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STANDARDISATION GUIDE 001:

PREPARING STANDARDS

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Contents

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1   PURPOSE

The purpose of this Guide is to describe, from an Australian perspective, policies and general processes applicable to the development of Australian and joint Australian/New Zealand Standards by Standards Australia (SA).

2   INTRODUCTION

Globally there are well over half a million published Standards. These are the products of over 1000 recognised Standards Development Organisations (SDO) worldwide. These figures do not take into account the innumerable internal standards, which underpin any successful organisation.

A Standard can be defined as 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 of order in a given context.'*

> ISO/IEC Guide 2, Standardization and related activities — General vocabulary

Standards are published documents setting out specifications and procedures designed to ensure products, services and systems are safe, reliable and consistently perform the way they were intended to. They establish a common language that defines quality and safety criteria.

Australian Standards (AS) and joint Australian/New Zealand Standards (AS/NZS) are widely recognised as being authoritative documents. Many are also referenced in State, Territory and Commonwealth legislation.

Standards are practical, outline achievable goals and are based on sound industrial, scientific and consumer experience and are regularly reviewed to ensure they keep pace with the advances in technologies. They cover consumer products and services, construction, engineering, business, information technology, human services, energy and water utilities, the environment and much more.

3   STANDARDS DEVELOPMENT ORGANISATIONS

Standards Development Organisations (SDO) are industrial, professional, consumer, or other private sector or government bodies that have been accredited by the Accreditation Board for Standards Development Organisations (ABSDO)[1] to prepare Australian or, where mutually agreed by the Standards bodies, joint Australian/New Zealand Standards. The accreditation process aims to determine the competency of an organisation to develop Standards that may be published as Australian Standards.

Standards Australia Limited (Standards Australia) is an independent company, limited by guarantee and trading under the name 'Standards Australia'. Standards Australia's principal activity is the development of Australian Standards and related products using a process involving transparency and consensus. Standards Australia is committed to serve the Australian community and has established, with the Commonwealth Government, a Memorandum of Understanding (MoU) that recognises Standards Australia as Australia's peak non-government Standards-writing body and the Australian representative on the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC).

Standards Australia has been accredited by ABSDO to produce Australian Standards and joint Australian/New Zealand Standards, and the remainder of this Guide relates to the processes used by Standards Australia to develop these documents.

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[1] For information on the Accreditation Board for Standards Development Organisations see http://www.absdo.org.au/

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4   STANDARDS DEVELOPMENT PATHWAYS

Standards Australia's Development Pathways describe the allocation of responsibility and resourcing across the common Standards development process. Standards Australia directs its resources to the core function of Standards development through prioritised support of the following pathways.

Stakeholders wishing to propose a Standards development project to Standards Australia are encouraged to discuss the pathway options with a National Sector Manager (NSM) and select the most appropriate pathway for their project.

4.1   Standards Australia Resourced

This pathway provides Standards Australia's resources, project management expertise and infrastructure. Standards Australia Resourced projects require commitment and active contribution from stakeholders over a defined period of time. Proposals for all Standards Australia resourced projects must be submitted through the Prioritisation Process for consideration and allocation of Standards Australia's resources. This process occurs twice a year.

4.2   Committee Driven

Under this pathway, primary project management contribution comes from stakeholders. In addition to providing the subject matter expertise, an appropriately skilled and experienced committee, takes on project management and secretariat responsibility for the project. Committee Driven projects may be eligible for Standards Australia resourcing through the Prioritisation Process; however the main contribution comes from stakeholders.

Other pathways are also available. These are not included in or subject to the Prioritisation Process, however all proposals submitted for development through the pathways outlined below require approval by Standards Australia's Production Management Group (PMG) and are reviewed by the Standards Development Committee (SDC).

4.3   Externally Funded

The Externally Funded pathway offers stakeholders customised solutions, greater choice in resourcing levels and accelerated project timeframes. While Externally Funded project proposals are subject to the same assessment requirements, this pathway is not part of the Prioritisation Process. Proposals for Externally Funded projects may be submitted to Standards Australia at any time throughout the year.

Important Note:

While Standards Australia welcomes proposals for Externally Funded Projects, the provision of external funding does not give the funding entity any preferential rights in relation to the technical content of a Standard. Standards Australia develops all Australian Standards in accordance with the range of Standards Australia's Standardisation Guides, regardless of the source of funding.

4.4   Bureau

Under this pathway, a single legal entity acts as a 'bureau' which takes responsibility for managing the committee, its activities and projects under a formal agreement with Standards Australia. Bureau projects are resourced and managed by stakeholders with minimal Standards Australia resourcing.

4.5   Accredited Standards Development Organisations

The Accredited SDO pathway is managed by the Accreditation Board for Standards Development Organisations (ABSDO) and allows organisations to be formally accredited as Standards developers in their own right. Please see www.absdo.org.au for further details.

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4.6   The Standards Australia Pathways Guide

The Standards Australia Pathways Guide has been designed to help you understand the options available and choose the pathway best suited to your Standards development requirements. Currently the detail contained within this Guide only includes the Standards Australia Resourced, Committee Driven and Externally Funded pathways. The details for the other pathways are currently under development and will be updated later.

For more information on the most appropriate pathway for your proposed project or to discuss any of these pathways, please contact a Standards Australia National Sector Manager (NSM) or the Customer Information Service on **1800 035 822**.

5   CONSENSUS AND TRANSPARENCY

The two key principles of *consensus* and *transparency* provide Standards their authority and widespread acceptance.

Consensus means:

> *"General agreement, characterised 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."*

Consensus need not imply unanimity.

ISO/IEC Guide 2, Standardization and related activities — General vocabulary

Transparency means that information on current work programs and proposals is available to all interested parties. Transparency also includes the concepts of openness, participation on a non-discriminatory basis, impartiality and a balanced participation in the development process by interests that will be significantly affected by the final Standard.

The policies and guidelines set out in this Guide and other Standardisation Guides are directed at ensuring that these principles of consensus and transparency are embodied in every Australian and joint Australian/New Zealand Standard. It is only by maintaining the openness and integrity of Standards that they will continue to be of benefit to society.

6   THE ROLE OF TECHNICAL COMMITTEES

The content of a Standard is the responsibility of a Technical Committee (TC). The basis for the composition (or 'constitution') of a TC is to ensure balanced participation by those interests that will be significantly affected by the resulting Standard. Individual members of a TC are selected by Nominating Organisations that may include, but are not restricted to, government bodies, industry associations, community-based and consumer organisations, employee organisations and professional, technical or trade associations.

Full details on the formation and operation of committees are available in *SG-002 Structure and Operation of Standardisation Committees* and the roles and responsibilities of committee members are given in *SG 004 Roles and Responsibilities in Standardisation*.

TCs have a continuing, ongoing role in supporting and maintaining the publications that they have prepared and approved. In special circumstances, e.g. a major change in a particular field of work, TCs may be disbanded, although they may, for a variety of reasons, (e.g. work program has been completed), be made inactive or placed in abeyance.

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7   THE STANDARDS DEVELOPMENT PROCESS

7.1   Initiation of new standardisation projects

7.1.1   Introduction

The inclusion of new standardisation projects in the work program of Standards Australia (SA) is one of the most important aspects of the standardisation process.

The resources that can be devoted to standardisation are finite, particularly in terms of the time contributed by committee members and SA employees. Therefore, careful planning, prioritisation and resource allocation to the volume of new work accepted over the course of a year is required.

> NOTE: Refer to the *Standards Development Pathways* section for more information.

7.1.2   Request for a new project

A project to prepare a new Standard (or other publication), or to revise or amend an existing publication, can result from:

- a request by an organisation such as government, industry or trade association, professional body, or consumer organisation;

- an individual request; and/or

- the review policy (see Clause 9).

Applications for a new project are made using the *Proposal Form for Standards Development Projects*. As part of the application, a rigorous justification of the need for the project and its alignment with the Net Benefit Case will be required before SA approves the commencement of a new project. The *Proposal Form* and the Guide to Net Benefit are available on the SA website. Click here for more information.

Project proponents are also advised to discuss the proposal with one of SA's National Sector Managers (NSM). They can provide proponents with guidance on completing the *Proposal Form* and the Net Benefit Case as well as discuss the most appropriate development pathway for the project.

The information that needs to be provided in the *Proposal Form* includes:

1. Details of the Project Proponent;

2. Details of the Project Proposal;

3. Summary and demonstration of the need and Net Benefit impact of the proposed work;

4. Harmonisation and alignment to existing related documents, e.g. industry, domestic, regional, other national or international guides, codes and research related to the proposed work;

5. Preferred Standards development pathway and who will fund the proposed work;

6. Justification of resource support from Standards Australia;

7. Details of relevant stakeholders across interest groups, the consultation process undertaken and whether they support the proposal;

8. Known risks and dependencies that might impact the successful completion of the proposed project/program or prevent consensus from being reached;

9. Details of projects in order of priority for development where multiple projects or a program of work is being proposed; and

10. Declaration of the accuracy of the proposal by the proponent.

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Net Benefit

New projects are expected to demonstrate a Net Benefit to the Australian community, i.e. all Australian Standards must have an overall positive impact on all relevant communities of interest.

Net Benefit takes into account the costs and benefits related to the following criteria:

- Public health and safety;

- Social and community impact;

- Environmental impact;

- Competition; and

- Economic impact.

These measures align with the Australian Government Office of Best Practice Regulation (OBPR) guidelines and provide a level playing field for all proposed Standards development projects.

> NOTE: The *Guide to Net Benefit* has been produced to assist in preparing a case to demonstrate the Net Benefit of the proposed project or program of work.

7.1.3 Assessment and approval of new projects

All proposed projects, including their Net Benefit Cases, are carefully evaluated by Standards Australia. If necessary, further clarification will be sought from the proponent.

The evaluation will consider the following criteria:

- Committee capability and stakeholder support;

- Resource availability;

- Net Benefit to the community;

- Availability of external funding;

- Support for Australia's legislative framework;

- Strategic alignment to national interest and public policy issues;

- Evidence of market failure or potential market failure;

- References in legislation and other Standards;

- International alignment;

- Breadth and depth of application of proposed Standard;

- Facilitation and harmonisation of trade and compliance with the World Trade Organisation Agreement on Technical Barriers to Trade (WTO – TBT) agreement;

- Appropriateness as an Australian Standard;

- Risks that could jeopardise the success of the project ;

- Project priority including key milestones of public comment and publication; and

- The preferred Development Pathway.

> NOTE: For more details on the assessment process and criteria, refer to the *Standards Australia Guide to the Project Prioritisation Process and Criteria*.

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Proposed projects are announced on the Standards Australia web-site (under Sector Updates). Comments are requested from interested parties. These responses are then considered by Standards Australia before a decision is made to approve or reject a project.

Where a proposal for a new Standard is put forward by an external source and the subject area is covered by an existing TC, that committee is consulted and their views on the proposal are sought.

Where no suitable TC exists the project proponent needs to indicate a suggested constitution for the new committee and also show that the proposal has the support of key stakeholders that are likely to be affected by the new Standard.

For projects proposed under the Externally Funded Pathway, evaluation and approvals can be conducted at any time.

For projects proposed under the Standards Australia Resourced or the Committee Driven Pathways, Standards Australia conducts a formal submission, evaluation and approval process twice per year. This process is detailed in the Standards Australia Guide to the Project Prioritisation Process and Criteria. This guide, along with details of the current prioritisation round, are available on the Standards Australia website. Click here for more information.

The Standards Australia Production Management Group (PMG) oversees the evaluation of all new project proposals. The PMG consists of the Standards Development Executive Team and is responsible for the oversight of the development of Australian Standards and other related documents. It reports to the Standards Development Committee (SDC), a committee of the Standards Australia Board. Details on the roles of the PMG and the SDC are provided in *SG 004 Roles and Responsibilities in Standardisation*.

The PMG reviews all assessments and either declines or recommends the proposals for SDC review and approval. In some cases, further information may be requested before a final decision is taken.

After approval by the SDC, all new projects are listed on Standards Australia's web site (under Sector Updates) to seek comments on the proposal. This public exposure enables any interested party to comment on the viability and/or urgency of any project and to inquire if their interests are adequately represented on the committee concerned.

Once the SDC has approved the project, the proponent is notified and work can commence. Where a new committee is required, the PMG will determine the constitution and terms of reference. For committees being established under the Standards Australia Resourced, Committee Driven and Externally Funded pathways, Standards Australia will notify the Nominating Organisations and establish the committee. For committees being established under the Bureau pathway it is the responsibility of the Project Sponsor (i.e. the Bureau) to establish the committee.

For projects being undertaken using the Bureau or Externally Funded pathways, Standards Australia will negotiate a Memorandum of Understanding (MoU) with the Project Sponsor. This will include items such as resources to be provided, training, costs and milestones to be met.

7.2 Project development

7.2.1 Project management

All Standards Australia projects are managed using the SA SP3 Project Management Methodology.

The Project Manager (PM) is a key member of each Standards development project team. PMs are the facilitators of projects and responsible for project administration and assisting the committee to meet its objectives. Their role may include providing guidance with drafting and advice on style and formatting.

Under the Standards Australia Resourced and Externally Funded pathways; the PM is provided by Standards Australia (or Standards New Zealand in the case of some joint committees). For Committee Driven projects an External Project Manager (EPM) is usually appointed and managed by

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the committee. This could be a member of the committee. For committees that are working under the Bureau pathway an EPM is appointed and managed by the Bureau.

For committees that are using different pathways for different projects, (e.g. a mixture of Standards Australia Resourced and Committee Driven projects), the EPM is appointed for those projects that are not being developed using the Standards Australia Resourced pathway. The latter remain the responsibility of the Standards Australia PM.

Where there is an EPM, Standards Australia appoints a staff member as a Shadow PM who provides advice and guidance and also monitors the progress of the project.

> NOTE: See SG 004 Roles and Responsibilities in Standardisation for more information.

7.2.2 Project initiation

The meeting of a committee where a new project (or work program) is introduced is known as the 'Kick-Off' meeting. The 'Kick-Off' meeting is of considerable importance and to follow are examples of what should be confirmed at this meeting:

- Scope and project objectives;

- Project benefits;

- Project schedule, especially key target dates of public comment, ballot and publication;

- Specific roles and responsibilities of individual members e.g. drafting, research;

- Issues and risks facing the project;

- Interdependencies including direct dependencies between project progress or work activities that are being undertaken;

- Resource and financial arrangements for the project; and

- Declaration of interests of committee members.

7.2.3 Project control

After the 'Kick-Off' meeting a Project Management Plan (PMP) is developed. The PMP defines the project and provides a baseline from which the project is managed and variations are tracked. It sets out the key steps for developing the Standard, target dates, and the specific activities required of individual committee members.

The PM in conjunction with the committee and, where appropriate, the project Sponsor submits a monthly Status Report to the Project Office on the progress of the project. This Status Report measures progress against the PMP.

7.3 Document drafting

The responsibility of the technical content of a Standard resides with the TC. The committee or one or more Working Groups (WG) provides the technical text to be incorporated into the document. This content is developed through a series of drafts and may involve face-to-face meetings, audio conferences, or on-line discussion through the Standards Australia Hub, which is a workflow and project and committee documentation management system that allows committee members access to information specific to the project(s) they are involved in.

The PM assists in the development of the document by providing specialist advice on standardisation practice and terminology. The PM is also responsible for advising on style and formatting of the document, as well as arranging editing and publishing.

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7.4   Draft Standards and public comment

TCs are constituted so that all sectors having a significant interest in the project are represented on the committee. It is, however, essential that anyone who feels that they have something to contribute to the draft Standard be provided with an opportunity to comment on its provisions. For this reason, Standards Australia publicly announces the availability of draft Australian and joint Australian/New Zealand Standards.

Draft Standards are freely available via the Standards Australia website, and comment is actively sought. Hard copies of drafts are also available on a fee-for-service basis. The comment period varies according to the needs of the project and TC, but is normally not less than 9 weeks.

At the expiry of the comment period, the committee responsible for the document is obliged to give serious consideration to all comments received and to determine which proposed changes will be incorporated into the Standard.

7.5   Approval of Standards

Prior to the publication of a document as a Standard, the following steps occur:

Step 1 – The Standard goes to the Technical Committee (TC) for ballot.

Step 2 – Committee members vote either affirmatively (with or without comment) or negatively. To be considered, negative votes must be accompanied by technical substantiation. Any formal abstentions from voting will be counted as 'not voting'.

> *NOTE: All committee members are obliged to submit votes at the ballot stage on behalf of their Nominating Organisation (as part of their responsibilities in accepting a position on the committee.) Only when consensus has been achieved can the document proceed to become a Standard.*

Step 3 – If a committee member casts a negative vote, the committee is obliged to give thorough consideration to the reasons for the negative vote and to attempt to find a resolution that is acceptable to the committee as a whole.

> *NOTE: Committee members are voting on behalf of their Nominating Organisation and not acting as individuals or a representative of their employer.*

While a unanimous affirmative vote is the desirable outcome, this is not always possible. Where there are unresolved negative votes, the Accreditation Board for Standards Development Organisations (ABSDO) has specified when consensus can be deemed to have been achieved.

Currently the consensus rules are[2]:

- A minimum of 67% of those eligible to vote have voted affirmatively; and

- A minimum of 80% of votes received are affirmative, and

- No major interest involved with the subject of the Standard has collectively maintained a negative vote.

  Consensus need not imply unanimity.

<div align="right">ABSDO September 2007, Criteria for Designation as an Australian Standard</div>

> *NOTE: When it becomes evident that a representative is not acting in the interest of their Nominating Organisation, Standards Australia will refer the issue back to the Nominating Organisation for resolution.*

These principles apply to the Australian votes on joint Australian/New Zealand Standards, while the New Zealand approval is decided by Standards New Zealand (SNZ). In the event that a consensus

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[2] Users are advised to check with ABSDO at http://www.absdo.org.au/Responsibilities.aspx to confirm the currency of these rules.

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can be achieved in one country but not the other, the committee may consider the option of producing country specific clauses or separate national Standards.

In cases where there is collective sustained objection by a major interest group, it is ultimately the responsibility of the Standards Development Committee (SDC) to arbitrate. In consultation with the PMG, the SDC will review the document development and ballot to ensure that the processes have been carried out in accordance with Standards Australia's policies and requirements. For resolution of technical concerns and/or disputes, the SDC may convene a separate group comprising independent experts in the field. That group will be asked to review and offer recommendations on suitable resolution to the technical issues and/or disputes.

7.6   Significant dates

In the course of publication and implementation of Standards, three significant dates apply:

1. **Approval date** — the date on which the document is approved by, or on behalf of, the SDC. For joint Standards, the New Zealand Standards Council approval date also applies.

2. **Publication date** — the date that a Standard becomes publicly available. In Australia, it is also the date on which the Standard or amendment comes into effect.

3. **Implementation date** — the date that a Standard becomes effective, where that date differs from the publication date. Legislation or certification programs may require a later date of implementation for a Standard than its publication date, for instance to provide a period of grace during which products and practices can be upgraded. In such cases, a Standard usually includes information or recommendations with regard to implementation dates; but as such dates are externally set, the advice in the Standard cannot be considered authoritative.

8   PARTICIPATION IN INTERNATIONAL STANDARDISATION ACTIVITIES

Many committees work in fields that are the subject of international Standards development activity. These committees are required to monitor (or 'mirror') international work in their fields. Where these committees take an active role and formally participate in the development of international Standards, the Mirror Committee is also responsible for developing the Australian position (and advising SNZ if it is a joint committee, noting that New Zealand and Australia have separate eligibility for membership of international committees) and briefing delegates to any international meeting.

> *NOTE: See SG 015 Australian Involvement in International Standardisation for more information.*

8.1   International adoption

Standards Australia has a policy of adoption, wherever possible, of international Standards prepared by ISO and IEC, as Australian, or joint Australian/New Zealand Standards. This policy has been implemented to reflect Australian Government policy on compliance with the World Trade Organization Agreement on Technical Barriers to Trade (WTO – TBT).

At the start of a new project, information on major national and international Standards in the subject area is provided to the committee concerned. Where an international Standard deals with the subject covered by the new project, such a Standard is considered and evaluated for adoption as a national Standard. Where a committee decides not to adopt the international Standard, the committee has to provide reasons for the unsuitability of the international Standard for use in Australia and, where appropriate, New Zealand. Where the international Standard is adopted but national variations are incorporated, the committee is required to provide documented reasons for these variations.

The PM regularly supplies updated information on international Standardisation to the committee during the life of the project.

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9   REVIEW OF STANDARDS

Standards Australia is committed to maintaining a contemporary and relevant suite of Australian Standards. This ensures that users of products and services based on Standards can be confident that those Standards mirror contemporary practice, are technologically up-to-date, and reflect current views on safety, quality and environmental impact. It is the intention of Standards Australia that all Standards published after 1 August 2006 will be reviewed at five-yearly intervals. Standards published before August 2006 are reviewed on an ongoing basis.

When reviewing a Standard the committee will be asked to evaluate it and determine if it is:

- Up-to-date technically;

- Reflective of current practice;

- Suitable for new and existing applications (products, systems or processes); and

- Compatible with current views and expectations regarding quality, safety and the environment.

The outcome of this review will be one of the following:

- Withdraw the Standard if it no longer satisfies the criteria mentioned above;

- Reconfirm the Standard for a further 5 years if its content is still deemed to be appropriate;

- Commence a revision of the Standard if the subject is still relevant but its content is found to no longer be appropriate. In this case a new *Proposal Form for Standards Development Projects* will need to be submitted by the committee. Click here for more information.

Where a revision is commenced, the Project Management Plan (PMP) will specify a target date for publication of the new edition. Failure to meet this target date may result in the Standard being withdrawn before the new edition has been finalised.

10 WITHDRAWAL OF STANDARDS

When the revision (i.e. the new edition) of a Standard is published, the original Standard is usually withdrawn. Withdrawals can also be triggered by factors other than the publishing of a new edition. These include the review mentioned above (Clause 9), the reconstitution of a committee, transfer of a Standard from one committee to another, or as a result of a special request.

A Standard may be withdrawn if it:

- Is not up-to-date technically;

- Does not reflect current practice;

- Is not suitable for new and existing applications (products, systems or processes); and/or

- Is not compatible with current views and expectations regarding quality, safety and the environment.

Where possible, the intention to withdraw the Standard is announced on Standards Australia's website in advance of the proposed withdrawal date. This allows users the opportunity to comment on the proposed withdrawal. Copies of withdrawn Standards may still be obtained from Standards Australia International (SAI) Global[3], although Standards Australia no longer endorses their content.

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[3] The SAI Global InfoStore available at http://www.saiglobal.com/shop/script/search.asp.

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11 COPYRIGHT

The copyright of all Australian Standards is normally vested in Standards Australia. It is the responsibility of committee members to ensure that any material put forward for inclusion in a Standard does not infringe a third party's copyright. In such cases, the material may be included in a Standard only after permission has been obtained from the copyright holder.

The copyright of joint Australian/New Zealand Standards is owned by both Standards Australia and Standards New Zealand, each having exclusive copyright ownership within its own country. Any grant of copyright by the copyright owner is limited to their respective country, and any grant covering both countries or for international use is agreed to jointly.

Where committee members submit material that they, their employers or Nominating Organisations have originated, and where such material is subsequently included in a Standard, Standards Australia recognises the right of the originator of the material to continue to reproduce that material in the form in which it was originally submitted.

However, committee members, their employers and Nominating Organisations are reminded that, although they may have contributed part of the content of a Standard, they are not thereby entitled to reproduce the whole contents of the published Standard. Requests to do so require written permission from Standards Australia.

12 AVAILABILITY OF STANDARDS

Any document bearing the name Australian Standard, New Zealand Standard or Australian/New Zealand Standard is available for purchase through the SAI Global and Standards New Zealand.

DOCUMENT HISTORY

To follow details the history of this document:

Date	Author	Amendment Details	Change Source
11/03/08		v1.0 – First issued	
01/10/08		v2.0 – Updated & re-issued	
27/07/09		v2.1 – Updated & re-issued	SA Project Office (PO)
22/04/10	Policies & Procedures Officer	v3.0 – Amendments to Development Pathway definitions & re-issued	SA Project Office (PO)
16/06/10	Policies & Procedures Officer	v4.0 – Update entire document to align with Pathways & re-issued	Program Manager, Living Laboratory & SA PO
03/08/10	Process & Procedures Officer	v4.1 – Clarify the preferential rights of funding entities in section 4.3	General Counsel / GMO
06/12/10	Process & Procedures Officer	v4.2 – Update Copyright disclaimer & minor amendment to Section 9 to clarify the Standards review policy.	General Counsel, GMO & CEO

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| 21/02/12 | Process & Procedures Officer | v4.3 – Update all hyperlinks after new corporate website released | SA Project Office (PO) |