

## Particulars

<b>Organisation Name</b>	Carrefour
<b>Corporate Website Address</b>	<a href="http://www.carrefour.com/">http://www.carrefour.com/</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Argentina, Belgium, Brazil, China - People's Republic of, France, India, Italy, Poland, Romania, Spain, Taiwan - Republic of China
<b>Membership Number</b>	3-0016-06-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers
<b>Primary Contacts</b>	Agathe Grossmith <b>Address:</b> 33, avenue Emile Zola TSA 55 555 Boulogne Billancourt France 92 649
<b>Person Reporting</b>	Grossmith Grossmith

## Related Information

### Other information on palm oil:

The Carrefour Group's vision of a responsible business is one that boosts its own success while taking a commonsense approach that benefits everyone, from customers to local communities, neighbours, employees, investors and, more generally, society as a whole.

Nature is Carrefour's leading supplier. By offering its clients products that are more protective of the environment and biodiversity, the Group contributes to maintaining and developing the natural capital on which we all depend. Through its specifications, Carrefour wants to develop its product so that they respect environment, biodiversity and local communities.

Carrefour is committed to work with its suppliers in order ensure better forest protection. Therefore Carrefour has set up the commitment to achieve 100% sustainable palm oil in its own brand products by 2015.

Moreover, working within RSPO as an executive board member, Carrefour wants to contribute to RSPO vision and make sustainable palm oil the norm.

The volume of palm oil presented below in the progress section reflect Carrefour operations in France, Belgium, China, Taiwan and India. Our reporting system will evolve to progressively reflect all of our operations. Crude palm oil section includes volumes of each type of palm oil. Please note that the figures provided represent an approximation.

To be noted : in some countries, when it makes sense from a nutritional perspective and depending on local habits, our consumers ask for products using other oil than palm oil.

<b>Reporting Period</b>	01 July 2012 - 30 June 2013
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## Retailers

### Operational Profile

#### 1. Main activities within retailing

■ Food Goods

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- Others:

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### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

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#### 3. Total volume of all palm oil products used in the year in your own brand products:

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##### 3.1. Total volume of Crude Palm Oil used in the year:

7000

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##### 3.2. Total volume of Palm Kernel Oil used in the year:

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##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

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##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

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#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

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##### 4.1. Book & Claim

2090

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##### 4.2. Mass Balance

1630

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##### 4.3. Segregated

590

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##### 4.4. Identity Preserved

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**4.5. Total volume of Crude Palm Oil used that is RSPO-certified:**

4310

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

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**5.1. Book & Claim**

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**5.2. Mass Balance**

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**5.3. Segregated**

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**5.4. Identity Preserved**

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**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

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**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

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**6.1. Book & Claim**

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**6.2. Mass Balance**

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**6.3. Segregated**

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**6.4. Identity Preserved**

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**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

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**7. Do you plan to ask your suppliers if the palm oil supplied comes from growers who disclose their GHG emissions within the RSPO P&C 5.6 & 7.8?**

Yes

**Report on suppliers if the palm oil supplied comes from growers who disclose their GHG emissions within the RSPO P&C 5.6 & 7.8**

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## Time-Bound Plan

**8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2011

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**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2015

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

2020

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

No

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**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

2012

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**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

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**14. Which countries that your organization operates in do the above own-brand commitments cover?**

Argentina, Belgium, Brazil, China - People's Republic of, France, India, Italy, Poland, Romania, Spain, Taiwan - Republic of China

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**15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

Our action plan is focussed on products or units using main volumes of palm oil.

As we do not buy directly palm oil, we continue to work with our suppliers within our commercial relationship to increase the percentage of sustainable palm oil in our palm oil sourcing. Working progressively within our markets, we implement the following action plan: raising awareness among suppliers and inventory, building action plan with suppliers to insure sustainable palm oil sourcing, supporting sustainable palm oil production.

As already started, we also plan to progressively increase sourcing of physically traceable palm oil used in our own brand products and proportionally diminish use of book and claim where supply chains are mature enough.

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**16. Does your company have a timebound plan for the use of palm oil in the products you sell on behalf of other companies?**

No

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## Actions for Next Reporting Period

### 17. Outline actions that will be taken in the coming year to promote sustainable palm oil use along the supply chain

During next year, we will continue to implement the action plan already on track in France and Belgium prioritizing main volumes. Carrefour will also strengthen its action in other European countries and in Latin America, depending on market maturity. In each country we conduct the following actions : raising awareness and inventory, building action plan with suppliers to insure sustainable palm oil sourcing, supporting sustainable palm oil production.

## Reasons for Non-Disclosure of Information

### 18. If you have not disclosed any of the above information, please indicate the reasons why

Other

#### - Other reason:

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## Trademark Related

### 19. Please state product range(s) and date(s) started or expected to start using trademark

Since 2011, the first Carrefour brand products containing palm oil were available in Carrefour stores in France. Today, 27 Carrefour brand products such as snacks, candles or biscuits, are using the RSPO trademark in order to inform consumers that these products contribute contain sustainable palm oil.

In Indonesia, Carrefour launched the first product certified under the RSPO standard for the domestic market in 2012: a Carrefour ECOplanet-branded palm oil for cooking. The RSPO trademark has been applied to this product to inform consumers and contribute raising awareness on how they can contribute to better palm oil production.

#### Year:

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### 20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?

Yes

## Application of Principles & Criteria for all members sectors

### 21. Related to your sourcing, do you have (a) policy/ies, that are in line with the RSPO P&C

- Water, land, energy and carbon footprints
- Ethical conduct and human rights
- Labour rights
- Stakeholder engagement
- None

### Water, land, energy and carbon footprints policy

[R-Policies-to-PNC-waterland.pdf](#)

For administration purpose, attachment files are renamed automatically

## **Ethical conduct and human rights policy**

[R-Policies-to-PNC-ethicalconducthr.pdf](#)

For administration purpose, attachment files are renamed automatically

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## **Labour rights policy**

[R-Policies-to-PNC-laborrights.pdf](#)

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## **Stakeholder engagement policy**

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### **21.1. Please specify if/when you intend to develop one**

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## 22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?

Please find more information in our annual report accessible on our website. You will find below presentation of our code of professional conduct, ethics committees and social and ethical charter for suppliers.

### Carrefour Code of Professional Conduct :

This Code provides a simple, consistent joint frame of reference that sets out the Group's values and commitments, set out in a dedicated document featuring 10 principles that are applicable to all employees: strictly comply with the law, contribute to a safe, healthy working environment, make a commitment to diversity and working conditions that respect everyone's needs, protect the business's assets and resources, guarantee the confidentiality of the business's data, avoid conflicts of interest, reject any form of corruption, develop fair and transparent commercial practices, ensure reliable and accurate reporting and be an ambassador for Carrefour.

Its goal is to formalise both a framework within which the

Carrefour Group can carry out its business activities and ethical

rules according to which all Group employees must perform their professional activities on a daily basis.

All Carrefour Group employees commit themselves to abiding by the Code and the principles it sets out with regard to actions and behaviour. Executive directors are responsible for disseminating the Code and ensuring its implementation within their area of responsibility. Several aids have been developed and disseminated within the Group as part of the roll-out of the Code of Professional Conduct, including e-learning, a booklet, posters, an implementation kit for managers and an area on the Carrefour intranet.

### Group Ethics Committee

The Group Ethics Committee functions as the body responsible for overseeing and assessing application of the principles set out in the Carrefour Code of Professional Conduct. It is chaired by the Chief Human Resources and Organisation Officer. Other members include the Secretary General, the Group Legal director, the Executive director for Convenience Stores and

Promocash and the Risks and Compliance director. This committee ensures the dissemination and understanding of and compliance with the Code of Professional Conduct throughout the Group. It reviews and issues opinions on all ethical matters related to the way in which Carrefour's activities are managed. It monitors the proper functioning of the Country Ethics Committees and alert systems, while guaranteeing the necessary conditions for their independence.

The Group has set up an Ethics Committee in each country in which it operates in order to ensure a coherent, consistent approach across the business. The Country Ethics Committees are the local bodies in charge of monitoring compliance with the Group's Code of Professional Conduct's principles.

The Country Ethics Committees rely on professional misconduct/malpractice alert systems set up in most Group countries, in accordance with local regulations. These systems operate both internally and externally to inform the Country Ethics Committee of any behaviour or situation that runs counter to Carrefour's ethical principles. If such a situation does arise, the Ethics Committee launches a detailed investigation and a remedial action plan.

### Social and ethical charter for Carrefour product suppliers

In 2000, Carrefour has elaborated a Social and Ethical

Charter, which is appended to contracts signed by Carrefour's ownbrand product suppliers. In its Social and Ethical Charter, express Carrefour's commitment to retail that complies with ethical standards and operates within the law and respects human rights, in line with the principles of the United Nations Global Compact and Carrefour Code of Professional Conduct. By signing the Charter, suppliers commit to operating strictly within the law, undertaking not to impede competition law in any way, avoiding conflict-of-interest situations, disallowing any form of corruption and guaranteeing confidentiality. In terms of employment rights, suppliers must undertake to comply with seven fundamental principles:

1. Prohibiting forced or compulsory labour;
2. Prohibiting child labour;
3. Respecting freedom of association and recognising the right to collective bargaining;
4. Prohibiting any form of discrimination, harassment or physical or psychological violence;
5. Guaranteeing that necessary health and safety measures are taken;
6. Offering workers decent salaries, benefits and working conditions;
7. Guaranteeing working hours in line with international standards.

To date, 100% of Carrefour-brand product suppliers have signed the Social and Ethical Charter.

**23. Are you sourcing 100% physical CSPO?**

No

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**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

When their products are using palm oil, Carrefour is asking its suppliers to source sustainable palm oil and preferably segregated certified sustainable palm oil in order to ensure our clients that the palm oil directly contained in their product is produced in accordance with RSPO standard. When segregated palm oil is not available or not feasible, suppliers are asked to source mass balance preferably. If mass balance not available of feasible suppliers are asked book and claim system. Using book and claim or mass balance is usefull to support more sustainable palm oil production in some markets or specific product.

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## Challenges

### 1. Significant economic, social or environmental obstacles

Carrefour considers that RSPO is the most credible collective initiative towards sustainable palm oil today. It is in best position to make sustainable palm oil the norm globally.

However, we are convinced that RSPO must seek for improvement in order to fulfill its vision. For instance, we believe that RSPO members shall work to ensure as soon as possible voluntary best practices implementation on the ground, within the spirit of the current Principles and Criteria, and thus fully implement the Principles and Criteria.

We also believe that simplification is possible to develop accessibility of RSPO to small and medium companies. For instance, equivalence should be developed between supply chain certification and other existing certification guaranteeing traceability.

### 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:

Yes

### 3. How has your organization supported the vision of RSPO to transform markets?

Carrefour is working at different levels and with various stakeholders in order to contribute to RSPO vision, from supply chain actors to NGOs.

Carrefour is active as an Executive Board member of RSPO since 2009. Through this position, Carrefour wants to contribute to RSPO efficiency and robustness and fully share its vision to make sustainable palm oil the norm. Through this collective collaboration, Carrefour contributes to set a global standard and ensure better production globally. Carrefour has been involved recently in many of the RSPO's activity such as the Principles and Criteria review.

Carrefour is always raising awareness among its own brand products suppliers in order to implement its action plan towards 100% sustainable palm oil by 2015.

Regarding other branded goods, Carrefour is working through various channels in order to share its commitment towards 2015 and encourage other actors joining this effort. As an example, Carrefour is member of the CGF and active participant to its sustainability steering committee.

Carrefour is communicating on its progress towards sustainable palm oil to its various stakeholders. Information is provided to NGOs, especially WWF France with whom Carrefour has a strategic partnership, investors or clients through adapted channels.

Finally, Carrefour is contributing to make sustainable palm oil the norm by collaborating with smallholders. Indeed their involvement in sustainable palm oil production is crucial to adopt new practices. In 2012, Carrefour foundation has been collaborating with WWF Indonesia in order to help a group of independent small holder to achieve RSPO certification. This certification has recently been achieved : it is the first independent smallholders certification in Indonesia.