

Particulars

About Your Organisation

1.1 Name of your organisation

Interchem Agencies Limited

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

2-0419-13-000-00

1.4 Membership category

Palm Oil Processors and/or Traders

1.5 Membership sector

Ordinary

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.

Interchem imports palm oil derivatives

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

Australia ,New Zealand

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)	3273.81
Crude palm kernel oil, including derivatives refined from CPKO (tonnes)	0.0
Crude palm kernel expeller (tonnes)	0.0
Total	3273.81

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)	192.0	0.0	0.0
Segregated (SG)	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0
Total	192.0	0.0	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:

5.86%

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	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	6.0

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?

2015

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

2018

3.2.1 If the previous target year for PT.3.2 has not been met, please explain why.

It was met.

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

2019

3.3.1 If the previous target year for PT.3.3 has not been met, please explain why.

* All current manufacturers of palm oil derivatives imported by Interchem have RSPO certifications.

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

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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

A proportion of our market manufactures technical grade products and are not prepared to pay the premium as there is currently no customer drive to use RSPO certified derivatives.

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

We discuss sustainability with our customers and supply information of RSPO certificates requested. We direct them to the RSPO website and advise them to see RSPO membership. We have requested that our suppliers maintain their RSPO trademark licences and those who do not hold a trademark licence were requested to apply for one. We have also maintained our Distributors and Traders Licences. We have also started offering and supplying RSPO MB materials to our customers.

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)

We will continue to discuss sustainability with our customers and supply any information requested. We direct them to the RSPO website and advise them to seek RSPO membership. We took part in the last RSPO webinars and intend to attend RSPO Technical/Marketing workshop when one is next held in New Zealand.

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?

No

Ethical Conduct & Human Rights

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

No

Land Use

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

No

Occupational Health & Safety

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

No

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?

No

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

No

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

Interchem is a trader of palm oil derivatives. We import and distribute palm oil derivatives into New Zealand and Australia, and does not directly work with independent smallholders.

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

A proportion of our market consists of technical grade manufacturers who are unprepared to pay the premium price for RSPO certified palm oil derivatives. They do not have current drive from their customers to use RSPO certified products.

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

We have engaged with our customers and suppliers by responding to our customers' requests and making inquiries on sustainability issues to our suppliers. We direct our customers to the RSPO website and forward links/documentations from this site which educate and advise. We inform/educate our Sales and Compliance staff on this vision.

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

* We have policies for Labour & Labour Rights, Ethical Conduct & Human Rights and Occupational Health and Safety, however they are not available to the public. **We are in the process of updating the policy for Climate Change and Greenhouse Gasses however our current policy is not available to the public.