

Particulars

About Your Organisation

1.1 Name of your organization

Interchem Agencies 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

2-0419-13-000-00

1.4 Membership category

Palm Oil Processors and/or Traders

1.5 Membership sector

Ordinary

Processor and/or Trader

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

- Refiner of CPO and PKO
- Trader with physical possession
- Trader without physical possession
- Palm kernel crusher
- Food and non-food ingredients producer
- Power, energy and biofuel
- Animal feed producer
- Producer of oleochemicals
- Distributor and wholesaler
- 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.

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2.1.1 In which markets do you sell goods containing palm oil and oil palm products?

Australia , New Zealand

2.2 Volumes of palm oil and oil palm products

2.2.1 Total volume of crude and refined palm oil handled/traded/processed in the year (tonnes)

N/A

2.2.2 Total volume of crude and refined palm kernel oil handled/traded/processed in the year (tonnes)

N/A

2.2.3 Total volume of palm kernel expeller handled/traded/processed in the year (tonnes)

N/A

2.2.4 Total volume of other palm-based derivatives and fractions handled/traded/processed in the year (tonnes)

N/A

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

N/A

2.3 Volumes of palm oil and oil palm products certified

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 RSPO Credits from Mill / Crusher	N/A	N/A	N/A	N/A
2.3.2 RSPO Credits from Independent Smallholder	N/A	N/A	N/A	N/A
2.3.3 Mass Balance (MB)	N/A	N/A	N/A	N/A
2.3.4 Segregated (SG)	N/A	N/A	N/A	N/A
2.3.5 Identity Preserved (IP)	N/A	N/A	N/A	N/A
2.3.6 Total volume (tonnes)	N/A	N/A	N/A	N/A

2.4 Volume sold in the year that is RSPO-certified (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 Mass Balance (MB)	N/A	N/A	N/A	N/A
2.4.2 Segregated (SG)	N/A	N/A	N/A	N/A
2.4.3 Identity Preserved (IP)	N/A	N/A	N/A	N/A
2.4.4 Total volume (tonnes)	N/A	N/A	N/A	N/A

2.4.5 How much RSPO-certified products have you sold under other schemes (tonnes)?

N/A

2.4.6 How much RSPO-certified products have you sold as conventional (tonnes)?

N/A

2.5 What is the percentage of Certified Sustainable Palm Oil in the total palm oil products sold by your company in the following regions:**2.5.1 Africa**

0%

2.5.2 Oceania

3%

2.5.3 Europe

0%

2.5.4 North America

0%

2.5.5 Latin America

0%

2.5.6 Middle East

0%

2.5.7 China

0%

2.5.8 India

0%

2.5.9 Indonesia

0%

2.5.10 Malaysia

0%

2.5.11 Rest of Asia

0%

3. Time-Bound Plan

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

2015

3.2 Year started/expected to start to handle/trade/process any RSPO-certified palm oil and oil palm products.

2018

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

Our target was met.

3.3 Year expected to achieve 100% RSPO certification of all palm product processing facilities.

2030

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

Only one of our technical grade manufacturer is not RSPO certified. All of our other palm derived glycerine manufacturers are currently RSPO certified. These manufacturers supply 98.55% of glycerine imported.

3.4 Year expected to only handle/trade/process 100% RSPO-certified palm oil and oil palm products

N/A

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

We estimate that there will be customers (e.g., technical users) that will never be prepared to pay the premium for the certified products. These customers are unlikely to use 100% certified palm oil derived products (i.e., glycerine) without end user market pressures.

3.5 Which countries do these commitments cover?

Australia , New Zealand

3.6 How do you 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 material to our customers.

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

No

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

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4.2.1 Please state the year when you began or plan to begin to apply the Trademark

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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

Other:

We are an importer and distributor therefore we do not have our own brand of palm derived products.

5. Actions for Next Reporting Period

5.1 Outline activities that you will take in the coming year to promote the use of RSPO-certified palm oil and oil palm products along the supply chain.

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 see 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.

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.

No - Redact volume data

7. Application of Principles & Criteria for all member sectors

7.1 Regarding your company's sourcing, handling or trading, 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 footprints

File: [Sustainability & Social Responsibility Declaration Signed 2018.10.pdf](#)

Link: --

7.1.B Land use rights

File: [CODE OF CONDUCT.pdf](#)

Link: --

7.1.C Ethical conduct and human rights

File: [CODE OF CONDUCT.pdf](#)

Link: --

7.1.D Labour rights

File: [CODE OF CONDUCT.pdf](#)

Link: --

7.1.E Stakeholder engagement

File: [CODE OF CONDUCT.pdf](#)

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?

We utilise information (in English) provided by RSPO on the RSPO website to assist customers with their queries. We also refer customers to the RSPO website.

8. Greenhouse Gas (GHG) Footprint

8.1 Are you currently reporting any GHG footprint?

Yes

8.1.1 Please upload your publicly available GHG report

File: --

Link: <https://www.epa.govt.nz/industry-areas/emissions-trading-scheme/>

8.1.2 OR please insert the URL to the GHG section of your corporate website.Link: <https://www.epa.govt.nz/industry-areas/emissions-trading-scheme/>

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.-

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

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?-

9.2.1 Do you have any future plans to support oil palm Independent Smallholders?No

9.2.2 If yes, when do you plan to start your support for oil palm Independent Smallholders?-

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:

The availability of CSPO feed stocks is an obstacle particularly for downstream products. For manufacturers of downstream derivatives, the availability of CSPO appears to be limited. Some customers are not yet prepared to pay the additional cost and by doing so will price themselves out of the consumer markets. With current tight economic situations, we envisage that it is going to be harder to convert all of our customers to CSPO. There is also a very limited supply of CSPO available on a regular basis. As Europe increases its demand for CSPO, we suspect that we will encounter more supply problems in addition to the increase in price. We have also tried purchasing non-palm glycerine.

10.2 In addition to the actions already reported in this ACOP how has your organisation supported the vision of RSPO to transform markets 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 engaged with our customers and suppliers by responding to our customers' requests and making enquiries 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.

10.3 Please attach or add links to any other information from your organisation on your policies and actions on palm oil

Please refer to Interchem Agencies Limited's Sustainability & Social Responsibility Declaration.
