
Code of Conduct

**for Permanent (and Alternate)
Delegates to CEN and
CENELEC Technical Boards**

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Introduction

This Code of Conduct, approved by BT C013/2026 and D182/C070, sets the standard for behaviour expected from CEN and CENELEC Permanent Delegates and their Alternates to the Technical Boards --referred to hereafter as 'PDs'. By upholding these principles, the PDs demonstrate commitment to ethical conduct and contribute to the integrity and reputation of CEN and CENELEC.

The principles contained herein establish non-negotiable minimum standards of conduct. This Code of Conduct provides a framework and foundation for expected conduct, it is not an exhaustive list covering all possible situations.

Application of this Code of Conduct is not limited to what occurs in a meeting, but also to what occurs during breaks, social events, between meetings, by verbal statements and/or written form of the documents, by correspondence and in social media. Meetings include both in-person and virtual meetings, including chat functions.

It is the responsibility of everyone to whom this Code applies to raise concerns or report, in a timely manner, if they observe behaviour that is not in accordance with this Code. You do not need to be the target of the alleged breach in order to raise concerns. PDs shall respect the confidentiality and privacy of all involved parties.

Principles

1. Organizational capacity

PDs perform their duties in line with CEN-CENELEC Guide 40 'Role of Permanent (and Alternate) Delegates to CEN and CENELEC Technical Boards', representing their national organizations and national stakeholders, within the scope of their professional responsibilities, with complete integrity, dignity, loyalty, and discretion in relation to sensitive information, in compliance with the principles outlined in this Code of Conduct, while aiming at CEN and CENELEC's best interests.

2. Respect

PDs shall

- uphold the key principles of European standardization: consensus, transparency, openness, impartiality, effectiveness, relevance and coherence;
- respect the professional culture and diversity of opinions of others;
- listen to and seek to understand diverse views, scientific, technical or otherwise, embracing compromise and consensus;
- treat all persons with respect and fairness without offering preferential treatment;
- communicate clearly and considerately, respecting language differences.

3. Integrity

PDs shall

- refrain from providing false or misleading information.
- not misuse their position for personal gain.
- act for the greater good, without commercial interest or bias, and shall assume the positive intent of other participants.
- respect confidentiality of documents and protect sensitive information, and this beyond the term of office.

4. Commitment

PDs shall

- avoid conflicts of interest and disclose any potential conflicts transparently;
- protect personal data and not share them with any third parties;
- seek to act on fully informed basis, avoiding sharing confidential documents;
- use written communication and social media professionally and responsibly;
- avoid any collusive behaviour;
- ensure a constructive working-relationship with CEN and CENELEC employees, by treating individuals with respect, professionalism and collegiality;
- strive to resolve any potential issues collaboratively before considering escalation;
- support the vision, mission and values of CEN and CENELEC.
- uphold and promote the corporate identity and reputation of CEN and CENELEC, including that of its Members;
- Collaborate collegially and assume collective responsibility for Technical Board decisions.

5. Non-Discrimination

As CEN and CENELEC commit to maintain an environment that is respectful, inclusive and safe, there will be a strict **zero-tolerance policy** on any form of **discrimination**, including, but not limited to, race, gender, gender identity or expression, age, sexual orientation, disability, physical appearance, body size, religion, or nationality; Discriminatory behaviour can include, but is not limited to:

- Bias (either conscious or unconscious);
- Microaggressions;
Note: such as disrespectful dismissal, minimalizing or ignoring other's inputs, interrupting or talking over people, dismissive body language, stereotyping, tokenizing, making disrespectful assumptions about people's competencies, exclusion from discussion, condescending explanations, appropriating someone else's ideas, etc.
- Exclusion of certain individuals or groups;
- Use of offensive or non-inclusive language.

Such behaviours are strictly prohibited and will result, upon discretion of the relevant Chair(s), in immediate action, which may include removal from the space (virtually or physically) and/or further disciplinary measures (e.g. such as discharge from the position). No warnings are required before action is taken.

Breaches to this Codes of Conduct

Breaches to the Code of Conduct shall be handled according to the process for addressing misconduct and breaches (see Annex 1 to the CoC).

ANNEX 1 - Process for addressing misconduct and breaches to the Code of Conduct

CEN and CENELEC are responsible for logging and monitoring complaints, breaches and outcomes of any process steps outlined below. In case a CEN or CENELEC employee is involved in the breach, the matter may be referred to one of the Vice-Presidents Technical.

Steps to address alleged breaches to the Code of Conduct

When witnessing or experiencing a situation of potential breach of the Code of Conduct, the following steps shall be taken:

1. Seek to understand what motivated the alleged breach and if the breach really occurred according to a common understanding.
2. When appropriate, raise your concerns either in person or in writing by approaching the person(s) you believe have breached the Code clarifying the point of the Code that you believe is breached.
3. If this approach is not suitable, submit a formal complaint, either in person or in writing, directly to the CEN and CENELEC Director Standardization, or if deemed inappropriate, to the CEN and CENELEC Prevention Officer through the designated complaints mechanism as described hereafter).

The complaint should clearly outline which part of the Code of Conduct has been breached and should, where possible, include supporting documents.

4. The responsible CEN and CENELEC employee will ensure the complaint is registered, treated confidentially, and forwarded to the appropriate CEN or CENELEC Member, or relevant organization (in case the breach concerns one of the BT observers) for follow-up.
5. The process will be handled in a fair and impartial manner. The party(ies) involved is(are) not obliged to attempt to resolve the issue directly with the individual(s) involved before submitting a complaint.
6. If these steps are not possible, contact should be taken with the internal Prevention Officer of CEN and CENELEC, to record the matter in the so-called *register of facts of Third Parties* (in line with the Belgian legislation relating to Psychosocial Risks at Work, Law of 4 August 1996, completed by Laws of 23 February 2014 and 28 March 2014, and Royal Decree of 10 April 2014) (See hereafter "Resolution of issue and possible consequences").

NOTE: The register is made available to the inspection of the Directorate General for the control of wellbeing at work of the Belgian Federal Public Service for Employment, Labor, and Social Dialogue, responsible for monitoring compliance with this legislation.

7. The declarations included in the register are kept for five years from the day they are recorded.

Submissions of Complaints

Complaints regarding alleged breaches of the Code of Conduct may be submitted in person, by email, or by post, to the Director Standardization, or if deemed inappropriate, CEN and CENELEC Prevention Officer via the following modalities:

Contact Point	Email	Postal/In-writing
<i>[INSERT PERSON'S NAME & Phone number]</i>	<i>[INSERT EMAIL]</i>	<i>To the Attention of the CEN and CENELEC Prevention Officer: (prevention_officer@cencenelec.eu) Code of Conduct for Permanent (and Alternate) Delegates to BT CEN and CENELEC Rue de la Science 23 - 1040 Brussels, Belgium TEL. : +32 (0)2/550.08.49</i>

Resolution of issue and possible consequences

1. The CEN and CENELEC Director Standardization, or the CEN and CENELEC Prevention Officer, decides on the way forward together with the CEN and/or CENELEC Vice-President(s) Technical.
2. Breaches of the Code of Conduct, or behaviour of a discriminatory nature, that fall under the zero-tolerance policy, will result in immediate action, which may include removal from the space and termination of participation. No warnings are required before action is taken. In case the breach is committed by a PD, the CEN and/or CENELEC Vice-President(s) Technical and/or the Director Standardization will inform thereafter, in writing, the CEN or CENELEC Member having appointed the PD, that their delegate's participation in BT has been terminated due to a violation of the Code of Conduct. The concerned CEN or CENELEC Member shall then take the necessary actions to replace the PD within BT.
3. In case no solution can be reached, the matter will be escalated to the CEN and CENELEC Director General and appropriate Board(s) for final decision.

Confidentiality, privacy, anonymity, and protection

1. To sustain professional courtesy for all those involved, documentation of cases of inappropriate behaviour shall be shared on a need-to-know basis only. Care should be taken when including and disseminating information on confidential issues. Information about the alleged breach shall not be unnecessarily shared with other, without justification.
2. Parties raising concerns, informally or formally, may decide to remain anonymous and their privacy will be protected.
3. In all cases of breaches of the Code of Conduct, all parties shall provide respect and protection without prejudice or retaliation to those who bring forward the concerns.
4. None of the parties involved in cases of a breach of the Code of Conduct shall suffer intimidation, harassment, discrimination, or other retaliation. Retaliation in any form (e.g. intimidation, harassment, bullying, etc.) against any of the parties concerned is entirely unacceptable and will be considered gross misconduct under this Code of Conduct and shall be addressed as a new and separate case of breach of the Code of Conduct.