



APPEALS PROCEDURES



PROCEDURE

Agri Sub Division is an independent certification body offers certification services of Sustainable Palm Oil (SPO).

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1.0 Client Appeals

- If, for any reason, notification is given by **Agri** Sub Division which may result in a Certificate being withdrawn, the client has the right to appeal.
- All appeals must be in writing, directed through the Operations Manager and received within seven days of receipt of notification of Certificate withdrawal, together with the relevant facts and data for consideration during Certification Committee reviewing

2.0 Document Preparation

- The General Manager, on receipt of the appeal documents from the Operations Manager, shall generate the Appeal and complete the appropriate spaces.
- The General Manager shall make validation of the appeal to seek whether the appeal can be proceeding to Certification Committee or not. If the appeal is not valid enough, General Manager will stop the appeal process and or inform to client for valid supported evidence. But if the appeals is valid than proceed clause below
- The General Manager shall prepare documentation supporting Agri Sub Div decision to withdraw the certificate. The General Manager shall submit the following documentation for review by the Certification Committee :
 - a. Copy of Appeal Record.
 - b. Client appeal documentation.
 - c. Documentation supporting the decision to withdraw or suspension the certificate.

3.0 Appeals Certification Committee (A.C.C)

- The A.C.C. shall review all submitted documentation to ascertain whether the appeal is justified.
- The A.C.C will investigate the appeals and where necessary, A.C.C may invite the interested parties, related to Sustainable Palm Oil (SPO) system certification.
- The decision of the A.C.C. shall be final and binding on both the client and Agri. Once the decision regarding the appeal has been made, no counter claim by either party can be made to amend or change this decision.

- Upon receipt of the A.C.C. decision the General Manager shall complete the Appeal Record accordingly and forward to the Operations Manager to take the appropriate action by informing the client in writing of the decision.
- Where the appeal has been upheld, the Operations Manager shall reinstate the Certificate and return it to the client.
- Currently, A.C.C roles had been changed to RSPO Secretariat and/or Komite Minyak Sawit Berkelanjutan Indonesia (KMSBI) to review the appeals

4.0 Dispute of Appeals Resolution

- Dispute of appeals can be arising if both parties (Agri and Agri's client) could not reach agreement related to the cause of appeals and agree to resolve it through the third party, such as Arbitrary Body or Court of Justice.
- The President Director or Director is responsible for completion of these matters through the third party.
- All expenses occurred from resolution through the third party will be proportionally paid by each party.