

Particulars

About Your Organisation

1.1 Member Name

DKSH Holding AG

1.2 Membership number

2-1054-19-000-00

1.3 Membership sector

Palm Oil Processors and/or Traders

1.4 Membership category

Ordinary

1.5 Country

Switzerland

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

-

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.

Under the RSPO umbrella of DKSH Holding AG (Palm Oil Processors and/or Traders) we represent 13 DKSH Group Members (as of April 30, 2021), 1 entity with 2 certifications and 4 entities with distributor licenses, all subsidiaries are 100% companies of DKSH Holding AG (Switzerland):

5 Group Members with certification or distributor license:

- 1) PT. DKSH Indonesia (100%): 2 certifications (office and warehouse; 1 business model)
- 2) DKSH Marketing Services Spain, S.A.U. (100%): distributor license
- 3) DKSH France SA (100%): distributor license
- 4) DKSH (Thailand) Ltd. (100%): distributor license
- 5) DKSH Performance Materials Australia Pty Ltd. (former Axieo) (100%): distributor license

Remarks Australia:

Company is currently in transfer from former Axieo to DKSH, the distributor license is about to be updated with new company name DKSH Performance Materials Australia Pty Ltd.

8 Group Members without certification or distributor license:

Switzerland, Germany, Italy, Denmark (Nordics), New Zealand, USA (North America), China, DKSH Grocery Connect Australia
Distributor licenses for all 8 entities are under discussion

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

Europe, Indonesia, 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:

by up to 5 individual subsidiaries. Members with more than 5 subsidiaries will be required to aggregate the volumes of remaining subsidiaries into a separate total.

DL.2.1 Please state the number of subsidiaries you would like to declare separately (to a maximum of 5)

5

S1_DL.2.1.1 Please state the name of this subsidiary

PT. DKSH Indonesia

S1_DL.2.1.2 In which markets does this subsidiary operate?

Indonesia

S1_DL.2.1.3 Please provide additional information of this subsidiary's operations

We are the leading Market Expansion Services provider for companies who want to grow their business in Indonesia.

Certified entities:

- 1) PT. DKSH Indonesia, Jl. Caringin No. 03A RT/RW : 001/004, Kelurahan Bojong Menteng, Kec. Rawa Lumbu - Kota Bekasi
- 2) PT. DKSH Indonesia, AIA Building 39th floor Jalan Jenderal Sudirman Kav. 48A, Jakarta Selatan 12930 Jakarta Indonesia (ICS)

First date of certification: 23.11.2020

Full year 2020 report provided, accumulated for both certified entities (this is one business)

Sales only in Indonesia, no export

S1_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)	11.05
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	0.65
Crude palm kernel expeller (tonnes)	0.0
Total	12

S1_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)	4.07	0.48	0.0
Segregated (SG)	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0
Total	4.07	0.48	0.0

S1_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:

38.89%

S1_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

First date of certification: 23.11.2020

Full year 2020 report provided

Sales only in Indonesia, no export

S1_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	0.0
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

S2_DL.2.1.1 Please state the name of this subsidiary

DKSH France SA

S2_DL.2.1.2 In which markets does this subsidiary operate?

Europe

S2_DL.2.1.3 Please provide additional information of this subsidiary's operations

DKSH France S.A., part of the international trading group DKSH, is a leader in the French chemical trade and distribution of specialty chemicals and ingredients.

Certified units:

1) DKSH France SA

Date of license renewal: 15.10.2020

Full year 2020 report provided

Sales only in France or Europe, no export

S2_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)	0.63
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	7.69
Crude palm kernel expeller (tonnes)	0.0
Total	8

S2_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)	0.63	0.02	0.0
Segregated (SG)	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0
Total	0.63	0.02	0.0

S2_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:

7.81%

S2_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

Full year 2020 report provided
Sales only in France, no export

Small volumes and low % of certified palm oil

S2_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	0.0
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

S3_DL.2.1.1 Please state the name of this subsidiary

DKSH Marketing Services Spain, S.A.U.

S3_DL.2.1.2 In which markets does this subsidiary operate?

Europe

S3_DL.2.1.3 Please provide additional information of this subsidiary's operations

DKSH Spain carries out its activities on Performance Materials with four industry business lines: Food & Beverage, Personal Care, Pharmaceutical and Specialty Chemicals. With a profound local knowledge about the Spanish Market, we help our clients to grow their businesses with a constant cooperation at technical and human level.

Certified entity:

1) DKSH Marketing Services Spain, S.A.U.

First date of license: 1.2.2021

Full year 2020 report provided

Sales only in Spain, no export

S3_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)	6.51
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	0.0
Crude palm kernel expeller (tonnes)	0.0
Total	7

S3_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)	6.51	0.0	0.0
Segregated (SG)	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0
Total	6.51	0.0	0.0

S3_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:

100.00%

S3_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

First date of (new) license: 1.2.2021
Full year 2020 report provided
Sales only in Spain, no export

S3_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	0.0
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

S4_DL.2.1.1 Please state the name of this subsidiary

DKSH (Thailand) Ltd.

S4_DL.2.1.2 In which markets does this subsidiary operate?

Rest of the World

S4_DL.2.1.3 Please provide additional information of this subsidiary's operations

We are the leading Market Expansion Services provider for companies who want to grow their business in Thailand. DKSH Thailand is one of the largest organizations in the country in terms of sales, employing over 11,000 specialists. It is also the largest country operation of the DKSH Group.

Certified entity:

1) DKSH (Thailand) Ltd.

First date of license: 16.10.2020

Full year 2020 report provided

Sales only in Thailand, no export

S4_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)	635.3
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	0.0
Crude palm kernel expeller (tonnes)	0.0
Total	635

S4_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)	163.6	0.0	0.0
Segregated (SG)	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0
Total	163.6	0.0	0.0

S4_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:

25.75%

S4_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

First date of license: 16.10.2020
Full year 2020 report provided
Sales only in Thailand, no export

S4_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	0.0
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

S5_DL.2.1.1 Please state the name of this subsidiary

DKSH Performance Materials Australia Pty Ltd. (former Axieo)

S5_DL.2.1.2 In which markets does this subsidiary operate?

Rest of the World

S5_DL.2.1.3 Please provide additional information of this subsidiary's operations

We are the leading Market Expansion Services provider for companies who want to grow their business in Australia.

Serving our business partners through our extensive global networks and industry expertise, as well as our profound local knowledge of the markets in Australia, we help companies to grow their businesses in new and existing markets.

Certified entity in transfer (from former Axieo)
1) DKSH Performance Materials Australia Pty Ltd.
Full year 2020 report provided
Sales only in Australia, no export

S5_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)	1465.7
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	0.0
Crude palm kernel expeller (tonnes)	0.0
Total	1466

S5_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)	494.9	0.0	0.0
Segregated (SG)	18.4	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0
Total	513.3	0.0	0.0

S5_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:

35.02%

S5_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

DKSH Performance Materials Australia Pty Ltd. is in transfer from former Axieo
Full year 2020 report provided
Sales only in Australia, no export

S5_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	48.0
North America	0.0
Malaysia	0.0
Indonesia	39.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	32.0

Aggregated_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)	2119.19
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	8.34
Crude palm kernel expeller (tonnes)	0.0
Total	2128

Aggregated_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)	669.71	0.5	0.0
Segregated (SG)	18.4	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0
Total	688.11	0.5	0.0

Aggregate_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:

32.37%

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?

2020

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

2019

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

RSPO was only implemented on Group level (DKSH Holding AG) end of 2019

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

DKSH Holding AG currently combines countries (entities) on different RSPO development levels (evolution):

- certified: 1 country
 - distributor license: 4 countries
 - group members without certification or distributor license: 8 countries
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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)

Marketing:

Increase ratio of certified palm oil in all countries and as aggregated ratio on group level
Actively promote certified palm oil derivatives in all markets

Organisation:

Harmonize volume reporting in all subsidiaries
Strengthen the DKSH RSPO organisation and extend certifications and distributor licenses to other countries (entities)

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?

No

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)?

Yes

1.5.1 Does the policy cover:

- Identification and assessment of GHG
- Monitored implementation plan to reduce or minimise GHG emissions

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?

No

1.7.4 Please explain why you are not planning to support oil palm independent smallholders

This is not our business focus

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?

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

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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

<https://www.dksh.com/global-en/home/about-us/sustainability>