



## Retailer License

### Remote audit requirements for trademark use in consumer facing communication by retail members of the RSPO

Version 1, 1<sup>st</sup> March 2016

#### Introduction

In June 2015, RSPO revised the RSPO Market Rules on Communication and Claims. These rules are supplementary to the RSPO Supply Chain Certification Standard. In clause 3.3 bullet 2, it states that *RSPO retailer members who are not certified but want to use the RSPO trademark must hold a trademark licence or use the licence of the end product manufacturer for on-product communications.* For trademark use in consumer facing communication, retailers should be licensed by a desk audit by one of the accredited certification bodies (CBs) prior to the use of the trademark. The relevant clauses and definitions from the RSPO Market Rules are printed below in Italics.

#### Who can use this document

This document is meant as a simplified guidance for retailers and their CBs and should be used with the RSPO Market Rules on Communication and Claims of June 2015.

#### Extract from RSPO Market Rules on Communication and Claims

##### 2. Definitions

##### *Consumer-facing communication*

*Communication targeting the consumer, for example packaging, catalogues, flyers, websites.*

##### *Negative claim*

*Claim which conflicts with the stated aims of the RSPO and/or implies that the removal of palm oil from a product is a preferable social or environmental sustainability outcome to the use of certified sustainable palm oil.*

*6.2 Only RSPO members who have supply chain certification are authorised to use the RSPO trademark and/or RSPO label, with the exception of retailers in accordance with 6.8 below.*

*6.8 RSPO retailer members can apply for an RSPO trademark licence for use in **business to consumer communications**, providing they can demonstrate the validity of these claims to an RSPO accredited certification body (CB). This will be undertaken via a **remote audit, prior to the Trademark use**, during which the retailer will need to demonstrate that the use of the trademark is in **compliance with the rules** contained within this document and that the claim itself can be supported through a **certified supply chain**. Any **other palm oil claims**, including those highlighting the absence of palm oil, must be highlighted to the CB during the audit to ensure that all claims comply with the requirements of these rules. The CB will confirm the outcome of these audits, to be conducted **annually**, to RSPO who may continue to grant a trademark licence or withdraw permission based upon the audit findings. This is in keeping with the rules applying to RSPO supply chain certified members.*



### **Stepwise approach to remote audit**

- 1 Retail company must be a member of the RSPO
- 2 Retail company must register at the IT platform of the RSPO, eTrace.
- 3 Retail company needs to fill in the Appendix of the Retailer license: Remote audit checklist in this document.
- 4 Retail company contacts an accredited CB.
- 5 CB conducts the remote audit.
- 6 When audit is successful, the CB issues the Retailer license following the template in this document and uploads it with the appendix in eTrace.
- 7 RSPO secretariat checks and does final approval.
- 8 CB sends Retailer license to retailer. For annual renewal, step 3-7 is repeated.

### **License renewal**

Retailer licenses are valid for one year. If an annual audit is not conducted within 12 months, the CB will notify the organization and RSPO that the license will be suspended.

### **Scope extension**

Scope extensions must take place before a new product is released or changes to a product are made. The extension can be done at the annual renewal of the license or during the license year. The CBs shall assess the necessity for a new remote audit or a scope extension under the current license. For other consumer facing communication (website, flyers etc.), this should be covered under the scope of the initial audit, if not, scope extension is also necessary.

### **Non-conformances**

All non-conformances observed during the first audit, shall be addressed to the satisfaction of the CB by the operation before the license is issued by the CB. The CB shall assess the effectiveness of the corrective and/or preventive actions taken before closing out the non-conformances.

Non-conformities raised later against a licensed organization are serious. A maximum of one month is given to the certified organization to satisfactorily address the non-conformance. The CB shall assess the effectiveness of the corrective and/or preventive actions taken. Should the non-conformance not be addressed within the one month maximum timeframe, a suspension or withdrawal of the license and a full re-audit shall be necessary.

All retailer licenses (name, country and license number), will be published on [www.rspo.org](http://www.rspo.org)



**Template for Retailer license**

Based on a remote audit according to the requirements stated in the mandatory remote audit checklist for retailers, version [month, year], and a signed contract [Name CB] herewith licenses that the site(s) below are found to be in compliance.

The following template must be used by the Certification Body and located in the centre of the license. The area around it may be used for the specific logo, colour scheme and further information that the CB wishes to include on the license.

Name licensed company Full address company	
RSPO membership number (if member number of parent company is used, please indicate the name of the parent company)	
Scope A clear description of the scope of the audit	
Trademark license number (for current RSPO members only given upon approval by RSPO secretariat after first audit, for new members (since Sept 2015) number is given upon registration as member)	
Retail license number (given by CB)	
Start date license (Please note that a license will be issued for a maximum of 365 days as from the indicated start date)	

[Name CB] was accredited to provide RSPO Supply Chain Certification on [month, year].

This license remains property of [name CB] and can be withdrawn in case of terminations as mentioned in the contract or in case of changes or deviations of the above-mentioned data. The license holder is obliged to inform [name CB] immediately of any changes in the above-mentioned data. Only an original and signed license is valid.



**Appendix of the Retailer license: Remote audit checklist**

CHECKLIST	Clause	Indicator/explanation	Evidence (to be submitted by retailer)	Compliant (to be filled in by auditor)
Name licensed company Full address company	-	-		
RSPO membership number	-	if member number of parent company is used, please indicate the name of the parent company		
Member ID RSPO eTrace:	-	This Member ID is a unique ID used in RSPO eTrace and is provided to you by email upon registration in RSPO eTrace. The format of the member ID is the following: RSPO_POXXXXXXXXXX.		
Scope A clear description of the scope of the audit	-	-		
Trademark license number	-	for current RSPO members only given upon approval by RSPO secretariat after first audit, for new members (since Sept 2015) number is given upon registration as member		
The RSPO Trademark and associated trademark license number must be present on all on pack claims.	6.3	Draft artwork of all claims		



	Annex 1			
RSPO retailer members can apply for an RSPO trademark licence for use in business to consumer communications, providing they can demonstrate the validity of these claims to an RSPO accredited certification body (CB).	6.8	Evidence of validity of the claim =member number and supply chain certificate of end product manufacturer (upload/attach), and evidence that this product shall be delivered as RSPO certified (contract with certified supplier) under the chosen Supply Chain model: Identity Preserved (IP) Segregated (SG) Mass Balance (MB)		
Any other palm oil claims, including those highlighting the absence of palm oil, must be highlighted to the CB during the audit to ensure that all claims comply with the requirements of these rules. Please indicate what claims have been used: o Within a Company's website o Within published Corporate Responsibility documentation or Environmental Policy statements o Within marketing information in store o On product packaging	6.8	Evidence of all claims related to palm oil		
Remote audit date				
Start date license (Please note that a license will be issued for a maximum of 365 days as from the indicated start date)				