<sup>1</sup>)
- NGO's (environment, nature, tourism, recreation, sports etc)
- scientific and technological community

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<sup>1</sup> There is no any „indigenous people“ in Turkish territory acc. to UN Definitions <https://www.un.org/development/desa/indigenouspeoples/about-us.html> .

- workers and trade unions
- Institutions and managers responsible for protected areas

The stakeholders mapping (Annex-01) exercise will also include:

- a) Definition of the key stakeholders
- b) Definition of disadvantaged stakeholders
- c) Definition of affected stakeholders
- d) Explanation on the relevance of every stakeholders group
- e) Main issues for every stakeholder
- f) The way of communication to include stakeholders in the process

The working group is approved by the SOYDER based on received nominations. The composition of the WG shall be balanced in order to reflect the categories of stakeholders with reference to the contents and scope of the standard, with no individual interest dominating in the process.

The working group should include representatives nominated by:

- a) SOYDER,
- b) Other stakeholders.

Representation of the interests of all interests of all parties in the WG is based on the principles of equity and nobody's individual interest can prevail in the process. Procedures to secure the principle of equity are as follow:

- a) For stakeholders from every interest group identified above there are at least three seats guaranteed for participation in the working group.
- b) During consensus building process every voice is equal.
- c) SOYDER receives the nominates then it has the right of the choosing between them.

Key stakeholders shall constitute a significant part of all participants. All other identified stakeholders are relevant for the process including disadvantaged stakeholders. Disadvantaged stakeholders are those who might be financially or otherwise disadvantaged in participating in the standard-setting work.

The SOYDER shall analyze constraints about participation of the key and disadvantaged stakeholders and shall develop actions to minimize the risk of non-participation.

The WG members are available to the materially and directly concerned parties through publicly announced contact on the web sites of the SOYDER.

The WG members elect their chairperson who leads the discussions and approves of the corrections and wholeness of the accepted decisions in the documents. The WG is administered by the SOYDER or other person authorized by the SOYDER.

A WG is formed for a limited period of time when a standard is being developed or revised.

SOYDER took the following objectives into consideration when creating its stakeholder distribution:

- 100% representation of all groups for fair representation of the parties
- Fair and equal distribution of stakeholders: The number of stakeholder representatives should be close to 90% accuracy
- 90% achievement of the target of 30 participants in total for the 6 defined stakeholder groups
- Ensuring 80% participation of the majority of active participants

## 5.5 Appeal and Complaints Resolution

SOYDER is responsible for the appeal and complaints resolution in Turkey. It deals with each individual and procedural complaint and appeal which refers to the standardization activities and employs the procedures for complaints and appeals.

Procedures for dealing with any substantive and procedural complaints relating to the standardising activities, which are accessible to stakeholders, are given in PEFC-TR-PR-4004.2020 Compliant, Appeal Procedure. Upon receipt of the complaint, SOYDER shall:

- a) acknowledge receipt of the complaint to the complainant,
- b) gather and verify all necessary information to validate the complaint, impartially and objectively evaluate the subject matter of the complaint, and make a decision upon the complaint, and
- c) formally communicate the decision on the complaint and of the complaint handling process to the complainant.

The SOYDER secretariat shall serve as the contact point for enquiries and complaints relating to its standard-setting activities. For easy accessibility complaints and enquiries shall be directed to SOYDER's office.

## 6 Procedures for standards setting

The process of documents development and revision is organized in stages in which the responsibilities and the versions of the standard to which they refer are listed.

The SOYDER shall provide a contact where questions, complaints and appeals regarding the standard setting activities can be sent. The contact will be available on their websites.

### 6.1 Proposals stage

The SOYDER shall review the standards and decide if they are to be reaffirmed, changed or withdrawn.

The proposals stage includes formulation and approval of a proposed standard or its revision. The proposal is prepared by the Working group upon an initiative from the Assembly or President of the SOYDER.

The proposal should offer information on the following issues:

- a) the scope and clear identification of the reason (new standard development, existing standard revision, etc.),
- b) identification of intended outcomes,
- c) risk assessment about potential negative impacts from implementation of the standard,
  - factors that could affect the achievement of the outcomes negatively,
  - unintended consequences of implementation,
  - actions to address the identified risks
- d) identification of relevant stakeholders, including marginalized and key stakeholders and identification of the threats to their participation,
- e) members and interested stakeholders' request for participation in the WG and their balanced representation,
- f) proposal for an authorized person,
- g) description of development stages and timeframe,
- h) resources needed for completion of activities and their sources.

The identification of relevant stakeholders will be executed through stakeholder mapping and will be approved by the SOYDER. Identification of relevant stakeholders will include affected,

disadvantaged and key stakeholders, including description of their interests for participation in the process. The stakeholders mapping will also include description of:

- a) relevant sectors,
- b) key issues for each relevant sector,
- c) key stakeholders for each sector,
- d) disadvantaged stakeholders and the threats to their participation.

## **6.2 Preparatory stage**

### **6.2.1 Public announcement**

The initiation of the documentation development process or its revision shall be announced on the website of the SOYDER and other appropriate (social) media in order to enable the stakeholders to actively contribute to the process.

The announcement shall contain:

- a) information on the goals, scope and steps in the standards setting process and framework,
- b) information on the opportunity for participation of the stakeholders in the process,
- c) invitation to the stakeholders to nominate their representative in the WG,
- d) invitation for submitting comments on the scope and process of setting standards and
- e) link to the publicly available procedures for the standards setting process on the SOYDER's website.

The WG shall ensure that the format of the invitation to the marginalized and key stakeholders is understandable and delivered in a way which guarantees they have received it, for instance, registered post, a confirmation for received electronic mail, etc.

#### ***6.5.1 section b and c will be adapted.***

The NGB's shall publish the standards setting process on the website as well and the standard setting procedures document and shall review them according to the comments received.

### **6.2.2 Establishing Working Group**

The invitation to the stakeholders to nominate their representative in the WG ends with the publication of the initiation of the process. The period for receiving nominations for participation in the work group last for period of 4 weeks after the public announcement.

The nominations are gathered by the SOYDER's and it is responsible for accepting or refusing the nominations of members in the WG. The acceptance or refusal of a nomination shall be justified and match the balanced representation in the WG in relation to the relevance of organization, individual competences of nominated persons, their experience and gender balance, as well in relation to available resources for the standards setting process.

SOYDER shall inform WG members for their acceptance, as well informing stakeholders if their nomination was not accepted.

### **6.2.3 Elaboration on the documents working draft version**

SOYDER shall prepare a working draft version of the document which will serve as a basis for further development and discussion within the Working Group.

## **6.3 Development stage**

### **6.3.1 Submitting comments and their review**

All WG members shall have an opportunity to actively contribute to the development or revision of a standard and to submit comments and proposals for the working draft version. Working drafts during development or revision of a standard shall be available to all WG members.

All views and comments by the WG members sent in written shall be submitted using the template presented in **Annex-02 or an e-mail can be sent to SOYDER's registered address.**

The comments and views of any member of the WG along with the initial proposal shall be reviewed in an open and transparent manner.

All proposals for changes which refer to the working draft version shall be kept.

### **6.3.2 Building consensus**

The WG decision to suggest publishing the working draft version for public consultation or publishing the final version for formal approval shall be brought with a consensus.

In order to reach consensus, the WG can employ the following:

- a) face to face meetings with voting by stating yes or no, raising hand;
- b) formal secret voting, etc.,
- c) voting by e-mail when the members are asked to vote for or against in writing
- d) Voice confirmation in online meetings.

Unanimity is required in all consensus.

In case of a negative vote which represents permanent and sustained opposition to any important part of the concerned interests and to substantial issues, the following mechanisms shall be used:

- a) discussions and talks for the issue for which there is no agreement in the WG in order to reach a compromise,
- b) direct negotiations between concerned parties which objected and those who hold an opposing view in order to reach a compromise,
- c) additional round(s) of public consultation (if necessary)
- d) process of disagreement resolution by mediation.

If the process of resolution of disputes is not executed within 4 weeks from beginning, than the threshold for consensus building will be at least that there shall be majority of votes positive in every single stakeholders interest group identified during the process of stakeholders mapping.

## **6.4 Research stage**

### **6.4.1 Public consultation**

SOYDER shall conduct the public consultation of the enquiry draft version. The initiation and end of the public consultation shall be published in an appropriate time period on the website and in other suitable medium if possible.

The invitation to disadvantaged and key stakeholders shall be prepared in an understandable format and it shall be ensured that it is delivered to them, for instance, registered post or a confirmation for received e-mail. The public consultation shall last for at least 60 days, and the

enquiry draft version shall be publicly accessible on the SOYDER's website. All comments should be submitted in the template presented in Annex-02.

The public consultation can be also organized in a form of seminars, public presentations or organization of workshops with aim to encourage submission of comments on the enquiry draft version.

The received comments along with the initial proposals shall be reviewed in an open and transparent manner as described in part 6.3.2. All proposed changes that refer to the enquiry draft version need to be kept. The records of received comments and proposals that are material in nature, along with the results of their resolution, shall be publicly available on the SOYDER's website. The outcome from received comments and proposals will be also sent to stakeholders that reacted.

After finalization of the first period of public consultations and proper management with received comments and proposals, the SOYDER is organizing the process of second public consultation that will last for at least 30 days, under the same conditions as the first public consultation. The second public consultation is organized only for the new standard, while for revision processes is not obligatory.

If there is a need for a revision in the current standard version after the second public consultation or after pilot tests, SOYDER will convene the Working Group again to ensure consensus and the new version of the standard will be published again. In this case, the new version of the standard will remain available for at least 30 days. This situation will repeat if revision needs are communicated.

#### **6.4.2 Pilot testing**

SOYDER shall organize pilot testing of the new standards application and the results of it shall be reviewed by the WG.

In case the standard is reviewed, the experiences from its application are a replacement of the pilot testing.

### **6.5 Approval stage**

#### **6.5.1 Development report**

The final version shall be presented for formal approval, along with the report for standards development which provides evidence for compliance of the process with documented procedures:

- a) the scope and clear identification of the needs,
- b) development process timeframe,
- c) information for identification of marginalized and key stakeholders and the threats to their participation in the process,
- d) information for announcing the initiation of the process and an invitation to the stakeholders with a list of all invited stakeholders,
- e) establishing a WG with a list of nominated stakeholders,
- f) information for the received comments on the standards establishment scope and process,
- g) proof for reached consensus, including a list of received and reviewed comments and their resolution,
- h) information for the results of the public consultation and consultation in the SOYDER's as well as a list of received and reviewed comments and their resolution,
- i) pilot testing results

- j) link to publicly accessible documents and procedures,
- k) proposal for a transitional period.

The development report shall be publicly accessible on the SOYDER's website.

### **6.5.2 Formal approval**

The final draft version shall be submitted for approval to the SOYDER. The approval shall be conducted according to the normative documents of Turkey.

In case the final draft version does not receive enough votes for formal approval, SOYDER may decide to:

- a) return the documents in preparatory or development stage or
- b) cancel the procedure

### **6.6 Publication stage**

Within 4 weeks from the formal approval of a developed standard, the WG shall correct possible mistakes and deliver corrected document to the SOYDER who will be responsible to ensure that standard is publicly accessible on their website.

SOYDER will also provide free access to their development reports on their web pages.

Standard(s) will also include information on:

- a) identification and contact information for the SOYDER,
- b) official language of the standard,
- c) a note that when there is inconsistency between versions, the English version of the standard as endorsed by the PEFC Council is the reference.
- d) The approval date and the date of next periodic review

### **6.7 Information to stakeholders**

SOYDER will provide printed copies to interested stakeholders upon request at a price that covers administrative costs.

All publicly available information is published on SOYDER's website and will be shared with relevant parties upon request, unless there is a legal obstacle.

## **7 Periodic review of standards**

### **7.1 General**

The standard(s)/normative document(s) shall be reviewed at intervals that do not exceed a five-year period.

The review shall be based on consideration of feedback received during the standard's implementation and a gap analysis. If necessary, a stakeholder consultation shall be organised to obtain further feedback and input.

### **7.2 Feedback mechanism**

SOYDER shall establish and maintain a permanent mechanism for collecting and recording feedback on a standard. This mechanism shall be accessible on SOYDER's website with clear directions for providing feedback.

**NOTE** Feedback can be sent in various formats: comments, requests for clarification and/or interpretation, complaints, etc.

All feedback received through all channels, including meetings, training courses, etc. shall be recorded and considered.

### **7.3 Gap analysis**

At the start of a review, SOYDER shall evaluate the content of the standard against appropriate PEFC International standards, national laws and regulations, and other relevant standards to identify potential gaps in the standard.

SOYDER shall consider the latest scientific knowledge, research and relevant emerging issues.

### **7.4 Stakeholder consultation**

Where the feedback and the gap analysis do not identify a need to revise the standard, the SOYDER shall organize stakeholder consultation to determine whether stakeholders see a need for revising the standard, including the gap analysis in the stakeholder consultation.

At the start of a review, SOYDER shall update the stakeholder identification mapping.

SOYDER shall organise:

- a) a public consultation period of at least 30 days (following the requirements of clause 5.4.1) and/or,
- b) stakeholder meetings.

The review shall be announced at least 4 weeks prior to beginning.

### **7.5 Decision-making**

Based on the feedback received during the period of a standard's implementation, the outcome of the gap analysis and the consultations, SOYDER decides whether to reaffirm the standard or whether a revision of the standard is necessary.

If the decision is to reaffirm a standard, SOYDER provides a justification for the decision and make the justification publicly available.

## **8 Standards Revision**

Standards shall be revised in time periods not longer than 5 years. The standards revision procedures shall conform to those explained in section 6.

Standards revision shall define application date and transition date for revised standards. This is required for accepting the revised standards, presenting changes, information exchange and training. The application and transition date shall not exceed a period of one year except under certain exceptional circumstances when a longer period is needed for conducting the revision.

### **8.1 Normal revision**

A normal revision can occur at the periodic review, or between periodic reviews, but does not include editorial revisions and time-critical revisions.



## **8.2 Editorial revision**

Editorial revisions can be made without triggering the normal revision process. SOYDER approves editorial changes formally and publish an amendment or a new edition of the standard.

## **8.3 Time-critical revision**

A time-critical revision is a revision between two periodic reviews using a fast-track process. A time-critical revision can be conducted only in the following situations:

- a) Change in national laws and regulations affecting compliance with PEFC International requirements
- b) Instruction by PEFC International to comply with specific or new PEFC requirements within a timescale that is too short for a normal revision.

The time-critical revision shall follow these steps:

- a) Produce draft version of the revised standard,
- b) Stakeholders' consultation (not mandatory),
- c) Formal approval of revised standard by the SOYDER,
- d) Justification for the urgent change(s) and its public availability.

## **8.4 Application and transition of revised standards**

A revision defines the application date and transition period of the revised standard /normative document(s).

An application date shall not be more than one year after the publication of the standard. This allows time for endorsement of the revised standard(s)/normative document(s), introduction of change(s), information dissemination and training.

The transition period shall not exceed one year. SOYDER may determine a longer period when justified by exceptional circumstances.

## **9 Complaints and appeals procedures**

Every significant or procedural appeal or complaint shall be resolved by following complaints and appeals details. SOYDER has been established a procedure for managing the complaints and appeals.

### **9.1 Scope**

These procedures are valid for any kind of dispute that may appear during the period of validity of the scheme.

Complaints and appeals procedures are valid for the standard setting process and for the standard setting procedures as well.

### **9.2 Procedures for complaints and appeals**

Any stakeholder is encouraged to submit appeal/complaint to the SOYDER. Appeal or complaint shall be in written format and may be sent to email address announced on the web page of the SOYDER or by letter.

Complaint that is related to the content of Criteria and Indicators for SFM shall be submitted using the form that is available on the web page of the SOYDER.

The official contact point on communication for appeals/complaints is the official email address of the SOYDER:

[info@pefcturkiye.org](mailto:info@pefcturkiye.org)

After receiving of appeal/complaint, the contact person from the SOYDER informs the SOYDER's chairman about receipt in period of one week.

During this period the SOYDER's chairman acknowledge receive of appeal/complaint to complainant in letter or through the email communication.

After receiving of appeal/complaint, the SOYDER starts with procedure of gathering and verification of all necessary information that are relevant to the content of appeal/complaint. Based on the information gathered, the SOYDER shall execute the process of evaluation and to decide if appeal/complaint is accepted or rejected. Evaluation process shall be executed on the principal of impartiality. The decision shall be brought in voting by majority of votes at the members of SOYDER. SOYDER shall prepare written report for the process and voting that will be kept at the archive of the SOYDER. This stage of dealing with appeal/complaint shall not be longer than 4 weeks.

The decision of the members of SOYDER is final and sent to the contact person of the SOYDER. After receiving of decision, the SOYDER formally communicate the results from the process to the complainant, responsible structures in the SOYDER and other potentially concerned parties.

The complaint handling process will be communicated to the complaining party. This process will be communicated to the complaining party / person before any decision is made regarding their complaint.

This communication shall be done in a period of 7 days after receiving of decision from the SOYDER.

If appeal/complaint is accepted by the SOYDER members, SOYDER shall recommend appropriate corrective and preventive actions.

If appeal/complaint is not accepted by the SOYDER members, the complainant may ask for a meeting with the members of SOYDER for clarification of the process for handling with appeal/complaint and their decision.

## **10 Records for the standards setting process and their keeping**

The following records (data) form the standards setting process shall be kept:

- a) Proposal for standards setting (**Annex-03**), identifying stakeholders, list of invited stakeholders,
- b) Written documentation for establishing a WG,
- c) Notes from the SOYDER's meetings,
- d) Notes from WG meetings, including notes and proposals from WG members and public consultations as well as the changes made in the documentation,
- e) Results from reaching consensus and resolving disputes,
- f) Notes from meetings with stakeholders,
- g) Comments received from public consultation,
- h) Pilot testing results,
- i) Received appeals and complaints,
- j) Decision brought by the Disputes resolution body,

- k) Results from the SOYDER's voting,
- l) Development report,
- m) All versions of the standard along with the changes made to it elaborated in each of the development stages.
- n) Documented information (any kind of records related with the Standard Setting Procedure) will be kept until completion of the next review or revision of the standard to which they refer.

The records will be kept for a time period of minimum 5 years after publication of this standard.

## 11 Version History

The following list presents a list of changes to this procedure over time.

Revision Status	Revision Date	Description of Revision	Prepared by	Controlled by	Approved by
000	26.11.2021	Initial issue	FGU	GKO	AAV
001	04.04.2024	Process has been detailed	FGU	GKO	GKO