

# Claims Policy:

Response to feedback received through  
the first public consultation

October 2025

Consolidated Mining Standard Initiative



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# 1 Introduction

## 1.1 Preamble

This document lays out the response of the Consolidated Mining Standard Initiative (CMSI) Partners to the feedback received on the Claims Policy (previously called the ‘Reporting and Claims Policy’) from the CMSI public consultation between 16 October and 16 December 2024. Separate Responses to Feedback Reports from the first public consultation are available for the [Governance Model](#) and the Consolidated Standard and Assurance Process on the [CMSI website](#).

In this response we have attempted to faithfully respond to all the points raised as summarised within the [ERM Consultation Report](#). In addition, the revised Claims Policy includes multiple edits made in response to specific suggestions that came through in the public consultation responses but that may not have been reflected in the ERM Consultation Report, as well as from input from the CMSI’s Stakeholder and Industry Advisory Groups.

The public consultation feedback on the Claims Policy helped to refine our thinking, particularly regarding the types of thresholds for performance claims and has greatly helped to improve upon the consultation draft. We are indebted to all stakeholders and rights-holders that provided such considered and thoughtful feedback through the public consultation process.

A final consultation on the draft Consolidated Standard, Assurance Process, and Claims Policy will be held between 8 October and 17 November 2025.

## 1.2 Background

The Consolidated Mining Standard Initiative (CMSI) is a collaboration between The Copper Mark, ICMM, Mining Association of Canada (MAC) and World Gold Council (WGC) (i.e. the four Partners) to consolidate our different responsible mining standards into one global standard, overseen by an Independent Board with multi-stakeholder participation.

The vision for the Consolidated Mining Standard Initiative is for a sustainable society, enabled by the responsible production, sourcing, and recycling of metals and minerals. The aim is for the Consolidated Standard to be adopted by a wide range of mining companies – large and small, across all commodities and locations – to drive performance improvement at scale.

The Consolidated Standard combines the best of four existing standards into one comprehensive and practical standard supported by a robust Assurance Process, reducing complexity in the standards landscape and increasing adoption among companies seeking to follow a credible global benchmark. It establishes clear expectations for responsible practices that span multiple Performance Areas of concern to stakeholders that apply to all producers committed to responsible practices, regardless of size, commodity, or location. The Consolidated Standard will help drive positive outcomes for both people and the environment along individual metals’ value chains – from mining to smelting, refining and beyond.

A first round of public consultation on the draft Consolidated Standard, Reporting & Claims Policy, Assurance Process and Governance Model was undertaken between 16 October and 16 December 2024. During that period, forty-three stakeholders submitted comments on the proposed Claims Policy, including 10 upstream industry stakeholders, 8 consultancy stakeholders and 8 NGO/CSO stakeholders. Overall, there were 92 comments received on the Reporting & Claims Policy.

The CMSI retained Environmental Resources Management, Inc. (ERM) to develop an online portal to support the public consultation process, analyse feedback received and produce a Consultation Report that presented the feedback from the public consultation process.

### 1.3 Content of the Executive Summary from the Consultation Report

The content of the Executive summary of the ERM Consultation Report related to the Claims Policy is as follows in italics. The highlighted text has been added by the CMSI Partners for the purposes of drawing attention to the main themes that came through the feedback provided:

*Feedback regarding the Percent Claims methodologies varied. Some stakeholders agreed with the 80 percent model, while some stakeholders either stated agreement or disagreement with the 75/75 model. A larger number of stakeholders felt **anything less than 100 percent would be misleading or create critical performance gaps** in areas such as human rights or child and forced labour, while still enabling a claim of Good Practice. Several alternative approaches were suggested such as establishing mandatory critical Requirements within each Performance Area. Others pointed out there was no model for Leading Practice achievement included in the Claims Policy.*

*Feedback highlighted that **a Participant Claim seemed like greenwashing**, as no level of performance was yet assured.*

*There was some **confusion over timelines**, with specific references to discrepancies within this document and with the Assurance Process. **Responsibilities for publishing reports were also noted as being inconsistent.***

*There was concern over the **lack of a process for misuse of claims** and a focus on immediate corrective action.*

*The **continued use of metal marks was confusing** to some respondents who questioned if this was a legacy feature to be either eliminated or expanded upon with other commodities.*

From this feedback, the CMSI Partners' view is that aspects of the Claims Policy were well-received during the first public consultation. However, the proposed approach to the types of claims, and methodologies for obtaining claims, generated some confusion and concerns about greenwashing (in the case of the proposed Participant Claim), as well as the minimum threshold for a Performance Claim. Feedback also indicated a need to better clarify the role of the metal marks in the context of the Consolidated Standard.

## 2 Detailed feedback from the Consultation Report

### 2.1 Responses by section of the Claims Policy Consultation Report

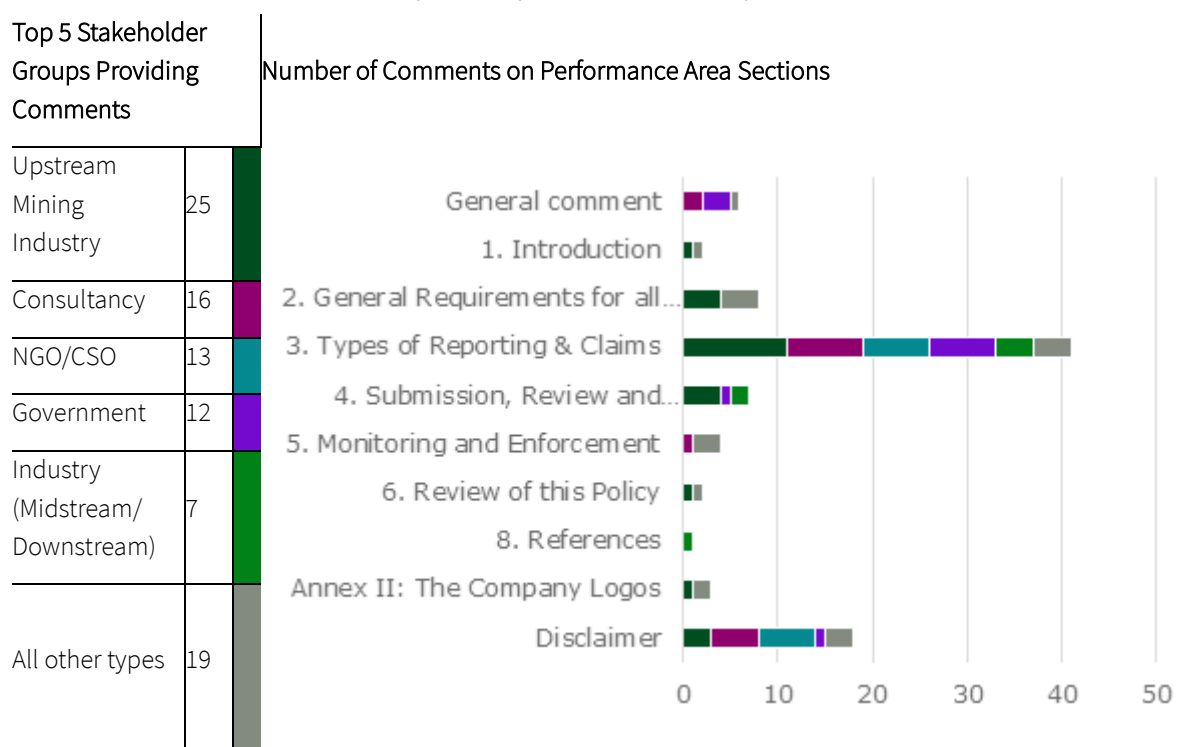
As a reminder, 92 comments were received on the Claims Policy from forty-three stakeholders, including 10 upstream industry stakeholders, 8 consultancy stakeholders and 8 NGO/CSO stakeholders. The top 5 stakeholder groups providing comments on the Claims Policy are summarised in Table 1 (taken directly from the ERM Consultation Report). This shows the number of comments received from the upstream mining industry, consultancies, NGOs/CSOs, governments, industry (midstream/downstream), and all other stakeholder types (the latter accounting for just over 20% of the total comments received).

These responses are mapped to the 8 sections of the Claims Policy consultation draft (including the Annex, Disclaimer and general comments), disaggregated by stakeholder group. This provides information on which sections attracted the most comments and from which groups.

The greatest numbers of comments concerned types of reporting and claims (Section 3). The other section that attracted several comments was the disclaimer. These specific points of concern come though more clearly in the detailed feedback outlined in the ERM Consultation Report.

The next section includes a tabular summary of the detailed feedback from the ERM Consultation Report, coupled with the response from the CMSI Partners on how feedback was responded to.

**Table 1: Feedback on the Claims Policy from Top 5 Stakeholder Groups**



### 3 CMSI Partners response to the detailed feedback

The CMSI Partners' responses to the detailed feedback are provided in Table 2. The first two columns are taken directly from pages 148-150 of the ERM Consultation Report, which summarised the detailed feedback from stakeholders in each of the 8 sections of the Claims Policy that was publicly consulted on. The third column provides the response of the CMSI Partners, which is reflected in the revised Claims Policy, as appropriate.

Feedback in Table 2 has been noted and responded to within the section where it was submitted. This may not directly align with the relevant section(s) of the Claims Policy to which the feedback refers or where changes have been made.

As noted in the preamble, we have attempted to faithfully respond to all the points as summarised within the ERM Consultation Report. In addition, the Claims Policy includes multiple other edits made in response to specific suggestions that came through in the public consultation responses, which have greatly helped to improve upon the original draft. We are indebted to the stakeholders and rights-holders that provided feedback through the public consultation process. We are also deeply indebted to the members of the Stakeholder and Industry Advisory Groups, whose input and advice has been invaluable.

Lastly, we encourage all stakeholders and rights-holders with an interest in the Claims Policy to participate in the second and final round of public consultation.

Table 2: Detailed consultation feedback and CMSI Partner responses

All Sections	Consultation feedback	CMSI Partner responses
<b>General Comments</b>	<ul style="list-style-type: none"> <li>Ensure clarity on which metals a Facility produces are to be included;</li> </ul>	<ul style="list-style-type: none"> <li>Section 1.3 (The Consolidated Standard Claims) has been clarified to specify the metal agnostic Performance Claim and the scope of the metal marks.</li> </ul>
	<ul style="list-style-type: none"> <li>Add a glossary of terms; and</li> </ul>	<ul style="list-style-type: none"> <li>A short glossary of key terms has been added.</li> </ul>
	<ul style="list-style-type: none"> <li>Consider both a sourcing and chain of custody Consolidated Standard, using CuMark as seed documents.</li> </ul>	<ul style="list-style-type: none"> <li>This had been considered and will be added to the Claims Policy at a later stage, as The Copper Mark chain of custody and Joint Due Diligence Standards are existing products of the organisation that will govern the Consolidated Standard.</li> </ul>
<b>Disclaimer</b>	<ul style="list-style-type: none"> <li>The policy should be 100% compliant at Good Practice Level to make a claim. Anything less presents issues on performance in areas such as child labour or human rights, thus making a claim meaningless;</li> </ul>	<ul style="list-style-type: none"> <li>The Partners accept that the two proposed options for achieving a Performance Claim were not supported. In lieu of a 100 percent compliance requirement, the Partners are proposing a time limited minimum threshold for the Performance Claim. To achieve a Performance Claim, the policy has been revised to require: i) an aggregated score of 80%, which would be calculated as the percentage of all applicable Towards Good Practice Level (previously called Foundational Practice) and Good Practice requirements met by the Facility. ii) a requirement to meet all applicable Towards Good Practice Level requirements and all Good Practice requirements in 80% of Performance Areas, with at least four Performance Areas per pillar at Good Practice Level. To maintain the Performance Claim, the Facility must close any gaps to achieve Good Practice in all applicable Performance Areas within one assurance cycle. For the purpose of the Performance Claim, this includes Step 2 (self-assessment) up to, and including, Step 5 (medium term corrective action) of the Assurance Process.</li> </ul>
	<ul style="list-style-type: none"> <li>Unclear what the incentive is for achieving Leading Practice Level;</li> </ul>	<ul style="list-style-type: none"> <li>There is no claims-related incentive envisioned for achieving Leading Practice Level. The proposed Assurance Process has been amended</li> </ul>

All Sections	Consultation feedback	CMSI Partner responses
		whereby Assurance Providers will report gaps to achieve Leading Practice for Facilities that have achieved Good Practice in a Performance Area and who indicate their ambition to achieve Leading Practice. In these cases, Facilities are encouraged to publish action plans for achieving Leading Practice.
	<ul style="list-style-type: none"> <li>Companies may be concerned about how to comply with regulations on green claims and green washing - suggest some general information on how the CMSI can support them in meeting these Requirements; and</li> </ul>	<ul style="list-style-type: none"> <li>A clarifying statement has been added in Section 1.2 (Legal Compliance) about the relationship of the claims with the intent of proposed legislation.</li> </ul>
	<ul style="list-style-type: none"> <li>Will there be guidance on equivalencies?</li> </ul>	<ul style="list-style-type: none"> <li>Equivalencies will be managed through the Assurance Process, with guidance still to be developed.</li> </ul>
<b>1. Introduction</b>	<ul style="list-style-type: none"> <li>Can there be explicit guidance on use of Claims once a Consolidated Standard is revised and facility transitions in the adoption of the revised Consolidated Standard?</li> </ul>	<ul style="list-style-type: none"> <li>A clarifying statement has been added to Section 3.1.3.1 (Minimum Threshold for Obtaining and Maintaining the Performance Claim) to clarify claims timelines when a revised version or a new version of the Consolidated Standard is launched.</li> </ul>
<b>2. General Requirements for all Consolidated Standard-Related Reporting and Claims</b>	<ul style="list-style-type: none"> <li>Lack of clarity of publishing reports (self-assessment, audit) on websites;</li> </ul>	<ul style="list-style-type: none"> <li>Section 3.2 of the Claims Policy (Self-Assessed Reporting) has been revised to ensure clarity on reporting of self-assessed results. The publication of Assurance Reports is defined in the revised Assurance Process.</li> </ul>
	<ul style="list-style-type: none"> <li>Consider an implementation of a one-year grace period; and</li> </ul>	<ul style="list-style-type: none"> <li>The Assurance Process provides several opportunities to implement, and independently verify, corrective actions. The proposed threshold for the performance claim allows for a second assurance cycle to be completed prior to 100% good practice level to be achieved.</li> <li>Each of the CMSI Partner organisations will define the transition period to the Consolidated Standard for their respective members. Given the flexibility within that process, no additional grace period related to reporting and claims is envisioned.</li> </ul>

All Sections	Consultation feedback	CMSI Partner responses
	<ul style="list-style-type: none"> <li>Provide examples of each claim for clarity.</li> </ul>	<ul style="list-style-type: none"> <li>Examples of each claim have been added in Annex I (Performance Claims) of the Claims Policy.</li> </ul>
<b>3. Types of Reporting and Claims</b>	<ul style="list-style-type: none"> <li>Having a ‘participant’ claim seems like greenwashing;</li> </ul>	<ul style="list-style-type: none"> <li>The notion of a ‘Participant Claim’ has been removed and replaced with an allowance for a ‘public commitment to participate’ - i.e., a public statement that the Facility is participating in the CMSI Assurance Process. This commitment would not be associated with any level of performance, or permit use of any logo or mark related to the Consolidated Standard.</li> </ul>
	<ul style="list-style-type: none"> <li>Not practical to put a percent achievement on Good Practice. It is also potentially misleading to make such a claim if not all Requirements have been met;</li> </ul>	<ul style="list-style-type: none"> <li>In response to this feedback, the proposed approach to claims has been revised. See the detailed response under Disclaimer in the table above.</li> </ul>
	<ul style="list-style-type: none"> <li>If a percent score is used, a granular scoring approach is required at the Performance Area sublevel. Subsequently, this requires an opinion to weigh what is important;</li> </ul>	<ul style="list-style-type: none"> <li>An aggregated percentage score has been added to the revised Claims Policy to allow for a simple view of overall performance. The dashboard in the report template mock-up has been updated to include a breakdown of performance determination per Performance Areas sublevel.</li> </ul>
	<ul style="list-style-type: none"> <li>Whatever the performance claim Consolidated Standard ends up being, it needs to be really simple for the public to understand;</li> </ul>	<ul style="list-style-type: none"> <li>The revised threshold for achieving the Performance Claim is complex but the Partners believe this is necessary for it to be both meaningful and scalable, thus encouraging uptake. The Partners recognise that clear communications and useful visuals will be necessary.</li> </ul>
	<ul style="list-style-type: none"> <li>Others stated the 80 percent Standard described here is clean and simple;</li> </ul>	<ul style="list-style-type: none"> <li>See response under Disclaimer in the table above regarding the revised approach to performance-based claims. This maintains the requirement to meet Good Practice Level in 80% of Performance Areas and to meet 80% of all requirements at Towards Good Practice (previously called Foundational Practice) and Good Practice, but with additional provisions, including a time limit for Facilities to reach Good Practice in all applicable Performance Areas.</li> </ul>

All Sections	Consultation feedback	CMSI Partner responses
	<ul style="list-style-type: none"> <li>Some kind of incentive, maybe a higher level performance claim, should be available to facilities achieving Leading Practice in many areas, as it would be the only real incentive to move beyond Good Practice;</li> </ul>	<ul style="list-style-type: none"> <li>This proposal was discussed. However, CMSI Partners, in consultation with the Stakeholder Advisory Group and Industry Advisory Group, have decided not to propose a Performance Claim for Facilities meeting Leading Practice requirements. The future Board, once established, may choose to revisit this proposal.</li> </ul>
	<ul style="list-style-type: none"> <li>Consider a progressive claim model for facilities showing significant improvement;</li> </ul>	<ul style="list-style-type: none"> <li>See response under Disclaimer in the table above regarding the proposed approach to performance-based claims. To encourage and recognise efforts towards continual improvement, Facilities would have one assurance cycle to achieve Good Practice Level on all requirements after obtaining the initial Performance Claim.</li> </ul>
	<ul style="list-style-type: none"> <li>The CMSI should consider options for different Requirements for ASM, medium-sized facilities and LSM facilities;</li> </ul>	<ul style="list-style-type: none"> <li>The Consolidated Standard is specifically designed for medium- and large-scale mining Facilities. It is not intended to apply to artisanal and small-scale mining (ASM) as several ASM-specific standards already exist. That said, ASM may be identified as a risk relevant to certain CMSI Performance Areas during the Assurance Process.</li> </ul>
	<ul style="list-style-type: none"> <li>Timelines and responsibilities for publishing assured reports do not align within the document or with the Assurance Procedure. Conflicting information on publication of self-assessment reports;</li> </ul>	<ul style="list-style-type: none"> <li>Information on timelines has been removed from the proposed Claims Policy and are now solely defined by the revised Assurance Process.</li> <li>As above, Section 3.2 of the Claims Policy (Self-Assessed Reporting) has been revised to ensure clarity on reporting of self-assessed results.</li> </ul>
	<ul style="list-style-type: none"> <li>The Claims Policy should ensure that companies are required to clearly distinguish between the Facility's participation in the CMSI and the company as a participant in the CMSI, given that communications rarely come from individual facilities but rather from the company as a whole.</li> </ul>	<ul style="list-style-type: none"> <li>Text detailing claims being Facility-specific has been included in Section 1.3 (The Consolidated Standard Claims) and throughout the Claims Policy. The revised Annex II (Examples of the Different Types of Claims) explicitly details that companies cannot make claims beyond the Facility-level.</li> </ul>

All Sections	Consultation feedback	CMSI Partner responses
	<ul style="list-style-type: none"> <li>• Rather than performance thresholds, consider saliency or materiality of issues to determine performance thresholds;</li> <li>• Some Performance Areas/risk areas should be prerequisite to any claim (e.g. human rights, child or forced labour and tailings management). The concept of critical criteria for each Performance Area to achieve any level of performance and associated claim should be adopted; and</li> <li>• Concern that facilities could prioritise certain Performance Areas to achieve a claim, which is similar to IRMA.</li> </ul>	<ul style="list-style-type: none"> <li>• See comments above regarding the proposed approach to performance-based claims. CMSI Partners, in consultation with the Stakeholder Advisory Group and Industry Advisory Group, have decided not to label certain Performance Areas as material or critical relative to others. Instead, to ensure broad coverage of issue areas when making performance-based claims, Facilities would need to achieve Good Practice in at least four Performance Areas per pillar. While a Facility may initially prioritise certain Performance Areas, they would then have one assurance cycle to achieve Good Practice on all requirements after obtaining the initial Performance Claim.</li> </ul>
<b>4. Submission, Review and Approval of Reporting and Claims</b>	<ul style="list-style-type: none"> <li>• Recommendation to specify that for its review and approval of reporting and claims, the Secretariat will consult the assessment results through a participatory consultation, giving the relevant stakeholders an opportunity to express caveats or objections. Or, if the Secretariat does not actively approach stakeholders, provide an easily accessible and properly announced channel for feedback and objections and allow for stakeholders to trace how their feedback is considered.</li> </ul>	<ul style="list-style-type: none"> <li>• The proposed Claims Policy has been revised in Section 4.2 (Identified Misuse of Consolidated Standard-Related Claims and Reports) to respond to the suggestion for an easily accessible forum for stakeholder feedback regarding reporting and claims. As well, a Grievance Mechanism will be established where stakeholders may register objections to published Assurance Reports. This will build on the existing Grievance Mechanism of The Copper Mark.</li> </ul>
<b>5. Monitoring and Enforcement</b>	<ul style="list-style-type: none"> <li>• This seems like creating a Standards police;</li> </ul>	<ul style="list-style-type: none"> <li>• CMSI Partners, in consultation with the Stakeholder Advisory Group and Industry Advisory Group, believe it is important to have robust processes to ensure that Facilities cannot make inaccurate or misleading claims about their performance or relationship to the Consolidated Standard.</li> </ul>

All Sections	Consultation feedback	CMSI Partner responses
	<ul style="list-style-type: none"> <li>The misuse of claims requires more immediate action on the part of the Facility in terms of outreach and notification within their supply chain; and</li> </ul>	<ul style="list-style-type: none"> <li>The Claims Policy has been revised in Section 4.2 (Identified Misuse of Consolidated Standard-Related Claims and Reports) to include language encouraging Facilities to engage with stakeholders and supply chain actors to correct errors or misstatements.</li> </ul>
	<ul style="list-style-type: none"> <li>Suggest defining what constitutes a ‘violation’, and providing examples of possible enforcement actions. Suggest a clearer distinction between minor and major violations and their consequences would add clarity.</li> </ul>	<ul style="list-style-type: none"> <li>As stated in the proposed Claims Policy, the Secretariat will use all tools necessary to address violations of the policy, including legal action if required.</li> </ul>
<ul style="list-style-type: none"> <li><b>Annex II (Company Logos)</b></li> </ul>	<ul style="list-style-type: none"> <li>It is not clear what a metal mark is;</li> </ul>	<ul style="list-style-type: none"> <li>Definitions have been added to the Glossary for clarification.</li> </ul>
	<ul style="list-style-type: none"> <li>Are other metal marks planned? Is this a transition from the other programmes and will they eventually be replaced? Why are logos being retained?;</li> </ul>	<ul style="list-style-type: none"> <li>The Claims Policy has been revised to note that all existing metal marks from Copper Mark will be retained and earned upon satisfying the requirements of the CMSI Performance Claim. A new Performance Claim logo (for the Consolidated Standard) will be created for all other mining products. Other marks, also based on the Performance Claim, could be created if demanded by sufficient producers of those commodities.</li> </ul>
	<ul style="list-style-type: none"> <li>Suggestion to include a mandatory link to a webpage with more information explaining the meaning of ‘behind the logo’ and what ‘responsibly produced’ means (particularly under the Green Claims and Empowering Consumers Directives).</li> </ul>	<ul style="list-style-type: none"> <li>In Sections 3.1.1 (Public Commitment to Participate) and 3.1.2 (Assured Claim) the Claims Policy has been revised to require links to the reported performance results.</li> </ul>

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