

Minutes for RSPO BOARD OF GOVERNORS Meeting 03-21

Date: 27 September 2021

Start Time: 3.00pm-8.04 pm (GMT +8)

Venue: Conference Call

BOG MEMBERS AND ALTERNATES IN ATTENDANCE

SUBSTANTIVE MEMBERS

Dato' Carl Bek-Nielsen (CBN), **MPOA – Co Chair

Anne Rosenbarger (AR), **WRI** — Co Chair

Tim Stephenson (TS), **AAK** – Vice-Chair

Paul Wolvekamp (PW), **BOTHENDS**

Marcus Colchester (MC), **FPP**

Agus Purnomo (AP), **GOLDEN AGRI RESOURCES**

Karen Yu (KY), **RABOBANK

Lee Kuan-Chun (LKC), **P&G**

Samantha Bramley (SM), **STANDARD CHARTERED**

Martin Huxtable (MH), **UNILEVER**

Daphne Hameeteman (DH), **WILMAR**

Michael Guindon (MG), **WWF S'PORE

Julian Walker-Palin (JWP), **RPOG**

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José Roberto Montenegro (JRM), **AGROCARIBE

ADVISORS

Prof. Bungaran Saragih (BS)

ALTERNATE MEMBERS

Lee Kuan Yee (LKY), **MPOA

Eleanor Spencer (ES), **ZSL**

Caroline Westerik-Sikking (CWS), **AAK

Nursanna Marpaung, **HAKUTAN**

Madeleine Brassier (MB), **OXFAM**

Dr. Fadhil Hassan, **ASIAN AGRI**

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Olivier Charrier (OC), **FERRERO

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*Olivier Tichit (OT), **MUSIMMAS**

Harjinder Kler (HK), **HUTAN**

Hugo Byrnes (HB), **AHOLD DELHAIZE

Yumie Kawashima (YK), **AEON**

Sander Van den Ende (SVE), **SIPEF

Quentin Meunir (QM), **OLAM

John Clendon (JC), **UNIVANICH**

* Joined at 3.48 pm ** Left early

SECRETARIAT STAFF

Adam Harrison (AH), Interim Coordinator (IIC)

Gan Lian Tiong (GLT), Interim Coordinator (IIC)

*Sarah Tan, Secretariat

**Inke van der Sluijs (IS), Secretariat

**Tiur Rumondang (TR), Secretariat

* Joined at 3.33 pm

**Only for their sessions

GUESTS

Selina Chean (SC), **INGENIUM**

Christine Chen (CC), **INGENIUM**

Anita Neville (AN), **GOLDEN AGRI RESOURCES**

2 English/B Indonesia Interpreters

ABSENT WITH APOLOGIES:

SUBSTANTIVE MEMBERS

Kahori Miyake (KM), **AEON**

ADVISORS

MR Chandran (MRC)

ALTERNATE MEMBERS

Martin Van Vaals (MVV), **RABOBANK**

Roger Charles (RC), **STANDARD CHARTERED**

Item	Description	Focal Point
1.0	<p>Introductions and Opening Remarks</p> <p><i>RSPO Antitrust Caution, Quorum and Conflict of Interest</i></p> <p>The meeting being quorate, the Co-Chairs opened the meeting. Dato' Carl thanked the Board members for attending and hoped that the RSPO was now returning to normality. CBN expressed appreciation for the Board's support for what has been a difficult time for RSPO.</p> <p>The Board was reminded of the need to follow antitrust requirements and approved the agenda.</p>	
2.0	<p>Approval of Minutes of previous meeting – 10 June 2021</p> <p>The minutes were approved with one provision to amend item 7 Action Point 3: change 'supervisors' to 'supervises'. PW proposed and CBN seconded. There being no objections the minutes were agreed, subject to the following Actions.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Amend Item 7 of agenda, action point: 3. CBs particularly ASI <u>supervises</u> not shown sign of compliance, up to date on the competency.... 	Secretariat
3.0	<p>Actions Arising from last Meeting – BoG 02-21</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Secretariat to organise BoG-HRWG meeting for November BoG (as previously discussed with PW). 2. PW to provide list of invitees. 	Secretariat PW
4.0	<p>Change of BoG Substantive and Alternate Members</p> <p>The Board endorsed and welcome:</p> <ul style="list-style-type: none"> • Quentin Meunir, Olam as the Alternate member to replace Audrey Lee, Olam Grower, Rest of the World (RoW). • Elizabeth Clarke as interim Substantive representative from WWF International, environment-NGO replacing Michael Guindon whose last day with BoG is on 30 September 2021. <p>The Board expressed its appreciation and thanks to Michael Guindon of WWF for the contributions he has made to the RSPO Board of Governors and other Standing Committees and wish him well.</p> <ul style="list-style-type: none"> • Claudine Musitelli, Unilever as the Alternate member to Martin Huxtable, CGM. <p>Action:</p>	

	<ul style="list-style-type: none"> • MH to inform Claudine Musitelli that BoG has endorsed her as an Alternate representative for CGM. • Secretariat to send BoG Welcome pack to Claudine Musitelli and Elizabeth Clarke. 	<p>MH Secretariat</p>
<p>5.0</p>	<p>Update by Ingenium</p> <p><u>General HR Update and Follow-up Organisational Review Issues/Authenticity Report</u></p> <p>SC updated the Board via the Ingenium HR Update slides shared in Pre-reads.</p> <p>Questions raised pertaining to Grievance policy and process, WFH arrangement & onboarding process of new joiners during Covid, recruitment - prioritising hiring of under resourced team and critical positions, nationality CoL formula and pay parity, EAP were addressed by both SC and CC.</p> <p>CBN: Ingenium brought in to address the HR systems which in many aspects were dysfunctional in the RSPO in the past. Structures, procedures and foundations were now being put in place to ensure that the HR Department functions as it should. Remcom and IBC are prioritizing these and encouraged to see it steadily moving towards the finishing line.</p> <p>AR raised the question whether the Sounding Board is ready to be disbanded, pending the Sounding Board to advise. For the moment, it was agreed that the Sounding Board should remain in place until further advice had been received by the Sounding Board.</p> <p>MB proposed that the option for an independent third party to be involved on the behalf of staff in grievances should be considered.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. CoL – Fairness of salary between countries, salary parity in term of CoL to make known to staff that it will be addressed. 2. Share RSPO staff grievance policy with BoG 3. Sounding Board to advise whether it has served its purpose and ready to be disbanded. 	<p>} Secretariat } } Sounding Board</p>
<p>6.0</p>	<p>Remuneration Committee Update</p> <p><u>CEO recruitment update</u></p> <p>We have shortlisted 2 strong candidates for 2nd round of interview and as part of the process getting key input from senior members of the Secretariat team. It was hoped that a conclusion would be reached by latest the end of October if not before.</p> <p>For stakeholders management/communication: We are in the process of identifying candidates.</p> <p>DH queried on the suitability of having the 30% target on certified volume KPI in the CEO Job Description.</p>	

AR/TS/CBN: The KPI target is not cast in stone and is a moving target, to be discussed with the new CEO what is a realistic goal and is achievable. What is emphasized is a CEO who is a team builder, a uniter, high credibility, high integrity, passionate and a person who sincerely believes in the RSPO and the sustainability movement.

6.1 IBC general update with IIC.

AR conveyed IBC and Remcom thanks to both Adam and Dr Gan on their inputs, contributions, and expertise they bring as Independent Interim Coordinators.

AH: Value for Board members to be seconded to the Secretariat to see the reality of the Secretariat and for Secretariat to be informed of the strategic thinking of Board member. It is an idea the Board may want to consider in the future.

AR: Proposed having a discussion on this moving forward.

PW: Recommends appointment of Board secretary for liaison with the Board.

TS: This will come under governance review to be discussed in 6.3.

6.2 Authenticity report follow-up with the Directors.

IBC had reached out to the 3 Directors individually for feedback, input and next steps concerning the Authenticity Report and moving forward to the best interest of RSPO. IBC decided against taking disciplinary action but did admonish them. The Directors accepted that they wanted a fresh start and a more coherent Secretariat with greater levels of trust and collaboration to which they had given the IBC their assurance to work towards both verbally but also in writing. The Directors acknowledged that they should raise issues with the BoG in the future if they have issues that cannot be resolved with their supervisors.

6.3 Dissolving the Interim Board Committee (IBC)

AR: The Interim Board Committee (IBC) has fulfilled the interim ToR and recommends dissolving the IBC. The fulfillment of IBC's ToR was shared by TS.

There was a brief discussion on governance review of the Secretariat with the IBC being dissolved and the need to maintain an executive voice in the interim till the CEO/COO is onboard.

The Board approved the IBC to be dissolved.

As Remcom ToR is specific, Board gave Remcom the mandate but needs to amend its ToR in the interim till the CEO is onboard. In the interim, Remcom will have the extra responsibility to cover the liaison between Secretariat, IIC and the Board.

Governance review to wait till the new CEO is onboard.

	<p>Composition of Remcom members: HK, CBN, AR, TS, AP and MH. HK is the Remcom Chair.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Remcom to cover the liaison between Secretariat, IIC and the Board. 2. Remcom needs to be given the amended ToR to cover liaison between the BoG and IICs. 3. CEO Recruitment: For stakeholders management/communication: We are in the process of identifying candidates. 	<p>Remcom BoG BoG/ Secretariat</p>
<p>7.0</p>	<p>Operational Overview Update by Interim Coordinator</p> <p>GLT highlighted key points in the Interim Coordinator’s Report.</p> <p>AH highlighted following points:</p> <ul style="list-style-type: none"> • SRWG Co-Chairs had resigned, need BoG to volunteer or to identify someone for the role. • Director, Stakeholder Engagement recruitment is on-going. • America-based NGOs are withdrawing due to concerns about how they can justify paying membership fees to RSPO and the value for them. • Zoos in America are withdrawing due to financial concerns <p>A quick discussion for consideration for Zoos waiver of membership fees due to their importance to RSPO membership. To highlight to Zoos (globally) of this provision and flexibility that is approved on a 1:1 basis. Proposal to waive Zoos membership fees for a year due Covid19 impact. Can fee waiver be approved by the Secretariat or the Board?</p> <p>AH to check and confirm on the fee waiver approval and to revert to the Board on the recommendation.</p> <p><u>ACOP Report</u></p> <p>Board members expressed concerns that CSPKO out of supply and demand imbalance, prices are at a premium, needs intervention to prevent customer walking away. Need a solution before market is significantly impacted by no CSPKO supply, what are the things we can do for sustainable PO production and to cover CSPKO supply? Could we transfer some of the certified PO to credits to cover CSPKO and directed to CSPKO supply? How can we grow CSPKO supply?</p> <p>SVE: PKO only a portion/fraction of oil palm plantation and a fraction of profits. Do not want members to leave due to exorbitant premium required nor a mechanism that dilutes the premiums on both CPO and PKO and create a walkout by growers. MDSC to consider the market mechanism impact.</p> <p>CBN: MPOA stance was that we could not make any decision on this now and that there should be much more attention and focus on pushing the Shared Responsibility agenda as this was the key to attract more growers to join the RSPO thereby increasing supply, but that this should ultimately also come from creating a greater attention towards increasing uptake and demand,</p>	

which had been neglected for too long. It was time that the RSPO members took a greater level of ownership and embraced the SR spirit.

It was agreed that the RSPO working group on demand and uptake would look at the points raised and to revert with various proposals. The MDSC is tasked to review this with Board members and revert to the Board with formal proposal/concrete recommendation for a Board discussion and decision.

Supply & Demand Data (IC Report Section 3.2.1)

CBN: On behalf of MPOA, we should only spend time and focus on RSPO certified palm oil or PKO volume and not spend time on other certification schemes as our resources, time and energy was spent on RSPO issues and not that of other schemes, i.e. monitor the production of CSPO as per RSPO P&C only, this has to be addressed. Still see volumes on sustainable volume sold at 89% (CSPKO) and 64% (CSPO) but should consider only RSPO CSPO/CSPKO and not other schemes. CBN reiterated that the root problem is SR is not creating the desired traction – so far the SR was not able to attract more growers, not able to attract new market demand which was the core problem and disfranchised more growers from joining the RSPO as they saw that demand for certified RSPO palm remained poor. SR to give more priority and attention which has been lacking.

CBN: Agenda 8.4 SR: MPOA concern and dissatisfaction on the traction shown for Shared Responsibility. CBN stressed that it was important for the BoG to acknowledge that the RSPO SR document was endorsed back in September 2019, however the implementation and verification of SR requirements was still unclear and did not live up to expectation to many. Much greater attention was to be directed towards this and the RSPO needed to prioritize this, it will be partially one of the keys that will unlock the issue we see in supply and demand. There is a need to see a much greater commitment by certain segments of RSPO on taking on the shared responsibility spirit, and in that sense showing a greater level of ownership on the promotion of production and uptake of RSPO certified sustainable palm. The MPOA wished that this was updated at the next meeting.

MH: Excludes volume of PO that are sold under other schemes and not assume that it will be certified under RSPO as it is certified under other schemes. The markets team should review the commercial aspects of premiums and how those are set currently via the market vs potentially considering something more systematic and governed for impact.

DH: In response to Martin, background on this - it was brought up many years back is RSPO is not engaged in this kind of discussions and leave it to market decision. Not a feature/structure for RSPO to be engaged in this kind of commercial activity.

DH: In response to Carl & Martin, supported the need to include an analysis of CSPO sold under other schemes. RSPO members are fully certified under RSPO and ISCC certified. They may choose to sell it under ISCC as it benefits them to do so. If these sellers choose to sell it under RSPO, there are more

	<p>volume but the growers are not doing that. It is their right to sell it under ISCC. Only 10% left to sell as RSPO. We need to stipulate this and should look at it. It determines what is available in the market for RSPO. The market in Europe don't understand why we say there is no availability, almost no supply SG CPO and PKO, to give understanding on the supply of RSPO CSPO/CSPKO.</p> <p>AR: It is how the data information is presented - RSPO focused and other schemes on who needs to see what set of data and why.</p> <p>OT: Need to get more growers onboard, need to focus on this.</p> <p>MG: Focus efforts to recruit active members from NGO community within RSPO. To include as a KPI for the new Director, Stakeholder Engagement to increasing NGOs membership in RSPO. Increasing representation from more local civil society organisations in board meetings.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. SRWG Co-Chairs had resigned, need BoG to volunteer or to identify someone for the role. 2. Secretariat to ensure that US NGOs and Zoos are aware that they can negotiate membership fees. ES will help discuss with them. 3. Secretariat to get back to BoG on whether membership fees waivers or re-negotiations need to be approved by the BoG or the Secretariat. 4. Secretariat to report back at BoG in November 2021 on steps taken and planned to increase the commitment of RSPO members to Shared Responsibility. 5. Board/Secretariat need to focus to get more growers onboard and to give much greater priority towards fulfilling the SR spirit 6. Include increasing NGOs membership as a KPI for the Director, Stakeholder Engagement. 7. Supply/Demand Data presentation: <ol style="list-style-type: none"> a. Work with DH, says PKO Update/graphs data incorrect has not been corrected b. Data presentation – RSPO Scheme and other schemes – who needs to see what set of data and why. <p>MDSC</p> <ol style="list-style-type: none"> 8. MDSC to review what possible interventions the RSPO can make to increase the supply of CPKO, come up with concrete recommendations to the BoG for further discussion/decision. 9. MDSC should also look into how they can get more members to embrace the SR spirit. 10. Furthermore whether the RSPO should intervene in the level of premium for CPO and PKO or whether it should leave it to the market. The markets team to review the commercial aspects of premiums and how those are set currently via the market vs potentially something more systematic and governed for impact. 	<p>BoG</p> <p>Secretariat/ES</p> <p>} Secretariat</p> <p>}</p> <p>}</p> <p>}</p> <p>BoG/Secretariat</p> <p>Secretariat</p> <p>DH/Secretariat</p> <p>Secretariat</p> <p>} Secretariat/</p> <p>} MDSC</p> <p>}</p> <p>}</p> <p>}</p> <p>}</p>
8.0	Standing Committees Update & Board Actions	
8.1	<u>Finance Committee</u>	

	<p><u>Update</u></p> <p>TS: A quick run through the financial numbers and highlighted areas shared in the Finance pre-reads. FY 20/21 financial results are out subject to final audit. Strong financial results. Income has increased.</p> <p>Finance Committee proposed to increase the designated reserve up to 50% of budgeted operating costs for 2021/22 from MYR 12M to MYR 20M in case of emergency to increase the reserve amount and seeks approval from the Board. This is supported by the Board.</p> <p>Staff and recruitment costs increase concerns, reassurance that we are able to meet the increased costs.</p> <p>In the absence of a CEO, the RSPO audited FS for the year ended 30 June 2021 after review and approved by the Finance Committee, proposed to be signed by the CFO. This is approved by the Board.</p> <p>Internal Controls Review for 2021, 4 medium risk ratings relating to control operation deficiency and 1 low risk rating relating to process improvement were highlighted and are being addressed by the Secretariat. Due to WFH, the difficulties that arises from it, the internal control review is broadly positive outcome from financial control and auditing of Secretariat.</p> <p><u>Action:</u></p> <ol style="list-style-type: none"> 1. Operating reserve to be increased to MYR20M. 2. Audited FS for year ended 30 June 2021, after due review and approval by Finance Committee to be signed by CFO in the absence of CEO. 	<p>} Secretariat } }</p>
<p>8.2 8.2.1</p>	<p><u>Standards SC</u></p> <p><u>Thailand National Interpretation endorsement</u></p> <p>BoG endorsed the Thai NI.</p> <p>Concerns raised during the discussion:</p> <p>JC: Pointed out that if there is a discrepancy between the Thai and English and text in the NI, then the English text prevails. In Thailand only 10% are big growers, the ISH dominates. Likely the NI will fade into oblivion as market is increasing dominated by SH and SH P&C has different standards and requirements. Highlight that the NI will apply only to a small segment of Thai growers.</p> <p>OT: The criticality of ISH stand out and for the next P&C review to focus it to be more useful for the ISH. P&C also manages how the mills get certified as well, another critical element. When doing the P&C review also how to handle the situation in the country, in particular Thailand.</p> <p>MC: Effective implementation of NI is vital and multi-stakeholder engagement necessary. Flag concerns on the ongoing Ecuador NI implementation issues - no indigenous organisation involved and NGOs requests for more time to comment on the draft had been refused. The SSC/Francisco to look into this matter and improve the engagement.</p>	

8.2.1	<p><u>P&C Review</u></p> <p>AH provided a short update referring to the pre-read provided.</p> <p>Focus will be on the quality of the implementation of P&C by members, growers of various types and assurance gaps identified. The relationship between the different standards and realign – principles and criteria standards across the different levels, the way it is implemented and interpreted fits better with standards for the big growers, medium size growers, and for smallholders. Measures and outcomes to be delivered and use of technology for auditing and information gathering for management, monitoring and evaluation.</p> <p>A number of Board members agreed the focus to be on implementation rather than change the P&C and to SR obligations of members included.</p> <p>BoG suggested that the P&C review cover: Synchronising between the P&Cs and the Supply Chain standards and to also include regulatory development/ requirements globally in both producing countries and markets.</p> <p>AR: Due to time concerns, BoG asked to revert to Adam on their thoughts.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Secretariat (FN) and SSC to look into reports of issues in the Ecuador NI implementation (lack of representation of indigenous people/ organisations and NGOs not given time to consider responses). 2. P&C review to focus on quality of implementation by members, growers of various types and auditors, realign P&C standards across different levels of growers; and to include regulatory development globally in both producing countries and markets. 3. BoG to revert to Adam on their thoughts on P&C review. 	<p>}</p> <p>} Secretariat</p> <p>}</p> <p>}</p> <p>}</p> <p>}</p> <p>} BoG</p>
8.3	<p>Market Development SC</p> <p>AN updated on RSPO rules on communication and claims; RSPO position paper on developments by the US government and graphs on actual production and sales of CSPO and CSPKO publication.</p> <p>Due to detailed review of data accuracy and time needed by web developer, graphs publication on website will take one month, countdown starts 27 Sep 2021. Need to clarify in the publication that volumes of CPKO are based on standard conversion rates and not actual volumes.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Secretariat to ensure that market data is uploaded onto the RSPO website within 30 days. 	<p>Secretariat</p>
8.4	<p>Shared Responsibility</p> <p>IS provided progress update referring to the SR slides in Pre-reads.</p>	

	<p>SRWG has 2 Co-Chairs position are vacant, no nominees. If the Board knows of any members who will take up the Co-chair roles to inform IS and vacant seats on the SRWG available for CGM and B&I members.</p> <p>CBN: SR needs to be ramped up and asked IS whether there were sufficient resources to carry out the work? To revert to the IIC on the resources needed to deliver the SR mission, work and expectation.</p> <p>IS: Can do with more resources due to the amount/nature of work and the need to move quickly to support/meet the Board’s expectation on SR.</p> <p>LKC: Emphasized the need of action on SRWG to look into the supply situation of CPKO. Critical element for SRWG to consider whether the limited supply and hurts the achievement of SR goals as not enough certified PKO for procurement.</p> <p>IS: Members have requested Secretariat to look into CSPKO supply shortage in market. There is absolute shortage in the market and need more supply. Will review ToR on the existing but suspended Oleo TF that looks into supply demand issues to kick-start the work as it cannot be solved by the Secretariat alone, to revive the TF to help with the actions. Important for Board to think how to attract new growers to ensure supply increases.</p> <p>DH: What are the challenges of implementation of SR? Is it lack of awareness or lack of certified PO?</p> <p>IS: Is due to a lack of awareness. Despite a number of 1:1 initiative to raise awareness, many members are not aware even though a number of webinars to socialize the requirement have been conducted but is not sufficient.</p> <p>The Covid situation is also a reason why members cannot reach their shared responsibility and uptake target.</p> <p>DH: Proposed direct communication with RSPO members active in PalmTrace on SR targets. SR will do so.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. IS to report to IICs on capacity and resources need within the Secretariat and SRWG to deliver SR adequately. 2. SRWG to look into the supply/demand situation of CSPKO. IS is working on reviving the suspended Oleo TF to look into this. 3. To help socialize the SR requirement: Secretariat to use PalmTrace database to identify ‘active’ members to follow-up on Shared Responsibility socialisation. 4. Board to think how to attract new growers to ensure supply increases but equally to also address how to increase uptake of certified RSPO palm oil. (Also mentioned in Section 7.) 	<p>} Secretariat }/ Inke } } } } BoG/Secretariat</p>
8.5	<p><u>Smallholder SC</u></p> <p>LKC provided SH highlight reported in the Interim Coordinator’s Report Section 4 and Head of SH recruitment status.</p> <p>Proposal by SHSC on the vacant Smallholders board, if no nominations for the SH Board seat is received, a knowledgeable experienced consultant to</p>	

	<p>represent the SHs be appointed. For the benefit of the SH group, RSPO to support in the financial needs of appointing this consultant to the Board.</p> <p>CBN: MOPA is reaching out to FELDA and good chance FELDA will come back with a representative who is committed to RSPO Board members' expectation.</p> <p>AP: Indo SH is discussing nomination to the Board as their representative.</p> <p>GA will then decide who is the SH representative to the Board.</p> <p>It is agreed that if no SH BoG representative is identified then the BoG agree to explore whether it is possible to pay a consultant to represent their interests in the BoG as an extraordinary measure and exception.</p> <p><u>Action</u></p> <ol style="list-style-type: none"> 1. MPOA to revert to Secretariat the FELDA potential nomination for SH BoG representative. 2. AP to revert to Secretariat on behalf of IGC with potential nomination for SH BoG representative. 3. In the event if there is no SH Board nomination, Board agreed to explore the possibility to pay a consultant to represent the SH interest as an extraordinary measure and exception. 	<p>CBN</p> <p>AP</p> <p>BoG/IIC</p>
<p>8.6</p> <p>8.6.1</p> <p>8.6.2</p> <p>8.6.3</p>	<p>Assurance SC</p> <p><u>Endorsement: Recommendation from the Resolution 6D Task Force.</u></p> <p>In the Proposal document, section 3.2 Amendments to RSPO Membership Rule, there is an error states 48 months instead of 36 months as in Board Decision paper.</p> <p>DH: Need further clarification on consequences of stipulated actions not followed by selling company before endorsement and these clarifications to be included in the proposal document. To email to the 2 Co-Chairs of the TF and highlight the elements that needs to be clarified for follow-up.</p> <p>After the elements that need clarification have been addressed and updated on the document, the TF to email the document to the Board to seek BoG's endorsement.</p> <p><u>Endorsement of Revised ToR of Assurance Standing Committee</u></p> <p>BoG endorsed the Revised ASC ToRs.</p> <p><u>RSPO Grievance System's Impartiality & Independence</u></p> <p>The Board reaffirmed the principle that the Complaints Desk and Complaints Panel should enjoy independence in their functioning and deliberations and should be adequately staffed. While the details of the future functioning of the CAP, its governance and its relation to other grievances, risks and integrity are to be reviewed in the forthcoming CAP</p>	

	<p>review, the following interim measures were agreed as needing immediate action.</p> <ol style="list-style-type: none"> I. The Complaints Desk will report direct to the COO (and not to Assurance as suggested by the previous CEO). II. A Complaints Manager should be recruited as soon as possible to lead work of the Complaints Desk. III. The three current and future Case Managers should be managed by the Complaints Manager. <p>The Board also agreed that a Grievance Manager under the Assurance Division should be recruited. It was noted that clear TORs and procedures for the Grievance Unit have not yet been developed.</p> <p><u>Action:</u></p> <p><u>8.6.1 Endorsement: Recommendation from the Resolution 6D Task Force.</u></p> <ol style="list-style-type: none"> 1. DH to revert to Resolution 6d Task Force with what she wants to be clarified within the document for endorsement. 2. Resolution 6d Task Force to email to BoG to endorse before the next BoG after the consequences clarifications are resolved. 3. Typo error on the Draft ASC ToR to be corrected. <p><u>8.6.3 RSPO Grievance System’s Impartiality & Independence</u></p> <ol style="list-style-type: none"> 1. The Complaints Desk to report directly to the COO/Dr Gan in the interim. 2. Complaints Manager to be recruited to lead work of the Complaints Desk. 3. The three current and future Case Managers should be managed by the Complaints Manager. 4. Grievance Manager under the Assurance Division to be recruited. 	<p>DH/TF/MC</p> <p>TF/MC/BoG</p> <p>Secretariat</p> <p>Dr Gan</p> <p>Dr Gan/HR</p> <p>Dr Gan</p> <p>Dr Gan/HR</p>
<p>9.0</p> <p>9.1</p> <p>9.2</p> <p>9.3</p>	<p>Assurance Updates</p> <p><u>CAP Review ToR</u></p> <p>Update provided by Tiur in reference to Interim Coordinator’s Report Section 6.5.</p> <p><u>Audit Issues – US CBP Cases</u></p> <p>Update provided by Tiur in reference to Interim Coordinator’s Report Section 6.2</p> <p>Update provided on Socapalm investigation plan and progress on MB’s questions.</p> <p><u>Liaison with government (Malaysia/Indonesia) on labour issues</u></p> <p>Update provided by Tiur in reference to Interim Coordinator’s Report Section 5.2.3. Meetings held with ILO:</p>	

	<ul style="list-style-type: none"> • ILO Indonesia on 16 September, ILO open to explore content of ToR/Lol, a joint action initiative with possible engagement with Indonesia government. • Lead by SDD Director: ILO Thailand and ILO KL meeting scheduled on 11 October. <p>LKY: Request RSPO to provide an update on the Indonesia ILO meeting to the MPOA members. The meeting with ILO in October to include MPOA members.</p> <p>Action:</p> <ol style="list-style-type: none"> 1. Secretariat to provide an update on the Sep ILO Indonesia meeting to MPOA members. MoM to be shared with MPOA when available. 2. The meeting with ILO in October to include MPOA members participation. TR to inform SDD on this request and confirmation on the request to MPOA. 3. RaCP to take action on the recommendations implementation and to address how to improve process and remedy social liability in HCV assessment approach. 	} Secretariat } } } }
10.0	<p>ACOP Report and Discussion</p> <p>The 2 issues raised were discussed under Agenda item 7.</p> <p>AH/TS commends on the quality and details of the ACOP data.</p> <p>TS pointed out the discrepancy in production numbers: this derives from the fact that the ACOP and PalmTrace volumes use different time period - one on calendar year the other on financial year. The Secretariat working to ensure its compatible with each other and to come out with a single number.</p> <p>Allowing the data to be used by 3rd party – students to deep dive into it, or anyone who want to explore as an academic exercise, to reach out to Secretariat.</p> <p>DH: Who owns the data and holds the responsibility to ensure that only correct data is on website?</p> <p>DH: ACOP Report publication: Suggest those who had submitted in the first submission and don't wait for the second submission.</p> <p>ACOP and PalmTrace data are equally important. Different perspective on the market situation in the supply chain. The quality of ACOP data is improving. Significant improvement in take-up of production year-on-year.</p> <p>Actions:</p> <ol style="list-style-type: none"> 1. Alignment of the production numbers to one number (FY/calendar year) 2. Secretariat to share link the recording of Internal ACOP presentation by HS Yen with BoG. 3. Secretariat to revert who owns/responsible for the data and its publication. 	} Secretariat } } } }

	<p>4. ACOP report for those who submitted in first submission to be published first and not wait for the second submission period to end before it is published.</p> <p>5. Secretariat to revert to BoG on date that ACOP sector reports will be published.</p>	<p>}</p> <p>}</p> <p>}</p> <p>}</p> <p>}</p>
11.0	<p>Update on RT and GA Planning</p> <p><u>GA Resolutions and Nominations</u></p> <p>GA virtual meeting will be on 2 December.</p> <p>GA will be calling for resolutions for the GA this year. Encourages the BoG to work with their constituency to submit.</p> <p>Availability of BoG for re-election, nominations need to be submitted by the closing date. Nominations needed for Retailers and Bank & Investors for Principal and Alternate.</p> <p>Change of 3 BoG during the year will need to be endorsed by the GA. Nomination forms needs to be submitted.</p> <p><u>RT (Virtually)</u></p> <p>Over week of 15 November: a global meeting on 16 (open to non-RSPO members) and 3 regional meetings on 17 & 18 (only RSPO members).</p> <p>Actions:</p> <ol style="list-style-type: none"> 1. Secretariat to revert to BoG about need for RSPO resolutions at GA. 2. Retailers and B&I BoG to work with their constituency for nominations. 	<p>Secretariat Retailers/B&I BoG</p>
12.0	<p>AOB</p> <p>SH internal risk assessment standards endorsement.</p> <p>To meet the finalisation deadline (end of year): for endorsement need a clear description of what is internal risk assessment standards to be provided. This is to be pick up next meeting.</p> <p>Actions:</p> <ol style="list-style-type: none"> 1. DH to email to SSC/SHSC on the requirements needed for it to be endorsed. 2. Secretariat to have item on next meeting agenda. 	<p>Secretariat/DH Secretariat</p>
13.0	<p>Meeting adjourned at 8.04 pm (GMT +8).</p>	