

SSCI Benchmarking Assessment Report



Contents

1. Application Information	3
1.1. Benchmark assessment team and date.....	3
1.2. Benchmark assessment scopes.....	3
2. Executive Summary and Recommendations to the Steering Committee	4
2.1. Executive summary.....	4
2.2. Result of the public consultation.....	5
2.3. Recommendation to the SSCI Steering Committee.....	5
3. Results of Assessment and Office Visit	6
3.1. Time and location details.....	6
3.2. Overview.....	6
4. General Compliance, Strengths, and Weaknesses	8
4.1. Summary.....	8
4.2. Changes made to the Scheme following the benchmarking assessment.....	9
4.3. Remaining Nonconformities – Desktop Review and Office Visit.....	10
5. Results of the Public Stakeholder Consultation	15
5.1. Summary.....	15
5.2. List of findings – Public Stakeholder Consultation.....	16

1. Application Information

1.1. Benchmark assessment team and date

Scheme Owner name(s)	Wine and Agricultural Ethical Trade Association (WIETA)
Scheme Owner name and address	WIETA Datavoice House 16 Elektron Road Techno Park Stellenbosch, 7600 South Africa
Scheme Owner name, email, contact number	WIETA Linda Lipparoni, CEO linda@wieta.org.za +27 21 880 0580
Date of previous application (if applicable)	N/A
Benchmark Leader name and contact details	Reuben Levy, Reuben@LevyCR.com
SSCI Technical Manager name	Luiza Reguse l.reguse@theconsumergoodsforum.com Iarina Radu i.radu.external@theconsumergoodsforum.com
Observers name	N/A
Interpreter's name (if applicable)	N/A
Date of this office assessment	Office Visit conducted August 27-28, 2024
Language (e.g., English or other)	English

1.2. Benchmark assessment scopes

SSCI Scopes of Recognition		Scopes of Recognition Applied For
AI	Processing and Manufacturing	YES
BI	Primary Production	YES
CI	At-Sea Operations	NO

2. Executive Summary and Recommendations to the Steering Committee

2.1. Executive summary

The Wine and Agricultural Ethical Trade Association (WIETA) was the first South African social standard, established in 2002, to establish an appropriate social auditing methodology for fruit and wine suppliers in South Africa. WIETA aims to demonstrate how a multi-stakeholder model can successfully promote a world class ethical trade and human rights program within the wine value chain. Social dialogue engagements, a capacity building and training program for both workers and producers, coupled with a participative multi-pronged approach to auditing and remedial approach to ensure sustainable compliance.

The organisation's Ethical Code of Conduct serves as a framework through which its members and their supply chain are monitored. Social audits serve as a primary monitoring tool to measure not only legal compliance with South Africa's labour and occupational health and safety legislation but also go beyond compliance requirements to ensure that the company's management systems reflect sustainable ethical principles and human rights due diligence and practices.

WIETA maintains an active remedial and incidents reporting framework supported by its Labour Desk where stakeholders can lodge complaints, report violations, and seek advice on rights-based issues and labour enquiries. WIETA's support for processing workplace grievances and offering alternative dispute resolution mechanisms seek to address more serious cases, providing legal and social restorative remedies at workplaces for both workers and producers.

The WIETA assurance scheme provides the standards and framework for evaluating and upholding social compliance among South Africa's wine industry farms and processing facilities. Normative documents of the WIETA scheme include the "WIETA Standard" (currently published as version 4.1, in process of being updated as version 5.0)¹ and "The WIETA Audit Process and Methodology" (currently published as version 4, in process of being updated as version 5),² which are both published on WIETA's website under frequently accessed materials for audited sites and suppliers.³

Despite the large number of Partly and Non-Aligned criteria in the Initial Desktop Review, WIETA proved to maintain a well-established, robust program, and its team demonstrated commitment to continually improving the program to align with SSCI. The WIETA team proved diligent in revising their Standard and Regulations, reviewing the identified gaps, drafting and redrafting new content, and upgrading and communicating these revised

¹ https://wieta.org.za/wp-content/uploads/2024/04/Wieta_Standard_V4.1_2021.pdf

²

https://wieta.org.za/wp-content/uploads/2022/08/WIETA-Audit-Process-and-Methodology-Review_Sept-2021.pdf

³ <https://wieta.org.za/audited-sites-suppliers/>

normative documents. Turnover among WIETA's staff extended the benchmarking processes longer than originally anticipated. However, WIETA appeared to remain committed to SSCI Recognition, and leadership ensured that all staff, whether existing or new, were aware of the SSCI Benchmarking process and how any necessary program changes needed to be implemented.

During the Office Visit at WIETA headquarters, WIETA representatives were engaged, cooperative, transparent, and receptive. WIETA also demonstrated strong practices beyond SSCI minimum thresholds, such as a robust data management and engagement platform and audits of labour brokers ("Temporary Employment Services"). Although the BL identified seven Partly or Non-Aligned criteria, the WIETA team developed strong corrective action plans, addressing immediate actions, with processes in place to ensure ongoing implementation.

At the time of preparing this report, six criteria remain Partly Aligned, and WIETA is actively engaged in closing those gaps and updating the SSCI Benchmark Leader on progress.

WIETA provided necessary evidence and demonstrated its capacity for the WIETA scheme to attain SSCI recognition.

2.2. Result of the public consultation

Public consultation pending - to be conducted November-December 2024.

2.3. Recommendation to the SSCI Steering Committee

Based on WIETA's transparency, cooperation, receptiveness, diligence, and commitment in aligning its WIETA Scheme with SSCI criteria, the BL found that the Scheme Owner had established the necessary programmatic foundations for alignment with SSCI.

The BL recommends that the SSCI Steering Committee recognize WIETA, with the understanding that current revisions to the Scheme's policies and processes, which are currently underway, will be assessed in a future Monitoring of Continuous Alignment (MoCA) process.

3. Results of Assessment and Office Visit

3.1. Time and location details

	Location	People present (e.g., SSCI, consultant, Scheme Owner. Names and roles)	Date and time
Self-assessment desktop review	Three reviews by BL, including benchmarking of initially submitted materials, updates, and draft revisions	WIETA Team: Linda Lipparoni (CEO), Louhan Nel (former Senior Advisor for Ethical Support and Quality Assurance), Chirstone Hornsby (Program Manager for Standard and Stakeholder Engagement) SSCI Team: Luiza Reguse, Senior Manager BL: Reuben Levy	Between April and July 2024
Feedback calls	Conducted via Zoom	WIETA Team: Linda Lipparoni, Louhan Nel, Chirstone Hornsby SSCI Team: Luiza Reguse BL: Reuben Levy	May 2, 14, and 15, July 9 and 10, and July 17, 2024
Office visit	Florverde Headquarters	WIETA Team: Linda Lipparoni, Louhan Nel, Chirstone Hornsby, Abraham Daniels (Labour Desk Coordinator), Liane Langeveld (Manager, Operations and Strategic Programs), Dominique Oliver (Office Manager) SSCI Team: Luiza Reguse and Iarina Radu, SSCI Consultant BL: Reuben Levy	August 27-28, 2024

3.2. Overview

On November 30, 2022, the WIETA team submitted its application for WIETA to obtain SSCI recognition.

On March 14, 2024, the WIETA team initially submitted its Self-Assessment Questionnaire (SAQ), based on the WIETA Standard v4.1 and Audit Process and Methodology v4.

On April 15, the BL completed the initial Desktop Review, which he sent to the WIETA team. In it, the BL identified 23 perceived Partly Aligned and 9 perceived Non-Aligned criteria common to both Primary Production and Processing & Manufacturing scopes and 20 Partly Aligned and 5 Non-Aligned Social criteria.

On May 2, 14, and 15, the BL and WIETA representatives conducted a series of three Desktop Review calls. Because of the large number of initial misalignments which required changes to the normative documents, the SSCI team offered the opportunity for the WIETA team to provide draft text, which the BL would review, prior to WIETA instituting changes. The SSCI team explained that the BL could review such draft text and confirm whether or not it aligned with SSCI criteria; however, he could not serve as a consultant that offers recommendations. The WIETA team agreed to this plan.

Between the May 2 and 14 calls, the WIETA Team prepared revisions to its standard, which it then presented to the BL. Following confirmation of aligned language, the WIETA team engaged its Board to obtain approval for revising its Standard v4.1 to v4.2, based on the rationale that the SSCI-related changes were minor and would also be included in the full v5.0 revision upcoming later in 2024. Although the Standard v4.2 was not published on the website, it was distributed for internal use.

On June 20, the WIETA team responded by providing an updated SAQ and substantial additional evidence.

By the July 17 update call, only two Scheme Management criteria lacked alignments. The BL and SSCI staff agreed to proceed with scheduling the Office Visit in late-August, with the understanding that the WIETA team was working to remediate remaining gaps related to:

- A1.05, Scheme Governance - Evidence did not demonstrate that WIETA itself maintains a public complaints procedure as required by this SSCI criterion.
- A5.01, Standard Setting and Maintenance - There was no evidence of a master file tracking all currently valid documents.

During the July 17 call, WIETA representatives and the BL held a virtual meeting to view WIETA's audit management platform, in order for the BL to identify documents to potentially request during the Office Visit.

Prior to the Office Visit, on August 9, the BL sent a list of 10 potential audit reports, from which the BL would sample during the Office Visit, requiring that each of these audit reports, their related evidence and follow-up documentation, and previous audits and CAPs of "Periodic Audits." Also on August 9, the BL sent the WIETA team a draft agenda for the Office Visit.

The BL conducted the Office Visit on August 27-28, at the WIETA headquarters. WIETA representatives were engaged, cooperative, transparent, and receptive throughout the Office Visit. The Office Visit was conducted in English. All sampled audit reports were available in English, and any non-English content related to grievances captured by the Labour Desk was translated to English during the meeting by WIETA representatives.

Prior to the Office Visit, former Senior Advisor for Ethical Support and Quality Assurance Louhan Nel, who had been coordinating the SSCI Benchmarking for WIETA, left his position at WIETA for a role with an audit firm. In order to maintain the planned timeline for SSCI Benchmarking, WIETA asked him to return for the Office Visit to help clarify WIETA operations. The BL recommended that if and when any discussion of Nel's new employer arose, then Nel would exist the meeting room in order to avoid any potential conflict of interest. The WIETA team agreed. Nel's replacement was onboarded the week after the Office Visit.

During the Office Visit, the BL reviewed two complaints/appeals and four audits, including one Initial Audit at a Bottler, one Initial Audit at an Estate Cellar, one Periodic Audit at a Producer, and one Periodic Audit at a Multi-Site Farm.

During the Office Visit, the BL identified one Non-Aligned criteria, A5.01 (Standard Setting and Maintenance), and six Partly Aligned criteria, comprising A1.05 (Scheme Governance), A3.02 (Integrity Program), B1.01 (Accreditation), B2.04 (Relationship with Audit Firms), B5.04 (Audit Reporting), and B6.05 (Follow-up Action).

On September 20, WIETA provided a draft corrective action plan (CAP), which the BL returned with feedback, requesting revisions on September 26.

On October 1, WIETA provided an updated CAP, which the BL approved, as well as evidence demonstrating closure of A5.01 (Standard Setting and Maintenance).

On October 24, the BL and SSCI Consultant agreed that further implementation of remaining CAPs, presented at the end of this report, could be assessed during the future MoCA process.

4. General Compliance, Strengths, and Weaknesses

4.1. Summary

Despite the large number of Partly and Non-Aligned criteria in the initial Desktop Review, WIETA proved to maintain a well-established, robust program, and its team demonstrated commitment to continually improving the program to align with SSCI criteria.

Additionally, the WIETA team was diligent in revising the WIETA Standard and Audit Process and Methodology, reviewing the identified gaps, drafting revisions, obtaining Board approval for new content.

WIETA also demonstrated strong practices beyond SSCI minimum thresholds, such as a robust data management and engagement platform and audits of labour brokers (“Temporary Employment Services”).

WIETA’s Labour Desk is a longstanding labour hotline, coordinated by a former Trade Union representative. The organisation has maintained records of worker grievances and their related follow-up since 2018. Although it was clear that workers and other stakeholders were utilising the system and engagements were being tracked, the BL did note some inconsistencies in implementation, which WIETA staff readily remedied. The Labour Desk contact information is now prominently located on all WIETA webpages, and the WIETA team has updated its process for recording documentation more consistently.

One challenge that created confusion early in WIETA’s SSCI Benchmarking process was the organisation’s use of the term “Certificate.” As SSCI recognizes both schemes that align with Accreditation Bodies to offer certification and those that do not certify worksites, WIETA’s program appeared unclear because it did not align with Accreditation Bodies but followed completed CAPs with a “Certificate.” After detailed discussions about the differences among such programs, WIETA staff determined it would change its “Certificate” to become a “Letter of Assurance,” obtain necessary approval from its Board, and communicate this change to stakeholders. At WIETA’s August 29 Board Meeting, previously scheduled and immediately following the SSCI Office Visit, WIETA staff presented the recommended changes in terminology to its Board, which the Board supported the CEO to implement.

Although the Desktop Review process concluded with all but two criteria aligned, the Office Visit’s deeper examination did reveal seven Partly or Non-Aligned criteria, of which six remain open with CAPs. The WIETA team took steps to remedy these issues, and their progress and plans proved sufficient for recommending SSCI Recognition; however, as these changes are recent and under revision, it will be crucial that the BL assesses their implementation during the MoCA process. Those still under revision, with CAPs, include:

- *Scheme Governance* – Enhancing the complaints processing SOP.
- *Integrity Program* – Enhancing the process for reviewing Audit Firms.
- *Accreditation* – Publicly communicating WIETA’s change from “Certificates” to “Letters of Assurance” and definition of “Assurance.”
- *Relationships with Audit Firms and Audit Reporting* – Enhancing requirements for Audit Firms in their technical reviews of audit reports.
- *Follow-up Action* – Enhancing procedure for confirming closure of CAPs.

4.2. Changes made to the Scheme following the benchmarking assessment

Based on the SSCI Benchmarking Process and the BL's findings, WIETA enhanced procedures and updated and clarified policies to align with SSCI criteria. Changes to Social Standard and Scheme Management operations include:

Social – WIETA revised language in its normative documents to align with the SSCI Social Standard, addressing 25 criteria across Legislation, Forced Labor, Child Labor, OHS, Chemical Management, Building Safety and Emergency Preparedness, Wages, Working Hours, Grievance Mechanism, and Community Impacts / Responsible Farming Practices.

Scheme Management – Scheme Governance, Formalising foundational policies; Enhancing the complaints procedure and making it publicly available.

Scheme Management – Accreditation, Revising the manner it communicates its form of social compliance promotion.

4.3. Remaining Nonconformities – Desktop Review and Office Visit

Following WIETA’s submission of evidence, on October 1, 2024, demonstrating closure of most Partly and Non-Aligned criteria, six Partly Aligned nonconformities remain. The BL and SSCI Consultant recommend SSCI Recognition, with the acknowledgement that WIETA is engaged in progress on the six respective CAPs. The BL will continue to review WIETA’s progress toward completion of these six CAPs, and the BL will pay focused attention on these criteria during the MoCA process.

The six remaining Partly Aligned criteria, consolidated in five CAPs, comprise:

SSCI Scheme Management Criteria	Criteria Description / Non-conformity	Action from Scheme Owner	Status
A1.05	<p><u>Scheme Governance - Requirement:</u> The Scheme Owner shall have in place a publicly available appeals and complaints resolution procedure and shall require this from approved audit firms and accreditation bodies. Each procedure shall require the respective body to:</p> <ul style="list-style-type: none"> - investigate and take appropriate action regarding relevant complaints, within defined timelines; - review and take any necessary corrective actions; and - keep a record of all complaints and resulting actions <p><u>Non-alignment</u> 1) Means of accessing the Labor Desk is not clearly explained on the WIETA website. 2) There are no clear instructions for completing the Complaints Tracker, which risks inconsistency. Instructions are necessary to ensure that a common process dictates when an issue may be deemed "resolved."</p>	<p>1) The Labour Desk WhatsApp Hotline number is clearly positioned on the top of the WIETA website at www.wieta.org.za. In addition, we have also created a portal on the home page clearly displaying the WIETA Labour Desk Hotline number along with clear instructions on</p> <ul style="list-style-type: none"> 1) what the Labour Desk function is 2) how this complaints function can be accessed and 3) the Complaints form that can be populated and sent through to labourdesk@wieta.org.za. <p>See documents attached as screenshots and normative documents attached in Google file.</p> <p>2) The internal procedure for managing new complaints and incidents cases that are reported through the Labour Desk WhatsApp Hotline or directly through to the Standards Manager is being reviewed. This procedure will clearly outline the steps to be taken in receiving, opening, dealing with and resolving a new complaint case. The authorisation levels for signing off complaints as resolved, referred forward to external</p>	Partly Aligned

SSCI Scheme Management Criteria	Criteria Description / Non-conformity	Action from Scheme Owner	Status
		<p>parties or escalated to the Board Committee for review for suspension of assurance will also be outlined in said internal procedure and inform the completion of the Complaints matrix for M&E and reporting purposes. This action will be completed by October 30, 2024.</p>	
<p>A3.02</p>	<p><u>Integrity Programme - Requirement:</u> The Scheme Owner shall define procedures to monitor the performance of audit firms. The procedures shall, at a minimum, include:</p> <ul style="list-style-type: none"> - the review of complaints - the review of audit reports - a risk-based programme of office audits and witness audits of audit firms that are approved to operate under the scheme <p>The monitoring of the performance may take the form of a risk-based programme, based on the region they operate, past complaints, number, size and complexity of assessments carried out by an audit firm.</p> <p><u>Non-alignment</u> <i>Review of audit reports - It is necessary to document rationale and practice of how WIETA conducts review of audit reports.</i></p> <p><i>It is necessary to finalise the shadow audit procedure, add further rationale to explain why and when shadows are conducted.</i></p>	<p>1) The shadow audit procedure is being reviewed under the current Standards Revision Process for 2024 and will be presented as part of the review of the revised Audit Process and Methodology 2025 V5 to be signed off by the Board in November 2024. This review will further include the rationale for why shadow audits are conducted to identify potential audit risk, review audit firm and auditor quality, calibration and performance. The shadow audits requirements will also be included in the Audit Firm Service Level Agreements and Audit Assurance Framework Policy documentation Revisions. WIETA staff will also be further trained on how to undertake the shadow audits and report back into Audit Firm Calibration meetings, Auditor Training sessions and Audit Firm Office Visits. The Audit Shadow procedure is signed off. The training of staff will take place in October 2024. The shadow procedures will be discussed at the monthly Audit Body meetings to be held on the 23rd and 24th October respectively. Shadow audits are scheduled from November 2024.</p> <p>2) A procedure for the review of audit reports will be established and documented in the Revised Audit Assurance Framework Policy Document. This procedure will then be implemented and monitored. These procedures will clearly state the rationale for audit reviews, the risk indicators used to</p>	<p>Partly Aligned</p>

SSCI Scheme Management Criteria	Criteria Description / Non-conformity	Action from Scheme Owner	Status
		sample and identify audit reports to be reviewed by the Audit Assurance Team as well as the process of audit report review, and feedback mechanisms. This process will be completed and implemented by 1 December 2024.	
B1.01	<p><u>Accreditation - Requirement:</u> If the scheme is written to issue certificates of compliance, the Scheme Owner shall require that audit firms achieve and maintain accreditation against the current version of ISO/IEC 17021-1 or ISO/IEC 17065 for the scope of the respective standard of the scheme. Requirements B1.02 to B1.09 apply to the scheme.</p> <p>If the scheme does not enable the issuing of certificates of compliance, the scheme must include: (a) a designated person/persons in charge of the programme and a defined procedure and requirements for auditor selection, training and qualification; (b) procedures for sampling methodology, audit days calculation and multisite audits (c) any additional objective measures to ensure that the audit firm is able to conduct audits in accordance with the policies and procedures established by the scheme owner. Requirements B1.02 to B1.09 do not apply to the scheme.</p> <p><u>Partial Alignment:</u> <i>WIETA describes itself as an assurance system, but in order to maintain transparency, SSCI requires WIETA to provide a clear, documented definition, explaining that WIETA does not intend to issue certificates of compliance. SSCI</i></p>	<p>The discussion on the distinction between being an assurance scheme and a certification body was discussed at the Board meeting of 29 August 2024. The Board once again confirmed that WIETA is an Assurance Body and that it does not certify compliance but provide assurance and confirm that an audit has been undertaken against the WIETA standard. The Board further acknowledged that reference to the word "certificate" is a longstanding practice that has been instilled but no means suggests certification against compliance. The WIETA Board has agreed to the following recommendations:</p> <ol style="list-style-type: none"> 1) The definition of "Assurance Scheme" be circulated back to Board for final approval before posting this definition onto the WIETA Website and amending in any and all policy documentation. This action will be undertaken by the next Board meeting on 26 November 2024. 2) That the Letter of Assurance (current called "Certificate") be amended to read "Assurance Confirmation" 3) Any TABS on the WIETA platform be revised to read "Assurance Confirmation." 4) That WIETA Platform IT Developer prioritise this amendment within the next two months. 5) Any reference to "Assurance" as opposed to "Certificate" be clarified to auditees in further in communications to avoid confusion as auditees in South Africa do typically refer to any letter of confirmation on social and environmental as their "certificate." Actions 2 - 5 to be undertaken by 1 December 2024. 	Partly Aligned

SSCI Scheme Management Criteria	Criteria Description / Non-conformity	Action from Scheme Owner	Status
	<p><i>Benchmark Leader will include this definition in the final Benchmarking Report.</i></p>		
<p>B2.04, B5.04</p>	<p><u>Relationship with Audit Firms - Requirement:</u> The Scheme Owner shall ensure that the audit firm operates an effective and fully implemented quality system. The quality system shall be fully documented and used by all relevant audit firm staff.</p> <p><u>Audit Reporting - Requirement:</u> The Scheme Owner shall require audit firms to ensure that audit reports of full audits are given a thorough technical review. Surveillance audits shall, at a minimum, be reviewed according to a risk-based approach. For the review process to be effective it shall be ensured that:</p> <ul style="list-style-type: none"> - reviewers are impartial and technically capable of understanding the content of reports; - all applicable requirements of the standard have been fully covered, using any supporting notes made during the assessment by a suitably qualified auditor, - all areas of non-conformity have been identified and supported with clear evidence, - in the case of certification schemes, effective corrective action has been taken to resolve these non-conformities. <p><u>Non-alignment:</u> <i>Although Scheme Owner requires Audit Firms to maintain quality systems, such as technical reviews, the Scheme Owner did not provide evidence documenting an audit firm's technical reviews of audit reports.</i></p>	<p>It is noted that the WIETA platform does indicate that technical reviews are being undertaken. However, the details around the content of the reviews and recommendation between the Reviewer and the Auditor is not tracked on the WIETA system.</p> <p>WIETA will make this a requirement as part of our Quality Management Systems review for audit bodies going forward and in this regard the following will be undertaken:</p> <ol style="list-style-type: none"> 1) SLAs will be reviewed to clearly stipulate this requirement on review reporting is met and reported on. Latest SLA versions to be revised by 30 October 2024. 2) Reports on reviews will be required at the Audit Firm Meetings effective 23rd and 24th October 2024. 3) Trends in Review issues will be tabled at Quarterly Calibration Meetings - First quarterly meeting in March 2025. 4) The technical reviews will be inspected via sampled audits at the annual office visits with the audit firms scheduled in December 2024. 5) Where documentation of the technical review is not undertaken adequately or consistently WIETA will require corrective actions around internal quality systems with an agreed timeframe for implementation with the specific audit firm. Such corrective actions will be signed off and kept in file for further monitoring by WIETA. This to be undertaken by agreement at the office visits scheduled for December 2024. 5) The requirement will be further included within the WIETA Audit Process and Methodology Documentation for the new version 5 2024 	<p>Partly Aligned</p>

SSCI Scheme Management Criteria	Criteria Description / Non-conformity	Action from Scheme Owner	Status
		as well as Audit Assurance Framework Policy documentation that will be made available by 1 Jan 2025.	
B6.05	<p><u>Follow-up Action - Requirement:</u> The Scheme Owner shall define clear procedures regarding the follow-up action when non-conformities are found. In the case of certification schemes, all evidence of corrective action shall be submitted, completed and verified by the audit firm, within a timescale defined by the Scheme Owner.</p> <p><u>Non-alignment:</u> <i>In the sampled report, one 5-part finding was not fully addressed before the auditor closed CAP via Desktop Review.</i></p>	<p>Currently, there is no requirement to ensure that CAPs are signed off by a Reviewer or Audit Manager. However, WIETA will now make this a requirement as part of our Quality Management Systems for Audit Managers to build a review process of CAPS into their quality Management system. WIETA will also, as part of our review of Audit Reports, draw random samples of CAP reports to ensure consistency and alignment with to the interpretation of standard and APM is being upheld. The following will be undertaken:</p> <ol style="list-style-type: none"> 1) SLAs will be reviewed to clearly stipulate this requirement on review of CAP reports is met and reported on. 2) Reports on CAP reviews will be required at the Audit Meetings. 3) Trends in CAP Review issues will be tabled at Quarterly Calibration Meetings. 4) CAP reviews will be inspected via sampled audits at the annual office visits with the audit firms. 5) Where CAP reviews are not undertaken adequately or consistently WIETA will require corrective actions around quality systems, possible further training and development of auditors and where appropriate in systemic instances, discipline of auditors. All cases will be kept on file for further monitoring by WIETA. 5) The requirement for diligent CAP sign-off and review will be further be emphasised within the WIETA Audit Process and Methodology Documentation for the new version 5 2024 as well as Audit Assurance Framework Policy documentation available by 1 Jan 2025. 	Partly Aligned

5. Results of the Public Stakeholder Consultation

5.1. Summary

Public consultation pending.

5.2. List of findings – Public Stakeholder Consultation

Criterion Number, Chapter	List of issues raised	Answer from Scheme Owner	Recommendation from Benchmark leader	Decision from SSCI Manager