

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

NATU'OIL SERVICES INC

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#### 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

2-0259-11-000-00

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#### 1.4 Membership category

Palm Oil Processors and/or Traders

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#### 1.5 Membership sector

Ordinary

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## 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?

Canada

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**

0%

**2.5.3 Europe**

0%

**2.5.4 North America**6%

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**2.5.5 Latin America**0%

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**2.5.6 Middle East**0%

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**2.5.7 China**0%

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**2.5.8 India**0%

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**2.5.9 Indonesia**0%

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**2.5.10 Malaysia**0%

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**2.5.11 Rest of Asia**0%

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**3. Time-Bound Plan****3.1 Year of first supply chain certification (planned or achieved).**2012

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**3.2 Year started/expected to start to handle/trade/process any RSPO-certified palm oil and oil palm products.**2013

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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 achieve 100% RSPO certification of all palm product processing facilities.**N/A

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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 only handle/trade/process 100% RSPO-certified palm oil and oil palm products**

2019

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

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**3.5 Which countries do these commitments cover?**

Canada

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**3.6 How do you proactively promote RSPO and RSPO-certified sustainable palm oil and oil palm products to your customers?**

Natu'oil Services Inc. promotes the RSPO and RSPO certified sustainable palm oil by directly offering information and education to manufacturers, distributors, and consumers.

We raise awareness of the benefit and necessity of CSPO and provide support to our clients marketing teams, purchasers, and technical staff.

We present at local and international tradeshows and table top events engaging the public and industry professionals encouraging dialogue and questions about RSPO and RSPO certified sustainable palm oil.

We present the Palm Oil Seminar Series, where we invite industry, educational organizations, and government to learn about palm oil market factors, nutrition, applications, and sustainability.

Our website [www.natuoil.com](http://www.natuoil.com) has information about and links to RSPO.

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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**

Canada

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

2013

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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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## 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.

Natu,Ãil Services Inc. will be meeting with the bakery, food manufacturing, and soap making sectors providing information and education about the benefits of CSPO, product availability, and the supply chain.

We will share strategies to promote CSPO in their products to retailers and distributors further down the supply chain.

We will be partnering with retailers to assist them to achieve their sustainability goals with regards to palm oil by providing CSPO information, education and solutions for their suppliers.

This approach along with web based communication, participation in industry trade shows, conventions and table top events we will share information and promote sustainable palm oil to the broadest possible audience.

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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.

No - Redact volume data

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## 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.

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

File: --  
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: [California Transparency Act Statement.pdf](#)  
Link: --

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### 7.1.D Labour rights

File: [California Transparency Act Statement.pdf](#)  
Link: --

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### 7.1.E Stakeholder engagement

File: --  
Link: --

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### 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?**

Natu,Ãil Services Inc. provides CSPO direct to manufacturers who use it as an ingredient. We provide guidance and education on Palm Oil Sustainability Issues, RSPO, CSPO and current Supply Chain Systems. We inform our clients how to become involved with RSPO and help them understand how their support of sustainable palm oil can increase their market share and profitability.

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**8. Greenhouse Gas (GHG) Footprint****8.1 Are you currently reporting any GHG footprint?**

No

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

File: --

Link: --

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

Link:

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**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.**

Natu,Ãil Services Inc., operating as a trader, importer and service provider, does not directly grow, process, or package palm oil.

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**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?**

No

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**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

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**9.2.2 If yes, 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:**

Economic Challenge & Mitigation: Market concern about potential for increased costs and bureaucracy

Natu,Ãil Services Inc. works to provide CSPO products that can compete with similar products from the conventional supply chain. We provide education and guidance to companies looking to source CSPO.

Communication Challenge & Mitigation: Education on what Certified Sustainable means

Market is unsure what CSPO is, who RSPO is, and how RSPO is working towards achieving its mandate Natu,Ãil Services Inc. worked to communicate the issues surrounding palm oil production, to provide clear guidance about CSPO, RSPO, and how the supply chain can be accessed.

**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

**Other:**

In partnership with our US affiliate company Global Agri-trade Corporation, the American Palm Oil Council, and the Malaysian Palm Oil Board we present the Palm Oil Seminar Series (POSS). The seminar includes informative presentations as well as a question and answer session with a panel of palm oil experts. Presentation and discussion about RSPO and CSPO are included as part of the program. To-date 11 POSS events have been organized in cities across US and Canada.

Attendees interested in learning more about RSPO and CSPO can gather valuable information and resources at the events.

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

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