

Particulars**About Your Organisation****Organisation Name**Twincraft Skincare

Corporate Website Addresswww.twincraft.com

Primary Activity or Product

- Manufacturer
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Related Company(ies)No

Membership

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

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
 - Personal Care
- 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 purchased?

Yes

2.2.1 Do you manufacture for:

Private Label

2.2.2 Total volume of Refined Palm Oil or Refined, bleached, and deodorized (RBD) Oil Palm sold in the year:

4113.20

2.2.3 Total volume of refined Palm Kernel Oil sold in the year:

1100.20

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

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

5213.40

2.3 Palm oil volume sold 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/Refined, bleached, and deodorized (RBD) oil palm (Tonnes)	Palm Kernel Oil (Tonnes)	Palm based derivatives or fractions (Tonnes)	Volume of Palm Kernel Expeller used / processed and/or traded in the year (Tonnes)
1	Book & Claim				
2	Mass Balance	474.24	118.56		
3	Segregated	662.43	147.64		
4	Identity Preserved				
5	Total volume of oil palm products that is RSPO-certified	1,136.67	266.20		

2.4.1 What type of products do you use CSPO for?

Soaps and skin care products manufactured for other brands.

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

Europe 33%
 India --%
 China --%
 South East Asia --%
 North America 33%
 South America --%

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

Europe 24%
 India --%
 China --%
 South East Asia --%
 North America 24%
 South America --%

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

2010

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

As stated in past ACOP reports, 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 in the process, however, of consolidating some of our product offerings and dramatically shifting the balance between CSPO and non-CSPO product.

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:**

As stated in past ACOP reports, 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 in the process, however, of consolidating some of our product offerings and dramatically shifting the balance between CSPO and non-CSPO product.

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

n

3.5 Does your company use CERTIFIED SUSTAINABLE PALM OIL products in goods you manufacture on behalf of other companies?

y

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

- United States

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

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

2012

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

No

Please explain why

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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.

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 CSPO usage has almost tripled in the past year on roughly the same sales volume (after a 4X increase last year); we will continue to educate our customers about the availability and value of sustainable alternatives. We are in the process of consolidating some of our product offerings and dramatically shifting the balance between CSPO and non-CSPO product. Self-audit GHG emissions.

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

Data Unknown

- Others:

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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:

- Water, land, energy and carbon footprints
- Land Use Rights
- Ethical conduct and human rights
- Labour rights
- Stakeholder engagement
- None of the above

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.

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?**

Yes

Please specify

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

No

Please explain why

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Concession Map**10.1 Does your company or any subsidiary of your company own or manage oil palm plantations?**

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. As the cost gap closes on CSPO, we expect more customers will opt to use it.

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

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Cost Effective:

Yes

Robust:

Yes

Simpler to Comply to:

No

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. This material has been expanded for 2016.

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

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