

IICRC

**Policies and Procedures
for Developing and Maintaining
Approved Standards**

Last Edited – May 2025

**INSTITUTE OF INSPECTION, CLEANING AND RESTORATION
CERTIFICATION - IICRC**

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Las Vegas, NV 89119**

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1. APPLICABILITY AND SCOPE

These Policies and Procedures shall guide the activities of the Institute of Inspection, Cleaning and Restoration Certification (IICRC) related to the development, approval, maintenance, revision, reaffirmation, and withdrawal of standards for the cleaning, restoration, and inspection industry.

2. DEFINITIONS

The following definitions are applicable to this Policy:

2.1 IICRC Board of Directors (the Board): The entity responsible for authorizing standards development and issuance, and oversight of the administration of standards governed by this Policy.

2.2 Secretariat: IICRC is the Secretariat. The Secretariat can appoint one or more representatives to act on its behalf. Such appointments shall be for limited durations and specific, documented tasks. The IICRC Board of Directors shall assign or delegate the responsibilities of the Secretariat to the Standards Chair, Standards Leadership Team, IICRC Standards Director, or to other consultant(s) engaged by IICRC. (see Section 3.2).

2.3 Standards Committee (SC): Consists of the Standards Chair, Standards Vice Chair(s), Standards Director, and the Chairs and Vice Chairs of each of the Standards Consensus Bodies.

2.4 Standards Leadership Team (SLT): Consists of the Standards Chair, Standards Vice Chair(s), and the Standards Director. This group meets on a regular basis to discuss, plan, and strategize on standards related matters.

2.4 Consensus Body (CB): A committee of voting members that approves the content of a standard and whose vote demonstrates evidence of consensus.

2.5 Standard: A document established by due process and consensus and approved by the CB for consideration by the Board that describes the principles, criteria, characteristics, practices, procedures, methodology, and precautions for a given activity.

2.6 Substantive Change: A substantive change in a proposed American National Standard (ANS) is one that directly and materially affects the use of the Standard. Examples of substantive changes are below:

- “shall” to “should” or “should” to “shall”;
- addition, deletion or revision of requirements (i.e., should, shall), regardless of the number of changes;
- addition of mandatory compliance with referenced standards.

3. ORGANIZATION

3.1 Committees

The SC is made up of the Standards Chair, Standards Vice Chair(s), and the Chairs and Vice Chairs of each of the Standards Consensus Bodies. The Secretariat may create separate CBs for each IICRC Standard.

CBs may form section/chapter/content subcommittees that shall be subject to the direction of the CB and shall report back to their CB. Such section committees may be formed or disbanded by the Chair of the respective CB. Any approval authority delegated to section committees shall extend only to the extent of their authorized activities.

At no time shall a subcommittee comprise of a CB membership that constitutes a rolling quorum. A rolling quorum is defined as greater than one-third of the CB membership.

Those with voting rights within the CB include only the members of that CB, and not members of section committees associated with the CB (unless they are members of the CB). The Secretariat or Standards Leadership Team may also create or disband other sub-committees for the conduct of the business of the Secretariat.

Membership of any CB shall be sufficiently diverse to ensure reasonable balance when no single interest category constitutes a majority of the voting membership. For safety related standards, no single interest category should constitute more than one-third of the membership of a consensus body. In addition, membership of any CB shall not have dominance by any single interest group, individual, or organization. To determine balance and lack of dominance, the “membership” of the CB is intended to mean and include all voting members of the committee.

The SC and all CBs shall operate in a manner consistent with the standards and operating principles and procedures set forth in this policy. The structure and activities of the SC are subject to the control and approval of the Secretariat.

3.2 Secretariat

The IICRC Board of Directors shall assign or delegate the responsibilities of the Secretariat to the Standards Chair, Standards Leadership Team, IICRC Standards Director, or to other consultant(s) engaged by IICRC.

The Secretariat shall:

- a. Organize committees.
- b. Oversee compliance with this policy.
- c. Consider and possibly recommend reasonable limits on the size of CBs (e.g., within a range of 10 to 25 members).

- d. Provide a Membership Application and Agreement form for use by CBs and subcommittees.
- e. Maintain rosters of all committees, sub-committees, and section committees.
- f. Maintain all records pertaining to the SC and CBs.
- g. Provide administrative support to the SC and CBs.
- h. Submit proposed standards and revisions that have been approved by the respective CB, for final approval by the IICRC Board of Directors and ANSI.
- i. Publish approved Standards and revisions thereto.
- j. Determine all Standard pricing and terms of sale.
- k. Provide the budget and funding for standards activities, in its sole and absolute discretion.
- l. Appoint SC officers in accordance with Section 3.3.
- m. Approve all standard development partnering or joint venture arrangements and agreements with third parties.
- n. Perform other functions as necessary or required by this policy.

3.3 Officers

There shall be a Chair and Vice-Chair(s) of the SC, who shall be appointed by the Secretariat. There shall be a Chair and a Vice-Chair for each CB, who shall be appointed by the Secretariat. There shall be a Chair of all other sub-committees of the CB, and they shall be appointed by the respective CB Chair.

The Vice-Chair(s) shall perform the duties of the Chair if the Chair is temporarily unable to do so. Each Chair and Vice-Chair will serve until a qualified successor is appointed and ready to serve.

The duties and responsibilities of the Standards Chair are further described in the Standards Chair Job Description adopted by the Secretariat.

3.4 Record Retention Policy

Records shall be prepared and maintained to provide evidence of compliance with this policy. With regard to ANSs developed by the Secretariat, such records shall be available for audit as directed by the ANSI Executive Standards Council (ExSC). Records and materials associated with the development, re-affirmation or revision of an IICRC Standard, including ANSs maintained under the periodic maintenance option, shall be retained for one complete standards cycle, or until the Standard is revised or reaffirmed. Records and materials associated with the withdrawal of an IICRC Standard, including ANSs, shall be retained for at least five years from the date of withdrawal, or for a duration consistent with the audit schedule.

3.5 Committee Liaisons

The IICRC Standards Director, if contracted and provided by the IICRC Board, serves as an agent of the IICRC Board and is charged with supporting, performing and completing the Standard writing objectives and tasks contemplated in this Policy. The Standards Director shall assist the Secretariat, the Standards Chair, and the SC in all facets of the standards writing process, including, but not limited to,

achieving compliance with this Policy, providing technical, editorial, and organizational assistance to all CBs, participating in the process, conducting meetings, or performing such other functions as may be provided by contract or as assigned by the Secretariat or the Standards Chair.

4. CONSENSUS AND DUE PROCESS: POLICIES FOR STANDARD DEVELOPMENT

IICRC CBs operate under the principles of consensus and due process.

4.1 Consensus

“Consensus” means substantial agreement has been reached by directly and materially affected interest categories. This signifies the concurrence of more than a simple majority, but not necessarily unanimity. Consensus requires that all views and objections be considered, and that an effort be made toward their resolution.

4.2 Due Process Requirements

IICRC CBs develop standards by consensus, in accordance with procedures designed to assure due process. “Due Process” means that persons (e.g., organization, company, government agency, individual) with a direct and material interest may participate by: a) expressing a position and its basis; b) having that position considered; and c) having the right to appeal if adversely affected. Due process allows for equity and fair play. These due process principles, which are further implemented throughout this policy, constitute the minimum acceptable due process requirements for maintaining consensus.

4.2.1 Openness

IICRC CB member participation shall be open to persons who are directly and materially interested in the standard activity in question. There shall be no undue financial barriers to participation. (Note: expecting committee members that choose to attend in-person meetings to pay for the cost of transportation, meals, accommodations and incidental travel expenses to attend meetings shall not be deemed an undue financial barrier to participation). All consensus body members have the opportunity to attend a meeting via teleconference or video conference. Membership on any IICRC CB shall not be conditional upon membership in any organization or unreasonably restricted on the basis of technical qualifications or other such requirements.

Notwithstanding the foregoing, the need to maintain lack of dominance and balance, and the need to maintain committees of manageable size, may justify denial of a membership request, or require participation in the standard development process in a less direct manner, such as by participating in the public review process, commenting on a draft standard, being designated as a volunteer, or otherwise. None of these constitute membership in the CB or provide for voting rights.

The affiliation of a consensus body member refers to the entity that the consensus body member represents, which may or may not be that person's employer. If the consensus body member is serving in an individual capacity, then the name of the individual, their sponsors (if any) and interest category shall be made available upon request. Contact information is not required.

4.2.2 Balance and Lack of Dominance

The standards development process should have a balance of interests and shall not be dominated by any single interest category, individual or organization. "Dominance" means a position or exercise of dominant authority, leadership, or influence by reason of superior leverage, strength, or representation to the exclusion of fair and equitable consideration of other viewpoints. Participants from diverse interest categories shall be sought with the objective of achieving balance. For purposes of this Policy, the criteria for balance for non-safety-related standards are normally satisfied when no single interest category constitutes a majority of the voting membership of a CB. Additionally, for safety-related standards, no single interest category should constitute more than one-third of the membership of a consensus body.

Consensus body members will initially self-select into one of the interest categories, which will be reviewed by the Consensus Body Chairman, and Standards Chair for approval. At times, the interest category self-selected by an applicant may need to be changed by the CB Chair, Vice Chair, and Standards Leadership Team.

Sub-committees of CBs need not be balanced.

4.2.3 Notification of Standards Development

Timely and adequate notice of standards development activity shall be announced in media suitable to demonstrate that a meaningful opportunity for participation, debate and deliberation by all directly and materially affected persons in a fair and equitable manner was provided. The IICRC Board of Directors approves the initiation of a new Standard, or the revision of an existing ANS. At the initiation of a project to develop or revise an American National Standard, notification shall be transmitted to ANSI using the Project Initiation Notification System (PINS) form, or its equivalent, for listing in *Standards Action*. In addition, any comments resulting from the announcement will be handled in accordance with 2.5 of the ANSI Essential Requirements.

4.2.4 Consideration of Views and Objections

Reasonably prompt consideration as specified elsewhere in this document shall be given to the written views and objections of all participants, including those commenting on the PINS announcement or formal public review of IICRC Standards in ANSI's *Standards Action*.

4.2.5 Coordination and Harmonization with Other ANSs

Good faith effort shall be made to resolve potential conflicts between and among existing ANSs, if any, and candidate ANSs.

4.2.6 Consensus Vote

Evidence of consensus in accordance with this policy shall be documented. Consensus is demonstrated, in part, by a ballot vote of the CB, which shall be conducted and reported in accordance with this policy (see 8.2 Ballot).

4.2.7 Appeals

The Standard development procedures shall contain an identifiable, realistic, and readily available appeals mechanism for the impartial handling of procedural appeals regarding any action or inaction. Procedural appeals include whether a technical issue was afforded due process. Appeals shall be addressed reasonably promptly and a decision made expeditiously within 30 calendar days of the Appeals hearing. Appeals procedures shall provide for participation by all parties concerned without imposing an undue burden on them. Consideration of appeals shall be fair and unbiased and shall fully address the concerns expressed according to the same requirements of balance and lack of dominance as required elsewhere in this document. A record of appeals proceedings and decisions will be maintained by the IICRC.

4.2.8 Written Standard Development Procedures

These written Policies and Procedures represent the methods used by the Secretariat for Standard development and shall be available to any interested party.

5. STANDARDS CONSENSUS BODY MEMBERSHIP

Membership on IICRC CBs shall be open to all persons who are directly and materially interested in the standard activity in question. However, this does not mean that all who apply must be accepted. Participation shall not be conditional upon membership in any organization.

Members of sub-committees of any IICRC CB (section committee and sub-committees) need not be members of the CB. However, the Chair of any CB sub-committee shall be a member of the CB. Sub-committees of CBs need not be balanced.

5.1 Standards Consensus Body Membership

- a) Members of a CB are charged with the task or project to draft, revise, re-affirm, or adopt standards. Members have voting rights on the committee or sub-committee in which they serve and must attend meetings.

5.1 a Types of Volunteers

- b) Subject Matter Expert (SME): A volunteer designated by the CB Chair as a qualified expert in the applicable subject area who may attend meetings and participate if asked to do so by the CB Chair, but is not a member of the CB, and does not have voting rights.
- c) Reviewer: A volunteer who does not attend meetings or have voting rights, but who agrees to be involved in the review, critique and/or editing of Standards if asked to do so by the CB Chair.
- d) Advisory: A volunteer having an interest in the work of a particular committee, and who may attend meetings and participate if asked to do so by the CB Chair, for the purpose of offering advice and counsel, to observe, or for other purposes authorized by the CB Chair.

5.2 Interest Categories

The interest categories appropriate to the development of consensus in any given standards activity are a function of the nature of the standards being developed. Interest categories shall be discretely defined, cover all materially interested parties and differentiate each category from the other categories. In defining the interest categories appropriate to the development of standards in the cleaning, restoration and inspection industries, consideration shall be given to at least the following interest categories:

- a) Producer: A person or organization producing, manufacturing, or supplying the services covered by the subject matter of the Standard. (e.g., a water damage restoration contractor utilizing the S500 Standard or a carpet cleaning company using the S100 Standard).
- b) User: A person or organization using the services covered by the subject matter of the Standard, rather than producing or selling them. Where appropriate, additional user sub-categories should be considered, including but not limited to the following:
user-consumer; user-commercial; user-industrial; user-institutional; user-government; user-labor. (e.g., a homeowner having their carpet cleaned referencing the S100).
- c) General Interest: A person or organization directly and materially affected and otherwise interested in the services or the subject matter of the standard. (e.g., an equipment or chemical manufacturer, academic, or attorney). General Interest covers any business or interest not covered by the other two interest categories.

In some circumstances not all of the above listed interest categories will apply. Furthermore, where appropriate, additional interest categories should be considered. For example, additional interest categories or General Interest sub-

categories that may be considered include, but are not limited to, the following: researcher, academician, educators and trainers; directly affected public; distributor, retailer or franchisor; regulatory agency; testing laboratory; insurance; financial; legal; medical.

Appropriate, representative user views may be sought and considered in standard development activities. Whenever possible, user participants shall be those with the requisite technical knowledge, but other users may also participate. User participation may come from both individuals and representatives of organized groups.

5.3 Membership Nomination and Application

A nomination or request for membership on an IICRC CB or any associated sub-committee may be made to the Secretariat and shall indicate the applicant's direct and material interest in the CB's work, the interest category represented, the qualifications and willingness to participate actively, and an alternate if desired. Applicants shall complete and submit the *IICRC Standard Consensus Body Application and Agreement*, or similar form in use by the IICRC.

If distinct divisions of an organization demonstrate independent interests and authority to make independent decisions, each is permitted to apply for membership.

The Standards Leadership Team, and the Chair of the respective CB, shall have the authority to select and appoint the members of the IICRC CB, and designate their respective interest categories, subject to ratification by the Secretariat. The Secretariat retains the right to adjust the membership of the CB to maintain objectives and balance. In addition, a CB may recommend members for appointment to its committee and associated sub-committee(s), with a proposed designation of their respective interest categories. In acting on nominations, applications or recommendations for membership, the Standards Leadership Team, and the Chair of the respective CB shall consider the following:

- a) The need for active participation by each interest category;
- b) The potential dominance by a single interest category or individual;
- c) The achievement of committee balance;
- d) The extent of interest expressed by the nominee/applicant and willingness and ability of the nominee/applicant to participate actively; and
- e) Professional qualifications, including education, training, and experience.

All IICRC CB members and associated sub-committee members shall comply with applicable IICRC rules, regulations, requirements and policies, including the IICRC Code of Ethics and Conduct, the IICRC Confidentiality/Non-Disclosure/Bias Policy, the IICRC Conflict of Interest Policy, and the IICRC Email Policy. Copies of these policies shall be distributed to members via the *IICRC Standard Consensus Body Application and Agreement Form*, with written acknowledgement of receipt. It shall be a condition of membership on any CB that

each member applicant shall agree in writing to fulfill the obligations of committee membership before becoming a member.

5.4 Obligations of Membership

The members of all IICRC CBs and associated sub-committees shall faithfully fulfill the participation, attendance, voting, communication, and other obligations of membership as appropriate, and shall comply with these policies and all other rules, regulations and policies of the Secretariat. Members shall notify staff of any changes in employment affecting representation. The Secretariat, and the Chair and Vice-Chair of the CB, shall review the membership list of all IICRC CBs no less than annually to determine compliance with CB membership obligations.

Active participation of members, including attendance at meetings, is important to the function of the CB. Habitual non-attendance at meetings, with or without justifiable reason or excuse, may be grounds for membership termination.

5.5 Representation of CB Members

Listing IICRC Standards Consensus Body past and present participation in resumes, biographical information or other professional experience notices and documents is both permitted and encouraged. Consensus Body members are encouraged to professionally acknowledge their involvement and advocate for the participation of additional volunteers (e.g. industry subject matter experts, reviewers, advisory) in future IICRC Standards development.

However, Consensus Body members do not officially represent the IICRC and must not portray themselves as official spokespersons for the IICRC or its Standards. Members must clearly communicate that their views, interpretations, testimonies, articles, and any oral or written statements regarding IICRC Standards represent their personal opinions and are not endorsed by the IICRC. Consensus Body members must not represent themselves as an official authority on IICRC Standards.

Only exact language directly cited from an IICRC Standard must be represented as official Standard content, and must be clearly cited as such, to include the Standard number, title and publication date. Any interpretations, supplemental information, opinions or explanations of cited language must be distinctly separated and clearly differentiated from official Standard language.

5.6 Representation of Volunteers

Volunteers are not Consensus Body members. Volunteers must accurately represent their level of involvement as non-voting volunteers in the IICRC Standards development process. Being listed as a volunteer or SME does not constitute participation, authorship, or any responsibility for the creation or approval of Standards. Individuals must refrain from overstating or embellishing their contributions, clearly distinguishing between direct contributions to official content and advisory or supportive roles. As with Consensus Body members, only

exact language cited directly from an official IICRC Standard, clearly including the Standard number, title, and publication date, can be represented as official Standard content.

5.7 Alternates

Alternate members of IICRC CBs and associated sub-committees must be approved by the primary member and approved by the CB Chair. If both the member and alternate are present at a meeting, the alternate shall not vote.

5.8 Volunteers

Individuals having an interest in the work of a particular CB may apply for participation as observers or advisory volunteers. The Secretariat, or the CB Chair may also select experts to assist it in the standard development process. Advisory volunteers and experts shall be notified of the activities of the CB if applicable, may attend and participate in meetings if asked to do so by the CB Chair, and may submit comments for consideration, but shall have no vote. They are not members of the CB and do not vote.

5.9 Membership Roster

The Secretariat shall prepare and maintain annually an updated membership roster. The roster shall list the name of the respective CB, the name and contact information of all members, the organization they represent, the classification of each CB member, and the tally of classifications (the total of voting members and subtotals for each interest category).

5.10 Membership Term

Membership on a Standards CB will continue through the Standard development process, approval and publication of the Standard. Once the Standard has been published, the general CB membership will be disbanded, but the Chair and the Vice-Chair of the Standards CB will continue in their position, and will remain as members of the SC.

5.11 Membership Termination

The Standards Chair or the Secretariat can terminate membership or request the resignation of any member of the SC, any CB, or any sub-committees, with cause, including a default of their membership obligations.

In addition, any CB may require the resignation or termination of membership of any member (except for the Chair and Vice Chair appointed by the Secretariat) upon approval of at least two-thirds of the voting membership, with cause, including a default of the obligations of membership.

6. MEETINGS

6.1 Frequency

Consensus Bodies will meet on an as needed basis. Generally, CB meetings shall be decided upon and scheduled by the Chair of the CB or scheduled by the Standards Chair or by petition of one-third of the membership of a CB. Meetings of sub-committees may be held as decided upon by the Chair of the respective subcommittee, or by the members of the subcommittee.

6.2 Notification and Agenda

At least 30 calendar days notice of scheduled in-person CB meetings shall be given by the Chair of the CB. The meeting notice shall describe the time and location of the meeting, the purpose of the meeting, and a readily available source of further information.

An agenda shall be prepared and distributed with the meeting notice no later than one week prior to the meeting date for in-person meetings.

6.3 Open Meetings

Meetings of the CB and all sub-committees shall be open to all members and observers having a direct and material interest, upon request and if approved or requested by the CB Chair or Standards Chair. Observers shall complete and comply with an Observer Agreement prior to attending any meeting. However, the Chair of the meeting shall have control over the conduct of the meeting and shall have the authority to exclude anyone necessary to maintain order. The Chair shall also have the authority to call an executive session (closed session) if necessary.

6.4 Quorum

A simple majority of the members of any CB or other group governed by this policy shall constitute a quorum for conducting business at a meeting. Matters shall be deemed approved by the affirmative vote of more than a simple majority of the quorum present, except where a greater voting majority is otherwise specified in this policy. If a quorum is not present, actions may be taken subject to subsequent ratification by ballot or vote at a future meeting.

6.5 Parliamentary Procedures

On questions of procedure not covered under this policy, Robert's Rules of Order (Revised) shall apply.

6.6 Minutes

IICRC staff shall prepare minutes of all CB meetings. Subject to approval of the applicable CB, and subject to the limitations set forth in this Section, the minutes shall stand as the official record of actions taken at meetings. The minutes shall reflect all interim votes, ballot votes, actions of the CB, evidence of consensus of the respective committee, and necessary or appropriate information demonstrating compliance with the normative policies and administrative procedures required for accreditation of the Secretariat as established by ANSI or the Secretariat, if applicable.

Minutes of meetings shall be used for the purpose of refreshing memory and resolving disputes about formal actions such as motions and votes taken or not taken and identification of the latest revision of the standard. The notes of discussion in the minutes shall also generally reflect or summarize the discussion of each meeting, for the primary purposes of refreshing recollections and avoiding meeting redundancy. Although the minutes are not intended to be verbatim transcripts of discussion, approved language changes shall be clearly identified and accurately shown with legislative tracking and all formal action and voting shall be accurately documented in the minutes. The minutes shall be distributed to the members of the respective CB and approved by the CB at the beginning of its next meeting, or in the alternative, approved by electronic interim voting ballot. The minutes of meetings should be distributed within 30 calendar days of a meeting for review.

Notwithstanding the foregoing, it is not intended that CB minutes be used, relied upon or interpreted by third parties as the legislative history of any applicable standard or other work product of a CB, and the minutes shall not be used for such purposes. Nevertheless, such minutes may be used by the CB, the Standards Committee, the Secretariat, or their respective designees, to assist in the development or promulgation of Interpretations permitted by Section 9 of this Policy.

All minutes shall contain the following or similar legend: *“These minutes/notes of discussions do not reflect a verbatim transcript of committee meeting proceedings. Although these minutes/notes are intended to generally reflect and summarize the committee meeting discussion, they may be imprecise and incomplete and not reflective of all discussion details. These minutes/notes, with the exception of official actions such as motions and votes, are not intended to be used, relied upon or interpreted as the legislative history of any applicable standard or other work product of the committee, and shall not be used for such purposes.”* All minutes shall include a copyright legend.

Other than those used by IICRC staff to assist in preparation of minutes, AI note takers are not permitted to join IICRC Standards meetings, or to record and provide notes for meetings.

6.7 Emergency Meetings

Notwithstanding Section 6.2 above, emergency meetings of a CB may be called by either the Secretariat, the Standards Chair, or by the Chair of the CB, upon at least three working days notice via email, or other media designed to reach applicable members. The meeting notice shall describe the time and location of the meeting, the purpose of the meeting, the nature of the emergency, and a readily available source of further information. An agenda shall be prepared and distributed with the meeting notice.

6.8 Meeting Format

Unless otherwise restricted in this Policy, members of the SC, a CB or sub-committee, may participate in a meeting of such committee by means of conference telephone, video conferencing, web conferencing, or similar communications equipment, when such media are available for use at a reasonable cost, whereby all persons participating in the meeting can hear each other, and participation in a meeting in such manner shall constitute presence in person at such meeting.

7. NOTIFICATION OF STANDARDS DEVELOPMENT

Timely and adequate notice of standards development activity, including formation of a consensus body shall be announced in media suitable to demonstrate that a meaningful opportunity for participation by all directly and materially interested parties in a fair and equitable manner was provided. Notification of standards activity shall be announced in suitable media to demonstrate an opportunity for participation by all directly and materially interested parties. At the initiation of a project to develop or revise an American National Standard, notification shall be transmitted to ANSI using the PINS form, or its equivalent, for listing in *Standards Action*.

8. VOTING

8.1 Interim Voting

The affirmative/negative/abstain method of voting shall be followed for voting on administrative matters, interim voting of the CB, and all voting by sub-committees. Interim voting shall be deemed to include all standard related voting of the CB not required to be conducted by Ballot as described below. Except where a different voting percentage is otherwise required in this policy, an affirmative interim vote requires approval by a majority of a quorum of those required for the respective CB or sub-committee meeting. In the discretion of the Chair of the meeting, interim voting may be either by voice, electronic or written ballot. In the discretion of the Chair, interim voting may be conducted by electronic ballot if and when decisions of the respective committee are necessary between meetings. The Chair may also conduct “straw” voting to determine a preliminary committee position on an issue

when necessary or desirable. With interim voting, the disposition and resolution of views and objections during the voting process is not required as a condition for interim vote approval.

8.1 Ballots

Ballots are required for CB approval of new Standards, reaffirmation and substantive revision of existing Standards. A substantive revision of an existing approved Standard is one that directly and materially affects the use of the Standard and does not include housekeeping or editorial changes. Balloting may be conducted electronically.

In addition, balloting may also be conducted in person during a committee meeting when: a) so approved by an interim vote of the respective committee; and b) when all those with a right to vote actually vote in person, electronically, or are given the right to vote either before or after the meeting; in which case the thirty day voting period set forth in Section 8.2.3 shall not apply. All members of the CB shall have the opportunity to vote on each ballot. When ballots are taken at meetings, voting members who are absent shall be given the opportunity to vote before or after the meeting.

A CB shall have final approval authority over the standard to which they are assigned prior to submittal to the Secretariat and ANSI. Those with approval voting rights include the members of the CB and shall not include the volunteers assisting with section committees and other sub-committees associated with the respective CB.

Each ballot shall indicate conspicuously that negative votes must be accompanied by reasons or comments related to the proposal and that votes unaccompanied by such reasons or comments will be recorded as “negative without comments” without further notice to the voter and will not be factored into the numerical requirements for consensus. In addition, each negative vote and objection submitted by a voting member of the CB which is not resolved must be reported to the ANSI BSR.

8.1.1 Ballot Voting

Each CB member shall vote one of the following positions on ballots:

- a) Affirmative.
- b) Affirmative, with comment.
- c) Negative, with reasons (the reasons for a negative vote should include specific wording or actions that would resolve the objection).
- d) Abstain, with or without reasons.

Ballots shall identify the voter. The vote of an alternate is counted only if the primary representative fails to vote. Proxy voting is not allowed.

8.2.2 Additional Authorization of Ballots

In addition to when ballots are required by this policy, ballots may also be authorized by any of the following:

- a) Majority vote of a quorum of those present at a CB committee meeting.
- b) The Standards Chair.
- c) The Chair of the applicable CB.
- d) The Secretariat.

8.2.3 Voting Period

The voting period for final CB approval ballots shall end no less than thirty calendar days from the date of issue or as soon as all ballots are returned, whichever comes earlier. The Standards Chair or the Secretariat may establish a longer voting period for any particular ballot, when deemed necessary. An extension of a voting period may be granted at the discretion of the Standards Chair or the Secretariat, when deemed necessary. The thirty-day voting period does not apply to interim ballots. Recirculation ballots shall be for fifteen calendar days.

A follow-up email requesting immediate return of the ballot shall be sent, as appropriate, to members and alternate members whose votes have not been received within ten calendar days before the ballot closes.

8.2.4 Reporting Votes

The results of each ballot shall be reported to the CB within ten calendar days after the close of a ballot. The results of each vote on all standards matters shall be reported by interest categories as follows:

- a) number of members;
- b) number of members voting affirmatively;
- c) number of members voting affirmatively with comment;
- d) number of members voting negatively with reasons;
- e) number of members abstaining with reasons;
- f) number of members not returning ballots.

A vote shall not be changed unless instructed to do so by the voter within the voting period. Such notification shall be substantiated in writing by the voter within a reasonable period of time.

8.2.5 Approved Actions

All ballots shall be considered approved, and numerical consensus established, when all of the following conditions have been met:

- a) Approval by at least two-thirds of those voting (not counting abstentions).

- b) The majority of the voting membership has returned their letter ballot (counting abstentions).
- c) All negative votes with reasons/comments have been addressed in accordance with section 8.2.6.

8.2.6 Disposition of Views and Objections

An effort to resolve all expressed objections shall be made. Each objector shall be advised via email of the disposition of the objection and the reasons, therefore. CB members shall submit votes and comments using the online workspace ballot. The CB is not required to address votes and comments not submitted via the online workspace. Voting members who have unresolved negative votes or objections shall be informed via email that an appeals process exists within procedures used by the Secretariat. If an item has had prior discussion, i.e., substantially the same comment is repeated that was previously made on the same issue within the same revision cycle of a particular standard, it shall not be necessary to reconsider it unless new information has been introduced. If no new information is submitted, the previous decision of the CB shall stand, and the negative voters shall be so advised.

If clear instruction is provided on the ballot, and a negative vote unaccompanied by reasons/comments related to the proposal is received notwithstanding, no further resolution shall be required, the vote shall be counted and recorded as “negative without reasons”, and the vote shall count for the purposes of establishing a quorum. Negative votes accompanied by reasons not related to the proposal under consideration need not be resolved, and the vote shall count for the purposes of establishing a quorum. If comments not related to the Standard are submitted, the comments shall be documented and considered in the future revision of the IICRC documents. However, such votes (i.e., negative vote without reasons/comment or negative vote accompanied by reasons/comment not related to the proposal) shall not be factored into the numerical requirements for consensus. The CB is not required to solicit any reasons/comment from a negative voter. The CB is not required to conduct a recirculation ballot of a negative vote submitted without reasons/comment or with reasons/comment not related to the proposal.

In addition, each negative vote and objection submitted by a voting member of the CB which is not resolved must be reported to the ANSI BSR. Each unresolved objection and attempt at resolution, and any substantive change made in a proposed standard shall be reported to the CB in order to afford all voting members of the CB an opportunity to respond, reaffirm, or change their vote.

8.2.7 Additional Voting Requirements for ANS

It is never appropriate to inform voters that if they are not heard from, their negative vote will be considered withdrawn and their vote will be recorded as an abstention or an affirmative.

8.3 Proxies

Although participation and voting with approved alternates is allowed, proxies are not allowed.

9. INTERPRETATIONS

9.1 Authority

Requests for official interpretations of standards shall be addressed to the Secretariat. Under no circumstances is a committee or committee member or any other person authorized to issue an interpretation of an IICRC standard on behalf of the IICRC without the advance written authorization of the IICRC. Official interpretations of IICRC standards shall be made by the IICRC Secretariat or its designee (e.g., IICRC Standards Director, appropriate IICRC counsel, the Standards Committee). This policy acknowledges that contractual arrangements between the IICRC and its legal counsel, or Standard Director may designate those positions to issue official interpretations of IICRC standards, and the contractual language may contain such authority.

9.2 Interpretation Requests

Interpretation requests can be made on all approved and published ANSI/IICRC ANSs. All interpretation requests must be made in writing clearly identifying the Standard section, page, and sentence that needs to be interpreted or clarified.

9.3 Standard Interpretation Response

In the discretion of the Secretariat, requests for interpretations of Standards may be forwarded by the Secretariat to the Standards Chair, who shall direct the query to the appropriate CB, or sub-committee with particular expertise on the subject in question. Proposed interpretations may be prepared by any member(s) with particular expertise on the subject in question. The draft response will be reviewed and approved by the Standards Chair, who will then send the official response to the interpretation request. If necessary, the SC may request the relevant CB to review an interpretation request when working on the revision of the relevant standard, and to add in wording to clarify the intent of a particular section or sentence in accordance with the normal consensus requirements for processing a new or revised Standard as contained in these procedures.

9.4 Notification of Standard Interpretations

Notification of approved interpretations shall be sent in writing to the requester. Notification shall also be provided to Secretariat, the Standards Chair, the Chair of the applicable CB, and the IICRC Standards Director.

9.5 Standards Interpretations Archive

A copy of all formal interpretation requests will be retained by IICRC and made available upon request. The Secretariat may refer the requester of an interpretation to a previous interpretation if applicable.

9.6 Interpretations of this Policy

The Secretariat, with the assistance of the Standards Chair, shall be responsible for the interpretation of these *IICRC Policies and Procedures for Developing and Maintaining Approved Standards*.

10. METRIC POLICY

The Imperial System of measurement is the preferred unit of measurement in IICRC standards.

11. PATENT POLICY

IICRC agrees to comply with ANSI's Patent Policy.

12. ANTITRUST POLICY

IICRC ANSs shall be developed in accordance with applicable antitrust and competition laws and meetings amongst competitors to develop ANSs shall be conducted in accordance with these laws.

13. COMMERCIAL TERMS AND CONDITIONS

IICRC agrees to comply with the ANSI Commercial Terms and Conditions Policy.

14. CONSIDERATION OF INTERNATIONAL STANDARDS

The Standards Committee shall consider international standards, if appropriate, in the development of IICRC Standards.

15. EDIT AND INTEGRATION REVIEW

Proposals for new standards, or reaffirmation or revision of existing standards, shall be submitted for edit/integration review prior to publication. The Standards Chair and the Standards Director shall coordinate edit/integration review, the general purpose of which is to enhance the flow, readability and clarity of the document, correct grammatical and formatting problems, address redundancy and ambiguity,

establish internal consistency, identify document structural problems and propose solutions, and other edit functions. The Standards Chair or Standards Director shall determine whether to use a single editor or an edit committee. The editor or committee shall endeavor to implement the intent of the section committee and the applicable CB.

All edit committee or editor revisions and suggestions shall be documented legislatively to establish process transparency and ease review of the work of the edit committee or editor.

When the work of the edit committee or editor is completed on all sections comprising an entire document, the entire document shall be submitted to the CB for review prior to its release for publication.

16. PUBLIC REVIEW

Proposals for new ANSs or reaffirmation, revision or withdrawal of existing ANS shall be transmitted to ANSI using the BSR-8 form, or its equivalent, for listing in *Standards Action* in order to provide an opportunity for formal public comment. The comment period shall be one of the following:

- a) A minimum of thirty (30) days if the full text of the revision(s) can be published in *Standards Action*; or
- b) A minimum of forty-five (45) days if the document is available in an electronic format, deliverable within one day of request, and the source (e.g., URL or an E-mail address) from which it can be obtained by the public is provided to ANSI for announcement in *Standards Action*; or
- c) A minimum of sixty (60) days, if neither of the aforementioned options is available.

Such listing in *Standards Action* may be requested at any stage in the development of the proposal, at the option of the SC and will be concurrent with the final CB approval ballot. However, any substantive change subsequently made in a proposed standard requires submittal for approval by ballot and listing of the change in *Standards Action*.

In connection with an objection articulated during a formal public comment period, an effort to resolve all expressed objections accompanied by comments related to the proposal under consideration shall be made, and each objector shall be advised via email of the disposition of the objection and the reasons, therefore. If resolution is not achieved, each objector shall be informed via email that an appeals process exists within procedures used by the CB. In addition, each objection resulting from formal public review which is not resolved must be reported to the ANSI BSR. Each unresolved objection and attempt at resolution, and any substantive change made in a proposed standard shall be reported to the CB in order to afford all voting members of the CB an opportunity to respond, reaffirm or change their vote. Any substantive change to the Standard will require another CB approval letter ballot and subsequent public review.

When the formal public review process is completed, the CB may consider comments received subsequent to the closing of the public review and comment period or shall consider them in future revisions of IICRC documents. Timely comments that are not related to the proposal under consideration shall be documented and considered in the future revisions of the IICRC documents. The submitter of the comments shall be so notified.

In addition to formal public review described above, proposals for new standards, or reaffirmation, revision or withdrawal of existing IICRC Standards, may be submitted for informal public comment by posting electronically, e.g. on the IICRC website, and requesting public comment. Informal public comment may be requested at any stage in the development of the proposal, at the option of the CB. The informal public comment process does not include written notification of the right to appeal nor the recirculation of unresolved objections. The Chair of the applicable CB shall coordinate such informal public comment.

17. LEGAL REVIEW

Proposals for new standards, or reaffirmation, revision or withdrawal of existing standards, may be submitted for legal review. Legal review shall be coordinated by the Standards Director. Legal review recommendations should be incorporated into the Standard, subject to review and acceptance by the CB, and by the Secretariat during final approval of the document. The applicable CB shall be advised of legal review recommendations incorporated into the Standard or prior to the public review and final CB approval ballot. The CB will review the comments or recommendations and have an opportunity to discuss and approve changes to the document. Other comments and suggestions that accompany legal review recommendations, if any, should be considered by the applicable CB.

18. COMMUNICATION

18.1 External Communication

All official Committee or sub-committee communication to external parties must be approved by the Standards Chair, or his or her designated representative, and distributed by the Secretariat. Inquiries relating to the Standards Committee and IICRC standards shall be directed to the Secretariat. Members of all committees should advise individuals and organizations who contact them that responses to all inquiries are handled by the Secretariat.

18.2 Internal Communication

Communication from the SC or CB to some or all of the membership of the CB shall be approved by either the Standards Chair or the Chair of the applicable CB for distribution.

Communication within and between members of a sub-committee (e.g., approved section committee, and the like) relating to ANSI/IICRC standards activities need not be forwarded to the Chair of the applicable CB for approval and distribution, however the Chair of the applicable CB shall be copied.

All official Standards Committee or CB communication (e.g., meeting notices, agendas, minutes, reports, requests, letter ballots, and the like) shall be approved and distributed by the Standards Chair or the Chair of the CB, as applicable.

18.3 General Communication Guidance

Although it is suggested that internal communication be as open as possible, consistent with the directives in Section 4 of this policy, it is also recognized that in some circumstances the best interests of the organization, the proper functioning of the committee, potential legal exposure, proprietary rights, or similar circumstances, may dictate the need for communication privacy and confidentiality.

In addition, it is also suggested and encouraged if at all possible, that documents and information relevant to a regularly scheduled or emergency committee meeting be transmitted to meeting attendees with adequate time for review and preparation by members before the meeting. However, it is also understood that circumstances beyond the control of the Standards Chair or the CB Chair may necessitate distribution of meeting documents and information without adequate opportunity for review in advance of a meeting, but such circumstances should be the exception to the normal procedure for document and information distribution.

The use of electronic mail, while fast and cost effective, presents the potential for inappropriate or inadvertent distribution of information in violation of the confidentiality obligations of committee members. All members of any committee or sub-committee are cautioned to recognize the inherent confidentiality vulnerabilities of electronic mail and are encouraged to apply appropriate protections and discretion in the use of electronic mail, when necessary, which may include application of encryption technology and the use of confidentiality warnings and copyright or other proprietary legends on such communications.

19. APPEALS

19.1 Complaint

Parties who have been directly and materially affected, and who have been, or will be affected by any procedural action or inaction of a CB shall have the right to appeal such action or inaction. Procedural appeals include whether a technical issue was afforded due process. Consideration of appeals shall be fair and unbiased and shall fully address the concerns expressed according to the same requirements of balance, lack of dominance as required elsewhere in this document. The appellant must file a written complaint with the Secretariat within 15 calendar days after the date of any action (which time requirement is jurisdictional). Appeals of inactions

may be made at any time. The complaint shall succinctly state the nature of the objection(s) including any adverse effects, the procedures or the sections of the standard that are at issue, the action or inaction at issue, and the specific remedial action(s) that would satisfy the appellant's concerns. Previous efforts to resolve the objections (both formal and informal) and the outcome of each shall be described. The burden of proof to show adverse effect shall be on the appellant.

19.2 Response

The Secretariat shall attempt to informally resolve the complaint of the Appellant. Within 30 calendar days after the receipt of the complaint, the Secretariat shall respond in writing to the Appellant, specifically addressing each allegation in the complaint to the extent possible. In the response, the Secretariat may find the complaint to be non-persuasive. If the complaint is found to be non-persuasive, the Secretariat shall provide the appellant 15 calendar days to let the Secretariat know if they wish to continue with the appeal. If the appellant does not respond within 15 calendar days of an intent to continue the appeal, the Secretariat may close the appeal.

19.3 Handling an Appeal Request

The complete appeals documentation shall be sent to the Appeals Panel to allow the Panel to decide if a hearing is warranted or unwarranted for the reasons referenced in 19.4.

The Appeals Panel has two options:

- a) The appeal may be dismissed without a hearing if the Appeals Panel deems the appeal is an Inappropriate Appeal (see 19.4).
- b) An appeals hearing may be granted.

19.4 Inappropriate Appeal

An inappropriate appeal is defined as a purported procedural issue appeal that is based on issues of a technical nature or material not under consideration by the ballot or public review, or when the complainant does not have standing.

19.5 Appeals Panel and Hearing

If the Secretariat is unable to informally resolve the complaint, it shall forward the matter to the Standards Committee, which shall act as the appeals panel, to hold a hearing on a date agreeable to all participants, with at least fifteen calendar days notice. The appeals panel shall consist of the members of the Standards Committee (with the exception of the Chair and Vice Chair of the CB responsible for the development of the standard being appealed), a quorum of which shall be empowered to hear and decide the matter. A Chair of another Committee who is a member of the CB whose actions are at issue in an appeal shall not be a member of the appeals panel that shall adjudicate such an appeal. The appeals panel shall only

consist of those members of the Standards Committee who have not been directly involved in the matter in dispute, and who (knowingly in good faith) will not be materially or directly affected by any decision made, or to be made, in the dispute.

The Appeals Panel will consist of at least five individuals. The Appeals Panel decision shall be approved by at least two-thirds of the Appeals Panel members.

19.6 Conduct of the Hearing

The Appellant has the responsibility of demonstrating improper action or inaction, the adverse effects therefrom, and the efficacy of the requested remedial action, if applicable. The Secretariat has the responsibility to demonstrate that the CB substantially complied with this Policy and/or that the requested remedial action would be ineffective, detrimental or unnecessary, if applicable. Each party may adduce other pertinent and relevant arguments, and members of the appeals panel may address questions to individuals. Participation may be via teleconference, video conferencing, web conferencing, or similar technology.

19.7 Decision

The appeals panel shall render its decision in writing within 45 calendar days of the hearing, stating findings of fact and conclusions, with reasons therefore, based upon a preponderance of the evidence. Consideration shall be given to the following positions, among others, in formulating the decision:

- a) Finding for the Appellant, remanding the action to the applicable CB or the Secretariat with a specific statement of the issues and facts in regard to which fair and equitable action was not taken.
- b) Finding for the Respondent, with a specific statement of the facts that demonstrate fair and equitable treatment of the Appellant and the Appellant's objections.
- c) Finding that new, substantive evidence has been introduced, and remanding the entire action to the applicable CB or the Secretariat for appropriate reconsideration.

The Secretariat shall notify the Appellant and the applicable CB of the decision of the appeals panel, which shall be final and binding on all concerned. An appellant who concludes the appeals process at IICRC will have the right to file a procedural appeal with ANSI in accordance with ANSI's procedures.

19.8 Appeal Fee

An appeals fee of \$1000 will be charged to the appellant for each appeal. The appellant may submit a written request for a fee waiver or reduction to be considered by the SC. The fee will be due with the submission of the appeal. All appellants will be treated equally, and appeals fees will not vary from person to person (except in the case of a fee waiver) or from one appeal to the next.

20. SUBMITTAL OF STANDARD

20.1 Submission

Upon completion of the draft Standard, legal review, the public review process and CB approval ballot, disposition of any views and objections, and disposition of any appeals, the work of the CB on the proposed Standard shall be deemed completed.

Thereafter, the proposed Standard shall be considered by the IICRC Board of Directors, which shall have approval authority of the proposed Standard. Following the Board approval of the Standard, the ANSI BSR-9 Formal Submittal Checklist shall be filed with ANSI. A proposed new ANS or a proposed revision or reaffirmation of an ANS to be approved by the BSR shall be submitted to ANSI within one (1) year from the close of the comment period listed in Standards Action unless IICRC notifies ANSI in writing of good cause for a different schedule for submittal.

20.2 Publication

ANSs approved by the Board and ANSI shall be published no later than 180 calendar days from the ANSI approval date. An extension of the publication date may be authorized by the Board. If an ANS is not published within six months following its approval, IICRC may request an extension of this deadline from the ANSI ExSC or its designee. Such a request shall be in writing, shall supply the reason for the delay, and shall indicate a firm final date for publication. At its discretion, the ANSI ExSC or its designee may grant an additional period of time for publication.

21. TERMINATION OF CONSENSUS BODY

Requests to terminate a CB must be made in writing to the Secretariat, and shall include at least the following:

- a) Reasons why the CB should be terminated.
- b) The name of the organization(s) that will assume responsibility for maintenance of the Standards under the jurisdiction of the respective committee.

If it appears, after review by the IICRC Board of Directors and discussion among the proponent of the action and other interested parties, that it is appropriate or in the best interests of the IICRC to terminate a CB, then the Board of Directors may, in its discretion, direct the Standards Chair to submit the matter to the respective committee by ballot. The ballot shall describe the proposed termination and the proposed transfer of responsibility for the affected Standards. The results of the ballot shall be communicated to the IICRC Board of Directors within ten working days of completion. The ballot shall be advisory only, and the authority to terminate a committee and transfer standard responsibility rests solely in the discretion of the IICRC Board of Directors. The IICRC Board of Directors may make such a decision with or without the assistance of a committee ballot.

22. REVISIONS TO POLICIES AND PROCEDURES

Proposed revisions to these *IICRC Policies and Procedures for Developing and Maintaining IICRC Approved Standards* should be written and submitted to the Secretariat along with rationale supporting the requested change. The Standards Committee shall present the proposed revisions to the Secretariat for review and comment. The authority to revise or amend these policies and procedures rests solely in the discretion of the IICRC Board of Directors. Following the approval of the revisions by the IICRC BOD, the document is submitted to ANSI BSR for approval.

23. DISCONTINUANCE OF A STANDARDS PROJECT

IICRC may decide to abandon the processing of a proposed new or revised American National Standard or portion thereof at its own discretion and without a vote of the relevant Consensus Body.

IICRC shall notify ANSI immediately of such actions which will be announced in *ANSI Standards Action*.

24. WITHDRAWAL OF A STANDARDS PROJECT

If the Secretariat wishes to withdraw its approval of one or more of its American National Standards, it may do so without a vote of the relevant CB. If the Secretariat does withdraw one or more of its American National Standards, then IICRC shall notify ANSI immediately and the standard shall be withdrawn as an ANS and announced in Standards Action.