

## Particulars

### About Your Organisation

#### 1.1 Member Name

Cardowan Creameries Ltd

#### 1.2 Membership number

2-0152-10-000-00

#### 1.3 Membership sector

Palm Oil Processors and/or Traders

#### 1.4 Membership category

Ordinary

#### 1.5 Country

United Kingdom

### 2.0 Does your company or organisation produce, process, consume or sell any palm oil or any products containing derivatives of palm oil?

Yes

### 2.1 Please select all description(s) that describe the palm oil-related activities of your company or organisation. Multiple selections are allowed, and not limited to the primary sector of the member's RSPO membership. You will be required to complete the relevant ACOP section based on your selection(s).

- I own and operate oil palm estate(s) and/or palm oil mill(s)
- I represent a palm oil Independent Smallholder farmer Group
- I own and operate independent palm oil mills
- I own and operate independent palm kernel crushing plants
- I trade or broker palm oil, palm kernel oil or related products
- I am a refiner of palm oil or palm kernel oil
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related ingredients
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products
- I manufacture consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors.
- I retail consumer (B2C) products containing palm oil, palm kernel oil or related products
- I operate food retail outlets that use palm oil, palm kernel oil or related products
- I support the sustainable development of the palm oil industry as a conservation and environmental NGO
- I support the sustainable development of the palm oil industry as a social and human development NGO

## Processors & Traders

### 1. Operational Profile

#### 1.1 Please state your company's main activity within the palm oil supply chain.

- Refiner of CPO and PKO
- Palm Kernel Crusher
- Trader with Physical Possession
- Trader without Physical Possession
- Integrated Refiner-Trader-Processor
- Intermediate Products Producer
- Power, Energy and Biofuel Processor
- Animal Feed Producer
- Oleochemicals Producer
- Distribution & Logistics
- Other

Other

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## 2. Palm Oil and Certified Sustainable Palm Oil Consumption

*Information in Section 2.0 - Palm Oil and Certified Sustainable Palm Oil Sourcing is a mandatory declaration in your ACOP. This includes volume data on palm oil, palm kernel oil and related products consumed of individual members, sectors and RSPO members as a whole. ACOP reports without reported volume data will be considered as incomplete and will not be accepted. Incomplete ACOP reports may lead to suspension or termination of RSPO membership.*

**2.1 Please include details of all certified and uncertified operations using palm oil, palm kernel oil and related products, owned and/or managed by the member and/or all entities that belong to the group.**

Cardowan Creameries Ltd

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**2.1.1 In which markets do you sell goods with palm oil and palm oil -related products?**

Europe, Latin America

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**DL.2.0 In order to facilitate ease of reporting and transparency, RSPO members operating within the palm oil demand supply chain can now choose to report palm oil and palm oil product volumes on:**

an aggregate level (as in previous ACOP reporting cycles)

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**2.2 Volumes of uncertified and certified palm oil, palm kernel oil and related product sourced in the year**

| <b>Description</b>  | <b>Tonnes</b> |
|---|---------------|
| Crude palm oil, including derivatives refined from CPO (tonnes)         | 9511.0        |
| Crude palm kernel oil, including derivatives refined from CPKO (tonnes) | 718.0         |
| Crude palm kernel expeller (tonnes)                                     | 0.0           |
| <b>Total</b>  | <b>10229</b>  |

**2.3 Volume of RSPO-certified palm oil, palm kernel oil and related products sourced in the year (tonnes):**

| <b>Description</b>                        | <b>Crude Palm Oil (CSPO) and CSPO Derivatives</b> | <b>Crude Palm Kernel Oil (CSPKO) and CSPKO Derivatives</b> | <b>Palm Kernel Expeller (CSPKE)</b> |
|---|---|--|-------------------------------------|
| RSPO Credits from Mill / Crusher          | 0.0   | 0.0  | 0.0                                 |
| RSPO Credits from Independent Smallholder | 0.0   | 0.0  | 0.0                                 |
| Mass Balance (MB)                         | 2649.0  | 0.0  | 0.0                                 |
| Segregated (SG)                           | 5610.0  | 718.0  | 0.0                                 |
| Identity Preserved (IP)                   | 0.0   | 0.0  | 0.0                                 |
| <b>Total</b>                              | <b>8259.0</b>                                     | <b>718.0</b>   | <b>0.0</b>                          |

**2.4 According to the volume information you have provided in Question PT.2.2 and Question PT.2.3, your company's certified palm oil, palm kernel oil and related products uptake is:**

87.76%

**2.4.1 Please provide additional information on your certified palm oil, palm kernel oil and related products uptake calculated in PT.2.4. This may include changes due to business environment, evolving nature of operations or variations due to stock positions**

Some slightly change to business landscape with some business moving to SG, and some new customers

**2.5 What is the estimated percentage of Certified Sustainable Palm Oil in the palm oil, palm kernel oil and related products sold, traded or processed by your company in the following regions:**

| <b>Countries/Regions</b> | <b>Percentage</b> |
|--------------------------|-------------------|
| Europe                   | 82.0              |
| North America            | 0.0               |
| Malaysia                 | 0.0               |
| Indonesia                | 0.0               |
| China                    | 0.0               |
| India                    | 0.0               |
| Latin America            | 0.0               |
| Africa                   | 0.0               |
| Rest of World            | 0.0               |

### 3. TimeBound Plan

**3.1 Which year did your company achieve/obtain (or expects to achieve/obtain) the RSPO supply chain certification or RSPO trader/distributor licence?**

2010

**3.2 Which year did your company start (or expect to start) to source any RSPO-certified palm oil and oil palm products?**

2010

**3.2.1 If the previous target year has not been met, please explain why.**

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**3.3 Which year did your company achieve (or expects to achieve) 100% RSPO certification of all palm product processing facilities.**

2020

**3.3.1 If the previous target year has not been met, please explain why.**

Cardowan Creameries is our only site and we have been SG and MB certified for numerous years. Over the past years we have been trying to convert customers on to using certified palm oil. Although we are still working on it we find that some of our customers are reluctant to pay the premium for sustainable oil.

**3.4 Year expected to only source 100% RSPO-certified palm oil and oil palm products.**

2025

**3.4.1 If target has not been met, please explain why.**

Over the past years we have been trying to convert customers on to using certified palm oil. Although we are still working on it we find that some of our customers are reluctant to pay the premium for sustainable oil. In conjunction with this, COVID-19 has caused an impact with the business and thus, the timeframe for conversion need be extended to allow the business to recover

**3.5 If the TimeBound Plan commitments declared above do not cover all countries in which the member operates, please explain why**

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#### 4. Actions For Next Reporting Period

##### 4.1 Please outline activities that your company will take in the coming year to promote the production or consumption of certified sustainable palm oil (CSPO)

Continue to liaise with customers and inform of benefits of sustainability in effort to convert customers

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## Shared Responsibility

*The Board of Governors of the Roundtable on Sustainable Palm Oil approved new Shared Responsibility rules on 31 October 2019, requiring all members to share sustainability requirements and obligations. Reporting of Shared Responsibility indicators will be done through several channels, including ACOP. As the implementation of Shared Responsibility reporting is still on-going and in development, the Shared Responsibility section in ACOP is not yet final and may change in future ACOP cycles. For more information on Shared Responsibility, please go to <https://rspo.org/news-and-events/news/what-are-the-new-shared-responsibility-rules> or email the ACOP team at [acop@rspo.org](mailto:acop@rspo.org)*

### Labour & Labour Rights

1.1 Does your company have a publicly-available policy covering Labour & Labour Rights?

No

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### Ethical Conduct & Human Rights

1.2 Does your company have a publicly-available Policy covering Ethical Conduct & Human Rights?

Yes

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1.2.1 Does the policy cover:

- Recruitment
- Contractors
- Sub-Contractors & Third-Party Contractors

### Land Use

1.3 Does your company have a publicly-available Policy covering Land Use?

No

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### Occupational Health & Safety

1.4 Does your company have a publicly-available Policy covering Occupational Health & Safety?

No

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**Climate Change & Greenhouse Gas (GHG)**

**1.5 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG)?**

No \_\_\_\_\_

**Complaints & Grievances**

**1.6 Does your company have a Complaints & Grievances Mechanism?**

Yes \_\_\_\_\_

**1.6.1 Is your Complaints & Grievance mechanism in line with the principles of the RSPO's grievance mechanism, which are the elements of fairness, transparency, and impartiality?**

Yes \_\_\_\_\_

**Smallholders**

**1.7 Does your company support oil palm independent smallholder groups?**

No \_\_\_\_\_

**1.7.3 Do you have any future plans to support oil palm Independent Smallholders?**

Yes \_\_\_\_\_

**Sustainable Palm Oil Policy**

**1.8 Does your company have a publicly-available Policy covering the implementation of RSPO Shared Responsibility principles?**

Yes \_\_\_\_\_

**Waste Management**

**1.9 Does your company have a waste management plan?**

Yes \_\_\_\_\_

**Water Management**

**1.10 Does your company have a water management plan?**

No \_\_\_\_\_

**Energy Use**

**1.11 Does your company have an energy use plan covering fossil fuels and renewable energy?**

Yes \_\_\_\_\_

**RSPO Services and Support**

**1.12 Does your company provide services and support to the RSPO, eg. participation in RSPO Working Groups and Task Forces**

No \_\_\_\_\_

**Shared Responsibility Resourcing**

**1.13 Does your company have a plan to commit resources to ensure effective implementation of RSPO Shared Responsibility principles?**

Yes \_\_\_\_\_

## Challenges and Support

### 1.1 What significant obstacles or challenges has your company encountered in the promotion of certified sustainable palm oil (CSPO)? What efforts has your company taken to address these obstacles or challenges?

- Awareness of RSPO in the market
- Difficulties in the certification process
- Certification of smallholders
- Competition with non-RSPO members
- High costs in achieving or adhering to certification
- Human rights issues
- Insufficient demand for RSPO-certified palm oil
- Low usage of palm oil
- Reputation of palm oil in the market
- Reputation of RSPO in the market
- Supply issues
- Traceability issues
- No challenges faced
- Others

#### Others

COVID has caused significant impact on business and created many challenges

### 1.2 In addition to the actions already reported in this ACOP report, what other ways has your company supported the vision of the RSPO to transform markets to make sustainable palm oil the norm?

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues such as trade workshops or industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- No actions taken
- Others

#### Others

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### 1.3 If your company has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

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