

Particulars

About Your Organisation

1.1 Name of your organization

CSM Bakery Solutions Limited

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
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1.3 Membership number

4-0764-16-000-00

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:

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.

CSM Bakery Solutions using palm oil to manufactures food products including icings, glazes, fruit fillings, cookies, cakes and laminated dough to the end user and business to business - food good manufacturer in the following counties: Belgium, Canada, France, Germany, Italy, Netherlands, Portugal, Spain, United Kingdom, and United States.

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

Belgium , Canada , France , Germany , Italy , Netherlands , Portugal , Spain , United Kingdom , United States

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)

50,130.00

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

4,488.00

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)

22,838.00

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

77,456.00

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	33612	1024	-	9454
2.3.4 Segregated	8713	622	-	5606
2.3.5 Identity Preserved	-	-	-	-
2.3.6 Total volume	42325	1646	-	15060

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?

Yes

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

2022

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

65%

2.6.4 North America

100%

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)

2016

3.2 Year expected to/or started to use any RSPO-certified sustainable palm oil and oil palm products in your own brand products2016

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

1. To work with our Suppliers to gradually convert palm and palm-derived ingredients still not available in the Market to sustainable options with the objective of using 100% RSPO certified palm oil products from any supply chain option by 2022.
 2. To continue to transition to 100% certified palm oil products from physical supply chain options (mass balance, segregated, identity preserved) by 2022.
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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

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

1. To work with our Suppliers to gradually convert palm and palm-derived ingredients still not available in the Market to sustainable options with the objective of using 100% RSPO certified palm oil products from any supply chain option by 2022.
 2. To continue to transition to 100% certified palm oil products from physical supply chain options (mass balance, segregated, identity preserved) by 2022.
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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

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

1. To work with our Suppliers to gradually convert palm and palm-derived ingredients still not available in the Market to sustainable options with the objective of using 100% RSPO certified palm oil products from any supply chain option by 2022.
 2. To continue to transition to 100% certified palm oil products from physical supply chain options (mass balance, segregated, identity preserved) by 2022.
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3.4.2 Which markets do these commitments cover?Belgium , Canada , Germany , Netherlands , Portugal , United Kingdom , United States

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

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?Yes

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

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

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

Belgium ,Canada ,Netherlands ,Portugal ,United Kingdom

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.

2019

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

Other:

4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?

No

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.**

1. To work with our Suppliers to gradually convert palm and palm-derived ingredients still not available in the Market to sustainable options with the objective of using 100% RSPO certified palm oil products from any supply chain option by 2022.
2. To continue to transition to 100% certified palm oil products from physical supply chain options (mass balance, segregated, identity preserved) by 2022.

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

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.

7.1.A Water, land, energy and carbon footprintsFile: [Sustainability Policy.pdf](#)

Link: Yes. We have a policy on water, land and carbon footprints

7.1.B Land use rightsFile: [Sustainability Policy for ACOP.pdf](#)Link: Yes. We have a policy for Land use rights.

7.1.C Ethical conduct and human rights

File: --

Link: Yes. We have a policy for Ethical Conduct and Human Rights

7.1.D Labour rightsFile: [Sustainability Policy for ACOP.pdf](#)Link: Yes. We have a labour rights policy

7.1.E Stakeholder engagementFile: [Sustainability Policy for ACOP.pdf](#)Link: Yes.

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

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?

In 2016, CSM published a supplier code of conduct (in English) incorporating many of the RSPO values. We have continued to update and issue the Supplier Code of Conduct each year.

8. Greenhouse Gas (GHG) Footprint**8.1 Are you currently reporting any GHG footprint?**No

8.1.1 Please upload your publicly available GHG reportFile: --

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.

CSM recognizes that protecting the environment is one of the major challenges facing industry and society as a whole. CSM complies with all applicable legislation and is committed to progressively minimize the impact of our products and processes, through various operational excellence objectives, including reduction in energy consumption and GHG emissions. CSM has a management process to collect its Key Sustainability Performance Indicators (KPI's), including GHG emissions of our operations, and these are used to measure the effectiveness of our efforts. The external reporting of GHG emissions is in study.

8.3 What methodology are you using to calculate your GHG footprint?

CSM recognizes that protecting the environment is one of the major challenges facing industry and society as a whole. CSM complies with all applicable legislation and is committed to progressively minimize the impact of our products and processes, through various operational excellence objectives, including reduction in energy consumption and GHG emissions. CSM has a management process to collect its Key Sustainability Performance Indicators (KPI's), including GHG emissions of our operations, and these are used to measure the effectiveness of our efforts. The external reporting of GHG emissions is in study.

9. Support for Oil Palm Smallholders

9.1 Are you currently supporting any oil palm Independent Smallholder groups?

No

9.2 How are you supporting them?

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

No

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
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Other:

1) Availability of derivatives in SG, and overall pricing of SG on the market. 2) Very negative connotations of palm oil in certain parts of Europe (for example France), where suppliers prefer not to communicate the RSPO logo on the packaging. 3) RSPO is unknown with the general public in some markets. We continue to increase the percentage of CSPO utilizing in our products (compared to conventional palm oil).

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
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Other:

We have regular dialog with our customers about the availability of CSPO for our products, and the benefits of RSPO certification within the palm oil supply chain.

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)

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