

# ANNUAL COMMUNICATION OF PROGRESS (ACOP) GUIDELINES

FOR MEMBERS OF

THE ROUNDTABLE ON SUSTAINABLE PALM OIL

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## ACOP GUIDELINES FOR RSPO MEMBERS

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### In this Guide

[Introduction](#)

[Objective of Guidelines](#)

[Procedures](#)

ACOP Submission Preparation

During ACOP Submission Period

How to Answer ACOP Questions

After Submission of ACOP Report

[Non-Submission of ACOP Report and Sanctions](#)

[Additional Help](#)

Annexe

1.0 [TimeBound Plan Guidance](#)

2.0 [ACOP 2020 Questions and Definitions](#)

## **ACOP GUIDELINES FOR RSPO MEMBERS**

### **Scope**

The Annual Communication of Progress (ACOP) report is an annual document submitted by members of the RSPO to gauge a member's progress towards achieving the production and consumption of 100% RSPO certified sustainable palm oil and palm products. ACOP reports are submitted to the RSPO in the first half of a year, reporting data for the previous calendar year.

ACOP data is used by the RSPO to gauge individual member commitments toward achieving RSPO goals, and on an aggregate basis to report and narrate on the market for certified sustainable palm oil and palm products, and supply/demand trends in the wider industry.

ACOP reports may be used by members of the RSPO as a public record of their progress in producing or consuming certified sustainable palm oil and palm products to their internal and external stakeholders, and for corporate communication purposes. It may also be used by members of the public to check on the status of individual members and their efforts to make sustainable palm oil the norm.

### **List of Acronyms and Abbreviations**

ACOP - Annual Communication of Progress
CGM - Consumer Goods Manufacturers
CPO - Crude Palm Oil
CSPK - Certified Sustainable Palm Kernel
CSPO - Certified Sustainable Palm Oil
FFB - Fresh Fruit Bunches
GA – General Assembly
GHG – Greenhouse Gas
HCV – High Conservation Value
IP – Identity Preserved
MB – Mass Balance
NGO - Non-Governmental Organisation
NPP – New Planting Procedure
P&C - RSPO Principles and Criteria
PKE - Palm Kernel Expeller
PKO - Palm Kernel Oil
RBD – Refined, bleached and deodorised
RSPO - Roundtable on Sustainable Palm Oil
SCC- Supply Chain Certification
SG – Segregated

## ACOP GUIDELINES FOR RSPO MEMBERS

### 1. Introduction

- 1.1. The Annual Communication of Progress (ACOP) report is an annual self-reporting document that constitutes a public statement measuring an RSPO member's progress towards achieving the production or consumption of 100% RSPO certified sustainable palm oil and palm products.
  - 1.1.1. ACOP reporting cycles occur once a year with an eight (8) -week submission period, typically launching in February/March and closing in April/May. The RSPO reserves the right to adjust the ACOP submission period duration as necessary.
- 1.2. Submission of annual ACOP reports is mandatory for Ordinary and Affiliate RSPO members that have been a member for at least a year at the launch of the official ACOP submission period (as stated in the Member Code of Conduct, Point 2.2).
  - 1.2.1. Ordinary members are those registered under the following RSPO membership sectors: oil palm growers, independent smallholders, processors and/or traders, consumer goods manufacturers, retailers, banks and/or investors, environmental non-governmental organisations (NGOs), and social development NGOs.
- 1.3. Submission of annual ACOP reports for Associate members is voluntary. However, Associate members are encouraged to submit ACOP reports to enable RSPO to have a better understanding of their activities.
- 1.4. Accurate and timely submission of ACOP reports allow RSPO to gain a better comprehension of the certified palm oil market on a member, sector, and global level, as well as promoting transparency and narration on the industry.

### 2. Objective of the Guidelines

- 2.1. The purpose of this guidelines is to assist RSPO members in preparing for their ACOP submission, understanding the questions required in the ACOP report, and ensuring the successful submission of ACOP report to RSPO.

### 3. Procedures

- 3.1. **ACOP Submission Preparation:**
  - 3.1.1. Prior to their ACOP submission, RSPO members must ensure that their contact details are up-to-date. Members can update their particulars through the MyRSPO portal or by contacting the RSPO Membership team at [membership@rspo.org](mailto:membership@rspo.org).

## ACOP GUIDELINES FOR RSPO MEMBERS

- 3.1.2. If a member is currently listed as having an active group membership in RSPO, only the parent of the group membership is required to submit the ACOP report on behalf of all its palm-related subsidiaries, with aggregated data.
  - 3.1.3. An RSPO member is responsible for declaring the data for itself and all the subsidiaries that it is a parent of, as consolidated under the RSPO group membership rules. If the member has subsidiaries that have separate active membership accounts with RSPO at the time of the ACOP submission period, then each member must submit a separate ACOP report. Please contact the RSPO Membership team at [membership@rspo.org](mailto:membership@rspo.org) to consolidate all subsidiaries into a single parent group membership account.
  - 3.1.4. At least four (4) weeks prior to the start of the ACOP reporting cycle, the RSPO ACOP team will send out an announcement regarding the launch of the official ACOP submission period. Please monitor the email accounts registered with RSPO for this notification or visit [www.rspo.org](http://www.rspo.org).
  - 3.1.5. Emails from the RSPO ACOP team may occasionally be routed to the Spam/Junk folder. This should be monitored during the official ACOP submission period to ensure that any important emails from RSPO are received. Please contact [acop@rspo.org](mailto:acop@rspo.org) if ACOP emails have not been received.
- 3.2. **During ACOP Submission Period:**
- 3.2.1. At least two (2) weeks prior to the launch and on the launch date itself, notification emails will be sent out to inform RSPO members of the commencement of the official ACOP submission period. The member must access the ACOP report via the MyRSPO members portal on the RSPO website.
  - 3.2.2. At the MyRSPO portal, a member is required to login using their MyRSPO user credentials. Once logged in, the ACOP tab will be available on the member's MyRSPO profile, with a link to the ACOP submission portal.
  - 3.2.3. The ACOP report contains a number of compulsory questions that must be answered in order for RSPO to acknowledge the submission of the report. The report cannot be submitted unless all the compulsory questions have been answered.
  - 3.2.4. A progress bar indicates the completion level of the ACOP questionnaire.
  - 3.2.5. Once submitted, changes to the ACOP report for errors or corrections are allowed. Please contact the RSPO ACOP team at [acop@rspo.org](mailto:acop@rspo.org) for such requests. Changes to submitted ACOP reports are subject to the discretion and approval of the RSPO ACOP team, and must be received before the official closing date of the ACOP reporting cycle.

## ACOP GUIDELINES FOR RSPO MEMBERS

### 3.3. How to Answer the ACOP report:

- 3.3.1. Some questions have a help tip icon to assist the member in understanding the requirements of the questions.
- 3.3.2. A full list of ACOP questions and accompanying definitions is listed in Annexe 2, available as an Excel file addendum to this Guidelines document.
- 3.3.3. Past and sample ACOP reports are available at [www.rspo.org/members/acop](http://www.rspo.org/members/acop) to assist RSPO members in referencing or completing the ACOP report.
- 3.3.4. For additional questions or for subjects not covered in this Guideline document, Annexe, or the sample ACOP report, please contact the RSPO ACOP team at [acop@rspo.org](mailto:acop@rspo.org).

### 3.4. After Submission of ACOP Report:

- 3.4.1. Once the ACOP report has been submitted, the member may download a PDF copy of the report as proof of submission.
- 3.4.2. Upon successful submission of the ACOP report, a confirmation email will be sent out, indicating that the report has been received by RSPO.
- 3.4.3. If no confirmation email is received, please check the email Spam/Junk folder or contact the RSPO ACOP team at [acop@rspo.org](mailto:acop@rspo.org) to enquire about the status of the report at least 48 hours before the ACOP submission deadline.
- 3.4.4. Upon submission, the RSPO ACOP team will proceed to verify the data. Should there be any discrepancies or issues with the member's report, the ACOP team will contact the member, requesting amendments or clarifications within a set deadline. If the member fails to respond by the stipulated deadline, the member's ACOP report will not be accepted.
- 3.4.5. Once submitted and verified, the RSPO ACOP team will upload the member's ACOP report onto their membership profile page upon completion of the ACOP reporting cycle. The duration of the RSPO's internal review process will vary from year to year, depending on the submissions received.
- 3.4.6. The RSPO ACOP team will not entertain requests on rectifying data in the submitted ACOP report once the ACOP submission period has closed. Please

## ACOP GUIDELINES FOR RSPO MEMBERS

ensure that the data in the ACOP report is accurate before submission, or notify RSPO of any changes before the ACOP submission period is over.

- 3.4.7. All data submitted by RSPO members are considered verified and correct as self-reported by the members. RSPO is not responsible or liable for any inaccuracies or incorrect claims submitted in the ACOP report published on the website.

### 4. Non-submission of ACOP Report and Sanctions

- 4.1. Ordinary and Affiliate members that do not submit a mandatory ACOP report (as defined in 1.2) will receive an official warning letter.
- 4.2. Ordinary and Affiliate members that do not submit a mandatory ACOP report (as defined in 1.2) for two (2) consecutive years will be suspended.
  - 4.2.1. A suspension letter will be issued, including the reason for suspension, consequences of suspension, and conditions for the suspension to be lifted.
  - 4.2.2. The member's suspension will only be lifted in the following year once the next ACOP report is submitted.
  - 4.2.3. Ordinary and Affiliate members that do not settle their membership fee arrears by the date stipulated in their suspension letter will automatically be terminated. For the status of the member's outstanding balance, please contact the RSPO Accounts team at [accounts@rspo.org](mailto:accounts@rspo.org).
- 4.3. Ordinary and Affiliate members that do not submit a mandatory ACOP report (as defined in 1.2) for three (3) consecutive years will be terminated.
  - 4.3.1. A termination letter will be issued, including the reason for termination and its consequences.
  - 4.3.2. All terminations made by RSPO are final.
  - 4.3.3. A terminated member may reapply to be an RSPO member. The company may reapply for membership through the MyRSPO portal or by contacting [membership@rspo.org](mailto:membership@rspo.org). All outstanding membership fees will need to be settled and all previous outstanding ACOP reports must be submitted before the new membership can be approved. The approval of a new membership application is subject to the discretion of RSPO.



## ACOP GUIDELINES FOR RSPO MEMBERS

### 5. Additional Help

- a. **Can ACOP reports be submitted via email?**  
No. ACOP reports can only be submitted online via the MyRSPO portal. RSPO will not accept ACOP report submissions via email or through any third-party software.
  
- b. **Can ACOP reports be submitted after the deadline?**  
No. RSPO will not accept ACOP reports submitted after the deadline or entertain requests for extension. This is to allow for proper processing of ACOP data and to respect ACOP publication deadlines.
  
- c. **What can I do if I encounter technical difficulties?**  
Members who experience problems with saving and/or progressing with their ACOP report can use alternative browsers. RSPO recommends using Internet Explorer, Mozilla Firefox, or Google Chrome for ACOP submissions, and use a desktop or laptop, instead of a smartphone. Older versions of internet browsers may be incompatible with the ACOP reporting portal.  
  
Members may email the RSPO ACOP team at [acop@rspo.org](mailto:acop@rspo.org) for any enquiries.
  
- d. **Can I review ACOP reports from previous years?**  
Yes. Members may download their previous ACOP reports in PDF via the MyRSPO portal or locate their reports on the RSPO ACOP website at <https://rspo.org/members/acop>.
  
- e. **What will the information in the ACOP report be used for?**  
The information gathered in ACOP reports will be published in a report format on the RSPO website and used to review the year-on-year commitment from existing members and to gauge the commitment of new member companies joining the RSPO. ACOP data is also used to analyse and publish pledges and commitments made across sectors towards sustainable palm oil, as well as to gather feedback from members on the challenges and opportunities that they would like RSPO to address.
  
- f. **Will all information shared in ACOP be published for public disclosure on the RSPO website?**  
Yes, unless otherwise stated.

## ACOP GUIDELINES FOR RSPO MEMBERS

g. What happens to members whose status is Suspended or Terminated?

The following privileges shall be revoked if a member is:

### Suspended

- Voting rights during the annual RSPO General Assembly
- Becoming (or continuing to be) a member of any task forces or working groups at RSPO
- Certification and membership privileges
- Trading and validity of CSPO certificates via PalmTrace
- Usage of the RSPO Trademark in product-related communications and products

### Terminated

- Voting rights during the annual RSPO General Assembly
- Becoming (or continuing to be) a member of any task forces or working groups at RSPO
- Certification and membership privileges
- Trading and validity of CSPO certificates via PalmTrace
- Usage of the RSPO Trademark in product-related communications and products
- References to RSPO membership in official and non-official communications
- Presentation or references of any claims pertaining to CSPO

**Annexe 1.0 Time-Bound Plan Guidance For All Ordinary Member Categories:**

*(extract)*

**THE 8TH GENERAL ASSEMBLY (GA8) OF THE RSPO, ON THE 8TH OF MARCH 2012 RESOLVED THAT:**

All RSPO Ordinary members in the category of growers, traders/processors, consumer goods manufacturers, and retailers are required to submit to the Secretariat a Time-Bound Plan to produce, trade, process, and/or purchase and use 100% RSPO CSPO.

And that

RSPO should develop clear expectations of what other members should commit to.

**ALL ORDINARY MEMBERS OF RSPO ARE SUBJECT TO THE FOLLOWING REQUIREMENTS**

**Code of Conduct:**

3.1 Members to whom the P&C apply will work towards implementation and certification of the P&C.

3.2 Members to whom the P&C do not apply directly will implement parallel standards relevant to their own organisation, which cannot be lower than those set out in the P&C.

3.3 Members to whom the P&C do not directly apply will actively seek to promote sustainable palm oil and will give support to those members engaged in implementing the RSPO P&C.

**By-laws:**

Art. 4.3. Expected contribution from the members:

Members are expected to:

- actively and constructively communicate and support the continuation of the RSPO process and the implementation of RSPO projects.

- develop and implement plans of action to their best ability within their own organisations, in accordance with the framework of the RSPO process, to promote sustainable palm oil production, procurement, and consumption.
- operate transparently and inform RSPO regularly on plans, activities, and results in promoting sustainable palm oil production, procurement, and consumption.

Under the Certification Systems Document, millers/growers entering into certification must set themselves “*a challenging Time-Bound Plan for certifying all its relevant entities*”.

In response to the resolution passed at GA8 in 2012, RSPO has interpreted these requirements as meaning that Ordinary Members in the supply chain must set themselves challenging Time-Bound Plans for reaching 100% certification in the production, trade, sourcing, and/or use of palm oil products and that all Ordinary Members must report on the progress against these Time-Bound Plans and other activities (for non-supply chain members) via ACOP.

In order to ensure that these requirements are met, the Board of Governors (BOG) has decided that starting from ACOP 2013, RSPO will consider ACOPs without Time-Bound Plans as incomplete. Incomplete or non-submitted ACOPs will lead to sanctions on members as follows:

1. First non-submission or incomplete ACOP will lead to a warning to the member.
2. Second consecutive non-submission or incomplete ACOP will lead to the member being suspended.
3. Third consecutive non-submission or incomplete ACOP will lead to the member being ejected from RSPO.

Suspended members will not be allowed to:

- make any claims relating to RSPO and their membership, associate with RSPO, or produce, sell, or use CSPO.
- participate in the BOG, standing committees, working groups, or task forces of the RSPO.
- attend as voting members during the annual RSPO General Assembly (GA).

In addition to the above mandatory requirements on Ordinary Members, RSPO has developed the following best practice guidance to all RSPO Ordinary Members on how to set themselves *challenging* Time-Bound Plans that can be monitored and communicated via ACOP to demonstrate their progress. Although it is not currently mandatory, members are strongly advised to follow the guidance in order to demonstrate that they are delivering on their commitments.

Certification Bodies should use this table, where relevant, to help them decide whether a published Time-Bound Plan is sufficiently *challenging* as required under the certification system. Currently, it only applies to growers/millers in relation to certification against the RSPO P&C for sustainable palm oil production, but it can also be applied to other member categories in the future.

Due to external circumstances, it may well transpire that members need to make changes to published Time-Bound Plans. If changes are needed, they must be explained and justified in ACOP following the changes.

The BOG intends that the guidance will be used by RSPO to assess the performance of all members against their Code of Conduct and By-Law commitments in the future. It could then be used in cases of sanctions when members are deemed not to be setting themselves sufficiently challenging targets and/or demonstrating progress on reaching them.

Other interested parties are also encouraged to use this guidance to assess the progress of RSPO members.

**Mandatory Requirements and Best Practice Guidance for setting and reporting on Time-Bound Plans:**

Member Category	Element of Code of Conduct and/or By-Law:	Mandatory requirements for setting and reporting on a challenging Time-Bound Plan:	Voluntary best practice guidance on how to set and report on a challenging Time-Bound Plan:
Growers	Publish a commitment to RSPO and certification against the P&C (statement in ACOP is sufficient).	Within one year (of joining) – i.e. at the first ACOP submission.	
	Publish a challenging Time-Bound Plan for certification against the P&C.	A challenging Time-Bound Plan for certifying all relevant entities shall be submitted to the	If certification has not yet started, then the grower should publish a challenging Time-Bound Plan within one year (of

Member Category	Element of Code of Conduct and/or By-Law:	Mandatory requirements for setting and reporting on a challenging Time-Bound Plan:	Voluntary best practice guidance on how to set and report on a challenging Time-Bound Plan:
		<p>Certification Body during the first certification audit.</p> <p>This Time-Bound Plan shall be published in the next ACOP.</p>	<p>joining) – i.e.: at the first ACOP submission.</p>
<p>What makes a Time-Bound Plan for certification against the P&amp;C challenging?</p>			
	<p>For own estates (owned or managed by the member).</p>		<p>First estate certification should be within three years of the date of joining RSPO.</p> <p>100% of estates should be certified within five years of the date of the first certification.</p> <p>New developments should be certified within five years of completion of the New Planting Procedures (NPP).</p> <p>New acquisitions should be certified within five years of purchase.</p>
	<p>For associated smallholders and outgrowers <i>(includes plasma, scheme and associated smallholders and any outgrowers selling</i></p>	<p>For each mill certified, 100% of associated smallholders and outgrowers shall be of certifiable standard within three years of the first certification of that estate<sup>1</sup>.</p>	<p>First associated smallholders/outgrowers certification should be within three years of the date of the first estate certification.</p> <p>100% of associated smallholders/outgrowers should be certified within five years of</p>

Member Category	Element of Code of Conduct and/or By-Law:	Mandatory requirements for setting and reporting on a challenging Time-Bound Plan:	Voluntary best practice guidance on how to set and report on a challenging Time-Bound Plan:
	<i>exclusively to the mill concerned).</i>		<p>the date of the first certification.</p> <p>Associated smallholders/outgrowers that are part of the new developments should be certified within five years of the completion of the NPP.</p> <p>Associated smallholders/outgrowers that are part of the new acquisitions should be certified within five years of the purchase.</p>
	For independently sourced FFB		<p>First certification should happen within six years of the first estate certification.</p> <p>100% of independent supply base should be certified within nine years of the first estate certification.</p>
	Completion and submission of ACOP.	Each year after the first full year of joining.	
Processors/ Refiners/Traders	Publish a commitment to RSPO and a challenging Time-Bound Plan for 'handling' RSPO	Within one year (of joining) – i.e.: at the first ACOP submission.	

Member Category	Element of Code of Conduct and/or By-Law:	Mandatory requirements for setting and reporting on a challenging Time-Bound Plan:	Voluntary best practice guidance on how to set and report on a challenging Time-Bound Plan:
	certified oil palm products (statement in ACOP is sufficient).		
What makes a Time-Bound Plan for 'handling' CSPO challenging?			
	Year of starting supply chain certification.		Should be within two years of joining RSPO.
	Year expected to reach certification of all supply chains.		Should be within five years of starting supply chain certification.
	Year expected to only 'handle' RSPO certified oil palm products.		Should be within 10 years of starting supply chain certification.
	Completion and submission of ACOP.	Each year after first full year of joining.	



Consumer Goods Manufacturers	Publish a commitment to RSPO and a challenging Time-Bound Plan for using RSPO certified oil palm in manufacturers' own brand products - (statement in ACOP is sufficient).	Within one year (of joining) – i.e.: at the first ACOP submission.	
	Actively communicate to promote the use of CSPO in retailers or other manufacturers' brands that you produce.		Should communicate within two years of starting (to use CSPO in manufacturers' own brand products).
	What makes a Time-Bound Plan for using CSPO in your own brand use of palm oil challenging?		
	Year expected to start using any RSPO certified oil palm in manufacturers' own brand products.		Should be within two years of joining
	Year expected to be using 100% RSPO certified oil palm from any supply chain option in manufacturers' own brand products.		Should be within five years of starting to use any CSPO.
	Year expected to be using 100% RSPO certified oil palm from Identity Preserved, Segregated, and/or Mass Balance sources in manufacturers' own brand products.		Should be within 10 years of starting to use any CSPO.

What makes a Time-Bound Plan to communicate to promote CSPO to others challenging?		
Actively communicate to promote the use of CSPO in retailers or other manufacturers' brands that you produce.		Should include, for example: category managers that include CSPO in discussions with retail brand customers; category managers propose, on a voluntary basis, to include CSPO in retailer brand product, if available in the market; reporting on progress achieved, etc.
Completion and submission of ACOP.	Each year after the first full year of joining.	

Retailers	Publish a commitment to the RSPO and a challenging Time-Bound Plan for using RSPO certified oil palm – retailers’ own brand products (statement in ACOP is sufficient).	Within one year (of joining) – i.e.: at the first ACOP submission.	
	Actively communicate to promote the use of CSPO in retailers or other manufacturers’ brands that you sell.		Should be within two years of starting (to use CSPO in retailers’ own brand products).
	What makes a Time-Bound Plan covering your own brand use of palm oil challenging?		
	Year expected to start using RSPO certified oil palm from any supply chain option – retailers’ own brand products.		Should be within two years of joining.
	Year expected to be using 100% RSPO certified oil palm from any supply chain option– retailers’ own brand products.		Should be within five years of starting.
	Year expected to be using 100% RSPO certified oil palm from Identity Preserved, Segregated and/ or Mass Balance – retailers’ own brand products.		Should be within 10 years of starting.
	What makes a Time-Bound Plan to communicate to promote CSPO to others challenging?		
	Actively communicate to promote the use of CSPO		Should include, for example: category managers that

	in retailers' or other manufacturers' brands that you sell.		include CSPO in discussions with manufacturers' brand suppliers; reporting on progress achieved, etc.
	Completion and submission of ACOP.	Each year after the first full year of joining.	

Financial Institutions	Publish a commitment to RSPO and 'funding' RSPO certification (statement in ACOP is sufficient).	Within one year (of joining) – i.e.: at the first ACOP submission.	
	What makes a Time-Bound Plan from a financial institution challenging?		
	Have a policy in place that 'supports' RSPO and RSPO certification.		Should be within one year of joining.
	Year expected for first client to be RSPO certified.		Should be within three years of joining.
	Year when expect all clients to be RSPO certified.		Should be within 10 years of joining.
	Completion and submission of ACOP.	Each year after the first full year of joining.	
NGOs	Publish a statement of support for the RSPO and RSPO certification (statement in ACOP is sufficient).	Within one year (of joining) – i.e. at the first ACOP submission.	
	How does an NGO demonstrate support for RSPO and certification?		
	Participation in RSPO working groups/ task forces.		Should be within two years of joining.
	Undertake and publicise programmes to support RSPO, RSPO certification, and/or good standing RSPO members.		Should be within two years of joining.

	If using/selling palm oil, follow CGM/retailers requirements.		As for CGM/retailers.
	Completion and submission of ACOP.	Each year after the first full year of joining.	

<sup>1</sup> Certification Systems Document:

4.2.3 The unit of certification shall be the mill and its supply base:

- All the FFB from the directly managed lands (or estates) shall be produced to certifiable standards. The mill will develop and implement a plan to ensure that 100% of associated smallholders and outgrowers are of certifiable standard within three years.

<sup>2</sup> “Using” covers use of all RSPO approved certified supply chain options – Book and Claim, Mass Balance, Segregated, and Identity Preserved.

## **Annexe 2.0 ACOP 2020 Questions and Definitions**

*Please see the list of questions for all sectors in the accompanying Excel file addendum to this document.*

**RSPO**

Roundtable on Sustainable Palm Oil

The RSPO is an international non-profit organization formed in 2004 with the objective to promote the growth and use of sustainable oil palm products through credible global standards and engagement of stakeholders.



**RSPO will transform markets to make sustainable palm oil the norm**

**FIND OUT MORE AT**

**[www.rspo.org](http://www.rspo.org)**