

Annex 1

Table 1 - Expected ASC Outputs

Gaps	Outputs	Specific activities
Strengthening NPP and Post NPP	Develop and implement a quality system for NPP submission in the next two years and monitor reducing trends of complaints on NPP that has been completed.	<ul style="list-style-type: none"> a) Regional trainings of HCV-HCS (by HCVRN) - for assessors b) ASI to include NPP Verification in their scope c) Continuous training of CBs and Growers d) Revision of NPP document
CB Quality Improvements	Develop a framework in improving the quality of audits and avoiding conflict of interest between CBs and clients in the next three years and monitor complaints lodged to CP (with focus on social issues)	<ul style="list-style-type: none"> a) Develop and effectively implement a set of guidances for labour & social auditing b) Revision of Certification System document (strengthening the qualifications of auditors, lead auditors and peer reviewers) c) Continuous training to increase capacity of auditors on specific topics d) Joint CB performance review by ASI and the RSPO Secretariat to ensure effectiveness of audits
Communications on Assurance of RSPO	Ensuring constant effective communication made to RSPO stakeholders on the progress of RSPO Assurance Systems through various platforms in the next 2 years. This will be evaluated by satisfaction feedback survey (minimum satisfaction level of 70%)	<ul style="list-style-type: none"> a) ATF independent review b) Conduct Assurance Forum as a platform to get feedback from stakeholders c) Conduct research of effectiveness through the Research and Advisory Unit of the RSPO Secretariat d) Create an annual work plan for the ASC
Strengthening Complaints Mechanism	Explore the usage of an independent pool of expert in other systems and develop ToR for it in the next FY and pilot testing the expert	<ul style="list-style-type: none"> a) ASC to assist CP in developing independent pool of expert to be mobilised by the CP to fast track decision-making

Note: The specific activities can also be tied to the Assurance Division's Work Plan