

**RSPO SUPPLY CHAIN CERTIFICATION AUDIT REPORT**

(CERTIFIED SITE NAME)

|  |  |
| --- | --- |
| Audit Application Number : |  |
| Assessment Type : | Choose an item. |
| Date of Audit : | DD Mmm YYYY to DD Mmm YYYY |
| Audit Report Number : |  |
| Revision Number : |  |
| Audit Report Date : | DD Mmm YYYY |

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# Certification Body Background

## 1.1 Description of Certification Body

|  |  |
| --- | --- |
| **Certification Body Information** | |
| Name of Certification Body |  |
| Address of Certification Body (Accredited Office) |  |
| Background of the Certification Body | *e.g. History, Mission, Vision, geographical information, etc* |
| Phone Number (Accredited Office) |  |
| Websites |  |
| Contact Person Name | *e.g. RSPO Program Manager* |
| Email |  |
| **Accreditation Information** | |
| ASI Code |  |
| Technical Scope |  |
| Geographical Scope |  |
| Accredited Since | *DD Mmm YYYY* |

# 

# Organisation Details and Certification Scope

## 2.1 Organisational Overview

|  |  |
| --- | --- |
| **Management Unit Information**  ***Note: Management Unit refers to unit of certification*** | |
| Name of Management Unit | *Central office acting as ICS Name* |
| Address of the Management Unit | *Central office acting as ICS Address* |
| Country | *Central office acting as ICS Country* |
| Website |  |
| Description of the Management Unit | *General description of the organization (e.g., operations, customers, products, ownership structure, function of the sites,*  *date of a membership, number of employees, summary of social*  *aspects and stakeholder’s relationship)* |
| Management Representative Name |  |
| Management Representative Designation |  |
| Management Representative Email |  |

## 

## 2.2 RSPO Membership Information

|  |  |
| --- | --- |
| **RSPO Membership Information** | |
| RSPO Membership No. |  |
| Name of RSPO Member |  |
| Member Since | *DD Mmm YYYY* |

## 

## 2.3 Certificate Information

|  |  |
| --- | --- |
| **Certificate Information** | |
| Certificate No. |  |
| prisma Document Reference No. | *prisma auto generated* |
| RSPO PalmTrace ID No. |  |
| Supply Chain Model | * Identity Preserved (IP) * Segregated (SG) * Mass Balance (MB) |
| Applicable Standards /  Normative Reference | * RSPO Supply Chain Certification Standard 2020 * RSPO Supply Chain Certification Systems 2020 * RSPO Rules on Market Communication and Claims 2022 |
| Initial date of Certification | *DD Mmm YYYY (Date of first RSPO certification)* |
| Effective date of Certificate | *DD Mmm YYYY* |
| Expiry date of Certificate | *DD Mmm YYYY* |

## 

## 2.4 Description of the Management Unit

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Site(s) name** | **Site(s) address** | **Prisma trading ID** | **Owned or Franchise** | **Supply Chain Model** | **Roles** | **Scope of certification** | **Outsourcing** | **Site audited** |
|  | *The row can be added as necessary* |  |  | * Owned * Franchise | IP  SG   * MB | Choose |  | Yes  No | * Onsite * Remote * Not audited   *If remote, please provide justification:* |

## 

## 2.5 Outsourcing Details

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Site(s)**  **name** | **Outsourcing details** | | | **Risk assessment result** | **Audited in this audit?** |
| **Name** | **Address** | **Activities** |
|  | *The row can be added as necessary* |  |  |  | High  Low | Yes  No |

# Audit Programme

## 3.1 Audit Methodology

|  |
| --- |
| *CB to describe the audit methodology (ISO19011), location of the auditor (onsite/remote), if remote, please provide justification audit conducted as per Contingency RSPO remote audit procedure, audit activity, interview session, audit process, identified risk, etc. related to the audit conducted on the unit of certification.* |

## 3.2 Audit Team Member

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **CAB Auditor Number** |
| *The row can be added as necessary* | *e.g. Lead Auditor, Trainee Lead Auditor, Technical Expert.* | *Can be referred from ASI Portal* |

## 3.3 Audit Plan

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Date** | **Time** | **CAB Auditor Number** | **Location** | **Activity to be audited** |
| *DD Mmm YYYY* | *8.30am* |  | *e.g. office* | *e.g. opening meeting* |
| *DD Mmm YYYY* | *9.00am* |  | *e.g. receiving area* | *e.g. goods in* |
| *DD Mmm YYYY* | *10.30am* |  | *e.g. outsourcing company name & address* | *e.g. repacking* |
| *DD Mmm YYYY* | *12..00pm* | *(Name)* | *e.g. office* | *e.g. lunch* |
| *DD Mmm YYYY* | *5.00pm* | *(Name)* | *e.g. office* | *e.g. closing meeting* |
| *DD Mmm YYYY* | *5.30pm* | *(Name)* | *e.g. office* | *e.g. audit end* |
|  |  |  |  | *The row can be added as necessary* |

*Notes: Include the number of hours spend for each site for each day of the audit, including the time for the opening and closing meeting*

## 3.3.1 Changes of the initial audit plan (if applicable)

|  |
| --- |
| *CB to describe if any changes on initial audit plan e.g. change of lead auditor, change location* |

## 3.4 Sampling Details

**Guidance on the sampling calculation for multi-site certification of Food Service Companies (If applicable)**

*Note:*

1. *Choose the relevant sample audit formula for the current audit only.*
2. *All numbers shall be rounded up to the next whole number.*
3. *Shall ensure all sites are to be audited within the 5 years cycle*
4. *Central Office (CO) shall be audited onsite for Initial Certification, Annual Surveillance Audit and Recertification audit.*
5. *Regional Purchasing Office shall be audited onsite (If no strict purchasing protocol by CO) or remote (If there is a strict purchasing protocol by CO) for Initial Certification, Annual Surveillance Audit and Recertification audit.*
6. *Participating site shall be audited remotely for Annual Surveillance Audit and Recertification audit.*
7. *The following table is the guidance for the sampling size calculation.*

|  |  |
| --- | --- |
| **Sampling Calculation for participating sites** | **Result** |
| **Initial Certification**  **Not Audited** |  |
| **Annual Surveillance Audit**  **(0.6x√Total number of participating sites) \*** | *e.g. (0.6x√60)=5* |
| **Recertification**  **(0.8x√ Total number of participating sites) \*** |  |

***\*To exclude regional purchasing office and central office as part of sampling for participating site***

**Guidance on the sampling calculation for group certification of Food Service Companies (If applicable)**

*Note:*

1. *Choose the relevant sample audit formula for the current audit only.*
2. *All numbers shall be rounded up to the next whole number.*
3. *N refers to the number of new members. E refers to the number of existing members.*
4. *Group Manager shall be audited onsite for Initial Certification, Annual Surveillance Audit and Recertification audit.*
5. *Participating member shall be audited remotely for Annual Surveillance Audit and Recertification audit.*
6. *The following table is the guidance for the sampling size calculation.*

|  |  |
| --- | --- |
| **Sampling Calculation for participating members** | **Result** |
| **Initial Certification**  **Not Audited** |  |
| **Annual Surveillance Audit 1**  **√E (rounded up)** | *e.g. (√60)=8* |
| **Annual Surveillance Audit 2 - 4**  **0.6\* (√E (rounded up) + √N (rounded up))** |  |
| **Recertification**  **0.8\* (√E (rounded up) + √N (rounded up))** |  |

## 3.5 Sampling History of Current Certification Cycle

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Management Unit Name** | **Status** | **Year 1**  **(20xx)** | **Year 2**  **(20xx)** | **Year 3**  **(20xx)** | **Year 4**  **(20xx)** | **Year 5**  **(20xx)** |
|  | *The row can be added as necessary* | Choose an item. |  |  |  |  |  |

## 3.6 Audit Findings & Results for RSPO Supply Chain Certification Standards

*Note: Audit findings shall reflect all sample sites*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements** | | **Audit Findings** | | **Result** |
| **5. General chain of custody requirements for the supply chain** | | | | |
| **5.1 Applicability of the general chain of custody requirements for the supply chain** | | | | |
| 5.1.1 | Either the operator at site level or its parent company seeking certification shall be a member of the RSPO and shall register on the RSPO IT platform. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.1.2 | Processing aids do not need to be included within an organisation’s scope of certification. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.1.3 | For multi-site and group certification, additional requirements in Annexes 2 and 3 shall be complied. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.2 Supply chain model** | | | | |
| 5.2.1 | The site can only use the same supply chain model as its supplier or go to a less strict system in the following order: Identity Preserved -> Segregated -> Mass Balance. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.2.2 | The site can use one (1) or a combination of supply chain models (e.g. Identity Preserved, Segregated, Mass Balance) as audited and certified by the CB. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.3 Documented procedures** | | | | |
| 5.3.1 | The site shall have written procedures and/or work instructions or equivalent to ensure the implementation of all elements of the applicable supply chain model specified. These shall include at a minimum the following:  a) Complete and up-to-date procedures covering the implementation of all the elements of the supply chain model requirements.  b) Complete and up-to-date records and reports that demonstrate compliance with the supply chain model requirements.  c) Identification of the role of the person(s) having responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements. This person(s) shall be able to demonstrate an awareness of the organization’s procedures for the implementation of this standard. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.2 | The site shall have a written procedure to conduct an annual internal audit to determine whether the organisation;  a) conforms to the requirements in the RSPO Supply Chain Certification Standard and the RSPO Market Communications and Claims Documents.  b) effectively implements and maintains the standard requirements within its organisation. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.3 | The organisation shall ensure that:  a) Internal audits are conducted by personnel knowledgeable in the requirements of this standard;  b) Internal auditors do not audit their own work;  c) Any non-conformities found during internal audit shall be issued corrective action and actions shall be taken in a timely and appropriate manner. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.4 | The results of the internal audit and all actions taken to correct non- conformities shall be subject to management review at least annually. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.5 | The organisation shall maintain the internal audit records and reports. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.4 Purchasing and goods in** | | | | |
| 5.4.1 | The receiving site shall ensure that the purchases of RSPO certified oil palm products are in compliance (checking the valid Supply Chain license of the supplier to trade the products as RSPO certified products) and the following minimum information for RSPO certified products is made available by the supplier in document form:  a) The name and address of the buyer;  b) The name and address of the seller;  c) The loading or shipment / delivery date;  d) The date in which the documents were issued;  e) A description of the product, including the applicable supply chain model (Identity Preserved, Segregated, Mass Balance, or the approved abbreviations);  f) The quantity of the products delivered;  g) Any related transport documentation;  h) Supply Chain Certificate number of the seller;  i) A unique identification number(s). |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.4.2 | Information shall be complete and can be presented either on a single document or across a range of documents issued for RSPO certified oil palm products (for example, delivery notes, shipping documents, and specification documentation). |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.4.3 | The site receiving RSPO certified oil palm products shall ensure that the products are verified as being RSPO certified by:  a) checking the validity of the Supply Chain Certification of suppliers via the list of RSPO Supply Chain Certified sites on the RSPO website (www.rspo.org) on monthly basis; or  b) checking the validity of license for traders and distributors via the list of License Holder on the RSPO website (www.rspo.org) on monthly basis; or  c) through the RSPO IT Platform by confirmation of (shipping) announcements. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.4.4 | The site shall have a mechanism in place for handling non-conforming oil palm products and/or documents. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.4.5 | For refineries/traders involved in primary procurement (i.e. purchasing directly from a mill), the site shall maintain a list of all supplying mills (certified and non-certified). The list shall include mill name, GPS coordinates, parent company, country, and the identity of the mill in the Universal Mill List (UML ID1) (if applicable). The UML ID can also be found in the ‘declaration of the conventional sources' list in the RSPO IT Platform. The list shall be updated on a six monthly basis and shall be made publicly available. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.4.6 | For independent mill, the mill shall inform the CB immediately if there is a projected overproduction of certified tonnage. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.5 Outsourcing activities** | | | | |
| 5.5.1 | In cases where an operation seeking or holding certification outsources its activities to independent third parties (e.g. subcontractors for storage, transport, or other outsourced activities), the operation seeking or holding certification shall ensure that the independent third party complies with the requirements of the RSPO Supply Chain Certification Standard. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.5.2 | Sites that include outsourcing within the scope of their RSPO Supply Chain certificate shall ensure the following:  a) The site has legal ownership of all input material to be included in outsourced processes;  b) The site has an agreement or contract covering the outsourced process with each contractor through a signed and enforceable agreement with the contractor. The responsibility is on the site to ensure that certification bodies (CBs) have access to the outsourcing contractor or operation if an audit is deemed necessary.  c) The site has a documented control system with explicit procedures for the outsourced process which is communicated to the relevant contractor.  d) The site seeking or holding certification shall furthermore ensure (e.g. through contractual arrangements) that independent third parties engaged provide relevant access for duly accredited CBs to their respective operations, systems, and any and all information, when this is announced in advance. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.5.3 | The site shall record the names and contact details of all contractors used for the processing or physical handling of RSPO certified oil palm products. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.5.4 | The site shall inform its CB in advance prior to conduct its next audit of the names and contact details of any new contractor used for the processing or physical handling of RSPO certified oil palm products. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.6 Sales and goods out** | | | | |
| 5.6.1 | The supplying site shall ensure that the following minimum information for RSPO certified products is made available in document form:  a) The name and address of the buyer;  b) The name and address of the seller;  c) The loading or shipment / delivery date;  d) The date on which the documents were issued;  e) A description of the product, including the applicable supply chain model (Identity Preserved, Segregated, Mass Balance, or the approved abbreviations);  f) The quantity of the products delivered;  g) Any related transport documentation;  h) Supply Chain Certificate number of the seller;  i) A unique identification number(s). |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.6.2 | Information shall be completed and can be presented either on a single document or across a range of documents issued for RSPO certified oil palm products (for example, delivery notes, shipping documents, and specification documentation). |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.6.3 | For sites that are required to announce and confirm trades in the RSPO IT platform, this shall include making Shipping Announcements / Announcements and Confirmations on the RSPO IT platform per shipment or group of shipments. Refer to section 5.7.1 of this document for further guidance. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.7 Registration of transactions** | | | | |
| 5.7.1 | Supply chain actors who:  a) are mills, traders, crushers, and refineries; and  b) take legal ownership and/or physically handle RSPO certified sustainable oil palm products that are available in the yield scheme of the RSPO IT Platform (Figure 2 and Figure 3, Annex 1) shall register their transaction in the RSPO IT platform and confirm upon receipt where applicable. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.7.2 | The involved supply chain actors mentioned in 5.7.1 shall do the following actions in the RSPO IT Platform:  a) Shipping Announcement: Shall be carried out by the mills when RSPO certified products are sold as RSPO certified to refineries, crushers, and traders not more than three months after dispactch with the dispatch date being the date recorded on the Bill of Lading or the dispatch documentation.  b) Confirm on Shipping Announcement: Shall be carried out by refineries, crushers, and traders within three months of the issue of the Shipping Announcement.  c) Announcement: Shall be carried out by refineries, crushers, and traders when RSPO certified products in the yield scheme (Figure 2 and Figure 3, Annex 1) is sold as RSPO certified. The announcement shall be carried out within three months of the physical delivery of the products.  d) Confirm on Announcement: Shall be carried out by refineries and traders within three months of receipt of the certified products.  e) Trace: Shall be carried out by the refineries and traders when RSPO certified products are sold as RSPO certified to actors in the supply chain beyond the refinery. The volume shall be traced within three months after physical delivery. Tracing triggers the generation of a trace document with a unique traceability number. Tracing can be done in a consolidated way.  f) Remove: RSPO certified volumes sold under other schemes or as conventional, or in case of underproduction, or lost or damaged shall be removed. The volume shall be removed within the licence period. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.8 Training** | | | | |
| 5.8.1 | The organisation shall have a training plan on RSPO Supply Chain Standard requirements, which is subject to annual review and is supported by records of the training provided to staff. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.8.2 | Appropriate training shall be provided by the organisation for personnel carrying out the tasks critical to the effective implementation of the supply chain certification standard requirements. Training shall be specific and relevant to the task(s) performed. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.8.3 | Training records shall be maintained. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.9 Record keeping** | | | | |
| 5.9.1 | The organisation shall maintain accurate, complete, up-to-date, and accessible records and reports covering all aspects of these RSPO Supply Chain Certification Standard requirements. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.9.2 | Retention period for all records and reports shall be a minimum of two (2) years and shall comply with legal and regulatory requirements and be able to confirm the certified status of raw materials or products held in stock. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.9.3 | Where exact quantities are not available, the organisation shall provide a calculated approximate of the aggregated volume of palm oil / palm kernel oil content (separate categories) used in the RSPO certified oil palm products, as shown in the table below. The organisation shall keep an up-to-date record of the volume purchased (input) and actual or estimated claimed (output) over a period of twelve (12) months, except for the period prior to Annual Surveillance Audit 1 (ASA1). This record is required for audit purposes.  ***Note: Volume shall be reported under Appendix 1 of this audit report.*** |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.9.4 | For an independent mill, the estimated tonnage of CPO and PK products shall be included in the RSPO IT platform, supply chain certificate, and public summary audit report. This volume represents the total certified volume of CPO and PK that the certified mill is allowed to deliver in a year. The actual tonnage produced shall then be recorded in each subsequent annual surveillance report. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.10 Conversion factors** | | | | |
| 5.10.1 | Where applicable a conversion rate shall be applied to provide a reliable estimate for the amount of certified output available from the associated inputs. Organisations may determine and set their own conversion rates which shall be based upon past experience, documented, and applied consistently. Guidance on conversion rates is available in the RSPO Rules for Oleochemicals and its Derivatives. This is relevant for derivatives of Palm Oil and Palm Kernel Oil, as used in the oleochemical and personal care industries. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.10.2 | Conversion rates shall be periodically updated to ensure accuracy against actual performance or industry average if appropriate. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.11 Claims** | | | | |
| 5.11.1 | The site shall only make claims regarding the use of or support of RSPO certified oil palm products that are in compliance with the RSPO Rules on Market Communications and Claims.  ***Note: To verify compliance against RSPO Rules on Market Communications and Claims 2022 and result of the compliance shall be reported in Audit Finding.*** |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.12 Complaints** | | | | |
| 5.12.1 | The organisation shall establish and maintain documented procedures for receiving and resolving stakeholder complaints. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5.13 Management review** | | | | |
| 5.13.1 | The organisation shall conduct annual management reviews at planned intervals, appropriate to the scale and nature of the activities undertaken. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.13.2 | The input to management review shall include information on:  a) Follow-up actions from previous management reviews.  b) Results of internal audits covering RSPO Supply Chain Certification Standard.  c) Stakeholders' feedback.  d) Status of preventive and corrective actions.  e) Changes that could affect the management system.  f) Recommendations for improvement. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.13.3 | The output from the management review shall include any decisions and actions related to:  a) Improvement of the effectiveness of the management system and its processes.  b) Resources needed for effective implementation of the system. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **Module A – Identity Preserved (IP)** | | | | |
| **A.2 Supply chain requirements** | | | | |
| A.2.1 | The site shall ensure that the RSPO IP oil palm product is kept physically isolated from all other palm oil sources and is uniquely identifiable to a single RSPO certified mill and its certified supply base. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **A.3 Processing** | | | | |
| A.3.1 | The site shall assure and verify through documented procedures and record keeping that the RSPO certified oil palm product is kept separate from non-certified oil palm products and oil palm products from other certified mills, including during transport and storage to strive for 100% separation. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **Module B – Segregated (SG)** | | | | |
| **B.2 Supply chain requirements** | | | | |
| B.2.1 | The Segregated approach requires that the RSPO certified oil palm products are kept separate from non-RSPO certified oil palm products at every stage of production, processing, refining and manufacturing throughout the supply chain. This model allows mixing of any RSPO IP and/or SG certified oil palm products from various certified sources. Physical certified oil palm products delivered to the end user will be traceable to a list of RSPO certified mills. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **B.3 Processing** | | | | |
| B.3.1 | The site shall assure and verify through clear procedures and record keeping that the RSPO certified oil palm product is kept segregated from non-certified oil palm products including during transport and storage to strive for 100% separation. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **Module C – Mass Balance (MB)** | | | | |
| **C.2 Supply chain requirements** | | | | |
| C.2.1 | The basis of the supply chain requirements for Mass Balance shall consist of reconciliation between the quantity of RSPO certified oil palm products bought and the quantity of RSPO certified oil palm products sold. This includes control of purchases and sales of RSPO certified oil palm products and its derivatives, which shall be independently verified. There are no requirements for separate storage, transportation, or controls in the production process. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **C.3 Processing** | | | | |
| C.3.1 | The site shall ensure that the quantity of physical RSPO Mass Balance oil palm product inputs and outputs (volume or weight) at the physical site are monitored. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| C.3.2 | The site shall ensure that the output of RSPO mass balance oil palm product supplied to customers from the physical site does not exceed the input of RSPO certified oil palm products received at the physical site. The site shall establish only one accounting system at a time. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **C.4 Accounting system** | | | | |
| C.4.1 | Continuous Accounting system:  a) Where a continuous accounting system is in operation, the organisation shall ensure that the quantity of physical RSPO Mass Balance oil palm product inputs and outputs at the physical site are monitored on a real-time basis.  b) Where a continuous accounting system is in operation, the organisation shall ensure that the material accounting system is never overdrawn. Only RSPO data that has been recorded in the material accounting system shall be allocated to outputs supplied by the organisation. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| C.4.2 | Fixed inventory periods:  a) Where a fixed inventory period is in operation, the organisation shall ensure that the quantity of RSPO Mass Balance oil palm product inputs and outputs (volume or weight) are balanced within a fixed inventory period, which does not exceed three (3) months.  b) Where a fixed inventory period is in operation, the organisation may overdraw data when there is evidence that RSPO Mass Balance oil palm product purchases for delivery within the inventory period cover the RSPO output quantity supplied.  c) Where a fixed inventory period is in operation, unused volume can be carried over and recorded in the material accounting system for the following inventory period.  d) Where a fixed inventory period is in operation, the organisation shall ensure that the material accounting system is not overdrawn at the end of inventory period. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| C.4.3 | Only RSPO data that has been recorded in the material accounting system within the inventory period (including data carried over from the previous period as per C.4.2.c) shall be allocated to outputs supplied within the inventory period. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **C.5 Conversion ratios** | | | | |
| C.5.1 | All volumes of palm oil and palm kernel oil fractions and derivatives that are delivered are deducted from the material accounting system according to the conversion ratios as set out by RSPO (see section 5.10), with the exception of the option detailed in C.5.3. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| C.5.2 | Production losses are neglected for the sake of simplicity in the Mass Balance system. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| C.5.3 | Sites can purchase a certain volume or weight of Identity Preserved (IP) or Segregated (SG) RSPO certified palm oil and palm kernel products and use it to match the sales of equal volumes of oil palm product derivatives that then carry a Mass Balance claim without requiring a physical or chemical link between the acquired Identity Preserved or Segregated product and the derivative that is sold under Mass Balance (see Figure 1). The conversion from Identity Preserved or Segregated products to Mass Balance is allowed upwards, sideways and downwards in the same product tree. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **Annex 1 - Supply Chain Yield Schemes** | | | | |
| **1. Palm Oil Yield Scheme** | | | | |
| 1.1 | The values shown in the palm oil yield scheme below are fixed and cannot be modified. Organisations may use their own actual yields provided that these can be justified during the audit. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **2. Palm Kernel Oil Yield Scheme** | | | | |
| 2.1 | The values shown in the palm kernel oil yield scheme below are fixed and cannot be modified. Organisations may use their own actual yields provided that these can be justified during the audit. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **Annex 2 - Multi-site Certification** | | | | |
| **1. Explanation** | | | | |
| 1.1 | The organisation shall define the geographic area, the number and identity of sites, the supply chain model and the types of operations covered by the scope of their multi-site chain of custody system. (Note: Mass Balance accounting can only be implemented at site level. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 1.2 | The Central Office acting as ICS office is considered a participating site. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 1.3 | Central Office that also has a production site is counted as one site. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **2. Responsibilities** | | | | |
| 2.1 | The operational units shall demonstrate that there is a contractual link between them. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.2 | The Central Office shall justify the grouping of operational units into sets according to activities undertaken. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.3 | The Central Office shall have a centrally administered and documented ICS for the management and implementation of the RSPO Chain of Custody Requirements. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.4 | The Central Office shall appoint a management representative with overall responsibility for ensuring that all operational units comply with the RSPO Chain of Custody Requirements. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.5 | The Central Office shall have a procedure for raising non-conformities when it is found that an operation unit is not in compliance with the RSPO supply chain certification requirements. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.6 | The Central Office shall have the authority to remove participating sites from the scope of the multi-site system if the requirements of participation, or any non- conformities issued by the CB or by the company itself, are not addressed by the participating site(s). |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **3. Training** | | | | |
| 3.1 | As part of the ICS, the Central Office shall establish and implement training for participating sites to cover all applicable requirements of the RSPO multi-site chain of custody. |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **4. Record Keeping** | | | | |
| 4.1 | The Central Office shall maintain centralised accurate, complete, up-to-date, and accessible records for all participating sites and shall be responsible for maintaining reports covering all aspects of the RSPO multi-site requirements. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.2 | The ICS shall determine and prepare the common management documents that are applicable to all operational units. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.3 | The ICS shall determine the site-specific documents that are required at each operational unit. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.4 | The ICS shall keep all documents and records for a minimum period of two (2) years and shall comply with the legal and regulatory requirements and be able to confirm the certified status of raw materials or products held in stock. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5. Internal audits** | | | | |
| 5.1 | The Central Office shall conduct at least annual internal audits of each participating site to determine whether the supply chain certification system:  a) Conforms to the planned arrangements, the requirements of the RSPO Supply Chain Certification Standard, and the RSPO Rules on Market Communications and Claims, and any other requirements established by the organisation;  b) Is effectively implemented and maintained. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.2 | Any non-conformities found during internal audit shall be issued corrective action and actions shall be taken in a timely and appropriate manner. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3 | The results of the internal audits and all actions taken to correct non-conformities shall be available to the CB upon request. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.4 | The results of the internal audit and all actions taken to correct non- conformities shall be subject to management review at least annually. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.5 | An audit programme shall be planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of the previous audits. The audit criteria, scope, frequency, and methods shall be defined. The selection of auditors and conduct of audits shall ensure objectivity and impartiality of the audit process. Auditors shall not audit their own work.  a) A documented procedure shall be established to define the responsibilities and requirements for planning and conducting audits, establishing records, and reporting results.  b) Records of the audits and their results shall be maintained.  c) The management responsible for the area being audited shall ensure that any necessary corrections and corrective actions are taken to eliminate detected nonconformities and their causes. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **6. Claims** | | | | |
| 6.1 | The ICS shall be responsible for ensuring that all uses of the RSPO Trademark and all RSPO claims regarding the end product are in accordance with RSPO Rules on Market Communications and Claims requirements through its central control point. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **Annex 3 - Supply Chain Group Certification Scheme** | | | | |
| **1. Explanation** | | | | |
| 1.1 | The Group Manager shall define the geographic area, the number and identity of the group members, the supply chain model, and the types of operation covered by the scope of the group certification scheme. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **2. Group Certification Membership requirements** | | | | |
| 2.1 | The Group Certification Membership is restricted to those companies that:  a) Are separate legal entities.  b) Use up to 500 MT of oil palm products per year individually (see 2.4 below for mill requirements). | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.2 | The Group Certification is not restricted to a single country and can be performed across borders. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.3 | The group shall consist of group members who have formally agreed to join the group and have demonstrated compliance with the requirements of this Group Certification Scheme and the rules of the group. Group membership is voluntary. Micro users can be a part of the group membership. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.4 | Palm oil mills cannot join a group, with the exception of independent palm oil mills without their own supply base and producing up to 5000 MT palm oil products per year. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.5 | Group members shall sign a declaration of intent that:  a) Acknowledges and agrees to the requirements and responsibilities of group membership.  b) Acknowledges their compliance with the RSPO supply chain certification requirements.  c) Authorises the Group Manager to apply for certification on the member's behalf.  d) Agrees to allow representatives of the Group Manager, the CB, and representatives of RSPO Secretariat access to their premises and records pertaining to RSPO products at any time.  e) Agrees to supply the Group Manager and their personnel with up-to-date contact details. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.6 | Group members shall demonstrate that they can implement the chosen supply chain model(s) prior to acceptance as a member and continue to do so after acceptance as a member. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.7 | Each group member shall utilise the group certificate number and their subcode in all documents as required by the RSPO SCC Standard when buying and selling RSPO products, including reference to the supply chain model (e.g.: IP/SG/MB). | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.8 | Should the use of oil palm products be expected to exceed 500 MT per year after acceptance as a member of the group, the group member shall inform the Group Manager about leaving the group before the next anniversary of group membership. That member shall make arrangements for individual certification by an RSPO SCC accredited CB before the next anniversary of group membership. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 2.9 | RSPO Supply Chain Associate Membership shall be borne by the group entity at the rate published by the RSPO. The group entity can volunteer to join RSPO Ordinary Membership should they wish to enjoy additional benefits, such as voting rights at General Assembly (GA). | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **3. Group entity responsibilities** | | | | |
| 3.1 | The group entity shall be:  a) A legally registered entity under the laws of the country of origin.  b) A member of the RSPO. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.2 | The group entity shall:  a) Have a contract with the accredited CB.  b) Appoint an individual as the Group Manager who is responsible for the preparation and implementation of the ICS | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
|
| 3.3 | The group members shall demonstrate that they are part of the group scheme. All group members shall have a legal and/or contractual relationship with the group entity. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.4 | The group shall have a centrally administered and documented ICS for the management and implementation of the RSPO Supply Chain Standard requirements. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.5 | A group shall have a Group Manager, who is the appointed management representative for the group members and the Supply Chain Group certification. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.6 | The RSPO Supply Chain Certification Standard requirements shall be implemented by each group member. The group scheme manager has overall responsibility for ensuring that all group members comply with the RSPO Supply Chain Standard requirements. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.7 | The group scheme shall have a procedure for raising corrective actions when it is found that a group member is not in compliance with the RSPO Supply Chain Certification Standard. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.8 | The Group Manager shall have the authority to remove group members from the group scheme if the requirements of participation are not met, or if any non- conformities issued by the CB or the Group Manager are not complied with by the participating group member. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **4. Group Manager responsibilities** | | | | |
| 4.1 | The Group Manager shall be:  a) Responsible for ensuring the group entity’s compliance with the applicable standards and manages the group procedures and documentation, which collectively is known as the ICS.  b) Given full authority to manage the group.  c) Responsible for defining the geographic area covered by the group scheme, the number and identity of sites, the supply chain model, and the types of operations covered by the scope of the group scheme.  d) Responsible for collating and paying membership fees due to the RSPO.  e) Responsible for ensuring that any conditions on which certification is dependent, including any corrective actions raised by the CB, are fully implemented. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.2 | The Group Manager shall:  a) Have a documented system that sets out its mission and objectives, policies, and procedures for operational management and decision making in order to demonstrate its ability to manage the group in a systematic and effective manner.  b) Prepare and maintain the rules of the group.  c) Prepare and maintain a group management structure showing the responsibilities of all individuals employed by the Group Manager for the running of the group.  d) Demonstrate sufficient resources – i.e. human, physical, and other relevant resources – to enable effective and impartial technical and administrative management of the group.  e) Shall not issue documents relating to their certification that is not endorsed by the CB.  f) Be able to demonstrate appropriate knowledge of the requirements of oil palm production, the RSPO Supply Chain Certification Systems and Standard, and internal group procedures and policies.  g) Not have any conflict of interest that will likely affect their work. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.3 | The Group Manager and/or their personnel shall be able to communicate in the local and/or English Language. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **5. Group Scheme operation** | | | | |
| 5.1 | The Group Manager applies for certification from an RSPO SCC accredited CB on behalf of all the members and the CB conducts an audit of the ICS in accordance with the requirements of the RSPO supply chain certification. The CB shall verified the capabilities of the Group Manager in managing the group size. The CB shall issue the certificate and certificate number shared by all group members with each member having a unique identification code. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.2 | RSPO Supply Chain Certification is applied at group level and all members of the group who intend to trade or further process and sell semi-finished and finished products that contain RSPO certified products shall demonstrate full compliance to the relevant RSPO Supply Chain Standard modules as applicable to their operations. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3 | For RSPO IT platform, only the group entity needs to register and have a Member ID. All RSPO IT platform registrations and transactions shall be performed by the Group Manager. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.4 | Group members can only use Identity Preserved (IP), Segregated (SG), or Mass Balance (MB) at site level (and not at group level). | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **6. Group management procedures** | | | | |
| 6.1 | The Group Manager’s responsibilities with respect to managing the group shall be clearly defined and documented, including procedures for new members to join the certified group after a certificate has been awarded.  a) Providing information and/or training for potential and existing group members.  b) Carrying out an initial audit of potential group members to ensure that they comply with the certification requirements for the applicable supply chain model(s) and group rules prior to membership.  c) Informing the CB of any changes in group membership within one month of the change.  d) Carrying out annual internal audit of all group members to ensure continuing compliance with the certification requirements for the applicable supply chain model(s).  e) For group members to inform the Group Manager if expected use of oil palm products will exceed 500 MT over a 12-month period from any anniversary of joining the group.  f) The removal of group members from the scope of the certificate if the requirements of group membership or any corrective action requested by the Group Manager or by the CB is not complied with.  g) Ensuring that any use of the RSPO Trademark or claim is in accordance with the RSPO Rules on Market Communications and Claims.  h) Keeping a central database of a summary of the movements of inputs and outputs in gross quantities of RSPO products for each group member. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 6.2 | Group Manager shall provide group members the following documents and explanations:  a) A copy of the RSPO Supply Chain Certification Standard to which the group is committed.  b) A copy of the RSPO Rules on Market Communications and Claims.  c) An explanation of the certification process.  d) An explanation of the Group Manager’s needs and the rights of the CB to access the group members’ documentation and implementation of Supply Chain Certification Standard for the purposes of evaluation and monitoring.  e) An explanation of the CB and RSPO requirements with respect to public information.  f) An explanation of any obligations with respect to group membership, such as:  i. Maintenance of information for monitoring purposes;  ii. Use of systems for tracking and tracing RSPO products, such as RSPO IT platform, if applicable;  iii. Requirement to conform to conditions or corrective actions issued by the CB;  iv. Any special requirements related to marketing or sales of products covered by the certificate;  v. Use of the RSPO Trademark and product claims;  vi. Proper use of RSPO SCC certificate number and unique identification code; | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **7. Training** | | | | |
| 7.1 | As part of the ICS, the Group Manager shall establish and implement training for scheme members to cover all applicable requirements of the RSPO Chain of Custody. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **8. Record keeping** | | | | |
| 8.1 | The Group Manager shall maintain centralised accurate, complete, up-to-date and accessible records for all participating sites and shall be responsible for maintaining reports covering all aspects of the supply chain group certification requirements. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.2 | The group management documentation shall include:  a) The documenting and monitoring of all the individual group members for membership status, production processes, and other relevant aspects to ensure compliance with the relevant RSPO Standard for Sustainable Oil Palm Production and the supply chain group certification requirements.  b) The maximum number of members that can be supported by the current management system and the human resource and technical capacities of the Group Manager.  c) Provision of clear policies and procedures for communication between the Group Manager and group members. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.3 | The following central records and reports shall be maintained and kept up to date at all times for each group member:  a) List of names and addresses  b) Full contact details  c) Date of membership  d) Unique identification code assigned to follow the group certificate number  e) The date that the member signed the declaration of intent as stated in the group membership requirements  f) Date of leaving the group, if applicable, and the reasons why  g) A summary of all RSPO oil palm products purchased and sold  h) The supply chain models applicable  i) The projected use of oil palm products in metric tonnes per annum  j) Gross quantity of RSPO certified products processed or manufactured annually  k) Uses of the RSPO trademark and claims  l) Initial audit conducted prior to acceptance as a group member  m) Annual records of certified quantity purchased and claimed (RSPO Supply Chain Certification Systems – Annex 1).  n) Any non-conformities raised and actions taken to meet the requirements for compliance  o) The member’s dedicated RSPO procedure manual | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.4 | The Group Manager shall determine and prepare the common management documents that are applicable to group members. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.5 | The Group Manager shall determine the site-specific documents that are required for each group member. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.6 | Group members shall keep an up to date RSPO procedure manual detailing all aspects of their operations in relation to the RSPO SCC Standard requirements. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.7 | The Group Manager shall keep all documents and records for a minimum period of two (2) years, shall comply with the legal and regulatory requirements, and be able to confirm the certified status of raw materials or products held in stock. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.8 | Group members shall keep up to date and accurate records of all inputs and outputs of RSPO products and shall be able to reconcile the quantities at any time as requested by the Group Manager. Reconciliation shall take into account any unavoidable contamination or wastage, the production and manufacturing processes, and any recipes used. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.9 | As applicable, the Group Manager shall keep a full and accessible record of the movement of RSPO products registered through the RSPO IT platform. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 8.10 | Group members shall keep photographic and written records of any use of the RSPO trademark and claims. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **9. Internal audits** | | | | |
| 9.1 | The Group Manager shall conduct at least annual internal audits of each participating site to ensure compliance with the group scheme of Supply Chain Certification Standard requirements. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 9.2 | Any non-conformities found during internal audit shall be issued corrective action and actions shall be taken in a timely and appropriate manner. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 9.3 | The results of the internal audits and all actions taken to correct non-conformities shall be available to the CB upon request. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **10. Claims** | | | | |
| 10.1 | The Group Manager shall be responsible for ensuring that all uses of the RSPO trademark and claims regarding the end product are in accordance with RSPO requirements through its ICS. | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| **Annex 5 - RSPO Supply Chain Certification for Micro Users** | | | | |
| **1. Introduction** | | | | |
| 1 | Palm oil micro users is an organisation that use a very low volume of oil palm products, i.e. less than 1000 kg of oil palm products per annum. This is the total volume of all oil palm products (certified and non-certified). | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| **2. Options** | | | | |
| **2.1 Individual Supply Chain Certification for micro users** | | | | |
| 2.1 | Initial certification audits and recertification audits shall take place on-site. Annual surveillance audits may be replaced by remote audits by certification bodies.    The certified company shall provide the following information prior to the audit by the accredited CB:  a) A list of all purchases of conventional and certified oil palm products (should be confirmation of total volumes less than 1000 kg) in the last year before certification or since the last audit.  b) A list of all MB, SG, and IP sales since the last audit in Excel or as extract from internal system.  c) A list of valid certificate and/or licence of RSPO certified supplier that has been verified through RSPO website.  d) At least one invoice from RSPO certified supplier that contains supply chain certificate number and SC model of the seller.    The auditor is to verify this information, apply for licence renewal in the RSPO IT platform and upload the certificate and audit report.    When a micro user changes production procedures or uses more than 1000 kg, it shall be audited onsite. | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| **Annex 7 - Guidance for RSPO Supply Chain Certification of Food Service Company/Companies** | | | | |
| **3. Process requirements** | | | | |
| **3.2 For multi-site food service companies** | | | | |
| 3.2.1 | Multi-site food service companies are those with franchises or with minimum of two participating sites, including a Central Office. | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| 3.2.2 | For the purpose of certification, the multi-site companies shall comply with module A/B/C of the RSPO Supply Chain Certification Standard. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.2.3 | The audit shall involve site visits to the Central Office and all purchasing facilities for initial certification, surveillance audits, and recertification. In the case where all the purchases are controlled through strict protocol centrally by the Central Office, then only the Central Office shall be audited through a site visit, with the regional purchasing office audited remotely, if deemed necessary. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.2.4 | The sample audit formula as mentioned in A.2.4 of the RSPO Supply Chain Systems document, which includes onsite audits of the sampled participating sites are not required for this multi-site food service companies. However, during surveillance audits, the sample audit formula shall be used to carry out remote audit sampling of participating sites’ documentation during the site visit audit at the Central Office. The CB will determine which participating sites documentation is to be reviewed during the remote audit every year. The Central Office is then required to provide relevant information and documentation of the sampled participating sites to the auditor. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.2.5 | The Central Office shall carry out annual internal audits of all participating sites / franchises ensuring that all sites are covered within the period of five years. The sample formula can be used to determine the number of participating sites / franchises that need to be audited within a year. The internal audit shall ensure that all participating sites / franchises of the food service companies comply to the RSPO Supply Chain Certification Standard, the RSPO Rules on Market Communications and Claims, as well as any other relevant requirements. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.2.6 | The Central Office shall ensure all responsibilities of the Central Office as defined in Annex 2 (Multi-site Certification), i.e. training, usage of claims, record keeping, and others are implemented. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| **3.3 For supply chain group certification food service companies** | | | | |
| 3.3.1 | Group membership for food service companies are only for separate legal entities that use up to 500 MT of oil palm products per year individually. The Group Manager applies for RSPO Supply Chain Certification on behalf of all group members following the module A/B/C of the RSPO Supply Chain Certification Standard. | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| 3.3.2 | The audit shall involve site visit of the Group Manager (who has overall responsibility for maintaining the ICS during initial certification, surveillance audits, and recertification. | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| 3.3.3 | Sample audit formula mentioned in A.3.4 of the RSPO Supply Chain Certification Systems document, which includes onsite audits of the sampled group members’ sites, are not required for this group certification food service companies. However, the sample audit formula shall be used to carry out remote audit of the group members during surveillance audits. The CB will determine which group members’ documentation to be reviewed during the remote audit every year. | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| 3.3.4 | The Group Manager shall demonstrate that the management systems are in place and to provide relevant information and documentation of the group members to the CB, that was collected during the internal audit carried out according to the requirement of Annex 3 of the RSPO Supply Chain Certification Standard. | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| 3.3.5 | The Group Manager shall carry out annual internal audits of each participating sites to ensure compliance with the Group Scheme chain of custody ensuring that all sites are covered within the period of five (5) years. The sample formula can be used to determine the number of participating sites / franchises that need to be audited within a year. The internal audit shall ensure that all participating sites comply to the RSPO Supply Chain Certification Standard, the RSPO Rules on Market Communications and Claims, and any other relevant requirements. | |  | * Conform * Major Nonconformity   Not Applicable (Justification required) |
| 3.3.6 | Relevant information from group members that needs to be collected and maintained by the Group Manager are all of these but not limited to; a summary of all RSPO oil palm products purchased and sold, supply chain models applicable, projected use of oil palm products in metric tonnes per annum, and gross quantity of RSPO certified products processed or manufactured annually. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.3.7 | The Group Manager shall ensure all responsibilities of the Central Office as defined in Annex 3 (Group Certification), i.e. training, usage of claims, record keeping, and others are implemented. | |  | * Conform * Major Nonconformity * Not Applicable (Justification required) |

3.6.1 Audit Findings & Results for RSPO Rules on Market Communications and Claims

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| --- | --- | --- | --- | --- | --- |
| **RSPO Rules on Market Communications and Claims**  ***Note: Any findings raised under this sub-section will be collectively raised as one (1) finding under 5.11 Claims requirement under RSPO Supply Chain Certification Standard*** | | | | | |
| **Requirements** | | **Audit Findings** | | **Result** | |
| **3. Scope** | | | | | |
| 3.1 | This document sets mandatory requirements for all RSPO members when making any communication about RSPO membership and the use of RSPO certified palm oil products. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.2 | The RSPO Trademark licence shall be applied under the Parent Entity level whereby the Parent Entity shall represent all entities within its group. Note: This is applicable to all new trademark licence applicants upon endorsement of this document. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.3 | For RSPO supply chain or RSPO P&C certified members, this document will form part of the audit requirements. Therefore, failure to comply with any of the requirements within these rules as outlined in this document will be considered a non-conformance. For non-certified members and non-RSPO members, breaches of the rules contained herein will be dealt with by the RSPO Secretariat accordingly. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 3.4 | The rules contained in this document are designed to safeguard the reputation of RSPO and the credibility of the RSPO Trademark, RSPO Labels and RSPO claims, and to promote the production and use of RSPO certified palm oil products. RSPO members wishing to use the RSPO Trademark must hold a trademark licence from RSPO. This will be granted upon acceptance as a member. Existing members can apply separately. A unique trademark licence number shall be issued to be used in conjunction with the RSPO Trademark or RSPO Label(s). A list of approved trademark licences is available on the RSPO website (www.rspo.org).  RSPO retailer members/brand owners who are not certified but want to use the RSPO Label must hold a trademark licence (as per 5.1.6) or use the trademark licence number of the end product manufacturer for product-specific communications.  Members must not make negative claims which imply that the removal of palm oil from a product is a preferable social or environmental sustainability outcome to the use of RSPO certified sustainable palm oil. Moreover, members shall seek to promote, and not denigrate the objectives of RSPO, namely the production and use of RSPO certified sustainable palm oil. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **4. General Corporate Communications** | | | | | |
| 4.1 | A corporate communication is one made by any RSPO member that highlights its RSPO membership and/or its commitment to the objectives and principles of RSPO. Corporate communication is a “non-product related” claim. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.2 | In corporate communications, a member is allowed to:  A. display its RSPO membership status  B. display the RSPO web address (www.rspo.org)  C. state that the member supports the work of RSPO  D. state the member’s history with regard to RSPO  E. use the RSPO Trademark (as shown below) with a valid trademark licence number to promote its RSPO membership | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.3 | Members are not allowed to use the RSPO corporate logo as shown below. This is for the sole use of the RSPO Secretariat.  Image | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.4 | In corporate communications, RSPO members must not make any statement that may lead consumers to believe that RSPO membership by itself implies the selling of RSPO certified palm oil products. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.5 | Additionally, RSPO certified members are allowed to make statements that highlight their RSPO certification status and product related claims in their corporate communication tools. Some permitted examples include:  ● “We have been sourcing RSPO certified palm oil since (YEAR).”  ● “We have used (X) tonnes of RSPO certified palm oil for our products manufactured in the last year.”  ● “We have been RSPO certified since (YEAR).”  ● “We have (X NUMBER OF PRODUCTS) produced using RSPO certified MB/SG palm oil.”  ● “In (YEAR), our company sourced (X%) of palm oil derivative volumes that was used across our products manufactured as MB certified.”  ● “Our company covered (X%) of palm oil derivative volumes used across all our products manufactured in (YEAR) with smallholder credits.”  ● “We are RSPO certified. Ask us for our RSPO certified products.” | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 4.6 | RSPO non-certified members are allowed to make product-related claims in their corporate communication tools by doing the following:  A. Use the RSPO Trademark with a valid trademark licence number to promote its membership of RSPO. It is sufficient for non-certified members to indicate this only once in their communication.  B. Claim statements are limited to the following examples:  i. “The rate of RSPO-certified palm oil procurement was (X%). We aim to achieve (X%) sustainable procurement by fiscal year (YEAR).”  ii. X% of palm oil sourced by our organisation are certified through the Roundtable on Sustainable Palm Oil (RSPO) supply chains as (a) Identity Preserved, (b) Segregated, (c) Mass Balance, or (d) Book and Claim.  C. In cases wherein an organisation/member would like to indicate their commitment to sourcing RSPO certified volumes, the statement shall be accompanied with a disclaimer: “This reported figure is not audited through RSPO Certification’’. " | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **5. Product-Specific Communications** | | | | | |
| * **5.1 General** | | | | | |
| 5.11 | Product-specific communications refer to any public statement about an individual product that contains RSPO certified sustainable palm oil. These product-specific communications can be made on pack and/or off pack such as shipping documents, advertisements, flyers, brochures, posters, displays, newsletters, websites, emails, letters, offerings, invoices, (annual) reports, or media interviews. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.1.2 | Product-specific communications are voluntary. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.1.3 | Wherever the RSPO Label is displayed for product-specific communications, the applicable trademark licence number must be shown immediately under or next to the RSPO Label or the statement itself. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.1.4 | Use of any other trademark or label to highlight the presence of RSPO certified sustainable palm oil products is an unauthorised product-specific communication. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.1.5 | If any organisation, which does not further modify end products or does not need to undergo Supply Chain Certification such as retailers, traders or distributors, enters into any agreement whereby the RSPO certified supplier labels products with the retailers/traders/distributors RSPO Trademark licence number, the following conditions shall be met as shown in Figure 1(RSPO Rules on Market Communications & Claims, page11).  STEP A  RSPO members should be registered on the RSPO IT Platform and complete the information under ‘description of products’ field.  STEP B  Both parties shall inform their certification body in writing about the agreement.  STEP C  The RSPO certified supplier is responsible for ensuring that the buyer’s RSPO Trademark licence number is used only on products that are supplied to that buyer. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.1.6 | Organisations that do not further modify end products or that do not need to undergo Supply Chain Certification such as retailers, traders, or distributors who intend to use the RSPO Label with their own RSPO Trademark licence number in any of their product-specific communications, can do so by undergoing a remote audit. A remote audit shall be conducted by an RSPO-accredited certification body (CB) prior to the use of the RSPO Label whereby the organisation will need to demonstrate that the use is in compliance with the rules contained within this document and that the claim itself can be supported through a certified supply chain. The remote audit shall be carried out as follows:  STEP A  Organisation to prepare the draft artwork and design. The RSPO Labels can be requested from trademark@rspo.org.  STEP B  Organisation to liaise with an RSPO-accredited certification body (CB) to perform the remote audit.  STEP C  During the remote audit, all artworks and traceability exercises should be conducted.  STEP D  The certification body (CB) is then responsible for submitting the approved remote audit checklist and ‘Trademark Verification Statement’ (which includes the organisation’s name and RSPO membership number, date, outcome of the audit, list of reviewed artworks and status)’ through the RSPO IT Platform.  STEP E  The RSPO will review/approve the submission of the remote audit checklist and ‘Trademark Verification Statement’ via the RSPO IT Platform.  STEP F  The ‘Trademark Verification Statement’ is valid for 12 months provided the PalmTrace licence remains valid. " | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **5.2 Off Pack Claims** | | | | | |
| 5.2.1 | Off pack claims are product-specific communications regarding the certified sustainable palm oil contained within the product(s) made on any communication materials such as shipping documents, advertisements, flyers, brochures, posters, displays, newsletters, websites, emails, letters, offerings, invoices, (annual) reports, or media interviews. The RSPO Label should be used together with the valid trademark licence number wherever an off pack claim is made. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.2.2 | When confirming the sale of certified palm oil products, members must adhere to the requirements of the RSPO SCCS. This includes stating the supply chain model and certificate number under which the claim is being made. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.2.3 | Where a distributor or wholesaler takes title to products containing certified sustainable palm oil products, the requirements of the RSPO SCCS can follow either one of these two options:  OPTION A  If the distributor or wholesaler holds only a distributor licence, it may only communicate RSPO certified palm oil products by linking the product to the manufacturer using the manufacturer’s SCCS certificate number. This covers both brand and own brand products. However, in the case of own brand products, it is essential that customers are aware that the products have been made on behalf of the distributor or wholesaler, with specific evidence either through on pack claims or documentation.  OPTION B  If the distributor or wholesaler is supply chain certified, they should follow the requirements outlined in section 5.2.2. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **5.3 On Pack Claims** | | | | | |
| 5.3.1 | Only RSPO members who have supply chain certification and members who have undergone remote audit as per 5.1.6 are allowed to make on pack claims about the certified sustainable palm oil contained within the product(s) as per Module A, B, C and E. RSPO members who have purchased RSPO Credits are entitled to claim their support for the production of certified sustainable palm oil as per Module D. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.2 | In case of limited space, RSPO allows flexibility to use a one-line arrangement claim together with a valid trademark licence number for on pack communications as below without having to use any RSPO Label. The licence number has to measure at least 4pt (1.4mm) in size and the font must be Calibri. The following options shall be considered:  A. For Identity Preserved (IP)/ Segregated (SG) Certified Products:  • RSPO IP/SG CERTIFIED\*  • Contains RSPO IP/SG palm oil\*  • Contains RSPO certified palm oil (IP/SG)\* \*Add RSPO TM Licence Number below or next to the claim.  B. For Mass Balance (MB) Certified Products:  • RSPO MIXED\*  • Contributes to the production of RSPO certified palm oil\*  • Contains RSPO certified palm oil (MB)\* \*Add RSPO TM Licence Number below or next to the claim.  C. For Partially Certified Products:  • RSPO 50% MIXED\*  • Contains at least 50% RSPO certified palm oil\*  \*Add RSPO TM Licence Number below or next to the claim.  D. For Products covered with Book and Claim (B&C):  • RSPO CREDITS\*  • Supports the production of RSPO certified palm oil\*  • Contains palm oil covered by the purchase of RSPO Credits\*  \*Add RSPO TM Licence Number below or next to the claim. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.3 | On pack claims shall not include information about the claimant’s RSPO membership status. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.4 | Members shall not communicate to consumers information about their suppliers’ RSPO membership status. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.5 | Use of the RSPO Label is restricted to claims about RSPO certified sustainable palm oil contained in products and is not authorised for use in relation to any other ingredient. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 5.3.6 | All members making on pack claims are encouraged to submit the information and images of their end products that carry the RSPO Label via the MyRSPO portal. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **5.4 Module** | | | | | |
| 5.4.1 | Module A-E applies for product-specific communications. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **Module A – Identity Preserved and Segregated Specific Rules** | | | | | |
|  | When an RSPO member makes a product-specific communication that a product is either Identity Preserved (IP) or Segregated (SG) certified, the following conditions must be met:  **Certified Palm Oil Content:**  • 95%\* of the palm oil content must be RSPO IP/SG certified.  • If 100% of RSPO IP/SG certified palm oil content cannot be sourced, a maximum of 5% volume from other noncertified sources is allowed and the reason for this must be fully justified. The volume of the non-certified palm oil content shall be covered by the purchase of RSPO Credits of equivalent volume.  **Messaging:**  Messaging ALLOWED for storytelling in product-specific communications may include any of the following elements:  • The palm oil products contained in this product have been certified to come from RSPO sources. www.rspo.org  • By choosing this product, you are sure that it contains RSPO certified palm oil. For more information: www.rspo.org  • RSPO certified sustainable palm oil products were kept apart from other palm oil products throughout the supply chain.www.rspo.org  • Certified sustainable palm oil products can be traced back to RSPO certified mills and plantations. www.rspo.org  • The entire supply chain is monitored by independent, RSPO-accredited auditors. www.rspo.org  • RSPO certified sustainable palm oil has been produced according to stringent environmental and social criteria. [www.rspo.org](http://www.rspo.org)  **Product-Specific Communications Labelling:**  Members are allowed to use the RSPO Label in one of the following ways:  • RSPO Trademark that includes the tag “CERTIFIED”; or  • RSPO Trademark that includes the tag “This product contains certified sustainable palm oil”. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **Module B – Mass Balance Specific Rules** | | | | | |
|  | When an RSPO member makes a product-specific communication that a product is Mass Balance (MB) certified, the following conditions must be met:  **Mass Balance Palm Oil Content:**  • 95%\* of the palm oil content must be RSPO MB-certified.  • If 100% of RSPO MB certified palm oil content cannot be sourced, a maximum of 5% volume from other non certified sources is allowed and the reason for this must be fully justified. The volume of the non-certified palm oil content shall be covered by the purchase of RSPO Credits of equivalent volume.  **Messaging:**  Messaging ALLOWED in storytelling in product-specific communications includes:  • [Palm oil products]/[palm oil]/[palm kernel oil] from RSPO certified mills and plantations were mixed with noncertified palm oil products in the supply chain.  • The volume of [palm oil products]/[palm oil]/[palm kernel oil] in this product reflects an equivalent volume of palm oil or palm kernel oil produced by RSPO certified mills and plantations.  **Product-Specific Communications Labelling:**  Members are allowed to use the RSPO Label in one of the following ways:  • The RSPO Label MUST contain the tag “MIXED”. The tag “MIXED” designates palm oil products sourced under the Mass Balance (MB) supply chain system, which administratively balances inputs and outputs of certain palm oil volumes. The tag “MIXED” on a product does not guarantee that the product itself contains the certified material; some or all of it may reside in a product that does not carry a claim.  • The RSPO Label can also include the statement: “[The palm oil contained in this product] contributes to the production of certified sustainable palm oil”. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **Module C – Partial Product Claims Specific Rules** | | | | | |
|  | To increase awareness among consumers of the availability of sustainable palm oil products and to help accelerate uptake, it is permissible to make a product-specific communication when the percentage of the palm oil content is less than 95%\* certified, but only when the following conditions have been met:  • The member making the claim is the end product manufacturer, is an RSPO member, and is certified against the RSPO SCCS, or is an RSPO retailer member authorised to use the RSPO Label.  • At least 50% of the palm oil content has been supplied through an RSPO certified supply chain as IP, SG, and/or MB.  • The remaining volume of the non-certified palm oil content shall be covered by the purchase of RSPO Credits of equivalent volume.  **Messaging:**  Messaging ALLOWED for storytelling in product-specific communications limited to:  • This product contributes to the production of certified sustainable palm oil.  **Product-Specific Communications Labelling:**  The use of the RSPO Label must include the tag “50% MIXED”. No other percentage is allowed within this claim. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **Module D – Book and Claim Specific Rules** | | | | | |
|  | Claims made under the Book and Claim model need to apply the RSPO Label with the tag “CREDITS”.  RSPO members who have purchased RSPO Credits are entitled to claim their support for the production of certified sustainable palm oil. These claims can be made anywhere – in store, on-pack, in marketing materials – provided that they abide by the rules below:  **Messaging:**  Messaging ALLOWED for storytelling in product-specific communications includes:  • Supports the production of certified sustainable palm (kernel) oil.  • Supporting certified sustainable palm (kernel) oil.  **Messaging NOT ALLOWED for storytelling in product-specific communications:**  • Anything that can lead consumers to believe that the product contains sustainable palm oil products.  **Product-Specific Communications Labelling:**  • Must use the RSPO Label with the tag “CREDITS”.  • 100% of the palm oil-based ingredients must be covered by RSPO Credits or physical certified material. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **Module E – Combined Supply Chain Models Specific Rules** | | | | | |
|  | Where a mixture of inputs supplied through different RSPO supply chain models are present in a product, the following guidelines are applicable (refer Module E):  Where one supply chain model accounts for 95%\* of the palm oil content, the claim for this specific model may be made (refer Module E): | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6. Annex (RSPO Trademark & RSPO Label Usage and Guidance)** | | | | | |
| * **6.1 General** | | | | | |
| 6.1.1 | RSPO has created three different versions of its RSPO Trademark and RSPO Labels to maximise usability across varieties of applications. Illustrated in Figure 4 are examples in which the RSPO Label (IP/SG model) can be used: FULL COLOUR, Black or White versions.  Please ensure that the RSPO Trademark and RSPO Label(s) legibility is in no way compromised and that the different colours are all equally visible against the background. RSPO recommends that when placing the RSPO Trademark or RSPO Label over a coloured background, the black or white version is used. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 6.1.2 | Certified members and approved retailers can use the RSPO Label(s) in product-specific communications, including in packaging, labels, advertisements, flyers, brochures, posters, displays, newsletters, websites, emails, letters, offerings, invoices, (annual) reports, or media interviews. Wherever the RSPO Label is displayed, the applicable trademark licence number must be shown immediately under or next to the RSPO Label or the statement. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 6.1.3 | For non-commercial use of the RSPO Trademark by organisations that do not sell palm products, e.g., Non-Governmental Organisations (NGOs) or industry organisations promoting certified sustainable palm oil products, news media, and anyone who intends to use the RSPO Trademark for noncommercial educational purposes promoting RSPO and sustainable palm oil, the request form for written approval must be filled out, specifying the context surrounding the use of the RSPO Trademark. | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.2 Clearance Area** | | | | | |
| 6.2.1 | In order to promote ultimate visibility and impact, RSPO has designated minimum clear space around the RSPO Trademark and RSPO Label(s) to prevent the logo from being too “cluttered’” with other objects or graphics. It’s quite simple – just make sure there is an area the same width as the “SP” of the logo, all the way around as illustrated below. The size of the clear space increases or decreases in proportion to the size of the RSPO Trademark or RSPO Label used. Please allow more space whenever possible. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.3 Minimum Size** | | | | | |
| 6.3.1 | RSPO specifies a minimum size for the RSPO Trademark and RSPO Label to ensure that they are used within its optimum dimensions and that the reproduction remains consistent. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 6.3.2 | On printed materials, RSPO Trademark and RSPO Label should measure as shown in Figure 5; while the licence number has to measure at least 4pt (1.4 mm) in size and the font must be Calibri. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.4 Colours** | | | | | |
| 6.4.1 | RSPO members are advised to use the colour version whenever possible. However, black, white, or any monochrome version may be recommended depending on printing capacity and background colours of printing materials. Members are not allowed to create or modify the RSPO Trademark, RSPO Label(s), tag, statement, and colours in any way other than resizing the artworks provided by RSPO. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.5 Background Colour Variation** | | | | | |
| 6.5.1 | The graphics below illustrate some of the good examples of RSPO Label.  RSPO Label used on black/dark-coloured background.  RSPO Label used on white/light-coloured background. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.6 Supply Chain Models** | | | | | |
| 6.6.1 | The RSPO has defined four supply chain models to guide the trading of RSPO certified sustainable palm oil products:  1. Identity Preserved (IP)  2. Segregated (SG)  3. Mass Balance (MB)  4. Book and Claim (B&C) | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 6.6.2 | There are different sets of RSPO Label packages specifically designed for certified members in accordance with the supply chain models, and one package for the Book and Claim supply chain.  1. Identity Preserved (IP) and Segregated (SG) – “CERTIFIED” RSPO Label package  2. Mass Balance (MB) – “MIXED” RSPO Label package  3. Partial Product Claim – “50% Mixed” RSPO Label package  4. Credits - “CREDITS” RSPO Label package | | For information only, not required to be verified | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.7 RSPO Label Packages** | | | | | |
| 6.7.1 | Supply Chain Certification model: Identity Preserved/Segregated  Tag: “CERTIFIED”  Statement: “This product contains certified sustainable palm oil” | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 6.7.2 | Supply Chain Certification model: Mass Balance  Tag: “MIXED”  Statement: “Contributes to the production of certified sustainable palm oil”. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 6.7.3 | Partial Product Claim  Tag: “50% MIXED”  Statement: “This product contributes to the production of certified sustainable palm oil”. | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| 6.7.4 | RSPO Credits Claim  Tag: “CREDITS”  Statement: “Supports the production of sustainable palm oil” | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.8 Language Options** | | | | | |
| 6.8.1 | RSPO has translated the RSPO Labels into 23 different languages and 1 bilingual label for use by licenced members covering different markets.  1. Bulgarian  2. Catalan  3. Croatian  4. Chinese  5. Czech  6. Danish  7. Dutch  8. English  9. Finnish  10. French  11. German  12. Hungarian  13. Italian  14. Japanese  15. Kazakh  16. Polish  17. Portuguese  18. Romanian  19. Russian  20. Serbian  21. Slovak  22. Spanish  23. Swedish  24. English & French | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.9 DOs and DON’Ts of Using the RSPO Trademark and RSPO Label** | | | | | |
|  | DO  • Use the original graphics of the RSPO Trademark and/or RSPO Label(s) provided by RSPO.  • Always maintain the clearance area for the RSPO Trademark and RSPO Label(s).  • Always use the most appropriate RSPO Trademark and/or RSPO Label(s) colour version to maximise the impact of the logo and ensure it stands out from the background and other graphics next to it.  • Use the RSPO Trademark and/or RSPO Label(s) no smaller than the approved minimum size.  • Place your RSPO Trademark licence number immediately below or next to the RSPO Trademark and/or RSPO Label(s).  DON’T  • Remove any element from, or add any object to the RSPO Trademark and/or RSPO Label(s).  • Alter the colours of the RSPO Trademark and/or RSPO Label(s).  • Distort the proportions of the RSPO Trademark and/or RSPO Label(s).  • Redesign or re-create the RSPO Trademark and/or RSPO Label(s) artwork.  • Use the RSPO Trademark, RSPO Label(s) or parts of the RSPO Trademark and RSPO Label(s) to create a different design.  • Use the RSPO Trademark and/or RSPO Label(s) as a read-through in text.  • Use special effects or patterns with the RSPO Trademark and/or RSPO Label(s).  • Enclose the RSPO Trademark and/or RSPO Label(s) within a shape.  • Apply shadow behind the RSPO Trademark and/or RSPO Label(s).  • Create background patterns with the RSPO Trademark and/or RSPO Label(s).  • Link the RSPO Trademark and/or RSPO Label(s) to other URL sites other than the RSPO home page or the respective RSPO member’s profile page | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.10 Correct Usage of the RSPO Label** | | | | | |
| 6.10.1 | Licenced members must take note of the following when using the RSPO Label for on pack claims:  For Identity Preserved/ Segregated Supply Chains:  Members must include the tag “CERTIFIED”.  For Mass Balance Supply Chain:  Members must include the tag “MIXED”.  Members must show their trademark licence number (not the membership number or supply chain certificate number) immediately under or next to the RSPO Label.  \*Note: The product manufacturer must use its own trademark licence number on pack, or that of the retailer when producing retailer-branded products (where the retailer has undergone Remote Audit as per requirement 5.1.6). | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |
| * **6.11 Incorrect Usage of the RSPO Trademark** | | | | | |
|  | Incorrect Usage of the RSPO Trademark examples shown in this section | |  | | * Conform * Major Nonconformity * Not Applicable (Justification required) |

## 3.7 Summary of Audit Findings

|  |  |
| --- | --- |
| **Summary of nonconformity(ies) under the RSPO Supply Chain Certification Standard** | |
| **Requirements** | **Total no findings** |
| **5. General Chain of Custody Requirements for the Supply Chain** | |
| 5.1. Applicability of the general chain of custody requirements for the supply chain |  |
| 5.2. Supply chain model |  |
| 5.3. Documented procedures |  |
| 5.4. Purchasing and goods in |  |
| 5.5. Outsourcing activities |  |
| 5.6. Sales and goods out |  |
| 5.7. Registration of transactions |  |
| 5.8. Training |  |
| 5.9. Record keeping |  |
| 5.10. Conversion factors |  |
| 5.11. Claims |  |
| 5.12. Complaints |  |
| 5.13. Management review |  |
| **6. Supply chain models - modular requirements** | |
| Module A – Identity Preserved (IP) |  |
| Module B – Segregated (SG) |  |
| Module C – Mass Balance (MB) |  |
| **Annex 1 - Supply Chain Yield Schemes** |  |
| **Annex 2 - Multi-site Certification** |  |
| **Annex 3 - Supply Chain Group Certification Scheme** |  |

|  |  |
| --- | --- |
| **Annex 5 - RSPO Supply Chain Certification for Micro Users** |  |
| **Annex 7 - Guidance for RSPO Supply Chain Certification of Food Service Company/Companies** |  |
| **TOTAL** |  |

## 3.8 Nonconformity(ies) Issue in this Audit

|  |  |
| --- | --- |
| **Requirement Number & Standard Reference** | *e.g. 5.2 of RSPO Supply Chain Certification Standard 2020* |
| **Nonconformity Number** |  |
| **Nonconformity Category** | Major |
| **Date of Nonconformity Issued** | *DD Mmm YYYY* |
| **Nonconformity issued to** *(when more than one site)*: | |
| **Deadline** | * 3 months from date of closing meeting (IC) * 1 months from date of closing meeting (ASA & RC) |
| **Mode of Nonconformity Closure** | * Onsite * Offsite |
| **Nonconformity Statement**: | |
| **Evidence:** | |
| **Root Cause** |  |
| **Corrective Action Implemented** *(including any evidence submitted)* |  |
| **Preventive Action Implemented** *(including any evidence submitted)* |  |
| **Date of Response** | *DD Mmm YYYY* |
| **Audit Team Conclusion** *(including any evidence reviewed)* |  |
| **Status of Nonconformity** | * Closed |
| **Date of Closure** | *DD Mmm YYYY* |

## *The table can be added as necessary*

## 3.9 Nonconformity(ies) raised in the previous audit

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Requirement No** | **Nonconformity No** | **Evidence Observed/Nonconformity raised** | **Auditee Response** | | | **Verification of Corrective/Preventive Actions** |
| **Corrective Actions** | **Preventive Actions** | |
| *The row can be added as necessary* |  |  |  | |  |  |

# Audit Conclusion, Recommendation & Confirmation by Lead Auditor.

|  |  |
| --- | --- |
| **Audit findings** | |
|  | No nonconformity recorded. |
|  | Major nonconformity(ies) recorded. Evidence of implementation of the corrective actions have been accepted by the audit team. The nonconformity(ies) have been satisfactorily closed out. |
| **Recommendation** | |
|  | Certification (Initial Certification) |
|  | Continue certification (Annual Surveillance Audit) |
|  | Renewal for certification (Recertification) |
|  | Not recommended for certification. Reason: *please provide the reason/justification* |
| **Confirmation** | |
|  | The Lead Auditor confirms that the audit findings has been communicated with the representative of the management unit during the closing meeting. |

# Acknowledgement of Internal Responsibility and Formal Sign-Off of Assessment Findings

|  |  |  |
| --- | --- | --- |
| **Signing by the Certification Decision Maker** | | |
| I, the undersigned, being the Certification Decision Maker, confirm that the information and conclusions contained in this report have been prepared in good faith and that the certification decision has been made based upon this information. | | |
| **Acknowledge by:** | | A white square with a blue border  Description automatically generated **Signature** |
| **Name** |  |
| **Position** |  |
| **Date** |  |

|  |  |  |
| --- | --- | --- |
| **Signing by the Audit Team Leader** | | |
| I, the undersigned, being the Audit Team Leader, confirm that this report accurately reflects the findings and proceedings of the closing meeting. Furthermore, I affirm that the summary of the findings presented in this report is a true and accurate representation of the actual findings of the audit team. | | |
| **Acknowledge by:** | | A white square with a blue border  Description automatically generated **Signature** |
| **Name** |  |
| **Position** |  |
| **Date** |  |

# APPENDIX 1

## **Volume Summary**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Information of License** | | **Previous Year License** | | **Current Year License** | |
| **License Period** | | Start Date: DD Mmm YYYY | | Start Date: DD Mmm YYYY | |
| End Date: DD Mmm YYYY | | End Date: DD Mmm YYYY | |
| **Volume Reporting Period** | | Start Date: DD Mmm YYYY | | Start Date: DD Mmm YYYY | |
| End Date: DD Mmm YYYY | | End Date: DD Mmm YYYY | |
| **Volume purchased and claimed by supply chain model** | | **CSPO**  **(MT)** | **CSPKO**  **(MT)** | **CSPO**  **(MT)** | **CSPKO**  **(MT)** |
| IP | Total estimated certified oil palm product Purchased Volume |  |  |  |  |
| Total estimated certified oil palm product Claimed Volume |  |  |  |  |
| SG | Total estimated certified oil palm product Purchased Volume |  |  |  |  |
| Total estimated certified oil palm product Claimed Volume |  |  |  |  |
| MB | Total estimated certified oil palm product Purchased Volume |  |  |  |  |
| Total estimated certified oil palm product Claimed Volume |  |  |  |  |
| Total estimated certified oil palm product Purchased | |  |  |  |  |
| Total estimated certified oil palm product Claimed | |  |  |  |  |
| **Total Volume Purchased** | | **PO**  **(MT)** | **PKO**  **(MT)** | **PO**  **(MT)** | **PKO**  **(MT)** |
| Total estimated non-certified oil palm product purchased | |  |  |  |  |
| Total estimated oil palm product purchased (certified + non-certified) | |  |  |  |  |

# APPENDIX 2

## **History of the changes in the current certification cycle.**

|  |  |  |
| --- | --- | --- |
| **Assessment Type** | **Date of Audit** | **Changes** |
| Choose an item. | *DD Mmm YYYY* | *The row can be added as necessary* |

# APPENDIX 3

## **List of certified input and output products for each site**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Site(s) name** | **List of Input Product** | **List of Output Product** |
|  | *The row can be added as necessary* |  |  |