

INDONESIAN SUSTAINABLE PALM OIL

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ISPO

Indonesian Sustainable Palm Oil Plantation Certification (Indonesian Sustainable Palm Oil/ISPO) hereinafter referred to as ISPO is a business system in the field of oil palm plantations that is economically viable, socially viable and environmentally friendly based on the laws and regulations in force in Indonesia.

The legal basis for implementing ISPO is Presidential Regulation Number 44 of 2020 concerning the Indonesian Sustainable Palm Oil Plantation Certification System and Minister of Agriculture Regulation Number 38 of 2020 concerning Implementation of Indonesian Sustainable Palm Oil Plantation Certification.

The implementation of the ISPO Certification system aims to:

1. Ensure and improve the management and development of Palm Oil Plantations in accordance with ISPO principles and criteria;
2. Increasing the acceptability and competitiveness of Indonesian Palm Oil Plantation Products in national and international markets; And
3. Increasing efforts to accelerate the reduction of greenhouse gas emissions.

ISPO certification must be carried out by Business Actors which include Plantation Companies and/or Planters. For Palm Oil Plantation Businesses, ISPO Certification is mandatory, consisting of:

1. Palm Oil Plantation Cultivation Business
2. Palm Oil Plantation Products processing business
3. Integration of palm oil plantation cultivation businesses and palm oil plantation product processing businesses

Especially for growers, the ISPO certification obligation is valid for 5 (five) years from the promulgation of Presidential Regulation Number 44 of 2020

GGC Certification Indonesia is one of the Indonesian Sustainable Palm Oil Plantation Certification Institutions (LS) . Palm Oil/ISPO) which is currently undergoing the ISPO accreditation process

Service

Indonesian Sustainable Palm Oil Plantation Certification Palm oil)

Indonesian Sustainable Palm Oil (ISPO) is a business system in the field of oil palm plantations that is economically viable, socially viable and environmentally friendly based on the laws and regulations in force in Indonesia.

The aim of ISPO Certification is to increase awareness of the importance of producing sustainable palm oil, increase the level of competition for Indonesian palm oil in the world market, and support Indonesia's commitment to preserving natural resources and the environment.

Process Information

The ISPO certification process carried out by the Indonesian GGC Certification Institute is as follows:

No.	Conformity Assessment Function	Condition
1	Selection	
	Application	<p>Applications should be addressed directly to the Director of GGCI at the address: The City Tower Lt 12, MH Thamrin No. 81, Kel Menteng, Kec. Menteng, Central Jakarta, 10330</p> <p>Applicants are required to fill out the application form:</p> <ul style="list-style-type: none"> - 4.27.F27A_Quotation_ISPO_SVLK_GGCI.R0 - F.56 List Monitoring Completeness of Requirements, - 4.25. F25C_Application Form_ISPO_GGCI_R0_js, - 4.43. F43B Contract to Perform Certification Services_ISPO_Bahasa_GGCI.Ver.1)
	Attachment to applicant requirements (Plantation Company)	<ul style="list-style-type: none"> a. Plantation Business License b. Proof of Ownership of Land Rights c. Environmental Permit d. Determination of Plantation Class from the plantation business permit provider e. Register a minimum of 2 internal auditors for the company, or a minimum of 5 internal auditors for a group of companies who have passed ISPO training
	Attachment to applicant requirements (Growers)	<ul style="list-style-type: none"> a. Plantation Business Registration Certificate b. Proof of Ownership of Land Rights c. Environmental Management Statement Letter (SPPL)
Attachment to applicant requirements (Group of Planters)	<ul style="list-style-type: none"> a. Legality of Planters Groups b. The number of members who are ready to be certified includes the land area of each grower member c. List of Internal Control System Teams/Internal Control System (ICS) of groups of planters/groups of planters/cooperatives/economic institutions of planters as well as proof that at least 1 (one) person has passed ISPO training d. For groups of planters/associations of groups of planters/cooperatives/economic institutions of planters who apply for initial 	

No.	Conformity Assessment Function	Condition
		certification and do not yet have ICS, submit a list of names of at least 1 (one) accompanying person (from the Regional Facilitator/ISPO Consulting Institute/Partner Company/Extension Officer/NGO/Academics) who have passed ISPO training.
	Audit time is included if the organization has more than 1 location	In accordance with the agreement between the Indonesian GGC Certification Institute and the applicant organization and after the fees have been approved
2	Determination	
	Stage 1 Audit	<ul style="list-style-type: none"> a. The Stage 1 Audit must be carried out within a maximum period of 3 (three) months from the signing of the ISPO Certification agreement. b. If the results of the Stage 1 Audit have met the assessment requirements, proceed with the Stage 2 (two) audit c. If the results of the Stage 1 Audit do not meet the assessment requirements, you are given the opportunity to make improvements within a maximum period of 6 (six) months from the time the assessment is carried out. d. If improvements cannot be made within a period of 6 (six) months, the Stage 1 (one) Audit process is stopped and the application is returned to the applicant along with the reasons for termination.
	Assessment carried out by Stage 1 Audit	<ul style="list-style-type: none"> a. Review the completeness and correctness of legal documents b. Samples of plantations and processing businesses that will be assessed in Audit Stage 2 c. Critical points of gardens and processing businesses such as gardens with protected areas, storage areas for hazardous and toxic waste (B3), gardens with a certain slope, and d. The parties/stakeholders selected as sources who will be audited as a basis for preparing the Stage 2 Audit Plan.
Stage 2 Audit	<ul style="list-style-type: none"> a. The Stage 2 Audit is carried out after the results of the stage 1 (one) audit have met the assessment requirements 	

No.	Conformity Assessment Function	Condition
		<p>b. If the results of the stage 2 (two) audit have fulfilled the assessment requirements, the ISPO Certification decision will be continued</p> <p>c. If the results of the second stage audit do not meet the assessment requirements, the applicant is given time to make improvements within a maximum period of 6 (six) months from closing. meetings</p> <p>d. If within a maximum period of 6 (six) months the applicant is unable to make improvements, the stage 2 audit process is stopped and the application is returned to the applicant along with the reasons for termination.</p>
	Assessment carried out by Stage 2 Audit	<p>a. All documents used by the applicant;</p> <p>b. Application of ISPO principles and criteria in plantations and processing businesses;</p> <p>c. Competence of officers/employees involved in plantations and processing businesses; And</p> <p>d. Confirm the application of ISPO principles and criteria to the parties/stakeholders selected as resource persons</p>
	Field verification	Carried out in accordance with the audit plan
	Audit team	Consists of 3 - 4 people, 1 Team Leader and 2 - 3 members.
	Audit criteria	Minister of Agriculture Regulation Number 38 of 2020, Appendix I and Appendix II
	Field verification stages	Opening meeting, document verification and field observations, closing meeting.
	Field verification report	<p>Guidelines for conducting field verification in accordance with:</p> <ul style="list-style-type: none"> - 4.28. F28C_Application review checklist-Standard_ISPO_GGCI_R0 - 4.31. F31B_ISPO Audit Report Template_Stage-1_GGCI_R0_js - Supporting documents Supporting documents 4.44. F44 ISPO Checklist -Appendix 1. Rev.0 - Supporting documents 4.44. F44 ISPO Checklist -Appendix 2. Rev.0 - 4.58. F58 Attendance List for Stakeholder Meeting_ISPO.Ver.0 - 4.39. F39_Non Conformity Form_Standard_R2_GGCI_js - The field verification results report is submitted to the applicant organization in book and/or soft form copy .

No.	Conformity Assessment Function	Condition
		-
Evaluation and Decision		
3	Review of field verification results reports	Reviewers consist of personnel who are familiar with technical issues in the field of palm oil plantations/certification. Carried out in accordance with : <ul style="list-style-type: none"> - 4.31. F31B_ISPO Audit Report Template_Stage-1_GGCI_R0_js - 4.32. F32A_ISPO Audit Report Template_Stage 2-Surveillance-recertification_GGCI_R0_js
	Certification decision making	Carried out by the Director or permanent personnel who have competence and are appointed as GGCI Institute ISPO Certification Decision Makers in accordance with 4.34. F34B_Certification Decision Making.Ver.0
Use of the ISPO Logo		
4	License basis	Set in accordance with 4.51. F51_Agreement on the Use of Certificates _ ISPO Logo.Ver.1
Survilent		
5	Field verification	Carried out in accordance with 4.32. F32A_ISPO Audit Report Template_Stage 2-Surveillance-recertification_GGCI_R0_js
	Surveillance report	Done in accordance with
6	Special Audit	Done if: <ul style="list-style-type: none"> a. There is a request for expansion of the scope of ISPO Certification by Business Actors; b. Follow up complaints/appeals; or c. Change of management and/or ownership
	Field verification	Carried out in accordance with the following supporting documents: <ul style="list-style-type: none"> - 4.44. F44 ISPO Checklist -Appendix 1. Rev.0, as well as - Supporting documents 4.44. F44 ISPO Checklist -Appendix 2. Rev.0 - 4.30. F30C_Audit Plan_ISPO_GGCI_R0_js
	Special audit report	

Condition

Requirements that must be completed by clients to apply for Certification include:

- Complete the Certification Application Form document, which contains the applicant's general information, including name, address, telephone number, email, scope of assessment, number of employees, number of shifts and others.
- Attach the required documents in the form of:
 1. Plantation Company
 - a. Plantation Business License
 - b. Proof of Ownership of Land Rights
 - c. Environmental Permit
 - d. Garden Class Determination
 - e. List of names of Internal Auditors
 2. Planters
 - a. Plantation Business Registration Certificate
 - b. Proof of Ownership of Land Rights
 - c. Environmental Management Statement Letter
 3. Specifically for applications from Group Planters, they must attach requirements in the form of:
 - a. Legality of planter groups
 - b. The number of members who are ready to be certified includes the land area of each grower member
 - c. List of Internal Control System (ICS) Team and proof of at least 1 (one) person having passed ISPO training
 - d. For groups of growers/groups of growers/cooperatives/economic institutions of growers who apply for initial certification and do not yet have ICS, submit a list of names of at least 1 (one) accompanying person (from the Regional Facilitator/ISPO Consultant Institute/Partner Company/Extension/NGO/Academics) who have passed ISPO training.
- The audit criteria used and the desired scope of certification (single site or multi site)
- outsourced processes that affect the conformity of product requirements
- Information related to the Applicant's documentation.
- Responsible organization and targets for readiness to carry out certification audits.
- And others

Standard

The standards used in the environmental management system certification process are as follows:

- Presidential Regulation of the Republic of Indonesia Number 44 of 2020 concerning the Indonesian Sustainable Palm Oil Plantation Certification System
- Regulation of the Minister of Agriculture of the Republic of Indonesia Number 38 of 2020 concerning Implementation of Indonesian Sustainable Palm Oil Plantation Certification
- Decree of the Director General of Plantations Number: 348/KPTS/OT.050/12/2020 concerning Guidelines for Including Logos for Implementing Indonesian Sustainable Palm Oil Certification
- Applicable laws and regulations

Complaints & Appeals

Complaint Handling

1. Complaints to the INDONESIAN GGC CERTIFICATION Institute can be submitted if there is dissatisfaction with the ISPO Certification process, via:
Email address: admin@ggc.co.id
No. Tel GGC CERTIFICATION INDONESIA: +6285281884190
2. Complaints can be submitted at any time by:
 - a. Independent monitor;
 - b. Business Actors (Organizations/Clients);
 - c. Communities affected
3. Complaints submitted to the GGC CERTIFICATION INDONESIA Institute must be accompanied by the following documents:
 - a. Complaints made in writing and signed by the person suing or their attorney;
 - b. Supporting documents; And
 - c. Proposed ways to solve the problem.
4. Complaints are submitted in writing accompanied by supporting data in the form of relevant evidence and accompanied by a clear identity of the person submitting the complaint, at least the name of the individual or institution, proof of identity, address and telephone number, supporting evidence that can be accounted for.
5. The Quality Manager records Complaints in the Complaint Submission Log book and issues Corrective and Preventive Actions to the Technical Manager accordingly form F23 Incident Report and F24 Incident Log as regulated in the QM02 Management System Manual (Ref. Std ISO 17065), QP04 Procedure for Corrective Action and Preventive Action .
6. The INDONESIAN GGC CERTIFICATION Institute studies the Complaint and responds in writing to the relevance of the Complaint no later than 7 (seven) working days from the time the Complaint is received.
7. The Technical Manager verifies the validity and material of the Complaint to assess whether the Complaint is relevant for further processing or not.
8. Complaints are relevant for further processing if the data and information submitted are relevant, submitted by the relevant party and constitute new evidence.
9. Complaints are rejected if they are deemed irrelevant or do not constitute new evidence (novum).
10. In the verification stage of the Complaint material, consultations can be carried out with the relevant parties and carry out field verification on the object of the objection, as well as mediation with the relevant parties regarding the objection material submitted.
11. Complaints that are miscommunication can be resolved directly through a response letter to the complaint, while for complaints that are deemed relevant for further processing, the Director of the GGC CERTIFICATION INDONESIA Institute will form an Ad Hoc Team.
12. Complaints that are declared relevant are processed by the Complaint Resolution Team established by the INDONESIAN GGC CERTIFICATION Institute.

13. The Complaint Resolution Team is an Ad Hoc Team which may not consist of the Audit Team carrying out the verification, the Decision Maker in the case that is the subject of the complaint, the party submitting the Complaint, the party being complained about, and the relevant government agency.
14. The Complaint Resolution Team has an odd number and at least 3 (three) people consisting of 2 (two) INDONESIA CERTIFICATION GGC Institute elements and 1 (one) expert, who has competencies appropriate to the Complaint material.
15. Requirements for Complaint Resolution Team members:
 - Independent, by making a statement of impartiality .
 - Have the ability to assess the information submitted in the Complaint material.
 - Understand the ISPO Certification system
 - Have interdisciplinary insight and be able to work together with other members
 - Have high integrity and uphold objectivity in the complaint resolution process
 - Have conflict resolution mediation skills;
16. The Complaint Resolution Team submits a written report on the results of the investigation containing the results of the material test as well as recommendations for resolving complaints or appeals to the Director of the INDONESIA CERTIFICATION GGC Institute using
17. The Director of the GGC CERTIFICATION INDONESIA Institute shall submit a written response to the party submitting the Complaint, based on the report of the Complaint Resolution Team no later than 20 (twenty) calendar days from receipt of the Complaint Report.
18. The complaint handling mechanism can be accessed on the GGC CERTIFICATION INDONESIA website
19. During the complaint resolution process, the ISPO certificate that has been issued remains valid.

Handling of appeals

1. If the Applicant (7.1.2) is not satisfied with the decision of the GGC CERTIFICATION INDONESIA Complaints Resolution Team, he can submit an appeal to the ISPO Committee.
2. The INDONESIA GGC CERTIFICATION Institute submits the Complaint Resolution Team Report to the ISPO Committee.
3. Appeals to the ISPO Committee are resolved in accordance with the provisions of the ISPO Committee.
4. During the appeal resolution process, the ISPO Certificate that has been issued remains valid
5. The GGC INDONESIA CERTIFICATION Institute monitors the appeal implementation process at the ISPO Committee.
6. The INDONESIA CERTIFICATION GGC Institution is obliged to submit a report on the completion of Complaints and Appeals requests to the Minister, in the form of:
 - a. Certificate issued
 - b. Frozen certificate
 - c. Completion of Complaints and Appeals

Service

1. Palm Oil Plantation Business Actors:
 - a. Plantation Companies; or
 - b. Planters
2. Palm Oil Plantation Business:
 - a. Palm Oil Plantation Cultivation Business
 - b. Palm Oil Plantation Product Processing Business
 - c. Integration of Palm Oil Plantation plant cultivation businesses and Palm Oil Plantation product processing businesses

Information with Related Institutions

Collaboration between the Indonesian GGC Certification Institute and Other Institutions:

PT GGC Certification Indonesia as the Indonesian sustainable palm oil certification body (ISPO) always coordinates with other institutions regarding the latest applicable systems and regulations;

- Indonesian Ministry of Agriculture
- National Accreditation Committee (KAN)
- ISPO Committee

Form

Please email to ispo@ggc.co.id to request Application Form

Cost

Audit costs for field verification consist of:

- Application Fee and Adequacy Audit	Rp. 5,000,000
- Assessment costs (for initial certification/ surveillance /re-certification/special audit/scope addition activities)	Rp. 3.5 - 5 million/HOK
- Certification Decision Fees (Meeting Fees, Report Making and Certificate Printing)	Rp. 3,000,000

Information :

1. These costs do not include transportation and accommodation costs for the Audit Team
2. Certification fees do not include tax
3. Payment of audit fees no later than 5 (five) working days before the date of field verification by transfer to the account:
 - o CIMB Rek.704841191000
 - o PT GLOBAL GATEWAY CERTIFICATIONS INDONESIA
4. The number of plantations/factories, plantation area, distance between locations, permit capacity and complexity of processes in the organization determine the number of audit man-days and the number of auditors.

THANK YOU