

# APPEALS

PT. Mutuagung Lestari  
Agri Management certification Subdiv.  
Jl. Raya Bogor No. 19, Km. 33,5 Cimanggis – Depok 16953, phone. No. 62-21 8740202, Fax. 62-21 87740746

### 1.0 PURPOSE

The purpose of this procedure is to provide a mechanism for the client to appeal against decisions for as withdrawn and issuing of a certificate by **Agri** Sub Division between the two parties.

### 2.0 SCOPE

This procedure covers appeals against decisions issued by **Agri** Sub Division.

### 3.0 Appeals Certification Committee (A.C.C)

- 3.1 The A.C.C. shall review all submitted documentation to ascertain whether the appeal is justified.
- 3.2 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.
- 3.3 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.
- 3.4 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.
- 3.5 Where the appeal has been upheld, the Operations Manager shall reinstate the Certificate and return it to the client.
- 3.6 Currently For ISPO sheme, A.C.C roles had been changed by Komisi ISPO to review the appeals

### 4.0 Dispute of Appeals Resolution

- 4.1 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.
- 4.2 The President Director or Director is responsible for completion of these matters through the third party.
- 4.3 All expenses occurred from resolution through the third party will be proportionally paid by each party.