

Guidance Document for RSPO Supply Chain Certification of Food Service

Company / Companies (single / multisite / group certification)

Effective as of 1 July 2018

Definition of food service company / companies

Facility / facilities that serves any type of meals and / or snacks for immediate consumption onsite or for take away. This category includes full service restaurants, fast food outlets, caterers, cafeterias and other places that prepare, serve and sell food to consumers or public. It also includes retail bakeries, as those located in supermarkets conducting par-baking and food service companies that deliver to institutions.

Purpose of this document

Provides guidance for the food service company / companies that use RSPO certified palm oil and oil palm products in their meals and snacks to become RSPO supply chain certified, enabling them to carry the RSPO Trademark and make claims of their commitment to use sustainably produced RSPO certified palm oil and oil palm products.

This guidance helps the food industry to identify and certify food service company / companies against the RSPO Supply Chain Standard 2014 (Revised June 2017) and the RSPO Supply Chain Systems 2014 (Revised June 2017) documents. The RSPO Supply Chain audit of a food service company / companies can only be performed by an RSPO-accredited Certification Body (CB).

For a single food service company, module A / B / C from the RSPO Supply Chain Certification Standard applies. Where else, for multisite food service companies, those with franchises or with minimum of two participating sites including a Central Office, shall be certified against the requirements of module A / B / C and module F from the RSPO Supply Chain Certification Standard. There is also an option for a group of independent food service companies to appoint and adhere to the direction of the Group Manager to be certified against the requirements of module A / B / C and module G. The relevant sections from the RSPO Supply Chain Systems documents are also applicable.

Audit Process

For single food service company

The audit regime for a single food service company shall be treated the same as any RSPO Supply Chain Certification audit. The audit involves site visits for initial certification, surveillance audits and recertification. In the case where the food service company uses less than 1000kg of oil palm products* annually, then a remote audit by the CB is allowed for surveillance audits. However, the initial certification and recertification audits shall involve onsite audits.

* The volume of 1000kg is determined based on the definition of Micro Users that can be found in the RSPO Supply Chain Certification Standard and it refers to the total volume of all oil palm products and not only the certified volume.

For multisite food service companies

The audit involves site visits to the Central Office and all purchasing facilities for initial certification, surveillance audits and recertification. In the case where all the purchases are controlled through strict protocol centrally by the Central Office, then only the Central Office shall be audited through a site visit, with the regional purchasing office audited remotely, if deemed necessary. Sample audit formula mentioned in A.2.4 of the RSPO Supply Chain Systems document, which includes onsite audits of the sampled participating sites are not required for this multisite food service companies. However, during surveillance audits, the sample audit formula shall be used to carry out remote audit sampling of participating sites' documentation during the site visit audit at the Central Office. The RSPO-accredited Certification Body will determine which participating sites documentation is to be reviewed during the remote audit every year. The Central Office is then required to provide relevant information and documentation of the sampled participating sites to the auditor.

In order to comply to the requirement, F.6 of the RSPO Supply Chain Certification Standard document, the Central Office shall carry out annual internal audits of all sampled participating sites / franchises ensuring that all sites are covered within the period of five years. The sample formula can be used to determine the number of participating sites / franchises that need to be audited within a year. The internal audit is important to ensure that all participating sites / franchises of the food service companies complies to the RSPO Supply Chain Certification Standard, the RSPO Rules on Market Communications and Claims, as well as any other relevant requirements.

The additional responsibilities of the Central Office, i.e. training, usage of claims, record keeping and others as stipulated in Module F of the RSPO Supply Chain Certification Standard shall also be complied.

For supply chain group certification food service companies

Group membership for food service companies are only for separate legal entities that use up to 500 MT of oil palm products per year individually. The Group Manager applies for RSPO Supply Chain Certification on behalf of all group members.

The audit involves site visit of the Group Manager (who has overall responsibility for maintaining the Internal Control System) during initial certification, surveillance audits as well as recertification. Sample audit formula mentioned in A.3.4 of the RSPO Supply Chain Certification Systems document which includes onsite audits of the sampled group members' sites are not required for this group certification food service companies. However, the sample audit formula shall be used to carry out remote audit of the group members during surveillance audits. The RSPO-accredited Certification Body will determine which group members' documentation to be reviewed during the remote audit every year.

During the site visit audit of the Group Manager, the Group Manager is required to demonstrate that management systems are in place and to provide relevant information and documentation of the group members to auditors, that was collected during the internal audit carried out according to the requirement of G.10 of the RSPO Supply Chain Certification Standard. The relevant information from group members that needs to be collected and maintained by the Group Manager are all of these but not limited to; a summary of all RSPO oil palm products purchased and sold, supply chain models applicable, projected use of oil palm products in metric tonnes per annum and gross quantity of RSPO certified products processed or manufactured annually.

The additional responsibilities of the Group Manager, i.e. training, usage of claims, record keeping and others as stipulated in Module G of the RSPO Supply Chain Standard shall also be complied.