



# Developments at ISCC: Integrity, Digitalization and Integrating the UDB

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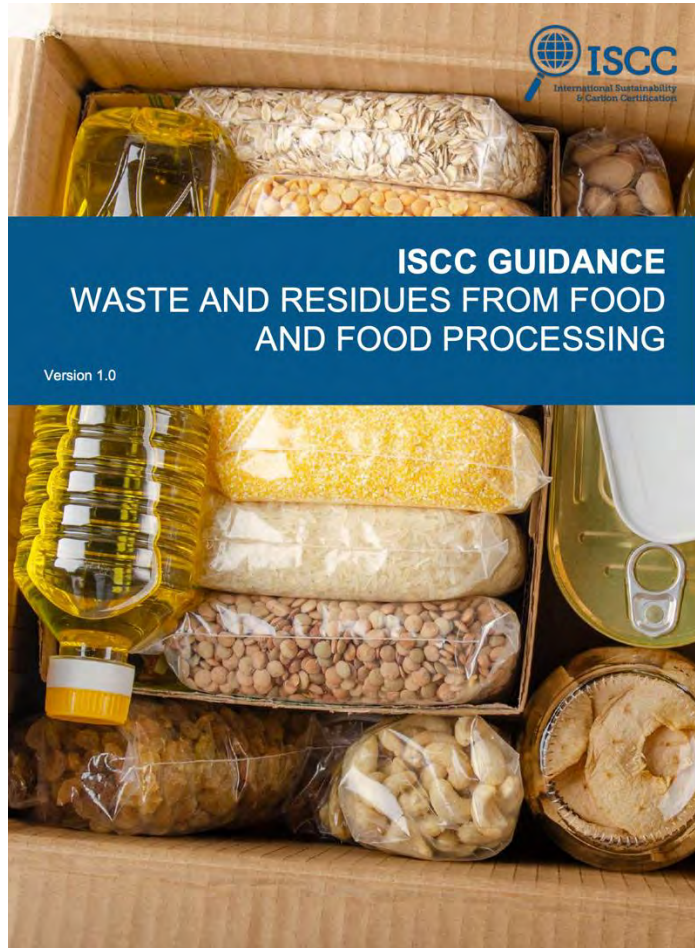
# The integrity of the ISCC certification system is based on three pillars and an integrated end to end IT solution



# System requirements



# Waste and residues Group



## Key points

- Gathering further knowledge on w/r materials
- Distilling it into actionable guidance for auditors
- Augmenting and expanding ISCC's training material
- **Now public:**
  - Palm Oil Mill Wastes
  - UCO Used Cooking Oil
  - Brown Grease
- **Coming soon:**
  - Food Waste
  - Sewage Sludge
  - Soapstock
  - Spent Bleaching Earth

# ISCC Working Group RSC Europe Mass Balance

## Objective

- Improve understanding of assignment rules, clarify existing scenarios, and add new ones (e.g. for SAF)

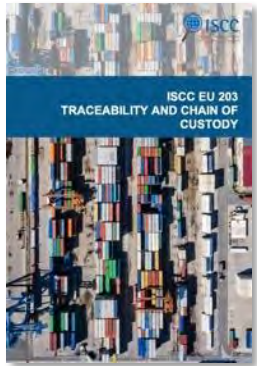
## Output

- Power point slides with scenarios and text boxes for explanations (graphs and bullets)

## Participants

- 20 experts (1 x organisation), open call among ISCC Members
- Balanced representation of industry, certification bodies / auditors and ISCC

December '24



**ISCC writes in parallel to the working group a Mass balance guidance document**

March '25

April/May '25

**Public consultation phase**

June '25

**Final document**

# New application process for certification bodies



## Key points

- Updated and strengthened application process for new CBs – via new Assessment Protocol that will be published soon
- Improved and updated contractual agreements with new CBs
- Further best practices to strengthen transparency and due diligence for new CB applications
- Introduction of new CB office audits 6 months following the signing of the Cooperation Agreement with ISCC

# Audit Quality





# Detailed action plan to address CBs' concerns and suggestions

ACTION PLAN OVERVIEW					
Action	TOPIC	RESPONSIBILITY	DEADLINE	% COMPLETE	Description
<b>BLOCK 1</b>	Communication	Patrick Ober, Anastasia Koltsova Joyce Kiruri, Jacy Marmaduke	Mar 25	50%	Improve communication channels, quality of replies and involvement with CBs
1.1.	Email responses	Joyce Kiruri	Mar 25	25%	Increase the service quality by speeding up responses and ensuring polite communication style
1.2.	Phone help desk	Florian Scholz	Feb 25	75%	Answer phone inquiries more effectively including immediate redirection to right colleagues
1.3.	Direct response personnel	Jacy Marmaduke, Andreas Merten	Feb 25	50%	Establish mail user groups that are addressed inquiry-specific and connect user groups with contact form
1.4.	Technical expertise	Patrick Ober, Jacy Marmaduke	Feb 25	50%	Ensure that (technical) requests are answered based on sufficient expertise
1.5.	CB involvement	Katharina Tilch	Feb 25	75%	Involve CBs in decision processes, taking their feedback into account and allow them to adapt to upcoming changes, CB panel, reiterate that we collect feedback for CB meetings in advance
1.6.	Interpretation assistance for ISCC PLUS	Jiwon Sung	Feb 25	75%	Establishing an interpretation document for CBs on ISCC PLUS documents and a webform for requests
<b>BLOCK 2</b>	Implementation of mass balance verification	Christian Scherhag	Dec 25	25%	Enable understanding and implementation of the Four-Eyes Principle on mass balancing
2.1.	Comprehensive system update	Christian Scherhag	Jan 25	75%	Communicate the necessity for additional mass balance verification to understand the implications of higher costs and extended waiting times.
2.2.	Integrity measures	Katharina Tilch	Dec 25	25%	Establish measures such as office audits and a warning system like yellow cards
2.3.	ISCC PLUS guidance on mass balancing	Jiwon Sung	Jun 25	50%	Provide a guidance document for ISCC PLUS on mass balancing
<b>BLOCK 3</b>	ISCC Trainings for auditors	Alina Pukall/Elena Zolotorubova-Prescher		50%	Ensure that trainings are addressing the needs of CBs and increase the robustness of the system
3.1.	Refresher trainings	Alina Pukall/Elena Zolotorubova-Prescher	Feb 25	50%	Addressing demand for specific refresher trainings to stay (only) up-to-date
3.2.	Revise trainings	All content teams		50%	Ensure that trainings are up-to-date and that feedback has been implemented
<b>BLOCK 4</b>	Data collection - Hub / APS / UDB	Katharina Plotz	Mar 25	25%	Simplify data gathering
4.1.	Training on Hub	Shreya Mundhra	Mar 25	25%	Improve the understanding and application of the ISCC HUB by system users and CBs
4.2.	Dedicated Hub email address	Katharina Plotz, Shreya Mundhra, Louis Marwasi	Feb 25	25%	Streamlining the resolution of HUB-related problems
4.3.	Interface Hub and APS/UDB	Katharina Plotz	Dec 25	25%	Simplify the Hub experience and reduce redundant manual information collection
<b>BLOCK 5</b>	Condense APS question catalogue	Peter Hawighorst	Mar 25	0%	
5.1.	Condensing APS question catalogue	Christian Scherhag, Jiwon Sung, Adam Kirby, Elena Peteriana, Peter Hawighorst	Mar 25	0%	Making APS more streamlined and user-friendly
<b>BLOCK 6</b>	Additional measures			0%	
6.1.	Consulting Freelancers as Auditors	Mrinalini Shinde / Leticia Mattos Guarglija Garver	waiting for a new meeting with the CBs to discuss this point	25%	Finding an adequate arrangement for consulting activities of freelancers as auditors
6.2.	Website	Mira Schläus	Jun 25	0%	Identify improvement areas and modify the website accordingly
6.3.	Technical reviewer for checking audit reports	Flavia Racti		0%	

## Key points (selection)

- **Optimizing communication channels** to ensure **timely replies** from our experts
- Enabling proper understanding and **implementation of the Four-Eyes Principle**
- Improving data gathering particularly **enhancing the HUB** onboarding and simplifying the Hub experience
- **Aligning modifications to the ISCC training rota** and continuous improvement addressing the auditors' needs
- **Condensing APS question catalogue** avoiding redundancies



# Improving our customer service for certification bodies and system users

Ticket Generation

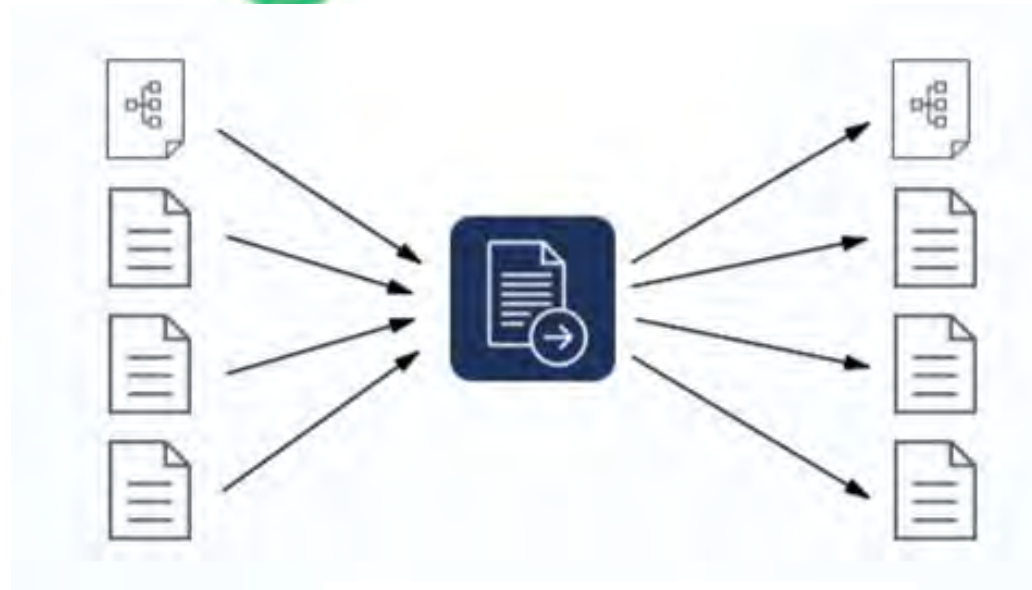
Automated Routing

Knowledge Base

FAQs



New ticket system



Efficient Routing to  
Subject Matter Experts

Measurable Response Times

Automated Follow Up

Enhanced Response Accuracy

Customer Self Service

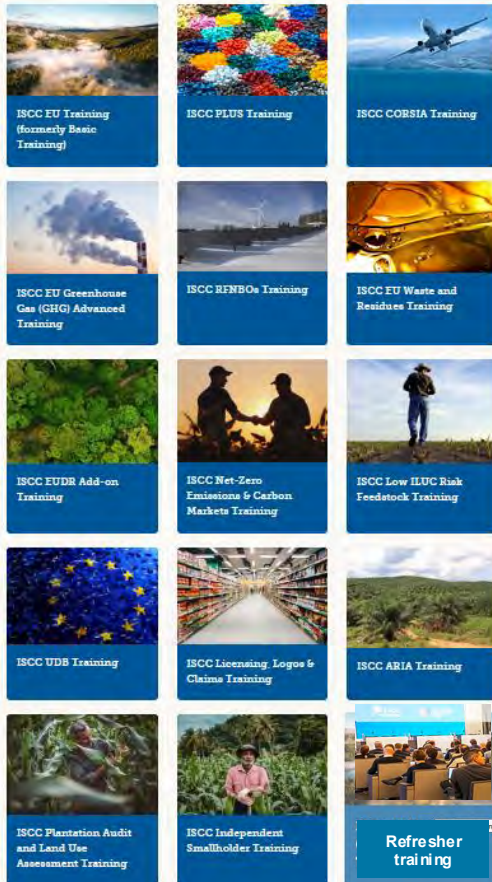


Knowledge repository

Implementing a **ticket system** with an integrated **knowledge base** will streamline request handling, automate ticket routing, enhance self-service options, and improve response accuracy—leading to a considerable **reduction in response time** compared to traditional email-based request management.

# ISCC Auditor Qualification – Strengthening Expertise

ISCC Academy introduces new training formats and frameworks to enhance learning experiences and ensure comprehensive auditor preparation.

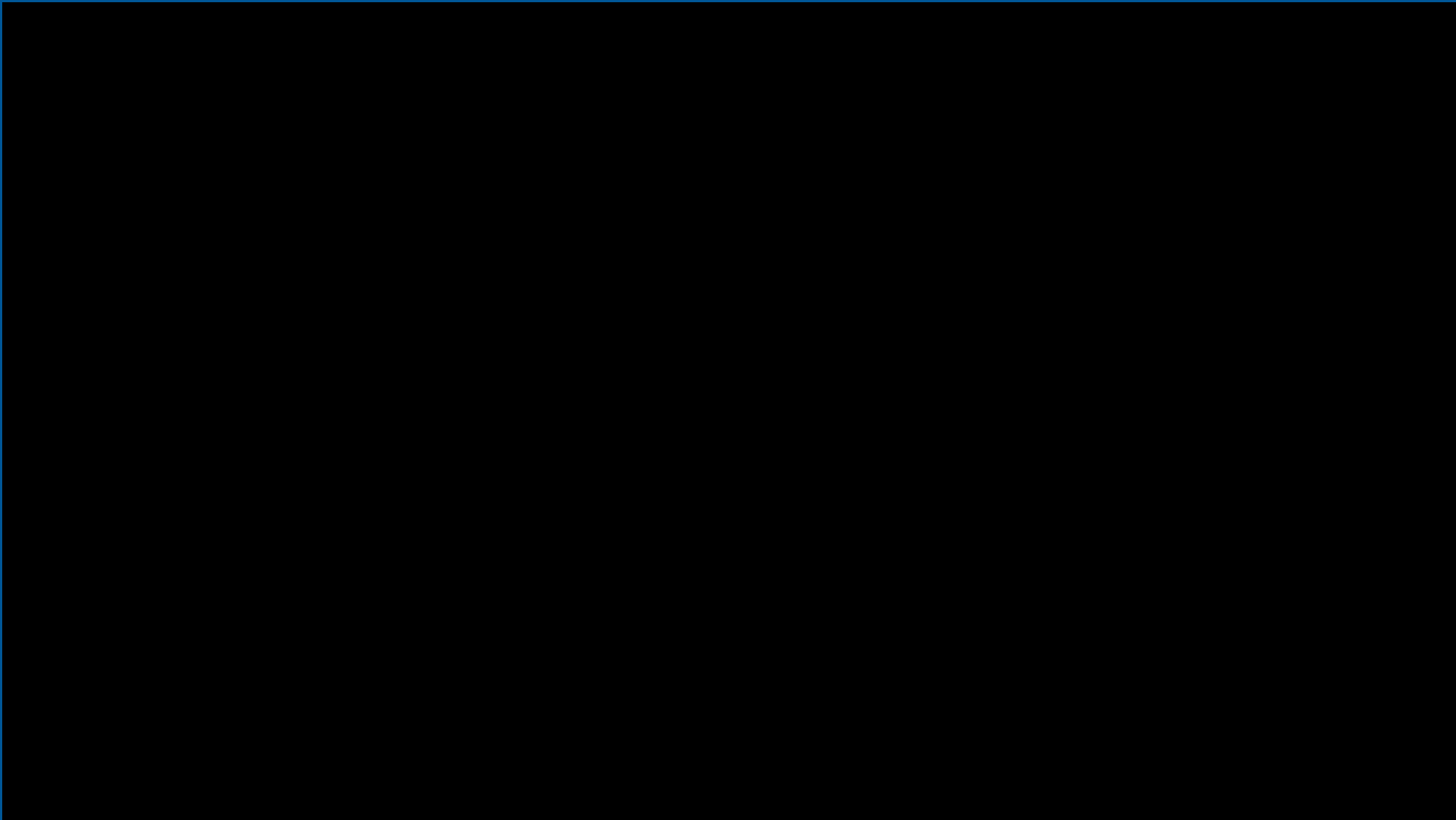


## Rota

- Training Rotation Period: Reduced **from 5 years to 3 years**
- Qualifications Validity: Until 2024, **valid for 5 years**  
**New Policy:** Affects qualifications issued **after 1 January 2025**

## Refresher & Expert Trainings

- **ISCC EU Refresher Training:**  
Replaces ISCC EU Training after initial attendance
- Purpose:  
**Keeps** auditors' **knowledge up to date** and **prevents redundancy** and is time-saving



# Risk Management



# Extensive risk management measures initiated in 2024

## Comprehensive Action Plan Timeline

Measures	May 24	Jun 24	Jul 24	Aug 24
4.1. Establishment of supportive guidelines for the auditing of ISCC systems according to the requirements of the standard DIN EN ISO 19011:2018				
4.2. Risk management tool that will visualize the locations by scope on a map				
4.3. Establishment of supportive guidelines for the auditing of mass balance according to ISCC requirements (including examples and best-practice approaches)				
4.4. Increasing the number of ISCC Integrity Assessments at Economic Operators by defining a minimum number of Economic Operators to be assessed per Certification Body				
4.5. Intensification of hiring activities for additional ISCC Integrity Auditors				
4.6. Certification Body Office Audits to assess all Certification Bodies operating under the ISCC EU scheme in China				
4.7. Establishing Witness Audits as a tool for further monitoring the quality of audits carried out by Certification Bodies				
4.8. Sharpening of ISCC guidance for assessing the level of non-conformities and respective sanctions				
4.9. Further strengthening the application process for new Certification Bodies to assess their comprehension of ISCC requirements and mandatory procedures				
4.10. Promotion of the ISCC Whistleblower Tool				

## Key points (selection)

- **Workshops** with all representatives from all CBs active in China
- Introduction and promotion of the **Whistleblower tool**
- Development of a **risk management tool**
- **Increasing staff size** of the integrity team and integrity assessors from 9 to 17
- Increasing the **number of integrity audits**
- Introduction of **witness audits** and
- **Office audits** in addition to the already established integrity audits



# Whistleblower Reporting Tool

- ✓ Whistleblower Reports can be filed with ISCC **by any party** (individual or organisations) that has a material interest in the activities of ISCC.
- ✓ Whistleblower Reports should be filed using the dedicated Whistleblower Tool accessible on the ISCC website.
- ✓ The Whistleblower Tool is secure, GDPR-compliant and is end-to-end encrypted.
- ✓ Whistleblowers have the option to access and use the tool, and to submit reports in **complete anonymity**.





# Integrated end-to-end IT Solutions



Integrated end-to-end IT Solutions

# Automated Connection ISCC HUB – Union Database (UDB)

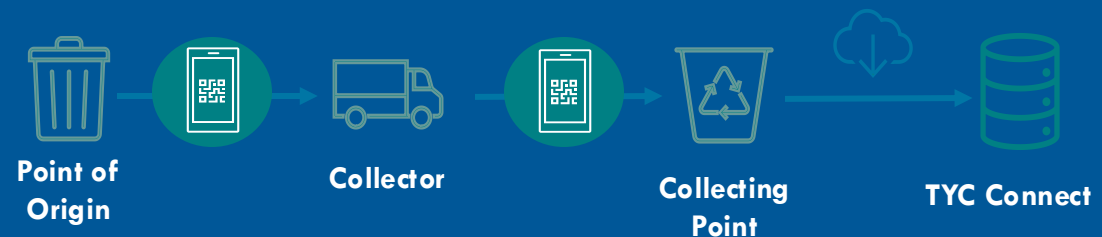


- In September 2024, ISCC has completed the **full integration** between the ISCC HUB and UDB.
- More than 6700+ ISCC EU certificates have been **successfully onboarded** into the UDB.
- Update of certificate **information in real time** is already in place.
- System Users are still urged to **verify their data in the HUB** and update, if necessary, to ensure a timely and smooth onboarding of their certificates.



# TYC Connect – Nominated Service Provider for the Union Database (UDB)

- The TYC – UDB API connection was successfully built and profoundly tested during 2024.
- ISCC has nominated TYC Connect as Service Provider in line with the UDB requirements.
- The nomination of TYC Connect has been approved by the EC UDB Team.
- TYC Collect – end-to-end integrated Mobile App.
- Points of Origin verification and confirmed deliveries are automatically transferred to TYC Connect.





# THANK YOU!

