

Material Matters

Proposed changes to the Responsible
Products Framework (Part One)

Acknowledgment of Country

We at the Green Building Council of Australia recognise the Traditional Custodians of Country throughout Australia. We pay our respects to Elders past and present, and recognise their continuous connection to lands, skies and waters.

Australia's First People have over 60,000 years of experience with responsible construction materials and practices. Ensuring natural resources were carefully managed, using only what was necessary, and retaining materials for reuse was a part of their practice. Today, these same techniques are valued as best practice worldwide.

The Green Building Council of Australia recognises the power of the built environment to shape a future that cares for both people and planet. The choices we make today matter for the future of tomorrow.

With thanks to our partners

Circular Economy Partners

Principal Partner



Supporting Partner



Acknowledgements

This consultation paper was developed thanks to the support of many individuals and organisations in the building and products industries.

We would like to thank the Responsible Products Advisory Group for their work over the last year, working with GBCA on the development of this paper, from defining the key drivers, to providing feedback on the draft credits.

We would also like to acknowledge the significant contribution of the following people:

Libby Staggs - **Sustainable Business Matters**
Tori Wouters – **thinkstep-ANZ**
Nicole Sullivan - **thinkstep-ANZ**
Jim Goddin - **thinkstep-ANZ**

Foreword from the GBCA

Five years ago, we aimed to enhance product quality assessment with the Responsible Products Framework. Since then, we've collaborated globally to guide manufacturers on key issues like embodied carbon and modern slavery. This updated version strengthens that foundation and sets a global standard for product development, one that we have also worked to align with other global programs and meet the current and future expectations of our built environment. We look forward to hearing your feedback.

Jorge Chapa
Chief Impact Officer

The Responsible Products Framework is transforming the way we design and build in Australia, and we're starting to see its effects globally. By setting clear guidelines, we're making responsible products more available, empowering the sector to choose materials that protect people, respect the planet, and drive innovation. Our vision is to see thoughtfully produced products become the norm, creating healthier places and a sustainable future for all.

Katherine Featherstone
Senior Manager – Products & Materials

Reading this document

This consultation paper outlines information relevant to understanding the proposed changes to the Responsible Products Framework. When drafting these changes, we have collaborated with key international partners to ensure appropriate global alignment.

This document has been split into two parts

You are here

Part One: Provides the context for why the Responsible Products Framework has been updated, and the high-level changes. *This section is relevant to all interested parties.*

Part Two: The detailed changes to the initiative governance requirements and technical criteria. *This section is relevant to product certification initiatives who will be impacted by the proposed changes.*

There are no immediate impacts to Green Star or a product's RPV. Future impacts to the rating system will be communicated in due time.

If you are a recognised initiative, you can request a briefing from us by contacting productsteam@gbca.org.au.

We welcome feedback via [our survey](#) until **12 December 2025**.



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Executive summary

This consultation paper is the result of a year's long review of global product and governance frameworks in consultation with product certification initiatives, product manufacturers and industry to understand drivers that are impacting our built environment, and more specifically the products and materials that make up our buildings, communities and fitouts.

The drivers influenced the proposed changes to the Responsible Products Guidelines – Version B including:

- Minimum expectations
- Governance principles
- Technical criteria

We look forward to receiving your feedback.

Drivers

A. Initiative variety has increased

B. Emerging domestic and international priorities

C. Opportunity to rebalance the Framework incentives

D. Global governance frameworks have progressed

E. Lag in implementation between the release of the guidelines and the certification of buildings



Proposed changes

1. Address the emerging imperatives of nature and circularity through major amendments to the circular category, and the creation of a new nature category

2. Revise credits in line with best practice with international priorities and frameworks

3. Increase the focus on upfront carbon, nature, and human health by introducing new minimum expectations and realigning scoring.

4. Improve assurance and governance requirements for auditing functions, transparent processes, and for specifying minimum review periods for initiatives and their standards

5. Prepare initiatives and their licensees for the next decade by providing support material and training

Providing feedback

GBCA is seeking feedback from both those who have experience with the Responsible Products Framework, as well as those who do not. GBCA is seeking feedback from:

- Product certification initiatives
- Product and material suppliers
- Environmentally sustainable design (ESD) consultants
- Subject matter experts i.e. Modern Slavery experts
- Peak bodies

We ask you to please submit your feedback through the survey, [linked here](#). Please complete the survey by 11:59PM, 12 of December 2025.

Please note that for the GBCA to capture your feedback formally, comments must be provided through the survey or by writing to us at consultation@gbca.org.au.

The revisions to the Framework will be released as the Responsible Products Framework Version B. These will supersede Version A. Further detail on timings on the transition period can be found [here](#).



Introduction



Responsible Products Framework

Responsible products are those that have lower environmental impact, are transparent, respect human rights, and are considerate of a circular economy. Green Star rewards the use of these products through the Responsible Products credits.

Green Star seeks to create demand for these products. However, to verify that they are 'responsible', it relies on the use of third-party initiatives and certification schemes to verify those claims.

To assess these initiatives, GBCA created the Responsible Products Framework. The Responsible Products Framework outlines the criteria by which initiatives can gain recognition in Green Star.

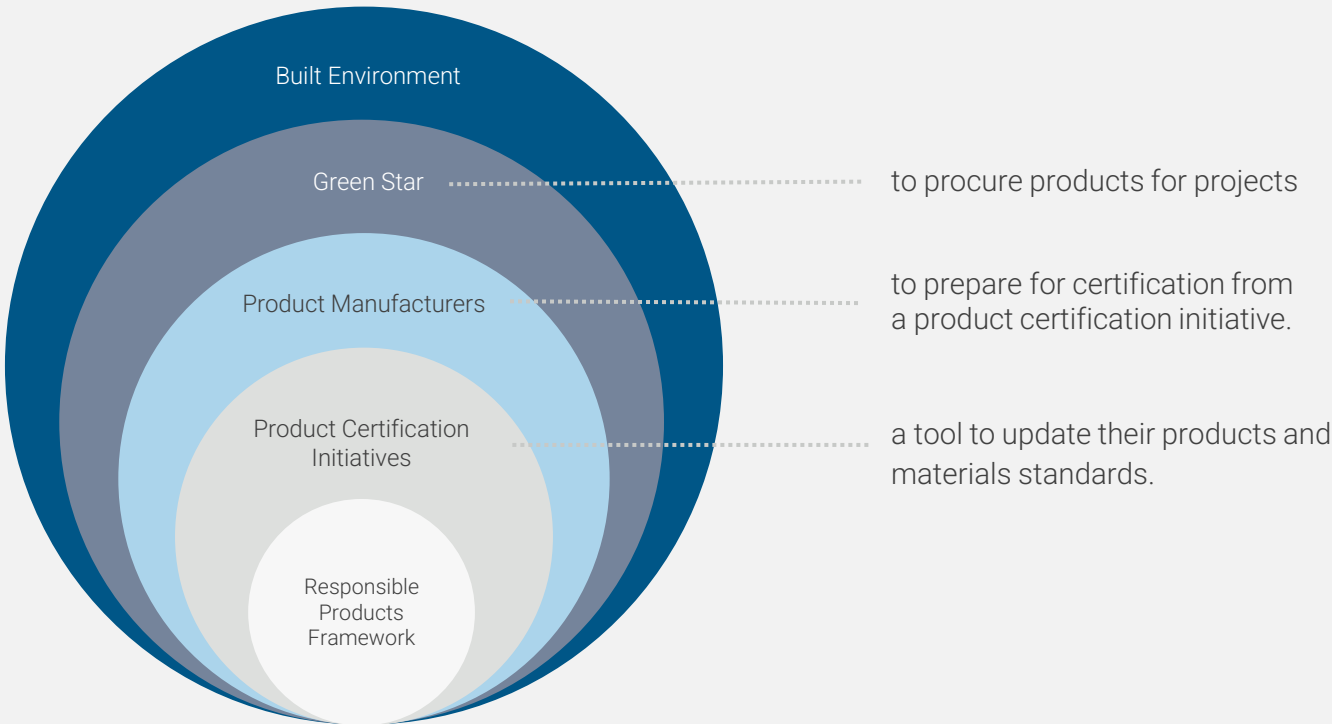
The framework covers five focus areas: Responsible, Healthy, Positive, Circular, and Nature. Each focus area includes credits that specify performance levels initiatives must meet to earn recognition. Beyond technical criteria, the framework also sets requirements for initiative governance.

A Responsible Product Value (RPV) is then assigned to the initiative based on the degree of alignment the standard has with the technical criteria in the Framework. Products that are certified by these initiatives will be inferred that RPV.

Information on the current version of the Responsible Products Framework (Version A) is available [here](#).

How the Responsible Products Framework and Green Star work together to drive change

GBCA works with product certification initiatives to update their standards in alignment with the Framework, who then require their product manufacturer licensees to operate in accordance with these standards. These products are then procured and recognised within Green Star, setting an example to the broader built environment,



Responsible Products Framework

The Responsible Products Framework consists of the resources below.



Responsible Products Guidelines

Guidelines for product certification initiatives seeking recognition under the Responsible Product Framework, inclusive of minimum expectations, governance principles, and technical criteria.



Responsible Products Score Checker

List of recognised Product Certification Initiatives recognised by GBCA. Includes the Responsible Product Value (RPV) for each standard and enables users to check scores for products with certifications.



Responsible Products Calculator & Database

Available to Green Star project teams to receive recognition for the use of Responsible products in Buildings, Communities, and soon, Fitouts projects.



Marketing Guidelines

Provides wording for product certification initiatives, manufacturers and suppliers to communicate their recognition under the Framework.



Guidance on Responsible Products credits

Additional information for Green Star project teams to assist them in targeting the Responsible Products credits.

About Green Star

Developed by the Green Building Council of Australia (GBCA) in 2003, Green Star is an internationally recognised rating system setting the standard for healthy, resilient, and positive buildings, fitouts, communities, and homes.

Green Star’s vision is to “lead the sustainable transformation of the built environment”. Green Star aims to achieve this by encouraging practices that:

-  Reduce the impact of climate change
-  Enhance health and quality of life
-  Restore and protect our planet’s biodiversity and ecosystems
-  Drive resilient outcomes for buildings, fitouts, communities, and homes
-  Contribute to market transformation and a sustainable economy

In March 2018, GBCA embarked on Green Star Future Focus, to reshape the Green Star rating system and bring you the next evolution of the tools.

Since then, Green Star has evolved and adapted to ensure the sustainable built environment transform in line with its vision, whilst responding to global megatrends and emerging challenges. Currently, five rating tools have been delivered to realise this vision. In this consultation, the Green Star Homes and Performance tools are not addressed as they do not currently incorporate Responsible Products credits.



Future Focus Rating System

Green Star recognises the use of Responsible products and materials through the Responsible Products credits, found in the following future focus rating tools:

Green Star Buildings v1/1.1



- Responsible Structure
- Responsible Envelope
- Responsible Systems
- Responsible Finishes

Green Star Communities v2



- Responsible Services Infrastructure
- Responsible Civil Works
- Responsible Public Realm Hardware

Green Star Fitouts v1 – In Development



- Responsible Finishes and Joinery
- Responsible Partitions
- Responsible Furniture
- Responsible Equipment and Fixtures

Project teams can achieve these credits by meeting the percentage requirements of products that have been recognised by a third-party certification initiative listed [here](#).

Refer to [Appendix A-C](#) for further detail.

The changes driving Version B



Why the time is right to update the Responsible Products Framework

Since the Framework's introduction in 2020 several drivers have led GBCA to update the Framework:



GBCA will update the Responsible Products Guidelines as part of the revision to the Responsible Products Framework

- A. Initiative variety has increased** resulting in GBCA needing to modify the Framework beyond revision to the Guidelines alone.
- B. Emerging domestic and international priorities** such as an increased recognition of the nature impacts the built environment has, and a move towards increasing the circularity of our supply chain.
- C. Opportunity to rebalance Framework incentives**, to ensure initiatives are driven to target key strategic areas such as upfront carbon emissions reduction.
- D. Global governance frameworks have progressed**, resulting in a need to ensure additional stringency in how schemes operate.
- E. The lag in implementation between the release of the guidelines and the certification of buildings.** Responding now will provide guidance relevant to the next decade.

Question

Are there any drivers that have not been considered in the update of the Framework?

A. Initiative variety has increased

Since the inclusion of Responsible Products credits within Green Star tools, recognition requests from product manufacturers, Green Star project teams, and product certification programs have surged, leading to a dramatic increase in recognised standards from 30 to 184.

Initially focused on Australian standards, international initiatives now make up 40% of all recognised standards. Additionally, the range of recognised products has expanded significantly, moving beyond furniture and timber to encompass all product types used in buildings, fitouts, and communities.

GBCA has worked with governance groups to determine how technical criteria will influence the range of certification initiatives recognised to date. GBCA will also seek to include product specific guidance in the technical requirements, which will not form part of this consultation paper.



B. Emerging domestic and international priorities

International priorities have emerged since the initial release of the Framework. Most of the below did not exist prior to 2020.



Taskforce for Nature-related Financial Disclosures (TNFD)

The framework guides integration and disclosure of nature-related risks and opportunities into business and investor decision-making.



EU Deforestation Regulation (EUDR)

Requires all imported or exported soy, beef, palm oil, wood, cocoa, coffee and rubber to include certain information prior to importation.



Kunming-Montreal Global Biodiversity Framework

International agreement that aims to reverse biodiversity loss and restore ecosystems by 2050. It establishes 23 targets that must be met by 2030.



UN Transparency Protocol

A protocol for global trade transparency, to share information across global supply chains.



ISO 59020

Provides guidance for organisations to “measure and assess their circularity performance within defined economic systems”.

Question

Are there any other international priorities that GBCA should consider?

B. Emerging domestic and international priorities

In addition to the international priorities, **domestic priorities** are also affecting how we think about products and materials.



Remade in Australia

A Federal government scheme designed to increase demand and traceability of recycled content.



Circular Economy Ministers Advisory Group final report

Identifies clear, actionable recommendations for advancing Australia's circular economy transition.



Environmentally Sustainable Procurement Policy

Federal policy that encourages purchasing products that minimise greenhouse gas emissions, are environmentally safe and retain value for longer.



NABERS Embodied Carbon rating tool

A tool to measure and verify, upfront embodied carbon in buildings through a consistent method, aligned to Green Star, and includes an emissions factors database.



Illegal Logging Prohibition Amendment (2024)

Amends the Illegal Logging Prohibition Act 2012 to improve regulation of non-compliant illegally logged timber through testing, auditing, and action.



Sustainable finance taxonomy

Developed to align to international taxonomies. Currently addressing climate mitigation and upfront carbon with future versions expected to expand into Nature.

Question

Are there any other domestic priorities that GBCA should consider?

B. Emerging domestic and international priorities

Across the globe, **built environment rating systems** and supporting organisations have introduced criteria to reward products and practices that reduce material impacts. While this has driven important progress, the criteria are not always aligned. This fragmentation makes it difficult for industry to demonstrate compliance, highlighting the need for stronger international collaboration, harmonising priorities and recognising credible schemes consistently.

In response, GBCA has undertaken a thorough review and engaged with leading initiatives to understand their long-term priorities.

				
BREEAM v6	Living Building Challenge	WELL v2	mindful MATERIALS	LEED v5
BREEAM v6 expects evidence of responsible sourcing, supply-chain transparency, and governance around environmental and social performance, often via BES 6001 certification.	The Living Building Challenge requires full material transparency and the avoidance of harmful substances via the Red List, often using Declare for disclosure.	WELL v2 focuses on human health. It encourages fair labour and requires ingredient disclosure and limits on hazardous chemicals to reduce human exposure.	mindful MATERIALs has created a common language for sustainable building products, the Common Materials Framework. The CMF organises 100's of ecolabel/standards, linking them, and the data organised/verified within them, to impact across five impact areas of Human Health, Climate, Ecosystems, Social equity, and Circularity.	LEED v5 prioritises measurable performance in materials: requirements include embodied carbon analysis, EPDs, materials transparency, and alignment with multi-attribute frameworks.

C. Opportunity to rebalance Framework incentives

Since 2018, the impacts from products and materials have come into sharper focus. There is now a recognition that there are pressing environmental challenges and drivers in the built environment driving action towards circular, nature-positive outcomes and net-zero targets.

7.2%

of the global economy is circular

Circularity

In 2023, global material extraction had increased, with only around 7% of materials being returned to the global economy after use. This figure decreased from 9.1% in 2018¹

30%

of biodiversity loss is caused by the built environment

Nature

The built environment industry is one of the three most damaging sectors of the global economy to nature – along with agriculture and energy. It is responsible for nearly 30% of biodiversity loss.²

~ 11%

emissions are from materials and construction

Embodied Carbon

Buildings are responsible for 39% of global energy related carbon emissions with 28% from operational emissions, and 11% from materials and construction³.

¹ Circle Economy Foundation, The Circularity Gap Report 2023

² ARUP, [Buildings must enhance nature, not harm it, construction industry told at COP16](#) – Arup

³ <https://www.iea.org/reports/global-status-report-for-buildings-and-construction-2019>

C. Opportunity to rebalance Framework incentives

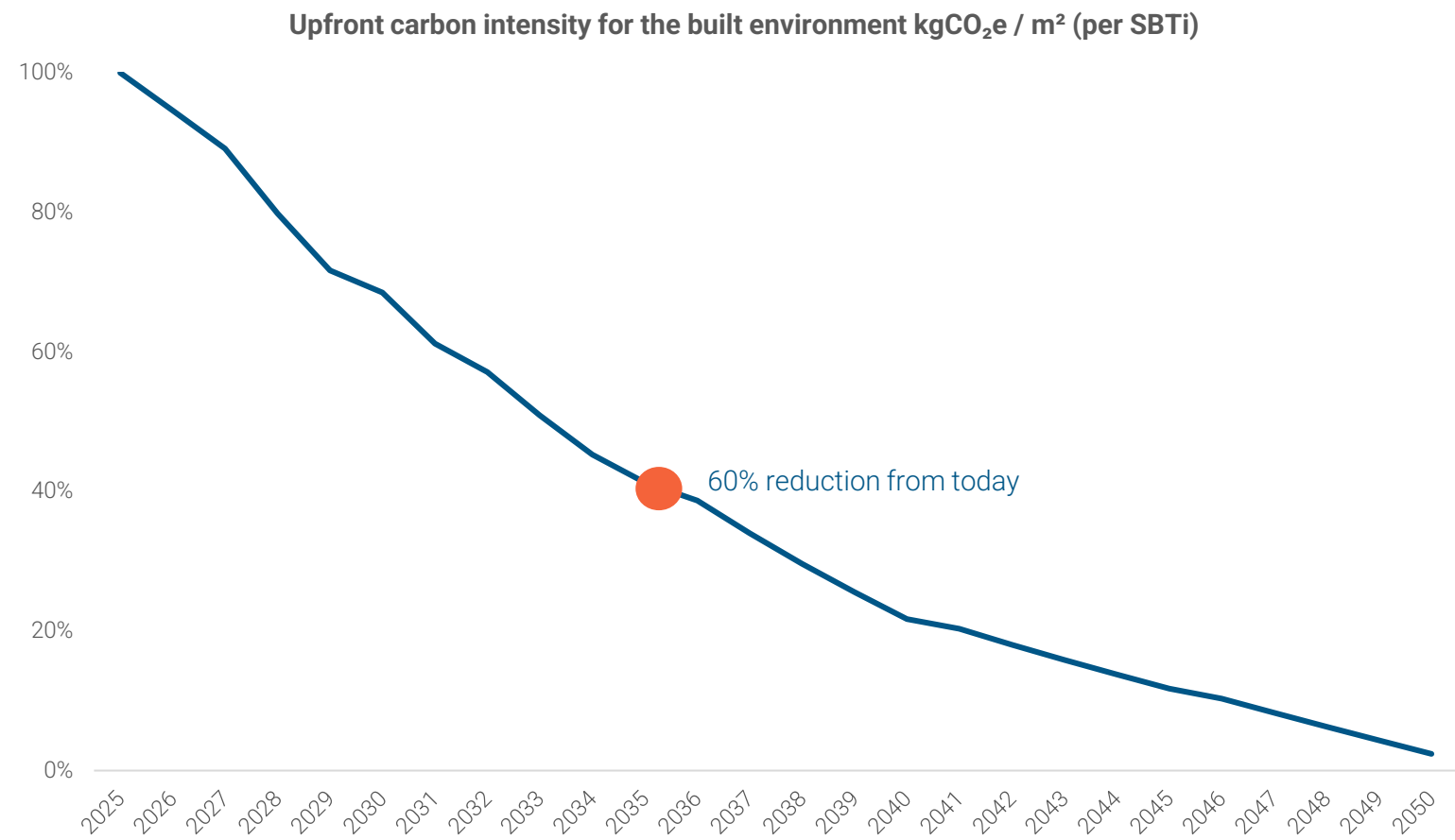
Upfront carbon emissions will become the dominant source of carbon emissions for the built environment unless effective action occurs.

For new buildings, upfront carbon emissions are projected to account for over 50% of their total lifetime emissions, primarily stemming from the products and materials used during construction.

Although operational emissions are decreasing as the energy grid becomes greener, upfront carbon emissions are immutable—once released, they remain in the atmosphere permanently.

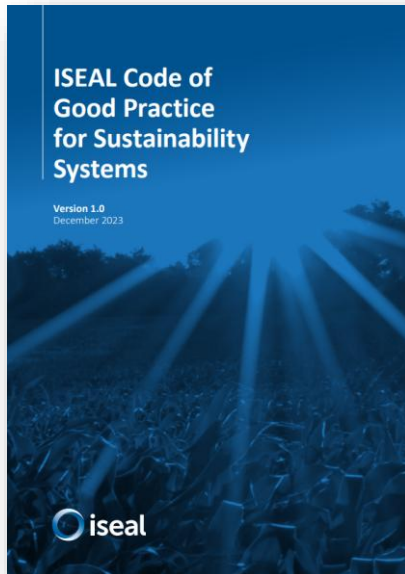
The adjacent graph illustrates the anticipated decarbonisation pathway for upfront embodied carbon emissions in the built environment, as outlined by the Science Based Targets Initiative. This trajectory aligns closely with that of Australia’s Climate Change Authority and is likely representative of trends globally.

Examining the required decarbonisation relative to a 2020 baseline reveals a necessary emissions reduction of approximately 60%, a substantial target. Given the limited policy measures in place worldwide, achieving this shift will demand considerable effort from all voluntary stakeholders.

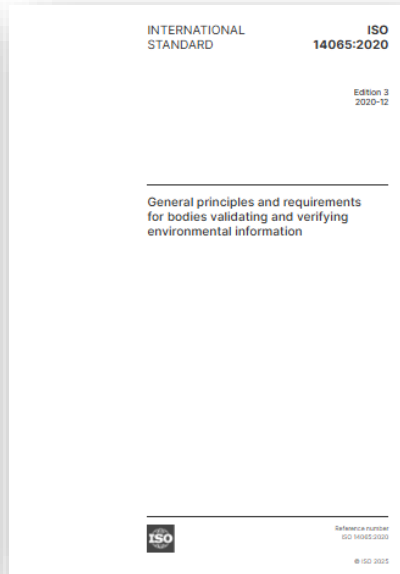


D. Global governance frameworks have progressed

In the evolving landscape of global governance, GBCA reviewed the requirements of leading standards.



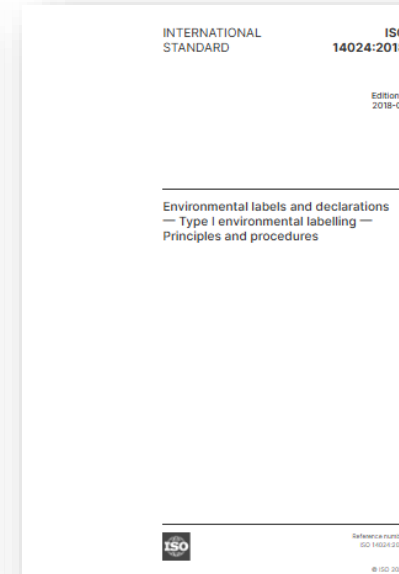
Ensures that standards are developed through transparent and inclusive processes, with robust governance and continuous improvement mechanisms.



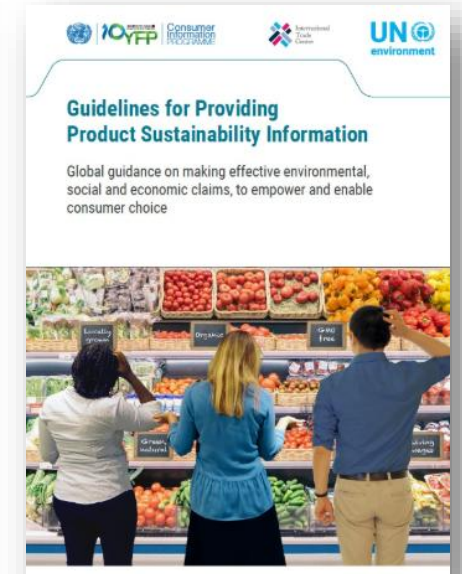
Guidance for organisations validating environmental data to ensure reliable, consistent, and comparable reporting across industries.



Helps businesses make truthful and accurate environmental claims. It aims to protect consumers from greenwashing and promote fair competition in the marketplace.



Supports the development of ecolabels that are based on multiple criteria and verified by third parties, helping consumers identify environmentally preferable products.



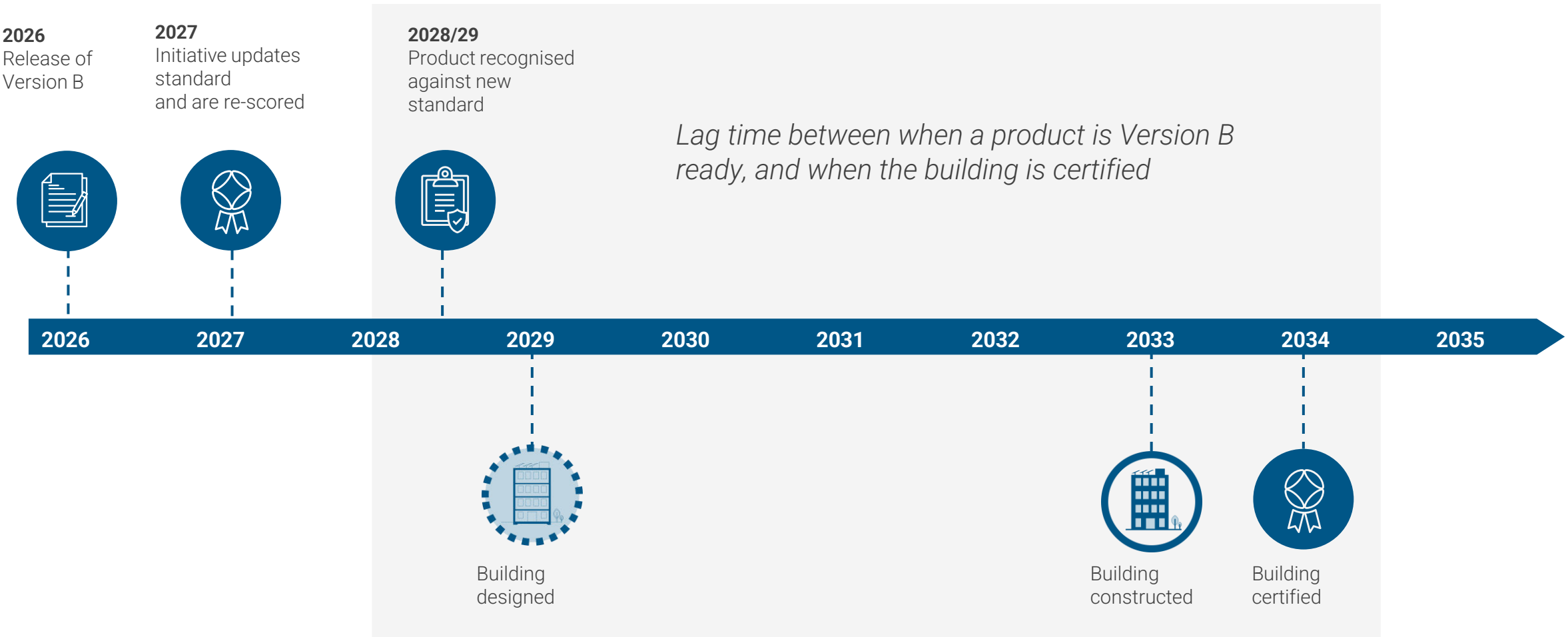
Provides practical tips for making trustworthy sustainability claims across environmental, social, and economic areas to support informed consumer choices and responsible use.

Question

Are there any other governance frameworks that GBCA should consider?

E. The lag in implementation between the release of the guidelines and the certification of buildings

There is often a delay between new guideline releases and product certifications, as standards need updating and products may not meet new requirements. This means it can take years before products that align with updated criteria are in the market, highlighting the need for a stronger future focus.



The proposed changes



Drivers

A. Initiative variety has increased

B. Emerging domestic and international priorities

C. Opportunity to rebalance the Framework incentives

D. Global governance frameworks have progressed

E. Lag in implementation between the release of the guidelines and the certification of buildings



Proposed changes

1. Address the emerging imperatives of nature and circularity through major amendments to the circular category, and the creation of a new nature category

2. Revise credits in line with best practice with international priorities and frameworks

3. Increase the focus on upfront carbon, nature, and human health by introducing new minimum expectations and realigning scoring.

4. Improve assurance and governance requirements for auditing functions, transparent processes, and for specifying minimum review periods for initiatives and their standards

5. Prepare initiatives and their licensees for the next decade by providing support material and training

Based on the drivers, there are five overarching changes to the Responsible Products Framework.

The changes respond to each of the drivers, keeping it aligned with international best practice and responsive to industry needs. These changes are resulting in new credits, and major and minor technical amendments, strengthened governance requirements, and an outline of the timeframes for change.

Each of the five changes is presented at a high level, with the following pages providing additional explanation and examples of how they will apply. Survey questions are included throughout this section to gather targeted feedback and help refine the final Framework.

For readers seeking comprehensive technical detail, including the precise criteria updates, scoring implications, and transition timelines, Part 2 of this document provides the full set of proposed revisions.

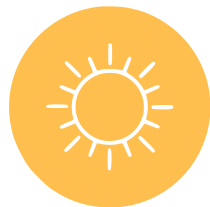
1. Address the emerging imperatives of nature and circularity

While version A already included a Circular category, nature related elements such as 'Impacts to nature' or 'Chain of Custody' were spread included throughout. For the next version, we propose the creation of a new Nature category.



Responsible

Products are developed with intent to measure, disclose and improve impacts to climate, nature and people.



Positive

Products are manufactured with less energy and water, addressing the source of each and carbon emissions impacts.



Healthy

Products are low or non-toxic and drive valuable social outcomes in their manufacture.



Circular

All elements and life stages of a product and its packaging has been developed with circular principles.



Nature

Products and materials are sourced in a manner to reduce their dependencies on nature and seek to become nature positive.

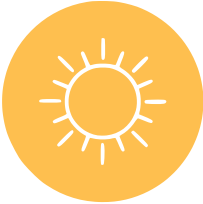
A Leadership category is still present, but not relevant for purposes of the consultation.

Question

Do you support the creation of a new Nature category to hold all nature-related credits?

2. Revised credits in line with best practice priorities and frameworks

The Framework is being revised to account for the relevant changes in priorities and technical stringency over the past 5 years. New and major amendments are highlighted below, and a full breakdown of all changes to all credits is available in Part 2.

 Responsible	 Positive	 Healthy	 Circular	 Nature
Corporate commitment on climate	Energy use reduction	VOCs	Circularity measurement	Nature disclosure
Corporate commitment on nature	Carbon emissions reduction	Manufacturing health and safety	Product inflows	Impacts to nature
Environmental management	Energy source	Substances	Product use	Chain of custody
Product carbon disclosure	Freshwater use reduction	Modern slavery	Product outflows	
Environmental product declaration	Water source		Product stewardship	
Indigenous consent			Product identifier	
Workforce inclusion			Packaging	

New Criteria Major Amendment

2. Revised credits in line with best practice priorities and frameworks



Question

Do you support the credits and credit outcomes for the Responsible category?

Detailed changes are available in Part 2.

Responsible

Corporate commitment on climate

Corporate commitment on nature

Environmental management

Product carbon disclosure

Environmental product declaration

Indigenous consent

Workforce inclusion

Outcome

The initiative requires the applicant to commit publicly to climate targets in line with the Paris Agreement and report progress.

The initiative requires the applicant to commit publicly to contributing to nature positive outcomes and report progress.

The initiative requires the applicant to have an environmental management plan for relevant activities.

The initiative requires the applicant to publicly disclosure the carbon emissions of the product.

The initiative requires the applicant to publicly disclosure the environmental impacts of the product.

The initiative requires the applicant to obtain free, prior, and informed consent for any extractive activities in indigenous land.

The initiative requires the applicant to have programs and policies to increase opportunities for disadvantaged groups and report progress.

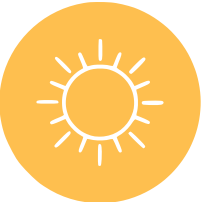
Changelog

New credit.

This item was previously Environmental Impact Disclosure.

Credit now requires measurements of improvements.

2. Revised credits in line with best practice priorities and frameworks



Positive

Outcome

Changelog

Energy use reduction

The initiative requires the applicant to demonstrate ongoing energy use reductions.

Credit has been simplified to focus on general energy reductions on a same unit of measure basis.

Carbon emissions reduction

The initiative requires the applicant to demonstrate ongoing emissions reductions.

Credit has been simplified to focus on overall emissions reduction over time, with a recognition for carbon neutrality.

Energy source

The initiative requires the applicant to use renewable energy.

Freshwater use reduction

The initiative requires the applicant to demonstrate ongoing water use reductions.

Credit has been simplified to focus on general water reductions on a same unit of measure basis.

Water source

The initiative requires the applicant to demonstrate the use of collected and recycled water.

This new credit is the result of the prescriptive water sourcing aspects in the previous water use credit.

Question

Do you support the credits and credit outcomes for the Positive category?

Detailed changes are available in Part 2.

2. Revised credits in line with best practice priorities and frameworks



Healthy

Outcome

Changelog

VOCs

The initiative requires the applicant to reduce the negative impacts of their products on air quality.

To align with Buildings VOC limits.

Manufacturing health and safety

The initiative requires the applicant to have a health and safety management system.

Substances

The initiative requires the applicant to remove all hazardous chemicals that pose risk to human health and the environment.

Modern slavery

The initiative requires the applicant to demonstrate actions to remove modern slavery from direct operations and supply chains, with a focus on impact and continuous improvement.

Question

Do you support the credits and credit outcomes for the Healthy category?

Detailed changes are available in Part 2.

2. Revised credits in line with best practice priorities and frameworks



Circular

Outcome

Changelog

Circularity measurement	The initiative requires the applicant to public disclosure of their products circularity rate	New credit
Product inflows	The initiative requires the applicant to demonstrate that the product has been designed with less materials whilst performing the same function.	New credit
Product use	The initiative requires the applicant to make public maintenance, warranties and disassembly information for the lifetime of the product	New credit
Product outflows	The initiative requires the applicant to demonstrate the product can be recovered and repurposed.	New credit
Product stewardship	The initiative requires the applicant to show that its products are being recovered and repurposed.	New credit
Product identifier	The initiative requires the applicant’s products to have a consistent product ID that can be shared amongst product databases and other initiatives.	New credit
Packaging	The initiative requires the applicants to reduce the impact of their packaging.	Credit pathways have been simplified.

Question

Do you support the credits and credit outcomes for the Circular category? Detailed changes are available in Part 2.

2. Revised credits in line with best practice priorities and frameworks



Nature

Outcome

Changelog

Nature disclosure	The initiative requires the applicant to assess and set benchmarks against their nature related impacts, risks, and dependencies.	New credit.
Impacts to nature	The initiative requires the applicant to protect highly sensitive sites against any impacts and restore beyond legal requirements. There are specific requirements for initiatives that deal with extractive industries such as timber, steel or concrete. For more information see Part 2.	Inclusion of minimum requirement and alignment with Nature Positive roadmap terminology.
Chain of custody	The initiative requires the applicant to be able to trace raw materials to extraction and to maintain a valid chain of custody.	Increase chain of custody requirements.

Question

Do you support the credits and credit outcomes for the Nature Category?

Detailed changes are available in Part 2.

3. Increase the focus on upfront carbon, nature, and human health

There are three priority areas proposed for the Responsible Products Framework - Version B. These priority areas will result in three new minimum expectations that must be met, where relevant, to be recognised or for an initiative to achieve a high RPV score.

Issue	Upfront carbon emissions	Impacts to sensitive sites	Impacts to human health
Minimum Expectation	To be recognised beyond a certain RPV, the initiative must require the manufacture to publicly disclose the products quantitative carbon impacts across its sourcing and manufacturing (A1-A3 (cradle to gate)).	The initiative requires applicants to show that those with operational or financial control over raw material extraction do not harm areas of high biodiversity value or critically endangered species. For timber and rubber, the initiative requires the applicant to document and audit 100% of the product supply chain from the final manufacturing activity back to the source of the raw material for major material components	The initiative requires relevant products to meet the VOC limits in Green Star Buildings.
Why	The lack of upfront carbon emissions information is hindering action. As responsible initiatives, best practice standards should require the disclosure of this content.	Version A required compliance with Australian legislation. The updated framework specifies protection for high-biodiversity areas and endangered species globally and now requires rubber initiatives to meet the 'Chain of Custody' credit in line with European Union Deforestation Regulation (EUDR).	Version A had different VOC requirements to the Green Star tools, resulting in products not necessarily compliant being with the 'Exposure to Toxins' credits. The credit has been updated to ensure alignment.
Applicable to:	All initiatives who score a Responsible Product Value (RPV) greater than 9 i.e., capped at 9 unless upfront carbon emissions is addressed.	- Impacts to nature applies to all initiatives that address extraction of materials. - Chain of Custody applies to initiatives that recognise products that contain timber and/or rubber	All initiatives that assess the following products: paints, adhesives, sealants, carpets and engineered wood products.
Credit(s)	'Product carbon disclosure'	'Impacts to nature' & 'Chain of custody'	VOCs
Questions	Do you support the introduction of the upfront carbon emissions minimum expectation and RPV threshold? Is an RPV of 9 a suitable threshold?	Do you support the introduction of new criteria for protecting sensitive sites?	Do you support the requirement for VOCs to align with Green Star requirements?



4. Global governance frameworks have progressed

Since 2012, GBCA has required product certification initiatives to meet governance criteria to receive recognition. Criteria included being a registered entity, having processes for setting clear targets, science-based standards, transparent and inclusive development processes and a dispute resolution system for licensees.

When reviewing best practice governance standards for this iteration of the Framework, GBCA referred to **ISEAL, GEN, ISO, UN**, and the **ACCC Guide for Environmental Claims**, and determined that the following items needed to be strengthened:



Define and require independence of assessment functions for additional models



Require more transparent standard development processes, assessment methodologies and conflict resolution processes



Require regular reviews of standards and rules to ensure alignment with best practice

Question

Are there any other best practice governance standards that GBCA should review?

4. Global governance frameworks have progressed

After reviewing best practice governance standards, GBCA propose the following governance principles for Version B of the Responsible Products Guidelines. For further detail on the changes between Version A and Version B, please see [Appendix E](#).

Good governance structures

Operate with strong ethical and business principles

1.1 Registered entity

1.2 Conflict resolution processes

1.3 Diversity in governance groups

1.4 Claims and communications

1.5 Transparent financial model

Standard development processes

Processes and supporting documentation for developing, approving, reviewing and releasing standards

2.1 Documenting standard development

2.2 Process for seeking consensus

2.3 Public consultation

2.4 Transparency of documentation

Standard quality

Standards are clear, robust and aligned to best practice

3.1 Clearly stated objectives

3.2 Robust and measurable criteria

3.3 Exceeds regulation

3.4 Best practice targets

3.5 Assessor arrangements

 New Criteria  Major Amendment

It is recommended that product certification initiatives review the proposed governance requirements, in particular the new criteria and major amendments in Part 2 of this consultation paper.

4. Global governance frameworks have progressed

When reviewing best practice governance frameworks for the inclusion in this paper, GBCA determined that evidence of membership, accreditation or third-party verification to the below standards could be provided by initiatives as a **governance pathway**, to comply with GBCA criteria.

The following governance frameworks were assessed:

- **ISEAL Code Compliant**
- **Certified to ISO 14065 (Conformity assessment – Requirements for certifying products, processes and services)**
- **Global Ecolabelling Network (GEN) – GENICES Certified Member (certification to ISO 14024)**

By complying with one or more of the above, GBCA will only require initiatives to fulfil governance criteria outside of the scope of these frameworks (as per the table).

Further information can be found in [Appendix F](#).

Governance pathway	GBCA criteria met	Additional requirements to be met
ISEAL code compliant	1.1 Registered entity 1.2 Conflict resolution processes 1.3 Diversity in governance groups 1.4 Claims and communications 1.5 Transparent financial model 2.1 Documenting standard development 2.2 Process for seeking consensus 3.1 Clearly stated objectives 3.2 Robust and measurable criteria 3.5 Assessor arrangements	2.3 Public consultation 2.4 Transparency of documentation 3.3 Exceeds regulation 3.4 Best practice targets
ISO 14065	1.1 Registered Entity 1.2 Conflict resolution processes 2.2 Documenting standard development 3.5 Assessor arrangements	1.3 Diversity in governance groups 1.4 Claims and communications 1.5 Transparent financial model 2.1 Process for seeking consensus 2.3 Public consultation 2.4 Transparency of documentation 3.1 Clearly stated objectives 3.2 Robust and measurable criteria 3.3 Exceeds regulation 3.4 Best practice targets
GENICES certified member (ISO 14024)	2.1 Process for seeking consensus 2.4 Transparency of documentation 3.1 Clearly stated objectives 3.2 Robust and measurable criteria 3.3 Exceeds regulation	1.1 Registered entity 1.2 Conflict resolution processes 1.3 Diversity in governance groups 1.4 Claims and communications 1.5 Transparent financial model 2.2 Documenting standard development 2.3 Consultation 2.4 Transparency of documentation 3.4 Best practice targets 3.5 Assessor arrangements

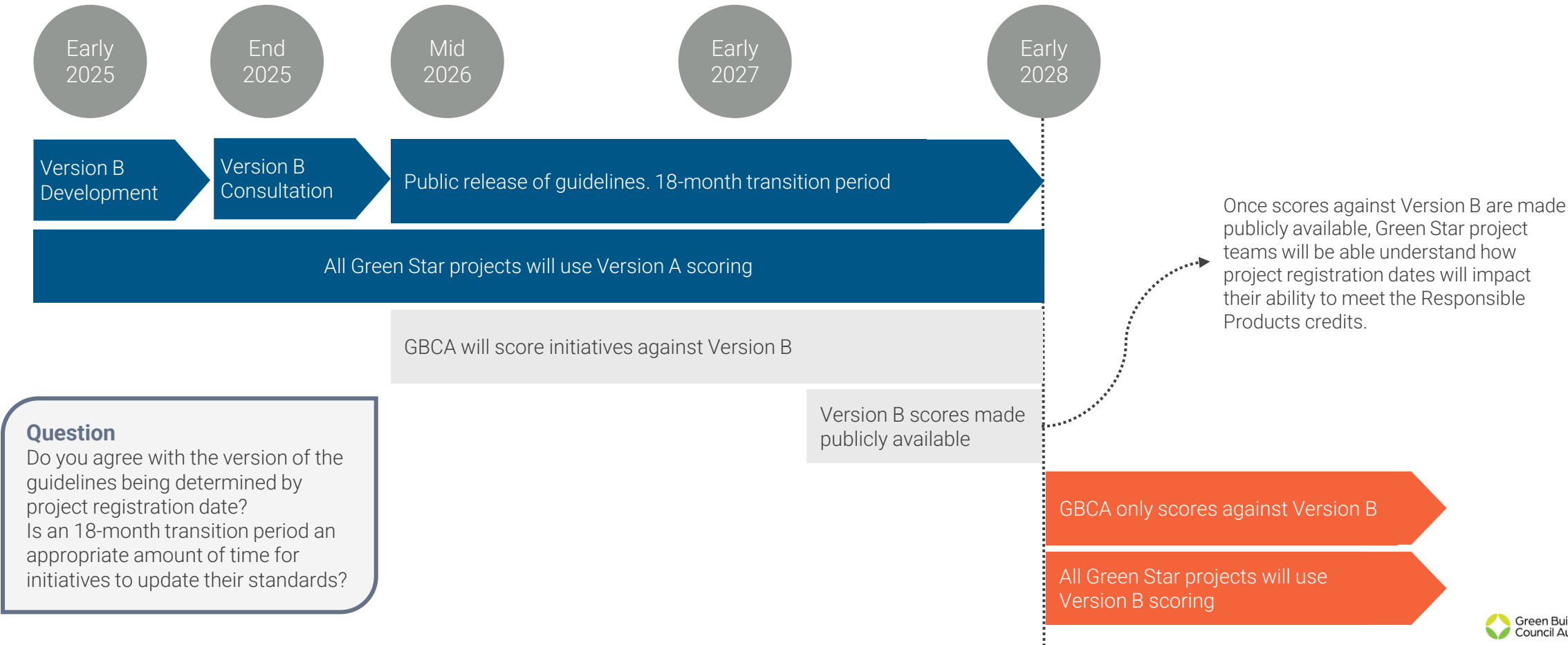
Question

In principle, do you agree with a governance pathway for initiatives? Do you agree with the “GBCA criteria met” and “additional requirements to be met”?

5. The lag in implementation between the release of the guidelines and the certification of buildings

Green Star projects will determine which version of the Responsible Products Guidelines they will use based on their project registration date.

- Projects registered before end of 2027* will use the certification initiatives and their products recognised to Version A
- Projects registered after end of 2027* will use the certification initiatives and their products recognised to Version B



5. The lag in implementation between the release of the guidelines and the certification of buildings

The following outlines the transition specifically for *product certification initiatives*, as they update their standards to align with and receive recognition under the Responsible Products Guidelines – Version B.



Please note: Products recognised to more than one initiative will not be able to combine scores of multiple versions e.g. A product cannot combine an RPV recognised to Version A with an RPV recognised to Version B.

This is the end of Part One of the Responsible Products Framework - Version B consultation paper.

If you interested in the technical detail including proposed changes to governance requirements and technical criteria, please see Part Two.

Don't forget to submit your feedback (via the [online survey](#), or in writing by emailing it to consultation@gbca.org.au).

Consultation will close on the 12th December 2025.

Appendix A - Green Star Buildings v1 Credits

In 2020, Green Star Buildings v1 was released, to recognise new buildings and major refurbishments. The tool aims to meet current and future demands on the built environment with aspirational benchmarks for design, construction, and operational performance.

Across the categories within the tool, there is the opportunity for Green Star project teams to be directly rewarded for their use of Responsible Products credits, and the potential for Responsible Products to indirectly impact addition credits.



Responsible

- Industry Development
- Responsible Construction
- Verification & Handover
- Responsible Resource Management
- Responsible Procurement
- Responsible Structure
- Responsible Envelope
- Responsible Systems
- Responsible Finishes



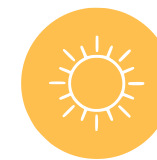
Healthy

- Clean Air
- Light Quality
- Acoustic Comfort
- Exposure to Toxins
- Amenity & Comfort
- Connection to Nature



Resilient

- Climate Change Resilience
- Operations Resilience
- Community Resilience
- Heat Resilience
- Grid Resilience



Positive

- Upfront Carbon Emissions
- Energy Use
- Energy Source
- Other Carbon Emissions
- Water Use
- Life Cycle Impacts



Places

- Movement & Place
- Enjoyable Places
- Contribution to Place
- Culture, Heritage, and Identify



People

- Inclusive Construction Practices
- Indigenous Inclusion
- Procurement & Workforce Inclusion
- Design for Inclusion



Nature

- Impacts to Nature
- Biodiversity Enhancement
- Nature Connectivity
- Nature Stewardship
- Waterway Protection



Leadership

- Market Transformation
- Leadership Challenges

Appendix B - Green Star Buildings v1.1 Credits

Since the release of Green Star Buildings v1, GBCA has updated the tool to address feedback on individual credits and provide technical amendments, clarifications and improvements identified by project teams who have used the tool. Please note, Green Star Buildings v1.1 is still in development, and any credits with a “*” are yet to be confirmed.

Across the categories within the tool, there is the opportunity for Green Star project teams to be directly rewarded for their use of Responsible Products credits, and the potential for Responsible Products to indirectly impact addition credits.



Responsible

- Industry Development
- Responsible Construction
- Verification & Handover
- Responsible Resource Management
- Responsible Procurement
- Responsible Structure
- Responsible Envelope
- Responsible Systems
- Responsible Finishes
- Disclosure of Impacts



Healthy

- Clean Air
- Light Quality
- Acoustic Comfort
- Exposure to Toxins
- Amenity & Comfort
- Connection to Nature



Resilient

- Climate Change Resilience
- Operations Resilience
- Community Resilience
- Heat Resilience
- Grid Resilience



Positive

- Energy Use
- Energy Source
- Upfront Carbon Emissions
- Upfront Carbon Compensation&
- Future-ready Refrigeration Equipment*
- Water Use
- Design for Circularity*



Places

- Movement & Place
- Enjoyable Places
- Contribution to Place
- Culture, Heritage, and Identify



People

- Inclusive Construction Practices
- Indigenous Inclusion
- Procurement & Workforce Inclusion
- Design for Inclusion



Nature

- Impacts to Nature
- Biodiversity Enhancement
- Nature Connectivity
- Nature Stewardship
- Waterway Protection



Leadership

- Market Transformation
- Leadership Challenges

Appendix C - Green Star Communities v2 Credits

Green Star Communities was first released in 2015, with version 2 released in 2025, focusing on practical, real-world solutions to create vibrant, low-carbon and healthy communities that are ready for the future.

Across the categories within the tool, there is the opportunity for Green Star project teams to be directly rewarded for their use of Responsible Products credits, and the potential for Responsible Products to indirectly impact addition credits.



Responsible

Industry Development
Responsible Construction Practices

Responsible Procurement

Responsible Services Infrastructure

Responsible Civil Works

Responsible Public Realm Hardware

Efficient Waste Management

Sustainable Buildings



Healthy

Outdoor Comfort
Healthy Communities

Healthy Buildings



Resilient

Resilience Readiness
Climate Resilience
Operations Resilience
Community Resilience
Heat Resilience
Energy Resilience
Water Resilience



Positive

Fully Electric
Powered by Renewables
Efficient Infrastructure
Upfront Carbon Reduction
Upfront Carbon Compensation
Life Cycle Impacts
Positive Buildings



Places

Density and Amenity
Safe Places
Design with Country
Streets for People
Active Transport
Public Transport
Low Emissions Transport



People

First Nations Inclusion
Design for Equity
Inclusive Site Practices
Procurement & Workforce Inclusion
Economic Inclusion
Affordable Housing



Nature

Sensitive Site Protection
Impacts to Nature
Integrated Water Management
Biodiversity Enhancement
Design for Wildlife
Nature Connectivity
Nature Stewardship



Leadership

Market Transformation
Leadership Challenges

Appendix D - Amendments to technical criteria

Amendments between the technical criteria between the Responsible Products Guidelines – Version A and B. For further information on technical criteria, please see Part Two of this document.

Version A		Version B	
Responsible	Corporate commitment on climate	Responsible	Corporate commitment on climate
	-		Corporate commitment on nature
	Environmental management		Environmental management
	Carbon emissions disclosure		Product carbon disclosure
	Socially responsible extraction of resources		Indigenous consent
	Transparent chain of custody		<i>Moved to Nature</i>
	Environmental impact disclosure		Environmental product declaration
	Health impacts disclosure		-
	Ingredient disclosure		<i>Moved to Healthy as Substances</i>
	<i>Previously social accountability</i>		Workforce inclusion
Healthy	Occupant health and safety	Healthy	VOCs
	Manufacturing health and safety		Manufacturing health and safety
	Chemicals of concern		Substances
	Modern slavery		Modern slavery
	Social accountability		<i>Moved to Responsible as Workforce inclusion</i>

Version A		Version B	
Positive	Energy use reduction	Positive	Energy use reduction
	Energy source		Energy source
	Carbon emissions reduction		Carbon emissions reduction
	Water use reduction		Freshwater use reduction
	-		Water source
Circular	Impacts to nature	Circular	<i>Moved to Nature</i>
	Material extraction impact reduction		-
	Waste generation reduction		-
	Packaging		Packaging
	-		Circularity measurement
	-		Product inflows
	-		Product use
	-		Product stewardship
	-		Product identifier
	-		-
Nature	<i>Moved from Circular</i>	Nature	Nature disclosure
	<i>Moved from Circular</i>		Impacts to nature
			Chain of custody

Appendix E - Amendments to governance requirements

Amendments between the governance requirements between the Responsible Products Guidelines – Version A and B. For further information on technical criteria, please see Part Two of this document.

Version A		Version B	
Registered entity	Legally registered	1.0 Good governance structures	1.1 Registered entity
	-		1.2 Conflict resolution processes
	<i>Moved to standard development process</i>		1.3 Diversity in governance groups
	-		1.4 Claims and communication
	-		1.5 Transparent financial model
Standard development processes	Standard-setting procedures and summaries of work	2.0 Standard development processes	2.1 Documenting standard development
	Process to address stakeholder concerns		2.2 Process for seeking consensus
	Public opinion is considered		2.3 Public consultation
	Publicly available documentation		2.4 Transparency of documentation
Standard quality	Clearly stated objects	3.0 Standard quality	3.1 Clearly stated objectives
	Robust criteria for assessment		3.2 Robust and measurable criteria
	Science based targets		3.3 Exceeds regulation
	Best practice		3.4 Best practice targets
	-		3.5 Assessor arrangements
	Compliant to ACCC and ISO 14021 or GRI		<i>Moved to Good governance structures - Claims and communication</i>
Independent assessment	JAS-ANZ auditors or independent third-party auditors	N/A	<i>Moved to Standard quality - Assessor arrangements</i>
Conflict resolution	Conflict resolution process	N/A	<i>Moved to Good governance structures - Conflict resolution processes</i>

Appendix F - Governance Pathway

ISEAL Code Compliant (1/5)

The ISEAL Code supports scheme owners to develop and manage sustainability systems or schemes that deliver meaningful sustainability impacts and credible claims. The requirements in the ISEAL Code apply to all scheme components and strategies that contribute to or result in the scheme's defined sustainability outcomes or that back up the scheme's controlled claims and communications about the results. This includes the core components of a sustainability system: standard-setting; monitoring, evaluation, and learning (MEL); assurance; and claims. It can also include complementary strategies such as capacity building or company partnerships that are needed to deliver on the scheme's intended sustainability outcomes and impacts.

Principle	Criteria	Alignment in GBCA criteria
1.1 Intended sustainability impacts and strategies	The scheme owner defines and documents: 1. the desired short, medium, and long-term sustainability outcomes and impacts it aims to achieve 2. the scheme components and strategies it will use to achieve those outcomes and impacts, or to back-up the claims it makes or allows clients of the scheme to make 3. the causal pathways through which its scheme components and related activities and strategies are expected to contribute to intended outcomes and impacts In documenting the causal pathways, the scheme owner identifies major assumptions inherent in these pathways.	3.1 Clearly stated objectives
1.3 Review of intended impacts and strategies	At least once every 5 years, the scheme owner: 1. updates its background assessment (1.2) 2. reviews and, where necessary, revises its intended outcomes, impacts, strategies, activities, and causal pathways (1.1) to ensure they remain relevant and valid	2.2 Documenting standard development
1.6 Public information about scheme impacts and strategies	The scheme owner makes information about its purpose and strategies publicly available and easily accessible, including at least its desired sustainability outcomes and impacts and how its scheme is expected to achieve those outcomes and impacts. (1.1)	2.1 Documenting standard development
2.1 Governance structure	The scheme owner maintains the following records to support scheme governance and operations: 1. registration as a legal entity of the organisation responsible for the scheme 2. overview of the scheme's corporate and governance structure 3. terms of reference for all decision making bodies (including selection criteria for members of the decision-making bodies) 4. list of members of each decision making body	1.1 Registered entity 1.3 Diversity in governance groups
2.3 Responsibility for scheme components and strategies	The scheme owner delineates roles and responsibilities for developing, implementing, and revising its policies and procedures for each scheme component and related strategies.	2.1 Documenting standard development

Appendix F - Governance Pathway

ISEAL Code Compliant (2/5)

Principle	Criteria	Alignment in GBCA criteria
2.7 Contracts for delegated activities	The scheme owner establishes legally enforceable contracts with implementing partners that include control measures for all delegated functions, as well as clear expectations for good data management, confidentiality and sharing of data with the scheme owner. The scheme owner also requires its implementing partners to have legally enforceable contracts with their respective clients, including steps to address any arising fraudulent behaviour.	3.5 Assessor arrangements
2.8 Scheme review and revision	The scheme owner defines and follows a schedule to review each component of its scheme at least every five years and, where necessary, to revise that scheme component.	2.1 Documenting standard development
2.10 Public information about scheme governance and operations	The scheme owner makes the following information about the scheme's governance and operations publicly available and easily accessible: 1. legal ownership of the scheme (2.1) 2. the scheme's scope of operations (sector, geography, segment of the supply chain, life cycle stage, etc.) 3. composition of the scheme's primary governance bodies 4. summary of income sources for the scheme	1.5 Transparent financial model 2.1 Documenting standard development
3.5 Dispute resolution system	The scheme owner has a documented dispute resolution system that is open and accessible to all stakeholders and that facilitates and supports the impartial handling and remediation of complaints and grievances about clients, members, implementing partners, and the scheme itself. The procedure governing the dispute resolution system includes timelines by which complaints and grievances are to be assessed. At a minimum, the system accepts complaints and grievances related to standards development and maintenance, assurance processes and decisions, codes of conduct or policies of association for clients or members, and claims processes and controlled claims. The scheme owner ensures that the confidentiality of a complainant is protected when requested by the complainant or when it is otherwise prudent. The scheme owner retains overall responsibility for management of the dispute resolution system and ensures that implementing partners have their own dispute resolution systems that feed into the overall approach, so that complaints and grievances are submitted and managed at the appropriate level.	1.2 Conflict resolution processes

Appendix F - Governance Pathway

ISEAL Code Compliant (3/5)

Principle	Criteria	Alignment in GBCA criteria
6.1 Standards policies and procedures	The scheme owner's procedures for standards development and maintenance address at least: 1. the processes for developing, reviewing, and revising standards, including the processes for stakeholder engagement (6.5 to 6.8) 2. decision-making roles, responsibilities, and procedures where these are not addressed elsewhere (6.9 and 6.10) 3. the conditions and process for urgent substantive revisions, if the scheme allows for these (6.12) 4. the conditions and process for non-substantive changes to the standard, e.g., to clarify language (6.11) 5. protocols for changes in the standard, including timelines by which changes come into effect and mechanisms to communicate those changes to affected stakeholders Procedures for standards development and maintenance apply to all of a scheme's standards that are applied to its clients or members.	2.1 Documenting standard development
6.3 Terms of reference for standards	At the outset of a standard's development or revision, the scheme owner defines the objectives of the development or revision process. These objectives are consistent with the scheme's intended impacts and strategies. The scheme owner also develops or updates a terms of reference for the standard that includes at least: 1. the intended scope of the standard 2. the intended sustainability outcomes of the standard, consistent with the scheme's sustainability impacts and strategies (1.1) 3. a justification of the need for the standard, including how the standard complements existing external standards with overlapping scopes 4. the intended sustainability claims that the standard will substantiate (8.1.3)	2.1 Documenting standard development
6.9 Balanced decision making about the standard and ISO 14000 series requirements	The scheme owner ensures that there is a governance body responsible for making decisions on the content of the standard and that this body: 1. is open to all stakeholders 2. constitutes a balanced and diverse group of stakeholders, including those that are directly affected by implementation of the scheme or by the sector the scheme seeks to impact	1.3 Diversity in governance groups

Appendix F - Governance Pathway

ISEAL Code Compliant (4/5)

Principle	Criteria	Alignment in GBCA criteria
6.10 Consensus decision making	The scheme owner ensures that its decision-making procedure: 1. promotes consensus decision making on the content of the standard 2. defines alternative decision-making procedures in advance and criteria for when these should come into effect in the event that consensus cannot be achieved Procedures include decision-making thresholds that ensure no one stakeholder group can control decision-making.	2.2 Process for seeking consensus
6.14 Standards review and revision	The scheme owner reviews each standard covered by the ISEAL Code at least every five years, drawing on relevant data and information (6.15) to assess: 1. continued relevance of the standard's sustainability outcomes against the scheme's intended sustainability outcomes and impacts (1.1) 2. the standard's continued effectiveness in meeting its stated objectives If the review determines that a revision is necessary, the scheme owner updates the standard's objectives as necessary and then revises the standard in a timely manner, in line with the relevant requirements in the ISEAL Code. If the review determines that a revision is not necessary, the scheme owner reaffirms the standard, communicates publicly about the decision and rationale, and establishes the date for the next review.	2.1 Documenting standard development
6.16 Standards structure and content	The scheme owner ensures the standard is structured to meet its intended sustainability outcomes and to be consistently interpreted and applied. This includes ensuring that the content of its standard meets the following requirements: 1. the requirements in the standard are auditable, verifiable, or measurable, and easily understood 2. the standard contains requirements that address all of the standard's intended sustainability outcomes 3. only requirements that are relevant to meeting these outcomes are included, and administrative requirements related to assurance, claims or labels or other matters not connected to sustainability outcomes are presented separately 4. requirements are at least as stringent as existing regulatory requirements in the countries where the standard is applied 5. the intellectual source of content is attributed or cited, where relevant	3.2 Robust and measurable criteria

Appendix F - Governance Pathway

ISEAL Code Compliant (5/5)

Principle	Criteria	Alignment in GBCA criteria
6.20 Public information on standard setting	The scheme owner makes consultation drafts and final versions of its standards freely available and easily accessible in the scheme's official languages. In addition, it makes the following supporting information publicly available: 1. date by which a standard comes into effect and planned dates of any subsequent standards review 2. any additional translations of the standards to support accessibility and uptake 3. procedures for standards development and revision, including decision-making roles and responsibilities (6.1) 4. terms of reference for its standards (6.3) 5. comments received during the consultations or, at a minimum, accurate summaries of these comments, along with explanations of how the comments were considered (6.5) 6. any interpretations or variances to the standard arising from its implementation 7. if applicable, the justification and the details of any urgent substantive revisions made to its standards since the last review and revision (6.12)	2.1 Documenting standard development
7.8 Appeals Mechanism	The scheme owner requires assurance providers to implement a publicly available appeals procedure where clients can appeal their assurance decisions. It also requires oversight bodies to implement this for assurance providers.	1.2 Conflict resolution processes
7.21 Accreditation	Where the scheme owner relies on accreditation bodies for its oversight, it ensures that accreditation bodies conform to the current version of ISO/IEC 17011 in addition to the requirements in the ISEAL Code that apply to oversight bodies.	3.5 Assessor arrangements
8.6 Supporting information for claims	The scheme owner specifies what supporting information must accompany or be linked to approved claims and any requirements or conditions for how this information is provided or displayed. The scheme owner ensures that this supporting information is accessible to stakeholders and supports their understanding of the claim.	1.4 Claims and communications

Appendix F - Governance Pathway

ISO 14065 (Conformity assessment – Requirements for certifying products, processes and services) (1/2)

This International Standard contains requirements for the competence, consistent operation and impartiality of product, process and service certification bodies. Certification bodies operating to this International Standard need not offer all types of products, processes and services certification. Certification of products, processes and services is a third-party conformity assessment activity.

Principle	Criteria	Alignment in GBCA criteria
4.1 Legal responsibility	The certification body shall be a legal entity, or a defined part of a legal entity, such that the legal entity can be held legally responsible for all its certification activities.	1.1 Registered Entity
4.2 Management of impartiality	4.2.2 The certification body shall be responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.	3.5 Assessor arrangements
4.6 Publicly available information	The certification body shall maintain (through publications, electronic media or other means), and make available upon request, the following: a) information about (or reference to) the certification scheme(s), including evaluation procedures, rules and procedures for granting, for maintaining, for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification; b) a description of the means by which the certification body obtains financial support and general information on the fees charged to applicants and to clients; c) a description of the rights and duties of applicants and clients, including requirements, restrictions or limitations on the use of the certification body's name and certification mark and on the ways of referring to the certification granted; d) information about procedures for handling complaints and appeals.	1.2 Conflict resolution processes 2.2 Documenting standard development

Appendix F - Governance Pathway

ISO 14065 (Conformity assessment – Requirements for certifying products, processes and services) (2/2)

Principle	Criteria	Alignment in GBCA criteria
7.13 Complaints and appeals	7.13.1 The certification body shall have a documented process to receive, evaluate and make decisions on complaints and appeals. The certification body shall record and track complaints and appeals, as well as actions undertaken to resolve them. 7.13.2 Upon receipt of a complaint or appeal, the certification body shall confirm whether the complaint or appeal relates to certification activities for which it is responsible and, if so, shall address it. 7.13.3 The certification body shall acknowledge receipt of a formal complaint or appeal. 7.13.4 The certification body shall be responsible for gathering and verifying all necessary information (as far as possible) to progress the complaint or appeal to a decision. 7.13.5 The decision resolving the complaint or appeal shall be made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal. 7.13.6 To ensure that there is no conflict of interest, personnel (including those acting in a managerial capacity) who have provided consultancy (see 3.2) for a client, or been employed by a client, shall not be used by the certification body to review or approve the resolution of a complaint or appeal for that client within two years following the end of the consultancy or employment. 7.13.7 Whenever possible, the certification body shall give formal notice of the outcome and the end of the complaint process to the complainant. 7.13.8 The certification body shall give formal notice of the outcome and the end of the appeal process to the appellant. 7.13.9 The certification body shall take any subsequent action needed to resolve the complaint or appeal.	1.2 Conflict resolution processes

Appendix F - Governance Pathway

Global Ecolabelling Network (GEN) – GENICES Certified Member to ISO 14024 (1/2)

This document establishes the principles and procedures for developing Type I environmental labelling programmes, including the selection of product categories, product environmental criteria and product function characteristics, and for assessing and demonstrating compliance. This document also establishes the certification procedures for awarding the label.

Principle	Criteria	Alignment in GBCA criteria
6.2 Consultation with interested parties	The ecolabelling body shall implement a formal consultation mechanism that facilitates full participation of interested parties. Such a mechanism could include the use of selected groups of interested parties' representatives, e.g. consultation board, advisory committee or public hearing. Consultation is an on-going process that occurs in the selection of the product category, and in the establishment of product environmental criteria and product function characteristics. Interested parties shall be given adequate time and access to details and sources of information used. The consultation process shall also ensure that interested parties that comment on the programme receive proper consideration of, and response to, their comments. Reasonable efforts should be made to achieve consensus throughout the process.	2.1 Process for seeking consensus
6.6 Reporting and publication	Once the product categories, product environmental criteria and product function characteristics have been established, they shall be published. The selected report format shall be accompanied by information which demonstrates that: • the establishment of the category, criteria and characteristics is in accordance with the scope, principles, practices and requirements set out in this document; • the criteria are objective and justifiable; • methods are available to verify the product environmental criteria and product function characteristics; • interested parties were given the opportunity to participate in the process and their views were taken into consideration. The ecolabelling body should also provide information on request that explains the meaning of the label to purchasers and the public.	2.4 Transparency of documentation
6.6 Reporting and publication	As above.	3.1 Clearly stated objectives

Appendix F - Governance Pathway

Global Ecolabelling Network (GEN) – GENICES Certified Member to ISO 14024 (2/2)

Principle	Criteria	Alignment in GBCA criteria
5.14 Scientific basis of product environmental criteria	The development and selection of criteria shall be based on sound scientific and engineering principles. The criteria should be derived from data that support the claim of environmental preferability.	3.2 Robust and measurable criteria
5.1 Voluntary nature of the programme	Type I environmental labelling programmes, including those developed or operated by governments-sponsored agencies, shall be voluntary in nature.	3.3 Exceeds regulation