

## Particulars

### About Your Organisation

**Organisation Name**Twincraft Skincare

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**Corporate Website Address**<http://www.twincraft.com>

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**Primary Activity or Product**

- Manufacturer
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**Related Company(ies)**No

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### Membership

Membership Number	Membership Category	Membership Sector
4-0071-10-000-00	Ordinary	Consumer Goods Manufacturers

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**Consumer Goods Manufacturers****Operational Profile****1.1 Please state what your main activity(ies) is/are within manufacturing**

- End-product manufacturer
- Home & Personal Care Goods
  - Soap Tablet Finishing
- Manufacturing on behalf of other third party brands

**Operations and Certification Progress****2.1 Do you have a system for calculating how much palm oil and palm oil products you use?**

Yes

**2.2.1 Do you manufacture for:**

Private Label

**2.2.2 Total volume of Refined Palm Oil or RBD Palm Oil used in the year:**

407

**2.2.3 Total volume of Palm Kernel Oil used in the year:**

14

**2.2.4 Total volume of other Palm Oil Derivatives and Fractions used in the year:**

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**2.2.5 Total volume of all palm oil products you used in the year:**

421

**2.3 Palm oil volume used in the year in your own brands that is sourced through RSPO-certified physical supply chains:****In Your Private Label**

No	Description	Refined palm oil/RBD palm oil (Tonnes)	Palm Kernel Oil (Tonnes)	Palm based derivatives or fractions (Tonnes)
1	Book & Claim	-	-	-
2	Mass Balance	273.00	-	-
3	Segregated	148.00	-	-
4	Identity Preserved	-	-	-
5	Total volume of palm oil handled that is RSPO-certified	421.00	-	-

**2.4.1 Volume of Palm Kernel Expeller used/ handled:**

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**2.4.2 What type of products do you use CSPO for?**

soap

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**2.5 What is the percentage of certified sustainable palm oil in the total palm oil your company sells in:**

Europe --%  
 India --%  
 China --%  
 South East Asia --%  
 North America --%

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**2.6 What is the percentage of certified sustainable palm kernel oil in the total palm kernel oil your company sells in:**

Europe --%  
 India --%  
 China --%  
 South East Asia --%  
 North America --%

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**Time-Bound Plan****3.1 Date expected to/or started to use any RSPO certified palm oil products - own brand****Comment:**

We do not produce our own brand(s). 100% of our production is customized product under contract for our customers - produced for other companies under their brand name(s). We can not commit to a time bound plan because product formulation is dependent on customers' specifications and requirements. All we can do is recommend adoption of sustainably-sourced ingredients.

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**3.2 Date expected to be using 100% RSPO certified palm oil products from any supply chain option - own brand****Comment:**

We do not produce our own brand(s). 100% of our production is customized product under contract for our customers - produced for other companies under their brand name(s). We can not commit to a time bound plan because product formulation is dependent on customers' specifications and requirements. All we can do is recommend adoption of sustainably-sourced ingredients.

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**3.3 Date expected to be using 100% RSPO certified palm oil from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) - own brand products****Comment:**

We do not produce our own brand(s). 100% of our production is customized product under contract for our customers - produced for other companies under their brand name(s). We can not commit to a time bound plan because product formulation is dependent on customers' specifications and requirements. All we can do is recommend adoption of sustainably-sourced ingredients.

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**3.4 Do your (own brand) commitments cover your company's companies' global use of palm oil?**

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**3.5 Does your company use palm oil in products in goods you manufacture on behalf of other companies?**

y

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**When do you expect to actively promote the use of certified sustainable palm oil in other manufacturers' brands that you sell?**

2012

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**3.6 Which countries that your organization operates in do the above commitments cover?**


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**3.7 What are your interim milestones towards achieving RSPO certification commitment to your own-brands (year and progressive CSPO%) - please state annual targets/strategies**

We do not own our own brand(s). 100% of our production is private label - produced for other companies under their brand name(s).

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**3.8 Date of first supply chain certification (planned or achieved)**

2012

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**Trademark Related****4.1 Do you use or plan to use the RSPO trademark on your own brand products?**

No

**Please explain why**

We do not own our own brand(s). 100% of our production is private label - produced for other companies under their brand name(s).

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**GHG Emissions****5.1 Are you currently assessing the GHG emissions from your operations?**

No

**Please explain why**

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**5.2 Do you publicly report the GHG emissions of your operations?**

No

**Please explain why**

We are becoming more aware of the value of public reporting but do not have systems in place currently.

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**Actions for Next Reporting Period****6.1 Outline actions that will be taken in the coming year to promote sustainable palm oil.**

Continue to promote use of RSPO to our customers for the products we manufacture for them. Our usage has almost quadrupled in the past year on roughly the same sales volume; we will continue to educate our customers about the availability and value of sustainable alternatives. We are also considering changing our business practice to offer ONLY sustainable product for new customers and projects, although we have not yet evaluated the economic impact of this possibility. Self-audit GHG emissions.

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**Reasons for Non-Disclosure of Information****7.1 If you have not disclosed any of the above information, please indicate the reasons why**

Other

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**- Others:**

We do not produce our own brand(s). 100% of our production is customized product under contract for our customers - produced for other companies under their brand name(s).

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**Application of Principles & Criteria for all members sectors****8.1 Related to your sourcing, do you have (a) policy/ies, that are in line with the RSPO P&C such as:**


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**8.2 What steps will/has your organization taken to support these policies?**

Our newest facility is designed to refresh water before returning it to the land, and all of our facilities are energy efficient. We source local and natural ingredients for our products and emphasize sustainability in all aspects of the operation. We have just joined a local business organization focused on social responsibility.

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**Commitments to CSPO uptake**

**As you don't source 100% CSPO through physical supply chains (IP/SG/MB), please answer the following questions: Do you have plans to?**

No

**Please explain why**

We do not produce our own brand(s). 100% of our production is customized product under contract for our customers - produced for other companies under their brand name(s). We can not commit to a time bound plan because product formulation is dependent on customers' specifications and requirements. All we can do is recommend adoption of sustainably-sourced ingredients. We are exploring the possibility of offering only CSPO alternatives in new product development but have not yet assessed the economic impact of so doing.

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**9.1 Do you have plans to immediately cover the gap using Book & Claim?**

No

**Please explain why**

We are not at any risk of current supply limitations. Customers who value sustainability will wait for their product.

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**Concession Map**

**Do you agree to share your concession maps with the RSPO?**

No

**Please explain why**

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## 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?

As stated earlier, we encourage all customers to choose CSPO in all goods we manufacture for them, however many opt for less expensive options despite the knowledge that the social promotion of CSPO would be beneficial to their brands. Research has indicated that brands that opt for CSPO and more natural formulations pass the cost increases on to consumers, who are not always willing to pay for them.

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### 2 How would you qualify RSPO standards as compared to other parallel standards?

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#### Cost Effective:

Yes

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#### Robust:

Yes

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#### Simpler to Comply to:

No

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### 3 How has your organization supported the vision of RSPO to transform markets? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

We include a business to business education in every presentation we make to every customer, encouraging them to formulate their products with RSPO palm.

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### 4 Other information on palm oil (sustainability reports, policies, other public information)

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