

# **RSPO Supply Chain Certification Systems**

Final,  
October 2008  
Rev 1 July 2009

## History of Document

These RSPO Supply Chain Certification Systems are based on the outcome of the supply chain models study adopted at RT4 (November 2006).

This version was finalised by the RSPO Trade and Traceability group that was set up in January 2008 and approved by the RSPO Executive Board in August 2008.

This document will be reviewed within 12 months after its adoption by the RSPO Executive Board or any other time as deemed necessary by the RSPO Executive Board.

<b>Amendments issued since publication</b>		
Amd. no.	Date	Description of amendment
A	May 2008	First draft
B	June 2008	Second draft for consultation
C	August 2008	Version 1
D	September 2008	Version 2
F	October 2008	Final Version
G	July 2009	Final Version rev 1

This document is written in the English language. The English language as written in this document shall be final and binding until revised by the RSPO. The RSPO does not assume any liability for errors or misunderstandings introduced, when this document is translated into other languages.

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## 1. Introduction

The Roundtable on Sustainable Palm Oil (RSPO) is a global, multi-stakeholder initiative on sustainable palm oil (see glossary for definition). The principal objective of RSPO is to promote the growth and use of sustainable palm oil through co-operation within the supply chain and open dialogue between its stakeholders.

RSPO certified sustainable palm oil is produced by a palm oil mill and its supply base when it complies with the RSPO Principles and Criteria and this compliance is independently verified by an RSPO approved certification body. Downstream processors or users of RSPO certified sustainable palm oil can claim the use of (or support of) RSPO certified palm oil when they adhere to the intent and requirements the RSPO Supply Chain Certification Systems and this is independently verified by an RSPO approved and accredited certification body. For a schematic overview of the palm oil supply chain see Annex 1 of this document.

Any individual batch of palm oil can be traded through one of the four supply chain models that are approved by RSPO to be able to preserve the claim to sustainable production:

- Identity Preserved: Annex 2
- Segregation: Annex 3
- Mass Balance: Annex 4
- Book and Claim: Annex 5

The intent of these RSPO Supply Chain Certification Systems is to set up a credible and practical system for the trade of RSPO certified palm oil. In order to ensure credibility, this document covers procedures to guarantee that:

- All facilities taking part in the supply chain of RSPO certified palm oil comply with relevant requirements;
- Claims of RSPO members relating to the production, procurement and use of RSPO certified palm oil are true and
- Certification bodies comply with relevant requirements.
- Accreditation bodies apply all relevant requirements

In order to ensure practicality, this document covers:

- a detailed description of 4 RSPO approved supply chain models and their requirements and
- An Interim Approval Procedure that covers the time between enacting this document and achieving full certification.

Certification according to the RSPO Supply Chain Certification Systems can only be done by certification bodies that are accredited and approved for RSPO supply chain certification according to section 2 and Annex 8 of this document.

This document contains:

- Accreditation and approval requirements for certification bodies (section 2)
- Certification Requirements of the RSPO Supply Chain (section 3)

- Requirements for the Certification Process of the RSPO Supply Chain (section 4).
- An Interim Approval Procedure to allow for swift introduction of RSPO certified palm oil in the market (section 5)

## **2. Accreditation and Approval of Supply Chain Certification Bodies**

2.1 Certification must be undertaken by a body that conforms to these accreditation and approval requirements. Individuals cannot be approved as a certification body.

2.2 RSPO will use a mechanism for approving certification bodies that will be based on accreditation against ISO/IEC Guide 65: 1996 (General requirements for bodies operating product certification systems) where the generic accreditation is also supplemented by a set of specific RSPO certification process requirements. More detailed requirements can be found in the schematic overview in Annex 8 'RSPO Process for approval of Certification Bodies'

2.3 Certification bodies seeking or holding approval by the RSPO shall be able to prove at all times that they hold a relevant, valid accreditation by a national or international accreditation body, demonstrating that all aspects of their organisation, systems and procedures relevant for conducting certification against the intent and requirements of the RSPO Supply Chain Certification Systems conform to the relevant provisions of ISO 17021:2006, and/or ISO Guide 65 and other applicable international norms.

2.4 The accreditation body itself must be operating in accordance with the requirements of ISO 17011:2004 Conformity assessment general requirements for accreditation bodies accrediting conformity audit bodies. This must be demonstrated either as a signatory to the appropriate International Accreditation Forum (IAF) Multilateral Recognition Arrangement (MLA) or through full membership of the International Social and Environmental Accreditation and Labelling Alliance (ISEAL).

2.5 RSPO requests accreditation bodies to notify RSPO if a complaint about the certification body is received by any RSPO stakeholder concerning their competency or process or the outcome of an accreditation audit or implementation. In accordance with ISO/IEC 17011 the accreditation body shall handle complaints within 60 days. Should any accreditation body fail to resolve a complaint within that timeframe, it shall inform the RSPO Secretariat.

2.6 In order to provide the technical rigour and credibility required for a sector-specific approach such as the RSPO Supply Chain Certification Systems, RSPO have supplemented the requirements set out in ISO 17021:2006 and 65 with a set of specific certification process

requirements. These additional requirements for certification against the intent and requirements of the RSPO Supply Chain Certification Systems must be incorporated within the certification body's accredited systems. These additional requirements for certification against the intent and requirements of the RSPO Supply Chain Certification Systems are defined in section 4.

2.7 The certification body seeking or holding approval by the RSPO shall ensure they are accredited against the scope of these RSPO Supply Chain Certification Systems and ISO Guides 65 and or 17021:2006.

Annex 8 gives a schematic description of the Approval Process for accredited certification bodies by the RSPO.

### **3. Certification Requirements of the RSPO Supply Chain Certification Systems**

#### **3.1 Unit of Certification**

##### *Identity Preserved, Segregation, Mass Balance*

When the Identity Preserved, Segregation or Mass Balance models are used, supply chain certification is required for all processing facilities (e.g. oil mill, refinery, end product manufacturer etc.) that are part of the RSPO supply chain. The requirement for RSPO supply chain certification applies until and including the end product manufacturer (See Glossary for definition)

The Supply Chain Certification audit shall take place on individual facility level.

##### *Book and Claim*

For users of the RSPO Book and Claim system (Greenpalm) random independent audits are organized for a portion of end-users (or parties that want to make a claim). The portion is annually determined by the RSPO executive board or an ad hoc group appointed by The RSPO EB. The audits shall be conducted by certification bodies that are accredited and approved according to section 2 of this document.

#### **3.2 Certification Requirements**

##### *Identity Preserved, Segregation, Mass Balance*

Either the processing facility or its parent company seeking certification shall be a member of the RSPO.

To achieve supply chain certification, a company shall demonstrate compliance with the intent and requirements of the RSPO Supply Chain Certification Systems including those described in Annex 6 of this document. A certification body approved by the RSPO (see section 2) shall verify compliance against the intent and requirements of the RSPO Supply Chain Certification Systems.

In cases where an operation seeking or holding certification outsources 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 intent and requirements of the RSPO Supply Chain Certification Systems.

The certification body shall verify compliance of all activities conducted by subcontractors engaged by an operation seeking or holding certification with the intent and requirements of the RSPO Supply Chain Certification Systems.

The operation seeking or holding certification shall ensure subcontractors are covered through either a signed and enforceable agreement with the sub contractor or the sub contractor shall seek its own certification.

The operation seeking or holding certification shall furthermore ensure (e.g. through contractual arrangements) that independent third parties engaged, provide unrestricted access to their respective operations, systems, and any and all information to certification bodies that are duly approved by the RSPO when this is announced in advance.

The operation seeking or holding certification must also meet all registration and reporting requirements for the appropriate supply chain under the approved RSPO supply chain manager (UTZ Certified).

#### *Book and Claim*

At the request of a certification body, users of the RSPO Book and Claim system (Greenpalm), who are not producers, need to show:

- Compliance with the rules for use of the RSPO Book and Claim system (Currently the Greenpalm Program Membership Rules: [http://www.greenpalm.org/?/how\\_it\\_works/](http://www.greenpalm.org/?/how_it_works/))
- Claims made are in accordance with the RSPO Guidelines on Communication & Claims in Annex 10.

### **3.3 Registration**

Supply chain actors who have physical ownership of RSPO certified palm oil must register their transaction in the RSPO Traceability System/ UTZ Certified system upon the moment of transfer of physical ownership. Actors who must register include:

- Palm oil mills producing RSPO certified palm oil Refineries
- Traders who are physical owners of the palm product. (Traders that are part of a string are legal owners, but not physical owners. Therefore they can be excluded from registration; the Traceability number will then accompany shipping documents.)

The obligation to register to the UTZ Certified system stops when the Palm oil or Palm fractions will not further be refined.

For definitions of physical owner, legal owners and string, please see the Glossary. For more details on the registration please see the Guidelines on the RSPO Traceability System/ Utz Certified system on [www.utzcertified.org/palmoil](http://www.utzcertified.org/palmoil)

### **3.4 Claims**

*Identity Preserved, Segregation, Mass Balance*

No claims relating to RSPO certified palm oil or palm oil product shall be made without valid certification against the intent and requirements of the RSPO Supply Chain Certification Systems by a certification body approved by the RSPO. Correct use of claims is verified by the certification body that is approved by the RSPO (see Annex 6 and Annex 10 for requirements on claims to be used).

In supply chains working with Identity Preservation and Segregation models the aim must be to achieve 100% segregation. However, the RSPO recognizes that especially in the early days of RSPO the Certified Sustainable Palm Oil flows will be low and the necessary cleaning and clearing of facilities would present the supply chain with unusually high costs. For that reason a 95% minimum standard will be deemed acceptable to RSPO to qualify under the IP and Segregation supply chain models. This minimum standard will be reviewed as volumes of Certified Sustainable Palm Oil increase in the supply chain.

### *Book and Claim*

Users of the RSPO Book and Claim system (Greenpalm) shall ensure their claims comply with the intent and any and all requirements of the RSPO including the RSPO Guidelines on Communication & Claims see annex 10 of this document.

## **4. Certification Process Requirements of the RSPO Supply Chain Certification Systems**

### **4.1 Scope**

This section prescribes the process that a certification body shall follow in carrying out an audit of a processing facility that is seeking certification to requirements of the RSPO Supply Chain Certification Systems.

The purpose of this document is to:

- To establish the minimum requirements of a consistent methodology for enabling certification against the intent and requirements of the RSPO Supply Chain Certification Systems to enable all certification bodies to operate in a consistent and controlled manner.
- To provide documentation designed to assure long-term continuity and consistency of the delivery of certification against the requirements of the RSPO Supply Chain Certification Systems.
- To serve as a training document for certification bodies.

### **4.2 Requirements for the RSPO Approved Certification Body**

The certification body approved by the RSPO shall implement any and all provisions including legal arrangements, to ensure that any and all persons, subcontractors or other entities (e.g. permanently employed and freelance auditors, experts, consultants, etc.) engaged on its behalf in auditing against the intent and requirements of the RSPO Supply Chain Certification Systems, are knowledgeable of, comply with the intent and requirements of the RSPO Supply Chain Certification Systems as a whole and this section 4 in particular to the fullest extent possible.

### **4.3 Requirements for Certification Bodies' Auditors**

4.3.1 Auditors or other persons engaged by the certification body are not permitted to carry out any activities which may affect their independence or confidentiality and therefore should not have worked (as an employee or advisor) for the client during the last 3 years.

4.3.2 a. Any person or entity engaged by the certification body or the certification body itself shall declare any and all interests which may potentially affect the certification process and/or which could possibly constitute a conflict of interest, in advance of engaging in a certification process against the requirements of the RSPO.

b. Any person or entity engaged by the certification body or the certification body itself shall report any circumstance or pressure that may influence its independence or confidentiality immediately to the executive management of the certification body.

c. The executive management of the certification body shall notify the RSPO of any such report and ensure that any such report is included in the certification report of the certification process and in the file of the client.

d. Any person or entity engaged by the certification body or the certification body itself shall only engage in services for a client if the certification body can demonstrate that it has not engaged in certification of the same client against the RSPO Supply Chain Certification Systems. Doubtful cases shall be discussed with RSPO, prior to engaging with the client.

4.3.3 The minimum auditor qualifications are the following:

- Advance post high school education degree or diploma or equivalent
- Technical skills and qualifications related to and as necessary for the certification process, like demonstrable relevant experience in other relevant certification schemes
- Training in the practical application of the RSPO Supply Chain Certification Systems and basic auditing techniques required
- Demonstrate successful completion of a recognised lead assessor course e.g. a ISO 9000/19011 lead auditor course
- Language skills suitable for verbal and written communication with the client
- Demonstrable field working experience in the food supply chain, or equivalent related to and as necessary for the certification process
- Supervised period of training in practical auditing by a qualified lead auditor with at least 15 days audit experience in similar certification schemes (i.e. including traceability), achieving a minimum of 2 audits at different organisations.

#### **4.4 Client application and Contract**

4.4.1 The certification body shall ensure that any operation seeking or holding certification against the requirements of the RSPO are provided with all necessary information concerning the RSPO as a whole, the RSPO Supply Chain Certification Systems, the RSPO Guidelines on Communication and Claims, including the certification body's own standards, indicators, verifiers and checklists or equivalent and other documentation available. If potential clients have any further questions concerning the RSPO these shall be directed to the RSPO website at [www.rspo.org](http://www.rspo.org).

4.4.2 The certification body shall enter into a contractual agreement for certification services with an operation seeking or holding certification against the RSPO Supply chain systems and maintain a record of any agreement before proceeding with any service provision.

The contract shall specify the scope (supply chain model to be audited), duration and costs related to the audit and also outline the Certification Body's and client's contractual rights and obligations. This must include the client's right to object to the certification body's audit process and this right must be contained in the procedures of a CB. The contractual agreement shall include relevant provisions on confidentiality and declarations of interest (see section 4.2 above).

4.4.3 The operation seeking or holding certification against the requirements of the RSPO shall submit any and all details about their organisation, their management system and their operations deemed necessary by the certification body to demonstrate how the intent and requirements of the RSPO Supply Chain Certification Systems are integrated into their organisation, their management system and their operations.

The submission of information shall include the details and certification reports of any and all other certifications that are held by the operation (e.g. food safety, quality, etc.), including the contact details for any and all other certification bodies involved with said operation.

4.4.4 The certification body shall review the submission to ensure that all elements of the respective RSPO Supply Chain Systems are addressed satisfactorily and fully meet the intent of the RSPO Supply Chain Certification Systems. The certification body shall clarify any issues or areas of concern with the operation seeking or holding certification.

4.4.5 If the organizational systems, management system and operational systems of the operation seeking or holding certification appear, at the discretion of the certification body, viable to fully meet the intent and any and all provisions of the RSPO Supply Chain Certification Systems, the certification body shall recommend that said operation proceeds with an on-site conformity assessment.

## **4.5 Audit Planning**

4.5.1 Upon successful completion of the provisions of section 4.4 the certification body shall plan the conformity assessment.

4.5.2 The certification body shall take account of the supply chain model selected, the organizational systems, the management systems and the operational systems used and any other certifications held (such as food safety, quality, etc.) by the operation seeking or holding certification when determining the level, details and planning of the conformity assessment required to assess compliance with the intent and requirements of the RSPO Supply Chain Certification Systems.

4.5.3 The certification body may synchronise and combine RSPO Supply Chain audits with other on-site audits (such as food safety, quality, etc) where possible and appropriate.

4.5.4 Certification bodies shall recognise certificates issued under RSPO Supply Chain Certification Systems by other RSPO approved certification bodies.

## **4.6 On-site Audit**

4.6.1 The certification body's auditor shall follow the guidance on auditing as provided in ISO 19011.

4.6.2 The on-site audit shall accomplish the following: Review whether the organisational systems, the management systems and the operational systems, including any documented policies and procedures of the operation seeking or holding certification, are sufficient and adequately implemented to meet the intent and requirements of the RSPO Supply Chain Certification Systems.

Pertinent RSPO Supply Chain records relating to the receipt, processing and supply of certified palm oil being supplied to customers wishing to make a RSPO claim to the certified palm oil shall be reviewed until the previous audit. If applicable the review shall also include all records retained during the interim approval period.

4.6.3 At the conclusion of the on-site audit the certification body auditor shall conduct a closing meeting with the client's representative(s), including the management. During the closing meeting the certification body shall ensure that:

- The client is informed that until they receive written confirmation of their RSPO Supply Chain certification registration and its expiry date that they are not certified and cannot make any claims concerning certification;
- The client is made aware what actions they may have to complete before certification can proceed; and
- The client is made aware of the findings of the audit team including any deficiencies which may result in a negative certification decision or which may require further actions to be completed before a certification decision can be taken.
- A detailed record is compiled of the closing meeting including a list of the participants in the meeting, a detailed description of the information supplied to the operation seeking or holding certification, any information additionally supplied by the operation, and any other information exchanged, including a written record of the notice that the findings of the audit team are tentative pending review and decision making by the duly designated representatives of the certification body.

The record of the closing meeting shall be signed by the lead auditor and the most senior relevant management representative of the operation seeking or holding certification.

#### **4.7 Multi-site certifications and audits**

4.7.1 Multi-site certifications or audits are permitted when several processing facilities are entirely controlled by a single management organisation and the supply chain management is organised similarly in the different facilities.

4.7.2 If a multi-site certification or audit is conducted all rules in this section apply.

4.7.3 When a multisite certification or audit is conducted the auditor(s) shall:

- establish the client's management system is adequate to ensure all processing facilities under its control meet the RSPO Supply Chain Certification Systems and the intent thereof and
- check compliance with the RSPO Supply Chain Certification Systems of all facilities.

4.7.4 A multisite certification will only be awarded by the certification body if:

- the client's management system sufficiently demonstrates it ensures compliance with the RSPO Supply Chain Certification Systems of all processing facilities under its management and
- compliance with the RSPO Supply Chain Certification Systems is established in all of the facilities checked during the random audits.

## **4.8 Results and Recommendations**

4.8.1 The certification body auditor shall prepare a certification report on the certification process against the RSPO Supply Chain Certification Systems (see Annex 7 for minimum report content requirements).

4.8.2 All Non-conformances observed during an audit shall be classified as major since all requirements for Supply Chain certification have to be met before granting certification.

4.8.3 All non-conformances shall be addressed satisfactorily by the operation before certification may be granted by the certification body. If non-conformances are not addressed within three (3) months of the audit, a full re-audit shall be required. The certification body shall assess the effectiveness of the corrective and/or preventive actions taken before closing out the non-conformances.

4.8.4 Non-conformances raised after the certification are serious (i.e. must be considered as a major), and the integrity of the RSPO Supply Chain certification is at risk. RSPO shall be informed of these immediately. A maximum of one month is to be given to the certified client to satisfactorily address the non-conformance. The certification body 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 certificate and a full re-audit may be necessary.

Where objective evidence indicates that there has been a demonstrable breakdown in the supply chain caused by the certified client's actions or inactions, and that palm oil product that has been or is about to be shipped which is falsely identified as RSPO certified product immediate action needs to be taken by the certification body, and the RSPO Supply Chain certification should be suspended until such time that it has been addressed. The RSPO shall be notified within 24 hours of this occurrence and further impacts on relevant supply chain certifications.

4.8.5 If no non-conformances are observed at an audit or when the corrective action plan has satisfactorily addressed raised non-conformance(s), the client shall be recommended for (re-) certification.

## **4.9 Certification Awarded**

4.9.1 Certification bodies shall issue certificates with the following information:

- Name of operation certified
- RSPO member number of operation certified
- Address of all relevant sites of operation(s) seeking or holding certification including contact details of the management representative responsible for overseeing the certification process.
- 
- Date of issue and expiry.
- Date of first RSPO Supply Chain certification
- CB certificate number
- Name and authorised signature of the duly designated representative of the certification body
- Version of RSPO Supply Chain Certification systems requirements against which has been audited
- Audited RSPO Supply Chain Certification Model (e.g. Identity Preserved, Segregation, Mass Balance)
- Contact information and logo of the certification body
- Contact information and if possible logo of the accreditation body
- RSPO name and logo
- The scope of operations certified

4.9.2 The certification body shall provide the RSPO with the relevant information for the RSPO website: contact telephone and fax numbers, and contact email address (if appropriate) and scope of certification (supply chain model and scope of operations covered), using the template in annex 7.

4.9.3 The certification body shall forward notification of the certificate and schedule to the RSPO within 10 days of the certificate being issued to enable the RSPO website to be updated. The RSPO will upload the certificate on the RSPO website and the RSPO Traceability System/UTZ System within 1 working week. See RSPO website for contact details.

#### 4.10 Re-audit

4.10.1 The validity of certificates is in accordance with the table below:

<b>Volume processed</b>	<b>Validity of Certificate</b>
<500 ton	3 years- with annual surveillance
>500 ton	1 year

Ref. to membership fee document.

4.10.2 Before the end of the initial certification period a full re audit will need to occur in order to maintain continuity of certification.

4.10.3 At the re audit the certification body shall verify the company's annual summary records to determine whether not more than the claimed amount of RSPO certified palm oil has been purchased within a specified period. The certification body shall confirm the amounts purchased and claimed as part of its audit report (see Annex 7).

## **5. Interim Approval Procedure**

**Note: Adjusted Interim Approval Procedure still needs to be inserted. This procedure will be developed by Sub WG on Accreditation and Certification, chaired by Pieter Korst.**

### **5.1 Background**

RSPO recognizes that implementation and certification against the Supply Chain Certification Systems will take a period of time due to the need to build capacity with all stakeholders involved in realizing the RSPO objectives.

In order to minimize the delay of having RSPO certified palm oil entering the market and not to constrain progress in meeting the RSPO objectives, it has been decided to adopt an interim approach to facilitate progress in meeting the requirements of the RSPO Supply Chain Certification Systems.

### **5.2 Goal**

The intent of this procedure is to describe how to ensure that the requirements of the RSPO Supply Chain Certification Systems are maintained in the time between first trading of RSPO certified palm oil and the time certification has been achieved by the operations involved. It describes the minimum provisions deemed necessary to ensure meeting the intent.

This Interim Approval Procedure will be in effect for a period of 12 months from the date of entry into force of this document. The RSPO reserves the right to extend this period if deemed necessary to allow sufficient capacity to be built in the supply chain to securely implement the RSPO Supply Chain Certification System.

Either the company seeking approval under the Interim Approval Procedure or its parent company shall be a member of the RSPO.

### **5.3 Procedure**

The steps involved in obtaining interim approval are the following:

1. The company seeking approval under the Interim Approval Procedure shall implement and operate an internal traceability system which fully meets the intent and requirements of the RSPO Supply Chain Certification Systems. This includes all certification requirements listed under section 3.2 and all registration requirements under 3.3.
2. All legal entities involved in the supply chain shall adhere to the requirements of the RSPO Supply Chain Certification Systems:
  - Each processing facility involved along the chain shall demonstrate compliance by conducting a self-assessment whereby the intent and the requirements of the RSPO Supply

Chain Certification Systems are fully met. For such self-assessment the RSPO Supply Chain checklist shall be used (see Annex 6).

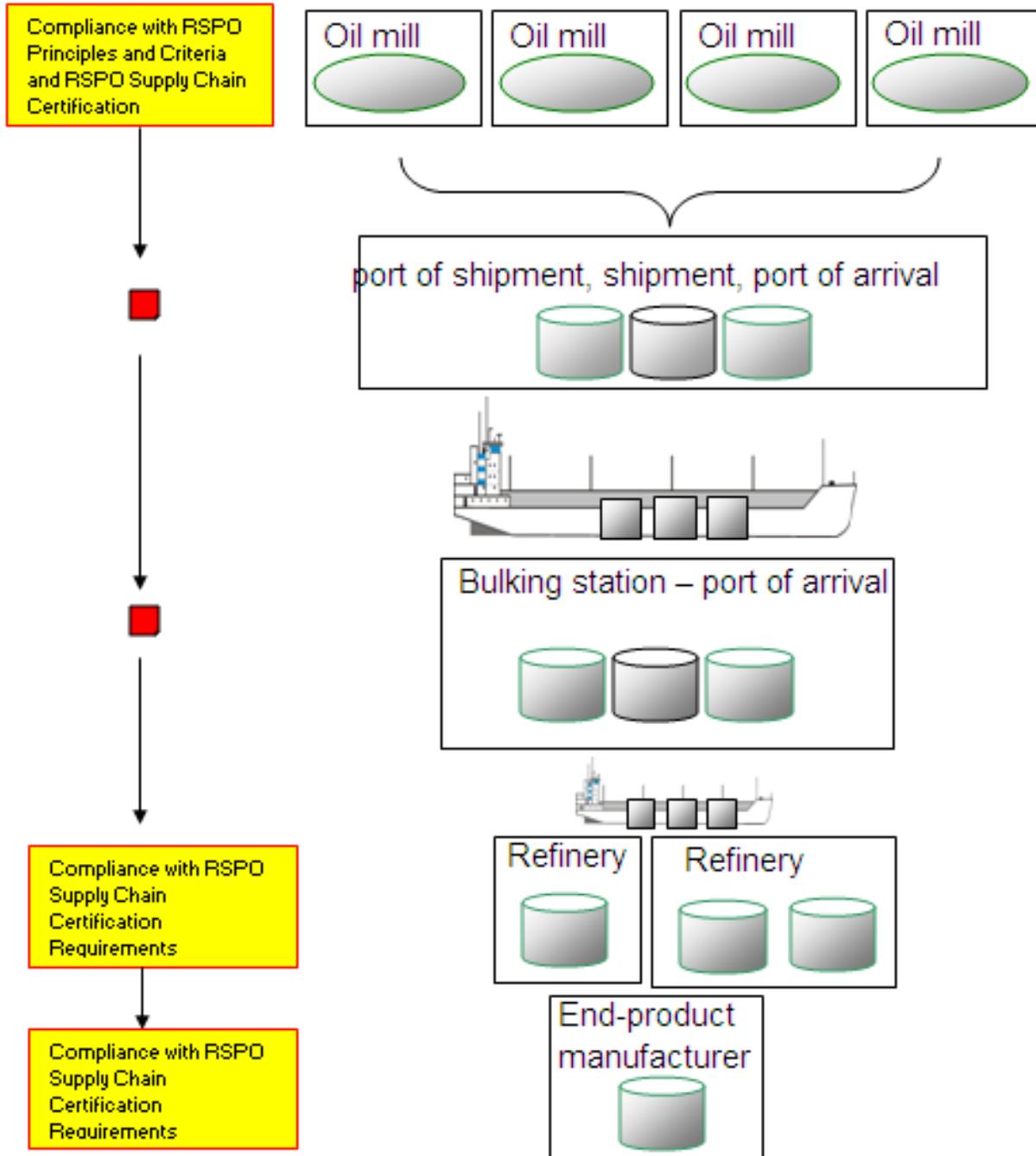
- The company seeking approval under the Interim Approval Procedure shall send the report on the self-assessment including any and all supplementary information needed to the RSPO secretariat by e-mail.
- The self-declaration shall be signed by the facility manager who is legally authorized to sign on behalf of the facility
- The self-assessment that is sent to the RSPO secretariat shall be accompanied by a self-declaration in which the company declares it will continue to comply with the intent and the requirements of the RSPO Supply Chain Certification Systems during the period the Interim Approval Procedure applies.
- The self-declaration shall include the following information:
  - o Name of operation self-assessed
  - o RSPO member number of operation self-assessed
  - o Address of all relevant sites of operation(s) seeking or holding self-assessment including contact details of the management representative responsible for overseeing the self-assessment process
  - o Version of the RSPO Supply Chain Certification systems requirements on which the operation self-assessment is based
  - o Self-assessed RSPO Supply Chain Certification Model (Identity Preserved, Segregation or Mass Balance)
  - o The scope of operations under self-assessment
- The company seeking approval under the Interim Approval Procedure shall provide written agreement that the trade details and the self-assessment may be forwarded to other third parties that are designated by the RSPO for verification.
- The self-assessments are registered in the RSPO Supply Chain database and verified through sampling which will be at the discretion of the RSPO.
- The RSPO shall decide upon approval of the company seeking approval under the Interim Approval Procedure as soon as the trade details, the self-assessment and any and all other information have been submitted, reviewed in detail and verified as deemed necessary.
- The RSPO shall take and record such decision on approval of the company within 3 weeks after the trade details, the self-assessment and any and all other information have been submitted. The RSPO will upload the certificate on the RSPO website and into the RSPO Traceability System/UTZ Certified system within one working week.
- The RSPO shall inform the company seeking approval under the Interim Approval Procedure of its decision on approval and include explicit reference to the company's right to object to the RSPO's services or outcome thereof following the requirements outlined in Annex 9.

- The RSPO shall publish on the RSPO web-site a list of companies that have been approved under the Interim Approval Procedure including their respective supply chain model.
- 3. Any processing facility approved under the Interim Approval Procedure shall be allowed to use the RSPO systems including claims to RSPO certified palm oil for the time period the Interim Approval Procedure is in place. At the end of this period, the processing facility shall seek full certification against the intent and requirements of the RSPO Supply Chain Certification Systems (see Annex 6):

The RSPO Traceability System/ UTZ Certified system shall ensure it is only possible for a facility to use the system of self declaration of compliance during the period the Interim Approval Procedure is valid

- 4. Complaints and Grievance procedure  
See Annex 9
- 5. Verification of self-assessments
  - RSPO reserves the right to verify compliance with the intent and requirements of the RSPO Supply Chain Certification Systems through unannounced audits (by certification bodies) at processing facilities.
  - The RSPO shall withdraw registration as approved company in the RSPO Traceability System (UTZ Certified) with immediate effect, if during such on-site audit evidence is collected which suggests non-conformance/non-compliance with the intent and requirements of the RSPO Supply Chain Certification Systems. The RSPO also reserves the right to impose further sanctions including publication of the details of such withdrawal.

## Annex 1: Schematic Overview Palm Oil Supply Chain



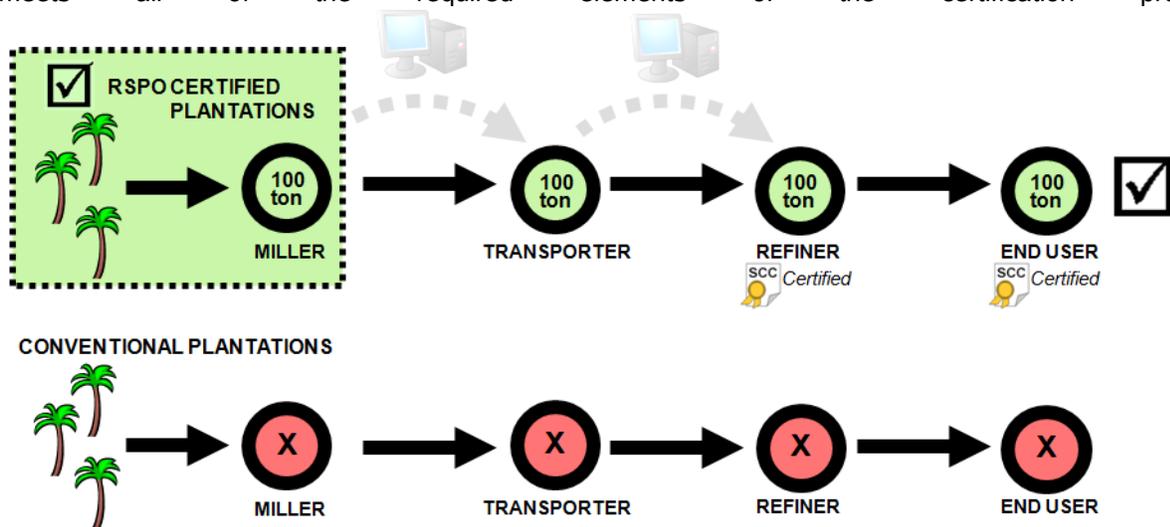
## Annex 2: Identity Preserved

### Definition

The Identity Preserved (IP) supply chain model assures that the RSPO certified palm oil and its derivatives delivered to the end user is uniquely identifiable to the mill and its supply base and is kept physically isolated from all other oil palm sources throughout the supply chain (including other segregated RSPO-CSPO sources).

### Explanation

The IP supply chain model requires that the grower, refiner, and supply chain maintains full separation and full traceability through to the delivery point at the end user. The end user will be assured that all of the physical palm oil received has come from a uniquely identifiable RSPO certified estate/plantation and meets all of the required elements of the certification program.



### Supply Chain Requirements:

The basis of the supply chain requirements for IP requires proof of separation and full traceability of the RSPO CSPO and its derivatives throughout the supply chain originating at the estate/plantation and ending with the final user of the oil. The facility must ensure that the RSPO CSPO is kept physically isolated from all other palm oil sources and is unique identifiable to the mill and its supply base.

### Market Claim:

“Contains only RSPO Certified Sustainable Palm Oil” (See for more information RSPO Guidelines on Communication and Claims)

### Benefits and Limitations:

Level of traceability: 🍷🍷🍷🍷 Level of claim: 🍷🍷🍷🍷 Implementation costs: \$\$\$\$

- Delivered physical palm oil is only RSPO certified palm oil.
- Fully traceable to a uniquely identifiable RSPO certified point of origin.

- For more information on the Identity Preserved supply chain model contact UTZ CERTIFIED -

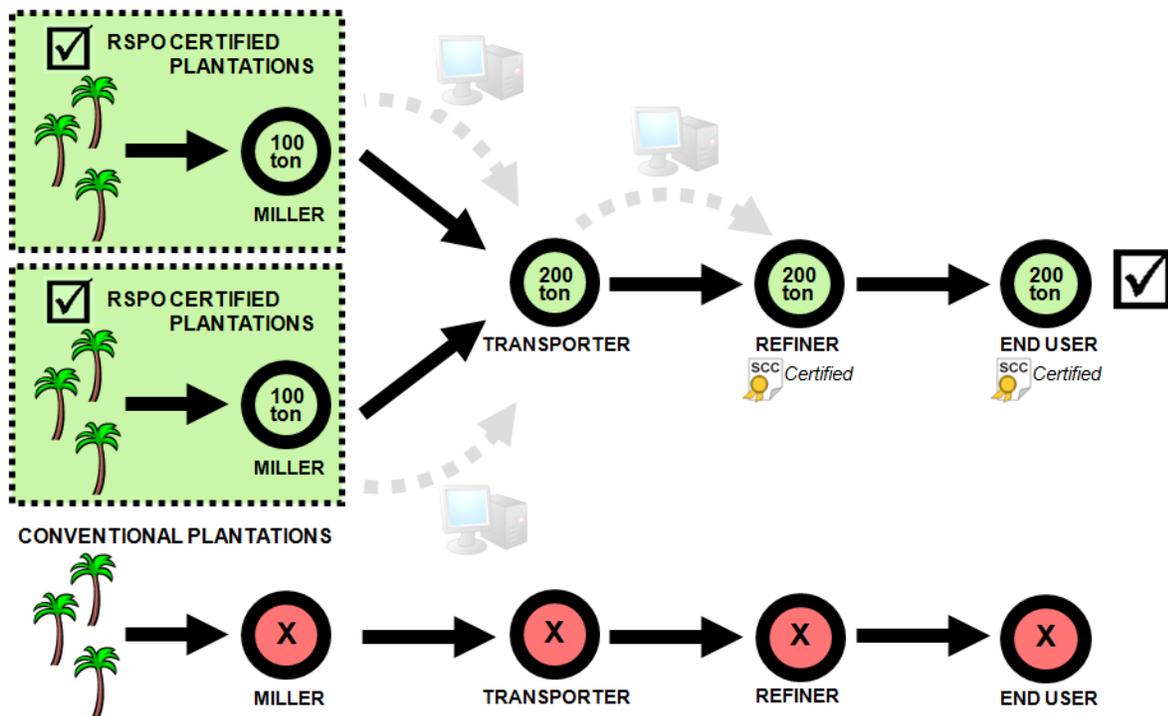
## Annex 3: Segregation

### Definition:

The Segregation supply chain model assures that RSPO certified palm oil and its derivatives delivered to the end user comes only from RSPO certified sources. It permits the mixing of RSPO certified palm oil from a variety of sources.

### Explanation:

The Segregation supply chain model assures that all of the physical product has originated from RSPO certified estates/plantations. However, the physical oil will not be uniquely identified to a specific estate/plantation as in the case of Identity Preserved.



### Supply Chain Requirements:

The Segregation approach requires that the RSPO certified palm oil from estates/plantations is kept separate from material from non-RSPO certified estates/plantations at every stage of production, processing, refining and manufacturing throughout the supply chain. This model does allow for the mixing of RSPO certified palm oil and its derivatives from various sources. Therefore the physical oil delivered to the end user will not be fully traceable to the specific mill and its supply base.

### Market Claim:

*"Contains only RSPO Certified Sustainable Palm Oil"* (See for more information RSPO Guidelines on Communication and Claims)

### Benefits and Limitations:

Level of traceability: 🍷🍷🍷🍷🍷 Level of claim: 🍷🍷🍷🍷🍷 Implementation costs: \$\$\$\$

- Delivered physical palm oil is only RSPO certified palm oil
- Mix of RSPO certified palm oil from a variety of RSPO certified points of origin.

- For more information on the Segregation supply chain model contact UTZ CERTIFIED -

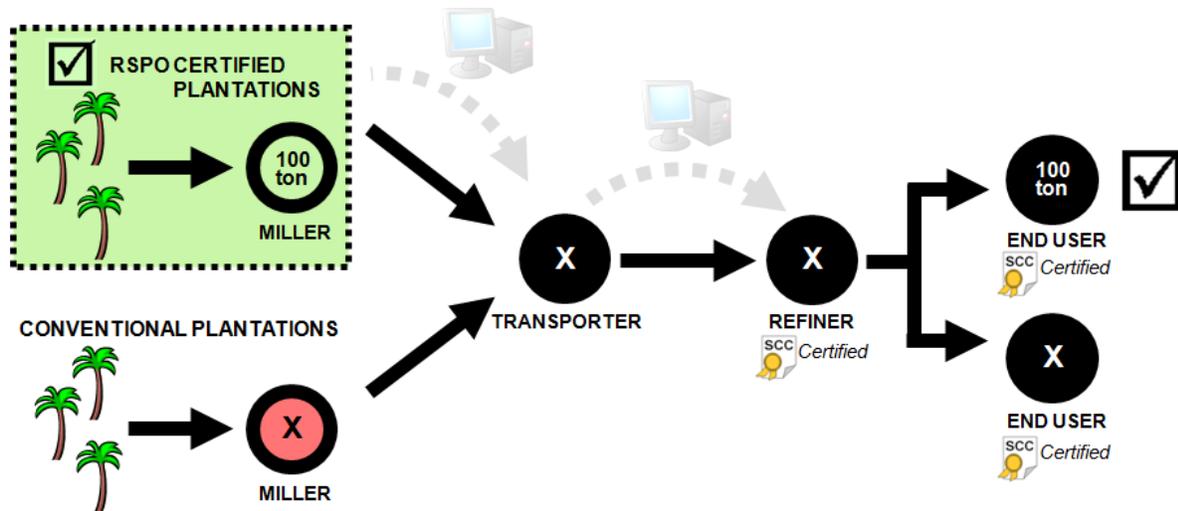
## Annex 4: Mass Balance

### Definition:

The mass balance supply chain model administratively monitors the trade of RSPO certified palm oil and its derivatives throughout the entire supply chain, as a driver for mainstream trade in sustainable palm oil.

### Explanation:

The mass balance supply chain model allows everyone within the supply chain to demonstrate their commitment to sustainable palm oil production and to actively promote the trading of RSPO certified palm oil. This stimulates trading of certified product and will encourage industry to set up segregated supply chains and reach a mainstream level of sustainable palm oil trade. The mass balance system allows for mixing of RSPO and non-RSPO certified palm oil at any stage in the supply chain provided that overall company quantities are controlled. The mass balance model is constructed in such a way that volumes of RSPO certified product shipped, will never exceed volumes received by the end user.



### Supply Chain Requirements:

The basis of the supply chain requirements for mass balance will consist of reconciliation between quantity of RSPO material bought and the quantity of RSPO material sold. This includes control of purchases and sales of RSPO certified palm oil and its derivatives which will be independently verified. There will be no requirements for separate storing or controls in the production process.

### Market Claim:

“Supports the production of RSPO Certified Sustainable Palm Oil” (See for more information RSPO Guidelines on Communication and Claims)

### Benefits and Limitations

Level of traceability: 🟡🟡🟡🟡🟡 Level of claim: 🟡🟡🟡🟡🟡 Implementation costs: \$\$\$\$

- Delivered physical palm oil is likely to not be directly linked with the RSPO certified palm oil at the RSPO certified point of origin.
- Actively engages all supply chain actors to be part of the sustainable palm oil trade as a planned route towards fully segregated supply chains.

- For more information on the mass balance supply chain model contact UTZ CERTIFIED -

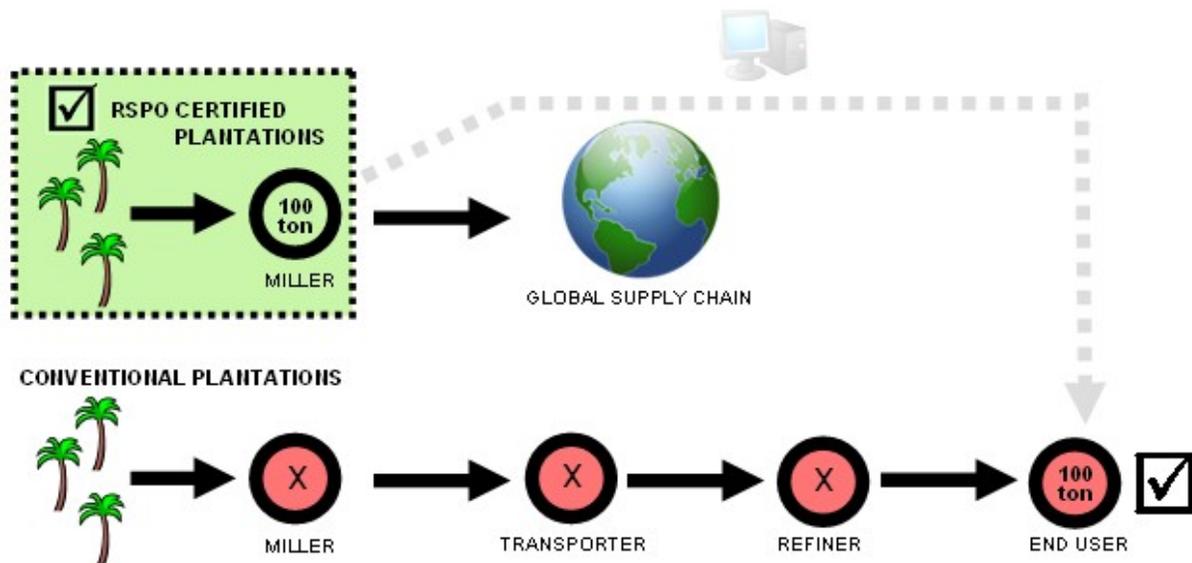
## Annex 5: Book and Claim

### Definition

The Book and Claim supply chain model provides tradable certificates for RSPO certified palm oil to the palm oil supply base. The supply base may then offer these certificates on a web based transaction system to end users who choose to support specific volumes of RSPO certified palm oil and or their derivatives.

### Explanation:

The book and claim system allows for the transfer of RSPO certified palm oil volume credits from the mill and its supply base to the end user independently of the physical supply chain. The end user buys an equivalent amount of volume credits to the oil they buy in from their existing physical supply chain. The RSPO certified mill sells an equivalent volume of Crude Palm Oil, to the volume credits received, into their existing supply chain as conventional CPO.



### Supply Chain Requirements:

Volume credits can only be introduced into the system by RSPO certified mills and their supply base up to the annual output of the certification unit. Volume credits are traded electronically directly to end users so there are only traceability requirements for the end product-manufacturer. These requirements are designed to ensure that all palm oil and/or its derivatives that are claimed to be sustainable under this supply chain model are indeed covered by sustainable certificates.

### Market Claim:

*“Supports the production of RSPO Certified Sustainable Palm Oil”* (See for more information RSPO Guidelines on Communication and Claims)

### Benefits and Limitations:

Level of traceability: 🟡🟡🟡🟡🟡    Level of claim: 🟡🟡🟡🟡🟡    Implementation costs: \$\$\$\$\$

- Delivered physical palm oil is not linked to the RSPO certified sustainable certificate.
- Costs for this model may be the lowest as it uses the existing industry supply chain model.
- Directly connects RSPO certified sustainable producers to end users of palm oil, without the involvement of the entire supply chain.

- For more information on the Book and Claim supply chain model contact GreenPalm -

## Annex 6: Overview Supply Chain certification requirements for different supply chain models

Requirements	IP (Identity Preserved)	SG (Segregation)	MB (Mass Balance)
<b>1. Documented procedures</b>			
1.1 The facility shall have written procedures and/or work instructions to ensure the implementation of all the elements specified in these requirements. This shall include at minimum the following:			
a) Complete and up to date procedures covering the implementation of all the elements in these requirements	yes	yes	yes
b) Complete and up to date records and reports that demonstrate compliance with these requirements (See 5 for more details) and are 100% verifiable by the auditor.	yes	yes	yes
c) The name of the person having overall responsibility for and authority over the implementation of these requirements and compliance with all applicable requirements. This person shall be able to demonstrate awareness of the facilities procedures for the implementation of this standard.	Yes	yes	yes
<b>2. Purchasing and goods in</b>			
2.1 The facility shall ensure that purchases and deliveries of RSPO certified palm oil and palm oil products are done in conformance with the following requirements:			
a) Purchase orders for RSPO certified palm oil or palm oil product shall specify the material category (Identity Preserved, Segregated or Mass Balance).	yes	yes	yes
b) When receiving RSPO certified palm oil the facility shall check that the material category (Identity Preserved, Segregated or Mass Balance, see also req. 5.4) is clearly stated in the accompanying documentation and the Supply Chain Certification number is mentioned.	yes	yes	yes
c) The facility receiving RSPO certified palm oil or palm oil products shall ensure that the validity of accompanying trade and shipping documentation is verified prior to accepting the RSPO certified palm oil. For facilities that are required to announce and confirm trades in the RSPO Traceability/UTZ Certified system (all processing facilities up and until refinery) this shall include making Shipping Announcements and Shipping Confirmations in the UTZ Certified system on the delivery level. For facilities that are not required to announce and confirm trades in the RSPO Traceability/UTZ Certified system (all processing facilities after refinery) this shall include a check of the	yes	yes	yes

the validity of the Supply Chain Certification of its suppliers at the moment of delivery. This shall be checked via the list of RSPO Supply Chain Certified facilities on the RSPO website <a href="http://www.rspo.org">www.rspo.org</a> or the RSPO traceability system/UTZ Certified system.			
2.2 The facility shall have a mechanism in place for handling non-conforming material/documents. This mechanism should also be used to declassify the RSPO material when the Supply Chain certification of a supplier is found to be invalid. See also req. 4.1	Yes	Yes	Yes
<b>3. Sales and goods out</b>			
3.1 The facility shall ensure that all sales invoices issued for RSPO certified palm oil delivered include the following information:			
a) The name and address of the buyer;	yes	yes	yes
b) The date on which the invoice was issued;	yes	yes	yes
c) A description of the product, including the material category: Identity Preserved, Segregated or Mass Balance see also req 5.4.	yes	yes	yes
d) The quantity of the products delivered;	yes	yes	yes
e) Reference to related transport documentation.	yes	yes	yes
<b>4. Processing</b>			
4.1 The facility can only use the same supply chain model as it's seller or go to a less strict system. Declassification is done in the following order: Identity Preserved -> Segregated -> Mass Balance -> Non RSPO Certified Palm Oil	yes	yes	yes
4.2 The facility shall assure that the RSPO certified palm oil is uniquely identifiable to the mill and its supply base and is kept physically isolated from all other oil palm sources in its facility	yes	no	no
4.3 The facility shall assure and verify through clear procedures and record keeping that the RSPO certified palm oil is kept segregated from non certified material including during transport and storage and be able to demonstrate that it has taken all reasonable and necessary measures to ensure the objective of 100 % segregated material is reached. The systems should guarantee the minimum standard of 95 % segregated physical material*.	yes, see 4.2	yes	no
<b>5. Record keeping</b>			
5.1 The facility shall maintain accurate, complete, up-to-date and accessible records and reports covering all aspects of these requirements.	yes	yes	yes
5.2 Retention times for all records and reports shall be at least five (5) years.	yes	yes	yes

5.3 a) The facility shall record and balance all receipts and deliveries of RSPO certified palm oil on a three-monthly basis.	yes	yes	yes
b) When the Mass Balance model is used, a facility can only deliver Mass Balance sales from a positive stock. <i>However, a facility is allowed to sell short.</i>	Not applicable	Not applicable	yes
5.4 The following trade names should be used and specified in purchase and sales contracts:	*product name*/IP	*product name*/SG	*product name*/MB
5.5 The facility shall provide documented proof that the RSPO certified palm oil can be traced back entirely to the palm oil mill	yes	no	no
5.6 The facility shall provide documented proof that the RSPO certified palm oil can be traced back to only certified segregated material	no	yes	no
<b>6. Training</b>			
6.1. The facility shall specify and provide the training for all staff as required to implement the requirements of the Supply Chain Certification Systems	yes	yes	yes
6.2. The facility shall keep records of the training provided to staff in relation to implementation of these requirements.	yes	yes	yes
<b>7. Claims</b>			
7.1 The facility shall only make claims regarding the use of or support of RSPO certified palm oil that are in compliance with the RSPO Guidelines for Communication and Claims (see Annex 10)	yes	yes	yes

**\* The background of guaranteeing the minimum standard of 95% segregated physical material is due to physical intermixing of two product flows (certified and conventional oil) in the refinery equipment, which is technically unavoidable.**

***RSPO***

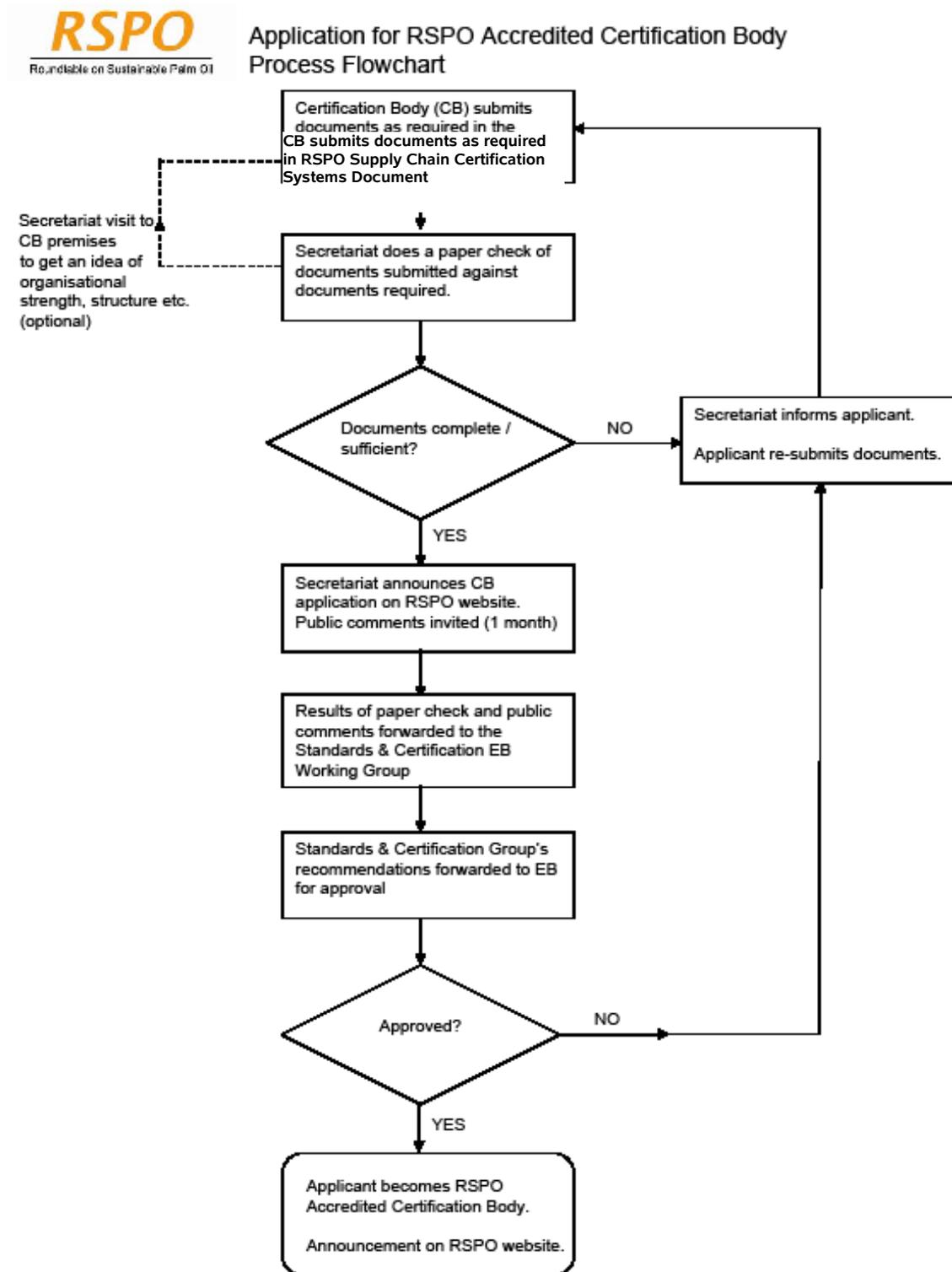
Roundtable on Sustainable Palm Oil

## Annex 7 Supply Chain Certification Report

The certification body shall include the following minimum content requirements when preparing a supply chain certification report:

Section	Content
Company details	Name, RSPO member number, and address of the operation certified and all relevant sites of operation(s) seeking or holding certification including contact details of the management representative responsible for overseeing the certification process
<i>Summary</i>	A summary of the report, including a brief description of the scope of the certification.
<i>Conclusion</i>	The final decision of the certification body. This section shall also include any recommendation, non-conformances/ non-compliances or conditions and a clear, unambiguous statement as to the certification status of the applicant company.
<i>Certificate details</i>	Certificate number, validity (start date and end date), and date of first certification
<i>Background to the Report</i>	<ul style="list-style-type: none"> <li>a) Author(s): The name(s) of the assessor(s). The name(s) of the management representatives of the certification body involved in making the certification decision.</li> <li>b) Previous Assessments (if applicable): Summary of previous certification assessments and conclusion, with recommendations or non-conformances.</li> <li>c) On-site Visits: Itinerary with dates. The main items and places inspected. Names and affiliations of people consulted.</li> </ul>
<i>Scope</i>	A clear description of the scope of the assessment including the supply chain model(s) used. The version of the RSPO Supply Chain Certification Systems the operation was assessed against.
<i>Description of Operation's management system</i>	A clear description of the organizational systems, management systems and operational systems to ensure compliance with the RSPO Supply Chain Certification Systems
<i>Certified volume purchased and claimed</i>	Confirmation of the company's summary of annual certified volume of RSPO certified palm oil over a specified period.

## Annex 8 RSPO Process for Approval of Certification Bodies



## **Annex 9 Procedure for Complaints and Grievances Relating to the Interim Procedure to ensure compliance with the RSPO Supply Chain Certification Systems**

### **1. Background**

1.1 This procedure details the mechanism for resolving complaints and grievances relating to the “Interim Approval Procedure to ensure compliance with the RSPO Supply Chain Certification Systems” hereinafter referred to as “Interim Procedure” described in the “RSPO Supply Chain Certification Requirements”. The document at hand is based on the complaints and grievances procedure of the RSPO certification systems (26 June 2007), making use of the same bodies within RSPO and changed only where necessary.

1.2 Complaints and grievances can be submitted by any interested party, where the interested party has a legitimate interest in, or is directly affected by, the operations of the organisation which has applied for approval or been approved under the Interim Approval Procedure under the RSPO Supply Chain Certification Systems. This includes complaints relating to the process, implementation and the outcome of the Interim Approval Procedure of the RSPO Supply Chain Certification Systems.

### **2. Accepting a Complaint or Grievance**

2.1 A complaint or grievance shall be submitted to the RSPO Secretary General at the secretariat of the RSPO.

The secretariat of the RSPO shall verify that the documentation of the complaint is complete and register the complaint in the RSPO Certification Complaints register.

The secretariat of the RSPO shall forward the complaint or grievance to the RSPO Executive Board and to the RSPO Certification Complaints Committee

2.2 It is the responsibility of the complainant to ensure the complaint has been successfully transmitted to the RSPO Executive Board. In order to be eligible for consideration, the complaint must:

- be in writing and signed by the complainant, or their delegated representative;
- specify the grounds on which the complaint is made, relating to a specific requirement of the Interim Approval Procedure of the RSPO Supply Chain Certification Systems;
- be accompanied by relevant documented evidence;
- indicate what steps were taken to resolve the issue prior to lodging the complaint;
- indicate what steps to resolve the complaint are suggested by the complainant;

2.3 Upon receipt of a complaint the RSPO secretariat shall formally acknowledge receipt of the complaint and register the complaint in the record of the RSPO. The secretariat of the RSPO

shall review whether the complaint is eligible for consideration, and if so shall formally accept the complaint and inform the complainant accordingly. The secretariat of the RSPO shall identify, formally establish and inform the parties to the complaint.

2.4 The RSPO Secretariat shall ensure that the parties to the complaint agree in writing to all provisions of this complaints procedure.

2.5 The secretariat of the RSPO shall refer the complaint or grievance to the RSPO Executive Board and to the RSPO Certification Complaints Committee for consideration within 30 days of accepting the complaint.

### **3. RSPO Certification Complaints Committee**

3.1 The members of the RSPO Certification Complaints Committee shall be appointed by the RSPO Executive Board. The Committee shall consist of at least four individuals, including at least one from each RSPO sector, namely producers, supply chain and investors, social, and environmental, together with at least one external expert advisor on accreditation issues.

3.2 The members of the RSPO Certification Complaints Committee shall not be directly or indirectly a party to the complaint and shall declare any interest related directly or indirectly to any of the parties or to the complaint itself in advance. The RSPO Executive Board shall ensure that the composition of the RSPO Certification Complaints Committee satisfies the requirement of impartiality.

3.3 The parties to the complaint shall be informed of the members of the RSPO Certification Complaints Committee. The parties to the complaint shall have the right to object to the involvement of any member of the RSPO Certification Complaints Committee in a specific complaint. The RSPO Executive Board shall decide whether the objection is valid and upheld and if so appoint a new member to the RSPO Certification Complaints Committee, and inform the secretariat of the RSPO, the RSPO Certification Complaints Committee, and the parties to the complaint accordingly. The decision by the RSPO Executive Board shall be final and binding.

3.4 The RSPO Secretary General or his/her delegate shall be the secretary to the RSPO Certification Complaints Committee, as a non-voting member, and shall remain strictly impartial regarding any and all aspects of the complaint.

### **4. Complaints Process**

4.1 Any aspects of the complaints process shall be undertaken without prejudice.

4.2 The RSPO Certification Complaints Committee shall examine the evidence substantiating the complaint. The Committee shall meet by teleconference or other means as appropriate. When assessing the evidence substantiating the complaint, the RSPO Certification Complaints

Committee may request additional information from the parties to the complaint, and from any other source as deemed necessary.

4.2 The RSPO Certification Complaints Committee shall decide by consensus. Consensus shall be understood as the absence of sustained opposition. The Committee shall report its evaluation and recommendation to the RSPO Executive Board within 90 days after the complaint has been referred to the RSPO Certification Complaints Committee. In exceptional circumstances, such as where no decision could be reached, the Committee may seek the approval of the RSPO Executive Board for an extension of time, up to a maximum of 30 days. The RSPO Executive Board may grant an extension of the time, subject to satisfactory explanation of the reasons for the extension.

4.3 The Executive Board shall discuss and decide the recommendations of the RSPO Certification Complaints Committee at its next meeting. The decision of the RSPO Executive Board shall be binding and final for all parties to the complaint.

4.4 The final decisions and follow-up actions shall be filed in the RSPO Certification Complaints Register and shall be maintained by the RSPO Secretariat, and which will be publicly available. The RSPO Secretary General shall implement follow up action as required, and inform the parties to the complaint, in writing, of the decision on the complaint, not later than ten (10) days after date of decision.

Follow-up actions made by RSPO may include sanctions such as the temporary withdrawal of the registration as processor in the RSPO supply chain data base.

## **5. Costs**

5.1 The allocation of the cost for evaluating a complaint or grievance shall be determined by the RSPO Certification Complaints Committee and recommended for decision to the RSPO Executive Board.

5.2 If it has been decided that a party to the complaint shall pay the full or part of the costs for processing the complaint, said party to the complaint shall pay the amount due to RSPO within ten (10) days after the date of the decision.

## **Annex 10 RSPO Guidelines on Communications & Claims**

Final version of “RSPO Guidelines on Communications & Claims to be inserted by RSPO Communications & Claims Working Group after approval of the RSPO Executive Board

## Annex 11: Glossary

**Accreditation Body:** Organization responsible for assessing and accrediting RSPO certification bodies against ISO/IEC Guide 17021:2006 and 65 and that is a member of the International Accreditation Forum (IAF) or a full member of the International Social and Environmental Accreditation and Labelling Alliance (ISEAL)

**Administrative Mass Balance:** See **Mass Balance**.

**Applicant:** The operation seeking or holding certification: see paragraph 3.1

**Audit:** Independent assessment by an RSPO approved certification body as part of the certification process

**Bill of Lading:** Legal shipping document that gives legal title to goods that are being shipped.

**Book and Claim (BC):** See Book and Claim Supply Chain Model (BC): See Annex 5.

**Bulking Station:** Interim storage facility for palm oil.

**Buyer:** See **Customer**.

**Certification Body:** An independent body that is approved by RSPO to conduct certification assessments against the intent and requirements of the RSPO Supply Chain Certification Systems. See section 2 for more information the process of approval of certification bodies.

**Certified Sustainable Palm Oil (CSPO):** Palm oil from an RSPO certified mill (with its supply base).

**Client:** see **Applicant**.

**Code of conduct:** The RSPO Code of Conduct is a set of requirements RSPO–members are expected to abide by. The Code was adopted during the 3rd General Assembly of Members held on 22 November 2006. It can be found on the RSPO website via [http://www.rspo.org/Expected\\_Contribution\\_from\\_Members.aspx](http://www.rspo.org/Expected_Contribution_from_Members.aspx)

**Complaints Procedure:** The RSPO procedure developed to address, process and decide formal complaints and grievances. Complaints and grievances are processed by the RSPO Certification Complaints Committee. The RSPO Certification Complaints Committee involves technical experts, producer representatives, as well as representation from environmental and social NGOs. Note that a separate procedure has been developed to deal with complaints related to the Interim Approval Procedure as described in chapter 5. The special complaints procedure related to the Interim Approval Procedure can be found in Annex 9 of this document: Procedure for Complaints and Grievances Relating to the Interim Procedure to ensure compliance with the RSPO Supply Chain Certification Systems.

**Conventional Plantations:** Mills and supply bases that have not been certified by an RSPO approved Certification Body.

**Crude Palm Oil (or CPO):** First stage palm oil product produced from fresh fruit bunches (FFB) at a mill.

**Customer: (or buyer)** The next commercial entity in the supply chain - supplier (or seller) is the previous commercial entity in the supply chain.

**Delivery (of a contract):** The physical execution of a contract to terms, time and price by a supplier to his customer.

**End Product Manufacturer:** The manufacturer/processor that uses palm oil based products for manufacturing products designed and intended for consumption or end-use in any other way e.g. retailers when producing own label products, consumer good manufacturers, bio fuel-producers, feed product manufacturers.

**FOFSA: (Federation of Oils, Seeds and Fats Associations)** Global contract writing body for the international trade in fats and oils. See [www.fosfa.org](http://www.fosfa.org)

**Fresh Fruit Bunches (FFB):** Bunches of palm nuts as harvested from the trees in the oil palm plantations/farms.

**Identity Preserved Palm Oil (IP):** see also Identity Preserved Supply Chain Model (IP): See Annex 2.

**Interim Approval Procedure:** Pragmatic procedure to establish compliance with intent and requirements of the RSPO Supply Chain Certification Systems. See Chapter 5 for more details.

**Legal owner:** [Entity](#) that has an enforceable [claim](#) or [title](#) to a [property](#), and is recognized as such by [law](#).

**Mass Balance (MB)** – see also Mass Balance Supply Chain Model (MB): see Annex 4.

**Multi-Site Ownership:** A term used for groups of plantations, farms, mills or refineries etc brought together under the same ownership.

**On Site Audit:** Physical visit to a permanent located facility by a team of representatives from an RSPO approved Certification Body.

**Origin:** Term used in the commodity trade to designate the geographic location/area in which a commodity (in this case CPO) was produced.

**Owner:** Person or entity that holds physical ownership of goods/plant/building etc; examples include CPO, olein, stearin, processing facility etc.

**Palm Oil:** Oil produced from palm fruits. Depending on context the word palm oil in this document can also refer to other palm oil products like shells, PKO, products derived thereof, olein, stearin palm fatty acids distillate (PFAD) that are derived from fractionation of CPO.

**Physical owner:** [Entity](#) that enjoys physical [ownership](#) (such as [receipt](#) of [income](#)) of a [property](#). (In this context this is the legal owner who also physically handles the property)

**Processing facility:** Facilities that process fresh fruit bunches or crude palm oil into refined, fractionated or final goods ie: mills, refineries, consumer good manufacturers. This does not include storage or transport facilities.

**The Roundtable on Sustainable Palm Oil (or RSPO):** The not-for-profit Swiss registered foundation working to improve the sustainability of global palm oil production and use.

**RSPO Certified Palm Oil (or RSPO-CSPO):** Palm oil produced by a mill and its supply base that has been successfully audited to the RSPO Principles and Criteria by an RSPO approved Certification Body, as being compliant with the criteria set out in the RSPO Certification Systems document.

**RSPO Guidelines on Communication & Claims:** Rules for use of claims related to the use or support of RSPO certified palm oil: See Annex 10.

**RSPO Traceability System/Utz Certified system:** Web-based system for tracking-and-tracing RSPO certified palm oil throughout the supply chain from mill to end-user, under the supply chain models of Mass Balance, Segregation, and/or Identity Preserved. This system is currently operated by UTZ Certified.

**Segregation (S):** see also Segregation Supply Chain Model (S): see Annex 3.

**Seller:** see **Supplier**.

**String:** The parties that are involved when contracts are bought and sold on basis of the same conditions. In this case, the relevant documents will be bypassed from first party in the string [often the shipper] to the final buyer. The final buyer shall pay, after receiving documents, to the first party just before the arrival of the ship in the port of destination. He then becomes physical owner of the goods and documents.

**Supplier (or seller):** The previous commercial entity in the supply chain - the buyer, or customer is the next commercial entity in the supply chain.

**Supply Chain:** The series of processes/steps (ie palm oil growing, milling, storage, transport, refining, manufacture, end product etc) through which agricultural raw materials pass from the primary producer through to the end product manufacturer.

**Supply Chain Certification Systems :** Downstream processors or users of RSPO certified palm oil can claim the use of (or support of) RSPO certified palm oil when they adhere to the RSPO Supply Chain Certification Systems and this is independently verified by an approved certification body.

**Trader:** Participant in the supply chain of RSPO-CSPO who purchases and sells palm oil or its derivatives and/or futures.

**Unit of Certification:** See paragraph 3.1 and the 'Schematic Overview Palm Oil Supply Chain' (Annex 1).