

Kuala Lumpur, Malaysia: Monday 27 June 2022

The Roundtable on Sustainable Palm Oil (RSPO) is a not-for-profit, international membership organisation that unites stakeholders from various sectors of the palm oil industry to develop and implement global standards for sustainable palm oil production.

RSPO has been in communication with the authors of the article “Arbitrary harassment and criminalization of land activists in Malen Chiefdom, peacefully objecting to the RSPO certification of SOCFIN”, dated 6 May 2022.

RSPO relies on information from audit reports of certified growers which includes information on compliance performance on human rights, handling grievances, stakeholder feedback and other compliances towards the RSPO Principles and Criteria (P&C). RSPO and its members recognise, support and commit to following the United Nations Universal Declaration of Human Rights and the International Labour Organization (ILO)’s Declaration on Fundamental Principles and Rights at Work.

Allegations of misconduct by members are not representative of the RSPO Standards. There are systems in place to ensure that RSPO certified members abide by the Standards. These include third-party certification, a system of accreditation for certification bodies and a grievance mechanism (i.e. the RSPO Complaints System).

The RSPO Complaints System is a fair, transparent and impartial process to duly handle and address complaints against RSPO members. Stakeholders who have reason to believe that an RSPO member is in breach of the RSPO Standards can lodge a Complaint against the said member.

If the allegations are formally accepted, an independent investigation will ensue. Alternatively, the RSPO’s Complaints System also promotes non-adversarial methods of dispute resolution through Bilateral Engagement and mediations under the Dispute Settlement Facility (DSF) mechanism so as to enable stakeholders to ventilate their grievances peacefully.

The RSPO is committed to enhancing its monitoring systems on a more consistent basis and to improving its Assurance system overall. Any organisation or agency with additional information about violation(s) of the RSPO Standards found on any RSPO member plantations is encouraged to submit a formal complaint through the Complaints System.

For further information on our Complaints System, visit [://askrspo.force.com/Complaint/s/](https://askrspo.force.com/Complaint/s/)

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