



FAST-Infra Label

RQ01: Verification and Labelling Requirements

Version 0.2

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fastinfralabel.org

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Preface

Legal notice

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The FAST-Infra Label is a credible, consistent, integrative, and globally applicable labelling system designed to empower investors to identify and evaluate the sustainability and resilience performances of infrastructure projects, with the overarching objective of supporting potential investment in infrastructure and playing a role in the development of sustainable infrastructure as a liquid asset class.

The FAST-Infra Label took effect in January 2025 with V1.0. All revision cycles begin from this date. In line with ISEAL requirements, the Secretariat will review all Label documents at least every five years, and may revise them earlier if needed.

FAST-Infra Label Secretariat

c/o Global Infrastructure Basel Foundation (GIB)

Elisabethenstrasse 28

4051 Basel

Switzerland

Tel: +41 61 511 34 20

Website: www.fastinfralabel.org/

Contact: www.fastinfralabel.org/contact

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INTRODUCTION

The FAST-Infra Label Verification and Labelling Requirements aims to ensure that all Project Participants and Verification Bodies (VBs) are prepared for and perform conformity assessment activities in a competent, consistent, impartial, transparent, and stakeholder-inclusive manner following international good practice for assurance in line with ISEAL and the International Organization for Standardization (ISO).

The FAST-Infra Label assurance procedures require compliance with ISO/IEC 17021 along with the FAST-Infra Label Verification and Labelling Requirements (this document).

1 SCOPE

No requirements additional to ISO/IEC 17021.

2 NORMATIVE REFERENCES

The implementation of the FAST-Infra Label Verification and Labelling Requirements is supported by additional documentation detailed in Table 1 below. This documentation is normative and is therefore part of the FAST-Infra Label Verification and Labelling Requirements.

Table 1. List of FAST-Infra Label Verification and Labelling Normative Documentation

Normative References	Description
FAST-Infra Label <i>Dimensions and Criteria v0.3 April 2024</i>	FAST-Infra Label's criteria and indicators, specifying 'baseline' requirements for adherence, and 'positive contribution' factors for demonstration of good practices.
FAST-Infra Label v0.3 <i>Methodology April 2024</i>	Document explaining the eligible projects and the steps a project needs to go through to get the self-assessed and the verified label.
ISO/IEC 17021 <i>Conformity assessment - Requirements for bodies providing audit and certification of management systems</i>	This International Standard specifies requirements for bodies providing audit and certification of management systems. It gives generic requirements for such bodies performing audit and certification in the field of quality, the environment, and other types of management systems.

3 TERMS AND DEFINITIONS

Relevant Definitions are as noted in Part 3 of ISO/IEC-17021. The following verbal forms shall apply:

- 'Shall' indicates a requirement;
- 'Should' indicates a recommendation;
- 'May' indicates a permission;
- 'Can' indicates a possibility or a capability.

Besides, the following key definitions shall apply:

The Project: is the unit of verification for the FAST-Infra Label; it includes all 'Infrastructure', activities and actors comprising "The Project" to which the label applies. The 'Infrastructure', activities and actors included by the term "The Project", are defined for each project seeking labelling, and may typically include, for example: a system of physical components within a boundary; activities performed as a part of the planning, design, construction, operation, maintenance of The Project; The Project Owner, the contractor(s), the operation and maintenance contractor(s), or any other entity to which responsibility for an element of the "The Project" has been given. A typical Infrastructure project undergoes the following development phases:

- a) planning & design;
- b) construction;
- c) commissioning;
- d) operation;
- e) restoration or upgrade;
- f) augmentation and/or decommissioning; and
- g) closure (and where applicable, post-closure).

Project Participants: refers to the person(s) or entities that is/are seeking to apply for the FAST-Infra Label.

Verification Agreement: is a contract between the VB and its client (the Project) that issues a FAST-Infra Label showing completion of the verification process.

4 PRINCIPLES

No requirements additional to ISO/IEC 17021.

5 GENERAL REQUIREMENTS

5.1 LEGAL AND CONTRACTUAL MATTERS

NOTE: All clauses in section 5.1 of ISO/IEC-17021 shall be understood to include the FAST-Infra Label Verification and Labelling Requirements (this document).

5.1.1. Prior to signing the verification agreement, the VB shall obtain confirmation from the FAST-Infra Label Secretariat that the client has been accepted into the FAST-Infra Label scheme and awarded the Self-Assessed Label.

5.1.2. The verification agreement shall specify that the client shall:

- (i) Agree with the requirements of participation in the FAST-Infra Label scheme;
- (ii) Ensure that the Project conforms to all applicable requirements of the FAST-Infra Label (including revisions from time to time);
- (iii) Provide timely, accurate and complete information to the VB to demonstrate conformity with the FAST-Infra Label, including providing timely access to all Project sites, personnel, and documents;
- (iv) Agree to the publication on the FAST-Infra Label website (<https://www.fastinfralabel.org/>) of Project information, audit reports and investigation reports prepared by the verifier, in accordance with the requirements of the FAST-Infra Label scheme;
- (v) Agree to disclosure on the Data Repository of necessary Project data and information in accordance with the requirements of the FAST-Infra Label scheme;
- (vi) Comply with the requirements specified in the FAST-Infra Label Guide to Claims and Label Usage;
- (vii) Comply with the requirements specified by the FAST-Infra Label Secretariat on the use of marks of conformity and on information related to the verified Project;
- (viii) Keep records of all complaints communicated to them that relate to compliance with verification requirements, and
 - a) Inform the VB and the FAST-Infra Label Secretariat within seven calendar days upon receipt of a complaint;
 - b) Make all related records available to the VB and the FAST-Infra Label Secretariat on request; and
 - c) Take appropriate action with respect to such complaints and any deficiencies found that affect compliance with the requirements of labelling, and document all actions taken.
- (ix) Inform the VB and FAST-Infra Label Secretariat about changes which may affect the Project's ability to conform with the verification requirements, such as:
 - a) Changes in the location of the Project site;
 - b) Changes in organization and management (e.g., key managerial, decision making, or technical staff);
 - c) Change of contact address;
 - d) Changes in legal, commercial, organizational status or ownership of the Project;
 - e) Changes in the scope of the Project;
 - f) Major changes to the management system, processes, and/or policies;
 - g) Changes in the development timeline and/or development phase of the Project;

- h) Changes in the financing structure and actors of the Project;
- i) Changes in community acceptance and/or stakeholder support;
- j) Any other changes that may affect the assessment and verification process.
- k) Accept that if the VB's conformity assessment concludes that the Project is not eligible for the verified FAST-Infra Label, the Project's self-assessed label will be automatically terminated.
- l) Acknowledge that the FAST-Infra Label Secretariat reserves the right to withdraw the self-assessed and verified Labels or to refuse a renewal of the Label, if it is made aware of and confirms the existence of major reputational risks linked to the Project and the breaking of compliance with the Label's minimum safeguards and criteria after having received the label.

5.1.3. The VB shall comply with local regulations regarding Data and Information Safety while accessing data and information through the Data Repository, avoiding any legal risks upon Data and Information Safety.

6 STRUCTURAL REQUIREMENTS

No requirements additional to ISO/IEC 17021.

7 RESOURCE REQUIREMENTS

No requirements additional to ISO/IEC 17021.

8 INFORMATION REQUIREMENTS

7.1 REFERENCE TO LABEL AND USE OF MARKS

NOTE: All clauses in section 8.3 of ISO/IEC-17021 shall be understood to be included as part of the FAST-Infra Label Verification and Labelling Requirements"

8.1.1. The VB shall reference to the FAST-Infra Label Guide to Claims and Label Usage (GD01) and comply with all applicable requirements for the use of the FAST-Infra Label name, logo and making any claims of conformity with the FAST-Infra Label.

9 PROCESS REQUIREMENTS

9.1 GENERAL AUDIT REQUIREMENTS

9.1.1. The VB should target a duration of verification of no longer than 4 months, from the opening meeting till the closing meeting.

9.1.2. The labelling cost can vary depending on the size, complexity, stage of development and availability of information relating to the infrastructure project. Table 2 shows a guidance table of approximate verification costs; however, the final verification cost will be determined through negotiation between the VB and client. In cases where physical site visit is needed, long distance travel is to be avoided as much as possible, e.g. by resorting to approved verifiers within the country or region.

Table 2: Reference Table on Indicative Labeling Costs for the FAST-Infra Label

Project Size (\$M USD)	Verification: Design (\$USD)	Verification: Post- Construction (\$USD)
<25	3,000 - 5,000	~11,000
25-100	3,000 - 5,000	11,000 - 25,000
100-500	5,000 - 6,000	25,000 - 40,000
>500	5,000 - 7,000	40,000 - 50,000

9.2 OBSERVATION OF VERIFICATION AUDITS

9.2.1. The FAST-Infra Label Secretariat preserves the right to observe verification audits, or assign a party contracted by the FAST-Infra Label Secretariat to observe certification audits to ensure the VB continues suitability, adequacy, and effectiveness, including the stated policies and objectives related to the fulfilment of Section 10.2 of ISO/IEC 17021 and this document.

9.2.2. An observation will be conducted to the VB's first audit. Observations will be conducted at least once a year in terms of supervisory review thereafter. Additional observation will be scheduled when receiving critical complaints upon the VB.

9.3 DETERMINING AUDIT TIME

9.3.1. In addition to clause 9.1.4 of ISO/IEC-17021, the VB shall also consider the following aspects when determining audit time:

- (i) Time needed for adequate stakeholder involvement and consultation;
- (ii) Number, location, and nature of the workforce, including the potential need for off-site interviews to be conducted, the need for activities performed in shifts to be audited during the respective shift;
- (iii) Presence of local communities and resettled communities;
- (iv) Complaints received between the current and previous audits.

9.3.2. The VB shall attend a physical site visit in cases of:

- (i) Project investment over US\$ 1 billion;

- (ii) Project investment over US\$ 200 million when Corruption Perceptions Index (CPI) from Transparency International scores above 60;
- (iii) Projects causing displacement of over 100 people;
- (iv) Transnational projects;
- (v) Projects located in or having impact on sensitive areas, including, but not limited to natural habitat, water sensitive area, and residential area first nation and indigenous peoples.

9.4 CONDUCTING AUDITS

9.4.1. Projects shall meet all applicable requirements and verified by an external third-party to make claims against the FAST-Infra Label.

9.4.2. In addition to clause 9.3.1.2 and 9.3.1.3 of ISO/IEC-17021, the VB shall:

- (i) Review the data entered and documents uploaded on the Data Repository.
- (ii) If needed, request for addition data and documents via a Request for Information (RFI) to support audit opinion.
- (iii) Commence the stakeholder engagement procedure in accordance with section 5 of this document, if applicable.
- (iv) Refer to FAST- Infra Label Sector Specific Documents.

9.5 REPORTING

9.5.1. In addition to clause 9.4.8.1 of ISO/IEC-17021, all audit reports issued to the client shall also be provided simultaneously to the FAST-Infra Label Secretariat and be uploaded to the Data Repository.

10 MANAGEMENT SYSTEM REQUIREMENTS FOR VERIFICATION BODIES

No requirements additional to ISO/IEC 17021.

ANNEX A (NORMATIVE) REQUIRED KNOWLEDGE AND SKILLS

NOTE: All clauses in section 10.2 of ISO/IEC-17021 shall be understood to include the FAST-Infra Label Verification and Labelling Requirements (this document).

A.1 GENERAL REQUIREMENTS FOR VBS

A.1.1. The VB shall comply with the standard ISO/IEC-17021, following the verification process described in Annex E.

A.1.2. The VB shall be accredited by an accreditation body that is a member of the International Accreditation Forum (IAF).

A.2 REQUIRED KNOWLEDGE AND EXPERIENCE

A.2.1. The VB shall demonstrate knowledge of and experience with the International Finance Corporation (IFC) Performance Standards.

A.2.2. The VB shall demonstrate technical familiarity with methodologies in data collection and analysis and evaluating sustainability credentials and risks, including environmental, adaptation and resilience, social and governance four dimensions, and compliance with the absence of conflict of interest.

A.2.3. The VB shall be specifically trained on the requirements of the FAST-Infra Label through an official Training Programme conducted by the Secretariat.

A.3 REQUIRED TRAINING

A.3.1. Following the VB's participation in the Training Programme, the VB is required to take and pass a final exam.

A.3.2. As part of the final step of the assessment process, the VB will be invited to participate in an interview with the Secretariat to confirm approval to verify projects.

A.3.3. Upon passing the exam and the interview, the VB will receive an official Certificate, which will enable the VB to assess projects against the FAST-Infra Label moving forward. The VB will be published on the FAST-Infra Label's website as well as in the Label's portal.

A.3.4. Certificates have a validity of three years and verifiers are expected to attend a short yearly refresher training session.

ANNEX B (INFORMATIVE) POSSIBLE EVALUATION METHODS

No requirements additional to ISO/IEC 17021.

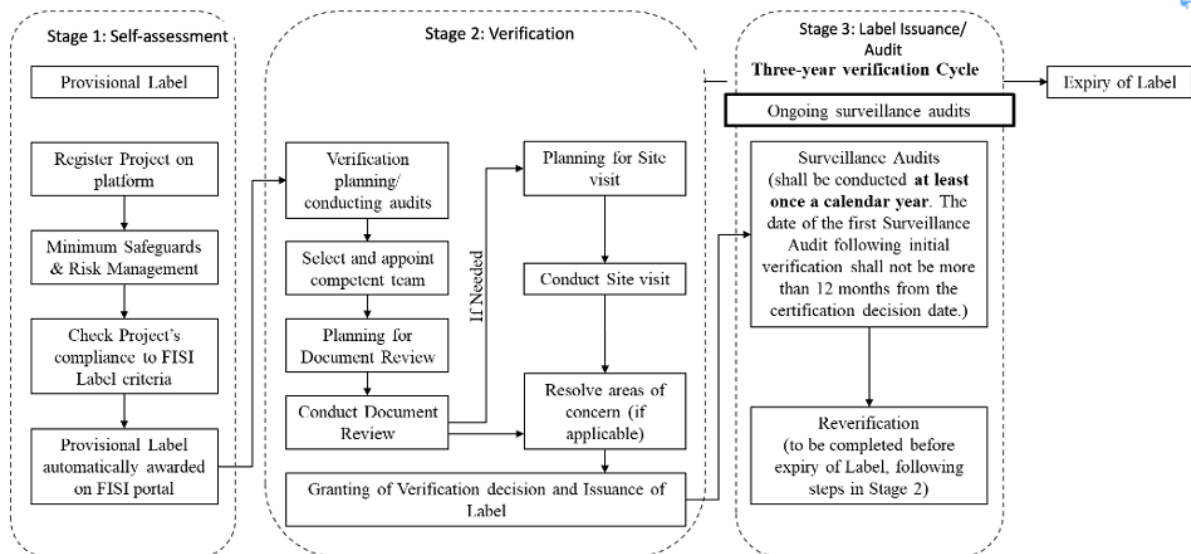
ANNEX C (INFORMATIVE) EXAMPLE OF A PROCESS FLOW FOR DETERMINING AND MAINTAINING COMPETENCE

No requirements additional to ISO/IEC 17021.

ANNEX D (INFORMATIVE) DESIRED PERSONAL BEHAVIOUR

No requirements additional to ISO/IEC 17021.

ANNEX E (INFORMATIVE) VERIFICATION PROCESS FOR FAST-INFRA LABEL



ANNEX F (INFORMATIVE) STAKEHOLDER ENGAGEMENT

F.1 IDENTIFYING STAKEHOLDERS

F.1.1. During the self-assessment of the FAST-Infra Label, the Project shall identify and list stakeholders who may have an interest in their projects, as referenced in the minimum safeguards and the Stakeholder Engagement criteria (S10) of the FAST-Infra Label's framework.

F.1.2. During the third-party verification stage, the VB shall obtain from the project participants the list of stakeholders and shall evaluate whether any categories of stakeholders are omitted.

F.1.3. After reviewing the stakeholder engagement conducted by the Project, the VB shall use its professional opinion to develop and execute a stakeholder engagement plan. When deemed necessary, the VB shall identify those stakeholders that can provide direct audit evidence regarding conformity with the FAST-Infra Label and shall include consultation with these stakeholders in its audit plan. The VB shall also identify and include in the stakeholder list the following:

- (i) Stakeholders that have submitted complaints (including both formal and informal complaints);
- (ii) Stakeholders notified to the VB by the FAST-Infra Label Secretariat;
- (iii) Any international, national, regional, or local civil society organisations¹ (CSOs) that have an interest in the Project's activities.

F.2 INTERVIEWING STAKEHOLDERS

F.2.1. The VB shall conduct interviews with relevant stakeholders, if there is a doubt that effective stakeholder engagement is in place, according to the minimum safeguards, the performance standards, and good practices reported upon. In the cases where VBs see the need to interview stakeholders, the process shall include:

- (i) Interviews with a representative sample of workers of diverse profiles (genders, migrant workers, temporary workers, as well as applicable key functions, e.g., construction workers, cleaning staff, security personnel, administrative staff, operations, subcontractors). Worker interviews shall be conducted in confidence without the presence of Project managers or supervisors.
- (ii) For Projects with more than 100 workers, at least 5 workers shall be interviewed individually.
- (iii) For Projects with more than 500 workers, an additional 5 workers shall be interviewed, but these workers may be interviewed together in groups.
- (iv) Interviews shall be conducted with affected communities and cultural heritage sites, including, but not limited to, sites of archaeological, historical, cultural, artistic, and religious significance.
- (v) Interviewees shall be informed of the applicable requirements of the FAST-Infra Label criteria that are being audited, before being asked for their input on whether the Project is in conformance.
- (vi) Stakeholder interviewees shall be selected by the VB with no prompting from the client.

¹ CSOs refer to non-State, not-for-profit, voluntary entities formed by people in the social sphere that are separate from the State and the market. CSOs represent a wide range of interests and ties. They can include community-based organizations as well as non-governmental organizations (NGOs).