

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

Sintesi E Ricerca S.P.A Siglabile Ser S.P.A.

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

- Grower
- Processor and/or Trader
- Consumer Goods Manufacturer
- Retailer and/or Wholesaler
- Bank and/or Investor
- Social and/or Development NGO
- Environmental and/or Conservation NGO
- Supply Chain Associate
- Affiliate

#### 1.3 Membership number

4-0514-14-000-00

#### 1.4 Membership category

Consumer Goods Manufacturers

#### 1.5 Membership sector

Ordinary

**Consumer Goods Manufacturer****1. Operational Profile**

1.1 Please state your main activity(ies) within the palm oil supply chain. Please select the option(s) that apply to you

- End-product manufacturer
- Food goods manufacturer
- Ingredient manufacturer
- Home & personal care goods manufacturer
- Own-brand manufacturer
- Manufacturing on behalf of other third-party brands
- Biofuels manufacturer
- Other

Other:

Industrial wax producer and candle maker

**2. Palm Oil and Certified Sustainable Palm Oil Use**

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.

Production of finished product

2.1.1 In which markets do you manufacture goods with palm oil and oil palm products?

Applies globally

2.1.2 In the market(s)/country(ies) where you operate, do you calculate how much palm oil and oil palm product there is in the goods you manufacture?

Yes

2.2 Volumes of palm oil and oil palm products purchased

2.2.1 Total volume of crude and refined palm oil used in the year (tonnes)

0.00

2.2.2 Total volume of crude and refined palm kernel oil used in the year (tonnes)

70.00

2.2.3 Total volume of palm kernel expeller used in the year (tonnes)

0.00

2.2.4 Total volume of other palm-based derivatives and fractions used in the year (tonnes)

0.00

**2.2.5 Total volume of all palm oil and oil palm products used in the year (tonnes)**

70.00

**2.3 Volume of palm oil and oil palm products used in the year in your own brand products that are RSPO-certified (in tonnes):**

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 Book and Claim from Mill / Crusher	-	-	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance	-	-	-	-
2.3.4 Segregated	70	-	-	-
2.3.5 Identity Preserved	-	-	-	-
2.3.6 Total volume	70	-	-	-

**2.4 Volume of RSPO-certified palm oil and oil palm products sold to 3rd party RSPO certified companies (in tonnes)**

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.4.1 Book and Claim from Mill / Crusher	-	-	-	-
2.4.2 Book and Claim from Independent Smallholder	-	-	-	-
2.4.3 Mass Balance	-	-	-	-
2.4.4 Segregated	-	-	-	-
2.4.5 Identity Preserved	-	-	-	-
2.4.6 Total volume	-	-	-	-

**2.5 According to the information you have provided in this questionnaire, your company has not reached 100% sustainable palm yet by using the four supply chain models (Book and Claim, MB, SG, IP). Do you have plans to immediately cover the gap by using RSPO Credits?**

**2.5.1 When do you plan to cover the gap by using RSPO Credits?**

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**2.5.2 Please explain why**

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**2.6 What is the percentage of RSPO Certified Sustainable Palm Oil in the total palm oil used by your company in the following regions:**

**2.6.1 Africa**

0%

**2.6.2 Oceania**

0%

**2.6.3 Europe**

100%

**2.6.4 North America**

0%

**2.6.5 Latin America**

0%

**2.6.6 Middle East**

0%

**2.6.7 China**

0%

**2.6.8 India**

0%

**2.6.9 Indonesia**

0%

**2.6.10 Malaysia**

0%

**2.6.11 Rest of Asia**

0%

**3. Time-Bound Plan**

**3.1 Year of first supply chain certification (planned or achieved)**

2017

**3.2 Year expected to/or started to use any RSPO-certified sustainable palm oil and oil palm products in your own brand products**2018

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**3.2.1 If target has not been met, please explain why.**

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-**3.3 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from any supply chain option in your own brand products.**2022

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**3.3.1 If target has not been met, please explain why.**

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-**3.4 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) in your own brand products.**2022

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

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-**3.4.2 Which markets do these commitments cover?**Applies globally

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**3.5 Does your company use RSPO-certified sustainable palm oil and oil palm products in goods you manufacture on behalf of other companies?**Yes

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**3.6 Does your company have a Time-Bound Plan to only use RSPO-certified sustainable palm oil and oil palm products in the goods you manufacture on behalf of other companies?**No

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**3.7 When do you expect all products you manufacture to only contain RSPO-certified sustainable palm oil and oil palm products?**2022

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**4. Trademark Use****4.1 Do you use or plan to use the RSPO Trademark on your own brand products?**Yes

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**4.2 Please select the countries where you use or intend to apply the Trademark.**Applies globally

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**4.2.1 Please state the year that you started using the RSPO Trademark or the year you plan to start using the RSPO Trademark.**2018

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**4.3 Please explain why**

- Challenging reputation of palm oil
  - Confusion among end-consumers
  - Costs of changing labels
  - Difficulty of applying for RSPO Trademark
  - Lack of customer demand
  - Limited label space
  - Low consumer awareness
  - Low usage of palm oil
  - Risk of supply disruption
  - Others
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Other:

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**4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?**No

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**5. Actions for Next Reporting Period****5.1 Outline actions that you will take in the coming year to promote the use of RSPO-certified sustainable palm oil and oil palm products along the supply chain.**

We inform and present goods produced with RSPO to current and new customers  
 We will keep in touch with our suppliers and we are planning to increase the volume of RSPO.  
 We will continue to talk about the importance of our usage of sustainable palm oil on internal organization

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**6. Non-Disclosure of Information**

**6.1 Information in the sections above are mandatory declarations in your ACOP. For confidentiality purposes, members may choose not to display volume data in Section 2 publicly; however, RSPO reserves the right to utilise the member's data on an aggregate basis for sectoral and total analysis. Please check this box if the member chooses to have the data in Section 2 displayed publicly.**

Yes - Display Publicly

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**7. Application of Principles & Criteria for all member sectors**

**7.1 Related to company's procurement or operations, do you have organisational policies that are in line with the RSPO P&C? Select all relevant options.**

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**7.1.A Water, land, energy and carbon footprints**

File: [Politica integrata Qualità Ambiente Sicurezza Alimentare e RSPO 30.04.19.docx](#)  
 Link: --

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**7.1.B Land use rights**

File: --  
 Link: --

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**7.1.C Ethical conduct and human rights**File: [Politica anti discriminazione abusi lavoro minorile.doc](#)

Link: --

**7.1.D Labour rights**File: [PoliticaDiscriminazioniAbusiMolestieMinori.docx](#)

Link: --

**7.1.E Stakeholder engagement**

File: --

Link: --

**7.1.F None of the above. Please explain why.**

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**7.2 What best practice guidelines or information has your organisation provided in the past year to facilitate the uptake of RSPO-certified sustainable palm oil and oil palm products? What languages are these guidelines available in?**Internal training  
Customer communication**8. Greenhouse Gas (GHG) Footprint****8.1 Are you currently reporting any GHG footprint?**

No

**8.1.1 Please upload your publicly available GHG report**

File: --

**8.1.1.1 OR please insert the URL to the GHG section of your corporate website.**

Link:

**8.2 Please explain and justify why you are not calculating your GHG footprint. Please include any future plans you may have to calculate your GHG footprint.**Our impact about GHG gas coming from use of CH4 and energy.  
The GHG project will start in 2020**8.3 What methodology are you using to calculate your GHG footprint?**

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**9. Support for Oil Palm Smallholders****9.1 Are you currently supporting any oil palm Independent Smallholder groups?**

Yes

**9.2 How are you supporting them?**

Periodically meeting with local smallholder groups

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

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**9.2.2 When do you plan to start your support for oil palm Independent Smallholders?**

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**10. Challenges****10.1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?**

- 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
- Others

**Other:**

No obstacle met

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**10.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways?**

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- Others

**Other:**

Continuous meeting to our customers Continuous communication about environmental point of view use of land

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**10.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)**

POLITICA INTEGRATA PER LA QUALITÀ, L'AMBIENTE, SICUREZZA ALIMENTARE E RSPO

I valori fondamentali sui quali SER Spa basa il proprio sistema organizzativo risultano:

• I clienti e le parti interessate che con le loro esigenze, necessità si identificano nei giudici di SER, che si obbliga ad individuarne le esigenze e le aspettative. SER si impegna a offrire al cliente un prodotto che soddisfa gli obblighi di legge e i regolamenti cogenti, in particolare per gli aspetti di sicurezza alimentare dei prodotti che entrano nella filiera food, garantendo oltre alle caratteristiche qualitative anche i requisiti di igiene per la salvaguardia del consumatore.

• I prodotti forniti che rappresentano gli elementi irrinunciabili per la soddisfazione del cliente; a tal fine SER si impegna a fornire anche prodotti realizzati "su misura"; offrendo al cliente una adeguata assistenza.

• Il personale e i collaboratori che costituiscono un patrimonio insostituibile per le strategie aziendali e il raggiungimento degli obiettivi. Ne deriva l'impegno di SER a svilupparne la professionalità, il senso di responsabilità, la consapevolezza e la partecipazione attiva ai processi e al miglioramento.

• I risultati economici: il buon andamento aziendale rappresenta la misura dell'efficacia e dell'efficienza con le quali sono soddisfatte le esigenze e le aspettative del cliente e delle parti interessate.

• La salvaguardia e la tutela dell'ambiente, intesa come rispondenza dei processi, dei prodotti e dei rapporti interni ed esterni alle leggi, norme e accordi mirati alla tutela dell'individuo e dell'ambiente.

• La salute del lavoratore; a tal fine SER si adopera nel rispetto della legislazione vigente in materia di sicurezza e salute sul lavoro, informando sui rischi aziendali tutti i lavoratori con sensibilizzazione e formazione.

• Il rispetto dei diritti dell'uomo internazionalmente affermati; SER considera la protezione dell'integrità, dei diritti e del benessere dei propri dipendenti elementi primari fondamentali nell'esercizio e nello sviluppo delle proprie attività. Si adopera pertanto a opporsi all'utilizzo di abusi verbali, punizioni corporali, coercizione mentale

o fisica, rispettare le leggi e gli standard industriali in materia di orario di lavoro e garantire che i salari siano sufficienti a soddisfare i bisogni primari del personale, a non tollerare alcun tipo di corruzione in qualsiasi forma o modo.

La Direzione si impegna a perseguire gli obiettivi enunciati di seguito adottando gli strumenti previsti dai sistemi di gestione implementati, in particolare a:

- Riesaminare la politica per accertare la sua continua idoneità e aggiornarla in coerenza con il contesto e gli obiettivi, le strategie aziendali definiti in ambito di riesame della direzione.
- Garantire che la politica sia diffusa, compresa e attuata a tutti i livelli e sia disponibile a chiunque la richieda.
- Dare attuazione dei contenuti dei documenti dei sistemi di gestione di cui SER si è dotata, implementando procedure, regole e istruzioni atte ad assicurare che i valori espressi in questa politica siano riflessi nei comportamenti dell'organizzazione e in quelli dei suoi dipendenti e collaboratori.
- Verificare periodicamente in ambito del riesame della direzione l'efficacia dei sistemi di gestione promuovendo azioni per il miglioramento continuo.

Si rimanda agli obiettivi definiti dalla Direzione coerenti con quanto sopra riportato.

Santena, 30 aprile 2019 La Direzione SER SpA