

## Particulars

### About Your Organisation

#### 1.1 Name of your organisation

HSBC Holdings Plc

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#### 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

5-0009-04-000-00

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#### 1.4 Membership category

Banks and Investors

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#### 1.5 Membership sector

Ordinary

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## Bank & Investors

### 1. Operational Profile

**1.1 Please state your company's main activity(ies) within palm oil-related financing. Please select all applicable option(s).**

- Corporate / Commercial Banking
- Trade Finance
- Private Banking
- Investment / Equity
- Debt / Capital Market
- Other

Other

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### 2. Operations in Palm Oil

**2.1 What types of financial services does your company provide to the palm oil industry?**

- Trade Solutions
- Lending/Loans
- Leasing
- Treasury Products
- Cash Management Products
- Investments
- Insurance
- Other

Other

Debt & Equity Capital Market

**2.2 For your company's palm oil-related activities, which geographic region(s) do you operate in?**

- Worldwide
- Africa
- Europe
- North America
- South America
- Middle East
- China
- India
- Indonesia
- Malaysia
- Oceania
- Rest of Asia

### 3. Palm Oil Policy and Progress

#### 3.1 Does your company have a lending or investment policy on palm oil?

Yes

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#### 3.2 Which supply chain sectors does your palm oil policy cover?

- Growers
- Traders
- Processors
- Consumer Goods Manufacturers
- Retailers
- Others

Others

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#### 3.3 Does your policy on palm oil make a specific reference to RSPO-certified sustainable palm oil and oil palm products, and/or RSPO certification?

Yes

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#### 3.4 Does your company have a policy that requires all your palm oil clients to be RSPO members?

Yes

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#### 3.5 Does your company require your clients to have a public Time Bound Plan for 100% RSPO certification or uptake?

Yes

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#### 3.6 When do you expect to require all your Grower clients to be RSPO certified?

2018

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#### 3.7 When do you expect to require your clients in all other sectors to be RSPO certified?

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#### 3.8 Which regions do the above commitments cover?

- Worldwide
- Africa
- Europe
- North America
- South America
- Middle East
- China
- India
- Indonesia
- Malaysia
- Oceania
- Rest of Asia

**3.9 What measures do you take if a client is not meeting the requirements of your policy on palm oil?**

HSBC has a policy requirement for our existing customers where we provide direct financial services to have all current existing (and certifiable) operations 100% certified. If a customer is not meeting our policy, HSBC will engage with them to take actions to ensure they can achieve compliance within an agreed time period. Failure to meet the agreed timebound plans to achieve certification and compliance with our policy, or expulsion or resignation from the RSPO, would lead to HSBC exiting from a specific client relationship when contractually possible.

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**3.10 Do you proactively engage with your clients to support and join the RSPO?**

Yes

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**3.11 Did members of your company participate in RSPO working groups and/or taskforces during the reporting period?**

Yes

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**3.12 Does your company have any collaborations with public or private sector palm oil industry players to support them in their efforts to increase the production or consumption of certified sustainable palm oil (CSPO)?**

Yes

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**3.13 What other activities have your company undertaken to promote RSPO-certified sustainable palm oil and oil palm products during the reporting period?**

HSBC is a member of both the India and China Sustainable Palm Oil Initiatives to advance RSPO and certification in these countries and increase update of CSPO.

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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)

Continued engagement through the China and India palm oil alliances. Continued engagement with clients and prospect clients in the sector to pursue certification and encourage CSPO uptake. Programmes with NGO partners to advance sustainable palm oil developments for smallholders and support of jurisdiction approach.

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## 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](mailto:acop@rspo.org)*

### Labour & Labour Rights

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

Yes

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##### 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?

No

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### Ethical Conduct & Human Rights

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

Yes

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##### 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?

No

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### Land Use

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

No

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**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?**

No

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

Yes

**5.5.1 Does the policy cover:**

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

**5.5.2 Has your company previously uploaded or linked its Climate Change & Greenhouse Gas policy or report in previous ACOP reporting cycles?**

Yes

**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?**

HSBC works with NGO partners on projects supporting smallholders and jurisdictional approaches. HSBC also works with our palm oil sector clients, who have smallholder projects and or supply chain projects to advance smallholder market access and/or certification.

## 6. Challenges

### 6.1 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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### 6.2 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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### 6.3 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.about.hsbc.com.hk/-/media/hong-kong/en/hsbc-in-hong-kong/our-esg-update/200218-esg-update-2019.pdf>