

Particulars

About Your Organisation

1.1 Name of your organization

Citi

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

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

5-0011-10-000-00

1.4 Membership category

Ordinary

1.5 Membership sector

Banks and Investors

Banks and Investors

Operational Profile

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

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

Operations in Palm Oil

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

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

2.2 What geographic countries/regions do you operate in for the palm oil business?

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

Palm Oil Policy

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

Yes

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3.2 Which sectors does your palm oil policy cover?

- Growers
- Processors

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

Yes

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

Yes

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

Yes

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

2020

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

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

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

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

If a client is not meeting Citi's Sustainable Palm Oil Policy a time-bound corrective action plan must be put in place. If the client does not meet expectations laid out in the corrective action plan the relationship will be exited.

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

Yes

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

Citi is a member of the RSPO Complaints Panel and leads the RSPO Financial Institutions Task Force. We have participated in speaking events on Citi's Palm Oil Due Diligence and promote the value of RSPO membership at workshops in Europe, Singapore and Indonesia in an effort to help regional and local banks in South East Asia adopt environmental and social risk management policies for palm oil that could include RSPO certification.

Actions for Next Reporting Period

4.1 Outline actions that will be taken in the coming year to promote RSPO certified sustainable palm oil and oil palm products

This year Citi will promote CSPO through continuing support to new/prospective clients in adopting RSPO membership and certification as well as the sponsorship of a workshop by Rainforest Alliance in Jakarta on sustainable small holder oil palm finance. We will also host a meetings at Citi on Human Rights in CSPO and will continue to lead the financial institutions task force of the RSPO. We will provide input into the Principles and Criteria review of 2017 and actively engage in the new complaints panel procedure implementation. Additionally we will continue to provide advisory support to Global Forest Watch as they develop new tools for evaluating plantation and mills adherence to the RSPO Principles and Criteria for financial industry and buyer risk managers.

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

Other: We disclosed the majority of this information in Citi's 2016 Corporate Citizenship report.

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

- Water, land, energy and carbon footprints
Related link: www.citigroup.com/citi/environment/policies.htm
- Land Use Rights
Related link: www.citigroup.com/citi/environment/policies.htm
- Ethical conduct and human rights
Related link: www.citigroup.com/citi/environment/policies.htm
- Labour rights
Related link: www.citigroup.com/citi/environment/policies.htm
- Stakeholder engagement
Related link: www.citigroup.com/citi/environment/policies.htm
- None of the above

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

Internal guidelines on fire management and prevention best practices as well as webinars for the Financial Institutions Task Force on best practice for fire prevention and management

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GHG Emissions**7.1 Are you currently assessing the GHG emissions from your operations?**

Yes

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7.2 Do you publicly report the GHG emissions of your operations?

Yes

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No files were uploaded

Link to Website

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

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

No

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

Yes

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

Challenges

1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?

Challenges have included the lack of guidelines on fire prevention and management in addition to no-burning policies, the need for more information and guidance on good labor practices in the palm oil industry and the lack of national interpretations of the RSPO P&C in places like Mexico and other Latin American and African countries. In Mexico for example, the vast majority of growers are smallholders.

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

Citi engages frequently with stakeholders on concerns, questions and advice in regards to the Palm Oil industry. We hold frequent conference calls with Civil Society, engage in the science behind sustainable palm oil with groups like World Resource Institute and we perform internal research to understand the financial benefits of RSPO membership. We also work with prospective clients to better understand the RSPO and the business case for membership and certification as well as the technical challenges of certification, while also supporting current clients to better align with the Principles and Criteria when their practices require corrective actions

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

- No files were uploaded

Link: www.citigroup.com/citi/about/citizenship/download/2016/2016_citi_global_citizenship_report.pdf <http://www.citigroup.com/citi/environment/policies.htm>
