

## **Resolution GA22-2e**

Proposed Resolution to be adopted at  
the 22nd General Assembly (GA22) of RSPO Members

5 November 2025

### **TITLE: STRATEGIC IMPLEMENTATION OF CONTINUOUS IMPROVEMENT MECHANISMS TO STRENGTHEN SERVICE QUALITY WITHIN THE RSPO CERTIFICATION FRAMEWORK**

**Submitted By:** Compañía Industrial Aceitera Coto Cincuenta y Cuatro S.A, Grupo Agroforestal Uumbal SAPI de CV, PROLADE SAPI DE CV, Oleoquímica Mexicana S.A. de C.V., Aceites de palma S.A. de C.V., Tostadas y Botanas Premium SA de CV

#### **Background:**

RSPO certification under the Principles and Criteria (P&C) framework depends directly on the performance of Certification Bodies (CBs) accredited by ASI. In Latin America, the withdrawal of one of the region's largest CBs in 2023 significantly reduced service capacity, creating bottlenecks in certification, recertification, and monitoring processes.

Although new CBs have recently entered the region, structural challenges persist, including the limited availability of qualified local auditors, non-transparent and elevated costs, prolonged response times, and inefficient communication channels. These issues resulted in the suspension of several certified companies across Latin America during 2024.

Furthermore, delays in PRISMA license approvals, compounded by technical failures and extended response times from RSPO headquarters in Asia in addressing support tickets, have disrupted operational processes and adversely affected overall system efficiency.

Collectively, these challenges compromise the operational continuity of certified members, discourage prospective applicants, and weaken RSPO's institutional credibility and stakeholder confidence throughout the Latin American region.

While this issue is most evident in Latin America, it is essential for the system to identify, assess, and proactively address similar limitations in the performance and service delivery of Certification Bodies (CBs) in other regions where RSPO operates. Doing so will help safeguard the operational continuity of members, reduce risks to the scheme's international credibility, and mitigate the effects of a systemic challenge that extends beyond regional contexts.

**Proposed Resolution:**

That RSPO define and implement robust and effective mechanisms to evaluate and ensure the quality of services provided by ASI, guaranteeing that certification bodies uphold a process of continuous improvement across all regions where RSPO operates, including Latin America. These mechanisms should aim to enhance the consistency and reliability of certification processes, address both regional and interregional challenges, and promote a harmonized framework that upholds the credibility, transparency, and operational continuity of the RSPO certification system worldwide through:

- a) The implementation of enhanced controls by RSPO and ASI, through the use of service evaluation indicators, to ensure that Certification Bodies consistently adhere to contractual obligations and provide timely responses to companies within the sector.
- b) Defining clear and measurable response times for quotations, contracts, audit implementation, non-conformity reviews, and report delivery.
- c) Creating independent and accessible complaint/appeal channels, with maximum response deadlines.
- d) Ensuring efficient and accessible administrative processes for producers of all sizes, preventing business interruptions caused by delays.
- e) Enhance regional monitoring mechanisms to improve RSPO's global responsiveness and strengthen its capacity for timely, evidence-based decision-making within the sector.
- f) Strengthen the RSPO's institutional presence in Latin America and other regions by establishing mechanisms that allow for more active and binding participation in decision-making processes, with the capacity to respond quickly and efficiently to the region's operational and strategic challenges.

**Potential Benefits:**

- Improved member experience through KPIs on response times and periodic client satisfaction surveys reviewed by ASI.

- Greater transparency and cost control, preventing unjustified oversizing of audit teams.
- Effective and fair complaint mechanisms, accessible and free of retaliation risks.
- Stronger RSPO presence in the region, increasing confidence among international buyers and supply chain actors.

### **Potential Risks & Mitigation:**

#### **Risks:**

Resistance from some CBs to adopt stricter service quality requirements.

Additional oversight efforts required from RSPO and ASI.

Companies may choose to migrate to certification schemes considered more viable in terms of costs, response times, and operational accessibility, which could weaken the adoption and sustainability of the RSPO standard in the region.

#### **Mitigation:**

Gradual implementation with pilot programs in Latin America.

Pre-consultations with CBs, producers, and buyers to align expectations.

Regional training and technical assistance to facilitate adoption.

### **Proposed Standing Committee/Working Group/Task Force in overseeing the Resolution:**

It is proposed that, as a first step, RSPO conduct an internal review jointly with ASI, within the framework of their current contractual relationship, with the objective of establishing a new monitoring and evaluation framework for the services provided by Certification Bodies (CBs). This would involve strengthening — or where necessary, developing — the relevant mechanisms and indicators that enable compliance with the provisions set forth in this proposal.

Subsequently, it is proposed that RSPO present the results of this review to companies in the sector, disaggregated by region, for their evaluation and feedback. The aim is to ensure alignment with, and fulfillment of, the objectives outlined in this proposal.

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