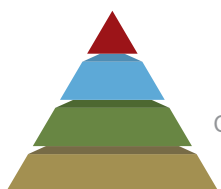




Responsible Jewellery Council

Certification Handbook



GUIDANCE

Certification Handbook

November 2008

G001_2008 – Certification Handbook

The Responsible Jewellery Council

The Responsible Jewellery Council (RJC) is a not-for-profit organisation founded in 2005 with the following mission:

To advance responsible ethical, social and environmental practices, which respect human rights, throughout the diamond and gold jewellery supply chain, from mine to retail.

About this Handbook

This Handbook provides **an overview of the Responsible Jewellery Council system and the requirements for achieving certification.**

This is a 'living document' and the RJC reserves the right to revise this Handbook based on implementation experience and emerging good practice. The version posted on the RJC website supersedes all other versions. To verify this document is current, please visit: www.responsiblejewellery.com

Disclaimer

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1. The Responsible Jewellery Council

1.1 Mission

The Responsible Jewellery Council (RJC) is a not-for-profit organisation that has been established to reinforce consumer confidence in the jewellery industry by promoting responsible ethical, human rights, social and environmental practices throughout the jewellery supply chain. The RJC's initial focus is on diamonds and gold. It is anticipated that this scope will expand to include other components of the jewellery industry in the future.

1.2 The business case for joining the RJC

Consumers are increasingly concerned about the integrity of the products they buy. This concern is particularly important for the jewellery industry, as jewellery purchases are highly discretionary and have a strong emotional connection. It is in the best interests of businesses in the jewellery sector to ensure that they, and in turn the consumer, can have confidence in the integrity of the products they buy and sell.

The RJC has developed a common platform of standards for the jewellery supply chain and credible mechanisms for verifying responsible business practices through third party auditing. Businesses that join the RJC and demonstrate that their business practices conform to RJC's common set of standards of responsible practice will have the benefit of recognition against an international certification system.

Certification under the RJC system will not only help Members to support their own reputations, but also the reputations of the suppliers and customers with which they do business. This commitment will help create and reinforce business partnerships, reduce commercial risk, and provide a foundation of confidence for sustainable growth.

1.3 Nature of the jewellery supply chain

The supply chain for the jewellery industry is complex and fragmented. Raw materials may come from many different types of mines in many different countries; they may be sold several times, mixed, and converted into new products before being sold to the end consumer.

The diagram below illustrates the basic stages of the supply chain and the main supporting organisations.

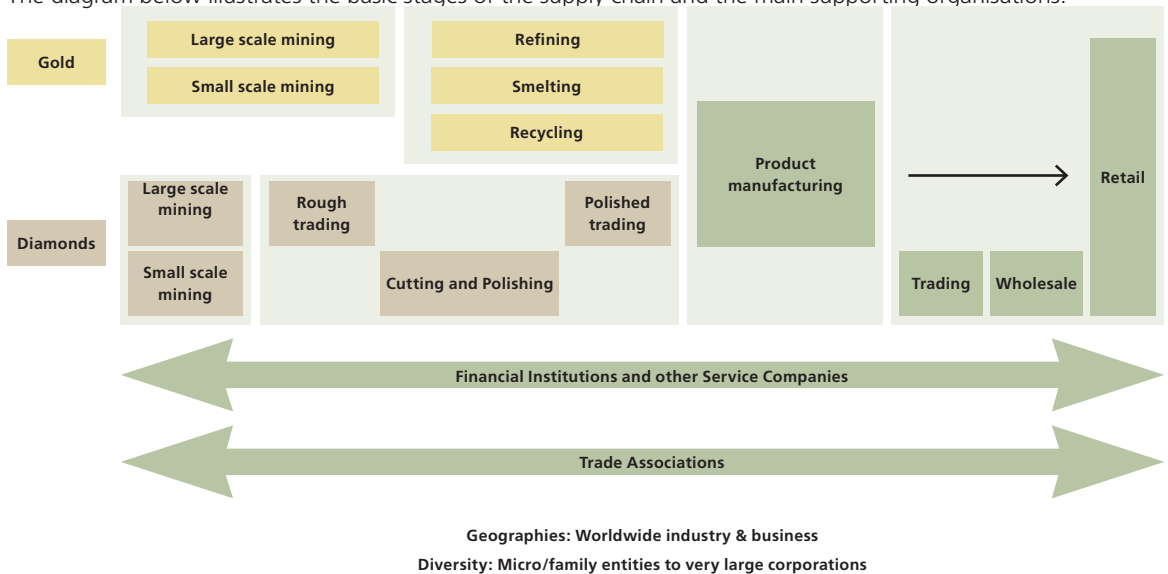


Figure 1 - Diamond and gold jewellery supply chain

1.4 A focus on business practices, creating a 'community of confidence'

The RJC's focus is on encouraging responsible business practices to be followed by as many businesses and organisations that operate within the jewellery supply chain as possible. A broad network of membership will help to create a 'community of confidence' within the industry. Business-to-business relationships, based on confidence in the business practices of Members, can then flow through to enhance consumer confidence.

While the RJC does not seek to certify individual jewellery components, RJC certification of Members' relevant businesses can provide them with credible evidence to support their own chain-of-custody initiatives.

1.5 An inclusive approach

The RJC's approach is inclusive, not exclusive. The Council extends the opportunity of membership throughout the industry, including large and small businesses, at all levels of the supply chain and to organisations that provide services to the jewellery industry. In addition, Members are encouraged to promote the adoption of responsible business practices amongst their business partners.

The RJC appreciates that many Members are engaged with a range of standards and initiatives relating to business practices. It is anticipated that the creation of an international certification system for businesses in the jewellery supply chain will enable a streamlining of assurance that should help to reduce unnecessary duplication.

Summary

- The RJC is focussed on responsible practices – ethical, human rights, social and environmental – in the diamond and/or gold jewellery supply chain.
- The business case for membership of the RJC, and certification under its system, is based on reputation and consumer confidence.
- A broad network of certified Members through the jewellery supply chain, each with responsible business practices independently verified against an international standard, will help to create a 'community of confidence' for the industry.
- RJC Membership is open to all businesses participating in the diamond and gold jewellery supply chain – small to large, mining to retail.

2. Responsible Jewellery Council Certification

2.1 What is Responsible Jewellery Council Certification?

To deliver against its Mission, the RJC has developed a system for Responsible Jewellery Council (RJC) Certification.

A certification system has four important elements:

1. A set of voluntary standards lays out the specific requirements of the system;
2. Independent, third party auditors are accredited as competent to evaluate conformance against the standard;
3. Verification by accredited auditors provides Objective Evidence that the requirements of the standard have been fulfilled;
4. A decision on certification is taken on the basis of the results of verification.

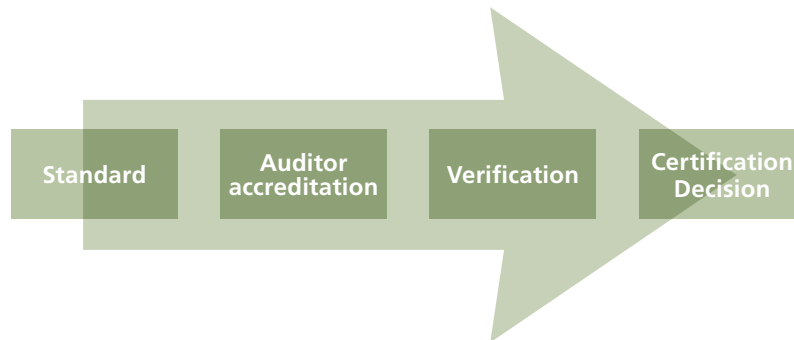


Figure 2 – Elements of a certification system

[Adapted from ISEAL Emerging Initiatives – Module 1 (2008)]

Certification under the RJC system is based on the Code of Practices (COP) as the standard. The COP, adopted by the RJC in September 2006 and updated in 2008, defines responsible practices for business ethics, human rights, social, and environmental issues. The provisions of the COP have been established through reference to national and international law, established international and industry standards, and sound business practice.

The RJC system requires Members to undergo independent third party verification (also known as auditing) by accredited auditors. For verification, auditors will seek Objective Evidence that a Member's business practices fulfil the requirements of the standard. The decision whether to grant RJC certification will then be made by the RJC Management Team, acting on a formal recommendation by the auditor.

Certified Members will be allocated a unique RJC Certification identification number. The RJC will maintain a publicly available list of Certified Members and the certification details on its website.

Standard	<ul style="list-style-type: none"> • Code of Practices • Additional supplements to be incorporated, for example Mining
Auditor accreditation	<ul style="list-style-type: none"> • Accreditation of qualified and competent auditors who have been trained in the RJC System
Verification	<ul style="list-style-type: none"> • Accredited auditors carry out a verification audit of a Member's Self Assessment against the Code of Practices
Certification Decision	<ul style="list-style-type: none"> • Auditor makes a formal recommendation for or against certification based on verification findings; • RJC grants certification based on auditor's recommendation.

Figure 3 – RJC Certification elements

To drive the achievement of conformance by Members, the RJC system establishes mechanisms for early identification of issues, corrective action and continual improvement. It also provides for Membership disciplinary

proceedings and ultimately sanctions, where such actions are reasonable and proportionate in all the circumstances.

2.2 Scope of Application

The RJC system is designed to apply to all sectors of the diamond and/or gold jewellery supply chain, from mining through to retail.

It is a condition of RJC membership that Members undergo the process of obtaining RJC Certification covering all their relevant Facilities. This applies to Members in the following sectors:

- Gold and/or diamond miner;
- Gold trader, hedger or refiner;
- Diamond trader and/or cutter and polisher;
- Gold and/or diamond jewellery manufacturer;
- Gold and/or diamond jewellery wholesaler;
- Gold and/or diamond jewellery retailer;
- Gold and/or diamond assayers and laboratories.

2.3 Key documents and tools

The RJC system uses the following hierarchy of key documents, tools and templates.

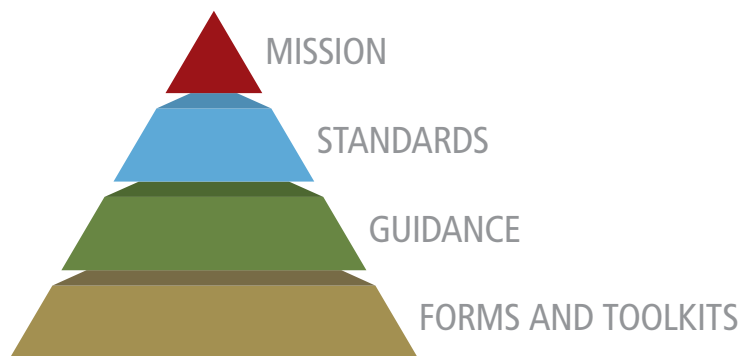


Figure 4 – RJC system's document hierarchy

The RJC system's core documents that fit within this hierarchy are shown in Figure 5. These are the essential documents that have been developed to enable Members to understand and implement the RJC system. They have been designed with an aim to accommodate the various sizes and types of organisational structures which make up the RJC membership.

An additional sector-specific Mining Supplement is currently under development which will be integrated into the Code of Practices. Further supporting materials to assist Members will also be developed for specific sectors, jurisdictions and issues, as required. Members will be advised when new materials are made available, and should check the RJC website for updates.

Statement of Principles and Code of Practices	<ul style="list-style-type: none"> • Fundamental ethical, social, human rights and environmental principles to which Members commit; and • A set of standards that are applicable to all businesses that are Members of the RJC, through the diamond and gold jewellery supply chain, from mine to retail.
Standards Guidance	<ul style="list-style-type: none"> • Introduction and guidance on each of the standards of the Code of Practices.
RJC Certification Handbook	<ul style="list-style-type: none"> • Overview of the RJC System and the requirements for achieving certification (this document)
Assessment Tools	<ul style="list-style-type: none"> • Assessment Manual (for Members and Auditors) • Assessment Questions (used by Members and Auditors) • Self Assessment Workbook (used by Members)

Figure 5 – Core documents at July 2008

2.4 Timelines for certification

The timelines for RJC Members to achieve certification under the RJC System are as follows:

Membership type	Certification timelines
RJC Members as of 31 st December 2008	31 st December 2010.
New Members joining the RJC after 31 st December 2008	Two years from the end of the month of application.
RJC Members with mining Facilities	Two years from the release of the updated Code of Practices incorporating the Mining Supplement. For New Members joining after this date, two years from the end of the month of application.

Disciplinary proceedings may be commenced against Members who do not meet this timetable.

After a Member has become RJC certified for the first time, the ongoing frequency of verification assessments for re-certification will be every 3 years. This will be dated from the RJC Management Team’s receipt of the previous Certification Recommendation. Independent verification of continued conformance, on this regular 3 year basis, will be required to maintain Certified Member status.

For the inaugural implementation of the RJC system, there will be a one-year certification option. Certification valid for one year can be granted to Members who develop an agreed compliance roadmap for Major Non-conformances found by Auditors (see section 7). At the end of the one-year certification period, Members will be required to undergo another verification assessment to verify progress towards compliance.

Certified Members are required to update their Self Assessments when there is a fundamental change to their business.

Summary

- The RJC certification system comprises: a standard (the Code of Practices); auditors accredited as competent to assess against the standard; independent verification of Members’ business practices against the standard; and a certification decision based on the auditor’s recommendation.
- RJC Members who have been independently verified as being conformant with the Code of Practices under the RJC system will become Certified Members.
- Current RJC Members as of 31st December 2008 are required to undergo independent verification by December 2010.
- Companies that become RJC Members after 31st December 2008 will be required to undergo independent verification within 2 years of the end of the month of application.
- RJC Members with mining Facilities will be required to undergo independent verification within 2 years of the release of the updated Code of Practices, incorporating the Mining Supplement.
- Re-certification will be required after 3 years, or after 1 year if there are any Major Non-conformances (for the inaugural period of RJC System implementation).

3. Roles of the RJC, Members and Auditors

The RJC, Members and Auditors all have important roles to play in implementing the RJC system.

3.1 The RJC

The RJC's role includes:

- Reviewing and updating the RJC system to keep it current and relevant to the needs of Members and stakeholders;
- Supporting and overseeing the quality, integrity and credibility of Self Assessment and third party verification;
- Accrediting third party auditors to conduct Verification Assessments;
- Certifying Members as conforming to the Code of Practices and listing them as such on the RJC website;
- Publicly reporting on the aggregate progress of Members in implementing the RJC system in RJC Annual Membership Reports;
- Building awareness of the RJC value proposition through engagement with industry and other stakeholders.

Note that the RJC will not act as auditors and undertake verification of Members in its own right.

3.2 RJC Members

Members' roles include:

- Operating their business, Entities and Facilities in accordance with the RJC system;
- Engaging an accredited auditor(s) to conduct their Verification Assessment;
- Implementing corrective action or improvement plans, as appropriate, to achieve conformance and continual improvement.
- Promoting responsible business practices in their diamond and gold jewellery supply chain.

Note that a Member must fulfil these roles to maintain their status as a Member in good standing in the RJC.

It is recommended that Members designate a RJC Co-ordinator for the purposes of Self Assessment and Verification. The Co-ordinator's roles could include overseeing the following:

- Completing and/or delegating the Member's Self Assessment;
- Being a central point of contact and support for corporate documentation and any internally initiated corrective actions undertaken in advance of verification;
- Co-ordinating the engagement of the Auditor/s, once the Member's Self Assessment is complete;
- Assisting the Auditor/s with additional information, contacts at Facilities for verification visits, and scheduling and logistics, as required;
- Liaising with the RJC Management Team on progress, as required.

3.3 Auditors

Auditors must be accredited to carry out assessments under the RJC system (see section 4). The Auditor/s' role includes:

- Conducting a Verification Assessment, which involves:
 - A preliminary desktop review of the Member's Self Assessment and other related information;
 - Selection of a representative set of the Member's Facilities and practices to visit and assess;
 - Verification of the Member's Self Assessment through on-site review at the selected sample of Facilities.
- Identifying non-conformances which require corrective action and carrying out follow-up reviews of progress against milestones, if required;
- Preparing Verification Reports to the Member and the RJC Management Team, including a recommendation on whether Certification should be granted.

The Auditors who carry out verification for a Member cannot advise or assist in that Member's Self Assessment, as this would be a conflict of interest.

Note that the Auditors' legal relationship will be with the Member that has engaged them for its verification process, not with the RJC.

Summary

- The RJC is responsible for operating and updating the RJC system.
- Members are responsible for operating their business in conformance with the RJC system.
- Members should nominate a RJC co-ordinator to liaise with auditors and the RJC Management Team.
- Auditors are responsible for verifying whether Member's business practices are in conformance with the Code of Practices and making a recommendation on certification.

4. Auditor Accreditation

The credibility of RJC Certification hinges on the quality and independence of the third party Auditors. It is essential that the RJC can satisfy itself that Auditors have appropriate experience and expertise and that there is no conflict of interest when undertaking verification for individual Members.

The RJC has set objective selection criteria for auditors to be deemed competent to carry out verification under the RJC system. A system of auditor accreditation is being established.

4.1 Objective selection criteria for Auditors

A Lead Auditor is responsible for undertaking verification of a Member's conformance with the Code of Practices. Depending on the size and nature of the Member's business, a team of two or more auditors may be required. In this case, additional auditors working under the direction of a Lead Auditor would contribute to the verification process.

The size and composition of an auditing team will be influenced by a number of factors including the:

- Verification Scope;
- Availability of qualified Auditors;
- Geographic location of the Member;
- Requirement for specialist knowledge;
- Language considerations;
- Cultural considerations, including gender;
- Country or regional social familiarity.

In consideration of the scope of the RJC system, the RJC has set the following minimum requirements for auditors. These criteria are aligned with the ISO19011:2002 (Guidelines for quality and/or environmental management systems auditing) standards on the competence and evaluation of auditors conducting certification audits.

Auditor Role	Minimum Selection criteria
All Auditors	Secondary education; and 5 years total work experience; and At least 2 years of the total five years work experience in business ethics, social and/or environmental management field; and 40 hours of audit training.
Lead Auditors	At least three complete audits for a minimum total of 15 days of audit experience acting in the role of an audit team leader, under the direction and guidance of an auditor competent as an audit team leader. The audits should be completed within the last 2 consecutive years.
Auditors	At least, four complete audits for a minimum total of 20 days of audit experience as an auditor-in-training, under the direction and guidance of an auditor competent as an audit team leader. The audits should be completed within the last 3 consecutive years.

Note:

- Secondary education is that part of the national educational system that comes after primary or elementary stage, but that is completed prior to entrance to a university or similar educational institution;
- The number of years of work experience may be reduced by 1 year if the person has completed appropriate post-secondary education;
- 'Audit days' only applies to time on site. It excludes preparation (for example planning) and post audit follow-up activities (for example reporting).

[Source ISO19011:2002]

4.2 Auditor accreditation process

An auditor accreditation system will be established by the RJC. In addition to meeting the selection criteria for competence, prospective auditors will need to undertake additional training on the RJC system to become accredited.

Those auditors or auditing organisations that meet the selection criteria for competence, and have been trained on the RJC system, will be added to a publicly available list of Accredited Auditors. Members will then be able to select accredited auditors or auditing organisations from the list and contract their services according to location and availability.

Auditors will still be required to document their credentials in their Verification Reports and confirm that they have no conflict of interest in carrying out verification for that Member.

If there are any questions relating to the selection or availability of Auditors, contact the RJC Management Team for guidance.

Summary

- Auditors must be independent third parties with no conflict of interest.
- The size and nature of a Member's business will determine whether one Lead Auditor, or a team of two or more Auditors, is needed.
- Auditor accreditation will require meeting selection criteria for competence and undertaking additional training on the RJC system.

5. Data Confidentiality

5.1 RJC Management Team confidentiality

The confidentiality of Member's commercially sensitive information is fundamental to the design of the RJC system. Examples of commercially sensitive information are contained in the RJC's Antitrust Policy Statement (available on the RJC website).

The RJC Management Team will only access information about Members and their Facilities provided in:

- An application for the purposes of becoming a Member;
- A notification by a Member of a Critical Breach identified during the Self Assessment (see section 7.3);
- The Auditor's Certification Recommendation and Summary Report (see section 6.2.5).

All such information will be maintained securely by the RJC Management Team and will not be exchanged or disseminated to any third party.

However where the outcome of the Certification Recommendation is positive, a public listing of the Member will be made confirming that the Member has achieved Certified Member status and the terms of the certification validity (see section 6.3).

Aggregate information on progress with the RJC system, and which does not identify individual Members, will be publicly communicated in Annual Membership Reports.

5.2 Auditor confidentiality

Auditors may have access to confidential or commercially sensitive information during the course of their desktop and on-site verification. It is entirely at Members' discretion whether to require that their chosen Auditors enter into confidentiality agreements to prevent disclosure of such information to third parties. Confidentiality agreements are common practice for third party verification and auditing.

Summary

- The RJC will receive very limited information about a Member in the Certification Recommendation.
- Any commercially sensitive information will be kept strictly confidential within the RJC Management Team.
- The Certified Member status will be publicly disclosed.
- Members should consider requiring Auditors to enter into confidentiality agreements.

6. Steps to Certification

During 2008-2010, the RJC system will be implemented by Members for the first time. There are three main steps for the inaugural certification process, summarised in the diagram below.



Figure 6 – Steps to Certification

In general, Members have two years to carry out steps 1 and 2 (see section 2.4). The following sections provide an overview of the main activities and resources used in each of the three steps. [Additional guidance and specific instructions on how to complete each step are contained in the Assessment Manual.](#)

6.1 Step 1: Self Assessment by Members

6.1.1 Purpose

In the first step, Members carry out a Self Assessment of their organisation and its Facilities. There are three purposes to the Self Assessment:

- For Members to define the Certification Scope, by identifying those parts of their business that actively contribute to the diamond and/or gold jewellery supply chain;
- For Members to review their business practices against the requirements of the Code of Practices. This provides the opportunity to identify any gaps or areas of non-conformance and address them in advance of the Verification Assessment;
- For Members to assemble the relevant information to enable the Auditor/s to work efficiently and effectively.

6.1.2 Resources to assist

The following resources are available on the RJC website to assist Members with this step:

- [Self Assessment Workbook](#): prompts Members to gather and provide relevant information to provide to the Auditor/s, and includes a questionnaire to establish conformance against the Code of Practices. Note that Members may use their own format for assembling the information required for the Self Assessment;
- [Assessment Manual](#): contains instructions on how to complete a Self Assessment and prepare a corrective action plan;
- [Standards Guidance](#): suggests management approaches for each area of the Code of Practices.

6.1.3 Certification Scope

The Certification Scope is defined by Members. It must cover all Facilities that are:

- Owned or controlled by Members; and
- Actively contribute to the diamond and/or gold jewellery supply chain.

For the first Self and Verification Assessments, records and evidence from the previous 12 months will be required. Records used towards certification should then be kept for a minimum of 3 years (the certification validity) or longer as required by Applicable Law.

6.1.4 Identifying and correcting non-conformances

During the Self Assessment process, a Member may identify non-conformances (see Section 7). The Member should use the time available to them to address these, or make them the focus of an internal corrective action plan, before finalising their Self Assessment and commissioning a verification assessment.

- Critical Breaches must be addressed prior to commissioning the Verification Assessment, as disciplinary proceedings will commence if they are identified by the auditors (see section 10).
- Other non-conformances do not necessarily need to be completely resolved before auditing. However Members are encouraged to do so where possible, or evidence (such as a corrective action plan, see Section 7.3) should be available to show auditors what action is being undertaken.

6.1.5 Seeking external assistance

Members who lack the capacity, resources or confidence to complete their Self Assessment can consider seeking the assistance of a competent consultant or advisor. Members may also choose to seek external assistance to assess potential problems and identify solutions at this stage. The RJC Management Team can only provide general advice in the form of guidance and resources available to all Members, because of its role in granting certification. Note that any person involved in the Self Assessment cannot play a role in the Verification Assessment, as this represents a conflict of interest.

6.1.6 Requesting verification of Self Assessment

When the Member deems itself ready to be independently verified for certification, one or more accredited Auditors should be appointed. Where other standards are to be audited at a Member and/or Facility, organising RJC system verification to occur concurrently may reduce duplication and costs. Members should submit their Self Assessment to their chosen auditor/s and request a Verification Assessment.

Self Assessments should NOT be submitted to the RJC Management Team. However Members are invited to advise the RJC when their Self Assessment is complete and auditors have been appointed.

Summary

- Members must complete a Self Assessment to prepare for the verification step.
- Use it as an opportunity to identify and correct areas of non-conformance before the auditors arrive.
- Do not submit Self Assessments to the RJC Management Team.

6.2 Step 2: Verification Assessment by Auditors

6.2.1 Purpose

In the second step, accredited independent third-party auditor/s conduct a Verification Assessment. The purpose of verification is to verify or 'check' a Member's own assessment of performance in their Self Assessment. The Verification Assessment thus comprises the following:

- A preliminary desktop review of the Member's completed Self Assessment and other related information;
- Selection of a representative set of the Member's Facilities and practices to visit and assess, that is representative of the nature, scale and impact of the Member's business – the Verification Scope;
- Verification of the Member's Self Assessment through on-site review of the selected practices and Facilities within the Verification Scope.

6.2.2 Resources to assist

In addition to the Member's Self Assessment, the following resources are available on the RJC website to assist auditors with this step:

- Assessment Manual: instructions on how to conduct a Verification Assessment, including templates for audit planning and report preparation;
- Standards Guidance: containing general guidance on each area of the Code of Practices.

6.2.3 Verification Scope

The Lead Auditor defines the Verification Scope. It must be determined so as to:

- Achieve the objective of establishing sufficient confidence to make a recommendation on Certification;
- Take account of risk and relevance using available information, including the Member's Self Assessment, public reports, legislative frameworks, previous assessment reports and existing certifications;
- Fit within the RJC system's recommended time limits for the size, complexity and location of the business (or as otherwise negotiated);
- Be documented in a Verification Plan detailing which provisions are to be assessed at which Facilities.

6.2.4 Verification Assessment

The Lead Auditor will liaise with the Member on the Verification Plan, scheduling and any information or documentation required in advance. Where a team of two or more auditors is required, the Lead Auditor will select competent and accredited auditors to work under his/her direction.

The onsite activities of the Verification Assessment involve some or all of the following:

- Opening meeting;
- Assessment which involves:
- Obtaining Objective Evidence;
- Interviewing (listening, questioning, observing);
- Notes & record taking.
- Evaluation of the results;
- Closing or Exit Meeting.

6.2.5 Post-Assessment and reporting

The Verification Assessment uses the same set of questions and performance ratings as the Self Assessment Questionnaire. During the verification process, the auditors may identify non-conformances (see Section 7). Members will need to adequately address any Major non-conformances *before* the Lead Auditor can recommend them for Certification.

After completing all on-site activities, Lead Auditors coordinate the collation of all findings and information. They then prepare reports for the Member and the RJC Management Team:

- Member Verification Report: a comprehensive report to the Member, including the scope, coverage, and detailed assessment of the Member's conformance with the relevant provisions in the RJC Code of Practices, the effectiveness of the Member's practices, and conclusions and recommendations;
- Certification Recommendation and Summary Report: a summary report that includes the certification and verification scopes, a summary of findings, and a recommendation on whether the RJC Management Team should grant certification to the Member.

A suggested table of contents and additional guidance for these reports is provided in the Assessment Manual. The Certification Recommendation and Summary Report to the RJC Management Team must be in the English language.

Summary

- Accredited and independent auditors verify the Member's Self Assessment.
- The Verification Assessment comprises desktop and on-site reviews.
- Lead Auditors decide the scope of the assessment and draw up an audit plan. The number of Assessment person-days required is based on the size, complexity and location of the Member's business. The specific business practices and Facilities to audit are selected on the basis of the nature, scale and impact of the Member's activities.
- Lead Auditors prepare a comprehensive report to the Member, and a summary report to the RJC Management Team that includes an overall recommendation regarding certification.

6.3 Step 3: RJC Certification granted by the RJC

On receipt of the Certification Recommendation and Summary Report, the RJC Management Team will initiate the Member Certification process. Certification is granted to a Member as a whole, covering all Facilities within the Certification Scope. Certification is not granted to individual Facilities.

Steps carried out by RJC in the Member Certification process include to:

- Confirm the competence of the Auditor(s) against the accredited auditor register;
- Confirm that the Member's RJC membership is in good standing in all respects;
- Review the Summary Report and confirm that the findings are consistent with the instructions to auditors in the Assessment Manual;
- Document the terms of the Certification validity, including the name and geographic location/s of the certified Member, the date Certification becomes effective and expires, and hence when re-assessment is due; and the standards documents (including issue number and/or revision) used for the assessments.
- Issue formal documentation and information to the Member, including a unique Certification identification number unambiguously identifying the Certification status, and the licence conditions for use of the RJC logo and related intellectual property;
- Record the Member's certification status on the RJC website.

Impartiality is an important principle in the granting of RJC certification. Potential conflicts of interest that could threaten impartiality will be carefully monitored and managed by the RJC Management Team and associated RJC Committees.

Summary

- The RJC Management Team is responsible for granting certification to Members, based on the accredited auditor's recommendation.
- Procedures for the review and action of auditors' recommendations have been developed.
- Certification is granted to a Member as a whole, covering all Facilities within the Certification Scope. Certification is not granted to individual Facilities.
- Certified Members will be issued with formal documentation and information on their certification status, benefits and conditions of use, and their certified status recorded on the RJC website.

7. Non-Conformances and Corrective Action

7.1 Performance ratings

The Self Assessment and Verification Assessment both use the following performance ratings:

- Conformance;
- Minor Non-Conformance;
- Major Non-Conformance;
- Not Applicable.

A 'Not Applicable' rating can be allocated when a requirement of the Code of Practices is not applicable based on the nature, scale and impacts of the Member's business activities, product and/or services. A credible and verifiable explanation must be included in Assessments to justify a 'Not Applicable' status.

The performance ratings are defined in the Glossary at the end of this Handbook. More information can be found in the *Assessment Manual*.

7.2 Critical Breach

A Critical Breach is a situation of Major Non-Conformance by a Member deemed to be critical to the integrity of the RJC system. The following provisions have been classified as Critical Breach provisions:

RJC Code of Practice	Critical Provisions
1.3 Kimberley Process	1.3.1, 1.3.2, 1.3.3, 1.3.4
1.5 Product Integrity	1.5.1, 1.5.2, 1.5.3, 1.5.4, 1.5.5, 1.5.6, 1.5.7, 1.5.8
2.2 Child Labour and Young Persons	2.2.1, 2.2.3, 2.2.4
2.3 Forced Labour	2.3.1
2.6 Health and Safety	2.6.5
2.7 Discipline and Grievance Procedures	2.7.1
3.2 Hazardous Substances	3.2.1
3.3 Waste	3.3.1

Critical Breach provisions are uniquely identified in the Assessment Questions using *underline italics* type face. Should one of these provisions be rated as a Major Non-conformance, then this constitutes a Critical Breach against the Code of Practices.

7.3 Obligations of Members and Auditors for Non-Conformances

The following table describes the obligations that Members and Auditors have in relation to follow-up action required for non-conformances identified during a Self Assessment or a Verification Assessment.

Obligations of Members and Auditors Based on the Findings of the Assessment Process

Performance Rating	Self Assessment	Verification Assessment
Critical Breach	<p>Members have an obligation to immediately report Critical Breaches to the RJC Management Team.</p> <p>Members must cease and/or immediately reassess the activity until the Critical Breach is rectified. The RJC can direct the Member to resources that may assist with corrective action.</p> <p>The Council needs to be kept abreast of progress and will only initiate disciplinary action if the Member does not implement the changes necessary to rectify the critical breach.</p>	<p>The Auditor shall immediately communicate all Critical Breaches to the RJC Management Team.</p> <p>Disciplinary proceedings against the Member will commence. This may result in temporary or permanent loss of membership of the RJC.</p>
Major Non-Conformances	<p>Members should prepare adequate corrective and/or preventive actions and document these in a Corrective Action Plan.</p> <p>Members must implement these actions in a timely manner and evaluate their effectiveness prior to a Verification Assessment. Evidence of action to address Major Non-Conformances should be available for review by the Auditor during a Verification Assessment.</p>	<p>Members must prepare adequate corrective and/or preventive actions and document these in a Corrective Action Plan.</p> <p>The Member should then forward this Corrective Action Plan to the Lead Auditor within 1 month of the Verification Assessment, or as otherwise agreed.</p> <p>A follow-up visit should occur within 6 months of the Verification Assessment to confirm that the Member has either addressed the areas of Major Non-Conformance, or that progress towards the implementation of these actions is well underway. Where appropriate, the Auditor may agree that the Member can dispatch the necessary evidence to the Auditor by other means such as electronically or via remote conference. The effectiveness of implemented actions must be evaluated.</p> <p>The Auditor cannot recommend the Member for Certification until all Major Non-Conformances have been adequately addressed or captured in an approved Corrective Action Plan.</p> <p>Certification, if granted with Major Non-Conformance/s, is valid for 1 year from the date of the assessment.</p>
Minor Non-Conformance	<p>Members should prepare adequate corrective and/or preventive actions and document these in a Corrective Action Plan.</p> <p>Minor Non-Conformances do not need to be completely resolved before a Verification Assessment, but evidence should be available of the corrective action being undertaken. The effectiveness of implemented actions must be evaluated by Members.</p>	<p>Members must prepare adequate corrective and/or preventive actions and document these in a Corrective Action Plan.</p> <p>Corrective and preventive actions addressing Minor Non-Conformances must be completed within the 3 year Certification period.</p> <p>Action plans may be reviewed by the Auditor during subsequent visits and/or Verifications Assessments for re-certification.</p> <p>Certification, if granted with Minor Non-Conformances, is valid for 3 years from the date of the assessment.</p>

Figure 7 summarises the above table in terms of three potential outcomes of a Verification Assessment.

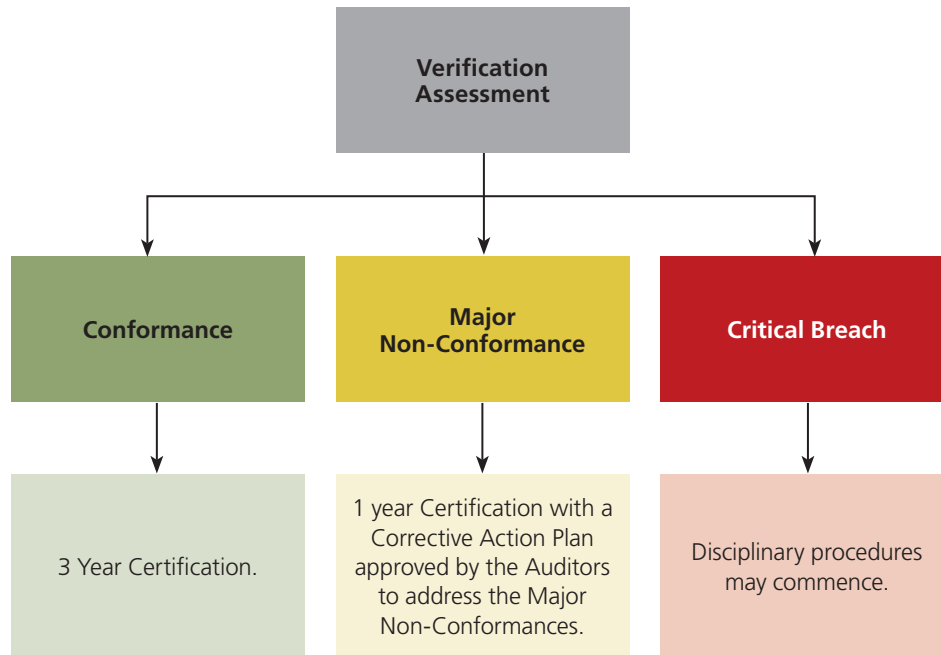


Figure 7 – Potential outcomes of Verification Assessment

For more information on disciplinary procedures see section 10.

Summary

- Members and Auditors have an obligation to immediately report Critical Breaches to the RJC Management Team. If Critical Breaches are reported by a Member, RJC can direct the Member to resources that may assist and will monitor progress on corrective actions. If Critical Breaches are identified by an Auditor, disciplinary proceedings are triggered.
- Members with no Major Non-Conformances can be recommended for certification for a 3 year period.
- Members found to have Major Non-Conformances can only be recommended for certification for a 1 year period, with corrective action plans approved by the auditors.
- Non-Conformances found in a Verification Assessment must be addressed within that Certification period.

8. Quality Control Strategies

8.1 Quality control in RJC system design

Assessment and auditing activities will be taking place in many different countries and businesses across the supply chain, by a range of different Members and Auditors. Relevant training, support and quality control measures will be critical for the credibility of the RJC system. As this is a new system, attention will need to be paid to building a common understanding and interpretation among Members and Auditors.

The RJC system uses standardised forms for assessing and verifying conformance, provides additional guidance on interpreting the standards, and requires formal training and accreditation of auditors to maximise consistency. Training and support for Members, and peer reviews of auditing quality are additional measures to be implemented for quality control.

8.2 Training and support for Members

To assist Members in the implementation of the RJC system, the RJC will provide web-based delivery of information resources and training. These will enable Members to learn further about the system and their responsibilities, as well as specific topics of interest, at their own time and pace. The RJC will also inform Members of external opportunities for their staff to undertake general training in management systems, auditing, key topics and related certification systems.

Where needed, the RJC may also organise information sessions and workshops to assist Members. These may be used to deliver training on the use of the Assessment Tools, seek clarification on the scope of the assessments, and raise issues for general discussion and/or RJC Management Team response.

The RJC will also investigate opportunities for Members to share best practice case studies and other forms of peer support. These may be supported by the RJC and/or individual trade associations, and may include workshops, seminars, emailed briefs, inter-Member support and additional online resources.

If there are any questions regarding the certification process, contact the RJC Management Team for guidance.

8.3 Peer reviews of auditing quality

The RJC plans to formally assess auditing quality and consistency and identify where the verification process needs further improvement or support. To this end, an independent [Peer Review](#) of a sample of the auditing carried out under the RJC system will be commissioned. This will commence once a sufficient number of verification assessments have been carried out to allow meaningful comparison.

The review will comprise, subject to individual Members' agreement for access, desktop evaluation of a sample of completed assessments across the supply chain and the peer reviewer/s participation in a sample of two or more facility visits as an observer. The RJC will continue to commission regular independent peer reviews of auditing quality and auditor training as part of its ongoing quality control. Confidentiality of Member's information will be maintained.

Any concerns about the quality of auditing can be raised at any time with the RJC Management Team and will be given due consideration.

8.4 Feedback workshops

[Feedback Workshops](#) are also planned towards the end of 2010 to provide an opportunity for auditors and Members to share experiences of implementing the RJC system and identify opportunities for its improvement. In addition to any direct feedback already received by the RJC Management Team, these workshops will provide critical input into improving guidance and processes.

Summary

- Quality control measures have been an important consideration in the design of the RJC system.
- Training workshops and additional online resources will be made available to Members to familiarise them with the RJC system.
- Peer reviews of auditing quality will be commissioned.
- Workshops and feedback from users and reviews will be used to improve guidance materials and processes for the RJC system.

9. Responding to Complaints

9.1 Complaints that will be considered

The RJC aims to deal fairly and objectively with complaints, including but not limited to those relating to potential non-conformance with the RJC system.

The following procedures will be used for the resolution of complaints arising out of the implementation of the RJC system. Complaints that will be considered include:

- By a Member about conduct of an Auditor or auditing outcome;
- By an employee of a Member about performance against the system by that Member;
- By a Member about performance against the system of another Member;
- By an Auditor about conduct of a Member;
- By a third party about performance of a Member;
- By a third party about conduct of an Auditor or auditing outcome.

Concerns about the scope or procedures of the RJC system as it is represented in this Handbook are outside the scope of the complaints process. Concerns of this nature should be submitted to the RJC Management Team where they will be considered as input to the ongoing review of the RJC system (see Section 12).

9.2 Complaints procedures

All parties to a complaint acknowledge and agree to hold the RJC harmless in connection with resolution of any complaint pursuant to this procedure.

Complaints should be made in writing to the RJC Management Team on a standard form and contain all relevant facts and documentation to enable a prompt investigation and evaluation. A complaint will only be accepted for consideration when the RJC has all information necessary from the complainant to take the complaint forward.

The RJC Management Team will keep confidential all information submitted in connection with a complaint, its subsequent investigation and decision. Depending on the nature of the complaint, the determination of resolutions and decisions resulting from a complaint investigation may involve impartial, third parties outside of the RJC. Anyone outside of the RJC Management Team consulted about a complaints matter will be bound by a confidentiality agreement.

The RJC aims to render its initial decision within four weeks of receipt of acceptance of the complaint. The complainant will then have the opportunity to respond to the RJC's initial decision. After due consideration, the RJC Management Team will issue a final decision to the complainant and advise those affected.

If the complainant is not satisfied by the response, the complaint may be forwarded to the direct attention of the RJC Chief Executive Officer (CEO). The CEO may seek further input from the same parties in the original investigation, and additional parties, as appropriate. The CEO will decide a consequent response to the complainant and advise those affected of the process and decision.

Summary

- All complaints will be dealt with fairly and objectively.
- Complaints must be in writing and accompanied by sufficient information to enable investigation.
- Guidelines for the types of complaints that will be considered, and procedures for their consideration, have been developed.
- Confidentiality will be maintained during the complaints process.

10. Disciplinary Procedures

10.1 Triggers for disciplinary proceedings

The RJC is committed to ensuring the proper implementation of the RJC system amongst its Members and maintaining the integrity of the auditing activities carried out by accredited Auditors. Disciplinary proceedings for Members or accredited Auditors may arise from a lack of performance against the system, the result of a complaint, or other material issues drawn to the attention of the RJC Management Team. Triggers for disciplinary proceedings may include:

- Verification under the RJC system not complete by:
 - 31st December 2010, for current Members as at 31st December 2008; or
 - Two years after the end of the month of application, for Members joining after 31st December 2008.
- Critical breaches identified by an auditor;
- Major or repeated non-conformances that are not satisfactorily addressed by the Member;
- Agreed and reasonable timeframes for corrective action not met;
- Deceptive or otherwise improper auditing;
- Knowingly providing false, incomplete or misleading information to the RJC or a Auditor;
- Judgements by a court of law, or other legal or administrative regulatory body, on issues relating to the Code of Practices;
- Otherwise bringing RJC into serious disrepute.

10.2 Confidentiality

Disciplinary proceedings will be treated with a high degree of confidentiality and decisions will be based on Objective Evidence. The RJC Management Team may seek independent legal advice or the involvement of independent Auditors to assist with the investigation and decision.

10.3 Disciplinary procedures

Procedures for disciplinary proceedings against Members are laid out in the RJC's Articles of Association. Similar procedures will apply for proceedings against Auditors. In summary, the main steps include:

- Grounds for disciplinary action are brought to the attention of the RJC CEO;
- Full investigation is undertaken by the RJC Management Team or its agents. Any agent of the RJC will be bound by a confidentiality agreement;
- The CEO reports the findings to the Executive Committee with a recommendation for disciplinary action or dismissal of the proceedings;
- The Executive Committee shall by a majority vote of those Members present and entitled to vote, deem it sufficiently proven to justify taking disciplinary action against the Accused Member;
- The Executive Committee will direct the CEO to prepare and provide to the Accused Member a written Statement of Objections as to the conduct of the Accused Member;
- The Accused Member may, within 30 days of receipt of the Objections, submit to the CEO a written response to the Objections;
- On receipt of a response, or the expiry of the response period, the Executive Committee shall request the Directors of the RJC to convene a meeting of the Board to consider and vote on the proposed disciplinary action against the Accused Member;
- Both the Accused Member and the Chairman of the Executive Committee may make oral representations based on the Objections and the Objections Response;
- Motions on Disciplinary Resolution will require a vote by secret ballot. To be passed, such resolutions require three-quarters of the votes the Directors present and entitled to vote.

All individuals involved in a disciplinary procedure shall be free of any conflict of interest. Executive Committee Members or Board Directors who are officers or employees of the Accused Member, or represent Members at the same level of the supply chain as a Member complained of, will not be allowed to vote on any particular course of action involving that Member.

10.4 Disciplinary outcomes

- If the outcome of due process is a decision to apply sanctions, these may include:
- For Members: temporary or permanent loss of membership of the RJC;
- For Auditors: temporary or permanent loss of accredited standing to conduct Verification Assessments.

10.5 Final appeal

Members or Auditors subject to disciplinary action have the right, within three months of notification of the decision, to refer any dispute arising out of disciplinary proceedings for final appeal and resolution by independent arbitration. The arbitral tribunal will consist of a sole arbitrator to be appointed by the President of the London-based Chartered Institute of Arbitrators.

Summary

- Disciplinary proceedings against Members may be triggered by actions or omissions that affect the integrity of the RJC system.
- Guidelines for triggers for disciplinary proceedings, and the procedures that will be followed, have been developed.
- Confidentiality will be maintained during disciplinary proceedings.

11. External Reporting

11.1 RJC Management Team reporting

Transparency is a critical component of business responsibility initiatives. External reporting on the RJC's implementation of its certification system during 2008-2010 will include:

- A publicly available directory of Members recording their certification status. For certified Members, this will include:
 - the name and geographic location/s of the certified Member (summarised where necessary);
 - the date Certification becomes effective and when re-assessment is due; and
 - the standards documents (including issue number and/or revision) used for the assessments;
- Annual Membership Reports from mid-2009 on Members' aggregate progress in implementing the RJC system;
- Regular communication of the RJC system to a wide range of industry and public forums.
- These materials will be made available on the RJC website and, on request, will be forwarded by the RJC Management Team to any Member or interested party.

11.2 Member reporting

Certified Members are further encouraged to publicly report on their verification processes and outcomes in company reports and any other appropriate publication or forum.

12. Review Roadmap

12.1 Continual improvement of the RJC system

Voluntary regulation and third-party certification systems are rapidly evolving. As RJC certification is a new initiative, there will be many lessons to be learned through its initial implementation. The RJC system is intended to evolve over time, steadily improving on its efficiency and effectiveness, and expanding to encompass a wider range of jewellery products and services.

12.2 Standards review and development

Over the next few years, the RJC Management Team, in consultation with Members and stakeholders, will monitor the inaugural implementation of the RJC system and investigate opportunities for enhancement. Opportunities for harmonisation and technical equivalence agreements between the RJC standards and comparable standards will be sought wherever appropriate. The RJC commits to formally reviewing the Code of Practices at least every three years.

The RJC will apply for Associate Membership of the International Social and Environmental Accreditation and Labelling (ISEAL) Alliance, as demonstration of the RJC's commitment to credible and effective social, environmental and ethical standards. As part of this process, the RJC will develop a roadmap for achieving compliance with the ISEAL Code of Good Practice for Setting Social and Environmental Standards.

12.3 Authority for revisions

Additional guidance notes and updates will be developed for Members and auditors where specific issues are identified.

The RJC Board is responsible for authorising any future revisions or additions to the system. At the time of writing, it is anticipated that any major changes to the system as outlined in this Handbook would take effect after December 2010. This is after the first deadline for current Members to have undergone independent third party verification.

If revisions to the RJC system need to take place in advance of December 2010, Members would be required to follow the revised system for their next planned assessment or audit. Members would not be required to re-do any auditing already undertaken for certification purposes.

12.4 Feedback welcome

Feedback on any aspect of the RJC certification system is welcome at any time to the RJC Management Team, and will be used to improve systems and processes as appropriate.

Glossary

Please refer to the following glossary for terms and acronyms used in the RJC System documents:

Accreditation	Recognition of an auditor's competence to carry out verification assessments and evaluate conformance against a standard.
AML	Anti-money laundering.
Applicable Law	The relevant national and/or state and/or local laws of the country or countries in which the Member operates.
Assessment Manual	Instructions for Members and Auditors on how to carry out Self Assessments and Verification Assessments.
Assessment Questions	A set of questions designed to assess a Member's performance against the Code of Practices and its Provisions. Members and Auditors use the same Assessment Questions.
Assessment Tools	Documents or software that provide guidance and/or record information and evidence required to carry out a Self Assessment or Verification.
Assessor	Employee(s) or person(s) commissioned by a Member to conduct a Self Assessment.
Auditor	An independent, third party person or organisation meeting the RJC's objective selection criteria and accredited to carry out Verification.
Bribery	The offering, promising or giving, as well as demanding or accepting of any undue advantage, whether directly or indirectly, to or from: <ul style="list-style-type: none"> • A public official; • A political candidate, party or official; or • Any private sector Employee (including a person who directs or works for a private sector enterprise in any capacity).
Business ethics	Ethical rights and duties existing between businesses and society.
Business Partners	An organisation or business Entity with which an Entity has direct business relations (excluding end consumers, but including Contractors, customers, Suppliers and joint venture Partners) and that buys and/or sells a product or service that directly contributes to the extraction, manufacture or sale of Diamond and Gold Jewellery products. For the avoidance of doubt, this does not include Entities that provide support products and services, for example, equipment, office supplies and utilities. Nor does it include Entities that provide separate components, not part of the Diamond and Gold supply chain, such as batteries, springs and similar items.
Certification	An attestation by the RJC, based on the results of a Verification Assessment by an accredited Auditor, that the Member has achieved the required level of Conformance against the Code of Practices.
Certification Period	The period of time that Certification is valid, after which time the Certification must be renewed through a new Verification Assessment. Certification Periods are for one year or three years duration based on the findings of the Verification Assessment.
Certification Recommendation and Summary Report	A summary report from the Lead Auditor to the RJC Management Team on a Member's overall performance against the Code of Practices and a recommendation for or against certification.
Certification Scope	The Certification Scope is defined by the Member and covers those parts of the Member's business (i.e. Facilities and activities) that actively contribute to the Diamond and/or Gold Jewellery supply chain.
Certified Member	A Member certified by the RJC that its business practices have been found, through Verification by an Auditor, to meet the required level of Conformance with the Code of Practices.
CFT	Combating the finance of terrorism.

Child	Any person less than 15 years of age, unless local national / local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age would apply. If, however, the local national / local minimum wage is set at 14 years of age in accordance with the developing countries exceptions under ILO convention 138, the lower age would apply.
Child Labour	Any work by a Child younger than the age(s) specified in the above definition of a Child, except as provided for by ILO Recommendation 146. Child labour is work that deprives children of their childhood, their potential and their dignity, and is harmful to their social, physical and mental development.
CIBJO	World Jewellery Confederation
Code of Practices (COP)	A set of standards that define responsible ethical, human rights, social, and environmental practices, applicable to all RJC Members throughout the Diamond and/or Gold Jewellery supply chain.
Collective bargaining	A process through which employers (or their organisations) and workers' associations (or in their absence, freely designated workers' representatives) negotiate terms and conditions of work.
Conflict Diamond	Rough Diamond used by rebel movements or their allies to finance conflict aimed at undermining legitimate governments, as described in relevant United Nations Security Council (UNSC) resolutions insofar as they remain in effect or in other similar UNSC resolutions which may be adopted in the future, and as understood as recognised in United Nations General Assembly (UNGA) Resolution 55/56, or in other similar UNGA resolutions which may be adopted in future.
Conformance	The Member's business practices, including the policies, systems, procedures and processes, perform in a manner that conforms to the Code of Practices.
Continual improvement	An ongoing process of enhancing performance and management systems against the Code of Practices.
Contractor	An individual, company or other legal Entity that carries out work or performs services pursuant to a contract for service for a Member. This includes sub-contractors.
Control	Control by a Member is defined as: <ol style="list-style-type: none"> 1. Direct or indirect ownership, or Control (alone or pursuant to an agreement with other Members) of 50% or more of the voting equities/rights (or equivalent) of the controlled business or Facility; and/or 2. Direct or indirect (including pursuant to an agreement with other Members) power to remove, nominate or appoint at least half of the Members of the Board of the directors or management (or equivalent of the controlled business or Facility; and/or 3. Day-to-day or executive management of the controlled business or Facility; or 4. Any legally recognised concept of 'Control' analogous to those described in (1) to (2) above in a relevant jurisdiction. <p>Although the above defines 'Control' in a corporate context, the same principles will apply by analogy to other organisational arrangements, including Franchisees, Licensees and Control by an individual or a family, where applicable.</p>
Corrective action	An action implemented by a Member to eliminate the cause of a non-conformance in order to prevent a recurrence.
Corrective Action Plans	Plans with set milestones developed by Members to address non-conformances identified during the Self Assessment or Verification Assessment.
Corruption	The misuse of entrusted power for private gain.
Critical Breach	A Major Non-Conformance against a Provision deemed to be critical to the integrity of the RJC system. Critical Provisions are identified in section 7.2 of the Certification Handbook. Identification of a Critical Breach requires Members and Auditors to immediately notify the RJC Management Team. Disciplinary proceedings against the Member will be automatically triggered if the RJC is notified by the Auditor.
Diamond	A natural mineral consisting essentially of pure carbon crystallised with a cubic structure in the isometric system. Its hardness in the Mohs scale is 10; its specific gravity is approximately 3.52; it has a refractive index of 2.42 and it can be found in many colours.

Discipline	A means to correct or improve job-related behaviour or performance.
Discrimination	Where people are treated differently because of certain characteristics – such as race, colour, sex, religion, political opinion, national extraction or social origin – which results in the impairment of equality of opportunity and treatment.
Emergency	An abnormal occurrence that can pose a threat to the Safety or Health of Employees, Contractors, Visitors, customers, or local communities, or which can cause damage to assets or the Environment.
Employee	An individual who has entered into or works under a contract of employment or a contract of service or apprenticeship, whether express or implied, and (if it is express) whether oral or in writing, or as defined by Applicable Law, with a Member.
Employment relationship	The legal link between employers and Employees that exists when a person performs work or services under certain conditions in return for remuneration.
Entity	A business or similar which operates one or more Facilities where there is ownership or Control of that Entity by the Member. The Entity can constitute part or whole of the Member.
Environment	Surroundings in which the Facility operates, including air, water, land, natural resources, flora, fauna, habitats, ecosystems, biodiversity, humans (including human artefacts, culturally significant sites and social aspects) and their interaction. The Environment in this context extends from within an operation to the global system.
Facilitation payments	Facilitation payments are paid to receive preferential treatment for something that the payment receiver is otherwise still required to do.
Facility	A Facility is premises that is: <ul style="list-style-type: none"> • Owned by or under the Control of a Member; and • Actively contributes to the Diamond and/or Gold Jewellery supply chain.
FATF	Financial Action Task Force
Finance of terrorism	Any kind of financial support to those who encourage, plan or engage in terrorism.
Fit for Work	“Fit for Work” means that an individual is in a state (physical, mental and emotional) which allows them to perform their assigned duties effectively and in a manner which does not threaten their own or others’ Safety and Health.
Forced labour	Any work or service exacted by governments, companies or individuals under the menace of penalty, and which a person has not offered voluntarily to do. It also refers to work or service that is demanded as a means of repayment of debt.
Franchising/Licensing	Arrangement whereby Member intellectual property rights are licensed to third parties not under the Control of the Member for the purposes of enabling those third parties to produce, market or sell all or part of products or services that contain a Member’s brand name, trademark or other intellectual property.
Freedom of association	The right of workers and employers to freely form and join groups for the promotion and defence of occupational interests.
Gold	A rare yellow metallic element with the chemical symbol ‘Au’. It is a mineral with specific hardness of 2.5-3 on the Mohs scale of hardness and the atomic number 79.
Hazard	A source of potential harm, injury or detriment.
Hazardous Substance	Any material that poses a threat to human Health and/or the Environment.
Health	A state of physical, mental and social well-being and not merely the absence of disease or infirmity.
Health and safety	The aim of health and safety initiatives is to prevent accidents and injury to personal wellbeing arising out of, linked with or occurring in the course of work. This is done by minimising, as far as is reasonably practicable, the causes of hazards inherent in the working environment.
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome.
Human rights	Universal rights and freedoms regarded as belonging to all people, above the laws of any individual nation.
ICMM	International Council on Mining and Metals
ILO	International Labour Organisation
ISO	International Organisation for Standardisation

Jewellery	For the application of the RJC system, an adornment made of Precious Metals (including Gold) and/or set with gem stones (including Diamonds). Jewellery includes, but is not limited to, bracelets, rings, necklaces, earrings and watches.
Kimberley Process Certification Scheme (KPCS)	A joint government, international diamond industry and civil society initiative to stem the flow of Conflict Diamonds.
Lead Auditor	A Lead Auditor is responsible for the efficient and effective conduct and completion of a Verification Assessment for a Member and may co-ordinate a team of Auditors.
Legal compliance	Acting within, or under the direction of, Applicable Law.
Major Non-Conformance	<p>The Member's business practices including the policies, systems, procedures and processes perform in a manner that is not conformant with the Code of Practices. Major Non-Conformances are defined as the occurrence of one or more of the following situations:</p> <ul style="list-style-type: none"> • The total absence of implementation of a required provision; • A Member-wide systemic failure or total lack of controls required to manage business risks related to the RJC System; • A situation where the Member's business practices have not identified relevant legislative or regulatory requirements, or there is a non-compliance of legislative or regulatory requirements and/or inadequate attempt to rectify the non-complying condition; • A group of related, repetitive or persistent Minor Non-Conformances indicating inadequate implementation; • Any finding or observation supported with Objective Evidence to prove a Critical Breach, or which raises serious doubts as to whether the Member has the business practices to avoid any Critical Breach.
Management system	Management processes and documentation that collectively prove a systematic framework for ensuring that tasks are performed correctly, consistently and effectively to achieve the desired outcomes, and to drive continual improvement in performance.
Mark	Any Mark, sign, device, imprint, stamp, brand, label, ticket, letter, word or figure.
Member	<p>Any business that:</p> <ol style="list-style-type: none"> (i) is actively involved for commercial reasons in the Diamond and/or Gold Jewellery supply chain; (ii) commits to the prevailing RJC Principles on business ethics, social, human rights and environmental performance; and (iii) undertakes the payment of the annual RJC commercial membership fee; is eligible to become a RJC Commercial Member. <p>The Member may consist of one or more Entities and/or Facilities. In RJC System documents, the term 'Member' refers specifically to RJC Commercial Members.</p>
Member Verification Report	A comprehensive report to the Member from the Lead Auditor on the findings of the Verification Assessment and an evaluation of the Member's conformance with the RJC Codes of Practice.
Mining Supplement	Additional mining-specific Standards under development, which will be incorporated into the Code of Practices. They will be applicable to Member's mining Facilities.

Minor Non-Conformance	The Member's business practices including the policies, systems, procedures and processes perform in a manner that is not wholly conformant with the Code of Practices. Minor Non-Conformances are defined as the occurrence of one or more of the following situations: <ul style="list-style-type: none"> • An isolated lapse of either performance, discipline or control of the Member's business practices, which does not lead to a Major Non-Conformance of the RJC Code of Practices; and/or • A finding which may not be an actual breach of the RJC Code of Practices at this point in time, but is judged to be a potential inadequacy in the Member's business practices during the Certification Period.
Money laundering	The process by which the financial proceeds of crime are disguised to conceal their illegal origin.
NGOs	Non-government organizations
Non-Conformance	A situation where the Member's business practices do not conform with the RJC Code of Practices.
Objective Evidence	Verifiable information, records, observations and/or statements of fact and can be qualitative or quantitative.
OECD	Organisation for Economic Co-operation and Development
Overtime	Hours worked in addition to those of a regular schedule.
Partners	Individuals or organisations, including joint venture partners, government agencies and other stakeholders and excluding Contractors, in commercial arrangements and/or executing projects or programs of work with Member(s).
PPE	Personal Protective Equipment
Policy	A statement of principles and intentions.
Pollution	The presence of a substance in the Environment that because of its chemical composition or quantity prevents the functioning of natural processes and produces undesirable environmental and Health effects.
POPs	Persistent organic pollutants
Precious Metal	Gold, palladium, platinum and silver and an alloy of any of those metals and any other metal and an alloy thereof that is designated by relevant regulations as a Precious Metal.
Procedure	A specified manner to conduct an activity or a process. Procedures can be documented or not.
Provision	A requirement stipulated in the Code of Practices.
Quality Mark	A Mark indicating or purporting to indicate the quality, quantity, fineness, weight, thickness, proportion or kind of Precious Metal in an article.
Rehabilitate	To restore to a former condition or capacity.
Remediation	Putting in place a systemic change or solution to correct an identified problem or non-conformance.
Remuneration	Includes wages or salaries and any other benefits in cash or in kind, paid by employers to workers.
RJC	Responsible Jewellery Council.
RJC Annual Membership Report	A report prepared by the RJC Management Team on Members' aggregate progress under the RJC system. The report is to be prepared annually and made publicly available.
RJC Co-ordinator	A person designated by a Member who coordinates and oversees the Self Assessment, Verification Assessment, any Corrective Action Plans and liaison with the RJC Management Team for that Member.
RJC Management Team	The RJC staff who are employed to carry out the executive functions of the organisation.
Responsible Jewellery Council System (RJC System)	The Responsible Jewellery Council (RJC) System is a certification system that aims to promote responsible ethical, human rights, social and environmental practices throughout the Jewellery supply chain. The RJC system is defined in the Code of Practices, Guidance Documents and Assessment Tools.

Risk	Exposure to the consequences of uncertainty. It has two dimensions: the likelihood of something happening and the consequences if it were to happen.
Risk Assessment	The systematic evaluation of the degree of Risk posed by an activity or operation. The process of using the results of Risk analysis to rank and/or compare them with acceptable Risk criteria or goals.
Safety	The condition of being safe and free from danger, Risks or injury.
Sector	A distinct part of the Gold and Diamond Jewellery supply chain. The RJC currently identifies the following Sectors amongst its Membership: <ul style="list-style-type: none"> • Gold and/or Diamond miner • Gold trader, hedger or refiner • Diamond trader and/or cutter and polisher • Gold and/or Diamond Jewellery manufacturer • Gold and/or Diamond Jewellery wholesaler • Gold and/or Diamond Jewellery retailer • Bank or other service industry to the Diamond and/or Gold industry (e.g. shipper, broker) • Trade association involved in whole or part in any of the Sectors above.
Self Assessment	The assessment carried out by Members describing their Entities and Facilities and evaluating their own performance against the requirements of the Code of Practices. Members can use the Self Assessment to gauge their preparedness for a Verification Assessment, improve practices and to identify Objective Evidence required during a Verification Assessment.
Self Assessment Workbook	A workbook designed for Members to use to carry out a Self Assessment.
Simulant	A diamond Simulant is any object or product used to imitate Diamond or some or all of its properties and includes any material which does not meet the requirements specified in the definition of Diamond in this glossary.
SoW	System of Warranties
Standard	An objective practice, procedure or process that is recognised as integral to the integrity of an organisation's business and/or products and/or services. For the RJC System, the Code of Practices is the Standard relating to the Diamond and/or Gold Jewellery supply chain.
Suggested Business Improvement	A situation where the systems, procedures and activities are in Conformance with the relevant Provisions of the Code of Practices, but where an Assessor or Auditor determines that there is scope to improve these current processes. A Suggested Business Improvement is offered without prejudice, and its implementation is not mandatory. Subsequent Assessments shall not judge performance based on the implementation of a Suggested Business Improvement.
Supplier	A business entity that provides goods and/or services integral to, and utilised in or for the production of, a Member's Diamond and/or Gold products.
Synthetic	A Synthetic diamond is any object or product that has been either partially or wholly crystallised or re-crystallised due to artificial human intervention such that, with the exception of being non-natural, the product meets the requirements specified in the definition of the word "Diamond" in this glossary.
Third party	A person or body independent of the person or organisation being evaluated, and of user interests in that person or organisation.
Treated Diamond	A Treated Diamond is any object or product that meets the requirements specified in the definition of the word "Diamond" or the word "Synthetic" as included in this glossary that has been subject to a "Treatment" as defined in this glossary.
Treatment	Treatment means any process, Treatment or enhancement changing, interfering with and/or contaminating the natural appearance or composition of a Diamond other than the historically accepted practices of cutting and polishing. It includes colour (and decolourisation) Treatment, fracture filling, laser and irradiation Treatment and coating.
UDHR	Universal Declaration of Human Rights
UN	United Nations

UNEP	United Nations Environment Program
Uncontrolled Hazard	An identified source of potential harm, injury or detriment (i.e. a Hazard) that lacks recognised and/or approved management, operational or technical controls.
Verification (auditing)	Confirmation by an Accredited Auditor, through the assessment of Objective Evidence, that the Provisions of the Code of Practices have been fulfilled. The results of Verification are used as the basis for a decision on Certification.
Verification Assessment	A Verification Assessment comprises the following: <ul style="list-style-type: none"> • A preliminary desktop review of the Member's Self Assessment Questionnaire and other related information; • Selection of a representative set of the Member's Facilities and business practices to visit and assess; • Verification of the Member's Self Assessment through on-site review at the selected sample of Facilities.
Verification Plan (Audit Plan)	A Verification Plan, also referred to as an 'audit plan', is developed by an Auditor to outline what of the Member's business practices will be reviewed, by whom and when and in which Facilities, and nominates which Member personnel should be involved. It is developed from the definition of the Verification Scope.
Verification Reports	Two kinds of reports are generated out of the verification process: <ul style="list-style-type: none"> • A Member Verification Report to the Member; • A Certification Recommendation and Summary Report to the RJC Management Team.
Verification Scope	The Verification Scope is defined by Auditors and includes a selection of Facilities from within the Certification Scope and a selection of Provisions from the Code of Practices that are considered to be the most relevant, taking into consideration the nature, scale and impact of the Member's business.
Visitor	A person visiting a Member Facility who is not an Employee or Contractor at that Facility.
Waste	Solid, liquid or gaseous material that is discarded or no longer needed. Waste can cause pollution and impact on the environment if not properly managed. In the Jewellery supply chain, the main forms of Waste include Hazardous Substances, air and water emissions, and general operational Waste.
WDC	World Diamond Council
WGC	World Gold Council
Working hours	The time during which the persons employed are at the disposal of the employer. Rest periods are time during which the persons employed are not at the disposal of the employer.
Young Person	Any worker over the age of a Child as defined above and under the age of 18 years.