

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

Fonterra Co-operative Group Ltd

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

- Grower
  - Processor and/or Trader
  - Consumer Goods Manufacturer
  - Retailer and/or Wholesaler
  - Bank and/or Investor
  - Social and/or Development NGO
  - Environmental and/or Conservation NGO
  - Supply Chain Associate
  - Affiliate
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#### 1.3 Membership number

4-0082-10-000-00

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#### 1.4 Membership category

Consumer Goods Manufacturers

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#### 1.5 Membership sector

Ordinary

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**Consumer Goods Manufacturer****1. Operational Profile**

1.1 Please state your main activity(ies) within the palm oil supply chain. Please select the option(s) that apply to you

- End-product manufacturer
- Food goods manufacturer
- Ingredient manufacturer
- Home & personal care goods manufacturer
- Own-brand manufacturer
- Manufacturing on behalf of other third-party brands
- Biofuels manufacturer
- Other

Other:

**2. Palm Oil and Certified Sustainable Palm Oil Use**

2.1 Please include details of all operations using palm oil, owned and/or managed by the member and/or all entities that belong to the group.

Purchase of various palm oil fractions in blend form and of ingredients made with palm oil for manufacture and sale of spread blends, dips, snacks and dairy products

2.1.1 In which markets do you manufacture goods with palm oil and oil palm products?

Australia , Chile , Indonesia , New Zealand , Philippines , Poland , Saudi Arabia , Thailand

2.1.2 In the market(s)/country(ies) where you operate, do you calculate how much palm oil and oil palm product there is in the goods you manufacture?

Yes

2.2 Volumes of palm oil and oil palm products purchased

2.2.1 Total volume of crude and refined palm oil used in the year (tonnes)

12,624.00

2.2.2 Total volume of crude and refined palm kernel oil used in the year (tonnes)

1,131.00

2.2.3 Total volume of palm kernel expeller used in the year (tonnes)

511,000.00

2.2.4 Total volume of other palm-based derivatives and fractions used in the year (tonnes)

12,388.00

**2.2.5 Total volume of all palm oil and oil palm products used in the year (tonnes)**

537,143.00

**2.3 Volume of palm oil and oil palm products used in the year in your own brand products that are RSPO-certified (in tonnes):**

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 Book and Claim from Mill / Crusher	2233	392	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance	8551	301	-	8600
2.3.4 Segregated	1840	438	-	3788
2.3.5 Identity Preserved	-	-	-	-
2.3.6 Total volume	12624	1131	-	12388

**2.4 Volume of RSPO-certified palm oil and oil palm products sold to 3rd party RSPO certified companies (in tonnes)**

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.4.1 Book and Claim from Mill / Crusher	-	-	-	-
2.4.2 Book and Claim from Independent Smallholder	-	-	-	-
2.4.3 Mass Balance	-	-	-	-
2.4.4 Segregated	-	-	-	-
2.4.5 Identity Preserved	-	-	-	-
2.4.6 Total volume	-	-	-	-

**2.5 According to the information you have provided in this questionnaire, your company has not reached 100% sustainable palm yet by using the four supply chain models (Book and Claim, MB, SG, IP). Do you have plans to immediately cover the gap by using RSPO Credits?**

No

**2.5.1 When do you plan to cover the gap by using RSPO Credits?**

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**2.5.2 Please explain why**

The non RSPO volumes relates to PKE only where we faced challenges. However our PKE supplier has made good progress towards the Mass Balance model and we are working closely with them to understand the extent of this so we can document the volume impact in future ACOP reports. Our PKE supplier is committed to facilitating the manufacture and trade of Palm Oil products compliant with RSPO principles and criteria.

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**2.6 What is the percentage of RSPO Certified Sustainable Palm Oil in the total palm oil used by your company in the following regions:**

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**2.6.1 Africa**

0%

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**2.6.2 Oceania**

100%

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**2.6.3 Europe**

100%

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**2.6.4 North America**

0%

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**2.6.5 Latin America**

100%

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**2.6.6 Middle East**

100%

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**2.6.7 China**

0%

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**2.6.8 India**

0%

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**2.6.9 Indonesia**

100%

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**2.6.10 Malaysia**

0%

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**2.6.11 Rest of Asia**

100%

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**3. Time-Bound Plan**

**3.1 Year of first supply chain certification (planned or achieved)**2008

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**3.2 Year expected to/or started to use any RSPO-certified sustainable palm oil and oil palm products in your own brand products**2008

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**3.2.1 If target has not been met, please explain why.**-

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**3.3 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from any supply chain option in your own brand products.**2015

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**3.3.1 If target has not been met, please explain why.**-

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**3.4 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) in your own brand products.**2019

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**3.4.1 If target has not been met, please explain why.**

Target outlined in Fonterra Palm Product Standard was to achieve 100% segregated supply of palm oil purchases by the end of 2018. We have faced challenges to convert supply chains in such markets as Saudi, Thailand, Indonesia and Chile; and are currently working with suppliers to achieve the target.

We now expect to achieve the following for direct palm oil purchases:

- 1) 100% Segregated supply by end of 2019 for Australia and New Zealand (already achieved 97% SG by end 2018)
- 2) 100% Mass Balance supply for all other regions by end of 2019
- 3) 100% Segregated supply for all regions by end of 2020

We will continue to work with suppliers during this time and will transition supply as soon as possible.

In Addition, our PKE supplier has made good progress towards the Mass Balance model and we are working closely with them to understand the extent of this so we can document the volume impact in future ACOP reports.

Our PKE supplier is committed to facilitating the manufacture and trade of Palm Oil products compliant with RSPO principles and criteria.

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**3.4.2 Which markets do these commitments cover?**Australia , Chile , New Zealand , Philippines , Poland , Saudi Arabia , Thailand

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**3.5 Does your company use RSPO-certified sustainable palm oil and oil palm products in goods you manufacture on behalf of other companies?**Yes

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**3.6 Does your company have a Time-Bound Plan to only use RSPO-certified sustainable palm oil and oil palm products in the goods you manufacture on behalf of other companies?**Yes

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**3.7 When do you expect all products you manufacture to only contain RSPO-certified sustainable palm oil and oil palm products?**

2015

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#### 4. Trademark Use

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

No

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**4.2 Please select the countries where you use or intend to apply the Trademark.**

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**4.2.1 Please state the year that you started using the RSPO Trademark or the year you plan to start using the RSPO Trademark.**

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**4.3 Please explain why**

- Challenging reputation of palm oil
  - Confusion among end-consumers
  - Costs of changing labels
  - Difficulty of applying for RSPO Trademark
  - Lack of customer demand
  - Limited label space
  - Low consumer awareness
  - Low usage of palm oil
  - Risk of supply disruption
  - Others
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**Other:**

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**4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?**

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#### 5. Actions for Next Reporting Period

**5.1 Outline actions that you will take in the coming year to promote the use of RSPO-certified sustainable palm oil and oil palm products along the supply chain.**

Continue to work with our global suppliers and purchasing teams to progress towards 100% minimum Mass Balance by end 2019, and then 100% Segregated by end of 2020.

Undertake a review of internal and external resources that can help improve our traceability and monitoring our of supply chains to ensure we continue to source from reputable suppliers with robust sustainability practices.

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#### 6. Non-Disclosure of Information

6.1 Information in the sections above are mandatory declarations in your ACOP. For confidentiality purposes, members may choose not to display volume data in Section 2 publicly; however, RSPO reserves the right to utilise the member's data on an aggregate basis for sectoral and total analysis. Please check this box if the member chooses to have the data in Section 2 displayed publicly.

Yes - Display Publicly

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## 7. Application of Principles & Criteria for all member sectors

7.1 Related to company's procurement or operations, do you have organisational policies that are in line with the RSPO P&C? Select all relevant options.

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### 7.1.A Water, land, energy and carbon footprints

File: [Fonterra\\_Group\\_Palm\\_Products\\_Standard\\_FINAL.pdf](#)

Link: [www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra\\_Group\\_Palm\\_Products\\_Standard\\_FINAL.pdf](http://www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra_Group_Palm_Products_Standard_FINAL.pdf)

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### 7.1.B Land use rights

File: --

Link: [www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra\\_Group\\_Palm\\_Products\\_Standard\\_FINAL.pdf](http://www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra_Group_Palm_Products_Standard_FINAL.pdf)

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### 7.1.C Ethical conduct and human rights

File: --

Link: [www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra\\_Group\\_Palm\\_Products\\_Standard\\_FINAL.pdf](http://www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra_Group_Palm_Products_Standard_FINAL.pdf)

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### 7.1.D Labour rights

File: --

Link: [www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra\\_Group\\_Palm\\_Products\\_Standard\\_FINAL.pdf](http://www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra_Group_Palm_Products_Standard_FINAL.pdf)

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### 7.1.E Stakeholder engagement

File: --

Link: [https://www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra\\_Group\\_Palm\\_Products\\_Standard\\_FINAL.pdf](https://www.fonterra.com/content/dam/fonterra-public-website/pdf/Fonterra_Group_Palm_Products_Standard_FINAL.pdf)

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### 7.1.F None of the above. Please explain why.

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7.2 What best practice guidelines or information has your organisation provided in the past year to facilitate the uptake of RSPO-certified sustainable palm oil and oil palm products? What languages are these guidelines available in?

Fonterra Sustainability Report 2018, see pages 83-84

<https://view.publitas.com/fonterra/sustainability-report-2018/page/84-85>

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## 8. Greenhouse Gas (GHG) Footprint

8.1 Are you currently reporting any GHG footprint?

Yes

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8.1.1 Please upload your publicly available GHG report

File: --

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**8.1.1.1 OR please insert the URL to the GHG section of your corporate website.**

Link: <https://view.publitas.com/fonterra/sustainability-report-2018/page/62-63>

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**8.2 Please explain and justify why you are not calculating your GHG footprint. Please include any future plans you may have to calculate your GHG footprint.**

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**8.3 What methodology are you using to calculate your GHG footprint?**

Please refer to [www.fonterra.com/2018EnvironmentalReportingNotes](http://www.fonterra.com/2018EnvironmentalReportingNotes) for details of the methodology used.

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**9. Support for Oil Palm Smallholders**

**9.1 Are you currently supporting any oil palm Independent Smallholder groups?**

No

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**9.2 How are you supporting them?**

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**9.2.1 Do you have any future plans to support oil palm Independent Smallholders?**

No

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**9.2.2 When do you plan to start your support for oil palm Independent Smallholders?**

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**10. Challenges**

**10.1 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?**

- Awareness of RSPO in the market
  - Difficulties in the certification process
  - Certification of smallholders
  - Competition with non-RSPO members
  - High costs in achieving or adhering to certification
  - Human rights issues
  - Insufficient demand for RSPO-certified palm oil
  - Low usage of palm oil
  - Reputation of palm oil in the market
  - Reputation of RSPO in the market
  - Supply issues
  - Traceability issues
  - Others
-

**Other:**

Challenges faced in securing segregated palm oil from suppliers in certain regions and/or for certain palm oil products due to the cost and complexity within those supply chains, usually cause from lack of demand experienced by our suppliers.

We also continue to face challenges with achieving traceability to plantation for palm kernel expeller (PKE) due to supply chain complexity. We continue to work with suppliers to improve traceability and supply chain performance.

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**10.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways?**

- Engagement with business partners or consumers on the use of CSPO
  - Engagement with government agencies
  - Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
  - Promotion of physical CSPO
  - Providing funding or support for CSPO development efforts
  - Research & Development support
  - Stakeholder engagement
  - Others
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**Other:****10.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)**

<https://view.publitas.com/fonterra/sustainability-report-2018/page/1>

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