

## APPEALS PROCEDURE

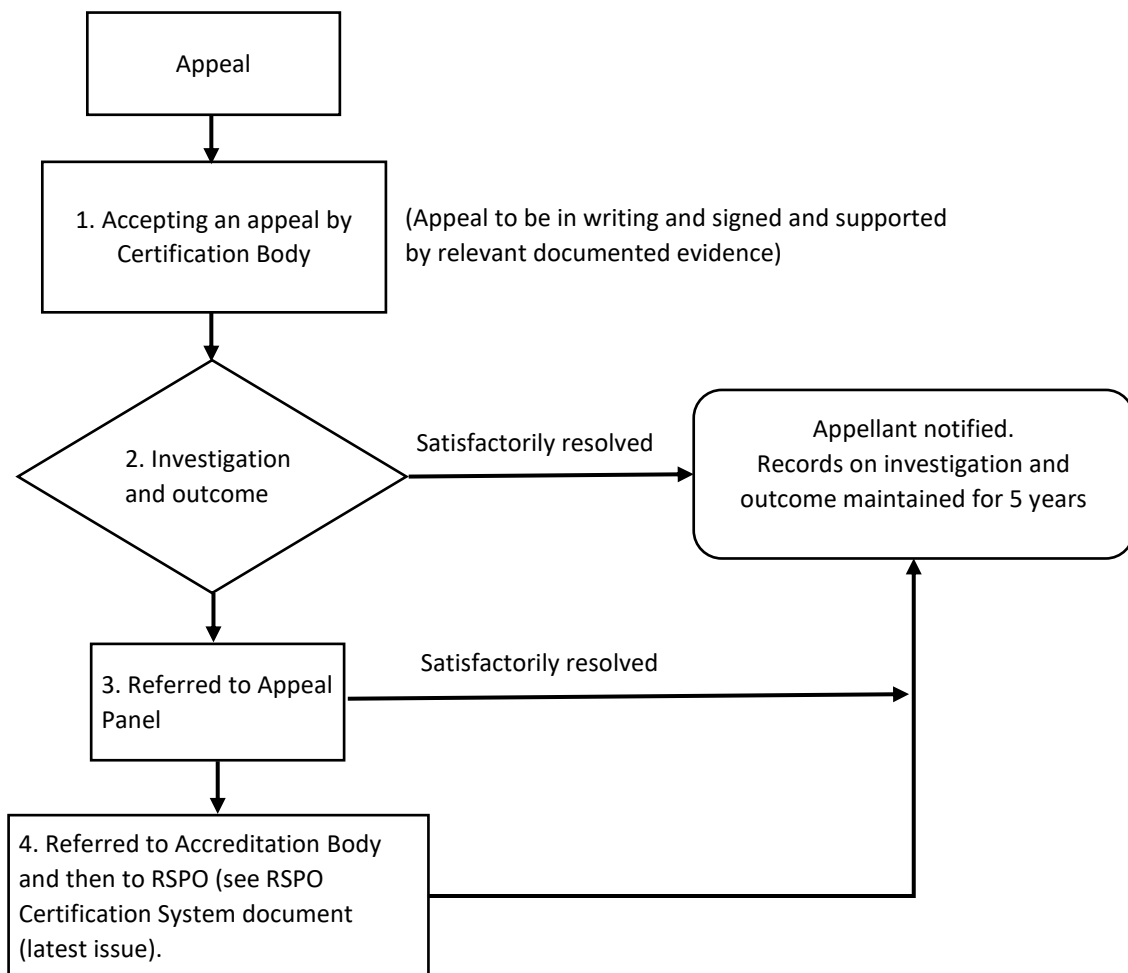
### 1. Purpose

To provide a method for managing all RSPO related appeals.

### 2. Scope

This procedure covers appeal submitted by a certified or applicant organization against any decision of Intertek related to its certification status. It applies in the case of clients who wish to dispute a nonconformity or a certification decision, including suspension, withdrawal and/or scope reduction.

### 3. Process Flow Chart



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**4. Procedure**

Process	By Whom	Details
1. Accepting an appeal	RSPO Program Manager and/or Head of Certification or General Manager	<p>ICI - RSPO Scheme Management shall ensure that the procedure for handling appeals from clients are maintained at the Intertek website. Currently at: <a href="http://www.intertek.com/food/rspo-certification-malaysia/">http://www.intertek.com/food/rspo-certification-malaysia/</a></p> <p>A client wishing to appeal against an Intertek decision relating to the RSPO P&amp;C Certification shall, within 30 days of the decision, submit the appeal in writing and signed by the appellant and supported by relevant documented evidence.</p> <p>The letter of appeal shall be accompanied by *a deposit of RM5,000.00 made payable to Intertek Certification International Sdn Bhd (ICI) to cover any costs which might be incurred in respect of the appeal.</p> <p>Note: * The deposit is Optional and is subject to justification by ICI - RSPO Scheme Management.</p>
2. Investigation and outcome of the appeal.	RSPO Program Manager and/or Head of Certification or General Manager or Competent person	<p>The RSPO Program Manager and/or Head of Certification or General Manager or Competent person who was not involved with the audit and/or decision making process related to the appeal shall undertake an investigation of the appeal by review of the relevant records and/or direct contact with the appellant to determine the validity of the appeal and resolve the problem. Where necessary, a visit may be arranged to investigate the nature and extent of the appeal.</p> <p>The Scheme Management Team member (comprising: RSPO Program Manager and/or Head of Certification or General Manager) shall ensure that the appellant is kept informed in writing of the outcome of the appeal and satisfied with the resolution of the appeal.</p> <p>All records referring to the investigation and outcome shall be maintained on file for a minimum period of five (5) years.</p>
3. Appellant unsatisfied - appeal referred	Appeals Panel, CGC,	If the appellant remains unsatisfied by the outcome, then the appeal shall be referred to an independent and impartial Appeals Panel (AP) consisting of at least three persons drawn from the

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<p>to Appeals Panel</p>	<p>Head of Certification and/or RSPO Program Manager or designate Competent person</p>	<p>members of the Certification Governing Council (CGC). The Chairman of the CGC shall be the Chairman of the 3-members AP. If he is unavailable or has a conflict of interest, then he shall appoint another member of the CGC as the Chairman of the AP.</p> <p>The appellant will be informed of the members of the AP and he has the right to object with valid reason(s) to any member(s) of the AP considering the appeal. The appellant’s reasons for lodging objection should be considered by the AP which should decide whether or not to accept the objection and change the members of the AP accordingly.</p> <p>The Head of Certification and/or RSPO Program Manager or designate, will be the Secretary to the AP and is a non-voting member. He will examine that the composition of the AP satisfies the requirements of RSPO and requirements for impartiality and no conflict of interest. The decision of the AP shall be unanimous but in case of a need for voting, a simple majority shall suffice.</p> <p>The Head of Certification and/or RSPO Program Manager or designate shall prepare appropriate documentation related to the appeal, including the response and corrective action taken. The documentation for reviewing by AP is as follows:</p> <ol style="list-style-type: none"> <li>1) Copy of Appeals Record, including the valid support evidences.</li> <li>2) Documentation supporting the decision</li> </ol> <p>The Scheme Management Team shall ensure that the appellant is kept informed in writing of the outcome of the appeal. The final decision of the AP is considered binding.</p> <p>The cost of conducting an appeal will be determined by ICI. Reasonable out of pocket expenses associated with the conduct of an unsuccessful appeal will be borne by the appellant. In the case of successful appeal, the appellant will be given a full refund of the deposit collected.</p>
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<p>4. Appellant unsatisfied – Appeal referred to the Accreditation Body and then to RSPO</p>	<p>RSPO Program Manager and/or Head of Certification or General Manager</p>	<p>If the appellant remains unsatisfied by the outcome, then the appeal will be formally submitted to the Accreditation Body and then to RSPO. The appellant shall be informed accordingly. All records referring to the investigation and outcome shall be maintained on file for a minimum period of five years.</p>
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### 5. Documentation

Reference	Title
<p>RSPO Certification Systems for Principles and Criteria (P&amp;C)</p>	<p>RSPO Certification Systems for P&amp;C (latest version)</p>
<p>RSPO Certification Standards for Principles and Criteria</p>	<p>RSPO Certification Standards for Principles and Criteria (latest version)</p>
<p>RSPO Supply Chain Certification Systems</p>	<p>RSPO Certification Systems for SCC (latest version)</p>
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<b>Revision Log</b>			
Issue No.	Revision No.	Description of change	Release date
1	0	Initial Release	08 Feb 2012
1	1	Change to procedure title and complete revision of procedure	01 Aug 2013
1	2	Changes to address RSPO Certification System, RSPO SC (Jun 2017)	01 Jan 2018
1	3	Intertek company Logo changes	01 July 2019
1	4	Changes to address RSPO Certification System, RSPO SC (Nov 2020)	01 April 2021