

Appeals Procedure			
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Document Owner: RSPO Program Manager		Approval: General Manager	

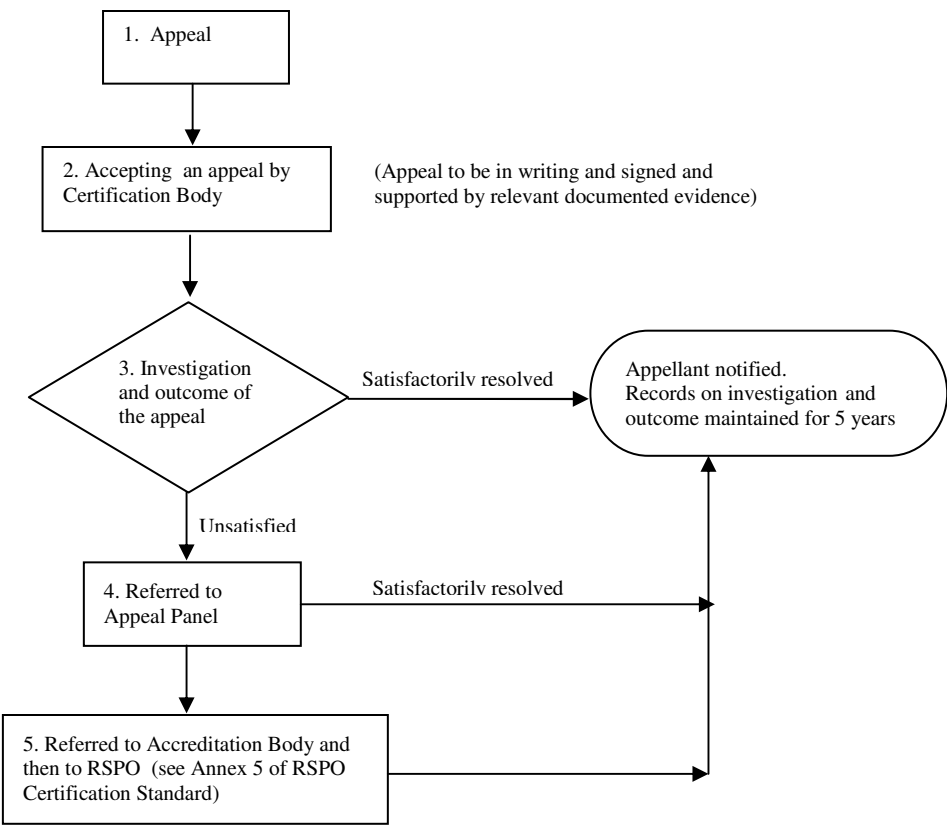
1. Purpose

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 General Manager	<p>A client wishing to appeal against an Intertek decision relating to the RSPO P&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 made payable to Intertek Certification International Sdn Bhd to cover any costs which might be incurred in respect of the appeal.</p>
3. Investigation and outcome of the appeal.	RSPO Program Manager or General Manager or Competent personnel	<p>The RSPO Program Manager or General Manager or competent personnel 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 RSPO Program 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 years.</p>
4. Appellant unsatisfied - appeal referred to Appeals Panel	Appeals Panel, CGC, RSPO Program Manager	<p>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 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>

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		<p>The RSPO Program Manager 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 RSPO Program Manager 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"> 1) Copy of Appeals Record, including the valid supported evidences. 2) Documentation supporting the decision. <p>The RSPO Program Manager 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 Intertek Certification International Sdn Bhd. 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>
5. Appellant unsatisfied – Appeal referred to the Accreditation Body and then to RSPO		<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.</p> <p>All records referring to the investigation and outcome shall be maintained on file for a minimum period of five years.</p>

5. Documentation

Reference	Title
RSPO Principles and Criteria	RSPO Principles and Criteria for Sustainable Palm Oil Production (latest version)
Annex 5	RSPO Certification Systems Standard (latest version)

Revision Log			
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