

Animal Welfare Benchmark Criteria for Layer Hen Standards

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Preamble

Egg producers worldwide are adopting cage-free egg production in order to meet the growing demand and requirements from food businesses, consumers and governments. Growing demand for cage-free eggs, coupled with requirements for greater transparency, has led to the establishment of numerous cage-free animal welfare standards and certification schemes. Companies, governments and the public are now seeking tools to evaluate these different standards and schemes.

Benchmark Approach

A benchmark is a reference point against which something is evaluated. Worldwide, there are many existing layer hen welfare standards, developed and managed by various certification schemes. A benchmark approach has been adopted to leverage and add value to the standards that are already in use by setting a minimum threshold for practices and to give recognition to standards which meet or exceed them. This benchmark was developed as a tool to assess layer hen welfare standards and certification schemes.

Animal Welfare Benchmark Criteria Structure

Global Food Partners recognises that there are different systems of cage-free layer hen farming, and that the levels of animal welfare vary greatly around the globe. With the Animal Welfare Benchmark, we have set an initial threshold that represents a basic level of care, reflected in the 'requirements,' as well as additional options which are outlined in the 'recommendations' that provide higher levels of animal welfare. In this document, "shall" indicates a requirement, and "should" indicates a recommendation.

Requirements:

These are the factors that must be met by each certification. The certification and standards to be benchmarked must meet all the requirements listed.

Recommendations:

These are good practices that may not be covered by many certification programs at present, but which are likely to improve animal welfare. We will be looking at adding them to the benchmark following future reviews. Certification bodies should view these recommendations as potential future additions when they review and revise their standards. The certification to be benchmarked does not have to meet the recommendations listed.

Animal Welfare Benchmark Criteria Scope

This benchmark only pertains to standards during the laying (egg production) stage as certification schemes usually do not cover other life stages. However, we encourage the adoption of best practices at all stages of production including at breeder farms, hatcheries, rearing facilities and slaughter. This includes the humane handling of birds at all ages and living conditions that satisfy the animal welfare framework, including cage-free housing, good nutrition, adequate space, comfortable physical environment, environmental enrichment, good health, expression of normal behaviours, and humane killing.

All pullets should be sourced from cage-free rearing facilities which are as similar as possible to the laying facility. Euthanasia and slaughter practices should be performed by trained and competent workers using appropriate methods that cause immediate unconsciousness which persists until death, as outlined in this framework. The benchmark includes recommendations for depopulation and transport since certification schemes may have standards for these but do not currently assess against them or do not have standards covering this.

The Five Domains Model

The Five Domains Model was developed to provide a comprehensive and systematic means of assessing animal welfare. Historically, animal welfare assessment primarily centred around minimising negative experiences (welfare compromise). However, the Five Domains Model also emphasises the importance of animals having the opportunity for positive experiences (welfare enhancement).

It acknowledges and reflects an animal's subjective experiences across the four physical domains of nutrition, environment, health and behaviour, which contribute to the animal's overall mental state (the fifth domain). The Model is regularly updated to include the latest developments in animal welfare science, the most recent update being 2020. The table below lists the 5 domains and outlines the associated welfare provisions and aims.

DOMAIN	PROVISION	ANIMAL WELFARE AIM
NUTRITION	Provide ready access to fresh water and a diet to maintain full health and vigour	Minimise thirst and hunger and enable eating to be a pleasurable experience
PHYSICAL ENVIRONMENT	Provide shade/shelter or suitable housing, good air quality and comfortable resting areas	Minimise discomfort and exposure and promote thermal, physical and other comforts
HEALTH	Prevent or rapidly diagnose and treat disease and injury, and foster good muscle tone, posture and cardiorespiratory function	Minimise breathlessness, nausea, pain and other aversive experiences and promote the pleasures of robustness, vigour, strength and well co-ordinated physical activity
BEHAVIOURAL INTERACTIONS	Provide sufficient space, proper facilities, congenial company and appropriately varied conditions	Minimise threats and unpleasant restrictions on behaviour and promote engagement in rewarding activities
MENTAL STATE	Provide safe, congenial and species-appropriate opportunities to have pleasurable experiences	Promote various forms of comfort, pleasure, interest, confidence and a sense of control

Source: Information collated from Mellor et al. (2020) and Mellor (2016)

Animal Welfare Framework

Global Food Partners has developed an Animal Welfare Framework using the Five Domains Model for animal welfare assessment and associated provisions and aims as described in the section above. The Animal Welfare Framework sets out desired outcomes and principles across a comprehensive set of animal welfare categories:

- Nutrition
- Living Environment - Indoor and Outdoor
- Husbandry and Health
- Euthanasia and On-farm Slaughter
- Depopulation and Transport
- Assessment of Compliance

Animal Welfare Benchmark Criteria Development

The development of the 'requirements' and 'recommendations' in this benchmark involved consideration of the animal's physiological, behavioural and mental needs as outlined in the Five Domains Model and the Animal Welfare Framework, consulting existing global animal welfare standards for layer hens, as well as the considering the feasibility of meeting welfare standards in various regions of the world. This benchmark is intended to apply globally, hence the requirements need to be relevant and viable in regions around the world with differing conditions. The benchmark requirements therefore

reflect the 'minimum' needs for hen welfare rather than best practices, included as recommendations in this document.

Following the drafting of the benchmark criteria, an external consultation process was conducted where stakeholders and standards-holders gave feedback on the benchmark. Feedback was processed and considered in the context of the aforementioned considerations and constraints.

To develop these criteria, Global Food Partners referred to animal welfare standards, good practices and existing frameworks including:

- Five Domains of Animal Welfare (October 2020)
- The Leather Impact Accelerator Farm Scope Benchmark Criteria (2020)
- The FARMS Responsible Minimum Standards for Laying Hens (March 2020)
- Humane Farm Animal Care – Animal Care Standards Egg Laying Hens (January 2018)
- Standards of China Association T/Cas For Standardization Farm animal welfare requirements: Laying hen (July 2017)
- RSPCA UK Welfare Standards Laying Hens (August 2017)
- RSPCA Australia Layer Hens Approved Farming Scheme Standards (September 2015)
- OIE Draft Chapter 7.Z Animal Welfare and Laying Hen Production Systems (September 2019)
- Environment & Animal Society of Taiwan – Welfare Standards for Laying Hens (March 2019)
- ISEAL Code of Good Practices (December 2014)
- ISEAL Sustainability Benchmarking Good Practice Guide (September 2020)
- Textile Exchange Draft Animal Welfare Framework (November 2020)
- BSI Standards Publication Animal welfare management – General Requirements and Guidance for Organizations in the Food Supply Chain (2017)
- Compassion in World Farming – CIWF criteria for higher animal welfare: Laying Hens (April 2017)

1. Requirements – Nutrition

FEED

- 1.1 The standard shall require that feed is provided in sufficient quantity and quality that is appropriate for the birds' age and needs
- 1.2 The standard shall require that feed is easily accessible to all birds

WATER

- 1.3 The standard shall require that clean, safe drinking water be available at all times
- 1.4 The standard shall require that water is easily accessible to all birds

EMERGENCY FEED AND WATER PROVISION

- 1.5 The standard shall require that contingency plans and adequate facilities are in place to ensure access to sufficient feed and water in the case of an emergency

1. Recommendations – Nutrition

FEED

- 1.6 The standard should require that feed be formulated with appropriate levels of essential amino acids, fibre and sodium to minimise the risk of feather pecking
- 1.7 The standard should require that insoluble grit of appropriate size and quantity is provided at least once weekly
- 1.8 The standard should require that in-feed antibiotics are only administered for therapeutic purposes
- 1.9 The standard should require that feeding equipment is of an appropriate height and design for birds to access feed easily using normal posture
- 1.10 The standard should require that no avian derived protein is included in the feed
- 1.11 The standard should require that changes in diet be introduced gradually
- 1.12 The standard should require that timing of feed is consistent and regular, and matched to the timing of feed during rearing
- 1.13 The standard should require that feed is an appropriate consistency (such as mash) to minimise the risk of feather pecking

WATER

- 1.14 The standard should require that drinking equipment is of an appropriate height and design for birds to access water easily using normal posture
- 1.15 The standard should provide specifications on water quality

2. Requirements – Indoor living environment

FACILITIES

- 2.1 The standard shall require that cage systems (conventional or enriched cages) are not used
- 2.2 The standard shall require that facilities and equipment are designed, constructed and maintained to minimise stress and the risk of disease or injury, and avoid thermal discomfort
- 2.3 The standard shall require that there are no features in the environment that are likely to cause injury or distress to the birds

VENTILATION

- 2.4 The standard shall require that the ventilation system maintains a thermally comfortable environment (and avoids heat or cold stress)
- 2.5 The standard shall require that the ventilation system maintains good air quality with low levels of dust and gases
- 2.6 The standard shall set limits for air quality parameters
- 2.7 The standard shall require that ammonia concentrations do not exceed 20ppm

FLOORING AND LITTER

- 2.8 The standard shall require that where birds do not have access to an outdoor area to dustbathe and forage, all birds must have unlimited access to a well-maintained litter area indoors
- 2.9 The standard shall require that litter is of sufficient depth, quality, type, and maintained in a dry and friable condition for birds to dustbathe and forage
- 2.10 The standard shall require that all flooring areas provide adequate foot support to avoid damage or injury to the birds
- 2.11 The standard shall require that at least 15% of the usable floor area is covered in dry litter to allow multiple birds to dustbathe and forage simultaneously

SPACE ALLOWANCE

- 2.12 The standard shall require that birds are provided with sufficient space to prevent crowding and allow normal behaviours
- 2.13 The standard shall set a maximum stocking density of 9 birds per m² of usable area

LIGHTING

- 2.14 The standard shall require a minimum period of 8 hours continuous light and a minimum period of 6 hours continuous darkness (or the natural period of darkness) in every 24-hour period

NEST BOXES

- 2.15 The standard shall require that all birds have access to enclosed nest sites
- 2.16 The standard shall require that a minimum of 1 enclosed nest per 7 birds or 1m² group nests for every 120 birds are provided
- 2.17 The standard shall require that nests have soft, comfortable and clean flooring

PERCHES

- 2.18 The standard shall require that all hens have access to sufficient raised and comfortable perch space at all times
- 2.19 The standard shall require that a minimum of 7.5 cm linear perch space is available per hen
- 2.20 The standard shall specify the requirements for construction and positioning of the perches

ENVIRONMENTAL ENRICHMENT

- 2.21 The standard shall require that pecking objects are provided inside the laying facility at all times

2. Recommendations – Indoor living environment

FACILITIES AND EQUIPMENT

- 2.22 The standard should require that systems which convert into caged systems, 'combi systems', are not used

- 2.23 The standard should require that housing and equipment are designed to enable all hens to be visible during inspections
- 2.24 The standard should ensure that if there is a droppings pit, it is not accessible to birds and that it is checked daily
- 2.25 The standard should require that all equipment including alarms and controls are functional
- 2.26 The standard should require that facilities be constructed and maintained to restrict access of pests and other animals
- 2.27 The standard should require that the most humane pest control methods are used
- 2.28 The standard should discourage the use of electric wires

VENTILATION

- 2.29 The standard should require that indoor minimum and maximum temperatures are recorded daily
- 2.30 The standard should ensure that dust levels are managed to avoid impacts on bird welfare
- 2.31 The standard should require that ventilation systems and air quality are monitored and recorded daily

FLOORING AND LITTER

- 2.32 The standard should require that the litter area allows at least one third of the flock to forage and dustbathe at one time
- 2.33 The standard should require that the litter depth is at least 5cm
- 2.34 The standard should require that any wet, damp or hardened areas of litter be removed and replaced with dry and friable litter
- 2.35 The standard should require that birds have access to the litter area as soon as possible after arrival at the farm

SPACE ALLOWANCE

- 2.36 The standard should require that where there is disease, high rates of mortality or injuries, feather pecking, cannibalism, or poor environmental conditions, that the stocking density is reviewed and reduced where necessary

FLOCK SIZE

- 2.37 The standard should require that group sizes do not exceed 6000 birds

LIGHTING

- 2.38 The standard should require the dark period be provided at night and that hens have access to natural light
- 2.39 The standard should require that light levels are not increased for the purposes of carrying out flock inspections
- 2.40 The standard should require a minimum light intensity of 10 lux
- 2.41 The standard should require that lighting is not changed suddenly, and that artificial light is switched on/off gradually
- 2.42 The standard should specify that light intensity can only be reduced temporarily to control injurious pecking where other solutions have first been employed
- 2.43 The standard should require lighting levels during the light period that allow birds to be appropriately inspected

NEST BOXES

- 2.44 The standard should discourage the use of lighting in nest boxes
- 2.45 The standard should encourage the regular collection of floor eggs during the early rearing period

PERCHES

- 2.46 The standard should require that raised linear perches are provided at no less than 15cm per hen
- 2.47 The standard should require that the perches have an appropriate surface to support the birds' feet and of a non-slip material
- 2.48 The standard should have requirements on placement and dimensions of the perches to allow hens to perch and roost comfortably and safely

ENVIRONMENTAL ENRICHMENT

- 2.49 The standard should specify the types and quantities of enrichment to be provided
- 2.50 The standard should require that enrichment items are replaced or replenished to maintain birds' interest
- 2.51 The standard should ensure that all birds have sufficient access to enrichment materials

3. Requirements – Outdoor living environment (where provided)

FACILITIES

- 3.1 The standard shall require that shade and/or shelter are provided to protect hens from extremes of temperature, weather and aerial predators
- 3.2 The standard shall require that the outdoor area, access to the range and fencing are designed, constructed and maintained so as to encourage range use and minimise stress and the likelihood of disease, injury and predation to the hens
- 3.3 The standard shall require that hens have continuous access to the range during the day

3. Recommendations – Outdoor living environment (where provided)

FACILITIES

- 3.4 The standard should require a range management plan
- 3.5 The standard should require that the range area is actively maintained in good condition
- 3.6 The standard should require a minimum amount of shade/shelter
- 3.7 The standard should specify conditions around range access including pop hole requirements, age of access, stocking density, and conditions under which hens do not have access to the range

4. Requirements – Husbandry and health

TRAINING

- 4.1 The standard shall require that all those working with hens are trained and competent to carry out the tasks required of them

HANDLING

- 4.2 The standard shall require that hens are handled humanely and that the mistreatment of animals is unacceptable
- 4.3 The standard shall have prescriptions for bird handling

INSPECTION

- 4.4 The standard shall require that inspections of the birds and the environment are conducted at least daily
- 4.5 The standard shall require that staff responsible for the birds are able to recognise signs of good health and welfare as well as poor or abnormal health and welfare

HEALTH AND TREATMENT

- 4.6 The standard shall require that any animal identified as being sick or injured is given appropriate treatment as soon as possible
- 4.7 The standard shall require that hens are proactively managed for the prevention of disease and injurious pecking
- 4.8 The standard shall require a written health and welfare plan relevant to the challenges on the farm
- 4.9 The standard shall require that medications and vaccines are administered safely and appropriately

FEATHER PECKING

- 4.10 The standard shall require that hens are monitored for feather condition and feather pecking
- 4.11 The standard shall require that action is taken to prevent feather pecking

BEAK TRIMMING

- 4.12 The standard shall require, where beak trimming is performed, that the most appropriate method of beak trimming is applied
- 4.13 The standard shall require that alternative methods to prevent and control injurious pecking are implemented

FORCED MOULTING

- 4.14 The standard shall prohibit any methods of forced moulting

MORTALITY

- 4.15 The standard shall require that mortality rates are recorded regularly

BIOSECURITY

- 4.16 The standards shall require that quarantine and biosecurity procedures are in place

4. Recommendations – Husbandry and health

TRAINING

- 4.17 The standard should require that staff training includes handling birds, inspections, maintenance, bird behaviour, treatment of sickness, injury or distress, and euthanasia
- 4.18 The standard should require that staff training is recorded

HANDLING

- 4.19 The standard should require that staff are trained in low stress handling methods
- 4.20 The standard should require that hens are always handled in a gentle, careful and compassionate manner
- 4.21 The standard should require that hens are held with both hands gently supporting the bird's body and not caught or carried by a single leg, the neck, head, tail or feathers
- 4.22 The standard should require that birds are not moved or handled roughly, thrown or swung, hit, dragged, dropped, kicked or piled on top of one another

INSPECTION

- 4.23 The standard should ensure that staff movements throughout the shed are slow and deliberate
- 4.24 The standards should require that welfare assessments are conducted internally on a regular basis
- 4.25 The standard should require that where any bird is found to be trapped or have escaped they are freed or caught promptly
- 4.26 The standard should require that staff are available to respond to problems that arise in a timely manner

HEALTH AND TREATMENT

- 4.27 The standard should require that sick or injured birds can be temporarily segregated in appropriate facilities
- 4.28 The standard should require that every farm has access to a local veterinarian
- 4.29 The standard should require that medicines are only used for therapeutic purposes under the direction of a veterinarian
- 4.30 The standard should require that health records include details of vaccinations, treatments, diseases, and mortalities
- 4.31 The standard should require that the health plan include details on treatment of injured or sick birds, prevention of feather pecking, vaccination schedule, parasite treatment schedules, prophylactic treatments, biosecurity procedures, pest control and cleaning
- 4.32 The standard should specify that where the cause of disease or correct treatment is not identified, a veterinarian is contacted for advice

FEATHER PECKING

- 4.33 The standard should provide specifications for frequency and method for observing and recording feather loss
- 4.34 The standard should require a maximum acceptable level of feather loss
- 4.35 The standard should require that any necessary changes in the environment or diet are done gradually
- 4.36 The standard should require that where there are early signs of feather pecking that action be taken to adjust management practices and seek technical or veterinary advice

- 4.37 The standard should require the use of appropriate feed formulations, programs and equipment to minimise the risk of feather pecking

BEAK TRIMMING

- 4.38 The standard should specify that beak trimming is not routine and only implemented when there is a risk of injurious pecking
- 4.39 The standard should require that where beak trimming is performed, it is done using infrared trimming at the hatchery and limited to the tip of the beak
- 4.40 The standard should require that beak trimming equipment is well maintained and calibrated, and operated by trained and competent personnel
- 4.41 The standard should require that beak trimming is performed consistently across a flock

MORTALITY

- 4.42 The standard should require that farmers take action when mortality exceeds normal farm levels
- 4.43 The standard should require a maximum acceptable rate of mortality

BIOSECURITY

- 4.44 The standard should require that visitors' details are recorded
- 4.45 The standard should require that protective clothing and footwear are worn by all visitors
- 4.46 The standard should require footbaths and hand disinfectant at the entrance of each shed
- 4.47 The standard should require that where people are moving between sheds that they visit the younger birds first

RECORDS

- 4.48 The standard should require that records are kept for the number of birds, age, mortality, egg production and feather scores
- 4.49 The standard should require dates and times and any notes from daily inspections

5. Requirements – Euthanasia and on-farm slaughter

EUTHANASIA AND ON-FARM SLAUGHTER

- 5.1 The standard shall require that birds that are suffering pain or distress and not responding to treatment are euthanased without delay
- 5.2 The standard shall specify appropriate methods of euthanasia/on-farm slaughter which cause immediate unconsciousness that lasts until death
- 5.3 The standard shall require that staff responsible for euthanasia and slaughter are trained and competent in the appropriate methods of euthanasia
- 5.4 The standard shall require that euthanasia/on-farm slaughter is performed using non-aversive gas, cervical dislocation, captive bolt devices, or lethal injection

5. Recommendations – Euthanasia and on-farm slaughter

EUTHANASIA AND ON-FARM SLAUGHTER

- 5.5 The standard should require that hens are slaughtered on-farm where possible and where this does not pose a risk to animal welfare, to avoid stress and injuries associated with handling and transportation
- 5.6 The standard should specify killing methods and equipment which are unacceptable
- 5.7 The standard should require that each bird is checked to confirm death using specified methods immediately after performing euthanasia
- 5.8 The standard should require that cervical dislocation is performed manually and that any equipment such as captive bolt devices or gas chambers are designed and operated appropriately
- 5.9 The standard should require that the main causes of euthanasia are recorded
- 5.10 The standard should specify appropriate actions where the method of euthanasia did not result in immediate loss of consciousness and death
- 5.11 The standard should specify that a veterinarian must be consulted on how to proceed where there is any doubt over whether treatment or euthanasia is required, or where there is any doubt in the method of euthanasia
- 5.12 The standard should require a contingency plan including humane methods of on-farm killing for large numbers of birds in emergency situations

6. Recommendations – Depopulation and Transport

FITNESS FOR TRANSPORT

- 6.1 The standard should require that birds are only transported when they are fit and well enough to cope with all aspects of transport
- 6.2 The standard should require that feed and water are available up to the point of transport

HANDLING

- 6.3 The standard should require that the flock is separated into groups calmly and gently
- 6.4 The standard should require that the catching process is managed to avoid crowding, distress, discomfort, injuries or mortalities
- 6.5 The standard should require that birds are caught in low lighting
- 6.6 The standard should require that hens are caught gently and held with both hands gently supporting the bird's body or held firmly by both legs and not caught or carried by a single leg, the neck, head, tail or feathers
- 6.7 The standard should require that birds are placed gently into transport modules and that the drawers are closed carefully to ensure that no body parts are trapped
- 6.8 The standard should require that hens are monitored for piling/smothering during catching
- 6.9 The standard should require that staff are trained in low stress handling methods
- 6.10 The standard should require that birds are not moved or handled roughly, thrown or swung, hit, dragged, dropped, kicked or piled on top of one another

SPACE ALLOWANCE

- 6.11 The standard should require that hens have adequate space during transport
- 6.12 The standard should specify the space in transport modules for transport allows adequate air flow and that birds are not piled on top one another
- 6.13 The standard should require that space and number of hens transported is planned prior to depopulation

VEHICLE AND MODULES

- 6.14 The standard should require that transport vehicles and modules are designed and suitable for the transport of poultry
- 6.15 The standard should require that the transport vehicle is adequately ventilated
- 6.16 The standard should require that transport modules are clean, well-designed and maintained so as not cause injury or distress to the birds

CONDITIONS

- 6.17 The standard should require that thermal comfort is monitored and maintained throughout the journey and during lairage
- 6.18 The standard should require that hens are not transported in high or low temperatures that could risk their health or welfare
- 6.19 The standard should require that shade and ventilation are provided during lairage
- 6.20 The standard should require that procedures are in place to protect hens from weather extremes

DURATION

- 6.21 The standard should set a maximum transport and lairage duration
- 6.22 The standard should require that the maximum transport duration is 8 hours

STAFF

- 6.23 The standard should require that only personnel who are trained and competent are involved in catching and transport
- 6.24 The standard should require that any incidents of mortality or injury are recorded, and that prompt action is taken to prevent further injuries or deaths from occurring

7. Requirements – Assessment of compliance

INSPECTIONS

- 7.1 The standards shall be audited for compliance at least annually

8. Recommendations – Scheme management

SCHEME MANAGEMENT, STANDARD-SETTING, ASSURANCE, OVERSIGHT, CLAIMS AND LABELS

- 8.1 See Appendix

8. APPENDIX

The below practices are derived from ISEAL Codes of Good Practice and credibility tools and specify best practices for Standards Systems.

Scheme Management

1. The scheme owner has a higher animal welfare-oriented mission or vision
2. Stakeholders have an opportunity to provide input on the intended animal welfare impacts and possible unintended effects of the standards system
3. On a regular basis, the scheme owner monitors and evaluates progress towards its animal welfare impacts and accurately and publicly communicates the results
4. The scheme owner applies adaptive management by using the learning from monitoring and evaluation to improve its standard and supporting strategies
5. The scheme owner carries out internal or external audits of its management system and operations at least annually and incorporates the findings
6. The scheme owner makes information on the governance structure and income sources or financing structure of the scheme publicly available

Standard-Setting

1. Information is made publicly available on standards development and revision processes and on decision-making
2. Consultations on the development or revision of the standard are open to all stakeholders
3. Input received during consultations is documented and there is a public report back on how issues raised are addressed
4. Decision-making on the content of the standard includes a balance of stakeholders and aims for consensus
5. The standard and consultation drafts are made freely and publicly available
6. The structure of the standard or accompanying guidance ensures consistent interpretation (e.g. auditable indicators)
7. There are provisions or mechanisms to ensure that the standard is locally applicable in the regions where it is applied
8. The standard is reviewed and revised on a regular basis (not exceeding five years)

Assurance

1. The overall assurance methodology and structure for the scheme are publicly available
2. Assurance bodies are required to implement a management system that supports consistency, competence and impartiality
3. Full audits of at least a sample of clients are carried out regularly, at least annually
4. Full audits include office visits and on-site assessments of at least a sample of operations
5. Stakeholders have an opportunity to provide input to the audit
6. There is a publicly available methodology for how compliance with a standard is determined (e.g. the scoring methodology)
7. Decision-making on compliance is impartial
8. There are procedures for how clients are required to address non-compliances, including when a certificate is suspended or revoked
9. There is a publicly accessible complaints and appeals process for certification decisions
10. Summaries of certification assessment reports are made publicly available
11. The certificate or license defines the scope of certification and duration of validity
12. A list of all certified enterprises is made publicly available
13. The scheme owner carries out regular reviews of its assurance programme and notifies assurance bodies and clients of any changes in requirements

Oversight

1. There is an oversight mechanism that is independent of the assurance bodies being assessed
2. There are documented procedures for oversight and a management system that ensures consistent and competent application of these procedures
3. Individuals involved in oversight are competent to evaluate assurance bodies and possess knowledge of the standard and its intent
4. Oversight includes a review of the performance of assurance providers and auditors in the field

Claims and Labels

1. There are publicly available requirements for the use of claims and labels, including minimum levels of certified product content required for use of claims
2. A legal agreement is required for the use of claims and labels by enterprises in the supply chain
3. The types of claims allowed are appropriate considering the chain of custody models being applied
4. Allowable claims and labels contain enough information that their validity can be checked
5. The scheme employs surveillance strategies to monitor and rectify misuse of claims and labels