

## Particulars

### About Your Organisation

**Organisation Name**

Carrefour

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**Corporate Website Address**

<http://www.carrefour.com/>

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**Primary Activity or Product**

- Wholesaler and/or Retailer
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**Related Company(ies)**

No

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### Membership

Membership Number	Membership Category	Membership Sector
3-0016-06-000-00	Ordinary	Retailers

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**Retailers****Operational Profile****1.1 Please state what your main activities are within retailing**

- Food Goods
- Home & Personal Care Goods
- Own-brand

**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 Total volume of Crude Palm Oil handled in the year: (Tonnes)**

13,267

**2.2.2 Total volume of Palm Kernel Oil handled in the year: (Tonnes)**

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**2.2.3 Total volume of other Palm Oil Derivatives and Fractions handled in the year: (Tonnes)**

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**2.2.4 Total volume of all palm oil and palm oil derived products you handled in the year: (Tonnes)**

13,267

**2.3 Palm Oil volume used in the year in your own brand products that is RSPO certified**

No	Description	Crude Palm Oil (Tonnes)	Palm Kernel Oil (Tonnes)	All other palm-based derivatives and fractions (Tonnes)
2.3.1	Book & Claim	5,311.00	-	-
2.3.2	Mass Balance	6,047.00	-	-
2.3.3	Segregated	1,069.00	-	-
2.3.4	Identity Preserved	-	-	-
2.3.5	Total volume of palm oil used that is RSPO-certified:	12,427.00	-	-

**2.4 Volume of all other palm-based derivatives and fractions covered by Book & Claim (Tonnes)**

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**2.5 Volume of Palm Kernel Expeller used/ handled? (Tonnes)**

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**Time-Bound Plan**

**3.1 Date expected to start (or year started) using RSPO-certified palm oil products - own brand**

2010

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

2015

**3.3 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

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

No

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

Yes

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

- Argentina
- Belgium
- Brazil
- China
- France
- Italy
- Poland
- Romania
- Spain
- Taiwan, Province of China

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

We committed to use 100% RSPO palm oil in 2015. As we do not buy directly palm oil, we 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 implemented 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. In accordance with our sustainable palm oil sourcing policy, we are implementing additional criteria on peatland and forest protection with 50 products in 2015. We are now working with our major suppliers on traceability.

**3.8 Does your company have a Time-Bound Plan for the use of palm oil in the products you sell on behalf of other companies?**

No

**Trademark Related**

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

Yes

**Please state for which product range(s) you intend to apply the Trademark and when you plan to start**

Since 2011, the first Carrefour brand products containing palm oil were available in Carrefour stores in France. Today, the RSPO trademark is used on more than 29 Carrefour products containing segregated certified palm oil such as snacks, candles spreads, stock cubes or biscuits, in order to inform consumers that these products contain sustainable palm oil. In Indonesia, Carrefour launched the first product certified under the RSPO standard for the local 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**

2011

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**Actions for Next Reporting Period****5.1 Outline actions that you will take in the coming year to promote CSPO use along the supply chain**

During next year, we will finish to implement the action plan already on track prioritizing main volumes and RSPO Segregated supplies. 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. Moreover, Carrefour will collaborate with its suppliers work on tracability and to develop innovative supply chains respecting the RSPO standard, including voluntary criteria such as better peat land protection. These additional criteria will be implemented for 50 products in 2015.

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**Reasons for Non-Disclosure of Information****6.1 If you have not disclosed any of the above information, please indicate the reasons why**

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**Application of Principles & Criteria for all members sectors****7.1 Do you have (a) policy/ies, that are in line with RSPO P&C such as:**

- Water, land, energy and carbon footprints  
[R-Policies-to-PNC-waterland.pdf](#)
  - Ethical conduct and human rights  
[R-Policies-to-PNC-ethicalconducthr.pdf](#)
  - Labour rights  
[R-Policies-to-PNC-laborrights.pdf](#)
  - Stakeholder engagement  
[R-Policies-to-PNC-stakeholderengagement.pdf](#)
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## 7.2 What steps will/has your organization taken to support these policies?

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 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 Carrefour has elaborated a Social and Ethical Charter, which is appended to contracts signed by Carrefour's own brand 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.

## Commitments to CSPO uptake

**8 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:**

When its 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 useful to support more sustainable palm oil production in some markets or specific product.

**8.1 Do you have plans to immediately cover the differences/gap using Book & Claim?**

Yes

As precised in previous question, 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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**Concession Map**

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

No

**Please explain why**

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**GHG Emissions**

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

Yes

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

Yes

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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?

Carrefour considers that RSPO is the most credible collective initiative towards sustainable palm oil today and in a position to transform the market. 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, including better protection of peatlands and secondary forests.

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

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#### Cost Effective:

No

#### 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)

Carrefour is working at different levels and with various stakeholders in order to contribute to RSPO vision, from supply chain actors to NGOs. Carrefour has been active as an Executive Board member of RSPO from 2009 to 2013. Carrefour wants to contribute to RSPO efficiency and robustness and fully share its vision to make sustainable palm oil the norm. Through 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 commenting the RSPO Supply Chain Standards under 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. In June 2014, Carrefour published its Sustainable Palm Oil sourcing Policy, where is asserted Carrefour commitment to source 100% RSPO palm oil in its private label product, with an objective of physically segregated RSPO certified palm oil when market maturity allows it. Carrefour also support the RSPO voluntary criteria, and commit to apply sustainable palm oil sourcing principles that includes the RSPO voluntary criteria, to the palm oil contained in private label products in 2020. To demonstrate feasibility on the short term, Carrefour already ensured that 22 products respect the Policy and we are currently working to increase this number. 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.

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

The volume of palm oil presented below in the progress section reflect Carrefour operations in France, Belgium, Italy, Romania, Poland, Brazil, and Taiwan. Our reporting system will evolve to progressively reflect all of our operations. Crude palm oil section includes volumes of each type of palm oil ingredient. 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. Carrefour Sustainable Palm Oil sourcing Policy launched in June, 2014 can be downloaded on Carrefour website:

<http://www.carrefour.com/sites/default/files/Carrefour%20Supplier%20Charter%20-%>