

Particulars

About Your Organisation

1.1 Name of your organisation

Carotino/ JC Chang Group

1.2 What is/are the primary activity(ies) or product(s) of your organisation?

- Palm Oil Grower
- Processor and/or Trader
- Consumer Goods Manufacturer
- Retailer
- Bank and/or Investor
- Social and/or Development NGO
- Environmental and/or Conservation NGO
- Affiliate

1.3 Membership number

2-0029-06-000-00

1.4 Membership category

Palm Oil Processors and/or Traders

1.5 Membership sector

Ordinary

Grower

1. Operational Profile

1.1 Please state your 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
- Smallholder Group Manager

2. Operations and Certification Progress

Information in Section 2 - Operations and Certification Progress - is a mandatory declaration in your ACOP. This includes hectare data, to enable the RSPO to accurately calculate certification on a member, sector and total level. ACOP reports without reported hectare data will be considered as incomplete and will not be accepted.

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

2.1.7 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)	39744.19
2.1.3 Total land controlled or managed for oil palm cultivation - unplanted (hectares)	109.7
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	40638.76

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)

32582.72

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

80.18%

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

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2.3.2 Malaysia - Please indicate which state(s)

Pahang,Sabah

2.3.3 Other - Please indicate which country/countries

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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)**

700486.77

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

570823.62

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 (tonnes)**61294.57

2.5.4.2 Total certified FFB volume supplied (tonnes)0.0

2.5.5 Outgrower operations that supply your operations:**2.5.5.1 Total FFB volume supplied (tonnes)**34360.56

2.5.5.2 Total certified FFB volume supplied (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&C3

3. Palm Oil and Certified Palm Oil Production**3.1 Total Crude Palm Oil produced (tonnes)**

Countries/Regions	Tonnes
Malaysia	136153.29
Indonesia	0.0
Latin America	0.0
Africa	0.0
Rest of the World	0.0
Total	136153.29

3.3 CSPO sold as RSPO certified

Description	Tonnes
Identity Preserved (IP)	10725.5
Segregated (SG)	0.0
Mass Balance (MB)	9825.73
RSPO Credits	0.0
Total	20551.23

3.6 Total CSPO

Description	Tonnes
3.3 CSPO sold as RSPO-certified	20551.23
3.4 CSPO sold under other certification schemes	74008.84
3.5 CSPO sold as conventional	10105.68
Total	104665.75

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

76.87%

3.8 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

3.2 Total Crude Palm Kernel produced (tonnes)

Countries/Regions	Tonnes
Malaysia	32464.56
Indonesia	0.0
Latin America	0.0
Africa	0.0
Rest of the World	0.0
Total	32464.56

3.9 CSPK sold as RSPO certified

Description	Tonnes
Identity Preserved (IP)	6214.11
Segregated (SG)	0.0
Mass Balance (MB)	15964.53
Total	22178.64

3.12 Total CSPK sold as RSPO-certified (tonnes)

Description	Tonnes
3.9 CSPK sold as RSPO-certified	22178.64
3.10 CSPK sold under other certification schemes	0.0
3.11 CSPK sold as conventional	2937.42
Total	25116.06

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

77.36%

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?**

2007

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

Remaining of 1 production unit namely Takon Production Unit yet to be certified by RSPO. The RSPO main assessment was conducted by BSI on November 2019 for Takon Production Unit, resulted with 3 minor CARs. Currently, pending for certification issuance.

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

Out growers are not interested on RSPO certification due to difficulty on PnC implementation and no financial supports on maintaining the standard of certification.

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?

No

6. GHG Footprint

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

3.6425

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

5.035

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

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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 are in the process of working out the baseline based on Palm GHG format as we have limited historical GHG reporting figures based on Palm GHG format. Currently, we are using IFEU baseline for GHG 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

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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.

We will work closer with RSPO and our partner (Wild Asia) to expedite the approval on HCV compensation plan. _____

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 contribute towards sustainability implementation by conduct regular stakeholder meeting , awareness training, consultation and provide method of sustainability implementation for their adoption. _____

9. Challenges

9.1 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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9.2 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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9.3 If your company has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

Not applicable

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
- Food and Non-Food Ingredients 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 - Palm Oil and Certified Sustainable Palm Oil Sourcing is a mandatory declaration in your ACOP. This includes volume data on palm oil and palm oil products consumed, to enable the RSPO to accurately calculate uptake on a member, sector and total level. ACOP reports without reported volume data will be considered incomplete and will not be accepted.

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

Manufacture of palm based products (cooking oil, shortening, biodiesel, methyl esters, fatty acids, refined glycerine and medicum chain triglycerides)

2.1.1 In which countries does your company sell goods with palm oil and palm oil products?

Argentina ,Australia ,Belgium ,Bulgaria ,Canada ,Chile ,China ,Czech Republic ,Dominican Republic ,Egypt ,Germany ,Hungary ,India ,Indonesia ,Iran ,Italy ,Japan ,Jordan ,Korea, South ,Kuwait ,Lebanon ,Lithuania ,Malawi ,Malaysia ,Mexico ,Mozambique ,Nepal ,Netherlands ,New Zealand ,Philippines ,Saudi Arabia ,Singapore ,South Africa ,Sri Lanka ,Sudan ,Taiwan ,Turkey ,United Arab Emirates ,United Kingdom ,United States ,Uzbekistan ,Vietnam

2.2 Total volume of all palm oil and palm oil products sourced in the year:

Description	Tonnes
Crude palm oil, including derivatives refined from CPO (tonnes)	157372.0
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	5254.0
Crude palm kernel expeller (tonnes)	0.0
Total	162626.0

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

Description	Crude Palm Oil (CPO) 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)	3574.0	1370.0	0.0
Segregated (SG)	0.0	0.0	0.0
Identity Preserved (IP)	18657.0	0.0	0.0
Total	22231.0	1370.0	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 and palm oil products uptake is:

14.51%

2.5 What is the estimated percentage of Certified Sustainable Palm Oil in the palm oil and palm oil products sold by your company in the following regions:

Countries/Regions	Percentage
Europe	2.0
North America	0.0
Malaysia	10.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	2.0

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 for PT.3.2 has not been met, please explain why.

Not applicable.

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 for PT.3.3 has not been met, please explain why.

Not applicable

3.4 Which year did your company begin (or expects to begin) sourcing only 100% RSPO-certified palm oil and oil palm products.

2030

3.5 If the TimeBound Plan commitments declared above do not cover all countries in which the member sells goods with palm oil or palm oil products, 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.

3.6 How does your company proactively promote RSPO and RSPO-certified sustainable palm oil and oil palm products to your customers?

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 Conduct RSPO training or briefing for customers and assist with implementation of RSPO Supply Chain certifications requirements Encourage CPO suppliers who are not certified to implement RSPO P&C and go for certification

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. Conduct RSPO training or briefing for customers and assist with implementation of RSPO Supply Chain certifications requirements. Encourage CPO suppliers who are not certified to implement RSPO P&C and go for certification.

5. Shared Responsibility

The Board of Governors of the Roundtable on Sustainable Palm Oil (RSPO) 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

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

Yes

5.1.1 Does the policy cover:

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

5.1.2 Has your company previously uploaded or linked its Labour & Labour Rights policy in previous ACOP reporting cycles?

Yes

Ethical Conduct & Human Rights

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

Yes

5.2.1 Does the policy cover:

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

5.2.2 Has your company previously uploaded or linked its Ethical Conduct & Human Rights policy in previous ACOP reporting cycles?

Yes

Land Use

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

Yes

5.3.1 Does the policy cover:

- Free Prior and Informed Consent (FPIC)
- Compensation

5.3.2 Has your company previously uploaded or linked its Land Use policy in previous ACOP reporting cycles?

Yes

Occupational Health & Safety

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

Yes

5.4.1 Has your company previously uploaded or linked its Occupational Health & Safety policy in previous ACOP reporting cycles?

Yes

Climate Change & Greenhouse Gas (GHG)

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

No

Complaints & Grievances

5.6 Does your company have a Complaints & Grievances Mechanism?

Yes

5.6.1 Is your Complaints & Grievances mechanism in line with the RSPO's grievance mechanism? For details of the RSPO's grievance mechanism, please go to <https://askrspo.force.com/Complaint/s/>

Yes

Smallholders

5.7 Does your company support oil palm independent smallholder groups?

Yes

5.7.1 Does this support cover:

- Fair and transparent dealings with Smallholders
- Improved Smallholder livelihoods

5.7.2 How is your company supporting them?

Procedure on "SMALLHOLDER SUPPORT PROGRAM" have been established and those programs offered will be explained to smallholders involved. Actions will be carried out upon received official request from smallholder involved.

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-

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Others

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Not applicable