

# **GUIDELINES FOR RSPO SUPPLY CHAIN CERTIFICATION**

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## 1.0 INTRODUCTION

This document provides guidance to any organization that is interested in obtaining certification of Roundtable on Sustainable Palm Oil (RSPO) Supply Chain Certification.

RSPO is a global, multi-stakeholder initiative on sustainable palm oil. The principle objective of RSPO is to promote the growth and use of sustainable palm oil through the co-operation within the supply chain and open dialogue between stakeholders. Information concerning the RSPO as whole can be view and downloaded from RSPO website ([www.rspo.org](http://www.rspo.org)).

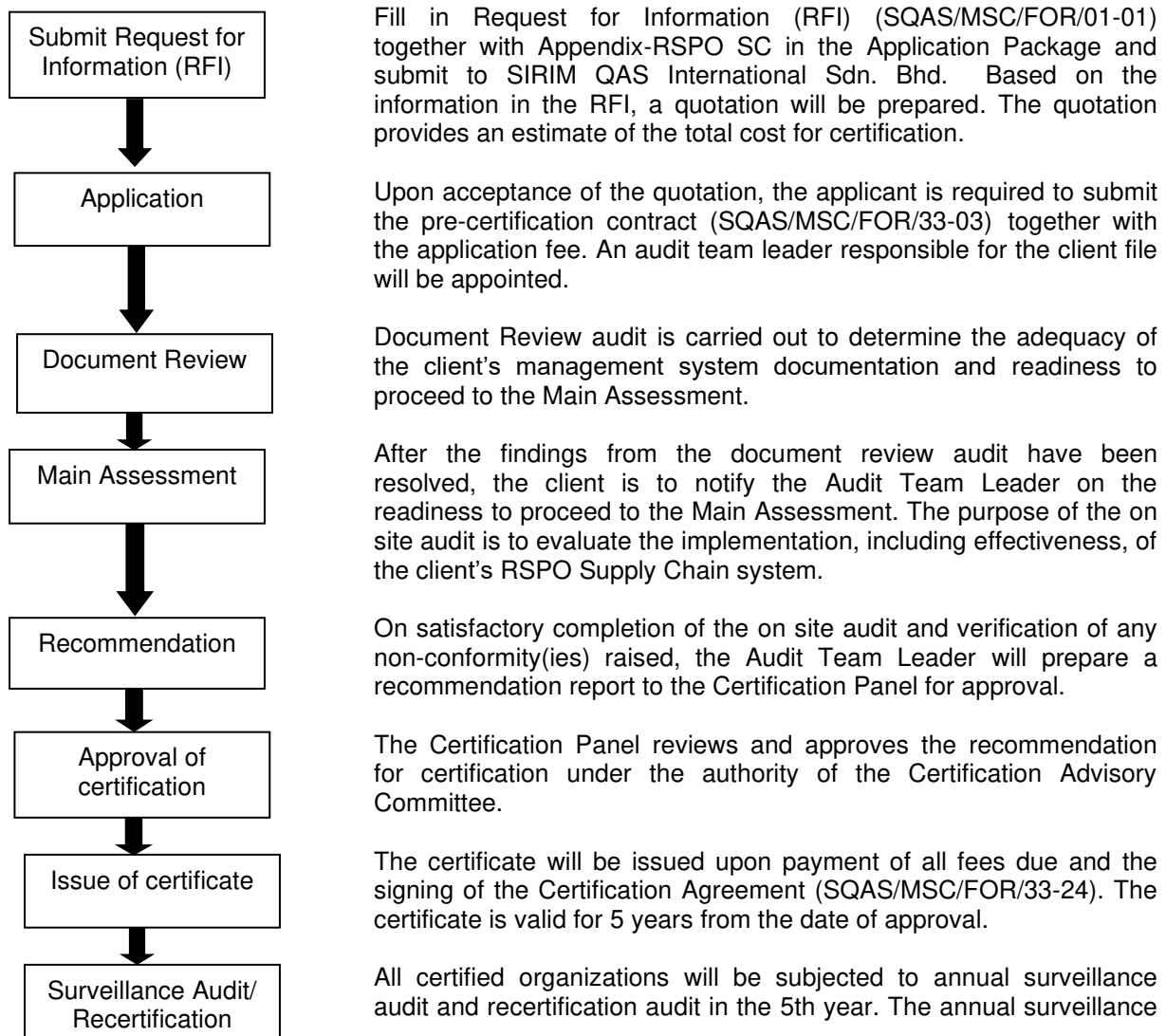
In implementing its mission, RSPO has published a few documents for implementation namely;

- a) RSPO Principle & Criteria (<https://rspo.org/resources/certification/rspo-principles-criteria-certification>),
- b) RSPO Supply Chain Certification System (<https://rspo.org/resources/certification/supply-chain-certification>) and,
- c) RSPO Guidelines on Communication & Claim (<https://rspo.org/resources/communications-claims>).

These documents can be viewed and downloaded from the above website. For any further questions concerning the RSPO, please directly contact the RSPO Secretariat at [www.rspo.org/about/contact](http://www.rspo.org/about/contact)

## 2.0 CERTIFICATION PROCESS

The RSPO Supply Chain system certification services provided by SIRIM QAS International are carried out in accordance to the policies and procedures established by SIRIM QAS International based on the requirements of the various accreditation standards. The generic certification process is as follows:



audit will be within twelve (12) months of the certificate issue date, but not earlier than eight (8) months after the certificate issue date. Micro users of oil palm products (1,000 kg per annum) have to submit the self assessment to RSPO and CB during annual surveillance audit. However, an onsite audit shall be carried out for recertification audit.

### **3.0 CERTIFICATION REQUIREMENTS**

#### **3.1 Eligibility criteria for certification**

The General Chain of Custody requirements of the RSPO Supply Chain Standard shall apply to any organization in the supply chain that takes legal ownership and physically handles RSPO Certified Sustainable oil palm products at a location under the control of the organization including outsourced contractors. After the end product manufacturer, there is no further requirement for certification.

Any site that is looking for certification shall be operational at least three (3) months before an initial certification audit can be conducted.

Organizations intending to seek certification to RSPO Supply Chain Certification system have to ensure that they have not engaged other certification body for certification of the same unit. SIRIM QAS International will seek advice from RSPO if there is a doubtful cases prior to of the audit.

Organization must be a member of RSPO.

#### **3.2 Site of audit**

The organization shall identify the site(s) to be covered under the scope of certification. This site(s) shall generally be permanent location(s) at which the organizations carry out its operations.

A Multi-site Certification is an option for a group of sites that have a legal or contractual link with a defined Central Office, who acts as ICS. Such sites must include a minimum of two (2) participating sites and may consist of group of refineries, kernel crushers, or processing facilities, etc. that are administered by an ICS (Central Office).

The organization shall identify in advance the sites that it wanted to include in the certificate. These sites will be subjected to audit on a sampling basis.

A Group Certification is an option for groups of independent organizations acting as separate legal entities in the palm supply chain who have agreed to adhere to the rules of a Group structure under the guidance of a Group management entity and under the direction of a Group manager, in accordance with an Internal Control System (ICS).

Group members must be:

- Separate legal entities.
- Use up to 500 MT of oil palm products per year.

#### **3.3 Scope of certification**

The organization shall clearly define the activities to be included under the scope of certification. The organization should ensure that it does not omit important elements of its operations from the scope of certification.

In cases where an organization seeking certification outsources activities to independent third parties, a risk assessment shall be done to determine whether an audit of the sub-contractor is required. If the outsourced contractor holds RSPO Supply Chain certification, then it does not require an additional audit.

Outsourced contractors shall be considered high risk if physically transforming products or if there is a risk of uncontrolled, non-deliberate or accidental cross-contamination resulting in mixing of certified and non-certified products. For this purpose, the outsourced contractor may be audited.

### 3.4 Audit criteria

In order to be certified, an organization has to demonstrate that the RSPO supply chain system is functioning and the various control mechanisms are properly implemented. In practice, this means in particular that, the supply chain system has been operational for a sufficient period of time to be able to demonstrate adequately the effective implementation of the entire system.

## 4.0 SCOPE OF ACCREDITATION

SIRIM QAS International has obtained accreditation from Accreditation Service International (ASI) on the 27<sup>th</sup> September 2014 for the scope of RSPO P & C and RSPO SC certification.

## 5.0 COMMUNICATION AND CLAIM

The certified organization that want to use the RSPO logo, make claims or communicate about the production, procurement or use of RSPO certified materials must adhere to the following RSPO Rules on Market Communication and Claims available at <https://rspo.org/resources/communications-claims>

## 6.0 APPEALS PROCEDURE

The applicant may file an appeal when he does not agree with the decision of the Certification Panel. The appeal shall be in writing and addressed to the Senior General Manager of the Management System Certification Department within 2 weeks of notification of the decision.

The letter of appeal shall be forwarded to the Appeals Panel appointed by the Certification Advisory Committee. The appellant shall be notified of the composition of the panel and the date of its proposed hearing. The appellant shall have the right to object the composition of the panel and to appear before the panel to present his case. Decisions made by the Appeals Panel including the grounds of their decision shall be recorded and the appellant shall be notified in writing.

## 7.0 COMPLAINT PROCEDURE

Any complaint about SIRIM QAS International's certification services or about organizations certified by SIRIM QAS International shall be directed to QOSHE Section Head.

Complaints may be in writing or verbal. All complaints received will be verified and validated by the QOSHE Section Head. The complainant shall be informed of the receipt of the complaint and will be provided progress report(s) and a report on the outcome of the investigation.

## 8.0 WITHDRAWAL/ SUSPENSION

### a. Withdrawal

An organization that wishes to withdraw from the RSPO Supply Chain certification scheme is required to write to the Section Head informing of its intention. The organization shall within a reasonable timeframe ensure that all advertising matters that contain any reference to the certificate are discontinued.

## b. Suspension

SIRIM QAS International Sdn Bhd shall suspend the certification of the organization under the following circumstances:

- i) objective evidence indicates that there has been a demonstrable breakdown in the supply chain caused by the certified client's actions or inactions, and that oil palm products have been or are about to be shipped which are falsely identified as RSPO certified product, then immediate action shall be taken by SIRIM QAS, and the RSPO Supply Chain certification shall be suspended until such time that the situation has been addressed. It is a requirement that SIRIM QAS informs RSPO Secretariat within 24 hours of the decision to suspend certification.
- ii) the certified organization obtains a major (serious) non conformity which affect the integrity of the RSPO Supply Chain Certification, SIRIM QAS International shall inform RSPO immediately. A maximum of one month shall be given to the certified company to satisfactorily address the non-conformity. Failure to address the major non conformity within the one month timeframe, a suspension or withdrawal of the certificate and a full re-audit may be necessary.
- iii) The certified organization has voluntarily requested suspension of its certification.
- iv) The certified organization infringed the requirements of the certification contract.

The organization whose certification is suspended is required to take the necessary corrective action before the end of the suspension period. Failure to resolve the issues satisfactorily will result in withdrawal of certification. The organization may appeal if it is dissatisfied with the decision to suspend or withdraw the certificate.

## c. Post-withdrawal or suspension of certification

If certification is withdrawn or suspended, the site shall cease from making any certified product claim from the withdrawal, termination or suspension date and inform their supply chain clients within three (3) business days.

## 9.0 INFORMATION ON CERTIFICATION MADE AVAILABLE TO THE PUBLIC

Upon certification the organization's name, address, contact details and scope of certification will be published in the RSPO web site.

(<https://rspo.org/certification/search-for-supply-chain-certificate-holders>)

Any change in the status of the certification, e.g. suspension or withdrawal of certificate will also be published in the RSPO web site.

(<https://rspo.org/certification/search-for-supply-chain-certificate-holders>)

## 10.0 CHANGES TO THE INFORMATION IN THE CERTIFICATE

The organization may seek to make changes to details in the certificate. This may include, name of organization, change of address or scope of certification. Request for such changes shall be made in writing.