

Particulars

About Your Organisation

1.1 Member Name

Carotino/ JC Chang Group

1.2 Membership number

2-0029-06-000-00

1.3 Membership sector

Palm Oil Processors and/or Traders

1.4 Membership category

Ordinary

1.5 Country

Malaysia

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

Grower

1. Operational Profile

1.1 Please state your company's main activities as a palm oil grower:

- Oil palm grower without palm oil mill
- Oil palm grower with palm oil mill
- Oil palm grower with palm oil mill and palm kernel crushing plant
- Independent palm oil mill
- Smallholder Group Manager

2. Operations and Certification Progress

Information in Section 2.0 - Operations and Certification Progress - is a mandatory declaration in your ACOP. This includes hectareage data, to enable the RSPO to accurately calculate certification of individual members, sectors and RSPO members as a whole. ACOP reports without reported hectareage 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 Land area controlled and managed associated to palm oil

2.1.1 Please state the total number of palm oil estates, certified and uncertified, controlled or managed by the member

17

Land area controlled and managed associated to palm oil

Description	Hectares
2.1.2 Total land controlled or managed for oil palm cultivation - planted and infrastructure (hectares)	39845.87
2.1.3 Total land controlled or managed for oil palm cultivation - unplanted (hectares)	119.13
2.1.4 Total land designated and managed as HCV areas (hectares)	224.04
2.1.5 Other conservation land set aside, excluding HCV areas reported in 2.1.4 (hectares)	560.83
2.1.6 Total land under scheme smallholders (hectares)	0.0
Total	40749.87

2.2 Certification progress**2.2.1 Number of management units certified under RSPO P&C Certification**

3

2.2.2 Total certified land under the RSPO P&C Certification, excluding scheme smallholders (hectares)

32582.2

2.2.2.1 Certification progress - land under RSPO P&C Certification, excluding scheme smallholders

79.96%

2.3 In which countries are your estates located?**2.3.1 Indonesia - Please indicate which province(s)**

-

2.3.2 Malaysia - Please indicate which state(s)

Pahang,Sabah

2.3.3 Other - Please indicate which country/countries

-

2.4 New plantings and development (excluding replanting)**2.4.1 How much new land was planted by your company during this reporting period (hectares)?**

0.0

2.5 Supply of Fresh Fruit Bunches (FFB)**2.5.1 Total FFB volume produced by estates managed or controlled by your company (tonnes)**

638550.4

2.5.1.1 Total certified FFB volume produced by certified estates managed or controlled by your company (tonnes)

497476.87

2.5.2 In addition to FFB produced by your company's estates, does your supply base include any of the following?

- Scheme Smallholders
- Independent Smallholders
- Outgrowers
- Other Third-Party Suppliers

2.5.4 Independent smallholder operations that supply your operations:**2.5.4.1 Total FFB volume supplied by independent smallholders (tonnes)**

7399.19

2.5.4.2 Total certified FFB volume supplied by independent smallholders (tonnes)

0.0

2.5.5 Outgrower operations that supply your operations:**2.5.5.1 Total FFB volume supplied by outgrowers (tonnes)**

118306.12

2.5.5.2 Total certified FFB volume supplied by outgrowers (tonnes)

0.0

2.6 Fresh Fruit Bunches (FFB) processing and production operations

2.6.1 Number of palm oil mills operated

4

2.6.2 Number of palm oil mills certified under RSPO P&C

3

3. Palm Oil and Certified Palm Oil Production

Information in Section 3 - Palm Oil and Certified Palm Oil Production - is a mandatory declaration in your ACOP. This includes volume, to enable the RSPO to accurately calculate production uptake on a member, sector and total level. ACOP reports without reported volume data will be considered incomplete and will not be accepted.

3.1 Total Crude Palm Oil produced (tonnes)

Countries/Regions	Tonnes
Malaysia	165654.618
Indonesia	0.0
Latin America	0.0
Africa	0.0
Rest of the World	0.0
Total	165654.618

3.2 CSPO sold as RSPO certified

Description	Tonnes
Identity Preserved (IP)	28916.16
Segregated (SG)	0.0
Mass Balance (MB)	39629.48
RSPO Credits	0.0
Total	68545.64

3.5 Total CSPO sold

Description	Tonnes
3.2 CSPO sold as RSPO-certified	68545.64
3.3 CSPO sold under other certification schemes	26987.83
3.4 CSPO sold as conventional	7739.09
Total	103272.56

3.6 According to the volume information you have provided in this questionnaire, CSPO represents the following percentage of your total CPO production

62.34%

3.7 Based on total CSPO volumes sold (Question G.3.6) , please estimate the percentage of the volumes originating from your operations in the following regions/countries

Countries/Regions	Percentage
Malaysia	100.0
Indonesia	0.0
Latin America	0.0
Africa	0.0
Rest of the World	0.0

3.8 Total Crude Palm Kernel produced (tonnes)

Countries/Regions	Tonnes
Malaysia	30843.06
Indonesia	0.0
Latin America	0.0
Africa	0.0
Rest of the World	0.0
Total	30843.06

3.9 CSPK sold as RSPO certified

Description	Tonnes
Identity Preserved (IP)	6907.21
Segregated (SG)	0.0
Mass Balance (MB)	15120.83
Total	22028.04

3.12 Total CSPK sold

Description	Tonnes
3.9 CSPK sold as RSPO-certified	22028.04
3.10 CSPK sold under other certification schemes	0.0
3.11 CSPK sold as conventional	2191.62
Total	24219.66

3.13 According to the volume information you have provided in this questionnaire, CSPK represents the following percentage of your total CPK production

78.53%

3.14 Based on the CSPK sold volumes (Question G.3.12), please estimate the percentage of volumes originating from your operations in the following regions/countries:

Countries/Regions	Tonnes
Malaysia	100.0
Indonesia	0.0
Latin America	0.0
Africa	0.0
Rest of the World	0.0

4. TimeBound Plan

4.1 Which year did your company achieve (or plans to achieve) its first RSPO P&C certification?

2010

4.2 Which year did your company achieve (or plans to achieve) 100% RSPO certification for all its estates and mills?

2020

4.2.1 If the previous target year for G.4.2 has not been met, please explain why

The Group has achieved 100% RSPO certification for all Operating Units under the management of JC Chang Group at ended year of 2019. The last Production Unit namely Takon Production Unit have undergone RSPO main assessment on 28/10 to 1/11/19 with a positive result and the CB have recommended Takon Production Unit for RSPO certification. However, the certificate is yet to be issued due to pending approval from RSPO on the RaCP compensation plan. RSPO agreed to hold the result of assessment for Takon Production Unit till Nov. 2020 but unfortunately, the Group can't achieve the deadline as RaCP compensation plan was yet to approved by RSPO. The Group will reconduct RSPO main assessment for Takon Production Unit without Takon Palm Oil Mill as soon as possible after obtained approval on RaCP compensation plan from RSPO. Takon Production Unit was restructure on Feb. 2021 as Takon Palm Oil Mill was sold to non-RSPO member on 22/01/21.

4.4 Which year did your company achieve (or plans to achieve) 100% RSPO certification for all FFB, regardless of source?

2030

4.4.1 If the previous target year for G.4.4 has not been met, please explain why

Independent FFB suppliers are not keen as difficult of achieving RSPO certification requirements and no additional benefits for getting RSPO certificate.

5. Concession Map

5.1 The RSPO General Assembly Resolution 6G (2013) calls for all members with Grower operations to submit maps of their concessions through ACOP. Has your company submitted concession maps to the RSPO in previous ACOP cycles?

Yes _____

5.2 Has your company acquired any new concession sites or have any concession sites changed ownership since the previous ACOP map submission?

Yes _____

5.3 Please upload your company's updated estate location concession map(s) in Shapefile format here. This requirement only applies if your company has made changes to its concession sites from previous map submissions in ACOP or if the member is submitting concession maps through ACOP for the first time

Boundary for Asia Ecogreen_shapefile.shp _____

6. GHG Footprint

6.1 What is the average GHG footprint for all certified management units by hectare (tCO₂e/ha)?

5.08

6.2 What is the average GHG footprint for all certified management units per tonne of crude palm oil (tCO₂e/tCPO)?

1.38

6.3 What are the key emission sources identified by your company in certified management units?

- Land use change
- Existing cultivation peatland
- Palm oil mill effluent (POME)
- Fertiliser application
- Others

Others

-

6.4 Does your company have a baseline for GHG reporting?

No

6.4.2 Please explain why your company does not have an existing baseline, and if it is planning to develop a baseline for GHG reporting?

we don't have enough historical data to work on 3 years avg baseline, currently only 2 years data available. next year we will able to build our GHG baseline for emission monitoring.

7. Support for Oil Palm Smallholders

7.1 How is your company supporting Independent Smallholder groups?

- Sourcing of physical FFB
- Financial support
- Operations support
- Training support
- Community development
- Not supporting Independent Smallholder groups
- Others

Others

-

7.1.1 Please provide the names and locations of the oil palm Independent Smallholder groups that you are currently supporting. This question is not mandatory, and is left to the discretion of the RSPO member to answer.

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8. Actions For Next Reporting Period

8.1 Outline activities that your company will undertake in the coming year to advance its certification efforts.

The Group has achieved 100% RSPO certification for all Operating Units under the management of JC Chang Group at ended year of 2019. The last Production Unit namely Takon Production Unit have undergone RSPO main assessment on 28/10 to 1/11/19 with a positive result and the CB have recommended Takon Production Unit for RSPO certification. However, the certificate is yet to be issued due to pending approval from RSPO on the RaCP compensation plan. RSPO agreed to hold the result of assessment for Takon Production Unit till Nov. 2020 but unfortunately, the Group can't achieve the deadline as RaCP compensation plan was yet to approved by RSPO. The Group will reconduct RSPO main assessment for Takon Production Unit without Takon Palm Oil Mill as soon as possible after obtained approval on RaCP compensation plan from RSPO. Takon Production Unit was restructure on Feb. 2021 as Takon Palm Oil Mill was sold to non-RSPO member on 22/01/21.

8.2 Outline activities that your company will undertake in the coming year to promote the uptake CSPO along the supply chain.

Encourage those non-certify FFB suppliers that supply FFBs to our mills to contribute towards sustainability implementation by conduct regular stakeholder meeting, awareness training, consultation and provide a method of sustainability implementation for their adoption

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

I am a manufacturer of B2C products _____

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.

Manufacturer of palm based products (cooking oils, methyl esters, glycerol, medium chain triglycerides and fatty acids) _____

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

Europe, China, Malaysia, Indonesia, Latin America, Rest of the World _____

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) _____

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

Description	Tonnes
Crude palm oil, including derivatives refined from CPO (tonnes)	141452.0
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	3181.0
Crude palm kernel expeller (tonnes)	0.0
Total	144633

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

Description	Crude Palm Oil (CSPO) and CSPO Derivatives	Crude Palm Kernel Oil (CSPKO) and CSPKO Derivatives	Palm Kernel Expeller (CSPKE)
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)	9827.0	1583.0	0.0
Segregated (SG)	332.0	0.0	0.0
Identity Preserved (IP)	31202.0	0.0	0.0
Total	41361.0	1583.0	0.0

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:

29.69%

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

There is an increased in uptake of certified product compared to year 2019 due to increasing demand in certified product

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:

Countries/Regions	Percentage
Europe	10.0
North America	0.0
Malaysia	28.0
Indonesia	0.0
China	1.0
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.

-

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.

Our Time Bound Plan encompasses Carotino own brand products delivered to EU and UK only where the target is achievable. This is the region where the demand for RSPO-certified products is most dominant. Most customers in other regions of the world do not see any benefits in procuring RSPO-certified palm products and derivatives as the additional premium is a deterrent, at the same time it is not a requirement of the end-user. Those customers outside of the EU and UK who buy RSPO-certified palm products and derivatives are those who eventually export to EU or they are bound by their HQ policy of RSPO compliance.

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

2030

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

There are still negative perception of palm oil products in EU causing falling sales volume. High cost of RSPO certified raw materials is a constraint to achieve higher volumes of certified products.

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

Belgium, Germany, Italy, United Kingdom. Our TimeBound Plan encompasses Carotino own brand products delivered to EU and UK only where the target is achievable. This is the region where the demand for RSPO-certified products is most dominant. Most customers in other regions of the world do not see any benefit in procuring RSPO-certified palm products and derivatives as the additional premium is a deterrent, at the same time it is not a requirement of the end-user.

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)

Assist customers with RSPO membership, supply chain and trademark application processes. Encourage customers to buy RSPO certified palm oil products and comply with customers' high expectations of sustainability and conservation. Encourage CPO suppliers who are not certified to implement RSPO P&C and go for certification

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

Labour & Labour Rights

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

Yes

1.1.1 Does the policy cover:

- No discrimination
- Wage and working conditions
- Freedom of association
- No child labour
- No harassment
- No forced or trafficked labour

Ethical Conduct & Human Rights

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

Yes

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?

Yes

1.3.1 Does the policy cover:

- Free Prior and Informed Consent (FPIC)
- Compensation

Occupational Health & Safety

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

Yes

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?

Yes

1.7.1 Does this support cover:

- Fair and transparent dealings with Smallholders
- Improved Smallholder livelihoods

1.7.2 How is your company supporting them?

1. Sourcing of physical FFB
 2. Training support
 3. Community development
-

Sustainable Palm Oil Policy

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

No

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?

Yes

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

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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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