

The RSPO Complaints System: Experiences of a New African Grower

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Discussion Points

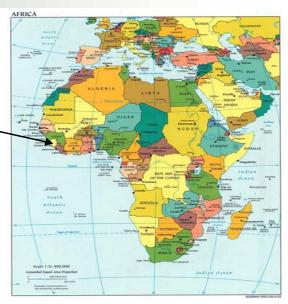


- 1. Background and context
- 2. Complaints impact
- 3. RSPO complaints system what works, what could be better
- 4. System revamp observations and suggestions

Liberia: A new frontier for palm oil



- West coast of Africa
- 1980 coup, unrest, civil war 1989 2003
- # 175 out of 187 countries UN Human Development Index 2013
- 4th lowest GDP per capita
- Main economic activities
 - Mining
 - Agriculture
- Poverty Reduction Strategy
 - Palm oil important





GVL: A brief introduction



- 2009: Govt, community consultations started
- 2010 2011: Concession agreement signed, ESIA, pre-nursery
- 2012: Started development
- Today:
 - Around 6,000 Ha planted
 - 3,500 Liberians employed
 - 4 clinics operational
 - School built
 - Scholarships



Complaints History - GVL



- 5 official complaints
- Suspension order on Feb 2013
- Quarterly progress reports
- RSPO team visit in June 2014
- Current status: Box F (Action Plan) escalated

Complaints Impact: Company



- Critical self-assessment & improvement
 - Engaged experts
 - Improved SOPs, processes, execution
 - Awareness of "rules"
 - Strengthened organisation
- Operational disruption
 - Significant delays
 - Cost
 - Management attention
- Increased scrutiny
 - More NGOs
 - Investors

Complaints impact: Community



- Increased awareness
 - Rights
 - Grievance process
 - Growers need to abide by "rules"
- Job losses
- Development delays
- Internal conflicts

The RSPO Complaints System



It works

- Exists, actively used
- Rulings followed
- Multi-stakeholder
- Encourages dialogue as first resort
- Open process (mostly)

But...

- CP proceedings not transparent
- Slow resolution
- Limited resources/reach/experts
- Database incomplete
- Inadequate filter?

Complaints System Review: Observations



- ✓ Improved processes and systems
- ✓ More resources and expertise
- ✓ Increased independence
- ✓ Strengthen bilateral engagement as first step
- ✓ Increased reach into new territories
- Burden of proof: caution on interpretation
- Safeguards against spurious complaints adequate?

Complaints System Review: Suggestions



- Increase transparency CP members, proceedings?
- Analytics to guide decision making?
- Sanctions for repeated abuse of system?



Thanks for your attention.

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