

RSPO

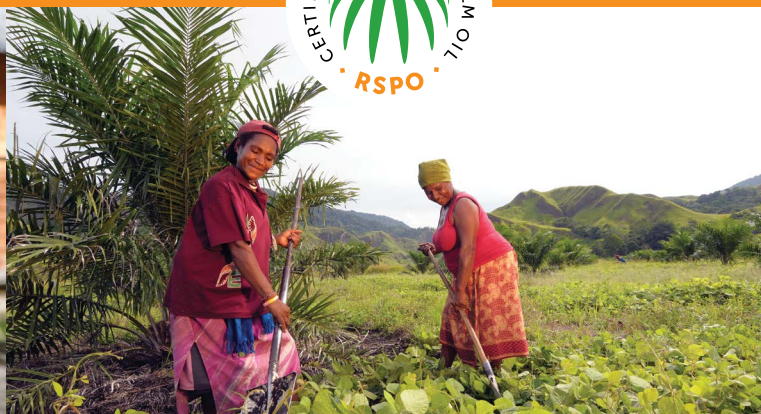
Roundtable on Sustainable Palm Oil

IMPACT UPDATE 2017



IMPACT UPDATE

2017



CONTENTS

03

RSPO IN BRIEF

- 03 About RSPO Annual Impact Updates



04

RSPO IN 2017

- 06 Membership
- 08 Certification Progress
- 11 Smallholder Certification and Inclusion
- 14 New Planting Procedure Update
- 14 Remediation and Compensation Procedure
- 16 GHG Emissions Reporting and Projection: PalmGHG Calculator and New Development GHG Calculator
- 18 Complaints Procedure
- 21 Market Outreach
- 28 SEnSOR Programme



30

RSPO PRINCIPLES & CRITERIA REVIEW

- 32 Background
- 33 Review Process Overview
- 36 P&C Review Task Force
- 37 RSPO Certification Systems: Enhancing Quality, Credibility and Oversight



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38

BASE DATA, GLOSSARY & REFERENCES

- 40 Base Data and Notes
- 43 Glossary
- 45 References
- 47 Contact the RSPO



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Photo credit: RSPO & Jonathan Perugia

RSPO IN BRIEF

“
Our vision is to
transform markets to
make sustainable palm oil
the norm ”

The Roundtable on Sustainable Palm Oil (RSPO) is a multi-stakeholder not-for-profit organisation that works to advance the production and use of sustainable oil palm products. We develop and implement global standards for sustainable palm oil through open dialogue and cooperation with every stakeholder in the supply chain. RSPO members represent the seven key sectors of the industry: oil palm growers, palm oil processors and traders, consumer goods manufacturers, retailers, banks and investors, environmental or nature conservation NGOs and social or development NGOs.

About RSPO Annual Impact Updates

The RSPO publishes a full Impact Report every two years. We have also issued annual Impact Updates since 2015 to ensure that all stakeholders stay informed on a yearly basis. This Impact Update covers our progress and activities from 1 July 2016 to 30 June 2017, and includes a dedicated section on the RSPO Principles & Criteria Review initiated during this period. As this Impact Update builds on and makes reference to the RSPO 2016 Impact Report, which contains a more extensive overview of our latest activities and initiatives, it is recommended to read both in conjunction. All RSPO key documents, including Impact Reports, can be accessed at www.rspo.org/key-documents.

The next full RSPO Impact Report is scheduled for publication in Q4 of 2018.

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- 16 GHG Emissions Reporting and Projection: PalmGHG Calculator and New Development GHG Calculator
- 18 Complaints Procedure
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MEMBERSHIP

3,422

members in 89 countries,
481 more (+16%)
than in 2016

45%

are ordinary members and
55% are affiliate or supply chain
associate members

10%

increase in grower membership
(within ordinary membership)
since the previous reporting
period in 2016

170

of the 1,551 ordinary
members are growers

As at 30 June 2017, the RSPO has a total of 3,422 members across 89 countries - a 16% increase since the close of the last reporting period (30 June 2016). Membership in palm oil buying sectors and markets has continued to grow steadily, with a combined increase of 14% in consumer goods manufacturers and palm oil traders and processors, which together make up 81% of our ordinary membership.



Photo credit: RSPO & Jonathan Perugia

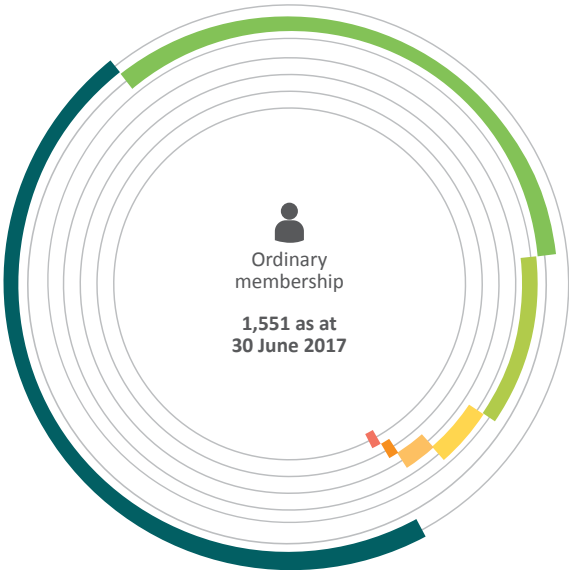
The United Kingdom and Germany continue to have the largest RSPO memberships, but, with a 62% increase in this reporting period, the United States is catching up fast. Approximately 88% of these new members are Supply Chain Associates or Consumer Goods Manufacturers. Factors contributing to this growth include the July 2016 appointment of a United States-based RSPO representative to support both existing and prospective RSPO members, as well as a number of drivers that are pushing the implementation of corporate sustainable sourcing policies (See page 26 for more information).

Meanwhile, global grower membership has increased 10% to 170, out of a total of 1,551 ordinary members. While the majority of these producers are located in Asia, Latin America remains the most diversified region in terms of countries with grower members.

MEMBERSHIP

Ordinary Membership

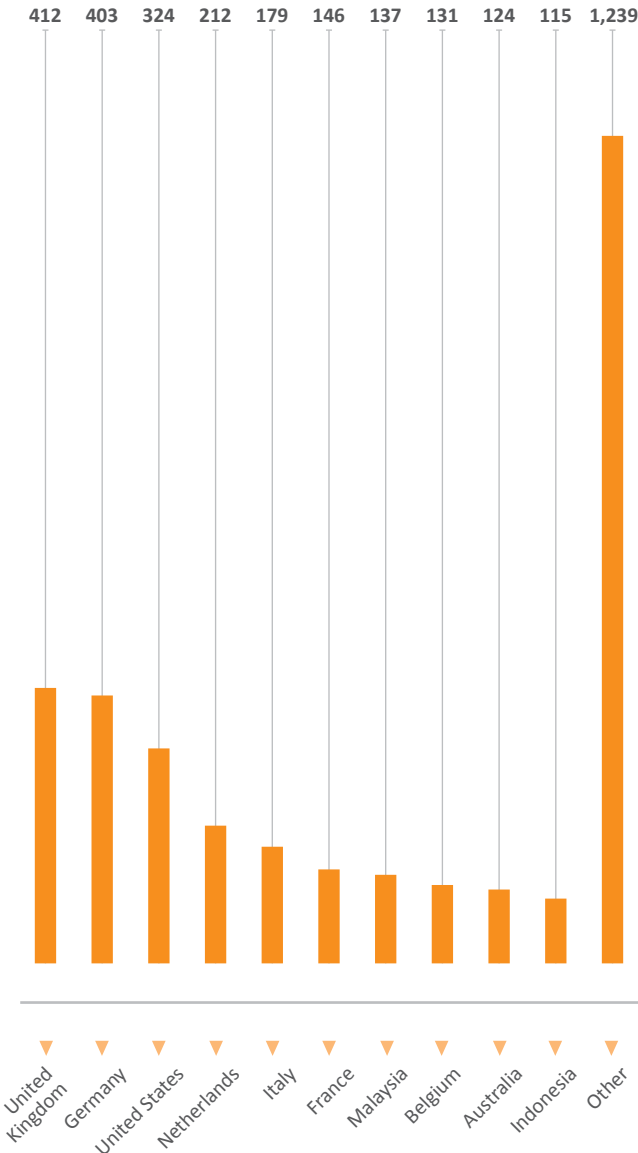
(1,551 as at 30 June 2017)



-  Consumer Goods Manufacturers, 728
-  Palm Oil Processors and/or Traders, 524
-  Oil Palm Growers, 170
-  Retailers, 64
-  Environmental or Nature Conservation Organisations (Non-Governmental Organisations), 39
-  Banks & Investors, 14
-  Social or Development Organisations (Non-Governmental Organisations), 12

Top Ten Countries of RSPO Membership

(Total membership: 3,422 as at 30 June 2017)



CERTIFICATION PROGRESS



As at 30 June 2017, plantations covering a total of 3.2 million hectares across 16 countries are RSPO certified, an increase of 14% since the last reporting period ”

Overview of Global Certified Palm Oil

As at 30 June 2017, plantations covering a total of 3.2 million hectares across 16 countries are RSPO certified, an increase of 14% since the last reporting period. The RSPO welcomes this positive turn following the reported 14% decrease in global certified area noted in the 2016 Impact Report, which was largely

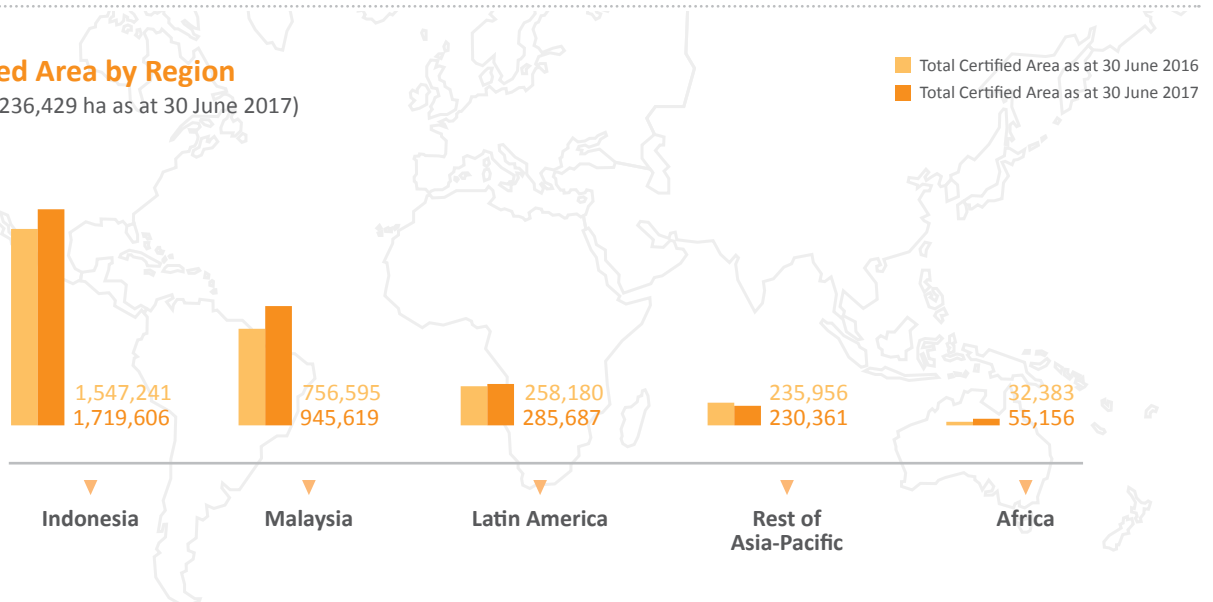
attributed to the temporary suspension and self-withdrawal from certification of two large Malaysian producers. In this context, we are especially pleased to highlight that certified area in Malaysia has also made a significant rebound, increasing 25% since 30 June 2016.

Indonesia and Malaysia still top the list of countries for total certified hectareage, but progress has been made

in many regions. Latin America saw an 11% expansion in certified area, while certified area in Africa grew by 22,773 hectares - a relatively small amount compared to other regions, but a 70% growth in local terms. Gabon and Ecuador also joined the list of countries with certified sustainable palm oil production.

Certified Area by Region

(Total: 3,236,429 ha as at 30 June 2017)



Note to data: All figures are inclusive of certified area for smallholders certified under group certification.

A total of 189,777 hectares of High Conservation Value (HCV) area has been identified and is currently managed by RSPO members, an increase of 21% since the last reporting period. Some noteworthy trends are emerging at a regional level, including in Africa where identified HCV area increased by 4,323% (13,405 hectares). Significant gains have also been made in the Asia-Pacific region, with a 152% (8,399 hectares) increase in Malaysia, and a 228% (5,864 hectares) increase across the rest of the region (not including Indonesia).

RSPO NEXT

RSPO NEXT reached a significant milestone in April 2017 when DAABON Group became the first oil palm grower in the world to achieve full RSPO NEXT certification. The Colombia-based agribusiness underwent a six-day audit during which their four palm oil estates in northern Colombia were reviewed for compliance with RSPO NEXT requirements. The certification also covers 122 smallholders that supply to the Group's mill. The Group's oil palm plantations, which cover approximately 9,950 hectares, have been certified against the RSPO P&C since 2010.

RSPO NEXT is a voluntary initiative that allows producers to be recognised for their leadership in implementing best practices under key environmental and social categories. It requires compliance to a supplementary set of criteria, building on the existing RSPO Principles & Criteria (P&C) evaluation, including:

No Deforestation, No Fire, No Planting on Peat, Reduction of GHGs, Respect for Human Rights and Transparency. These are applicable organisation-wide, including investments and joint ventures, as well as in the organisation's wider supply base.

The RSPO welcomes DAABON Group's achievement. It demonstrates the great momentum achieved by RSPO members in Latin America, where there is continued growth in the production of certified sustainable palm oil (CSPO). The RSPO will continue promoting and supporting the adoption of RSPO NEXT among retailers, manufacturers and other downstream players, and building awareness about the initiative in grower and other stakeholder groups.

The RSPO NEXT requirements can be accessed at www.rspo.org/certification/rspo-next.

Regional Outreach

Latest Activities and Developments in Latin America

The RSPO continues working to support the growing number of producer members within and outside of Asia. Much of our effort in the last few years has focused on Latin America, the second largest palm oil producing region in the world. As at 30 June 2017, there are 33 RSPO grower members across nine countries in the region, and 24 mills are certified across six of these countries.

In August 2016, we hosted the sixth RSPO Latin American Conference, which was held in Guatemala in conjunction with the Guatemalan Palm Growers' Guild (Grepalma) C//PAL Conference. The event brought together several key stakeholders that are seeking to secure a sustainable palm culture in Latin America through responsible agricultural, social and environmental practices.

A key development that took place during the conference was the Ecuadorian national government's official submission of interest to pilot a jurisdictional approach to RSPO certification within

selected areas of the Ecuadorian Amazon. The Ecuadorian government established coalitions with palm oil companies and non-profit organisations to support the programme. The RSPO was engaged to help facilitate activities and provide technical assistance where needed.

To sustain the momentum, the RSPO and WWF co-hosted a workshop in Quito in March 2017, where growers, NGOs and government representatives signed a commitment to continue the process of RSPO jurisdictional certification. A steering committee was formally established in June 2017 to lead this process.

CERTIFICATION PROGRESS

The programme in Ecuador is unique in terms of its synergy with existing initiatives. The Ministry of Agriculture and Environment has granted access to maps that identify areas suitable for palm oil production, and a partnership with the United Nations Programme on Reducing Emissions from Deforestation and Forest Degradation (UN-REDD) is focusing on developing strategies to produce sustainable palm oil with zero deforestation. Workshops are also being held to introduce sustainability as a concept to Ecuadorian smallholders and to help build their capacity.

The RSPO strongly commends and supports this initiative by the Ecuadorian government. It carries many potential benefits for Ecuador and is an inspiration for other countries to pick up the baton. We are developing our certification system to accommodate the jurisdictional approach and we continue to support and learn from various RSPO jurisdictional certification initiatives and pilots, including programmes in Sabah (East Malaysia) and Central Kalimantan (Indonesia).

The RSPO Outreach Programme

In 2015, the Government of Sabah called for all palm oil stakeholders in Sabah to produce 100% CSPO by 2025. This led to one of the world's first jurisdictional commitments to sustainable palm oil production. In continued support of this commitment, the RSPO hosted an event in Sandakan in October 2016 as part of the RSPO Outreach Programme, which seeks to raise awareness about sustainable palm oil production. The event created a platform for nearly 100 palm oil sector stakeholders to discuss and encourage further commitments to CSPO.


Similar programmes took place in Guatemala (August 2016), Ghana (September 2016), and Indonesia. The event in Ghana, held at the African Sustainable Palm Oil Conference, was especially noteworthy given the growth of investment in Africa's palm oil sector. The existence of the RSPO presents an opportunity for Africa's palm oil industry to get started on a sustainable footing. In this context, the Accra conference was a great success, gathering 300 participants from different African nations to discuss key topics, including how businesses can adopt best sustainability practices, and how smallholders can be empowered through knowledge and access to global palm oil supply chains.

The Outreach Programme in Indonesia has taken on the form of a series of RSPO Roadshows organised in six producing provinces: Jambi, Riau, East Kalimantan, South Sumatra, Central Kalimantan, and North Sumatra. Nearly 1,200 participants attended, comprising of oil palm growers, palm oil processors and traders, local community and civil society organisations, government representatives, academics and media. The objective of the programme was to act as a forum for the latest information on the developments and dynamics of the palm oil industry in Indonesia, and to strengthen stakeholder understanding of sustainable palm oil development in the region.

Engagement with Local Communities and Intermediary Organisations

The RSPO believes that communities, local NGOs, and other intermediary organisations (IMOs) are important stakeholders, and we seek avenues to inform and improve capacity of these parties to ensure their expertise, concerns, and needs are fully taken into account.

At the end of 2016, we partnered with the Institute for Policy Research and Advocacy (ELSAM) to set up a community and Civil Society Organisations (CSO) Engagement Programme in Indonesia. The programme aims to secure informed and interactive engagement with communities through IMOs (e.g. trade unions, women's groups, religious organisations), and has been implemented in several areas including Sumatra, Kalimantan, Sulawesi and Papua. Incorporated in the activities is a capacity building programme involving representatives of local communities, labourers, farmers, women's groups and CSOs throughout the country.



In March 2017, growers, NGOs and government representatives in Ecuador signed a commitment to continue the process of RSPO jurisdictional certification for selected areas of the Ecuadorian Amazon.

SMALLHOLDER CERTIFICATION AND INCLUSION

Growth in Smallholder Certifications 2017

By mid-2016, smallholders were producing 40% of the world's palm oil. Supporting these farmers to transition to more sustainable practices is therefore a priority for the RSPO, as we seek to make sustainable palm oil the norm. Our work with smallholders has primarily focused on facilitating RSPO certification. When it is accessible and workable for smallholders, certification has the potential to increase productivity, income and access to new markets.

The total certified area for independent smallholders under group certification as at 30 June 2017 is 11,594 hectares.

Ten independent smallholder groups are certified in total, representing 2,202 independent smallholders across Thailand, Malaysia and Indonesia.

Overall, there has been a 12% decrease in the number of certified independent smallholders since the last reporting period, and more specifically, a 38% and 25% decrease in certified independent smallholders in Indonesia and Thailand respectively. This decrease is explained by the licence expiry of seven independent smallholder groups in Indonesia and Thailand during the reporting period.

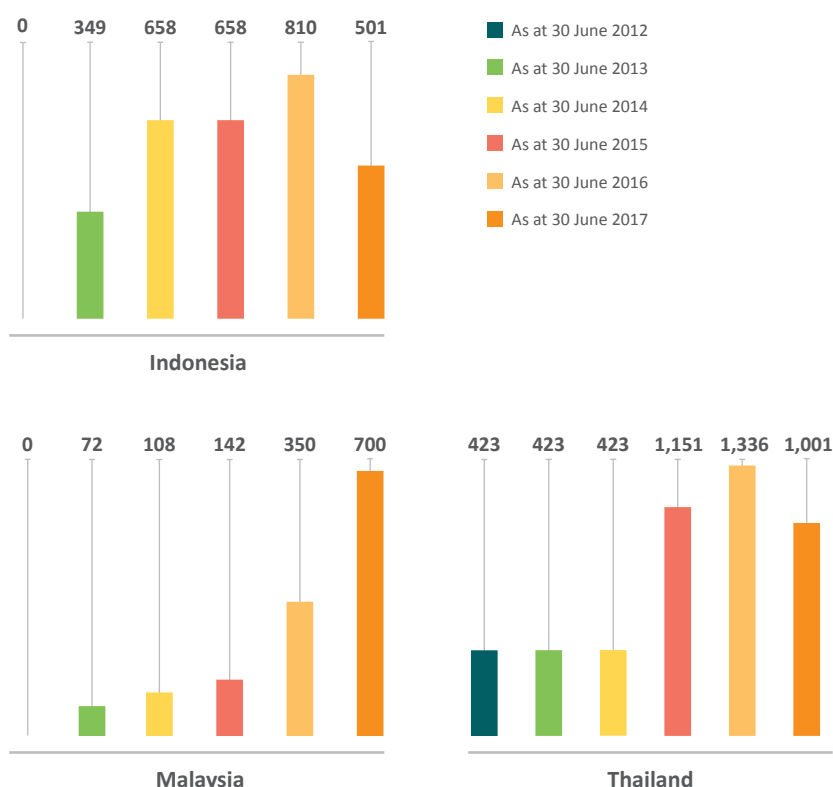
More positively, the number of certified independent smallholders in Malaysia has doubled. Furthermore, by combining

figures for scheme and independent smallholders, we see that the total number of RSPO certified smallholders continues to grow (see below).

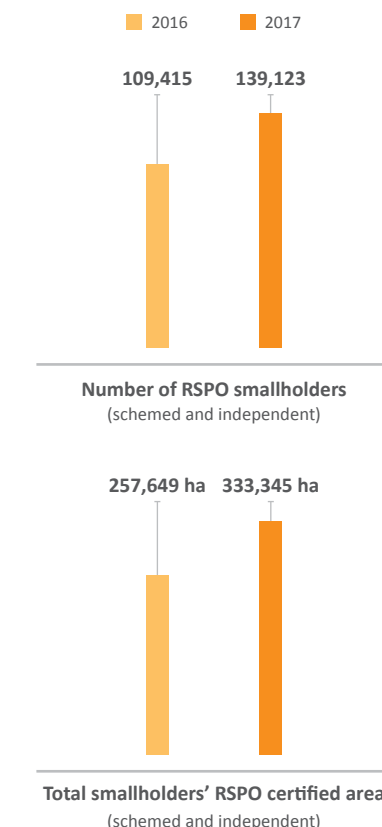


The total certified area for independent smallholders under group certification is 11,594 hectares as at 30 June 2017. The number of certified independent smallholders in Malaysia has doubled.

Number of Independent Smallholders Under Group Certification (2012-2017)



Total RSPO Smallholders (As at 30 June 2017)



CERTIFICATION PROGRESS

In August 2016, we announced that the independent smallholder group, Sapta Tunggal Mandiri (STM), had achieved RSPO certification. STM consists of more than 2,700 independent smallholders and covers 5,366 hectares in South Sumatra Province, Indonesia, making it the world's largest group of certified independent smallholders. However, their data is not included for either 2016 or 2017 due to licence activation and expiry dates falling just outside of the data extraction dates used for reporting.¹

STM's certification, which received support from Wilmar International Limited's subsidiary PT Tania Selatan and financial assistance from the RSPO Smallholder Support Fund (RSSF), represents a milestone achievement. It demonstrates the impact that can be achieved through the commitment of RSPO members and the success of RSPO structures (such as the RSSF) in supporting small producers.

The RSPO is also funding one of the largest certification programmes ever to be conducted on behalf of smallholders. Thanks to this funding, Solidaridad West Africa-Côte d'Ivoire will be implementing a group certification project for 5,000 Ivorian smallholders in Africa's third largest palm oil producing country, within the next three years. The kick-off workshop was held in Abidjan in December 2016.

RSPO Smallholder Strategy Update

Despite the progress made over the reporting period, certification remains challenging for many smallholders. They often work in community clusters with limited access to expertise, training and infrastructure - all key footholds for engaging in responsible agricultural practices. The RSPO has already established several structures including working groups, funds, and approaches

to address these issues (see RSPO Impact Report 2016, pages 41 - 44). Our work and experiences continue to highlight areas where further strategic efforts are needed.

Recognising a need for a change in current practices and approaches to improve smallholder inclusivity in the RSPO system, we began collecting stakeholder feedback in 2016 to inform our development of a comprehensive smallholder strategy. The document, now in its complete form, was approved by the RSPO Board of Governors in June 2017.



The RSPO Smallholder Strategy was finalised during the reporting period with the aim to create a supportive environment for smallholders to achieve sustainable livelihoods.



Photo credit: RSPO & Jonathan Perugia

H. Narno, Group Manager of Asosiasi Petani Sawit Swadaya AMANAH together with his wife, Ibu Wanti. Asosiasi Petani Sawit Swadaya AMANAH was the first independent smallholder group to be RSPO certified in Indonesia. Narno has been leading the group since its inception, and is also an inspirational figure in the work being carried out to promote sustainable palm oil among smallholders in Indonesia.

¹ Including STM's figures for 2017, we would see a near opposite trend—an estimated 97% growth in total number of certified independent smallholders between the 2016 and 2017 reporting periods. Total smallholders' RSPO certified area would amount to approximately 338,711 hectares.

CERTIFICATION PROGRESS

Underpinned by the broad philosophy of smallholder inclusivity, the aim of the RSPO Smallholder Strategy is to create a supportive environment for smallholders to achieve sustainable livelihoods. It contains Guiding Principles to direct implementation, highlights strategy fundamentals, and supports decision-making. It presents intermediate outcomes, outputs and assumptions, and includes an implementation plan. The objectives, Guiding Principles, and next steps for the strategy implementation are outlined below.

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rspo.org/smallholders

A ROADMAP TO EMPOWER SMALLHOLDERS

Smallholder farmers produce 40% of the world's palm oil but continue to suffer from lower yields. This is why the RSPO's goal is for smallholder farmers to improve their livelihood by joining the sustainable palm oil supply chain. This is how the RSPO plans to achieve this.

Objective 1
Smallholder livelihoods are improved



Objective 2
The number of smallholders within the RSPO system is increased

Objective 3

The business case for smallholder inclusion in the RSPO is made through increased support

GUIDING PRINCIPLES

Prioritise smallholder livelihood improvement above certification

Core sustainability requirements upheld while the certification process is tailored for smallholders

Delivering smallholder support is valued through the RSPO system and the market

Global and regional contexts matter, and **provide basis for tailoring approaches** to smallholder inclusion

RSPO endorsed smallholder support models, improve farmer self-sufficiency, are scalable and pass incentives along the supply chain

Highlight and reinforce positive impacts of RSPO members supporting smallholder inclusion

STRATEGY IMPLEMENTATION



NEW PLANTING PROCEDURE UPDATE

The RSPO New Planting Procedure (NPP) provides guidance on how and under what conditions new oil palm plantings developed after 1 January 2010 should be carried out. The NPP was first introduced in 2009 and was subsequently updated in 2015. The updated version came into effect in January 2016 with a six month grace period before becoming compulsory in July 2016 (See RSPO Impact Report 2016, pages 36 - 37).

The RSPO NPP is a credible and quality-driven process. Each NPP submitted must undergo verification by an accredited certification body before a notification is posted on the RSPO website for a 30-day public consultation. In addition, HCV assessments must be conducted by a High Conservation Value Resource Network (HCVRN) licensed assessor.

NPP Highlights

1,486,873 hectares across **13 countries** were subject to NPPs as at 30 June 2017.

13 NPP notifications were approved covering **100,364 hectares** in Indonesia, Papua New Guinea, Mexico, Malaysia, Gabon, Guatemala, Nigeria and Togo.

Mexico and Togo joined the list of countries that have applied for NPP, adding a combined area of **5,163 hectares**.

Under the 13 notifications approved during the reporting period, **41,013 hectares** are proposed for HCV, bringing the total HCV area under the NPP to **265,153 hectares** (as at 30 June 2017).

REMEDIATION AND COMPENSATION PROCEDURE

The Remediation and Compensation Procedure (RaCP) was launched in 2014, to address land clearances undertaken without prior HCV assessments since November 2005.² The procedure requires growers to calculate environmental liabilities through a Land Use Change Analysis (LUCA), and to carry out onsite or offsite remediation on affected sites or parties (See RSPO Impact Report 2016, page 39). Compensation liabilities are determined using a matrix combining vegetation coefficients, land clearance periods, membership status, and areas requiring environmental remediation. The Final Conservation Liability (FCL) is expressed in hectares.

As of 30 June 2017, a total of 703,413 hectares of non-compliant land clearance (NCLC) has been disclosed by 253 management units, representing 100% full disclosure from RSPO members that own or manage plantations. Some growers have submitted revised standard operating procedures (SOP) to the RSPO for public disclosure,³ to demonstrate their commitment to prevent further non-compliant land clearing.

A total of 703,413 hectares of non-compliant land clearance has been disclosed by 253 management units, representing 100% full disclosure from RSPO members that own or manage plantations.

² The final draft of the RSPO RaCP, endorsed by the BoG in November 2015, can be downloaded at www.rspo.org/news-and-events/announcements/update-on-the-endorsement-of-the-rspo-remediation-and-compensation-procedures-racp.

³ This is optional. Members not wishing to submit their revised SOP to the RSPO must submit a declaration of SOP verification by an accredited certification body at the time of the liability disclosure.

REMEDICATION AND COMPENSATION PROCEDURE

To date, 29% of the LUCA reports submitted have been reviewed. The aggregated FCL of the disclosed NCLC is 68,174 hectares. The following tables present the disaggregated NCLC and FCL data by country and by region.⁴ It is worth noting that FCL is about 10% of the NCLC total. This is because most of the cleared areas were open developed and/or degraded grass or shrub lands.

At the time of reporting, several RSPO members are preparing remediation and compensation plans having had their concept notes approved by the compensation panel.

NCLC AND FCL DATA BY COUNTRY (AS AT 30 JUNE 2017)

Country	NCLC (Ha)*	FCL (Ha)**
Indonesia	581,924	55,628
Malaysia	61,414	9,048
Colombia	21,386	2,015
Brazil	51	39
Guatemala	14,991	406
Honduras	8,703	183
Ecuador	7,417	592
Nigeria	2,048	88
Ghana	2,432	168
Côte d'Ivoire	1,887	0
Dominican Republic	773	3
Costa Rica	387	3
Total	703,413	68,174

NCLC AND FCL DATA BY REGION (AS AT 30 JUNE 2017)

Regions	NCLC (Ha)*	FCL (Ha)**
Latin America	53,708	3,242
Africa	6,367	256
Southeast Asia	643,338	64,676

* NCLC: Non-compliant land clearance or land clearance without prior HCV assessment since November 2005

** FCL: Final Conservation Liability

⁴ RaCP data, including NCLC and FCL figures, will be included in future RSPO Impact Reports and Impact Updates.

GHG EMISSIONS REPORTING AND PROJECTION: PALMGHG CALCULATOR AND NEW DEVELOPMENT GHG CALCULATOR

The RSPO PalmGHG Calculator was developed by the Greenhouse Gas Working Group 2 (GHG WG2), and later improved by the Emission Reduction Working Group (ERWG), and the New Development GHG Calculator by the ERWG. These tools were created for palm oil producers to estimate and project the net GHG emissions of current and planned production activities. The improved versions of these tools were released at the end of 2016 for RSPO members to use to ensure their compliance with the RSPO P&C related to identifying, monitoring, minimising and reporting GHG emissions in existing operations and new developments (See RSPO P&C 2013: 5.6 and 7.8).

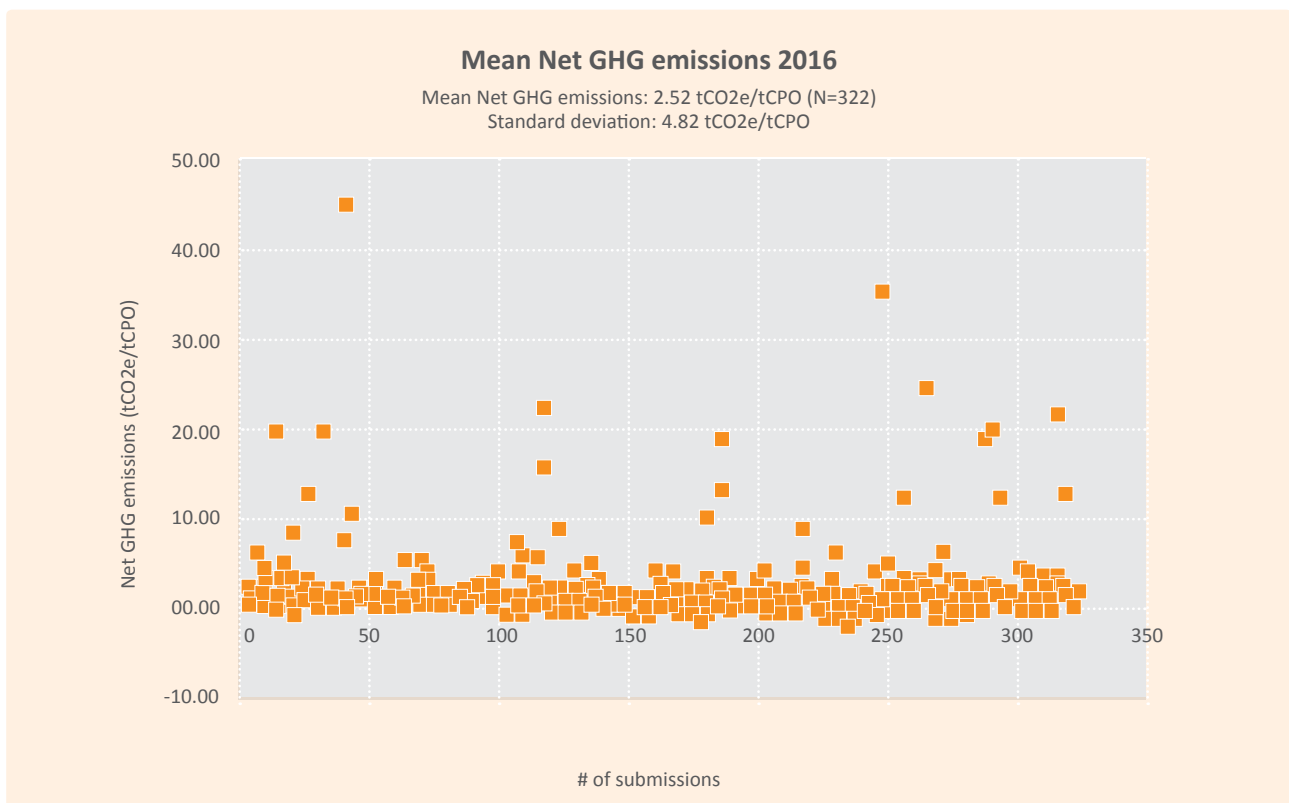
Recognising the challenges of accurate measurement and monitoring, given pre-existing knowledge and methodologies, the RSPO set out a two-year implementation period in which growers and millers were required to commit to promoting best practices in reporting to the RSPO, and after 31 December 2016, to public reporting against the relevant criteria. It was during this implementation period that the PalmGHG Calculator and New Development GHG Calculator were updated and refined based on user feedback.

As of January 2017, the RSPO PalmGHG Calculator and New Development GHG Calculator are required for calculating

and projecting GHG emissions from operations, including land use change GHG emissions of existing operations and new developments. GHG emissions must be publicly reported through annual audit summary reports and the New Planting Procedure notifications, which are published on the RSPO website. Following this development, PalmGHG emissions data will be reported in all RSPO Impact Reports and Updates.

The chart below presents mean net GHG emissions for 2016 (calendar year) for current operations, based on PalmGHG Calculator data submitted by RSPO members. Net emissions are measured in tonnes of carbon dioxide equivalents (tCO₂e) per hectare, per tonne of Crude Palm Oil (CPO) produced.

Mean Net GHG Emissions from Current Operations Compiled from PalmGHG Data Submitted by RSPO Members (1 January - 31 December 2016)



GHG EMISSIONS REPORTING AND PROJECTION: PALMGHG CALCULATOR AND NEW DEVELOPMENT GHG CALCULATOR

Based on the data submitted by RSPO members, the top three sources of GHG emissions are:

1. Land clearing (depending on land cover prior to clearing).
2. Methane produced from Palm Oil Mill Effluent (POME).
3. Carbon dioxide and nitrous oxide generated by the cultivation of peat soils.



As of January 2017, the RSPO PalmGHG Calculator and New Development GHG Calculator are required for calculating and projecting GHG emissions from operations.

New Study: Calculating GHG Emissions from Oil Palm Using PalmGHG

A 2016 study⁵ published in *The Planter* (2016) reviewed GHG emissions calculations for oil palm cultivation using the RSPO PalmGHG tool⁶ and presented findings on the cumulative impact of these emissions. The review focused on emissions generated by the development of new plantings, as well as those generated across the entire palm oil production process.

Three scenarios were developed to test the PalmGHG calculator, each with two variations - with methane capture and without methane capture:

- The first scenario assumed no peat in the concession, and therefore no development on peat, and no set-aside areas.
- The second scenario assumed the concession is entirely peatland, and thus 100% planting on peat, and no set-aside areas.
- The third scenario assumed no peat in the concession and zero planting on peat. It also assumed an extra 2,000 hectares of conservation area set-aside within the concession.

Key results:

- Planting on peat, land conversion and POME are major sources of GHG emissions in oil palm development and production, of which peat is the largest (Gan & Cai 2017).

- Planting 100% of a concession on peat leads to a massive rise in GHG emissions, regardless of whether methane capture facilities are in place. Construction of methane capture facilities can, however, significantly reduce emissions from POME (Gan & Cai 2017).
- Land conversion is the second largest source of GHG emissions, but emission levels depend on the type of land cover converted. Converting land cover with a higher carbon value will lead to higher GHG emissions than converting land cover with a lower carbon value (Gan & Cai 2017).

The results indicate that the calculation of GHG emissions, including for land use change, is helpful for identifying major emissions sources. The New Development GHG Calculator, applying the similar GHG estimation approach, can assist companies in making decisions about where new developments can take place in accordance with their priorities and risk tolerance level. Programmes for mitigating GHG emissions from new plantings can also be implemented to minimise their overall impact, and should be incorporated in land use planning.

⁵ *Calculating GHG Emission in Oil Palm Using PalmGHG* by Gan Lian Tiong and Henry Cai was released in 2016, and re-written and published again in 2017 in *The Planter*.

⁶ *PalmGHG Calculator version 2.1.1*, but modified with some default values from a simplified PalmGHG for criterion 7.8 of the 2013 RSPO P&C.

COMPLAINTS PROCEDURE

Complaints in 2017

All RSPO members are required to adhere to the commitments set out in the RSPO Key Documents, including the RSPO Statutes, RSPO Code of Conduct and the RSPO P&C. We continually evolve our approach to facilitating solutions to complaints submitted on any breaches of these commitments. In this section, we present data on complaints received as at June 2017, as well as updates on the revamped complaints and appeals procedure endorsed on 14 June 2017.

As at 30 June 2017, 27 complaints were recorded as either under review or pending an action plan. Of the 83 cases handled by the Complaints Panel since 2009 (2009 - 2016 data are based on calendar year), 44 have either been closed or are closed for monitoring. Eight new cases have been recorded in the first half of 2017.

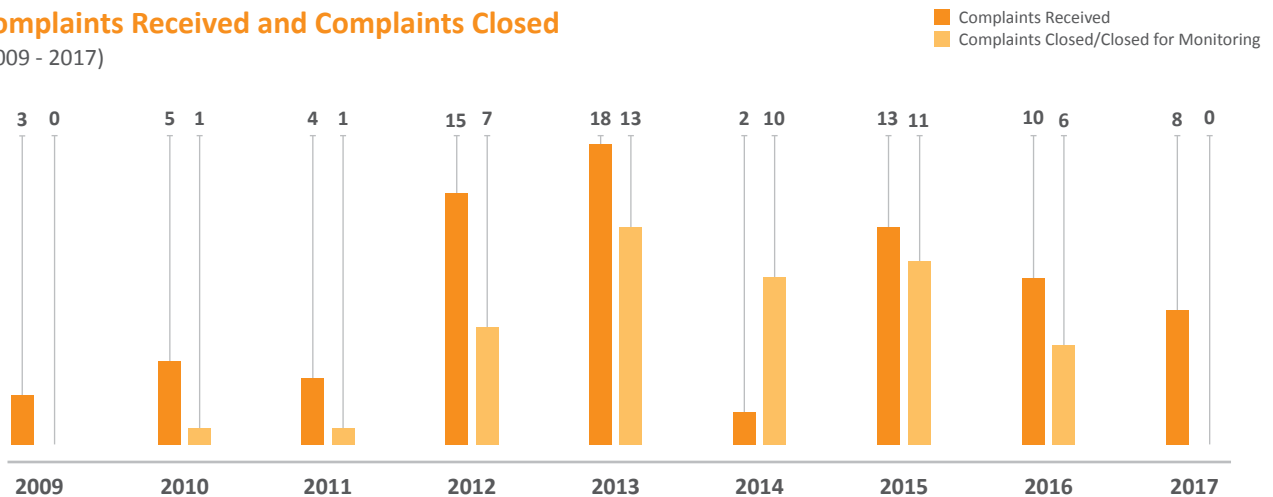
The RSPO Impact Report 2016 noted that the average time to close a complaint had fallen from 685 days in 2015 (based on full calendar year data) to 312 days (based

on data from the first half of 2016). Updated for the full calendar year 2016, this average increased to just 363 days, and has dropped further to 73 days in the first half of 2017.

By country, Indonesia has the highest number of complaint submissions (48 cases), followed by Malaysia (14 cases). As in previous years, most of the submitted complaints are related to Free, Prior and Informed Consent (FPIC) and High Conservation Value (HCV) issues.

Complaints Received and Complaints Closed

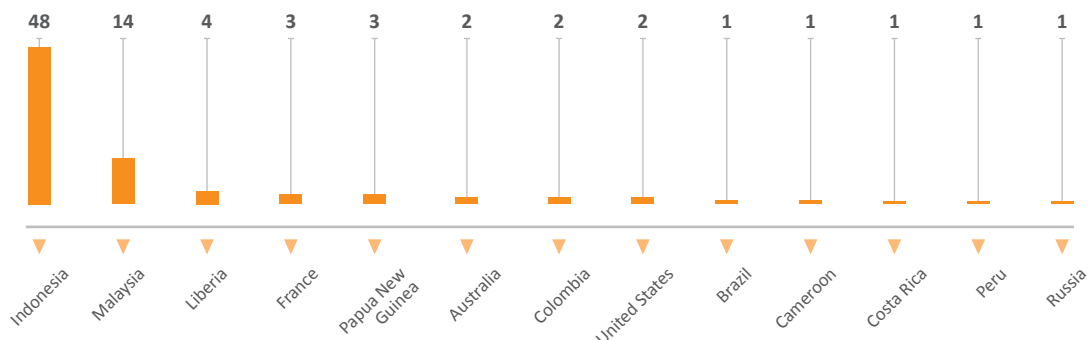
(2009 - 2017)



Note to data: Figures for 2009 - 2016 are representative of full calendar years (1 January - 31 December). Figures for 2017 are inclusive up to 30 June 2016.

Complaints by Country

(As at 30 June 2017)



COMPLAINTS PROCEDURE

Complaints by Type

(As at 30 June 2017)



- Free, Prior and Informed Consent, 36
- High Conservation Values related issues, 16
- Breach of RSPO Code of Conduct, 6
- Human rights violation, 6
- New Planting Procedure non-compliances, 3
- Credibility of certification body, 3
- Others (burning, plasma, pollution), 13

RSPO Complaints and Appeals Procedure



Photo credit: RSPO & Jonathan Perugia

The adoption of Resolution 6f on “Guaranteeing Fairness, Transparency and Impartiality in the RSPO Complaints System” by the General Assembly in November 2013, led to the review of the RSPO Complaints Procedures by Natural Justice and the Borneo Conservancy Initiative. Following three public consultations, the RSPO Complaints and Appeals Procedures (CAP) 2017 were endorsed by the RSPO Board of Governors in June 2017. The CAP is in effect as of 1 August 2017 for all new complaints submitted after this date.

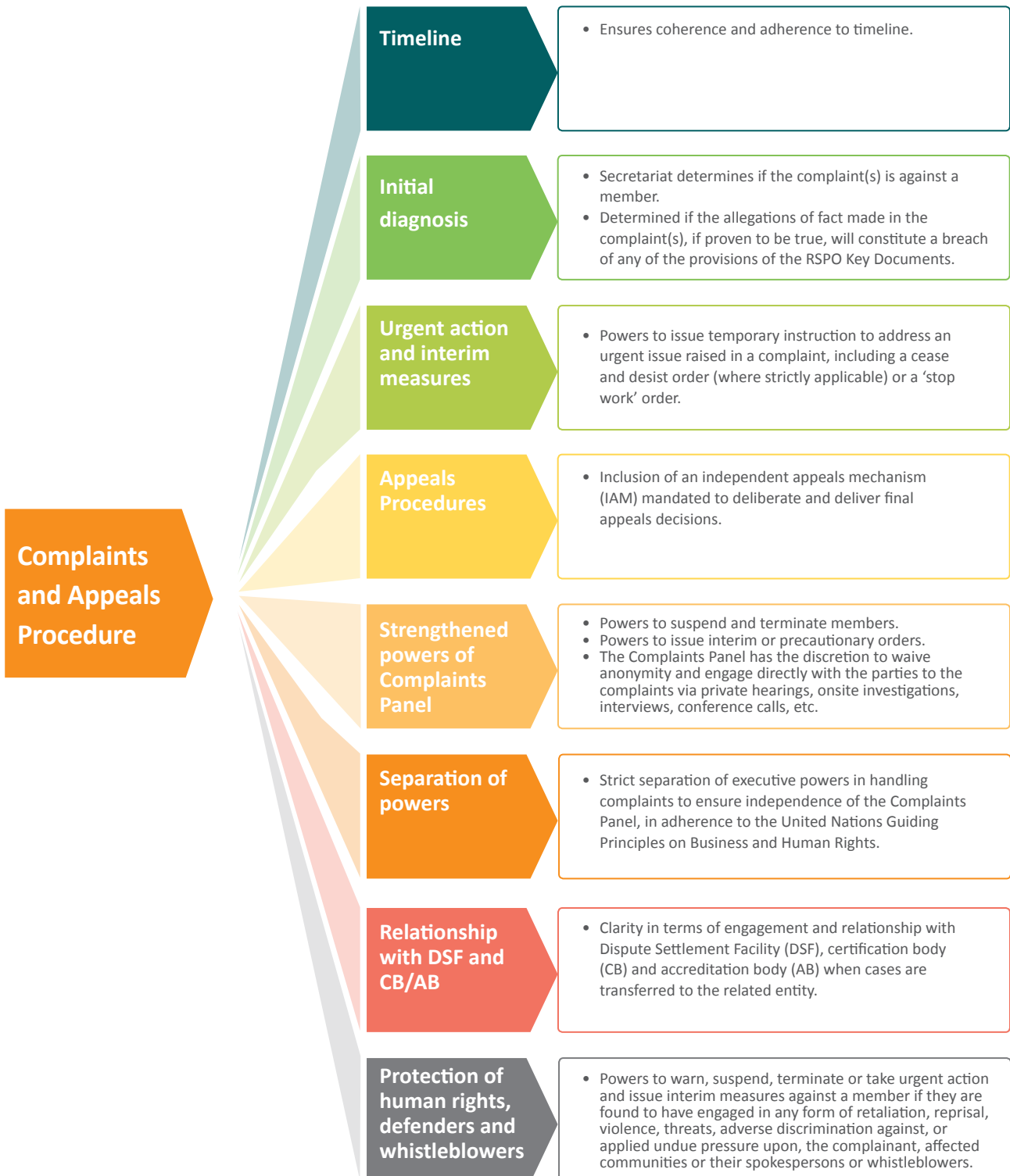
The revised CAP aims to promote and effect the constructive resolution of complaints and disputes by ensuring that any alleged breach of the standards and procedures set out in the RSPO Key Documents is handled and resolved in a fair, impartial and transparent manner.



Over half of the 83 cases handled by the Complaints Panel since 2009 have either been closed or are closed for monitoring. Average time to close a complaint fell from 685 days in 2015 to 363 days in 2016.

COMPLAINTS PROCEDURE

WHAT IS NEW?




MARKET OUTREACH

Annual Progress on CSPO Sales

2016 marked a significant turning point in market uptake. Physical sales of CSPO increased 33% between 2015 and 2016 (based on calendar year data), while sales for volumes covered by the Book and Claim (B&C) supply chain model decreased by a dramatic 43%. This significant rebalancing may partly be explained by a general shift in key markets where larger companies are increasingly sourcing physical CSPO.⁷

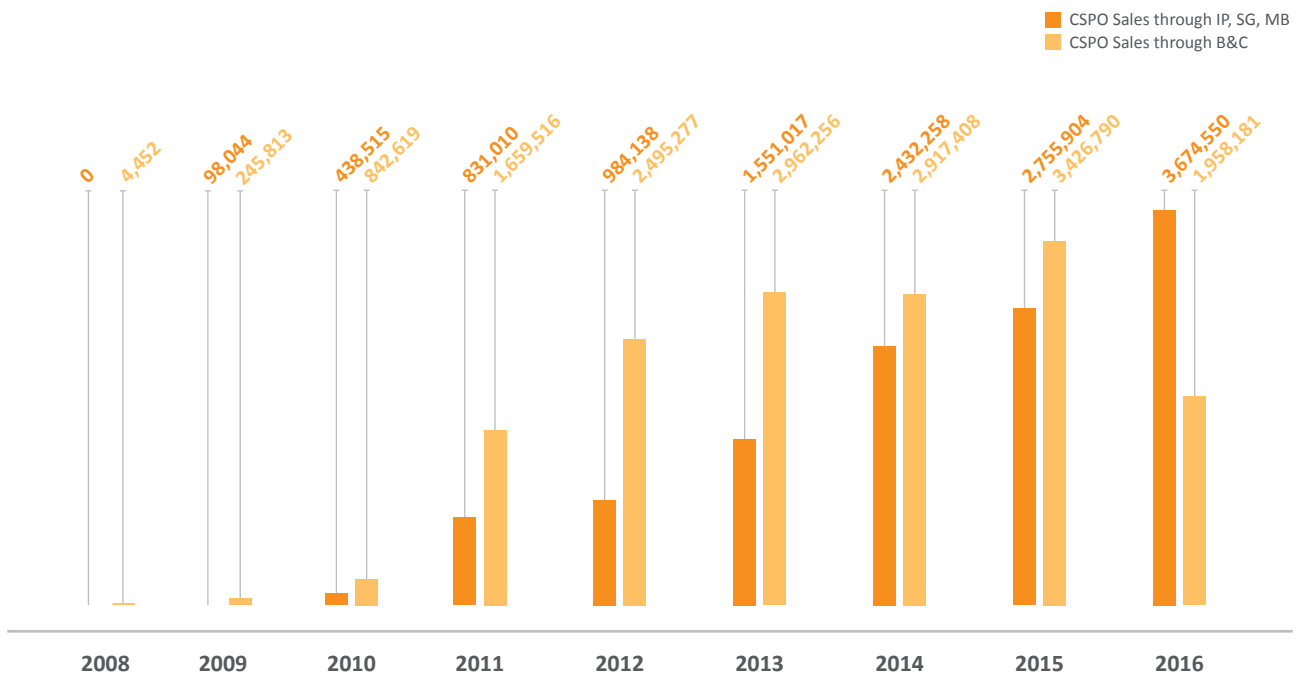
While total CSPO sales fell by 9% to 5.6 million MT between December 2015 and December 2016, looking at the change in overall sales in the first half of 2016 (2,858,255 MT) and for the same timeframe in 2017 (2,995,626 MT), we see a 5% increase. This is an indication that dip may have been part of a temporary trend, and that the uptake of CSPO could continue to increase, especially considering the various regionally focused efforts and commitments that have been taking place over the past year (see pages 22 - 25).



Sales covered by the Book and Claim supply chain model have decreased by 43%, but physical sales of CSPO have increased by 33% between 2015 and 2016, indicating a general shift in key markets to increasingly source physical CSPO.

Annual Sales of CSPO (MT)

(2008 - 2016)



Note to data: All figures are based on full calendar year data (1 January - 31 December).

⁷ For example, the UK government released its final progress report on the October 2012 commitment to achieve 100% sourcing of CSPO by representatives of key industries working with palm oil in the UK. The report showed that 89% of CSPO sales within a group of leading UK retailers consisted of physical CSPO, and that B&C certificates were mainly used where difficulties remained in sourcing Mass Balance or Segregated CSPO in certain derivatives. The report can be accessed at www.gov.uk/government/publications/uk-statement-on-sustainable-palm-oil-final-progress-report



PalmTrace Launched in 2017

January 2017 saw the relaunch of eTrace as PalmTrace, introducing key new features to the official traceability system of RSPO certified oil palm products. The launch also coincided with the discontinuation of RSPO's endorsement of GreenPalm, the previous support system for the B&C supply chain model.

PalmTrace enables the trading of RSPO certified volumes across all four supply chain models (Identity Preserved, Segregated, Mass Balance and Book and Claim), a feature not previously available in eTrace. Since January 2017, the B&C supply chain model is supported by the trade of RSPO Credits. Mills, crushers, and independent smallholders offer different types of RSPO Credits via an online marketplace or through Off Market Deals. PalmTrace is managed by the not-for-profit organisation UTZ.

We are pleased to report that sales of physical RSPO CSPO have increased by 43% (616,582 tonnes) in the first five months of 2017 compared with the same

period last year. In the same timeframe, the RSPO system has seen a 27% growth in sales of Certified Sustainable Palm Kernels (CSPK) driven by an increase in Identity Preserved CSPK sales (up to 950,119 tonnes, compared to 745,326 tonnes last year). Meanwhile, sales of RSPO credits (previously GreenPalm certificates) saw a significant decline of 43% globally. These trends are in part explained by some larger RSPO members transitioning from the B&C supply chain model to Mass Balance or Segregated models, which we consider to be a progressive step.

Increasing sales of certified materials is a positive signal for RSPO growers that have invested in certifying their mills and plantations. We will continue to monitor this trend to ensure inclusivity through the B&C model. B&C plays a fundamental role in connecting growers that have no access to the physical supply chain to a market demand for CSPO.

Fostering Support for CSPO: Asia and Europe

The past few years have seen critical advances toward the uptake of CSPO in different regional markets. In 2015, a number of countries signed a commitment to achieve 100% sourcing of CSPO for Europe by 2020 (Amsterdam Declaration).⁸ We also saw a large group of retailers and consumer goods manufacturers in key EU markets taking

part in alliances and initiatives to set national-level goals for 100% CSPO across different target dates (up to 2020). The RSPO has continued supporting these commitments in 2016 and 2017 through various activities, bringing actors together, enabling partnerships and discourse, campaigning on sustainability issues and promoting CSPO.

We have also sustained our engagements with some of the largest consumer markets for palm oil products in Asia and

North America. By 2020, our goal is for Malaysia and Indonesia to reach 50% CSPO, India 30% CSPO, China 10% CSPO, and the U.S. 100% CSPO.

RSPO regional offices and representatives facilitate our tailored approach for each country and region (See RSPO Impact Report 2016, pages 46 - 53). While we continue to make progress in markets outside of Asia, Europe and North America, the following key highlights and updates relate to these three regions.

⁸ The Amsterdam Declaration was encouraged by European private sector organisations engaged in the palm oil supply chain. Initial signatories in 2015 include: United Kingdom, the Netherlands, Germany, France, and Denmark. Since its launch, Norway and Italy have signed the Declaration as well. The Declaration can be accessed at <https://www.euandgvc.nl/documents/publications/2015/december/7/declarations-palm-oil> www.euandgvc.nl/documents/publications/2015/december/7/declarations-palm-oil

Key Regional Updates: Asia



The number of supply chain certified facilities in China has increased by 40% over the course of the reporting period.

- RSPO membership in China increased from 52 members (as at 30 June 2016) to 74 members (as at 30 June 2017). The number of RSPO supply chain certified facilities in China has also grown from 72 facilities to a total of 101 facilities during this same period.
- The Singapore Alliance for Sustainable Palm Oil (SASPO) was formed in June 2016 with the aim to increase demand for sustainable palm oil. SASPO was jointly launched by WWF-Singapore and a group of five founding members. The Alliance's kick-off event was held in November 2016.
- The 14th Roundtable Meeting (RT14) took place in Bangkok, Thailand on 10 November 2016. It was attended by more than 800 representatives from 46 countries, and focused on themes relating to equality, human rights and smallholder inclusivity.
- WWF Japan and the RSPO hosted the first ever RSPO Japan Day in Tokyo in September 2016. Topics included sustainability issues in palm oil, supply chain certification, best practices and challenges, and sustainable procurement of palm oil.
- In August 2016, a sustainable consumption event took place in Malaysia, jointly organised by WWF-Malaysia, Malaysian Environmental Non-Governmental Organisations (MENGO) and EcoKnights. The RSPO held a presentation during the event, which focused on the critical role of certified sustainable palm oil.
- In January 2017, the RSPO launched the Youth Leader in Sustainability Programme in Indonesia, in collaboration with WWF-Indonesia, The Body Shop Indonesia, and SINAR MEADOW. A competition was held, garnering participation from 810 students from 58 universities, and three youth leaders were selected for internships at the RSPO and its partner hosts.
- The RSPO hosted an estimated 120 attendees at its first roadshow in Subang, Selangor in April 2017. The purpose of the event was to increase awareness of the RSPO's mission and encourage local businesses to take the first steps in adopting best sustainability practices. The event is the first of several roadshows planned for Malaysia, Singapore and Thailand in 2017.
- During the reporting period, the RSPO has also strengthened engagement with both media and consumer groups in the region through a number of partnerships and activities. These include:
 - Launching a video campaign promoting the RSPO's Trademark App (see page 27), targeting consumers in Malaysia.
 - Establishing a media partnership in December 2016 with one of Asia-Pacific's leading sustainability news sites, Eco-Business.
 - Forming an advertorial media partnership in May 2017 with The Edge, a publisher of leading business and financial publications in Malaysia and Singapore, and with Kompas.com, the leading online news publication in Indonesia.

MARKET OUTREACH

Key Regional Updates: Europe

In June 2017, Italy signed the Amsterdam Declaration, joining a number of other European countries in their pledge to promote the use of 100% sustainable palm oil by 2020.



- Adjacent to RT14, the RSPO regional office in Europe organised a successful media tour for seven international journalists in Krabi, Thailand in November 2016. Participants had the opportunity to visit certified smallholder farmers and learn about the challenges that they face.
- On 6 June 2017, Italy signed the Amsterdam Declaration along with Denmark, France, Germany, the Netherlands, the UK and Norway, which pledges countries to promote the use of 100% sustainable palm oil by 2020.
- The fifth annual European Roundtable (EURT) event was held in London in June 2017, receiving over 342 delegates from 27 countries. The event focused on innovations and partnerships for transforming the palm oil supply chain towards 100% sustainability.
- The 'Fundación Española del Aceite de Palma Sostenible', a Spanish foundation for sustainable palm oil, was launched in June 2017.
- The RSPO and Friends of Europe co-hosted a debate titled 'Deforestation: A Sustainable Dilemma', which was attended by over 100 people in Brussels in March 2017. One key topic was the role of downstream governments and other actors in closing the gap between commitments and actions in working towards a deforestation-free economy.
- The RSPO launched a media partnership with Huffington Post Italy to provide a forum for more informed discussion on sustainable palm oil, a topic of popular debate in Italy.
- The UK reported that, collectively, by end December 2015, the imports of Segregated and Mass Balance CSPO and purchases of GreenPalm certificates by UK companies in 2015 were equivalent to an estimated proportion of 87% or 108% of UK palm oil imports (excluding derivatives and finished goods), depending on the baseline trade data used. This represents an increase from 72% or 93% respectively in 2014, and from 50% and 59% respectively in 2012. Notably the British Retail Consortium reported that leading UK retailers had reached their target of 100% of palm oil sourced being certified as sustainable palm oil by the end of 2015, 89% of which was physically CSPO.
- In April 2017, the European Parliament passed a non-binding resolution aimed at limiting imports of palm oil connected with deforestation. It also supported certification as a means.

Key Regional Updates: North America



Combined RSPO membership for the U.S. and Canada has risen by approximately 62% since 30 June 2016.

- The North American Sustainable Palm Oil Network (NASPON) is expected to launch in late November 2017. NASPON will work towards making North America a 100% CSPO market, and is currently developing a formal group structure.
- The number of RSPO supply chain certified companies in the United States (U.S.) and Canada has increased from 114 to 194 over the course of the reporting period. In addition, combined RSPO membership for these two countries has risen by approximately 62% since 30 June 2016, amounting to 371 members as at 30 June 2017.



Photo credit: RSPO & Jonathan Perugia

MARKET OUTREACH



RSPO Trademark

As at 30 June 2017, RSPO Trademark licences are held by 556 supply chain certified members across 50 countries worldwide. During the reporting period, we also welcomed four new countries to the Trademark licence list: Hungary, Lithuania, Peru and Turkey.

European markets still lead the field in RSPO Trademark licensing, with Germany significantly ahead (even within the top ten countries). Outside Europe, the country with most Trademark licences is the United States (U.S.). Many U.S. RSPO member companies are global and require flexibility for their EU operations to use the Trademark if they wish, which may partly explain this trend. An increasing number of retailers

and companies are also starting to experiment with RSPO Trademark use in the U.S. market.

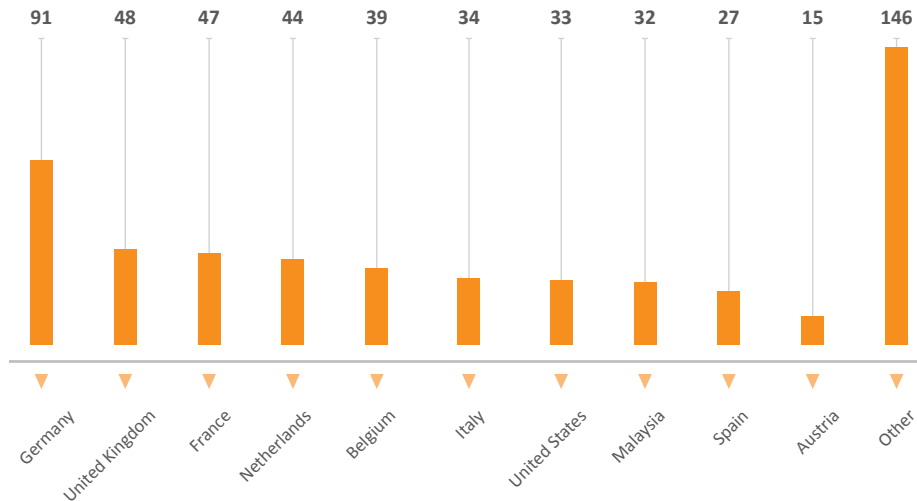
Considered alongside RSPO member data for the U.S. (see page 6), there is reason to believe that the U.S. market for sustainable palm oil is making positive progress. More companies are implementing corporate sustainable sourcing policies within their national supply chains, and the momentum continues to grow following the UN New York Declaration on Forests (2015),⁹ and The Consumer Goods Forum's commitment to achieving zero net deforestation by 2020,¹⁰ which have been used to frame the construction of sustainable sourcing policies.

⁹ UN New York Declaration on Forests (2015) committed companies to half net deforestation in their supply chains by 2020, and to eliminating net deforestation by 2030.

¹⁰ For further information, see www.theconsumergoodsforum.com/blog/966-implementing-and-scaling-up-the-cgf-zero-net-deforestation-commitment.

Trademark Licences by Country

(As at 30 June 2017)



Note to data: Trademark licence data reflects data from supply chain certified members only.

With effect from September 2015, all new members receive an RSPO Trademark licence upon joining the RSPO. This explains the sudden increase in licence holders from the last reporting period (although the use of the RSPO Trademark on products is restricted to supply chain certified members only): 144 new licences were issued in this reporting period while 112 were issued between 1 July 2015 - 30 June 2016.

We will continue to engage in innovative activities and campaigns to strengthen awareness of the RSPO Trademark along the palm oil supply chain and among consumers worldwide. In 2016, we built and launched a free crowdsourcing application - the RSPO Trademark App. This enables consumers to find, shop and upload RSPO certified products bearing the RSPO Trademark wherever they are in the world. While there have not yet been as many uploads as we would like, it is encouraging to see that the number of products listed on the app has doubled in the past year.

The free RSPO Trademark App is available for iOS and Android. See how it works at: www.youtube.com/watch?v=MXoQeyEDn44.



As at 30 June 2017, RSPO Trademark licences are held by 556 supply chain certified members across 50 countries worldwide.

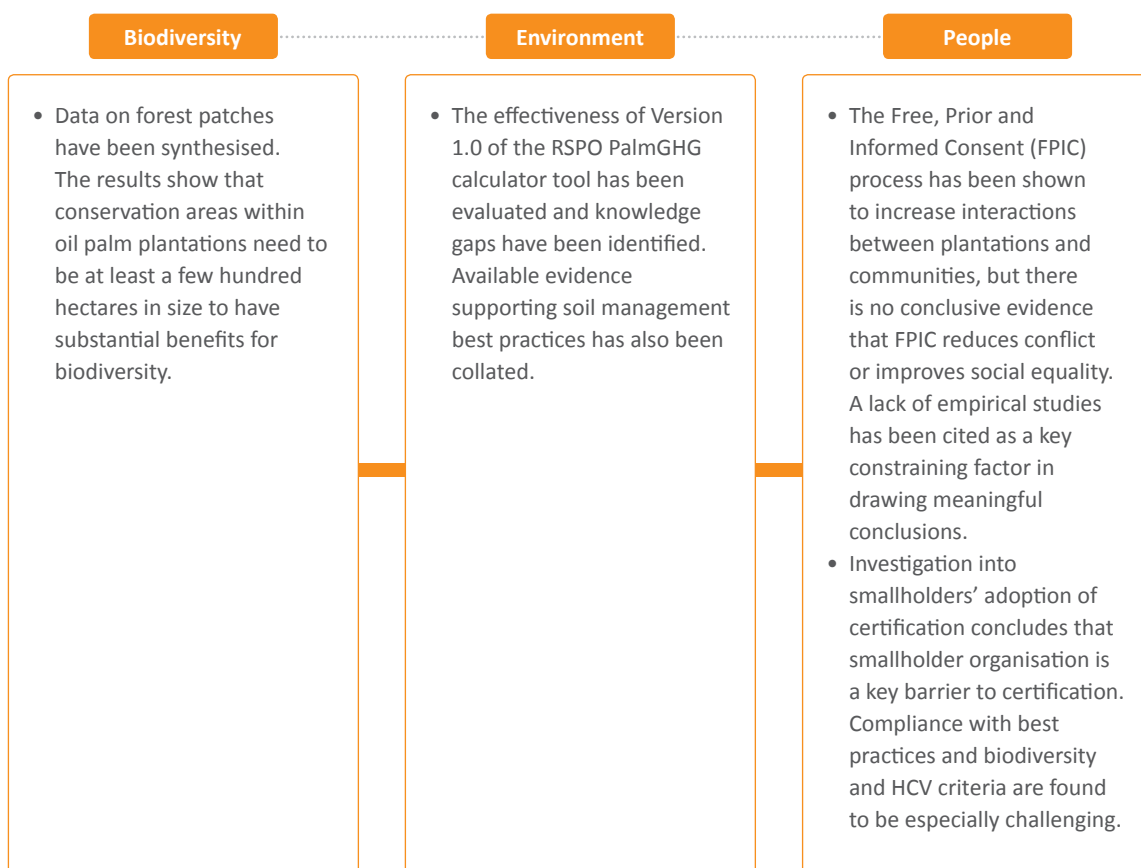
SEnSOR PROGRAMME

The Socially and Environmentally Sustainable Oil Palm Research (SEnSOR) Programme was initiated in 2012¹¹ to generate scientific research on the impacts of RSPO certification. This independent research programme focuses on testing the effectiveness of RSPO standards across three dimensions: biodiversity, environment, and people.

1

Phase One : Key Findings

The first phase of SEnSOR entailed building the evidence base essential for effectively measuring the impacts of certification. Dedicated teams compiled existing studies and knowledge on biodiversity, environment and people, and collected new baseline data in areas where research was lacking. Phase one was completed in September 2016.



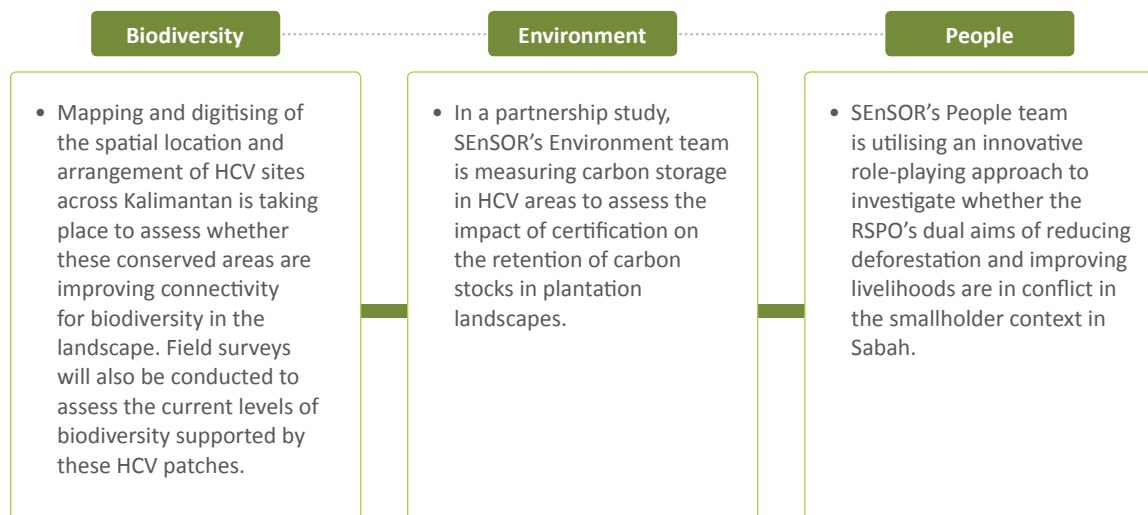
All SEnSOR phase one reports can be downloaded at www.sensorproject.net/reports.

¹¹ The SEnSOR Programme was first introduced at the 10th RSPO Roundtable Meeting in 2012 in Singapore and implementation began in 2015.

2

Phase Two : Progress of Ongoing Projects

The second phase of the programme, ongoing between September 2016 and December 2017, uses Borneo as a study site and involves three substantial research projects that are collecting new data to determine the impacts of RSPO certification.



Outputs from this phase will be made available by the end of 2017.

3

Phase Three : Plans and Funding

Phase three will aim to expand SEnSOR's field site network to test the impacts of RSPO certification on biodiversity, to include new taxonomic groups and to test the persistence of species in the landscape. The Biodiversity team aims to integrate soil and hydrology studies at key study sites. The People team will build on the baseline data collected during phase two to expand research into the impacts of RSPO certification on smallholder livelihoods, and, in collaboration with the Biodiversity and Environment Teams, assess impacts in these fields within the smallholder context.

In addition to funding from the RSPO, USD 2 million has been granted to SEnSOR-linked projects by the corporate sector and governments of the UK, Netherlands, Malaysia and Indonesia. Co-funded projects include research on peatland restoration, riparian reserves, carbon storage, impacts of climate change and invasive species in oil palm landscapes.

For more details about the programme visit www.sensorproject.net/programme.

RSPO PRINCIPLES & CRITERIA REVIEW

- 32 Background
- 33 Review Process Overview
- 36 P&C Review Task Force
- 37 RSPO Certification Systems:
Enhancing Quality, Credibility
and Oversight





RSPO PRINCIPLES & CRITERIA REVIEW

Background

As an ISEAL Alliance member, we are required to review our certification standard at least every five years to ensure its continued effectiveness in meeting its stated objectives. As a credible and leading certification organisation for sustainable palm oil, we are further committed to upholding a standard that remains relevant and reflects stakeholders' understanding of best practices in the sector.

The RSPO Principles & Criteria (P&C) is the standard at the heart of the RSPO certification process. The last review of the RSPO P&C (RSPO P&C 2007) took place in 2012, and the resultant RSPO P&C 2013 was adopted by an extraordinary General Assembly in April 2013. A central focus of our work in 2017 and 2018 will be to conduct the next P&C review.

The review process was initiated in March 2017. Its scope is the generic P&C 2013 document, comprising of Preamble, Principles, Criteria, Indicators and Guidance, together with Definitions and Annexes. The review is targeted for completion in time for adoption at the RSPO General Assembly in November 2018. It will also need to be endorsed during the RSPO Board of Governors (BoG) meeting in Q2 2018.

Particular focus has been placed on ensuring that the P&C review is delivered via a truly inclusive process. The evaluation will take into consideration information collected from stakeholder input, auditing results and feedback from our monitoring and evaluation work, as well as new knowledge and practices. Another important requirement of the review will be to reflect impact elements as prescribed by the RSPO's 'Theory of Change', which was endorsed by the RSPO Board of Governors in September 2017.¹²

A central focus of our work in 2017 and 2018 will be to conduct the next P&C review. The review process commenced in March 2017, and is targeted for completion in time for adoption at the RSPO General Assembly in November 2018.

¹² The RSPO's 'Theory of Change' is a roadmap illustrating what, how, and why our intended activities are expected to drive change and deliver on impacts, ultimately making sustainable palm oil the norm.



Photo credit: RSPO & Jonathan Perugia



Photo credit: RSPO & Jonathan Perugia



RSPO PRINCIPLES & CRITERIA REVIEW



Photo credit: RSPO & Jonathan Perugia

To ensure that the RSPO and the review process are in line with ISEAL, we have also translated ISEAL's best practices for standard-setting into an RSPO SOP document, which came into effect on 1 July 2017.¹³ The SOP sets out procedures for all RSPO standard development activities and defines how the present review is being structured and conducted.

Review Process Overview

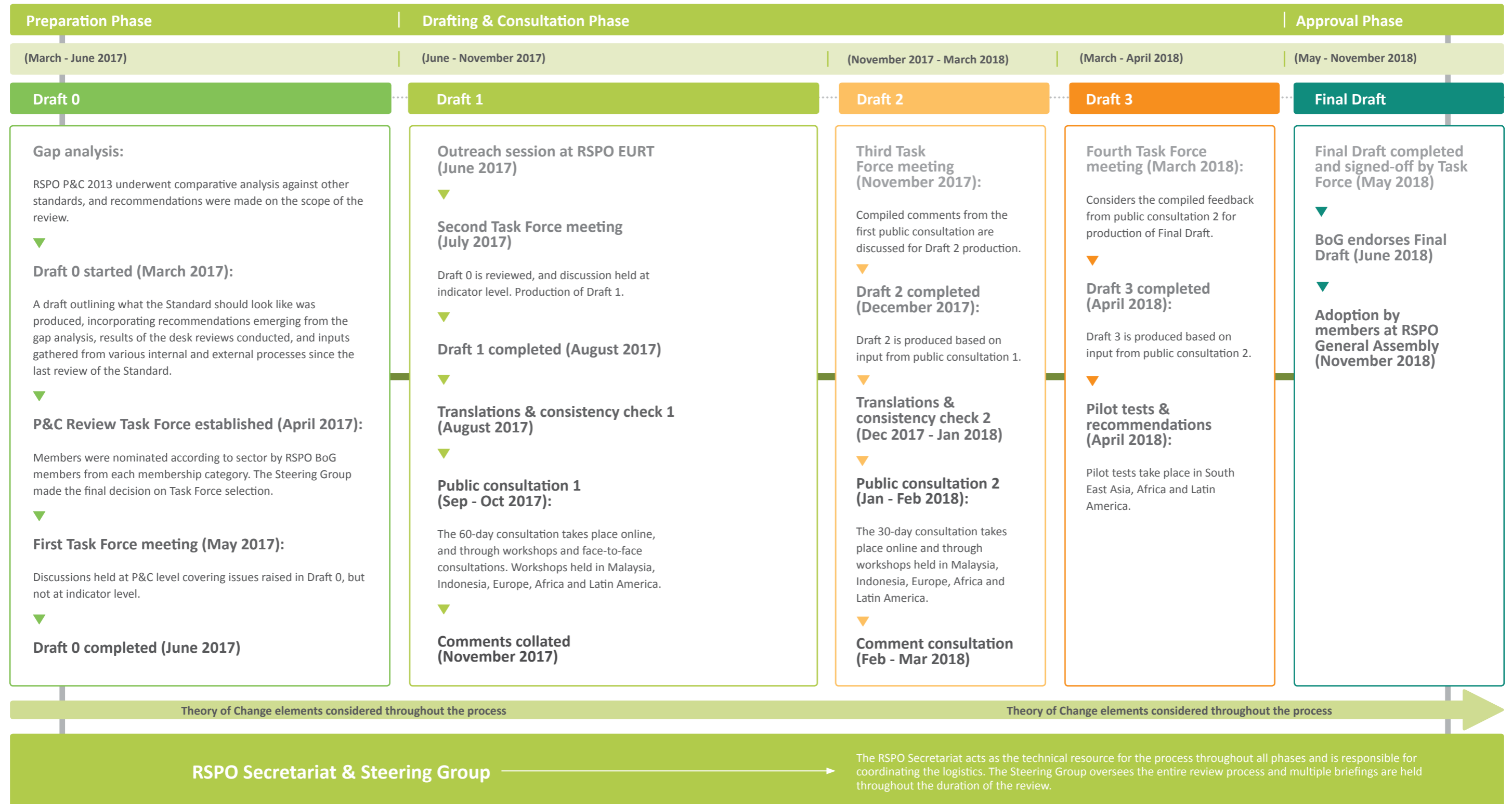
The process officially commenced with the establishment of the P&C Review Steering Group. The Steering Group is tasked with overseeing the review, particularly during the formation of the P&C Review Task Force and the submission of the final document to the RSPO Board of Governors. The Steering Group was also responsible for appointing the consultant to facilitate this process. Once established, the Task Force is responsible for producing the draft revised P&C.

PRINCIPLES & CRITERIA REVIEW STEERING GROUP

- Chair of the Standards & Certification Standing Committee
- Chair of the Claims & Communications Standing Committee
- Chair of the Trade & Traceability Standing Committee
- Indonesian grower representative from the BoG
- Malaysian grower representative from the BoG
- RSPO Chief Executive Officer
- RSPO Technical Director

¹³ The RSPO Standard Operating Procedure for Standard Setting and Review can be accessed at www.rspo.org/news-and-events/announcements/reviced-rspo-standard-operating-procedure-for-standard-setting-and-review-june-2017

An overview of the P&C review process is outlined below:



RSPO PRINCIPLES & CRITERIA REVIEW



Particular focus has been placed on ensuring that the P&C review is delivered via a truly inclusive process ”

Existing RSPO working groups were briefed by the RSPO Secretariat on the review process, as required by the SOP, and their input was collected before the P&C Task Force was chosen. This input was taken into consideration to produce Draft 0 of the revised P&C. Working groups, consultant experts and stakeholders have some opportunities to feed into the process before or during each of the four Task Force meetings, and especially during public consultations.

P&C Review Task Force

The P&C Review Task Force was established in April 2017. It is chaired by the RSPO's Chief Executive Officer and consists of palm oil producers, supply chain and investor representatives and NGOs. Terms of Reference for the Task Force were developed at the start of 2017 and members of the RSPO Board of Governors made nominations according to sector. The Steering Group made the final decision on the composition of the Task Force, which now includes 24 substantive members (and 19 alternates).



Palm oil producers

12 members representing:

Malaysia (3), Indonesia (3), Rest of the World (3) and smallholders and outgrowers (3).



Supply chain and investors

6 members representing:

Processors, refiners, traders, manufacturers using oil palm, retailers and financial institutions.



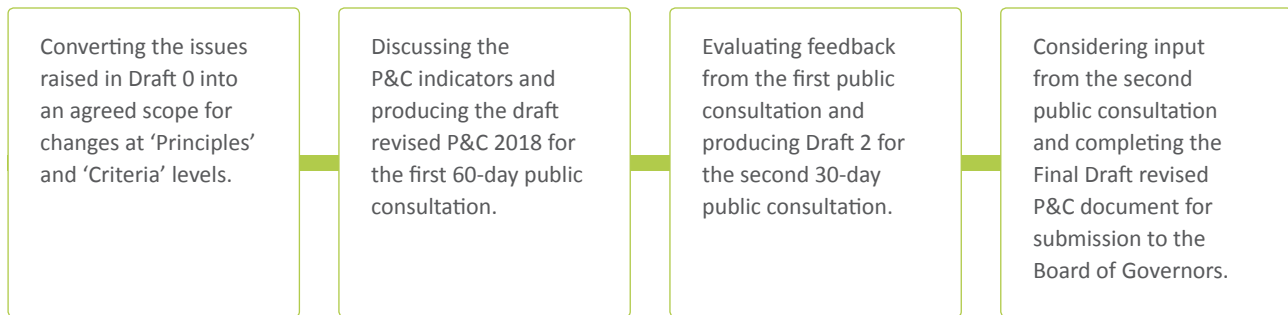
Non-governmental organisations (NGOs)

6 members representing:

International environmental and social NGOs/civil society.

RSPO PRINCIPLES & CRITERIA REVIEW

The role of Task Force members during the four physical meetings is to deliberate on the structure and content of the revised standard. More specifically, they are responsible for:



The Task Force must adhere to its Code of Conduct and members are committed to active participation in all meetings, as well as consulting with and obtaining input from interested parties not represented directly in the Task Force. Most importantly, Task Force members agree to strive toward making all decisions by consensus.

Topic experts, representatives from certification bodies and academics can also be invited by the RSPO to participate in the process. Topic experts may be asked to inform the Task Force on critical issues, for instance HCV, labour, health and safety, chemicals and supply chain issues, while representatives from certification bodies may be required to act as observers during Task Force meetings.

RSPO Certification Systems: Enhancing Quality, Credibility and Oversight

In addition to the crucial review of the RSPO P&C 2013, we have also focused our efforts in 2016 and 2017 on evaluating and improving the system under which RSPO members receive certification. This focus follows Resolution 6h passed at the 12th General Assembly in 2015, which commits the RSPO to improving the quality, credibility and oversight of RSPO assessments.

This commitment has involved a review of the RSPO Certification Systems for the RSPO P&C, which set out the requirements for the systems that must be followed in implementing certification against the requirements of the RSPO standard and related assessments. The revised RSPO Certification Systems for the P&C came into effect on 1 July 2017.¹⁴ All members and certification bodies have been allocated a transition period of twelve months to achieve compliance. Further updates on implementation will be provided in the next Impact Report scheduled for 2018.

Important progress has also been made in the RSPO Integrity Project, a collaboration between the RSPO and Accreditation Services International (ASI). The project aims to strengthen the implementation of RSPO requirements, identify gaps and weaknesses in the RSPO standards and provide a platform for alignment between the RSPO, ASI and certification bodies. In March 2017, ASI released a report summarising key findings on the first set of compliance assessments conducted by ASI, and evaluating the performance of certification bodies in RSPO audits.

Although based on only 10 assessments, the results already indicate that substantial improvements are needed in the training and performance of certification bodies currently conducting RSPO audits. Given the significance of these findings, and that more compliance assessments will be conducted by ASI in 2017, the RSPO will provide a comprehensive update on the RSPO Integrity Project - including progress on its other components - in 2018.

The results of the report can be accessed at www.rspo.org/about/who-we-are/task-forces/assurance-task-force.

¹⁴ The latest version of the RSPO Certification Systems for Principles & Criteria can be accessed at www.rspo.org/key-documents/certification/rspo-certification-systems.

BASE DATA, GLOSSARY & REFERENCES

- 40 Base Data and Notes
- 43 Glossary
- 45 References
- 47 Contact the RSPO





BASE DATA AND NOTES

Unless otherwise specified, all figures and results presented in this report are inclusive up until 30 June, or based on the RSPO's official reporting period: 1 July - 30 June. This excludes data from other sources (e.g. independent research studies), which may have a calendar year basis (1 January - 31 December).

Figures presented below may differ from figures presented in the base data sections of previous RSPO Impact Reports and Updates, as corrections were made to ensure that data reflects the RSPO's official reporting period. This includes a restatement of the 2014 NPP area figures, which did not reflect annual data (1 July 2013 - 30 June 2014). To ensure the accuracy of all historical data, the RSPO will conduct a full evaluation of historical data in the next reporting term.

Indicator	Breakdown	Unit	2017	2016	2015	2014	2013	2012
Membership								
Total		Number of Members	3,422	2,941	2,282	1,631	1,178	838
By Country	United Kingdom	Number of Members	412	378	330	200	131	106
	Germany		403	372	279	208	147	97
	United States		324	200	138	89	70	46
	Netherlands		212	191	146	119	92	69
	Italy		179	158	113	52	29	0
	France		146	143	127	106	86	73
	Malaysia		137	128	109	117	95	87
	Belgium		131	106	89	62	44	24
	Australia		124	114	80	53	0	0
	Indonesia		115	115	103	109	88	70
	Other		1,239	1,036	768	516	396	266
By Membership Type	Ordinary	Number of Members	1,551	1,373	1,151	991	829	695
	Associate		1,776	1,458	1,032	540	309	142
	Affiliate		95	110	99	100	103	104
Certified, Production and Uptake								
Area	Production Area	Ha	2,451,573	2,187,784	2,768,149*	2,509,853*	NA	NA
	Certified Area	Ha	3,236,429	2,830,355	3,300,653*	2,973,902*	NA	NA
	HCV Area	Ha	189,777	157,115	144,164*	NA	NA	NA
Annual Production Capacity	CSPO	MT	11,710,919	10,850,196	12,623,139*	11,125,902*	NA	NA
	CSPK	MT	2,683,835	2,444,103	2,883,200*	2,556,432*	NA	NA
Supply	CSPO	MT	5,996,499	12,062,293**	12,130,775	10,998,913	8,735,843	6,724,236
	CSPK	MT	1,374,420	2,765,223**	2,780,291	2,531,369	2,030,746	1,570,070
Sales	CSPO Sales through IP, SG, MB	MT	2,328,312	3,674,550**	2,755,904	2,432,258	1,551,017	984,138
	CSPO Sales through B&C	MT	667,314	1,958,181**	3,426,790	2,917,408	2,962,256	2,495,277
	Total CSPO Sales	MT	2,995,626	5,632,731**	6,182,694	5,349,666	4,513,273	3,479,415
Uptake	CSPO Sales/Supply	MT	50%	46.7%**	51%	48.6%	51.7%	51.7%

Notes to data:

- Membership, Area and Annual Production Capacity data for 2012 - 2017 is taken as at 30 June for each respective year.
- Final data for Supply, Sales and Uptake can only be calculated at year-end (31 December). Therefore, data for 2012 - 2016 is inclusive until 31 December, and data presented for 2017 is only inclusive until 30 June 2017.
- All figures presented under Certified, Production and Uptake are inclusive of schemed and independent smallholders certified under group certification schemes.
- Figures marked with an asterisk have been corrected for the 2017 report to be inclusive up to 30 June of each respective year, and may therefore differ from corresponding figures presented in the RSPO Impact Report 2016.
- Figures marked with a double asterisk have been updated for this report to be inclusive up to 31 December 2016.

BASE DATA AND NOTES

Indicator	Breakdown	Unit	2017	2016	2015	2014	2013	2012
New Planting Procedure								
NPP Area (By Country)	Indonesia	Ha	17,939	34,609	332,372	464,891	NA	NA
	Liberia	Ha	-	-	48,470	53,385	NA	NA
	Cameroon	Ha	-	-	-	-	NA	NA
	Papua New Guinea	Ha	972	2,591	-	2,928	NA	NA
	Malaysia	Ha	496	2,823	3,558	-	NA	NA
	Mexico	Ha	1,019	-	-	-	NA	NA
	Gabon	Ha	72,930	-	23,780	31,800	NA	NA
	Guatemala	Ha	496	-	-	691	NA	NA
	Cambodia	Ha	-	-	-	2,432	NA	NA
	Nigeria	Ha	2,368	-	-	-	NA	NA
	Costa Rica	Ha	-	-	-	2,532	NA	NA
	Togo	Ha	4,144	-	-	-	NA	NA
	Ghana	Ha	-	-	2,240	-	NA	NA
	Brazil	Ha	-	-	7,448	-	NA	NA

Notes to data:

- NPP areas distributed over country and year. Figures are based on the RSPO's official reporting period (1 July - 30 June).
- All NPP area data for 2014 has been corrected in this report to reflect the RSPO's official reporting period (1 July 2013 - 30 June 2014). The data therefore differs from corresponding figures presented in the 2014, 2015 and 2016 reports, which reflect total NPP area taken as at 30 June 2014.

Indicator	Breakdown	Unit	2017	2016	2015	2014	2013	2012
Trademark								
Total Trademark		Number of Licences	556	412	300	181	NA	NA
By Stakeholder Group	Consumer Goods Manufacturers	Number of Licences	220	175	128	79	NA	NA
	Processors & Traders		109	86	77	51	NA	NA
	Supply Chain Associates		200	135	77	36	NA	NA
	Supply Chain Group Managers		2	NA	NA	NA	NA	NA
	Retailers		7	7	9	9	NA	NA
	Growers		18	9	7	6	NA	NA
	By Country		Germany	Number of Licences	91	68	54	40
United Kingdom		48	39		24	17	NA	NA
France		47	42		27	20	NA	NA
Netherlands		44	35		24	15	NA	NA
Belgium		39	32		22	11	NA	NA
Italy		34	27		-	-	NA	NA
United States		33	20		24	16	NA	NA
Malaysia		32	25		28	21	NA	NA
Spain		27	19		-	-	NA	NA
Austria		15	-		-	-	NA	NA
Others	146	94	58	27	NA	NA		
By Year		Number of Licences	70	163*	111	98	51	29

Notes to data:

- Trademark licence data 'By Year' for 2012 - 2016 is representative of calendar year (1 Jan - 31 Dec). Data presented for 2017 represents half-year data (1 Jan - 30 June 2017).
- Figures marked with an asterisk have been updated for this report to be inclusive up to 31 December 2016.

BASE DATA AND NOTES

Indicator	Breakdown	Unit	2017	2016	2015	2014	2013	2012
Complaints								
Complaints Success Criteria	Complaints resolved/ closed	% age	0%	22.2%	39.3%	40%	36.1%	28%
	Average time to close a complaint	Days	73	363*	685	604	414	455
	Actions plans or remedial works undertaken		7	6	NA	NA	12	6
	Members suspended or voluntarily withdrew after complaint verified		0	1	1	2	1	2

Notes to data:

- Complaints data for 2012 - 2015 is representative of calendar year (1 Jan - 31 Dec). Figures for 2017 were taken as at 30 June 2017.
- Figures marked with an asterisk have been updated for this report to be inclusive up to 31 December 2016.

Indicator	Total Certified Area (Ha)	Total Production Area (Ha)	Total CSPO (MT)	Total CSPK (MT)	Total FFB Produced (MT)	Monthly CSPO Supply (MT)	Monthly CSPK Supply (MT)
P&C Certification							
Mills and Supply Base(s)	3,224,835	2,440,402	11,664,557	2,671,960	51,768,463	972,046	222,663
Group Certification for Smallholders (SHG)	11,594	11,171	46,362	11,875	230,941	3,864	990

Note to data:

All figures in the above table are taken as at 30 June 2017.

Indicator	Total Certified Area (Ha)	Total Production Area (Ha)	Total CSPO (MT)	Total CSPK (MT)	Total FFB Produced (MT)	Monthly CSPO Supply (MT)	Monthly CSPK Supply (MT)
Countries with P&C Certification							
Brazil	124,481	46,213	137,915	27,584	790,000	11,493	2,299
Cambodia	24,843	14,072	30,096	6,174	154,338	2,508	514
Colombia	55,008	35,813	140,093	31,468	684,086	11,674	2,622
Costa Rica	48,523	44,385	191,984	43,598	778,247	15,999	3,633
Ecuador	7,252	5,878	10,512	7,236	80,786	876	603
Gabon	20,030	5,145	18,629	3,493	77,622	1,552	291
Ghana	25,478	15,785	44,429	10,478	209,562	3,702	873
Guatemala	29,587	27,732	133,687	26,225	777,404	11,141	2,185
Honduras	20,836	20,286	83,689	18,662	359,933	6,974	1,555
Indonesia	1,718,558	1,332,258	6,521,589	1,474,706	28,142,512	543,466	122,892
Côte d'Ivoire	7,414	7,414	5,000	1,090	66,130	417	91
Madagascar	2,234	1,087	1,220	650	6,336	102	54
Malaysia	941,876	733,785	3,663,529	859,601	16,632,182	305,294	71,633
Papua New Guinea	184,038	139,105	631,587	148,974	2,780,257	52,632	12,415
Solomon Islands	9,015	6,198	30,759	7,184	132,296	2,563	599
Thailand	5,662	5,247	19,838	4,838	96,772	1,653	403

Note to data:

All figures in the above table exclude data for independent smallholders certified under group certification, but are inclusive of schemed smallholders certified under group certification. All figures are taken as at 30 June 2017.

Accreditation Services International (ASI)	: One of the world’s leading accreditation bodies for sustainability standards systems, including the RSPO. Founded in 2006, ASI is a full member of the ISEAL Alliance.
Book and Claim (B&C)	: Supply chain model that supports the production of RSPO certified sustainable oil palm products through the sale of RSPO Credits.
Certification body (CB)	: Organisation that provides third party auditing and certification services related to a product, process or system, and which can issue a certificate of compliance.
Certified Sustainable Palm Oil (CSPO)	: Palm oil that has been grown on a plantation that has been managed and certified in accordance with the RSPO Principles & Criteria.
Compliance assessment	: In-field assessment conducted by an accreditation body that serves to evaluate a certificate holder typically a few months after a CB has completed its latest assessment of the certificate holder.
Crude palm oil (CPO)	: A type of unrefined vegetable oil obtained from the fruit of the oil palm tree.
Dispute Settlement Facility (DSF)	: RSPO in-house mediation service that facilitates the sharing of information, contacts, know-how and experiences relevant to palm oil production dispute cases (where at least one party is an RSPO member). The DSF also supports and facilitates communities and other stakeholders to use mediation as an effective means to resolve disputes.
Final Conservation Liability (FCL)	: Compensation liabilities incurred by RSPO members as a result of clearance without prior HCV assessment since November 2005. FCL is expressed in hectares.
Free, Prior and Informed Consent (FPIC)	: A principle that a community has the right to give or withhold its consent to proposed projects that may affect the lands they customarily own, occupy or otherwise use.
Fresh Fruit Bunch (FFB)	: Bunch harvested from the oil palm tree. Each bunch can weigh from 5 to 50 kilogrammes and can contain 1,500 or more individual fruits.
Greenhouse gas (GHG)	: Term for gases that trap heat within the atmosphere. The primary greenhouse gases are water vapour, carbon dioxide, methane, nitrous oxide, and ozone.
Hectares (ha)	: A unit of measurement equivalent to 10,000 square metres, or 100m x 100m.
High Conservation Value (HCV)	: Biological, ecological, social or cultural values which are outstandingly significant or critically important at the national, regional or global level.
Identity Preserved (IP)	: The Identity Preserved supply chain model assures that RSPO certified palm oil is kept separate from oil that is not RSPO certified. This oil can be physically traced back to its plantation of origin.
ISEAL Alliance	: Global membership association for credible sustainability standards, which work together to improve the impact and effectiveness of current and potential future members.
Jurisdictional approach to certification	: In the context of sustainable palm oil, the jurisdictional approach involves the certification of palm oil production at the provincial level, utilising a particular model of rural development. The approach facilitates collaboration between local stakeholders and regional governments to improve the welfare of small-scale farmers, curb the use of environmentally destructive practices such as slash-and-burn clearing, and iron out supply chain inefficiencies.
Land Use Change Analysis (LUCA)	: Assessment determining changes to vegetation cover and land use over a given timeframe. Must be completed by RSPO members prior to any conversion or new planting.

GLOSSARY

Mass balance (MB)	: Supply chain model that allows certified claims to be transferred from one oil palm product to another, either through physical blending or administratively under strictly controlled circumstances.
Metric tonne (MT)	: A unit of mass equivalent to 1,000 kilogrammes
New Planting Procedure (NPP)	: Provides guidance on how and under what conditions new oil palm plantings should be carried out.
Non-compliant land clearance (NCLC)	: All clearance by RSPO members without prior HCV assessment since November 2005.
Oil palm	: A species of palm (<i>Elaeis guineensis</i>) and the principal source of palm oil. It is native to west and southwest Africa, but is now cultivated in over 26 countries. Ideal growing conditions occur up to 10 degrees either side of the equator.
PalmGHG	: A calculator developed by the RSPO Greenhouse Gas Working Group (2010 - 2011) and further refined and improved by the RSPO Emission Reduction Working Group to estimate and monitor net GHG emissions from current estate and mill operations, as well as new plantings.
PalmTrace	: The RSPO's new integrated traceability system (replacing eTrace and GreenPalm), used by RSPO certified members to register sales of certified oil palm products. PalmTrace enables the trading of RSPO certified volumes across all four supply chain models (Identity Preserved, Segregated, Mass Balance and Book and Claim).
Palm Kernel Oil (PKO)	: Oil extracted from the kernel or core of the palm fruit.
Palm Oil	: Edible oil extracted from the fruit of the oil palm. Palm oil is one of the few highly saturated vegetable fats. It remains semi-solid at room temperature and is suitable for a wide variety of applications. Palm oil is an ingredient in a large number of products, including margarine, baked goods, chocolate, ice cream, soaps and cosmetics. It is also used as fuel for cars and power plants.
Peat	: Peat is an accumulation of rotting plant material, forming in wetlands or peatlands.
Remediation and Compensation Procedure (RaCP)	: Procedure whereby RSPO members are required to remediate and compensate for land clearance without prior HCV assessment since November 2005.
RSPO Complaints and Appeals Procedure (CAP)	: RSPO procedure for dealing with complaints arising from a breach of the RSPO Key Documents, and appeals against the decision of the Complaints Panel in relation to such Complaints.
RSPO Complaints Panel	: High-level body that handles complaints against RSPO members.
RSPO Principles & Criteria (P&C)	: Guidelines on how palm oil companies and growers should produce palm oil sustainably. It forms the basis of all company assessments for certification and is reviewed every five years.
RSPO Smallholder Support Fund (RSSF)	: A fund established by the RSPO to help small, independent operators secure sustainable palm oil certification while minimising costs. The RSSF is funded from 10% of income generated through the trading of CSPO.
Segregated (SG)	: The Segregated supply chain model assures that RSPO certified oil palm products delivered to the end user come only from RSPO certified sources.
Smallholders	: Farmers growing oil palm on a plantation of less than 50 hectares.
UN-REDD Programme	: The United Nations Collaborative Programme on Reducing Emissions from Deforestation and Forest Degradation in Developing Countries was launched in 2008. It supports nationally led REDD+ processes and promotes the informed and meaningful involvement of all stakeholders, including indigenous peoples and other forest-dependent communities, in national and international REDD+ implementation.

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CONTACT THE RSPO

We value the feedback of our stakeholders.
If you have questions about this report or our impact, please contact:

Impacts and Evaluation Division
Roundtable on Sustainable Palm Oil (RSPO) Secretariat
Unit A-37-1, Menara UOA Bangsar
No.5 Jalan Bangsar Utama 1
59000 Kuala Lumpur

T: +603 2302 1500 E: rspo@rspo.org

www.rspo.org

The RSPO is an international non-profit organisation formed in 2004 with the objective to promote the growth and use of sustainable oil palm products through credible global standards and engagement of stakeholders.

www.rspo.org

IMPACT UPDATE 2017

Impacts and Evaluation Division

RSPO SECRETARIAT

Unit A-37-1, Menara UOA Bangsar
No.5 Jalan Bangsar Utama 1
59000 Kuala Lumpur
Malaysia

T: +603 2302 1500

E: rspo@rspo.org

RSPO

Roundtable on Sustainable Palm Oil