

PalmTrace Review: Common Issues identified during License Submission

RSPO CB Interpretation Forum (P&C)
15 Feb 2023



Objective of this session

“

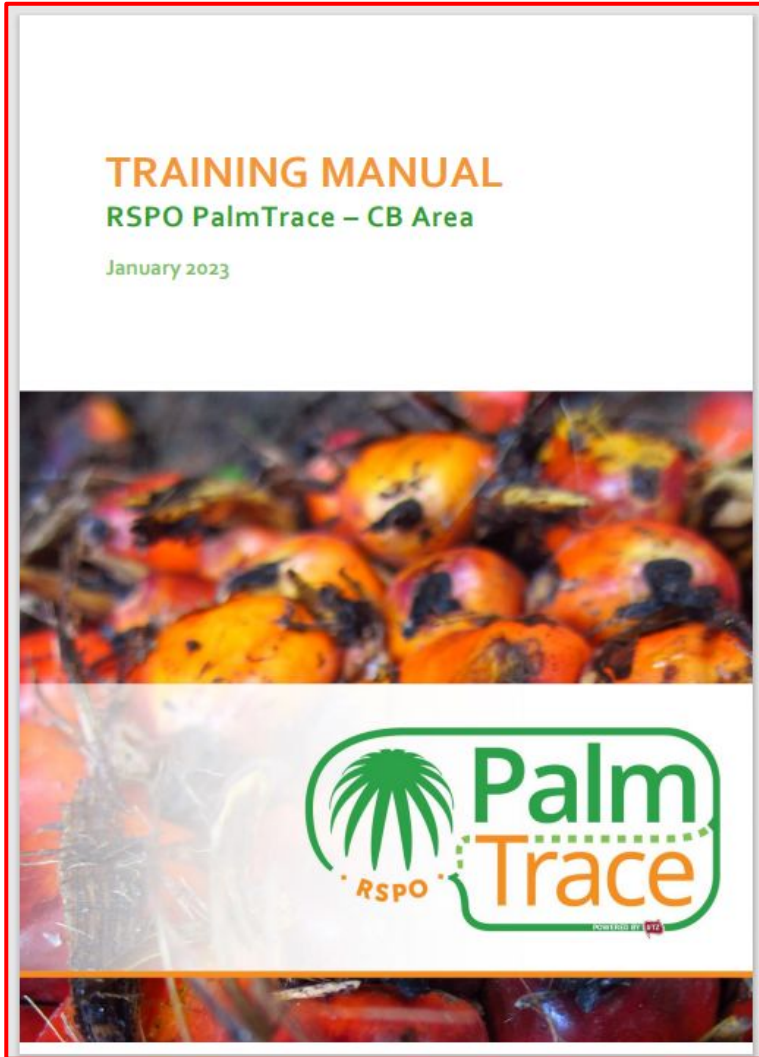

To highlight common mistakes made in PalmTrace (PT) that causes denial of the licence request

”



“ Continuous improvement and refinement
to ensure the key Palm Trace personnel of
CB are up to date ”

Palm Trace Manual - CB Area

Contents

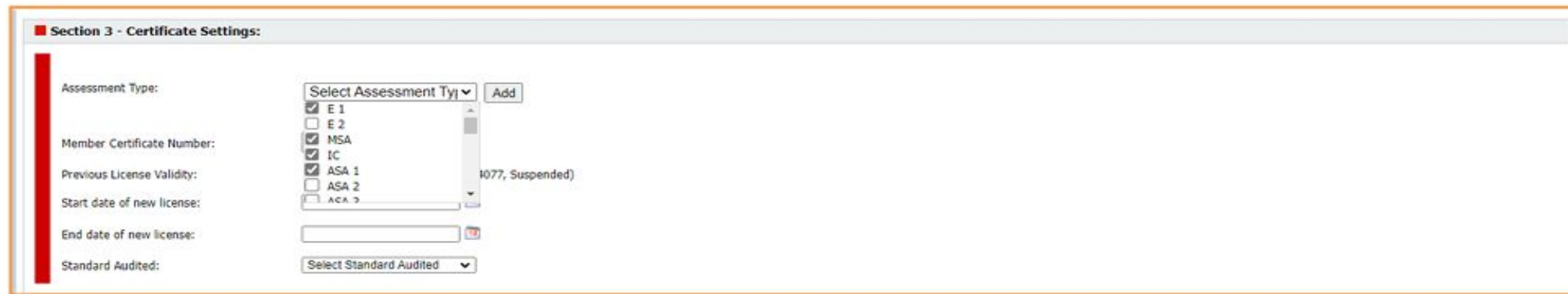
Introduction to the CB Area	2
LOG IN.....	2
REQUESTS.....	3
LICENSE OVERVIEW.....	4
SETTINGS.....	5
SECTION 1. TYPE OF MEMBER & ACTIVITIES.....	8
SECTION 2. QUESTIONNAIRE.....	20
SECTION 3. CERTIFICATE SETTINGS.....	21
NEW! MULTIPLE PHASE LICENSE SUBMISSION	22
SUPPORTING INFORMATION FOR LICENSES.....	26
AUDIT INFORMATION	27
APPROVED LICENSE REQUEST	27
DENIED LICENSE REQUEST.....	28
Modify or Withdraw a License Request	30
Manage Licenses	31
NEW! UPDATE AN EXISTING LICENSE	31
SUSPEND A LICENSE.....	32
EXTEND A LICENSE.....	34
REQUEST A SUBSEQUENT LICENSE	37
Request a Member Transfer	38
Manage Settings	40
ADD A USER	40
MANAGE USER RIGHTS.....	41
REMOVE A USER.....	42
Check the member's transactions in RSPO PalmTrace	44
NEW FEATURE IN RSPO PALMTRACE FOR INDEPENDENT SMALLHOLDER GROUPS.....	45
CONTACT US.....	45

New Features in RSPO Palm Trace

- **Update an Existing License without suspension**

As of 2022, all the sections of an active license can now be edited (Sections 0, 1, 2, or 3)

- **Multiple Phase License submission for ISH License submission**

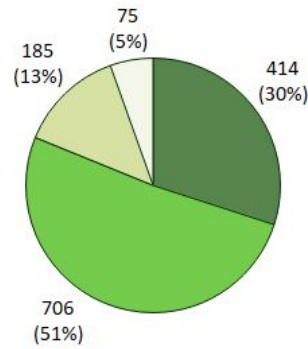
A screenshot of the 'Section 3 - Certificate Settings' form. The form includes several input fields: 'Assessment Type' with a dropdown menu and an 'Add' button; 'Member Certificate Number'; 'Previous License Validity'; 'Start date of new license'; 'End date of new license'; and 'Standard Audited' with a dropdown menu. The dropdown menu for 'Assessment Type' is open, showing a list of options: E 1 (checked), E 2 (unchecked), MSA (checked), IC (checked), ASA 1 (checked), ASA 2 (unchecked), and ASA 3 (unchecked). A small text '(1077, Suspended)' is visible next to the dropdown menu.

- E1 = Eligibility 1
- E2 = Eligibility 2
- MSA = Milestone A
- IC = Initial certification
- ASA 1 = Annual Surveillance Audit 1

- ASA 2 = Annual Surveillance Audit 2
- ASA 3 = Annual Surveillance Audit 3
- ASA 4 = Annual Surveillance Audit 4
- RC 1= Re-certification Audit 1

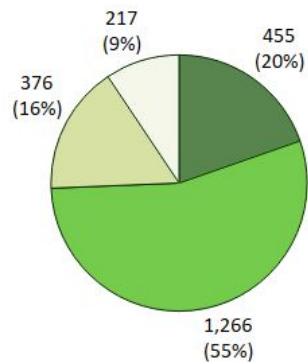
License Request Submission in Palm Trace (P&C and ISH)

License Requested in 2020



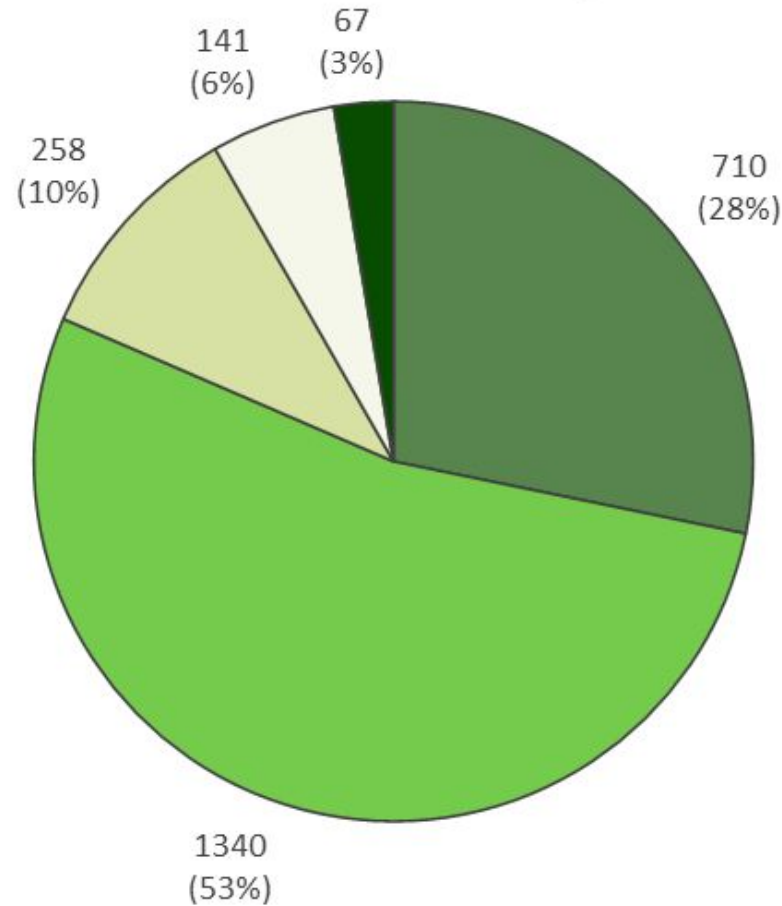
■ New License
■ Extension Time
■ Extension Volume
■ Extension (Time + Volume)

License Requested in 2021



■ New License
■ Extension Time
■ Extension Volume
■ Extension (Time + Volume)

License Requested in 2022



■ New License
■ Extension Time
■ Extension Volume
■ Extension (Time + Volume)
■ Update License

Requirement 5.13.2

5.13.2

A request for time extension of up to a maximum of three (3) months may be approved by the RSPO Secretariat. If a surveillance audit is not conducted within the required time frame, unless due to the actions of the CB itself, the CB shall notify the organisation and the RSPO Secretariat that the certificate is suspended, until the surveillance audit has been undertaken and the certification decision has been approved by RSPO. The surveillance audit shall be undertaken within six (6) months of the suspension date, otherwise a full recertification audit shall be required



Section 0 - Inconsistencies

- The information of Date of Audit, Name of Auditor(s), and Lead Auditor(s) not consistent with the Audit Report

Audit Date: 24-08-2017

Inspection Results

Section 1 Type of Member & Activities: Click to open Status: Completed

Section 2 Certificate Settings: Click to open Status: Completed

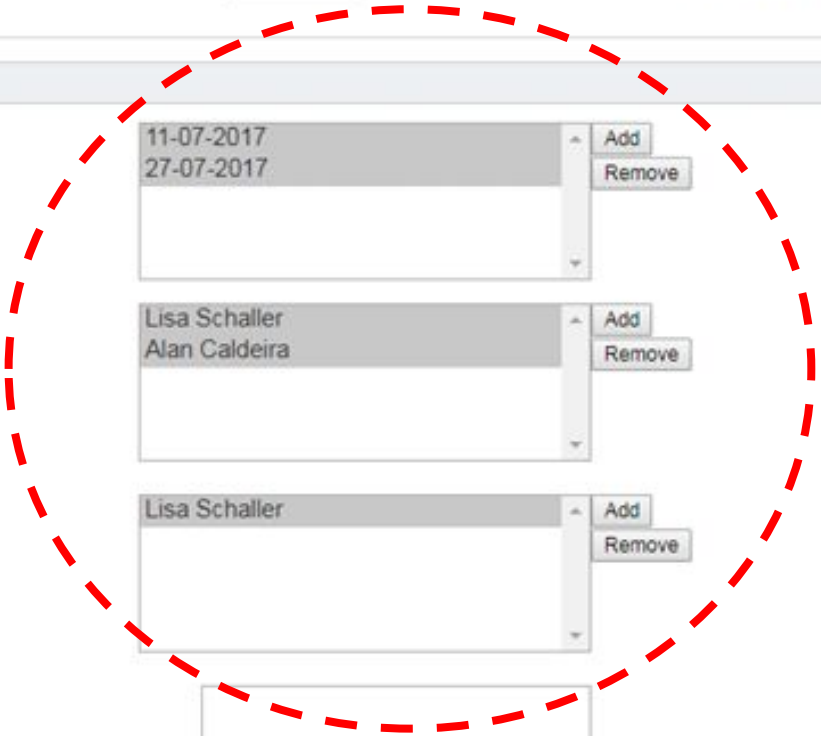
Audit Information

Date(s) of Audit: 11-07-2017, 27-07-2017 Add Remove

Name of Auditor(s): Lisa Schaller, Alan Caldeira Add Remove

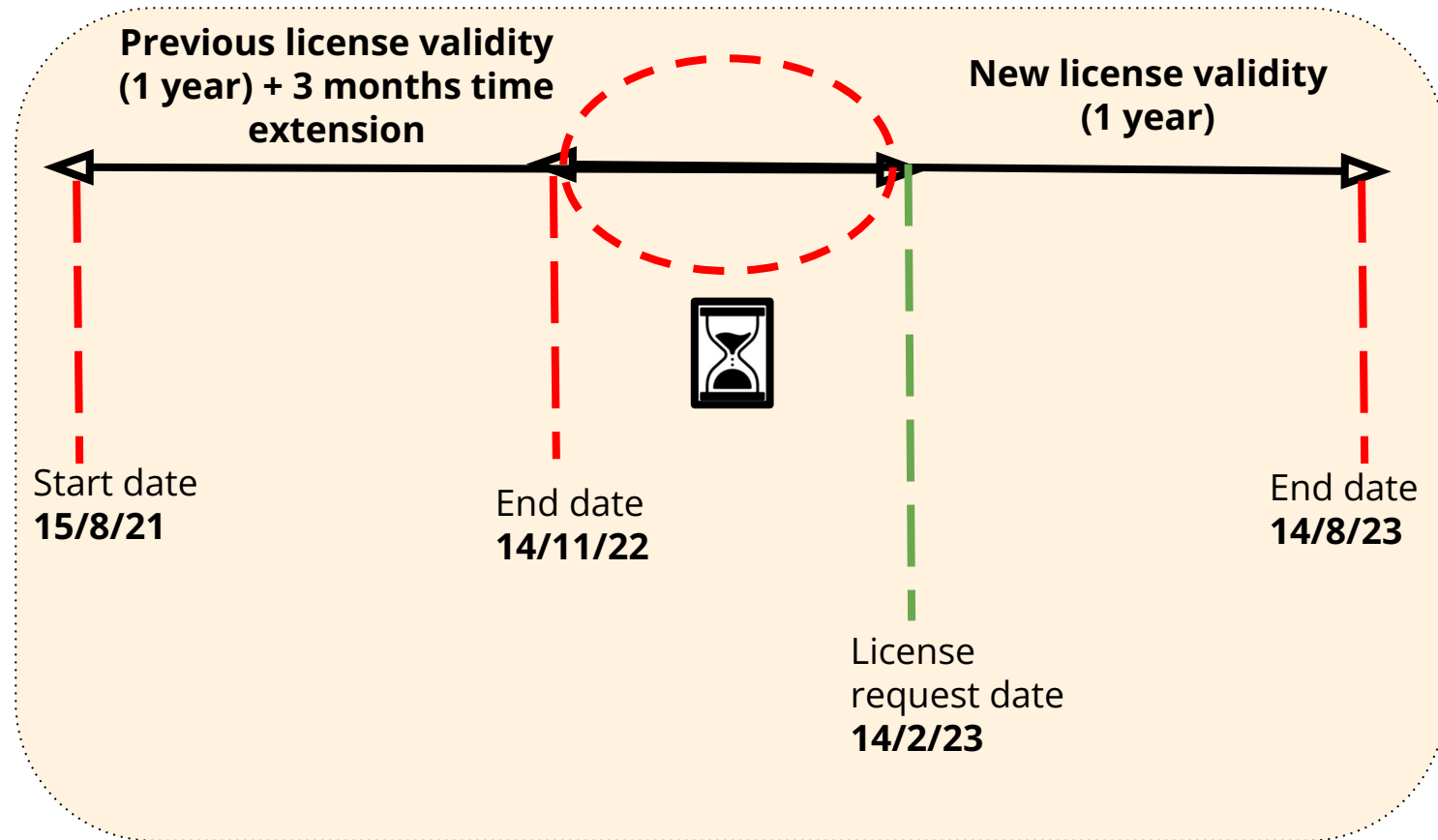
Name of Lead Auditor(s): Lisa Schaller Add Remove

Comments :



Section 3 - Backdating the start date of new license

- When there is a **lapses** between previous license and a new license validity
- The start date of new license shall not be backdated, it must **follow the same as license request date**



Suspend a license

- Prior to suspension of license, CB need to remind the CH that all unconfirmed transactions will be automatically cancelled and will only be resubmitted by the system once a new license has been approved

- Communicate with the member about this procedure - make sure all transaction (i.e. shipping announcement) has been completed prior to the suspension

Suspend License

License

Sub License ID	CB49146
Issued On	11-07-2017
Issued By	CB_1
Start Date	10-07-2017
End Date	09-07-2018
Group size	50
Total Certified Area (Ha)	200

Product Details:

Type	Mill	Mill	Mill
Product(s)	IS-CSPO	IS-CSPKO	IS-CSPKE
Certified Volume	600	67.5	82.5
Carry Over	0	0	0
Program level(s)	IP	IP	IP
Allowed to sell as	N/A	N/A	N/A
Allowed to process	N/A	N/A	N/A
Type of extension			
Additional Volume			
Remaining	590 MT	67.5 MT	82.5 MT

Yes, I want to suspend this license
 Yes, I want member to be notified by email

Remark



QUESTIONS ?



Find out more at
www.rspo.org

PUBLIC ANNOUNCEMENT PROCESS

CERTIFICATION UNIT

15 FEBRUARY 2023

BANGI HOTEL RESORT



RSPO Certification System



5.6 Stakeholder consultation

5.6.1 For initial certification and recertification audits for P&C and audit at Eligibility, MS A, Initial (MS B) and recertification audits for RSPO ISH Standard, the CB's procedures shall include a requirement to make a public announcement on the RSPO website of the audit at least one (1) month prior to its start. The announcement shall be available in English and the national language. The CB may use the template as provided in Annex 5.

Annex 5



- i. RSPO member's name and membership number.
- ii. Name of the mill, its supply base and the locations.
- iii. For ISH, the name of the group, number of group members and the location of the group.
- iv. Background of the management unit.
- v. Type of audit and audit date.
- vi. Information about the mill including the mill capacity, mill locations and the GPS reference and the estimated annual CPO and PK production.
- vii. Information about the supply base (each supply base) including the location and the GPS reference, total area to be certified (in ha), total planted area (in ha) and annual estimated FFB production.
- viii. For ISH, the list of names of the group members including locations, the GPS reference, respective area to be certified (in ha), total planted area (in ha), the annual estimated FFB production and the date of joining the group.
- ix. The name of the standard to be audited including the supply chain model.
- x. Location maps of the management unit or the ISH group.
- xi. RSPO PalmTrace number (RSPO PO_ID).
- xii. To indicate whether there is NPP submitted to RSPO Secretariat and the NPP status.
- xiii. Status of the RaCP, if applicable.
- xiv. CB's audit team including their roles and brief qualification of each of the team members.
- xv. How the stakeholders can submit their comments.

COMMON MISTAKES RELATED TO ANNEX 5

Information on production data of Estates to be assessed are as follows:

Name of Mill	Location	GPS Reference		Mill Capacity (Tonnes/hour)	Annual Volume	
		Latitude	Longitude		CPO Output (Tonnes/Year)	PK Output (Tonnes/year)
Bangkirai POM	Prian Village, Muara Muntai Sub District, Kutai Kertanegara District, Kalimantan Timur Province, Indonesia	S 0° 33' 39"	E 116° 22' 26"	60	54,579	9,006

* Sources: Data Production period 12 months

**Bangkirai POM has received FFB from third parties/other sources (smallholders and independent supplier)

Name of Estate	Location	GPS Reference		Total Areal (Ha)	Production Area (Ha)	FFB Production (tonnes/year)
		Latitude	Longitude			
Bangkirai Estate	Prian Village, Muara Muntai Sub District, Kutai Kertanegara District, Kalimantan Timur Province, Indonesia	S 0° 35' 6"	E 116° 23' 6"	2,268.72	2,124.72	36,378
Kulim Estate	Prian Village, Muara Muntai Sub District, Kutai Kertanegara District, Kalimantan Timur Province, Indonesia	S 0° 36' 32"	E 116° 23' 49"	744.04	712.82	19,848
Angsana Estate	Prian Village, Muara Muntai Sub District, Kutai Kertanegara District, Kalimantan Timur Province, Indonesia	S 0° 33' 18"	E 116° 25' 40"	2,311.47	1,598.98	21,803
Jatimas Estate	Muara Leka Village, Muara Muntai Sub District, Kutai Kertanegara District, Kalimantan Timur Province, Indonesia	S 0° 29' 42"	E 116° 25' 31"	1,733.5	1,791.14	14,049
Gaharu Estate	Kayu Batu, Muara Leka and Lebak Mantan Village, Muara Muntai and Muara Wis Sub District, Kutai Kertanegara District, Kalimantan Timur Province, Indonesia	S 0° 25' 33"	E 116° 26' 13"	3,407.31	1,725.16	24,091
Total				14,665.75	9,545.45	125,792



% Oil Extraction Rate (OER)

= CPO (54579 MT)

FFB (125,792 MT)

= 43%

- High OER and KER percentages derived from estimated CPO and FFB

COMMON MISTAKES RELATED TO ANNEX 5

3. Location Map of the ISH Group



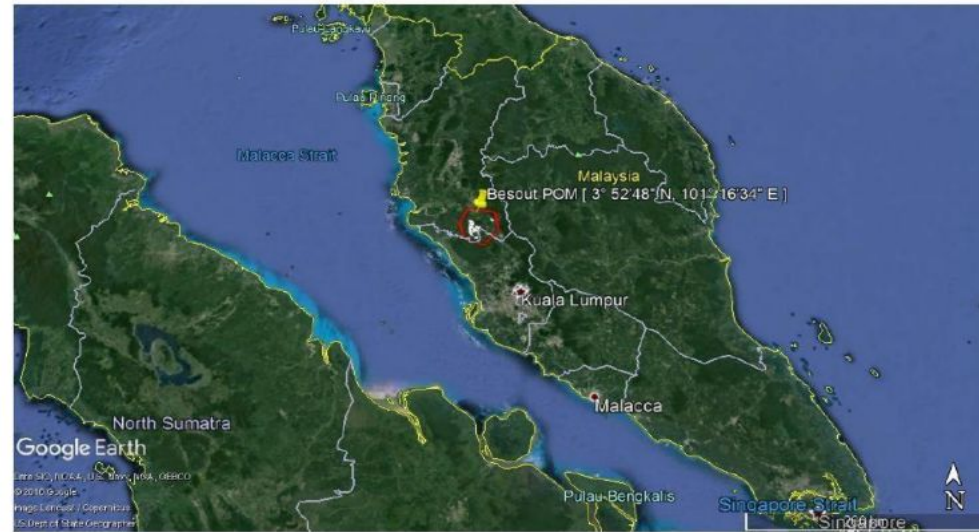
Phanom district

- **No location maps of the management unit or the ISH group**

bsi.

Inspiring trust for a more resilient world.

3. Location of management unit



COMMON MISTAKES RELATED TO ANNEX 5

New Planting Procedure		<input checked="" type="checkbox"/> (Check if N/A)
NPP Reference Number		
Country of the NPP submission		
Name of Management Unit		
Name(s) of Estate(s) covered under this management plan		
Location of NPP area		
Address of NPP area		
GPS Reference		
Total area as per permit		
Area for new planting		
Date of Completion		
RACP Procedure		<input checked="" type="checkbox"/> (Check if N/A)
Liability disclosure	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Annex 2 disclosure	<input type="checkbox"/> Yes	<input type="checkbox"/> No

- The RaCP Status is not clearly indicated in the public announcement

COMMON MISTAKES RELATED TO ANNEX 5

- **No Palm Trace ID number (PO_ID)**
- **Wrong PalmTrace ID number**

The assessment will cover legal, environment, economical, workers' health and safety, and social aspects as required by the RSPO Principles & Criteria. Below is general information related to the certification unit.

Palmeros del Aguan S.A (PALMASA)	
Description	CPO Mill and supply base.
Mill Name	Palmeros del Aguan S.A.
PalmTrace ID	
Mill Capacity (tonnage/hour)	60
Supply Chain Model	MB
Address	Carretera N-39. Km 185, Tepic. Bonito Oriental, Colón, Honduras.
GPS Reference (Palm Oil Mill)	Latitud: 15.760990° Longitud -85.767794°
CPO Tonnage (Projection 2023)	12,448.21
PK Tonnage (Projection 2023)	2,520.59
FFB Tonnages (Projection 2023)	55,276.26

COMMON MISTAKES RELATED TO ANNEX 5

- Discrepancy of certified and production area from the previous certification, RaCP record and public announcement
- Wrong standard stated in the public announcement

Name of management unit (MU)	PT Jabontara Eka Perkasa (PT JEK)
Name of supply base	
Province and District	Batu Putih, Regency of Berau, East Kalimantan
Country	Indonesia
Total land area of supply base / MU (ha)	14,086.00

DASAR PENYEDIAAN TBS TERKAIT DENGAN POM DI ATAS UNTUK DIMASUKKAN DALAM PENILAIAN INI (Hapus jika tidak berlaku)						
Nama estet / association	Location	GPS reference		Ringkasan Area (Ha)		Hasil tahunan yang diperkirakan (MT)
	Address	Longitude	Latitude	Total	Mature	
Kebun Sungai Raya	Desa Batu Putih, Kecamatan Batu Putih, Kabupaten Berau	118°20'55.7" E	1°15'06.9" N	8582	4483	116,977
Kebun Sungai Jantui	Desa Batu Putih, Kecamatan Batu Putih, Kabupaten Berau	118°17'28.0" E	1°15'06.9" N	5504	4108	115,106
Koperasi Tani Nelayan Batu Putih Rimba Perkasa	Desa Batu Putih, Kecamatan Batu Putih, Kabupaten Berau	118°24'46.1" E	1°21'39.1" N	714	604	15,933
Koperasi Harapan Sejahtera Bersama	Desa Tembudan, Kecamatan Batu Putih, Kabupaten Berau	118°22'04.6" E	1°27'00.5" N	874	650	10,588
Total				15,674	9845	258,604



RSPO Certification System

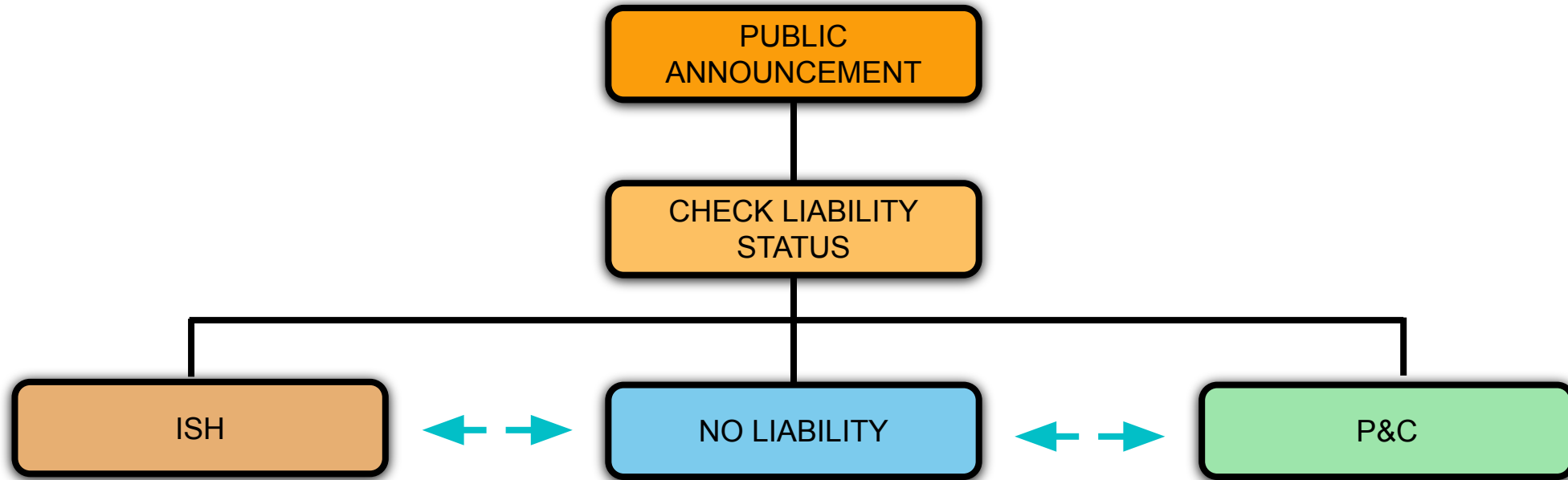
5.6.3 Prior to making an announcement, the CB shall check with the RSPO Secretariat of the management unit liability status. If there is liability, the public announcement shall only proceed when the Concept Note has been submitted to the RSPO Secretariat. However, this requirement is not applicable to the ISH group.

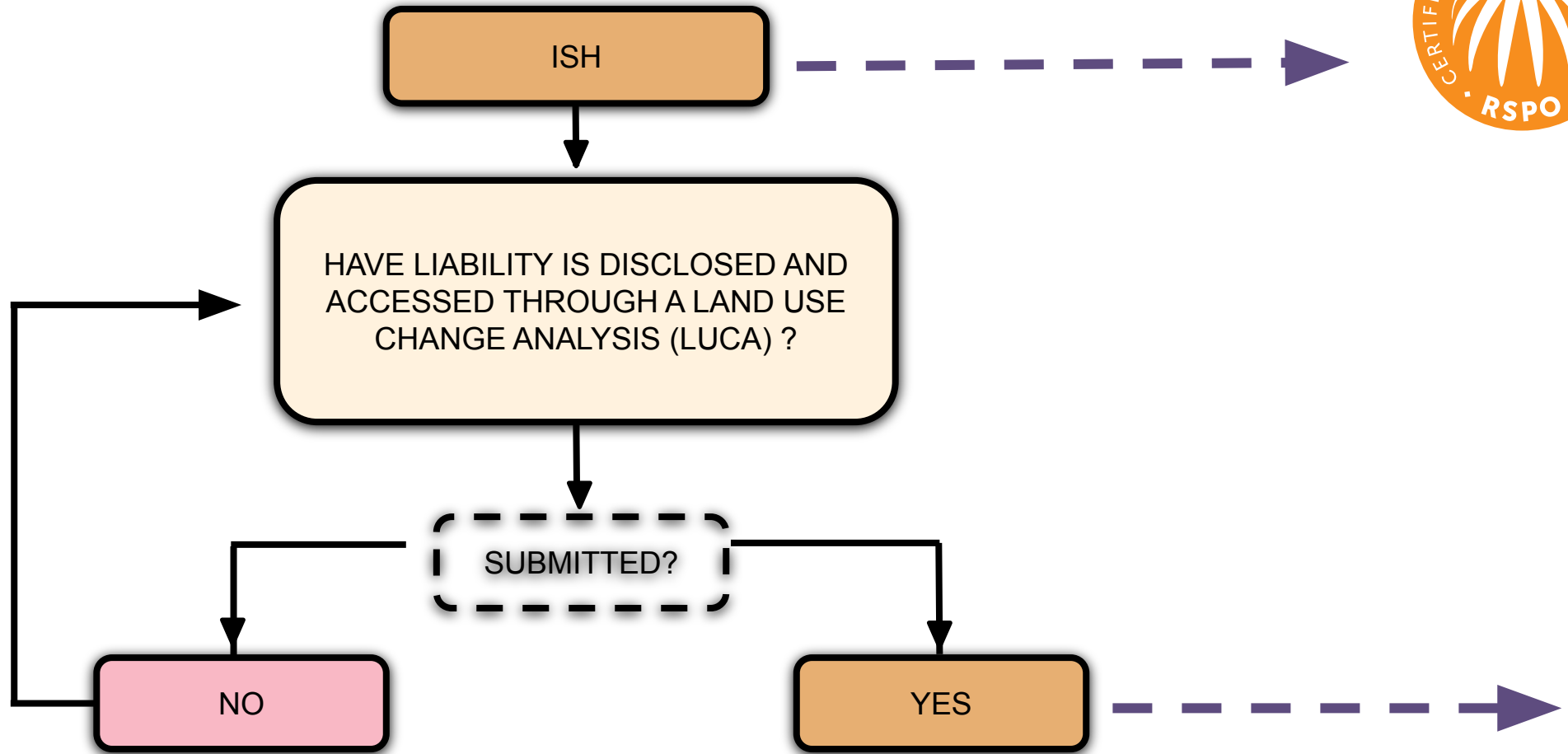
submitted to the RSPO Secretariat. However, this requirement is not applicable to the ISH group.

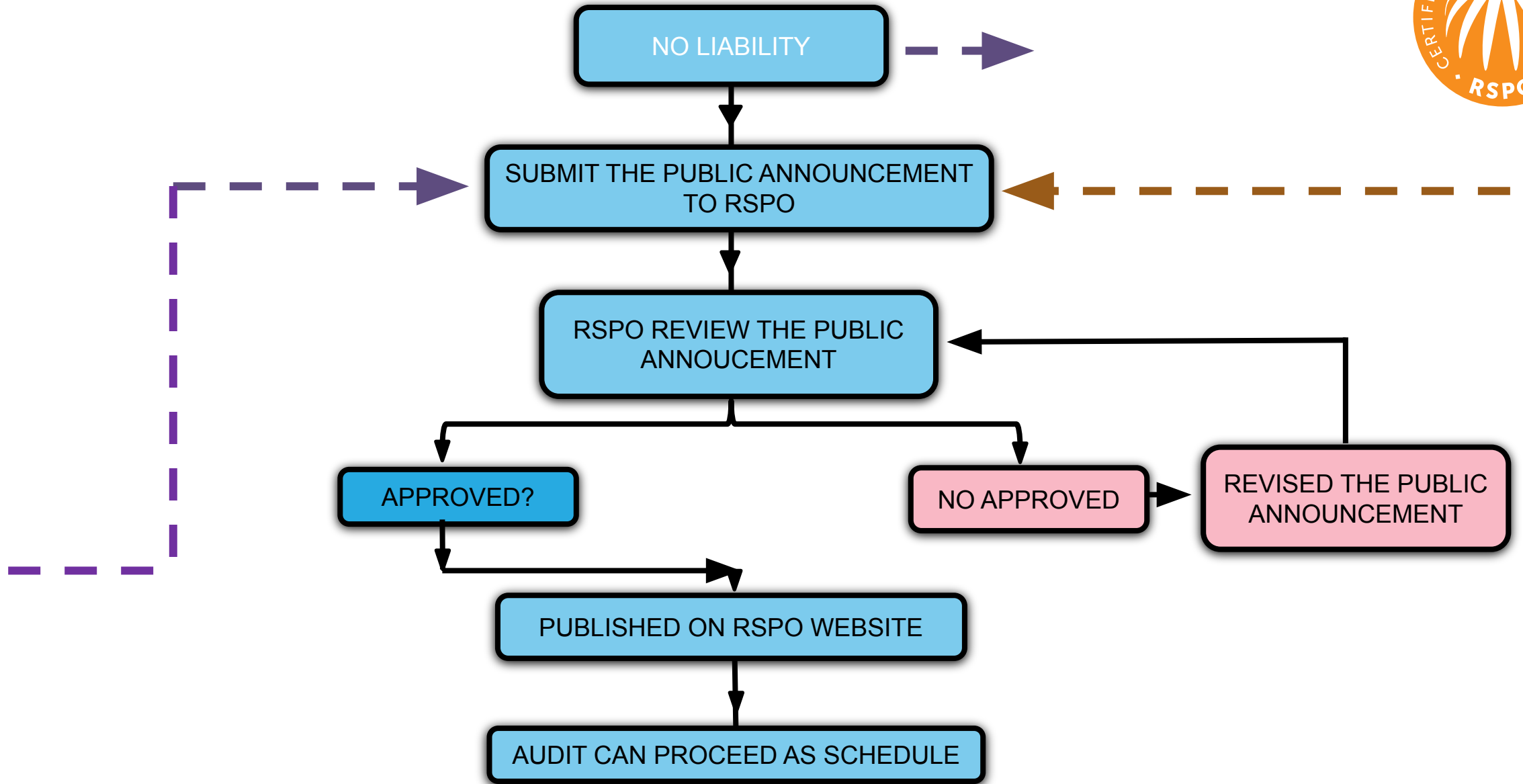


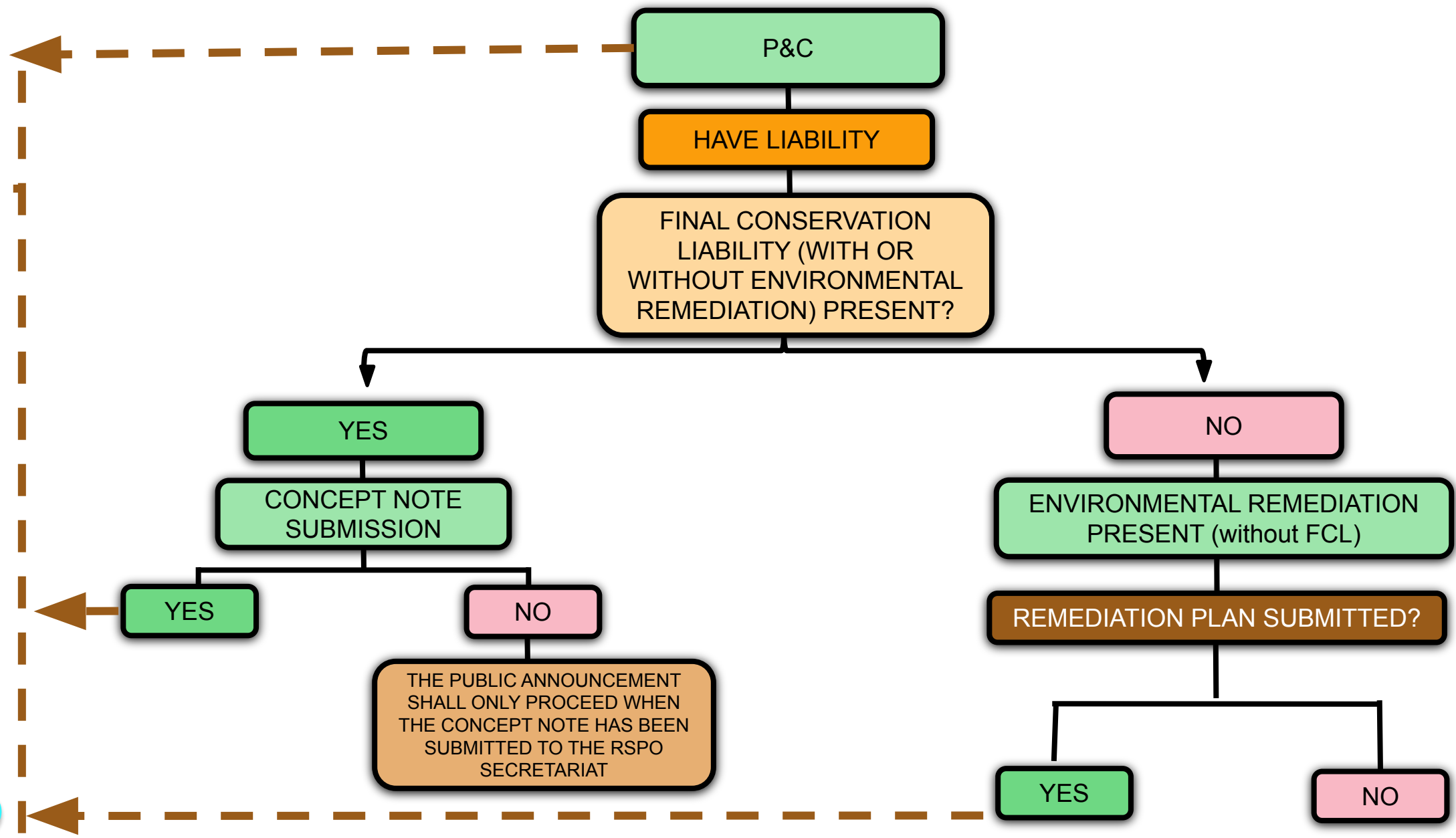
PUBLIC ANNOUNCEMENT FLOWCHART

PUBLIC ANNOUNCEMENT FLOWCHART









Public announcement shall only proceed when the remediation plan has been submitted to the rspo secretariat

DISCLOSURE AND CONTINUITY OF CERTIFICATION FOR RSPO P&C AND RSPO ISH STANDARD



NEWS

DISCLOSURE AND CONTINUITY OF CERTIFICATION FOR RSPO P&C AND RSPO ISH STANDARD

7 SEPTEMBER 2021

SHARE    

The RSPO Secretariat would like to announce an interim measure to ensure the continuity of certification for its members. This is in reference to the Certification Systems Document (2020) Clause 5.6.3 which requires the CB to check the management unit's liability status with the RSPO Secretariat. From this clause, if there is a liability, the public announcement shall only proceed when the Concept Note has been submitted to the RSPO Secretariat.

Nevertheless, the Remediation and Compensation Procedure (RaCP), which was introduced in 2015, is currently seeing an increase in the number of cases where certified management units that previously disclosed having zero liability in 2014/2015 but had not verified it against a planting history or any other supplementary information.

This leads to situations where there could be potential liabilities. This is because the company and/or certification body (CB) may have added supply bases to the scope of certification during the Annual Surveillance Audits (or at any point along the certification journey). However, the RSPO Secretariat may not have been informed of the status of liability for these supply bases.

This presents a challenge when the public audit announcement requests for recertification are received by the RSPO Secretariat and creates a potential delay in the approval of the public announcement, which may therefore also affect certification status.

After consultation with the Standards Standing Committee (SSC), it has been decided that:

Link on the website:

<https://rspo.org/disclosure-and-continuity-of-certification-for-rspo-pandc-and-rspo-ish-standard/>

DISCLOSURE AND CONTINUITY OF CERTIFICATION FOR RSPO P&C AND RSPO ISH STANDARD



SCENARIO 1

- Certified Unit of Certification (UoC) and no change in the scope of disclosure submitted to the RSPO Secretariat.
- All information matches; e.g. name of supply bases, total land area hectarage.



Status quo.
Can proceed with recertification.

SCENARIO 2

- Certified Unit of Certification (UoC) and may have potential undeclared liability within the certified unit.
- Discrepancy detected during documentation check of the Public Audit Announcement. Inconsistencies between scope of audit, RaCP records and the Public Audit Announcement submitted for recertification.



Previously certified Unit of Certification (UoC) can proceed with recertification under the condition that the affected UoCs resolve the issue following the protocol that would be developed by the BHCVWG.

SCENARIO 3

- Certified Units of Certification (UoC) that have added areas/scope of audit (during ASA or RC) and there are inconsistencies in documentation; i.e. between scope of audit, RaCP records and the Public Audit Announcement submitted for recertification



The additional areas are to be excluded from the scope of recertification until the RaCP process (if applicable) for the additional areas has been completed.

PRINCIPLES AND CRITERIA ASSESSMENT PUBLIC ANNOUNCEMENT ON RSPO WEBSITE



MEMBER NAME	MILL/SUPPLY BASE	COUNTRY	CERTIFICATION BODY	ASSESSMENT TYPE	ATTACHMENTS	NOTIFICATION DATE	ASSESSMENT DATE
FGV HOLDINGS BERHAD	FGVPISB KILANG SAWIT LEPAR UTARA 06	Malaysia	Control Union Certifications (Malaysia) Sdn. Bhd.	RC	Notification Notification	10/02/2023 – 24/03/2023	20/03/2023 – 24/03/2023
Daabon Group	Palma Y Trabajo S.A.S.	Colombia	Control Union Certifications (Malaysia) Sdn. Bhd.	RC	Notification Notification	09/02/2023 – 17/03/2023	14/03/2023 – 17/03/2023
Lam Soon Cannery Private Limited	Dara Lam Soon Palm Oil Mill	Malaysia	Sirim QAS International Sdn. Bhd.	RC	Notification Notification	31/01/2023 – 10/03/2023	06/03/2023 – 10/03/2023
SIPEF-CI	SIPEF-CI Bolo Mill	Ivory Coast	SCS Global Services	RC	Notification Notification	31/01/2023 – 10/03/2023	06/03/2023 – 10/03/2023
Kuala Lumpur Kepong Berhad	PT Sekarbumi Alamlestari-Tapung Kanan POM	Malaysia	PT Mutuagung Lestari	RC	Notification Notification	26/01/2023 – 03/03/2023	27/02/2023 – 03/03/2023



THANK YOU



Find out more at
www.rspo.org

VERIFYING COMPLAINTS DURING SPECIAL AUDIT

GRIEVANCE UNIT
RSPO SECRETARIAT





Reasons for Special Audit

When	Why
<p>Complaint has been formally accepted by the Complaints Panel upon Initial Diagnosis</p>	<p>Check and verify the allegations raised in a Complaint</p>
<p>Complaint involves a Certified Unit. Under the Section 5.9 of the CAP 2017, any complaint involving Certified Unit need to be referred to the Certification Body.</p>	<p>Are these allegations true or otherwise?</p>
<p>Allegations raised in the Complaint are not caught in the recent audit.</p>	<p>Have actions been taken to address these allegations?</p>
<p>Upon instruction / direction by the Complaints Panel (CP) to conduct a Special Audit to look into the allegations raised.</p>	

Observations made from a Special Audit Report

(Challenges in a Special Audit)



Understanding of Allegations



Evidence, information, & methodology on the Audit conducted



Scheduling of Special Audits



Communication & Language



1. Understanding the Allegations

1. Unclear about the issues and/or allegations raised in a Complaint
2. Allegations are insufficiently verified. For e.g.: Lack of stakeholders mapping could lead to the possibility of the wrong parties being identified in a Special Audit.

How we can help:

1. To convey and/or request from the Grievance Unit for further information regarding the Complaint and/or allegations.
2. The Grievance Unit are better placed to address any queries regarding the Complaint, to facilitate the Special Audit.
3. Important for facts relied on are accurate for a comprehensive Special Audit.

2. Evidence, Information & Methodology in a Special Audit



When the Audit is done	Purpose	Evidence	Issues / Concerns
<ol style="list-style-type: none"> 1. What was asked 2. How many people were consulted? 3. Who was spoken to? 	<p>To facilitate the Complaints Panel in looking at the allegations, to identify that all the relevant/affected parties were consulted, to verify the allegations in the Complaint.</p>	<p>Crucial to provide any available evidence as the basis for the findings. Bare allegations / hearsay evidence carry little weight, possibility of allegations remaining unsubstantiated.</p>	<p>Are there reasons why certain information could not be verified?</p> <p>Were there issues faced by the Auditors in obtaining information?</p>
	<p>Should the Complaints Panel be satisfied with the evidence / findings provided, it helps facilitate in their deliberation of the Complaint as a whole.</p>		<p>Important for the Secretariat to be informed of these issues so that the same can be furnished to the CP for their deliberation and understanding of matters in the field.</p> <p>Further, it aids the Complaints Panel in understanding whether all aspects of the investigation have been covered.</p>



3. Scheduling of Special Audits

- In general, the auditors are given 5 days to verify the allegations raised from the recent audit.
- Where the allegation(s) are not addressed in the recent audit, the CB is to conduct a special audit within the next ten (10) working days to verify the allegation(s).
- The CB to submit a special audit report within ten (10) working days upon completion of the special audit.

Challenges:

- a) Possibility of there being clashes in schedules;
- b) Instances where findings of Special Audit are incorporated as part of the Annual Surveillance Audit (ASA) report;
- c) Possibility of a rush to conduct a Special Audit to specifically address the allegations in a Complaint;
- d) Possibility of sending inexperienced auditors to conduct Special Audit leading to issues not being identified.

How we can help:

- a) Convey to the Grievance Unit in the earliest time possible if more time is needed with grounds for extension. (This helps with the preparation of a more comprehensive Special Audit which addresses the allegations and the Secretariat is not left in a situation of there being more questions than answers to the allegations from the Special Audit Report)



4. Communication & Language

Challenges:

- Quality of report: Instances where we have had to return the report because we can't understand it and/or allegations not answered.
- Lack of proofreading and oversight on the final report: Proofreading must be conducted by auditors so that the Secretariat are able to easily extract the necessary information from the audit report
- Lack of responses and timeliness in responding to the Grievance/Certification Units' feedback: affects the status of the Complaint and ultimately prolongs the matter for all parties affected.

How we can help:

- Communicate effectively with the Secretariat with regards to the issues raised in a timely manner.
- This reduces the time taken for a Special Audit to be completed.
- This reduces the need to go back and forth to understand / verify the Special Audit Report.

This helps the Secretariat to communicate with the affected parties and are able to keep updated on the status of the matter. Further helps manage the expectation of affected parties and the Complaints Panel on the status of the Complaint.



Key Takeaways

What are we looking for:

1. For allegations to be addressed and answered

- Breakdown in the Special Audit: Allegations, Who was consulted, How was the information obtained?

2. Evidence to be provided together with the methodology and findings of the audit to help substantiate the allegations

- Ensure all affected parties/stakeholders are consulted pertaining to the allegations.
- Reduce reliance on ASA report especially when the allegations are not captured in the recent ASA report.

3. Timeliness of Special Audit

- For a comprehensive Special Audit Report to be provided (i.e. addressing the allegations raised) to better manage the expectations of all parties including the Secretariat.

Challenges for the Grievance Unit:

- The Complaints Panel are unable to decide due to insufficient and unverified information
- Possibly leads to an independent investigation which prolongs the Complaints and runs counter to the credibility of the Special Audit Reports.
 - Complainants and Respondents remain unhappy



THANK YOU

KEY UPDATES ON RSPO RULES ON MARKET COMMUNICATIONS & CLAIMS 2022

RSPO-CB Interpretation Forum - Bangi, Malaysia
15 Feb 2023

Presented by:
Muhammad Shazaley Abdullah (Head of Certification)
Prabhkirat Kaur (Asst. Manager - Trademark)



RSPO RULES ON MARKET COMMUNICATIONS AND CLAIMS 2022

Approved by the Board of Governors on 3 October 2022



CONTENTS

1. Introduction - What is RSPO
MC&C 2022?
2. Revision Process
3. Key Updates
4. RSPO Trademark License
Statistics
5. Q&A

DOCUMENT ON WEBSITE



- Step 1: Visit www.rspo.org
- Step 2: Click on Resources
- Step 3: Click on Trademark

The screenshot shows the RSPO website's resources page. The browser address bar displays rspo.org/resources/. The top navigation bar includes links for Search members, Standards Review 2022-2023, News & events, Resources, Contact us, and EN. The main content area is titled 'RESOURCES' and features a search bar with the placeholder text 'Search for a specific resource or browse the main directory.' Below the search bar are filters for Language, Filetype, and Publication Date, along with a 'Search in archive' checkbox. A 'Spotlight' section displays four PDF documents:

Document Title	Filetype	Size
RSPO P&C for the Production of Sustainable Palm Oil (2018)	PDF	2.44MB
RSPO Supply Chain Certification Standard 2020	PDF	1.23MB
RSPO ISH Standard 2019	PDF	3.00MB
RSPO Jurisdictional Approach	PDF	32.33KB

The left sidebar contains a 'Directory' with various categories. A red arrow points to the 'Trademark' link in this directory.



INTRODUCTION

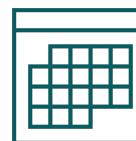
INTRODUCTION TO RSPO RULES ON MARKET COMMUNICATIONS & CLAIMS 2022



RSPO Rules on Market
Communications & Claims
2022



Approved on
3 October 2022



Transition period of 12
months before these
rules become effective



Some IT development work
will need to be carried out by
the RSPO in order to ensure
members are able to comply
with the revised rules



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RSPO Rules on Market Communications & Claims 2022 – Revised and Approved

Announcements • 19 October 2022



We are pleased to announce that the revised [RSPO Rules on Market Communications and Claims 2022](#) document was **approved** by the RSPO Board of Governors on 3 October 2022.

We advise our members to familiarise yourselves with the new rules and requirements. In particular, we would like to draw your attention to some of the most critical changes made:

1. The RSPO Trademark can no longer be used for product-specific communications (on pack/off pack).
Members are required to use the RSPO Label together with a valid RSPO Trademark licence number.
2. Members are allowed to make one-liner claims on pack without having to use the RSPO Label in case of

INTRODUCTION TO RSPO RULES ON MARKET COMMUNICATIONS & CLAIMS 2022

3.1

This document sets mandatory requirements for all RSPO members when making any communication about RSPO membership and the use of RSPO certified palm oil products

This document is designed to enhance the credibility of the RSPO Trademark & RSPO Claims.

NEW

3.2

The RSPO Trademark licence shall be **applied under the Parent Entity level** whereby the Parent Entity shall represent all entities within its group.

3.4

RSPO members wishing to use the RSPO Trademark must hold a trademark licence from RSPO. This will be granted upon acceptance as a member. Existing members can apply via the MyRSPO portal.

INTRODUCTION TO RSPO RULES ON MARKET COMMUNICATIONS & CLAIMS 2022

3.3

For RSPO SCC or RSPO P&C certified members, this document will form part of the audit requirements. Therefore, failure to comply with any of the requirements will be considered as an NC. For non-certified members & non-RSPO members, breaches of these rules will be dealt by the RSPO Secretariat accordingly.

3.5

RSPO reserves the right to publish any cases of unauthorized communication, to request the offending organization to comply with these rules, to make amends, and/or to take legal action against any members who engage in “unauthorized” claims.

TYPES OF LOGO



RSPO Corporate Logo

Can be used by RSPO
Secretariat only



RSPO Trademark

Can be used by all
members*



RSPO Label

Can be used by RSPO
certified members*

DEFINITIONS

CLAIMS

Any communication [e.g., on-pack, website, sales documents, product specification document, and Annual Communication of Progress (ACOP) report] in any format regarding the presence and/or support of certified sustainable palm oil to any stakeholder group.

PRODUCT-RELATED COMMUNICATIONS

For product-related communications, an RSPO certified member is allowed to include statements related to the content/usage of RSPO certified products by their organisation in their corporate communication tools such as annual reports, websites, third-party public reports and public presentations.

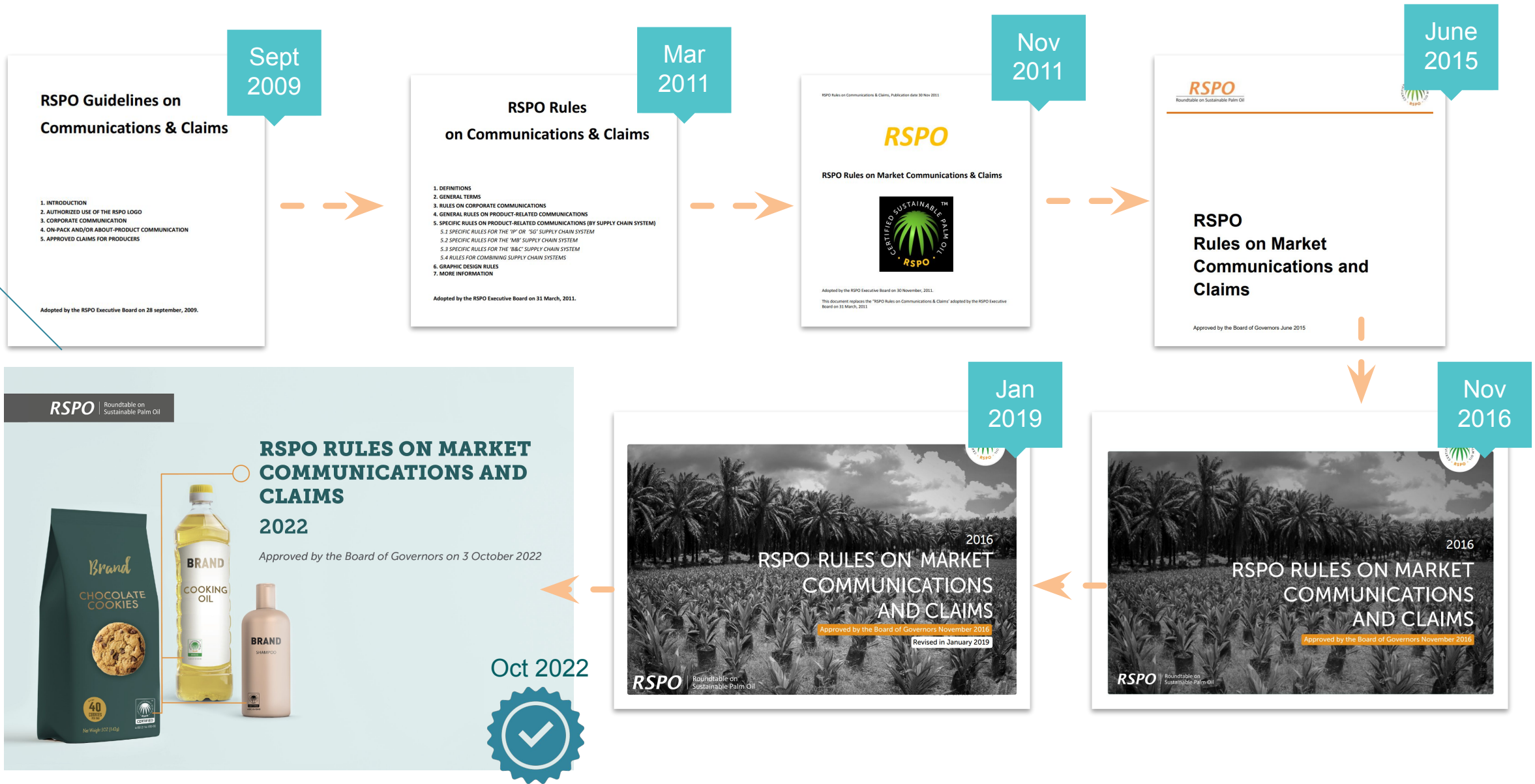
NON-PRODUCT RELATED CLAIMS

Claims regarding the membership status of an individual member and/or their support for the principles of RSPO.



REVISION PROCESS

HISTORICAL REVISION OF THE DOCUMENT



REVISION PROCESS TIMELINE





KEY UPDATES OF MC&C 2022 DOCUMENT

KEY UPDATES

PUBLIC CONSULTATION OVERVIEW

Public Consultation: Nov 2021- Jan 2022

Accepted:	52
Partially Accepted:	6
Rejected:	28
Not applicable:	27

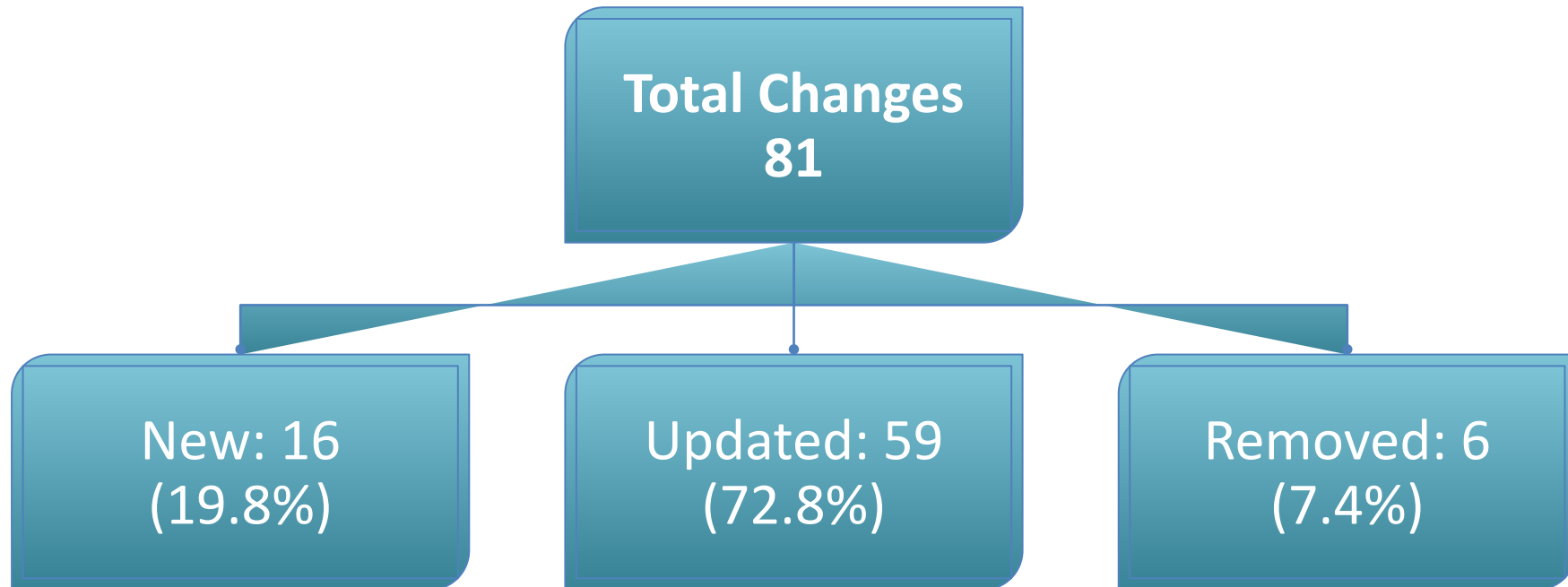
113

TOTAL NUMBER OF
COMMENTS RECEIVED:

113

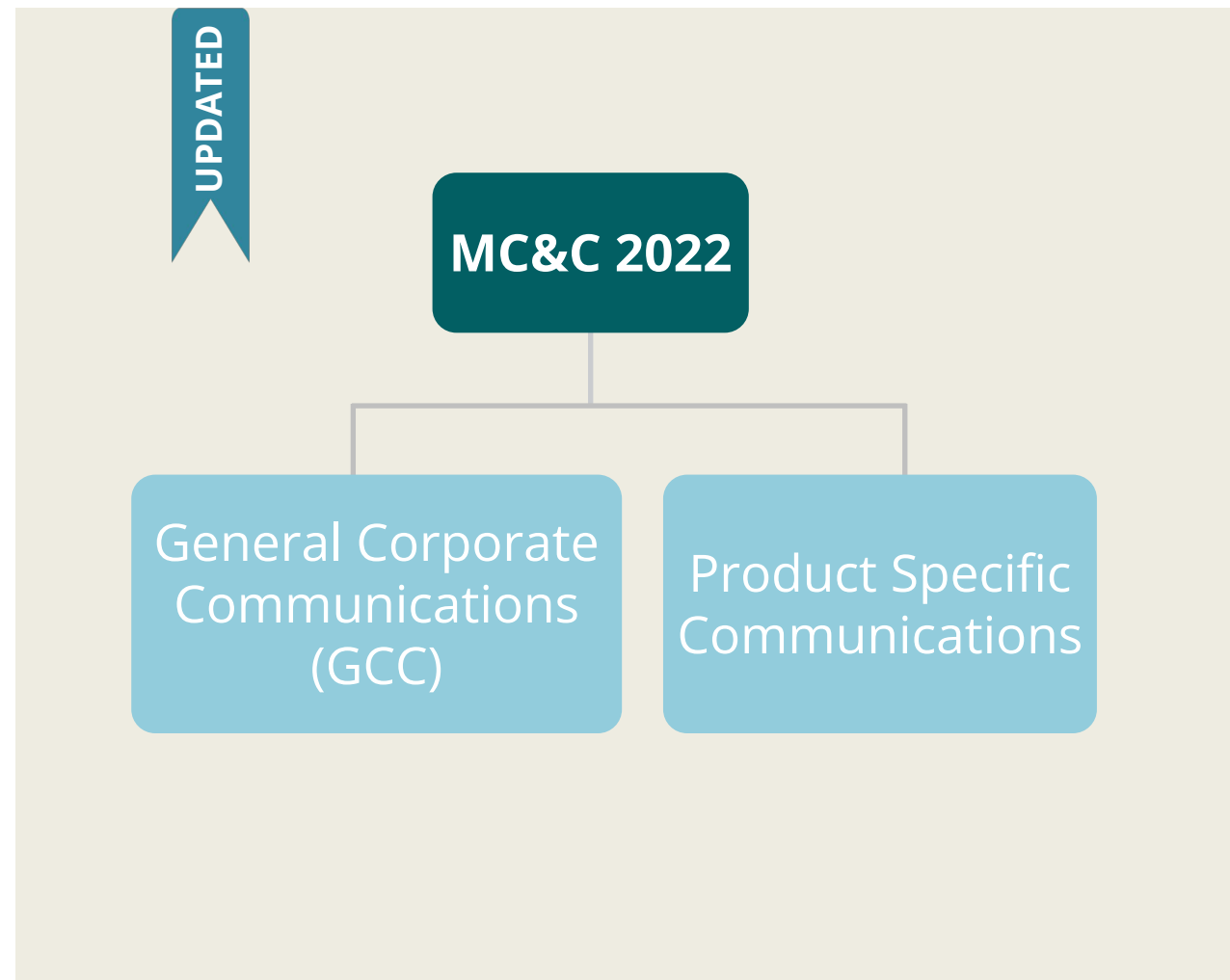
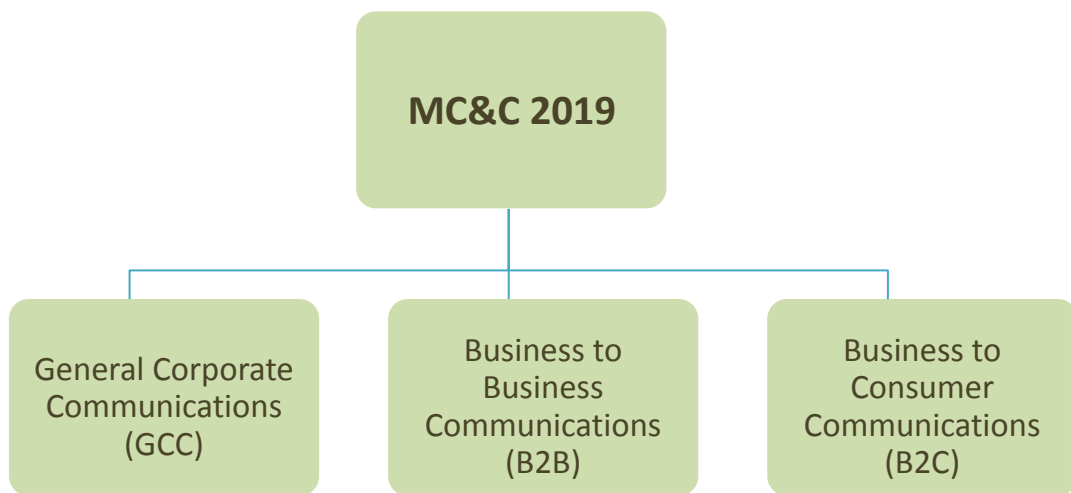
KEY UPDATES

PUBLIC CONSULTATION OVERVIEW



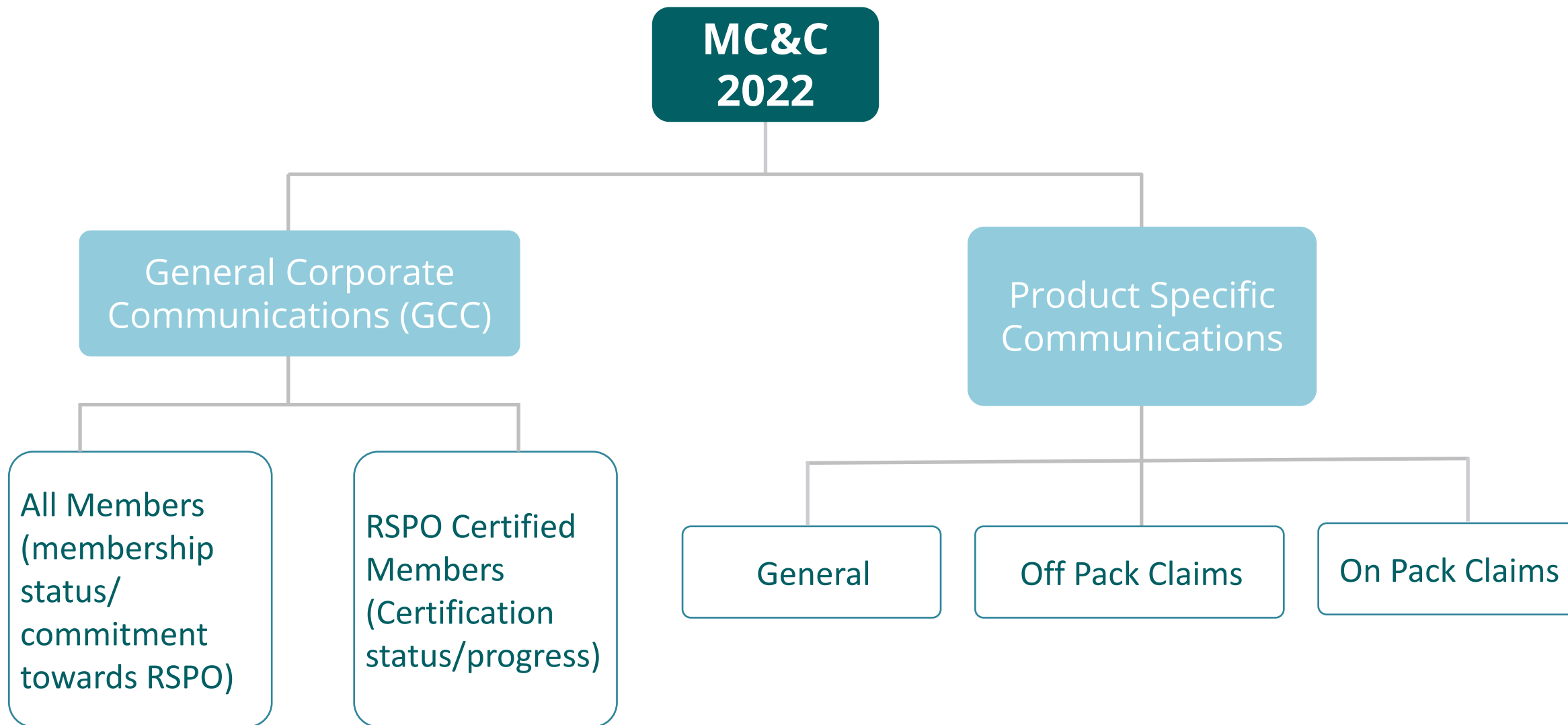
KEY UPDATES

OVERVIEW COMPARISON



KEY UPDATES

MC&C 2022 OVERVIEW



KEY UPDATES

GENERAL CORPORATE COMMUNICATIONS (GCC)

4.1 Corporate communication is one made by any RSPO member that highlights its RSPO membership and/or its commitment to the principles of RSPO. Corporate communication is a “non-product related” claim.

UPDATED

4.2 In corporate communications, a member is allowed to:

- A. display its RSPO membership status
- B. display the RSPO web address (www.rspo.org)
- C. state that the member supports the work of RSPO
- D. state the member’s history with regard to RSPO
- E. Use the RSPO Trademark with a valid trademark licence number to promote its membership

KEY UPDATES

GENERAL CORPORATE COMMUNICATIONS (GCC)

4.4 In corporate communications, RSPO members **must not make** any **statement** that may lead consumers to believe that **RSPO membership by itself implies the selling of RSPO certified palm oil products.**



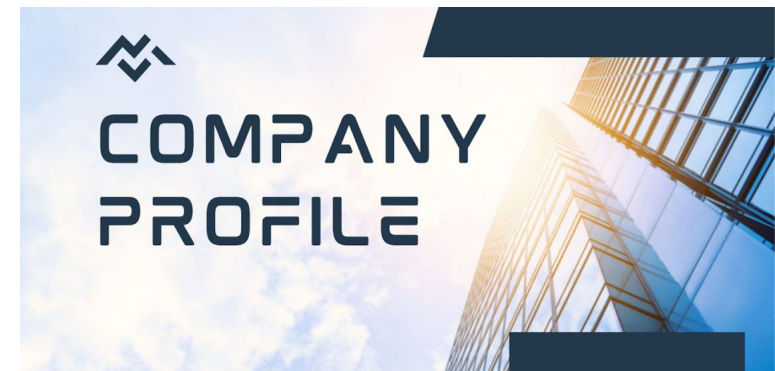
KEY UPDATES

GENERAL CORPORATE COMMUNICATIONS (GCC)



4.5 RSPO certified members are allowed to make statements that highlight their RSPO certification status and product related claims in their corporate communication tools. Some permitted examples include:

- “We have been sourcing RSPO certified palm oil since (YEAR).”
- “We have used (X) tonnes of RSPO certified palm oil for our products manufactured in the last year.”
- “Our company covered (X%) of palm oil derivative volumes used across all our products manufactured in (YEAR) with smallholder credits.”



COMPANY PROFILE

ABOUT US

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam.

WHAT WE DO

Our company is a global manufacturer and retailer of cosmetic and beauty products. We are committed to produce high quality products and demonstrate respect for the environment throughout each step of the process. **We have been sourcing RSPO certified palm oil since 2015.** Please visit our product page for a list of our certified sustainable products.

PRODUCT RANGE

- Skincare
- Body & Hair
- Hair Care
- Fragrance

CONTACT US

+123-456-7890
www.cosmetics.com
jhelpdesk@cosmetics.com



NEW

4.6 RSPO non-certified members are allowed to make product-related claims in their corporate communication tools by doing the following:

- A. Use the RSPO Trademark with a valid trademark licence number to promote its membership of RSPO. It is sufficient for non-certified members to indicate this only once in their communication.
- B. Claim statements are limited to the following examples:
 - i. “The rate of RSPO-certified palm oil procurement was (X%). We aim to achieve (X%) sustainable procurement by fiscal year (YEAR).”
 - ii. X% of palm oil sourced by our organisation are certified through the Roundtable on Sustainable Palm Oil (RSPO) supply chains as (a) Identity Preserved, (b) Segregated, (c) Mass Balance, or (d) Book & Claim.
- C. In cases wherein an organisation/member would like to indicate their commitment to sourcing RSPO certified volumes, the statement shall be accompanied with a disclaimer: “This reported figure is not audited through RSPO Certification”.

KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS



MC&C 2022

General Corporate Communications (GCC)

Product Specific Communications

All Members
(membership status/
commitment towards RSPO)

RSPO Certified Members
(Certification status/progress)

General

Off Pack Claims

On Pack Claims

Module A-E applies for product specific communications

KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS

5.1 GENERAL

5.1.1 Product-specific communications refer to any public statement about **an individual product that contains RSPO certified sustainable palm oil**. These product-specific communications can be made on pack and/or off pack such as shipping documents, advertisements, flyers, brochures, posters, displays, newsletters, websites, emails, letters, offerings, invoices, (annual) reports, or media interviews.

5.1.3 Wherever the RSPO Label is displayed for product-specific communications, the applicable trademark licence number must be shown immediately under or next to the trademark or the statement itself.

KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS



5.1 GENERAL

5.1.5 Any organization that **does not further modify end products** or **does not need to undergo Supply Chain Certification** such as retailers, traders or distributors, **enters into any agreement** whereby the RSPo certified supplier labels products with the retailers/ traders/ distributors RSPo Trademark licence number, the following conditions shall be met:



RSPO members should be registered on the RSPO IT Platform and complete the information under 'description of products' field.

A



Both parties shall inform their certification body in writing about the agreement.

B

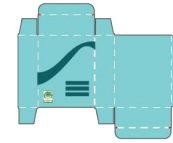


The RSPo certified supplier is responsible for ensuring that the buyer's RSPo Trademark licence number is used only on products that are supplied to that buyer.

C

KEY UPDATES

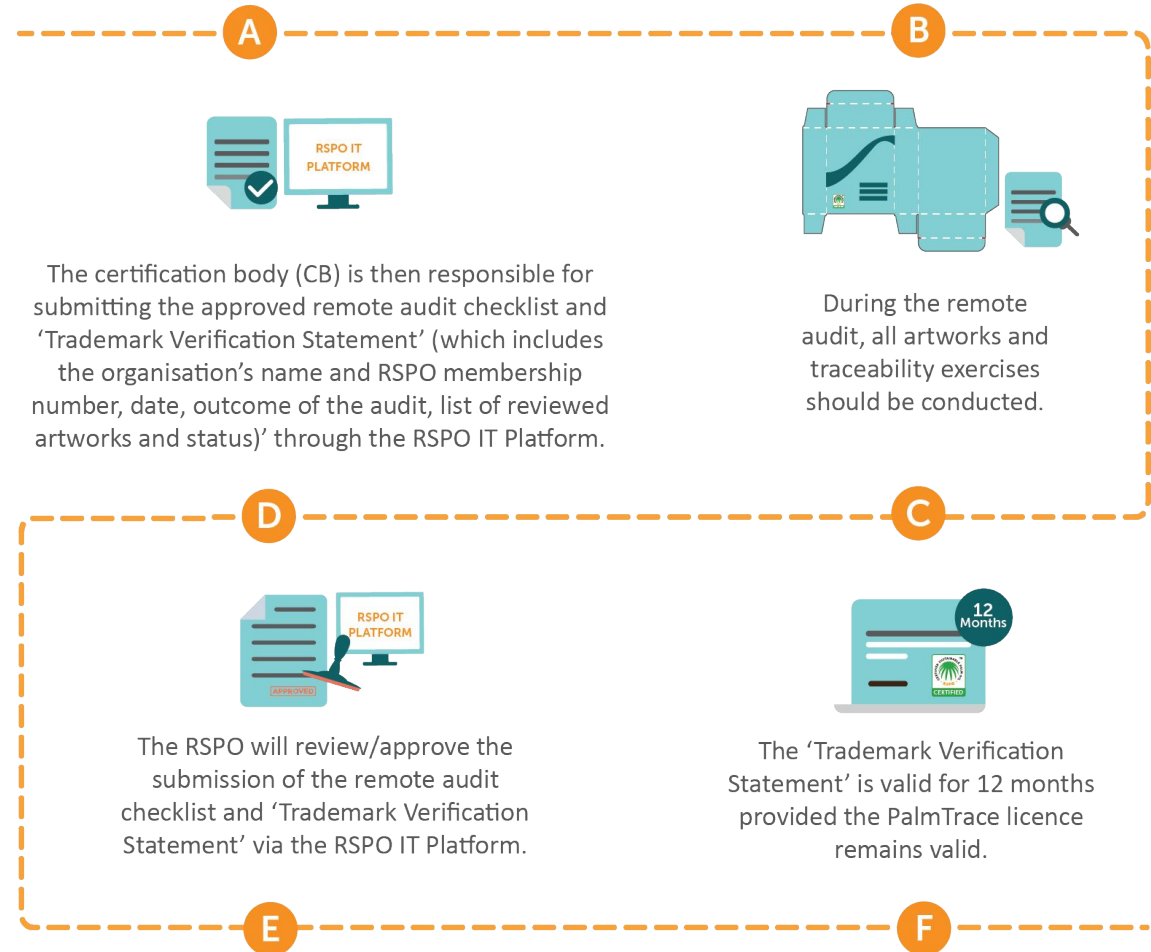
PRODUCT SPECIFIC COMMUNICATIONS



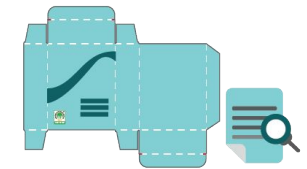
Organisation to prepare the draft artwork and design. The RSPO labels can be requested from trademark@rspo.org.



Organisation to liaise with an RSPO-accredited certification body (CB) to perform the remote audit.



The certification body (CB) is then responsible for submitting the approved remote audit checklist and 'Trademark Verification Statement' (which includes the organisation's name and RSPO membership number, date, outcome of the audit, list of reviewed artworks and status)' through the RSPO IT Platform.



During the remote audit, all artworks and traceability exercises should be conducted.



The RSPO will review/approve the submission of the remote audit checklist and 'Trademark Verification Statement' via the RSPO IT Platform.



The 'Trademark Verification Statement' is valid for 12 months provided the PalmTrace licence remains valid.

UPDATED

5.1 GENERAL

5.1.6 Organisations that **do not further modify end products** or that **do not need to undergo Supply Chain Certification** such as retailers, traders, or distributors or who intend to use the RSPO Label with their own RSPO Trademark licence number in any of their product-specific communications, can do so by undergoing a remote audit. The remote audit shall be carried out as follows:

KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS

5.2 OFF PACK CLAIMS

5.2.1 Off pack claims are product-specific communications regarding the certified sustainable palm oil contained within the product(s) made on any communication materials such as shipping documents, advertisements, flyers, brochures, posters, displays, newsletters, websites, emails, letters, offerings, invoices, (annual) reports, or media interviews.

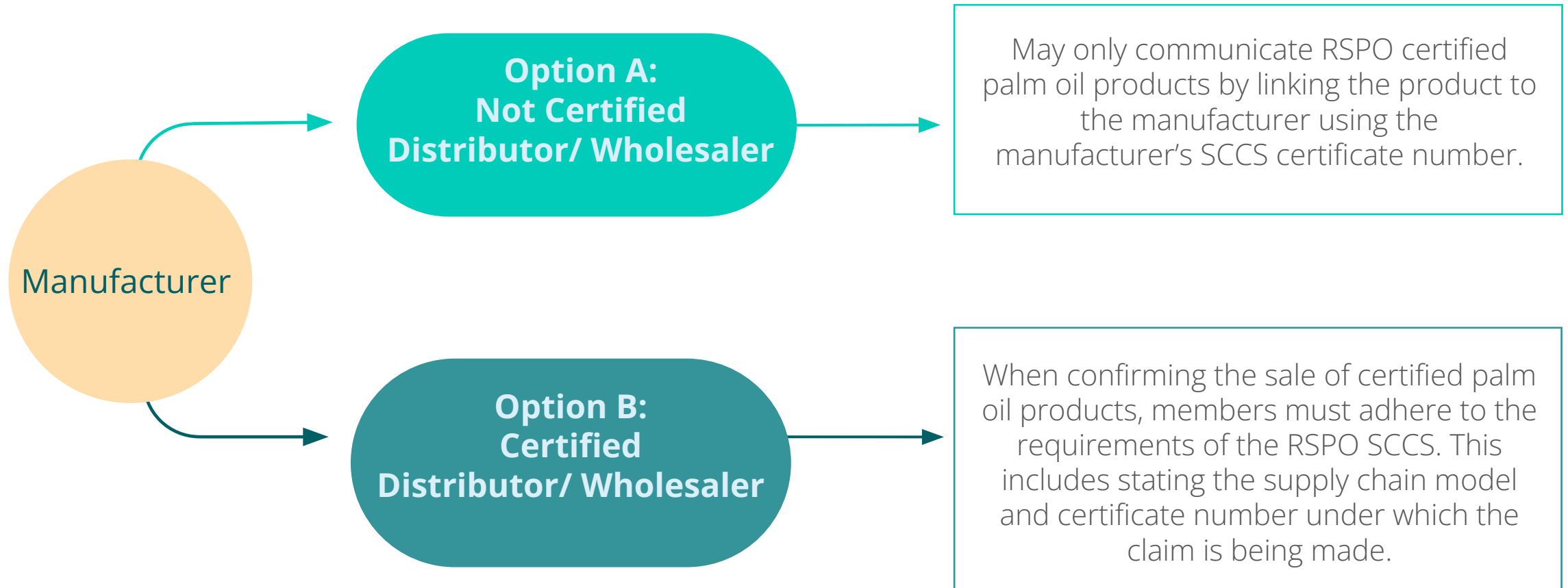
The RSPO Label should be used together with the valid trademark licence number wherever an off pack claim is made.



KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS

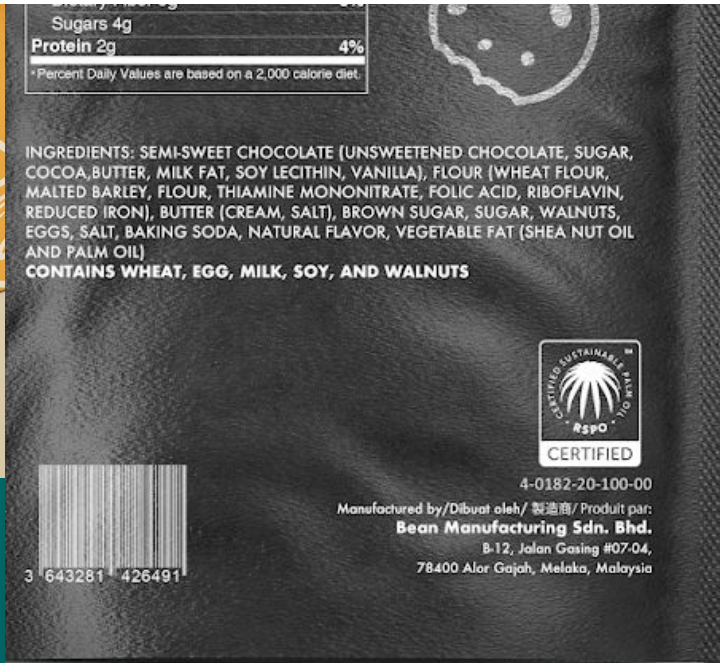
5.2.3. Where a distributor or wholesaler takes title to products containing certified sustainable palm oil products, the requirements of the RSPO SCCS can follow either one of these two options:



KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS

5.3 ON PACK CLAIMS



5.3.2 Limited space issue addressed



5.3.2 One-liner claim suggestions provided



5.3.6 Members to submit end products update via the MyRSPO portal

KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS



5.3 ON PACK CLAIMS

5.3.2 One-liner claim suggestions:

A. For IP/SG Certified Products:

- RSPO IP/SG CERTIFIED*
- Contains RSPO certified palm oil (IP/SG)*

B. For MB Certified Products:

- RSPO MIXED*
- Contributes to the production of RSPO certified palm oil*

C. For Partially Certified Products:

- RSPO 50% MIXED*
- Contains at least 50% RSPO certified palm oil*

D. For Products covered with B&C:

- RSPO CREDITS*
- Supports the production of RSPO certified palm oil*

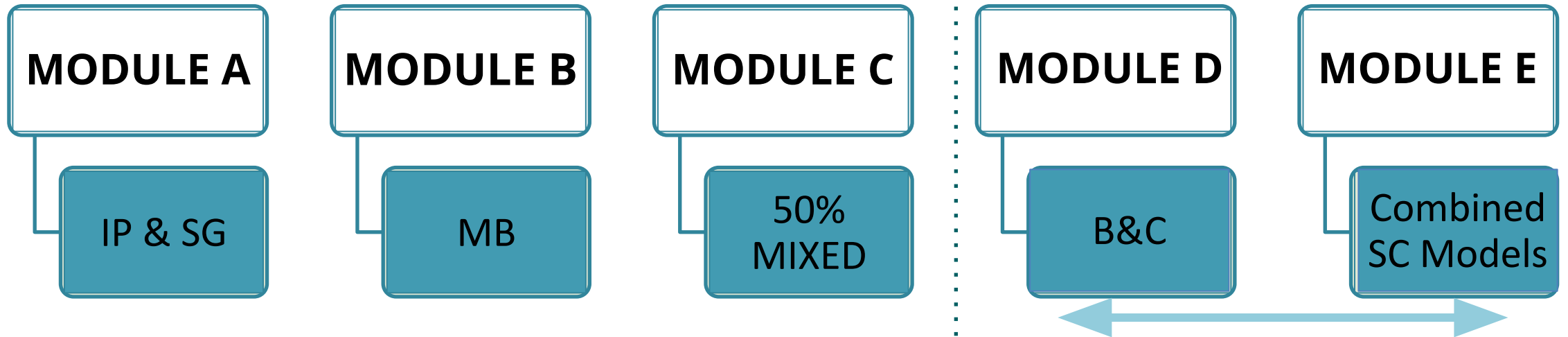
***Add RSPO Trademark Licence number below or next to the claim.**

KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS



5.4 MODULE



UPDATED

Exchanged

Note* B&C was Module E in 2019 version

KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS

5.4 MODULE

Module A: Identity Preserved and Segregated Specific Rules

- 95%* of the palm oil content must be RSPO IP/SG certified
- RSPO Label package options:



RSPO Trademark **removed**
from IP & SG package



KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS



5.4 MODULE

Module B: Mass Balance Specific Rules

- 95%* of the palm oil content must be RSPO MB-certified
- RSPO Label package options:



5.4 MODULE

Module C: Partial Product Claims Specific Rules

- The member making the claim is the end product manufacturer, is an RSPO member, and is certified against the RSPO SCCS, or is an RSPO retailer member authorised to use the RSPO Trademark.
- At least 50% of the palm oil content has been supplied through an RSPO certified supply chain as IP, SG, and/or MB.
- The remaining volume of the non-certified palm oil content shall be covered by the purchase of RSPO Credits of equivalent volume

- RSPO Label Package options:



KEY UPDATES

PRODUCT SPECIFIC COMMUNICATIONS



5.4 MODULE

Module D: Book and Claim Specific Rules

- RSPO members who have purchased RSPO Credits are entitled to claim their support for the production of certified sustainable palm oil. These claims can be made anywhere – in store, on-pack, in marketing materials.
- Product-Specific Communications Labelling:
 - Must use the RSPO label with the tag “CREDITS”.
 - 100% of the oil palm-based ingredients must be covered by RSPO Credits or physical certified material.

- RSPO Label Package Options:



RSPO SCC Standard

4.1 Buyers of RSPO Credits can make market claims for one (1) year from the date of purchase of credits

3.9 Book and Claim audits shall be conducted once the qualifying level of 500 RSPO Credits have been claimed for a specific calendar year by an organisation. In addition, where the claim is transferred, the qualifying level of 500 RSPO Credits applies to the organisation to which the claim is transferred. The organisation shall engage an accredited CB to conduct the audit using the Book and Claim checklist.

5.4 MODULE

Module E: Combined Supply Chain Models Specific Rules

- Where a mixture of inputs supplied through different RSPO supply chain models are present in a product, the following guidelines are applicable:

Segregated (SG) claim can be made

$$\begin{array}{ccccccc} 75\% & + & 20\% & + & 5\% & = & \geq 95\%* \\ \text{IP} & & \text{SG} & & \text{CREDITS} & & \end{array}$$

Mass Balance (MB) claim can be made

$$\begin{array}{ccccccc} 65\% & + & 30\% & + & 5\% & = & \geq 95\%* \\ \text{SG} & & \text{MB} & & \text{CREDITS} & & \end{array}$$

Mass Balance (MB) claim can be made

$$\begin{array}{cccccccc} 50\% & + & 25\% & + & 20\% & + & 5\% & = & \geq 95\%* \\ \text{IP} & & \text{SG} & & \text{MB} & & \text{CREDITS} & & \end{array}$$

Partial product claim can be made

$$\begin{array}{ccccccc} 55\% & + & 45\% & = & \geq 50\% \\ \text{IP/SG/MB} & & \text{CREDITS} & & \end{array}$$

Partial product claim can be made

$$\begin{array}{cccccccc} 35\% & + & 20\% & + & 10\% & + & 35\% & = & \geq 50\% \\ \text{IP} & & \text{SG} & & \text{MB} & & \text{CREDITS} & & \end{array}$$

Book & Claim claim can be made

$$\begin{array}{ccccccc} 45\% & + & 55\% & = & < 50\% \\ \text{SG} & & \text{CREDITS} & & \end{array}$$

KEY UPDATES

ANNEX



6.1 Approved RSPO Trademark & RSPO Label Masters



Colour



Black



White

Figure 3 : RSPO Trademark



Colour



Black



White



ORANGE
F18B00
R 241 G 139 B 0

C 0 M 53 Y 100 K 0
PANTONE Orange 021 U



GREEN
2CA142
R 60 G 150 B 0

C 76 M 0 Y 100 K 12
PANTONE 7739 C



BLACK
000000
R 0 G 0 B 0

C 0 M 0 Y 0 K 100
PANTONE P Process Black U

KEY UPDATES ANNEX

Clearance area indicated

Minimum sizes specified for every logo design



Figure 5 : Clearance areas and minimum sizes

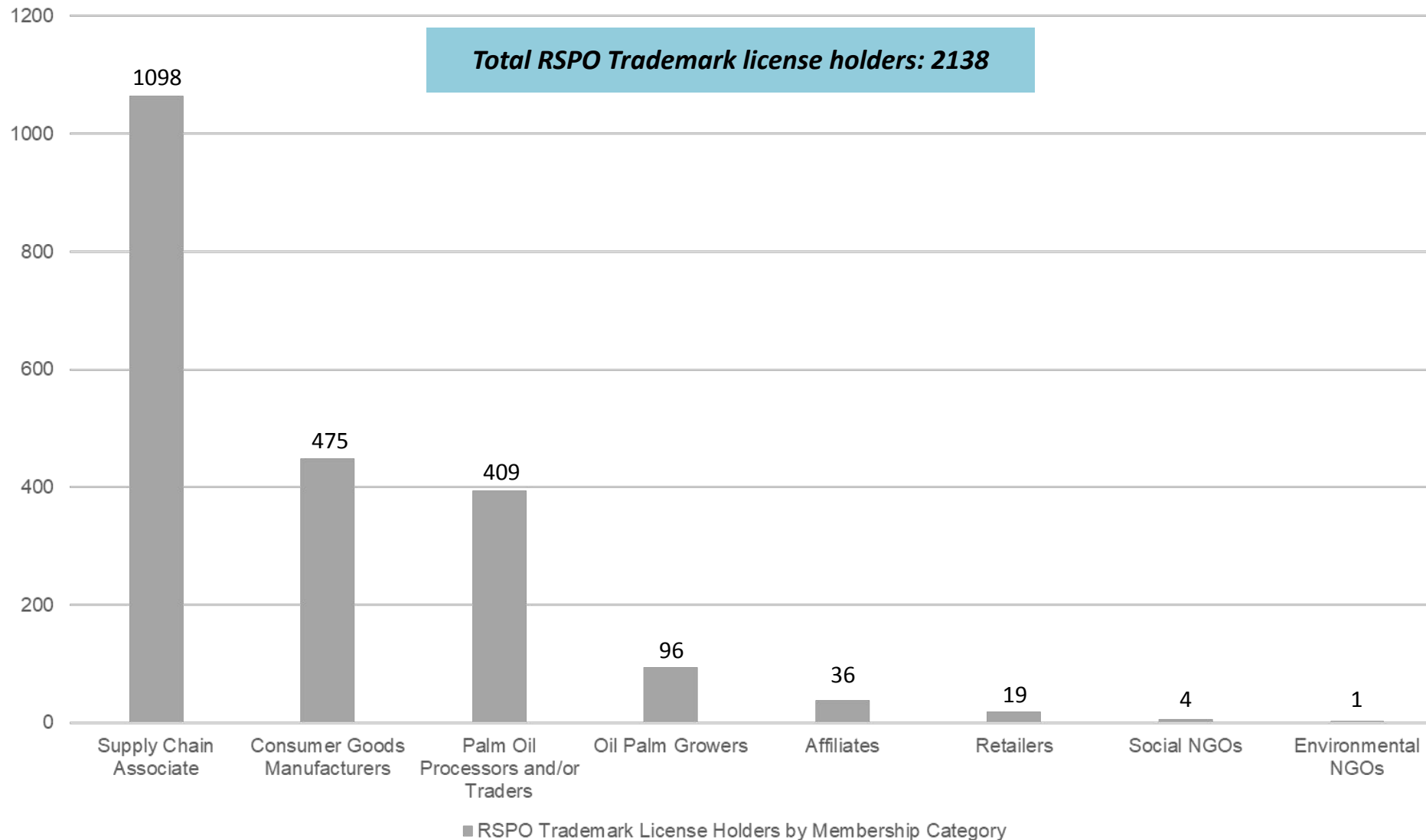


RSPO TRADEMARK LICENSE STATISTICS

RSPO TRADEMARK LICENSE STATISTICS



RSPO Trademark License Holders by Membership Category



Data as of 31 Dec 2022

RSPO TRADEMARK LICENSE STATISTICS



RSPO Label used on over 570 products in about 60 countries worldwide.



Any Questions?

THANK YOU

Contact us at:
trademark@rspo.org

Case Study & FAQs related to RSPO Rules on Market Communications & Claims 2022

Presented By :
Muhammad Shazaley Abdullah (Head of Certification)
Prabhkirat Kaur (Asst. Manager - Trademark)



Case Study

1. As a trader, they will receive the packaged RSPO certified palm oil products from their suppliers, and without any physical handlings, they will sell the products to their downstream buyers. The questions are:
 - a) As a trader who is not certified against RSPO SCC Standard, are they allowed to use their trademark license number on pack received from RSPO certified suppliers? State yes/no and why.
 - a) If a) is not allowed to do, are they allowed to use their suppliers' trademark with suppliers' trademark license on the products to sell to downstream?

Case Study

1. As a trader, they will receive the packaged RSPO certified palm oil products from their suppliers, and without any physical handlings, they will sell the products to their downstream buyers. The questions are:
 - a) As a trader who is not certified against RSPO SCC Standard, are they allowed to use their trademark license number on pack received from RSPO certified suppliers? State yes/no and why.

No, as they are not RSPO certified and they have received the end product from their supplier. Should they intend to further modify the product, they will need to go through RSPO SCC and use their own trademark license number on pack.

- a) If a) is not allowed to do, are they allowed to use their suppliers' trademark with suppliers' trademark license on the products to sell to downstream?

Yes, manufacturer's trademark licence number should be on-pack provided the supplier is RSPO Certified.

Case Study

2. We hold a supply chain associate membership in RSPO. We are a cosmetic ingredient manufacturer. In some of our products, we use RSPO certified Propanediol raw material. Some of our customers have asked us about the claims they can make.

We do not claim that any of our products is RSPO certified, but we do claim that the Propanediol in them is RSPO certified (the supplier certifies this). This propanediol is the only palm oil-derived raw material used in the manufacturing process. The question then becomes, if our product is not certified, can our customers who are using it claim that their finished product is RSPO MB certified based on the claims they wish to make?

Case Study

2. We hold a supply chain associate membership in RSPO. We are a cosmetic ingredient manufacturer. In some of our products, we use RSPO certified Propanediol raw material. Some of our customers have asked us about the claims they can make.

We do not claim that any of our products is RSPO certified, but we do claim that the Propanediol in them is RSPO certified (the supplier certifies this). This propanediol is the only palm oil-derived raw material used in the manufacturing process. The question then becomes, if our product is not certified, can our customers who are using it claim that their finished product is RSPO MB certified based on the claims they wish to make?

As you do not have any RSPO Supply Chain Certification (SCC), then the products you produced cannot be claimed as RSPO certified. If you want to claim them as RSPO certified, you need to apply for RSPO SCC.

Case Study



3. Our customer has asked us to put the RSPO Label on the product label and on the carton. Our customer buys frozen raw puff pastry appetizers packed in plastic bags. Each carton contains 4 bags of 1kg. Can you tell me where should I put it? What are the rules I will need to follow?

Case Study

3. Our customer has asked us to put the RSPO Label on the product label and on the carton. Our customer buys frozen raw puff pastry appetizers packed in plastic bags. Each carton contains 4 bags of 1kg. Can you tell me where should I put it? What are the rules I will need to follow?

If your customer does not further modify (any activity of unpacking, repacking or relabelling) their own brand product manufactured by an RSPO Certified manufacturer (you), then they may just use your trademark license number in their product-specific communications (on pack/ off pack) and supply chain certification is not needed for them. The brand owner is required to be an RSPO member as their brand name product is making an RSPO claim and RSPO claims can only be made by members.

The RSPO Label could be placed anywhere on the product label or the carton. Your valid trademark license number should be present under/below the RSPO Label.

In contrary, should your customer further modify the product, then they will need to undergo RSPO Supply Chain certification after becoming a member of RSPO. Then, they should use their own trademark licence number on pack as they are considered the end manufacturers of the product.

Case Study

4. We would like to know our options to claim "RSPO Certified" on our finished products.

We purchase a finished product (Chips) that use RSPO Certified palm oil as one of the ingredients. We add our seasoning to the plantain chips and sell under our brand. The supplier of the chips has provided to us a mass balance RSPO Certificate for the palm oil.

We do not purchase palm oil nor do we add palm oil to our finished product. The palm oil was added by the supplier of the chips. We want to state on our labels that the palm oil in our finished product is RSPO certified.

Do we need to become an RSPO member?

Do we need to be RSPO certified even though we are not purchasing and adding the palm oil to the product ourselves?

Case Study

4. We would like to know our options to claim "RSPO Certified" on our finished products.

We purchase a finished product (Chips) that use RSPO Certified palm oil as one of the ingredients. We add our seasoning to the plantain chips and sell under our brand. The supplier of the chips has provided to us a mass balance RSPO Certificate for the palm oil.

We do not purchase palm oil nor do we add palm oil to our finished product. The palm oil was added by the supplier of the chips. We want to state on our labels that the palm oil in our finished product is RSPO certified.

Do we need to become an RSPO member?

Do we need to be RSPO certified even though we are not purchasing and adding the palm oil to the product ourselves?

Yes, RSPO membership is required because only RSPO members can make RSPO claims. In addition, you would also require to be RSPO supply chain certified if you wish to make an RSPO claim on your brand product as you would be further modifying the products (any activity of unpacking, repacking or relabelling) manufactured by an RSPO Certified manufacturer.

As you manufacture your own brand product then you are required to go through the supply chain certification process before you are able to use the RSPO Label accompanied by your trademark licence number for your product communication as a manufacturer.

FAQ



1. Clause 4.2 (MC&C 2019) mentions that the trademark needs to be accompanied by the text 'Check our progress at www.rspo.org'. However, the new version (Oct 2022) does not have this statement anymore. So, the clients still have to mention this statement for digital logo use or not?

FAQ

1. Clause 4.2 (MC&C 2019) mentions that the trademark needs to be accompanied by the text 'Check our progress at www.rspo.org'. However, the new version (Oct 2022) does not have this statement anymore. So, the clients still have to mention this statement for digital logo use or not?

The 'Check our progress at www.rspo.org' text is not mandatory anymore.

FAQ



2. If a company intends to use the one-liner claims on pack in a different language than English, is it allowed for them to translate it themselves?

FAQ



2. If a company intends to use the one-liner claims on pack in a different language than English, is it allowed for them to translate it themselves?

Yes this is possible as we do not have the translations ready as of now. The MC&C 2022 will be translated into 6 languages within this year - Spanish, Thai, French, Japanese, Italian, Polish.

However, we do not allow members to translate the RSPO Label themselves.

FAQ



3. Is it correct to indicate the RSPO Label and my license number on the invoices of our RSPO-MB products?

FAQ



3. Is it correct to indicate the RSPO Label and my license number on the invoices of our RSPO-MB products?

If the member intends to make any RSPO claim on their Invoice/ sales document/ delivery notes, then they will need to state the following:

5.2.2 When confirming the sale of certified palm oil products, members must adhere to the requirements of the RSPO SCCS. This includes stating the supply chain model and certificate number under which the claim is being made.

If the RSPO Label is used on any of the documents, then the valid trademark license number must be present.

FAQ



4. Can I renew the trademark license under the subsidiary level or should be it parked under the parent company's trademark license number?

FAQ



4. Can I renew the trademark license under the subsidiary level or should be it parked under the parent company's trademark license number?

Optional to renew under parent or sub level. However, any new applications must only be applied under parent level.

FAQ



5. Who's trademark license number should be on pack?

FAQ



5. Who's trademark license number should be on pack?

The end manufacturer's trademark license number should be printed on pack provided they are RSPO certified and hold a valid trademark licence number.

For manufacturers:

If your customer does not further modify (any activity of unpacking, repacking or relabelling) their own brand product manufactured by an RSPO Certified manufacturer (you), then they may just use your trademark license number in their product-specific communications (on pack/ off pack) and supply chain certification is not needed for them. The brand owner is required to be an RSPO member as their brand name product is making an RSPO claim and RSPO claims can only be made by members. In contrary, should your customer further modify the product, then they will need to undergo RSPO Supply Chain certification after becoming a member of RSPO.

For brand owners who do not physically handle:

Display manufacturer's trademark licence number for product-specific communication. Unless member wishes to use own trademark licence number, then member should undergo remote audit as per clause 5.1.6 of MC&C 2022.

FAQ



6. What happens if the trademark licence lapses while the products are available in store?

FAQ



6. What happens if the trademark licence lapses while the products are available in store?

The licence should be valid at the time of the production.