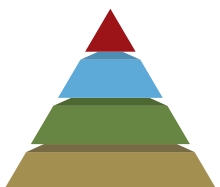




Responsible Jewellery Council

RJC Process and Criteria for the Accreditation of Conformity Assessment Bodies and Auditors



FORMS AND TOOLKITS

September 2010

T004_2010 – RJC Process and Criteria for the Accreditation of Conformity Assessment Bodies and Auditors

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 Document

The **RJC Process and Criteria for the Accreditation of Conformity Assessment Bodies and Auditors (T004_2010)** documents instructions for Conformity Assessment Bodies and Auditors on how to apply for RJC Accreditation. The **RJC Application for Accreditation for Conformity Assessment Bodies to conduct RJC Certification Audits (T005_2010)** should be completed and submitted to the RJC in order to apply.

This is a 'living document' and the RJC reserves the right to revise this document 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

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Inquiries or feedback

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The Responsible Jewellery Council is a trading name of the Council for Responsible Jewellery Practices Ltd, which is registered in England and Wales with company number 05449042.

Contents

1. Introduction	4
1.1 Background	4
1.2 Application of this Document	4
1.3 Supporting References	5
2. Accreditation process	5
3. Application	5
3.1 Potential Candidates	5
3.2 Application Form	5
3.3 Scope of Accreditation	6
3.4 Completed Forms	6
3.5 Confidentiality	7
4. Assessment	7
4.1 Documentation Review	7
4.2 Assessment Criteria	7
4.2.1 Mandatory	7
4.2.2 Optional	8
4.3 Visits and Witness Audits	8
5. Accreditation decision	9
5.1 Approval by the RJC	9
5.2 Validity of RJC Accreditation	9
5.3 Appeals and Complaints	9
6. Training	9
7. Publication of rjc accredited cabs and auditors	9
8. Updates and reviews	10
8.1 Changes to Scope and Capacity	10
8.2 Quality Control	10
8.3 Suspension of RJC Accreditation	10
9. Reapplication	10
10. Fees	11
References	12
Appendix 1: RJC accreditation criteria	13
Glossary	15
List of Figures	
Figure 1: RJC Accreditation Process	4
List of Tables	
Table 1: Auditor Selection Criteria	8
Table 2: RJC Accreditation Fees	10

1. Introduction

1.1 Background

The credibility of RJC Certification hinges on the quality and independence of the third party Conformity Assessment Bodies (CABs) and Auditors. It is essential that the RJC can satisfy itself that CABs and their Auditors have appropriate experience and expertise and that there is no conflict of interest when undertaking Verification Assessments for individual Members.

1.2 Application of this Document

This document has been prepared for CABs and Auditors applying for RJC Accreditation. RJC Accreditation enables CABs and Auditors to conduct Verification Assessments of RJC Members to independently establish conformance with the RJC Code of Practices. The RJC Member Certification system is explained in the *RJC Certification Handbook* (G001_2009).

Figure 1 illustrates the Accreditation process.

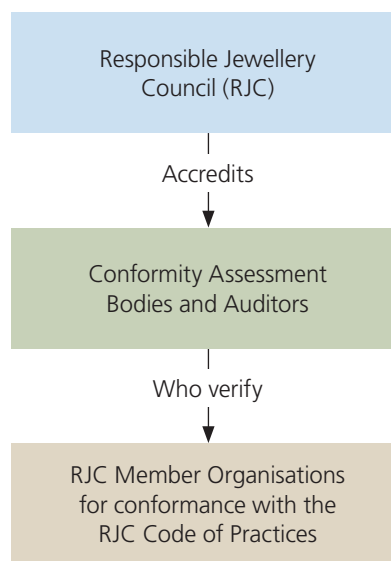


Figure 1: RJC Accreditation Process

The RJC Accreditation process is aligned with relevant requirements outlined in ISO17011¹.

Accreditation reflects RJC endorsement of a CAB's competence, credibility, independence and integrity in carrying out its Verification Assessments on RJC Members.

The formal definition of Accreditation use by ISO (International Organisation for Standardisation) is "*third party attestation related to a conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment tasks.*" (ISO/ IEC 17000:2004)

1.3 Supporting References

The following Guides provide additional information to assist with the assessment process:

- *RJC Application For Accreditation For Conformity Assessment Bodies To Conduct RJC Certification Audits* (T005_2010)
- *RJC Certification Handbook* (G001_2009) – An overview of the RJC Member Certification system and the requirements for achieving Certification.
- *RJC Principles and Codes of Practice* (S001_2009) – These are publicly available from the RJC website www.responsiblejewellery.com.

¹ ISO17011:2006. Conformity assessment – General Requirements for Accreditation bodies accrediting conformity assessment bodies.

2. Accreditation Process

RJC accepts applications for Accreditation from Conformity Assessment Bodies (CABs) operating anywhere around the world. The five general steps that apply to RJC Accreditation are outlined below:

1. Application by a CAB.
2. Assessment by the RJC.
3. Accreditation decision by RJC.
4. Training of CABs and Auditors.
5. RJC Publication of Accredited CABs and Auditors.

Each of these is discussed further in the following sections.

3. Application

3.1 Potential Candidates

CABs that currently hold Accreditation to ISO/IEC 17021:2006² by a third party firm that is a member of the International Accreditation Forum for management system certification schemes, or can demonstrate independent conformance³ with the requirements of ISO/IEC 17021:2006 (or ISO/IEC Guide 65), can apply for RJC Accreditation.

Note: CABs or Auditors that are not compliant with 17021:2006 (or ISO/IEC Guide 65), may still be eligible to conduct RJC Verification Assessments under a sub-contract arrangement with a CAB that is compliant.

3.2 Application Form

Applicants must complete the *RJC Application for Accreditation for Conformity Assessment Bodies to Conduct RJC Certification Audits* (T005_2010). Reference documentation should be supplied as supporting evidence for the claims and responses provided in the application form.

The application form contains the following sections:

Section A: General: Background information and contact details.

Section B: Geographic Location and Existing Accreditation: List each location Serviced by Head Office and existing recognised⁴ Accreditation schemes (e.g. ISO17021, ISO14001, etc).

Section C: Competency Analysis For The Scope Of Accreditation: A brief description of the CAB's demonstrated capability, and experience for each of the areas for which RJC Accreditation is sought.

Section D: Auditor Details: Provide a current list of names, addresses and information for Auditors (employees and contractors) that the CAB proposes to utilise to conduct the RJC Verification Assessments. Note that this can be updated over time.

Section E: Other Information: Additional information that can be used to support the CABs application.

Section F: Declaration: A signed statement that the information presented is accurate.

² ISO/IEC 17021 Conformity assessment – Requirements for bodies providing audit and certification of management systems

³ Conformance can be demonstrated either via a third party Accreditation or some other independent review. It cannot be demonstrated through a first party audit.

⁴ As a minimum, existing Accreditation schemes must be recognised by the International Accreditation Forum (IAF)

3.3 Scope of Accreditation

The applicant must state the scope of the Accreditation being applied for, in terms of the sectors of the jewellery supply chain for which the CAB proposes to carry out audits. The scope must include one or more (or all) of the following areas:

- Diamond Mining
- Diamond Cutting or Polishing
- Diamond Trading
- Gold Mining
- Gold Processing and Refining
- Gold Hedging or Trading
- Jewellery Manufacturing
- Jewellery Wholesale
- Jewellery Retail
- Service and Support Industries (e.g. laboratories, product valuation, etc)

CAB's must demonstrate their capacity, competency and experience, and provide evidence of such, for the scope being applied for. This includes the experience, qualifications and competency of the CAB's Auditors.

3.4 Completed Forms

Application forms must be completed in English. Electronic submission is strongly preferred. Any additional relevant documentation and the application fee must be submitted with the completed form to:

Email: accreditation@responsiblejewellery.com
Responsible Jewellery Council
First Floor, Dudley House
34-38 Southampton Street
London WC27HF
UNITED KINGDOM

Inquiries are welcome by telephone: +44 (0)20 7836 6376

3.5 Confidentiality

Any information submitted by applicants in respect of RJC Accreditation will be kept strictly confidential by the RJC and will be used solely for the purposes of assessing the applicant's application for Accreditation.

4. Assessment

4.1 Documentation Review

The RJC shall conduct a review of the application documents against the Accreditation assessment criteria and provide a report to the applicant. Accreditation will not proceed until the documented systems meet criteria.

4.2 Assessment Criteria

A detailed list of assessment criteria for Accreditation is presented in Appendix A. Note that the list contains requirements which are either:

- **Mandatory** – demonstrated capacity and competence is required for RJC Accreditation in the scope which is being applied for.
- **Optional** – Although not mandatory for the scope being applied for, demonstrated capacity and competence in these areas will be considered in the overall application for RJC Accreditation.

These are described in the following sections.

4.2.1 Mandatory

In consideration of the scope of the RJC Certification system, the RJC has set the following mandatory criteria for Conformity Assessment Bodies:

- Technical experience in one or more of:
 - Diamond Mining
 - Diamond Trading
 - Diamond Cutting or Polishing
 - Gold Mining
 - Gold Processing or Refining
 - Gold Hedging or Trading
 - Jewellery Manufacturing
 - Jewellery Wholesale
 - Retail
 - Service Industry
 - Laboratories and Product Valuation;
- Independent Accreditation to ISO/IEC 17021 or demonstrable conformance with the requirements specified in ISO/IEC 17021 (or ISO/IEC Guide 65);
- Auditor assessment processes that conform with ISO/IEC 17024⁵. All Auditors approved by the CAB must also conform with the criteria specified in Table 1 below.

⁵ ISO/IEC 17024 Conformity assessment -- General requirements for bodies operating certification of persons.

Table 1: Auditor Selection Criteria

Auditor Role	Minimum Selection criteria
All Auditors	<ul style="list-style-type: none"> • 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 • Recognised formal auditor training. • 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. • Current registration with IRCA⁶ or be able to demonstrate conformance with IRCA requirements or carry an equivalent recognised registration. • Auditors must be impartial and not provided any consulting service relating to the RJC Certification to Members in the previous 3 years.
Lead Auditors	<ul style="list-style-type: none"> • At least three complete audits for a minimum total of 15 days of audit experience acting in the role of an audit team leader. • The audits should be completed within the last 2 consecutive years.

NOTE:

- *Recognised auditor training must be competency based and delivered by a registered and qualified training organisation for auditor training.*
- *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]

Further, all Auditors will be required to undergo training which covers the RJC Certification System. Details pertaining to the nature of this training are provided in Section 6.

4.2.2 Optional

In addition to the mandatory criteria, the RJC assessment process will also consider the following:

- Existing management system Accreditation for the following standards:
 - ISO14001
 - OHSAS18001
 - ISO9001
 - SA8000
- Appropriate geographic coverage – does the CAB and its Auditors operate in or near regions where RJC Members are located. There are benefits to Members that include local knowledge of applicable law, local industry and minimising Auditor travel costs.

4.3 Visits and Witness Audits

The RJC reserves the right to supplement its decision making process by establishing an independent assessment team to conduct an on-site assessment at the applicant's offices.

The independent assessment team may also witness the applicant's team undertaking other management system certification assessment at their client's premises. Approval will be sought from both the applicant and the client before a witness audit is conducted. A suitable appropriate independent assessment team shall be selected that is free of potential professional conflicts of interests with both the CAB being witnessed and the client organisation. Matters relating to commercial confidentiality will also be addressed prior to the conduct of a witness audit.

⁶ International Register of Certified Auditors

5. Accreditation Decision

5.1 Approval by the RJC

Upon review of the applicant's documentation, and if relevant, findings from the on-site visit and witness audits, the RJC will make a decision on whether to grant RJC Accreditation to the applicant.

Applicants should allow approximately 2- 4 months from submission before the decision to grant Accreditation is made. However, this time may vary if site visits and witness audits are required.

5.2 Validity of RJC Accreditation

If Accreditation is approved, the applicants contact details will be posted on the RJC website, subject to further training requirements as outlined in section 6.

The RJC Accreditation is valid for four (4) years.

5.3 Appeals and Complaints

If Accreditation is not approved, the applicant will be advised of the reasons for the decision. A further application may be considered at a later date. All appeals and complaints can be directed to the RJC in accordance with the **RJC Complaints Mechanism (T007_2010)**.

6. Training

In addition to meeting the selection criteria (Section 4), prospective Auditors will need to undertake additional training on the RJC Certification system to become accredited. Training shall be coordinated by the RJC for potential Auditors and may cover some or all of the following topics:

1. The RJC Certification System.
2. The RJC Principles and Code of Practices.
3. Ethical, social and environmental issues related to the diamond and gold jewellery supply chain.
4. An overview of industry specific processes and practice.

Training shall be offered at central locations around the world or online via electronic learning tools. For more information contact: training@responsiblejewellery.com

7. Publication of RJC Accredited CABs and Auditors

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

8. Updates and reviews

8.1 Changes to Scope and Capacity

Once an applicant is Accredited, the CAB must inform the RJC of any changes to its organisation that may affect the CAB's Accreditation scope, capacity and competence to conduct RJC Verification Assessments.

Changes include changes to personnel (employees and contractors), geographic location and status of existing Accreditation to ISO/IEC 17021 or other management system certification schemes such as (ISO 14001, SA 8000, OHSAS 18001 and ISO 9001).

The CAB may also apply to have its Accreditation scope expanded, where it can demonstrate the ability to do so.

8.2 Quality Control

Accredited CABs and Auditors may be subject to impromptu witness audits and reviews by independent peers assigned by the RJC as part of the RJC's quality control processes.

The findings of the quality checks and reviews may prompt the need for refresher training and/or the implementation of other RJC controls designed to maintain the credibility of RJC Certification.

8.3 Suspension of RJC Accreditation

RJC Accreditation may be suspended or revoked if the quality of the Verification Assessments is compromised or the Accreditation Criteria (section 4.2 and Appendix 1) ceases to be complied with. This includes potential misconduct of Auditors which contravenes the five basic principles as identified by ISO 19011:2002.

1. Ethical Conduct: *the foundation of professionalism.*

Trust, integrity, confidentiality and discretion are essential to all audits. This includes the prohibition of bribery, gifts and/or facilitation payments.

2. Fair presentation: *the obligation to report truthfully and accurately.*

Findings, conclusions and reports reflect truthfully and accurately the Member's practices.

3. Due professional care: *the application of diligence and judgement in assessments.*

Auditors exercise competence and care in accordance with the importance of the task they perform and the confidence placed in them by the Member and the RJC.

4. Independence: *the basis for the impartiality of the Assessment and objectivity of the Assessment conclusions.*

Auditors are independent of the activity being assessed and are free from bias and conflict of interest.

5. Evidence based approach – *the rational method for reaching reliable and reproducible conclusion in a systemic Assessment process.*

Auditors maintain an objective state of mind throughout the Assessment process to ensure that the findings and conclusions will be based only on the Objective Evidence.

9. Reapplication

RJC Accreditation is valid for four years. CABs wishing to extend their Accreditation status are encouraged to re-apply within the 6 months leading up to the expiry date.

The steps outlined in sections 1 through to 8 of this document must be followed for the re-application process.

10. Fees

The following fees apply to all applications to cover processing and ongoing administration costs associated with Accreditation:

Table 2: RJC Accreditation Fees

Stage	Amount (Pound Sterling)	Comments
Initial Application	£2000 for CABs with head offices in developed ⁷ countries. £1000 for CABs with head offices in developing ⁷ countries.	Option 1: Payment in full submitted with the CAB's completed Application Form. Option 2: 50% payment submitted with the CAB's completed Application Form, and the balance paid in £125 instalments each time the Accredited CAB conducts a verification assessment until such time as the balance is paid. Note: The application fee must be settled prior to RJC granting Accreditation. Application fee allows two days to review the applicants' documentation. Any additional time required as a result of non-conformances, omissions or errors may be charged at £150 per hour.
Annual Registration	£2500 for CABs with head offices in developed ⁷ countries. £1000 for CABs with head offices in developing ⁷ countries.	Payable on the anniversary of the first verification assessment conducted by the RJC Accredited CAB. Note: If more than 50 certificates are issued in any one year, the annual fee will be removed. Invoiced every six months.
Certificate Fee	£50 per certificate	Invoiced per certificate.
Training	Free in 2010-2011.	Free in 2010-2011.
If required:		
Accreditation scope changes	£125 per hour per person up to a maximum of £1000 per day per person or at cost plus 10%, whichever is the greater.	This is the time required to assess changes affecting the CAB's Accreditation scope. (See section 8.1 of this document).
Site based Visits and Witness Audits	£1000 per day per person	Travel expenses shall be charged at cost. Invoiced per event.
External contractors, technical experts, interpreters, assessors or any other resource requirements	£125 per hour per person up to a maximum of £1000 per day per person or at cost plus 10%, whichever is the greater.	May be required for resolutions of disputes, witness audits, etc.

Please note that all amounts are quoted in British Pound Sterling and do not include statutory charges and taxes. Fees shall be reviewed annually. The RJC reserves the right to adjust fees as it deems appropriate and reasonable.

⁷ The terms 'developed' and 'developing' correspond with the definitions used by the United Nations Statistical Division. The terms do not necessarily express a judgment about the stage reached by a particular country or area in the development process. For the purposes of RJC Accreditation, developing countries include India and China. Developed countries include USA, Canada, Europe, UK, Ireland, Australia, New Zealand and South Africa.

References

ISO17011:2006. Conformity assessment – General Requirements for Accreditation bodies accrediting conformity assessment bodies.

ISO17021:2006. Conformity assessment – Requirements for bodies providing audit and certification of management systems.

ISO17024: 2003. Conformity assessment – General requirements for bodies operating certification of persons.

ISO19011: 2002. Guidelines for quality and/or environmental management systems auditing.

RJC Application for Accreditation for Conformity Assessment Bodies to Conduct RJC Certification Audits (T005_2010).

RJC Certification Handbook (G001_2009).

RJC Principles and Codes of Practice (S001_2009).

Appendix 1: RJC accreditation criteria

Note that **M** denotes a *mandatory* requirement and **O** denotes an *optional* requirement.

Target Group	Category	Sub-category	Industry Sector Requirements (M = mandatory, O = optional)													
			Diamond Mining	Diamond trading	Diamond Cutting or Polishing	Gold Mining	Gold Processing or Refining	Gold Hedging or Trading	Jewellery Manufacturing	Jewellery Wholesale	Retail	Service Industry				
Certification Assessment Bodies	Existing CAB Accreditation	ISO14001	O	O	O	O	O	O	O	O	O	O	O	O	O	
		OHSAS 18001	O	O	O	O	O	O	O	O	O	O	O	O	O	
		ISO 9001	O	O	O	O	O	O	O	O	O	O	O	O	O	O
		SA8000	O	O	O	O	O	O	O	O	O	O	O	O	O	O
	Conformance with:	ISO 17021	M	M	M	M	M	M	M	M	M	M	M	M	M	M
		ISO 17024	M	M	M	M	M	M	M	M	M	M	M	M	M	M
	Member geographic coverage	ISO 19011	O	O	O	O	O	O	O	O	O	O	O	O	O	O
		Head office region All sites	M	M	M	M	M	M	M	M	M	M	M	M	M	M
Certification Assessment Bodies and Auditors	Technical Expertise	Diamond Mining	M	O	O	O	O	O	O	O	O	O	O	O	O	O
		Diamond trading	O	M	O	O	O	O	O	O	O	O	O	O	O	O
		Diamond Cutting or Polishing	O	O	M	O	O	O	O	O	O	O	O	O	O	O
		Gold Mining	O	O	O	M	O	O	O	O	O	O	O	O	O	O
		Gold Processing or Refining	O	O	O	O	M	O	O	O	O	O	O	O	O	O
		Gold Hedging or Trading	O	O	O	O	O	M	O	O	O	O	O	O	O	O
		Jewellery Manufacturing	O	O	O	O	O	O	O	O	O	M	O	O	O	O
		Jewellery Wholesale	O	O	O	O	O	O	O	O	O	O	M	O	O	O
		Retail	O	O	O	O	O	O	O	O	O	O	O	M	O	
		Service Industry	O	O	O	O	O	O	O	O	O	O	O	O	M	

Target Group	Category	Sub-category	Industry Sector Requirements (M = mandatory, O = optional)													
			Diamond Mining	Diamond trading	Diamond Cutting or Polishing	Gold Mining	Gold Processing or Refining	Gold Hedging or Trading	Jewellery Manufacturing	Jewellery Wholesale	Retail	Service Industry				
All Auditors	Qualifications	Secondary education	M	M	M	M	M	M	M	M	M	M	M	M	M	
	Experience	5 years total work experience	M	M	M	M	M	M	M	M	M	M	M	M	M	
	Experience	At least 2 years of the total five years work experience in business ethics, social and/or environmental management field	M	M	M	M	M	M	M	M	M	M	M	M	M	
	Qualifications	Recognised formal auditor training	M	M	M	M	M	M	M	M	M	M	M	M	M	
	Qualifications	Registered with IRCA (or demonstrate conformance with IRCA requirements or an equivalent registration)	M	M	M	M	M	M	M	M	M	M	M	M	M	
	Experience	Within the last 3 consecutive years, four complete audits for a total of at least 20 days of audit experience under the direction and guidance of an auditor competent as an audit team leader.	M	M	M	M	M	M	M	M	M	M	M	M	M	
	Knowledge of Legal and Other Requirements		Business Ethics (Money Laundering, Financial reporting, Freedom of Association, etc)	M	M	M	M	M	M	M	M	M	M	M	M	M
			Kimberley Process	M	O	M	O	O	O	O	O	O	O	O	O	O
			Product labelling and disclosure	M	M	M	M	M	M	M	M	M	M	M	M	M
			ILO Convention	M	O	M	M	M	M	M	M	M	M	M	M	M
UN Universal Declaration on Human Rights			M	O	M	M	M	M	M	M	M	M	M	M	M	
Discrimination and Employment Equity			M	M	M	M	M	M	M	M	M	M	M	M	M	
Health and Safety			M	M	M	M	M	M	M	M	M	M	M	M	M	
Security and Human Rights			M	O	M	M	M	O	M	M	M	O	M	M	O	
Environmental Protection laws			M	O	M	M	M	O	M	M	M	O	M	M	O	
Waste and emissions			M	O	M	M	M	O	M	M	M	O	M	M	O	
International Cyanide Code	No RJC Certification system consulting to Members within the last 3 years.	O	O	O	M	M	O	M	O	O	O	O	O	O		
Impartiality	Within the last 3 consecutive years, three complete audits for a total of at least 15 days of audit experience acting in the role of an audit team leader.	M	M	M	M	M	M	M	M	M	M	M	M	M		
Lead Auditors	Experience		M	M	M	M	M	M	M	M	M	M	M	M		

Glossary

Please refer to the following glossary for terms and acronyms used in the RJC Certification 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	<p>A Major Non-Conformance against a Provision deemed to be critical to the integrity of the RJC Certification system. Critical Provisions are identified in section 7.2 of the Certification Handbook.</p> <p>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.</p>
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	<p>A Facility is premises that is:</p> <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 Certification 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 Certification 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.</p> <p>In RJC Certification 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	<p>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:</p> <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 Certification 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 Certification System)	The Responsible Jewellery Council (RJC) Certification 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 Certification 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.