

Particulars

About Your Organisation

1.1 Name of your organization

Citi

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

- Oil Palm Growers
 - Palm Oil Processors and/or Traders
 - Consumer Goods Manufacturers
 - Retailers
 - Banks and Investors
 - Social or Development Organisations (Non Governmental Organisations)
 - Environmental or Nature Conservation Organisations (Non Governmental Organisations)
 - Affiliate Members
 - Supply Chain Associate
-

1.3 Membership number

5-0011-10-000-00

1.4 Membership category

Ordinary

1.5 Membership sector

Banks and Investors

Banks and Investors

Operational Profile

1.1 Please state what your main activities are in the finance sector. Tick all that apply:

- Corporate / Commercial Banking
 - Trade Finance
 - Retail / Private Banking
 - Investment / Equity
 - Debt / Capital Market
 - Capital Market Advisory Service
 - Other
-

Operations in Palm Oil

2.1 What are the various types of financial services to the palm oil sector provided by your organization?

- Trade Solution
 - Lending / Loans
 - Leasing
 - Treasury Products
 - Cash Management Products
 - Investments
 - Insurance
 - Other
-

2.2 What geographic region(s) do you operate in for the palm oil business?

- Africa
 - Australasia
 - Europe
 - North America
 - South America
 - Middle East
 - China
 - India
 - Indonesia
 - Malaysia
 - Rest of Asia
-

Palm Oil Policy

3.1 Does your organization have a lending or investment policy on palm oil?

Yes

Uploaded files:

[F-Lending-Policy.pdf](#)

3.2 Which sectors does your palm oil policy cover?

- Growers
-

3.3 Does the policy on palm oil make specific reference to RSPO certified sustainable palm oil and oil palm products and/or RSPO certification?

Yes

3.4 Do you have a policy that require all your palm oil customers to be RSPO members?

Yes

3.5 Do you require your customers to have a public Time-Bound Plan for 100% RSPO certification?

Yes

3.6 When do you expect to require grower customers to be 100% RSPO certified?

2020

3.7 When do you expect to require customers in other sectors to be 100% RSPO certified?

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3.8 In which countries/regions that your organisation operates, do the above commitments cover?

- Africa
- Australasia
- Europe
- North America
- South America
- Middle East
- China
- India
- Indonesia
- Malaysia
- Rest of Asia

3.9 What measures do you take if a client is not meeting the requirements of your policy on palm oil?

If a client is not currently a RSPO member we engage the client to ensure they generate a timeline to become a member along with a time bound plan for 100% certification. We evaluate the client's commitment level and if uncertain, we require RSPO membership as part of the lending agreement. If a client cannot make a serious commitment to become a member of the RSPO we exit the relationship or refuse their application as a new client.

If non-alignment with the RSPO principles and criteria occurs for an existing client, we first engage with the client to understand the non-alignments and any attempts to realign with RSPO principles and criteria. We also encourage the client or the complainant to utilize the RSPO Complaints Panel to resolve the issue at hand. If accusations of non-compliance are valid we require a corrective action plan and status updates toward achievement. If non-alignment continues and no corrective action plan obtained or followed, Citi will exit the relationship with the client.

3.10 Do you proactively engage with your customers to support and ask them to join the RSPO?

Yes

3.11 What other activities have you undertaken in the reporting year to promote RSPO certified sustainable palm oil and oil palm products?

In 2017 Citi led the Financial Institutions Task Force of the RSPO and organized monthly phone call with the other financial institution members of the RSPO to work toward better implementation of the RSPO principles and criteria, enhanced policies and more widespread adoption of RSPO membership by financial institutions. Citi was and continues to be an active member on the RSPO Complaints Panel. In 2017 Citi participated in the monthly Complaints Panel meetings as well as the in person EURT in London and the RT in Bali to discuss and implement enhanced complaints panel rules and procedures and assist the complaints panel in explaining these new procedures to the RSPO Membership.

Citi also led a workshop series (Three, one hour long webinars with over 200 members attending), in partnership with civil society, on labor risks on palm oil plantation in an effort to raise awareness and the general understanding among membership of forced, child, and precarious labor risks on plantations. The objective of this effort was to inform enhanced labor protections for plantation workers in the updated RSPO principles and criteria currently being drafted.

Actions for Next Reporting Period**4.1 Outline actions that will be taken in the coming year to promote RSPO certified sustainable palm oil and oil palm products**

This year Citi in collaboration with the complaints panel and the financial institutions task force will be exploring ways to promote the adoption of RSPO membership among new local and regional financial institutions in Southeast Asia.

Reasons for Non-Disclosure of Information**5.1 If you have not disclosed any of the above information, please indicate the reasons why**

Application of Principles & Criteria for all members sectors**6.1 Regarding your investment policies, do you have position statements and/or policies related to dealings in the palm oil industry that are in line with RSPO P&C, such as:**

- Water, land, energy and carbon footprints

Related link: <http://www.citigroup.com/citi/sustainability/data/Environmental-and-Social-Policy-Framework.pdf>

- Land Use Rights

Related link: <http://www.citigroup.com/citi/sustainability/data/Environmental-and-Social-Policy-Framework.pdf>

- Ethical conduct and human rights

Related link: <http://www.citigroup.com/citi/sustainability/data/Environmental-and-Social-Policy-Framework.pdf>

- Labour rights

Related link: <http://www.citigroup.com/citi/sustainability/data/Environmental-and-Social-Policy-Framework.pdf>

- Stakeholder engagement

Related link: <http://www.citigroup.com/citi/sustainability/data/Environmental-and-Social-Policy-Framework.pdf>

- None of the above

6.2 What best practice guidelines or information has your organization provided in the past year to facilitate production and consumption of RSPO certified sustainable palm oil and oil palm products? What languages are these guidelines available in?**Uploaded files:**

No files were uploaded

GHG Emissions**7.1 Are you currently reporting any GHG footprint?**

Yes

Uploaded files:

No files were uploaded

Link to Website

http://www.citigroup.com/citi/about/citizenship/download/2016/2016_citi_global_citizenship_report.pdf?ieNocache=561

No

Please explain why**Support Smallholders****8.1 Are you currently supporting any independent smallholder groups?**

No

8.2 Do you have any future plans to support independent smallholders?

Yes

8.3 When do you plan to start your support for independent smallholders

Challenges

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?

Challenges have included the complexity and resources necessary in order to analyzing downstream clients that use palm oil. Additionally there is a a) lack of internationally recognized guidelines on fire prevention and management for palm oil development, b) lagging national interpretations for countries like Mexico, c) a lack of common methodology and implementation for addressing land use change liabilities.

2 In addition to the actions already reported in this ACOP how has your organization supported the vision of RSPO to transform markets in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

We hold frequent conference calls with Civil Society, engage in the science behind sustainable palm oil with groups like World Resource Institute/Globalforestwatch and we perform internal research to understand the financial benefits of RSPO membership. We also work with prospective clients to help them better understand the RSPO and the business case for membership and certification as well as the technical challenges of certification, while also support current clients to better align with the Principles and Criteria when their practices require corrective actions.

3 File -Please attach or add links to any other information from your organisation on your policies and actions on palm oil (EG: sustainability reports, policies, other public information)

- No files were uploaded

Link: http://www.citigroup.com/citi/about/citizenship/download/2016/2016_citi_global_citizenship_report.pdf
