

# ACOP

Annual Communications Of Progress

SECTORAL REPORT  
2012 / 2013

RETAILERS



**RSPO**

Roundtable on Sustainable Palm Oil





## Retailers

ALDI SOUTH Group .....	1
Axfood AB.....	7
Boots UK Limited .....	13
Carrefour .....	20
Coles Supermarkets Pty Ltd.....	27
Coop Inköp & Kategori AB .....	33
Coop Switzerland.....	39
Delhaize Group SA/NV.....	45
EDEKA ZENTRALE AG & Co. KG .....	51
Federation of Migros Cooperatives .....	57
Groupe CASINO .....	69
IKEA .....	76
Kaufland .....	82
Kesko Food Ltd .....	88
Laboratoires M&L SA (Formerly known as L'Occitane en Provence) .....	94
LACTALIS BEURRES & CREMES.....	100
Lidl Stiftung & Co.KG .....	106
Marks and Spencer plc .....	112
McDonald's Corporation .....	119
Metcash Trading Ltd .....	125
METRO Group.....	131
Rema 1000 Denmark A/S .....	138
REWE Group on behalf of REWE-Zentral-Aktiengesellschaft Köln.....	144
Royal Ahold NV.....	150
Sainsbury's Supermarket Ltd (J Sainsbury PLC) .....	156
SCAMARK SA .....	163
SODEXO .....	169
SOK Corporation.....	176
Systeme U.....	182
Tesco Stores Ltd .....	188
The Body Shop International.....	194

The Co-operative Group .....	200
Waitrose Ltd .....	206
Wal-Mart Stores, Inc.....	213
WM Morrison Supermarkets PLC.....	219
Woolworths (Proprietary) Limited.....	226
Woolworths Limited .....	232

## Particulars

<b>Organisation Name</b>	ALDI SOUTH Group
<b>Corporate Website Address</b>	<a href="http://www.aldi.com">http://www.aldi.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Australia, Austria, Germany, Hungary, Ireland, Slovenia, Switzerland, United Kingdom, USA
<b>Membership Number</b>	3-0041-11-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

**Other information on palm oil:**

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

--

---

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

--

---

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

--

---

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

53100

---

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

--

---

##### 4.1. Book & Claim

--

---

##### 4.2. Mass Balance

7000

---

##### 4.3. Segregated

4300

---

##### 4.4. Identity Preserved

25

---

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

11325

---

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

--

---

**5.1. Book & Claim**

--

---

**5.2. Mass Balance**

--

---

**5.3. Segregated**

--

---

**5.4. Identity Preserved**

--

---

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

--

---

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

--

---

**6.1. Book & Claim**

--

---

**6.2. Mass Balance**

--

---

**6.3. Segregated**

--

---

**6.4. Identity Preserved**

--

---

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

--

---

**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?**

No

---

**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**

--

---

**Time-Bound Plan**

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

2011

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

2018

**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**

2018

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

No

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

2012

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

Yes

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

Australia, Austria, Germany, Hungary, Ireland, Slovenia, Switzerland, United Kingdom, USA

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

All palm (kernel) oil used for our private label products will be from certified, sustainable sources by 2015 for food items (2018 for the US) and by 2018 for non-food items using the segregated (SEG) or mass balance (MB) certification system (RSPO).

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

--

**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**

Further development of internal processes to actively increase the amount of CSPO used in our products. Membership in the Retailers Palm Oil Group.

**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:**

We only focus on RSPO certified palm oil from physical supply chains.

**Trademark Related**

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

2012

**Year:**

2012



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

No

---

## 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
- 

**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

---

**Labour rights policy**

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

For administration purpose, attachment files are renamed automatically

---

**Stakeholder engagement policy**

--

---

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

--

---

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

Our CR Policy includes our ethical conduct based on international regulations and industry practices. This Policy is part of our Terms and Conditions.  
The sustainability standards for our products include Fairtrade, UTZ Certified, Rainforest Alliance.  
Our company is a member of the FTA/BSCI.

---

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

Yes

---

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

--

---

## Challenges

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

Complexity of the supply chain.  
Limited direct influence.  
Low availability of CSPO.  
RSPO is criticised by external stakeholders which makes the transition to CSPO even more difficult.

---

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

--

---

#### Cost Effective:

--

---

#### Robust:

--

---

#### Simpler to Comply to:

--

---

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

--

---

## Particulars

<b>Organisation Name</b>	Axfood AB
<b>Corporate Website Address</b>	<a href="http://www.axfood.se">http://www.axfood.se</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Sweden
<b>Membership Number</b>	3-0026-10-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

# Retailers

## Operational Profile

### 1. Main activities within retailing

- Food Goods
- Home & Personal Care Goods

---

- Others:

--

---

## Operations and Certification Progress

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

Yes

---

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

--

---

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

--

---

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

--

---

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

--

---

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

1690

---

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

--

---

#### 4.1. Book & Claim

1690

---

#### 4.2. Mass Balance

--

---

#### 4.3. Segregated

--

---

#### 4.4. Identity Preserved

--

---

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

--

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2009

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

2009

---

**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**

2015

---

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

No

---

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

2015

---

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

Yes

---

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

Sweden

---

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

2013 - Include guidelines in business plan.

2015 - We expect to use 100% RSPO certified palm oil in our private label.

On-going - Educate private label buyers about palm oil.

---

**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

---

## **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**

We have started to contact our suppliers of private label regarding which type of palm oil they use and if they are using certified palm oil. The next coming year we will proceed with this project in order to reach our goal for 2015 - to use 100% RSPO certified palm oil in our private label.

---

## **Reasons for Non-Disclosure of Information**

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

Data Unknown

---

**- Other reason:**

--

---

## **Trademark Related**

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

We have not decided that yet.

---

Year:

--

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

No

**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

**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

**Labour rights policy**

--

**Stakeholder engagement policy**

--

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

--

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

All of our suppliers have to sign our code of conduct. We also perform social audits.

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

No

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

At the moment we don't distinguish CPO, PKO and palm-based derivatives and fractions. Neither can we distinguish how much of the palm oil that is certified by our suppliers. We have started that investigation but we haven't finished. At the moment we buy certificates for everything even for the palm oil that is already certified by our suppliers.

For the 1690 tonnes of total palm oil we have used during the above mentioned period we have bought certificates for all through Book & Claim.

## Challenges

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

As a retailer without our own manufacturing we are far back in the production chain. Therefore our main challenge is to investigate what type of palm oil our different suppliers use and if it is certified.

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

Yes

---

#### Simpler to Comply to:

Yes

---

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

We buy certificates for all the palm oil we use.

We are also keeping a dialogue with our suppliers of private label in order for them to switch to certified palm oil.

We communicate with the public and our consumers through our sustainability programme and our sustainability report that we strive to use only certified palm oil.

We also communicate via our web [Click here to visit the URL](#) and social media.

---



## Particulars

<b>Organisation Name</b>	Boots UK Limited
<b>Corporate Website Address</b>	<a href="http://www.boots-plc.com/">http://www.boots-plc.com/</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	France, Ireland, United Kingdom
<b>Membership Number</b>	3-0005-06-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

Information on our policy and position papers relating to biodiversity and palm oil can be found on Boots UK CSR webpage: [Click here to visit the URL](#)

---

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand
- Other

---

#### - Others:

Lunchtime, snack foods, cosmetics, toiletries & healthcare

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

23

---

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

16

---

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

328

---

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

367

---

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

--

---

#### 4.1. Book & Claim

12

---

#### 4.2. Mass Balance

11

---

#### 4.3. Segregated

--

---

#### 4.4. Identity Preserved

--

---

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

23

---

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

--

**5.1. Book & Claim**

16

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

16

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

--

**6.1. Book & Claim**

313

**6.2. Mass Balance**

16

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

329

**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?**

--

**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**

--

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

2010

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

2010

**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**

2014

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

Yes

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

2015

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

Yes

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

France, Ireland, United Kingdom

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

Up to 2012 - Ensure our commitment to sustainable palm oil is embedded in Boots UK sourcing strategies, policies and brand plans

Up to 2014 - Purchase Greenpalm certificates for palm oil / PKO and close derivatives used in Boots brand products.

Up to 2014 Engage with relevant product and ingredient suppliers to map usage and set plans to move to use of CSPO

Up to 2014 - increase progressively proportion of CSPO used in Boots products  
NB: Due to the extensive range of products and change in inventory it is not appropriate to set interim percentage targets for CSPO

**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

**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**

- Continue to embed requirement to source CSPO in brand strategies and material sourcing documents.
- Continue to work with product and ingredient suppliers (Both UK and International) to raise awareness and develop plans to move to use of CSPO.
- raise awareness of sustainable palm oil through communications such as presentations and participation in initiatives such as the UK Circular Economy Task Force

**Reasons for Non-Disclosure of Information**

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

--

**- Other reason:**

--

## Trademark Related

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

--

Year:

--

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

### 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

### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

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

--

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

Please refer to Boots Code of Conduct for Ethical Trading:-

"We are committed to ensuring that the merchandise (and services) we source is obtained only from suppliers who strive to maintain satisfactory working conditions, comply fully with all legal requirements and the labour, health and safety standards of those countries in which processes take place.

In addition, we are committed to a continuous improvement approach regarding environmental and social sustainable development. This can be achieved by taking a balanced approach to economic activity, responsibility for the environment and social progress. We aim to meet the needs of our customers without compromising the ability of future generations to meet their own needs."

23. Are you sourcing 100% physical CSPO?

No

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

We have a company target to source palm oil & PKO through segregated, identity preserved or mass balance by 2014. Most of our palm oil usage is in the form of derivatives and we are working closely with ingredient suppliers to use mass balance, segregated or identity preserved material as feedstock for these ingredients

---

## Challenges

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

Most of our palm oil / PKO usage is in the form of derivatives or ingredients using palm oil / PKO as a starting material. Individual ingredient purchases are many but small therefore this involves significant effort within the supply chain to facillitate the move to CSPO to meet our commitments.

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

Yes

---

#### Simpler to Comply to:

No

---

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

- By raising awareness with our supply chain particularly in areas such as SE Asia.
  - By including in discussions with related initiatives such as the UK Circular Economy Task Force linked to UK Government Resource Security Action Plan
  - By participation in related initiatives such as the Forest Footprint Disclosure Project
-

## 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

## 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.



## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Food Goods

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

7000

---

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

--

---

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

--

---

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

--

---

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

--

---

##### 4.1. Book & Claim

2090

---

##### 4.2. Mass Balance

1630

---

##### 4.3. Segregated

590

---

##### 4.4. Identity Preserved

--

---

##### 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:**

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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**

--

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

2011

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

2015

**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

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

No

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

2012

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

Yes

**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

**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.

**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

**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:**

--

## 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:

--

### 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

#### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

#### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

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

--

## 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

---

## 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.

---

## 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?

--

---

#### 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.

---

## Particulars

<b>Organisation Name</b>	Coles Supermarkets Pty Ltd
<b>Corporate Website Address</b>	<a href="http://www.coles.com.au">http://www.coles.com.au</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Australia
<b>Membership Number</b>	3-0030-10-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

[Click here to visit the URL](#)

---

## Retailers

### Operational Profile

**1. Main activities within retailing**

--

---

**- Others:**

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

--

---

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

413

---

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

6400

---

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

6813

---

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

--

---

**4.1. Book & Claim**

--

---

**4.2. Mass Balance**

--

---

**4.3. Segregated**

--

---

**4.4. Identity Preserved**

--

---

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

--

---

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

--

---



**5.1. Book & Claim**

413

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

413

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

--

**6.1. Book & Claim**

6400

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

6400

**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?**

No

**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**

--

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

2012

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

2012

**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**

2015

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

No

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

2025

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

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?****15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

- 2012 covered entire palm oil and palm kernel oil use with book & claim certificates.
- 2013 action plans in place with own brand suppliers to convert to mass balance at minimum, where sustainable palm oil options exist.
- 2015 all own brand products use mass balance CSPO/PKO at minimum, where sustainable options exist.
- working towards all own brand products use segregated or IP CSPO/PKO, where sustainable options exist, target date 2020.

**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

**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**

1. Hold a sustainable palm oil summit for own brand suppliers using palm oil, along with sustainable palm oil ingredient suppliers.
2. Widely distribute a list of sustainable palm oil ingredient suppliers in the region to our own brand suppliers.
3. Put in place timebound action plans with all own brand suppliers using PO/PKO.
4. Actively manage the transition to mass balance CSPO/PKO in own brand products by Dec 2014.

**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:**

We are unable to commit to the use of CSPO/PKO in proprietary brand products we sell. The decision to convert must rest with the brand owner.

However we see encouraging signs from our major trading partners using palm oil/palm kernel oil of their progress towards CSPO/PKO.

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

We have no firm plans to use the trademark to date. We call out the presence of CSPO/PKO in ingredient lists.

Year:

2020

---

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

No

---

## 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 policy**

--

---

**Ethical conduct and human rights policy**

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

For administration purpose, attachment files are renamed automatically

---

**Labour rights policy**

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

For administration purpose, attachment files are renamed automatically

---

**Stakeholder engagement policy**

--

---

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

--

---

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

- We track progress on water, land, energy and carbon use.
  - We audit first tier suppliers in high risk countries for appropriate human and labour rights.
  - We actively participate in industry sustainability groups.
  - We work with NGOs and suppliers to promote CSPO.
- 

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

No

---

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

See answer to Q 15

---

## Challenges

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

- significant lack of CSPO/PKO ingredients at an affordable price in Australia, due to lower volumes used compared with other regions.
- lack of access to SCC audit options and significant costs associated with this, particularly for small to medium sized manufacturers who comprise the majority of our own label supply base.
- unnecessary compliance requirements in the SCC process such as RSPO membership which add time and cost

Coles is searching out CSPO/PKO ingredient suppliers and providing comprehensive lists to our own brand manufacturers. We are talking with service providers regarding group certification to reduce cost and complexity for our own brand suppliers.

---

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

--

---

#### Cost Effective:

No

---

#### Robust:

Yes

---

#### Simpler to Comply to:

No

---

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

Coles is working at a local level, connecting our own brand manufacturers with CSPO/PKO ingredient suppliers in the region.  
We work with NGOs and industry bodies to heighten awareness and reduce barriers to uptake of CSPO/PKO.

---

## Particulars

<b>Organisation Name</b>	Coop Inköp & Kategori AB
<b>Corporate Website Address</b>	<a href="http://www.coop.se">http://www.coop.se</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Sweden
<b>Membership Number</b>	3-0053-12-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

Coop's palm oil policy and action plan 2013-2015

#### Orientation and background

The Swedish Cooperative's (Coop) goal is to promote economical and sustainable benefit for it's members. Coop's sustainability efforts shall contribute to Coop's vision to be worth a detour for the customer. Sustainability is an integral part of our overall strategy and daily operations in all business activities. Sustainability work shall inspire and contribute to a better life for our employees, suppliers, members and consumers. Cooperation shall promote sustainable development in the long term, for coming generations. The production of palm oil as a raw material for food and basic industries, need liability, account social, environmental and economic aspects. The production of palm oil may affect biodiversity, greenhouse gas emissions, depletion of rainforests social injustice and work environment. Palm oil is an important raw material in many products from cakes, other food stuff to cleaning products, and cosmetics. The Coop shall ensure that all palm oil, which is included as a key component in our products must come from sustainable palm oil production under the principles of Certified Sustainable Palm Oil (CSPO) by 2015. Initially, all own brands (EVM) will be covered in the certification and subsequently other brands (AVM).

Coop Goals and Action (in order to achieve the overall goal)

Coop becomes a member of the RSPO 2012

Coop buys Green Palm certificates for food own brand's 2012

Coop buys Green Palm certificates for non-food own brand's 2013

All Coop own brands 100 % RSPO certified palm oil 2015

All other supplier brands 100 % RSPO certified palm oil 2015

Evaluate further environmental requirements related to palm oil 2015

April 2013

## Retailers

### Operational Profile

#### 1. Main activities within retailing

■ Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

877

---

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

--

---

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

72

---

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

949

---

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

--

---

#### 4.1. Book & Claim

514

---

#### 4.2. Mass Balance

353

---

#### 4.3. Segregated

10

---

#### 4.4. Identity Preserved

--

---

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

877

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

61

**6.2. Mass Balance**

11

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

72

**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**[R-GHG-Grower-Emissions-Report.pdf](#)

For administration purpose, attachment files are renamed automatically

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

2012

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

2012

**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**

2015

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

No

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

2013

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

Yes

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

Sweden

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

Coop Goals and Action (in order to achieve the overall goal)  
 Coop becomes a member of the RSPO 2012  
 Coop buys Green Palm certificates for food own food brand's 2012  
 Coop buys Green Palm certificates for non-food own brand's 2013  
 All Coop own brands 100 % RSPO certified palm oil 2015  
 All other supplier brands 100 % RSPO certified palm oil 2015  
 Evaluate further environmental requirements related to palm oil 2015

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

Yes

**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**

Coop buys certificate for non-food own brand's 2013  
 Discussions will continue with suppliers to promote the change from book and claim to mass-balance, segregated and id segregated palm oil in Coop own brand's  
 Coop as a retailer and a active member in the Swedish retail organization is taking part in the discussions on how to work towards sustainable palm oil in all steps of the sourcing process.

**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:**

We have stated all palm oil used in Coop own brand food as a mixture of palm oil and kernel oil as it is industry standard. For the next period we will confirm the different sources.



## Trademark Related

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

--

Year:

--

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

### 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

### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

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

--

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

We are implementing Coop's Code of Conduct in every contract we have with our undertakers.

23. Are you sourcing 100% physical CSPO?

No

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

From having none certified palm oil in 2011 we can now report that all Coop own brand food and non-food products are certified. 65 % through Book & Claim and 35 % are mass balance or segregated palm oil. Our goal is 100 % CSPO in 2015

## Challenges

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

As a small buyer we will have problems reaching 100 % id segregated palm oil as our undertaker have announced problems buying id segregated palm oil in Sweden.  
We are not in direct contact with the palm oil suppliers.

---

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

--

---

#### Cost Effective:

--

---

#### Robust:

--

---

#### Simpler to Comply to:

--

---

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

From 2012 we have started buying green palm certificate for all food stuff. We are inventing the use of palm oil in food and non food and started 2012 a dialogue with our supplier about ingredients from palm oil. We have seen a big change moving from uncertified palm oil to certified palm oil in our biggest products in food own brands. Our membership, certificate bought and dialogue with suppliers supports the vision of RSPO

---

## Particulars

<b>Organisation Name</b>	Coop Switzerland		
<b>Corporate Website Address</b>	<a href="http://www.coop.ch/">http://www.coop.ch/</a>		
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer		
<b>Related Company(ies)</b>	<b>Company</b>	<b>Primary Activity</b>	<b>RSPO Member</b>
	Chocolats Halba	Manufacturer	No
	Coop Bakery	Manufacturer	No
	CWK SCS /Steinfels Swiss	Manufacturer	No
<b>Country Operations</b>	Switzerland		
<b>Membership Number</b>	3-0003-04-000-00		
<b>Membership Type</b>	Ordinary Members		
<b>Membership Category</b>	Retailers		

## Related Information

### Other information on palm oil:

Website. [Click here to visit the URL](#)

Sustainability Report: [Click here to visit the URL](#)

## Retailers

### Operational Profile

#### 1. Main activities within retailing

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

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

3250

---

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

250

---

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

--

---

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

3500

---

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

--

---

#### 4.1. Book & Claim

2450

---

#### 4.2. Mass Balance

--

---

#### 4.3. Segregated

--

---

#### 4.4. Identity Preserved

800

---

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

3250

---

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

--

**5.1. Book & Claim**

250

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

250

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2009

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

2009

**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**

2015

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

No

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

2013

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

Yes

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

Switzerland

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

2013: 80% segregated or IP for food products  
 2014: 90% segregated or IP for food products  
 2015: 100% segregated or IP for food products

For Non-/Nearfood Products solutions are evaluated to get CSPO Mass Balance or higher standard.

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

Yes

**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**

- active involvement in Retailers palm oil group
- written code of conducts with all suppliers/manufacturers to use only RSPO segregated or IP palm oil.
- cooperation with palm oil suppliers
- support of initiatives or projects to get best practice and segregated palm oil
- Communication on Coop Newspaper, Coop Internet and Newsletter

**Reasons for Non-Disclosure of Information****18. If you have not disclosed any of the above information, please indicate the reasons why**

Confidential

**- Other reason:**

--

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

No use of Trademark

Year:

--

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

#### 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

#### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

#### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

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

--

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

- BSCI
- Max Havelaar
- Cooperation with BioRe Foundation

Please find policies in Coop sustainability Report 2012: [Click here to visit the URL](#)

Please also refer to our memberships: [Click here to visit the URL](#)

and our sourcing guidelines: [Click here to visit the URL](#)

23. Are you sourcing 100% physical CSPO?

No

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

It is difficult to get 100% for all derivates and fractions. Coop has about 1'000 different products. For Non Food products such as detergants, there are hardly any physical palm kernel oil derivates available. For Non-/Nearfood Products solutions are evaluated to get CSPO Mass Balance or higher standard.

Continuous engagement to find solutions to get 100% CSPO

## Challenges

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

Transparent and separated supply chain management

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

Yes

---

#### Simpler to Comply to:

Yes

---

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

- commit our suppliers
  - work with stakeholders
  - engage within Retailers Group and Executive Board
  - engagement in P&C review
-



## Particulars

<b>Organisation Name</b>	Delhaize Group SA/NV
<b>Corporate Website Address</b>	<a href="http://www.delhaizegroup.com">http://www.delhaizegroup.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	
<b>Membership Number</b>	3-0031-10-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Other

---

#### - Others:

Food and non food retailer selling both private brand and national brand products.  
 - Please note that our commitments are global covering the entire Delhaize Group.  
 - However the quantitative data are only available for Delhaize Belgium, food and non food private brand products (Delhaize Belgium represents 23% of our Group revenues).  
 - Please note that I still cannot select the list of countries to indicate in which countries we operate and therefore which countries are covered by our commitments.  
 I therefore list them here: Belgium, United-States, Greece, Romania, Serbia, Bulgaria, Indonesia.

---

### Operations and Certification Progress

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

Under Development

---

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

--

---

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

2500

---

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

--

---

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

--

---

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

2500

---

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

--

---

#### 4.1. Book & Claim

2500

---

#### 4.2. Mass Balance

115

---

#### 4.3. Segregated

49

---

#### 4.4. Identity Preserved

--

---

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

2664

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2010

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

2015

**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

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

No

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

--

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

Yes

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

France

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

- 2013: 100% of Delhaize Belgium private brand products (food and non food) covered by CSPO
- 2015: 100% of Delhaize Group private brand products (food and non food) covered by CSPO
- 2015: 100% of Delhaize Belgium private brand products (food and non food) certified against physical CSPO (MB or segregated)
- 2020: 100% of Delhaize Group private brand products (food and non food) certified against physical CSPO (MB or segregated)

**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

**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**

- Increase purchasing of GreenPalm certificates
- Further engaging suppliers towards physical CSPO (MB, SEG)
- Starting to use RSPO trademark when MB or SEG
- Continue to engage and exchange with refiners
- Continue to train quality assistants and buyers
- Start participating in the Belgium Alliance for Sustainable Palm Oil

**Reasons for Non-Disclosure of Information****18. If you have not disclosed any of the above information, please indicate the reasons why**

Data Unknown

**- Other reason:**

--

## Trademark Related

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

Delhaize Belgium margarine and biscuits, 2013-2014

#### Year:

2013

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

No

## 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

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

--

#### Ethical conduct and human rights policy

--

#### Labour rights policy

--

#### Stakeholder engagement policy

--

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

--

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

- Delhaize Group is member and actively participating in industry initiatives such as: The Consumer Goods Forum, The Sustainability Consortium, RSPO, RTRS, BSCI. We will continue to engage with our peers and membership organizations as well as NGOs to further support a sustainable business model
- Delhaize Group will continue to adjust/ strengthen its internal policies and guidelines to suppliers in line with the developments happening in the industry organizations and on the market
- Delhaize Group will continue to set clear targets and objectives towards sustainable private brand

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

No

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

Our timebound plan described above shows that our aim is to gradually move towards physical CSPO when available, favouring SEG when possible and if not requiring MB. So yes, our plan is to use MB as one option towards segregated

# Challenges

## 1. Significant economic, social or environmental obstacles

- Credibility lost and instability of the RSPO certification schemes is a big concern and challenge for ensuring a clear message to our suppliers and customers. Recommendation is for RSPO to strengthen its system and listen to the market reactions
- Market (including WWF) requires now to go beyond RSPO schemes with no proper system in place that could be implementable by our direct suppliers. Recommendation is for RSPO to suggest the appropriate guidelines for our suppliers if RSPO is not sufficient, knowing that suppliers would not be able to get the answer to the RSPO question regarding growers disclosure of their GHG emissions.
- Costs. Membership requirements to all the supply chain actors, including our direct suppliers is an additional cost. Why not just relying on the audit certification at our suppliers sites? Recommendation is to cancel the requirement of membership to all actors. The market directory of RSPO is not helping really for that purpose
- Lack of clear information on what type of PO products are available in which certification to give clearer guidelines to suppliers. What should be SEG today, or MB today or can only be available as B&C

---

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

--

---

### Cost Effective:

No

---

### Robust:

No

---

### Simpler to Comply to:

Yes

---

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

- Engaging suppliers
  - Engaging refiners
  - Engaging buyers/ quality assistants
  - Planning to use RSPO trademark on products when MB or SEG
  - Delhaize Belgium joining the Belgian Alliance for Sustainable Palm Oil
-

## Particulars

<b>Organisation Name</b>	EDEKA ZENTRALE AG & Co. KG
<b>Corporate Website Address</b>	www.edeka.de
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Germany
<b>Membership Number</b>	3-0054-12-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

■ Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

3710

---

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

765

---

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

6700

---

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

11175

---

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

--

---

#### 4.1. Book & Claim

170

---

#### 4.2. Mass Balance

720

---

#### 4.3. Segregated

2820

---

#### 4.4. Identity Preserved

--

---

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

3710

---



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

--

**5.1. Book & Claim**

125

**5.2. Mass Balance**

640

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

765

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

--

**6.1. Book & Claim**

4515

**6.2. Mass Balance**

2175

**6.3. Segregated**

10

**6.4. Identity Preserved**

--

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

6700

**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**

--

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

2012

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

2014

**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**

2022

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

No

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

2022

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

Yes

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

Germany

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

Our EDEKA own brands contain very often palm (kernel) derivates and fractions. Currently our suppliers are not able to source such raw materials under the Mass Balance or Segregated supply chain.

For crude palm oil EDEKA will use 100% CSPO under the segregated supply chain until the end of 2013.

For further information please visit our website: [Click here to visit the URL](#)

**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

**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**

In the Beginning of 2014 we will start a project to develop additional requirements (e.g. GHG monitoring on production site, use of pesticides).

**Reasons for Non-Disclosure of Information**

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

--

- Other reason:

--

**Trademark Related**

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

n/a

Year:

2014

---

**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**

■ None

---

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

--

---

**Ethical conduct and human rights policy**

--

---

**Labour rights policy**

--

---

**Stakeholder engagement policy**

--

---

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

--

---

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

EDEKA is a member of the Business Social Compliance Initiative (BSCI). Therefore EDEKA requires social compliance within its supply chain through BSCI or comparable systems.

---

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

No

---

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

Our EDEKA own brands contain very often palm (kernel) derivatives and fractions. Currently our suppliers are not able to source such raw materials under the Mass Balance or Segregated supply chain.

For crude palm oil EDEKA will use 100% CSPO under the segregated supply chain until the end of 2013.

For further information please visit our website: [Click here to visit the URL](#)

---

## Challenges

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

Regarding question 10 and 12 we want to inform you, that we did not have a written policy to achieve these goals until 2022, due to fact, that we are depending on the availability of physical CSPO in Germany. Therefore we are not able to predict that we will use only 100% physical CSPO in 2022 or earlier. Furthermore we only can focus on our own brands. We are not able to assign manufacturer's brands to use CSPO.

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

No

---

#### Simpler to Comply to:

Yes

---

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

EDEKA and WWF Germany are in a strategic partnership and build awareness through the whole EDEKA supply chain regarding CSPO together with different stakeholder. Therefore EDEKA also supports the RSPO.

---

## Particulars

<b>Organisation Name</b>	Federation of Migros Cooperatives								
<b>Corporate Website Address</b>	<a href="http://www.migros.ch/">http://www.migros.ch/</a>								
<b>Primary Activity or Product</b>	Manufacturer, Wholesaler and/or Retailer								
<b>Related Company(ies)</b>	<table border="1"> <thead> <tr> <th>Company</th> <th>Primary Activity</th> <th>RSPO Member</th> </tr> </thead> <tbody> <tr> <td colspan="3">Please refer to information under Question 12</td> </tr> </tbody> </table>			Company	Primary Activity	RSPO Member	Please refer to information under Question 12		
Company	Primary Activity	RSPO Member							
Please refer to information under Question 12									
<b>Country Operations</b>	Switzerland								
<b>Membership Number</b>	3-0001-04-000-00								
<b>Membership Type</b>	Ordinary Members								
<b>Membership Category</b>	Retailers								

## Related Information

### Other information on palm oil:

- [Click here to visit the URL](#)
- [Click here to visit the URL](#)
- [Click here to visit the URL](#)

- Question 4: The organisation of Migros Group and its belonging companies is available under [Click here to visit the URL](#)

Migros Group Policy on Sustainable Palm Oil: Since 2011, the use of sustainable Palm oil is a basic requirement that applies for the whole Migros Group, including the companies and M-Industry (more details on Migros Group's structure: [Click here to visit the URL](#)). The RSPO-Membership of Federation of Migros Cooperatives covers the whole Migros Group. However, there has not been set an overall time-bound plan since each company has different preconditions. Time-bound plans will be set individually and gradually in accordance with the inclusion of all companies in the implementation plan of basic requirements.

## Consumer Goods Manufacturers

### Operational Profile

#### 1. Main activities within manufacturing

End-product manufacturer, Food Goods, Home & Personal Care Goods, Own-brand, Manufacturing on behalf of other third party brands

- Food Goods :
  - Manufacturer of Biscuits & Cakes
  - Margarine & Cooking Oil
- Home And Personal Care Goods :
  - Cleaning Agents
  - Laundry Detergents / Cleaning Products
  - Soap Tablet Finishing

---

### Operations and Certification Progress

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

No

---

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

--

---

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

5843

---

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

757

---

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

3489

---

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

10089

---

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

--

---

#### 4.1. Book & Claim

843

---

#### 4.2. Mass Balance

1500

---

#### 4.3. Segregated

3500

---

#### 4.4. Identity Preserved

--

---

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

5843

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

--

**5.1. Book & Claim**

757

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

757

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

--

**6.1. Book & Claim**

3489

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

**6.5. Total volume of palm-based derivatives and fractions used that is RSPO-certified:**

3489

**7. What type of products do you use CSPO for?**

Margarine, Dough, Biscuits, Washing Powder, Cleaning Products, Personal Care

**8. Do you 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?**

No

**Suppliers report that palm oil supplied comes from growers who disclose their GHG emissions within the RSPO P&C 5.6 & 7.8**

--

## Time-Bound Plan

9. Date expected to/or started to use any RSPO certified oil palm products – own brand

2008

10. Date expected to be using 100% RSPO certified oil palm products from any supply chain option– own brand

2012

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

2015

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

Yes

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

Yes

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

2012

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

Switzerland

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

End 2013: Where ever available, we will only use segregated CSPO

End 2015: Only use Segregated CSPO and CPKO for all products where available.

Re question 8: At the moment, we do not ask our suppliers on more details on specific questions. However, we closely follow the developments of the Palm Oil Innovation Group (POIG).

## Actions for Next Reporting Period

17. Outline actions that will be taken in the coming year to promote sustainable palm oil.

- Use of the RSPO Trademark on selected products

18. Do you publicly report the GHG emissions of your operations?

Yes

Public report of GHG emissions on operations

[M-GHG-Emissions-Report.pdf](#)

For administration purpose, attachment files are renamed automatically

## Reasons for Non-Disclosure of Information

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

--

- Other reason:

--



## Trademark Related

20. Do you use or plan to use the RSPO trademark on any of your products?

Yes

If yes, when will you start?

2013

21. Do you undertake or support any other projects related to sustainable palm oil that have not been captured in this report?

Yes

## Application of Principles & Criteria for all members sectors

22. 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

- Water, land, energy and carbon footprints policy

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

For administration purpose, attachment files are renamed automatically

- Land use rights policy

--

- Ethical conduct and human rights policy

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

For administration purpose, attachment files are renamed automatically

- Labour rights policy

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

For administration purpose, attachment files are renamed automatically

- Stakeholder engagement policy

[M-Policies-to-PNC-stakeholderengagement.pdf](#)

For administration purpose, attachment files are renamed automatically

23. What steps will your organization take to minimize its resource footprints?

Please refer to our sustainability report: [Click here to visit the URL](#)

Please refer to our sustainability program "Generation M". Under Generation M we have defined clear targets (promises) to the next generation. For more information: [Click here to visit the URL](#)

Please refer to our values: [Click here to visit the URL](#)

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

All Suppliers have to sign the Code of Conduct of the Business Social Compliance Initiative (BSCI). Selected Suppliers in risk countries will be audited against this criteria and will remain in a continuous improvement process.

For more information: [Click here to visit the URL](#)

Depending on the raw material used we also implement standards such as Fairtrade, Utz Certified and others, that require ethical conduct. More information is available under: [Click here to visit the URL](#)

---

**25. Has your company supported any community programmes on its own or through partnerships? How do you benchmark the impacts of these programmes?**

- Migros supports with over 100 Mio. Swiss Francs per year community programs and culture in Switzerland. The programmes are carried out by our own and also with partnerships. More information: [Click here to visit the URL](#)

- Migros supports international standards and label programs such as Fairtrade, Utz certified, Organic, MSC, FSC etc. Through this partnerships, different programs are carried out and supported by Migros. For more information: [Click here to visit the URL](#)

- Partnerships and collaborations: [Click here to visit the URL](#)

---

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

No

---

**26.1. Please details your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance. If you have not committed to sourcing 100% of palm products under the Mass Balance supply chain system until the goal of 100% segregated or identity preserved CSPO can be achieved, please explain why.**

Question is not clear and does not make sense.

We are not YET sourcing 100% physical CSPO, but we are planning to do so and have a 100% commitment by 2015.

---

## Retailers

### Operational Profile

#### 1. Main activities within retailing

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

---

- Others:

--

---

### Operations and Certification Progress

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

No

---

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

--

---

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

5843

---

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

757

---

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

3489

---

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

10089

---

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

--

---

#### 4.1. Book & Claim

843

---

#### 4.2. Mass Balance

1500

---

#### 4.3. Segregated

3500

---

#### 4.4. Identity Preserved

--

---

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

5843

---

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

--

**5.1. Book & Claim**

757

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

757

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

--

**6.1. Book & Claim**

3489

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

3489

**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?**

No

**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**

--

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

2008

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

2013

**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**

2015

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

Yes

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

2008

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

Yes

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

Switzerland

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

End 2013: Use of physical material in food products.

End 2015: Use of physical CSPO/CSPKO for all products where available.

Re question 7: At the moment, we do not ask our suppliers for more detailed information on specific RSPO criteria such as GHG emissions. However, we closely follow the development of the Palm Oil Innovation Group (POIG).

Re question 8: Greenpalm was only available in 2008. Therefore, it was not possible to start earlier, although Migros is a founding member of the RSPO.

**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

**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**

- Use of the RSPO Trademark on selected products
- Increase activities of other Migros companies towards the use of certified material

**Reasons for Non-Disclosure of Information****18. If you have not disclosed any of the above information, please indicate the reasons why**

--

**- Other reason:**

--

## Trademark Related

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

Autumn 2013: Margarine

---

#### Year:

2013

---

### 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
- 

#### 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

---

#### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

---

#### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

---

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

--

---

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

All Suppliers have to sign the Code of Conduct of the Business Social Compliance Initiative (BSCI). Selected Suppliers in risk countries will be audited against this criteria and will remain in a continuous improvement process.

For more information: [Click here to visit the URL](#)

More information on the implementation process is available under: [Click here to visit the URL](#)

---

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

No

---

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

Question is not clear and does not make sense.

We are not YET sourcing 100% physical CSPO, but we are planning to do so and have a 100% commitment by 2015.

---

## Challenges

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

- Some fractions and derivatives are not (yet) available on the market
- Derivatives supply chain is very complex, this generates costs and takes time
- Lack of transparency on the supply chain
- Different stakeholder opinions regarding peat land, carbon emissions, herbicides among others may have an impact on the market uptake
- As retailer we depend on the upstream supply chain
- 

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

No

---

#### Simpler to Comply to:

No

---

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

- Migros is founding member of the RSPO
  - Communication to end consumers and B-to-B
  - Stakeholder engagement
  - Adequat communication with media
  - Reports in Migros Magazin (Migros own weekly newspaper distributed to >2 Mio. households)
-



## Particulars

<b>Organisation Name</b>	Groupe CASINO
<b>Corporate Website Address</b>	
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	France
<b>Membership Number</b>	3-0035-11-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

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

- Food Goods :
  - Manufacturer of Biscuits & Cakes
  - Instant Noodles Manufacturer
  - Margarine & Cooking Oil
  - Production of Cream Filled Wafers
- Home And Personal Care Goods :
  - Cleaning Agents
  - Laundry Detergents / Cleaning Products
  - Soap Tablet Finishing

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

2060

---

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

125

---

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

191

---

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

2376

---

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

--

---

##### 4.1. Book & Claim

638

---

##### 4.2. Mass Balance

136

---

##### 4.3. Segregated

300

---

**4.4. Identity Preserved**

--

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

1074

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

--

**5.1. Book & Claim**

26

**5.2. Mass Balance**

48

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

74

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

--

**6.1. Book & Claim**

142

**6.2. Mass Balance**

25

**6.3. Segregated**

7

**6.4. Identity Preserved**

--

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

174

**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**

--

## Time-Bound Plan

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

2010

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

2015

**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**

2015

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

No

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

2020

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

No

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

France

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

2012 : 6,5 % RSPO certified oil palm  
 2013 : 55 % RSPO certified oil palm  
 2014 : 75 % RSPO certified oil palm  
 2015 : 100 % RSPO certified oil palm

**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

## 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**

Casino is committed to requiring its suppliers to use certified sustainable palm oil in its private label own-brand products.  
 Thanks to actions carried out with our suppliers, Casino contribute in the promotion of sustainable palm oil.

## Reasons for Non-Disclosure of Information

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

--

**- Other reason:**

--

## Trademark Related

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

Not ruled for the moment.

The consumers are disturbed by the quantity of different logos that they could see on products. So, we think about the relevance of using a new trademark on own brand products.

Year:

2020

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

No

## 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

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

--

#### Ethical conduct and human rights policy

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

For administration purpose, attachment files are renamed automatically

#### Labour rights policy

--

#### Stakeholder engagement policy

--

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

--

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

Casino Group support the United Global Compact, in 2009.

The Group's four environmental priorities are :

- lowering greenhouse-gas emissions
- improving energy efficiency
- reducing and recovering waste
- protecting biodiversity and ecosystems

These priorities demonstrate the awareness 's Casino Group of climate challenges and commitment to shrinking its ecological footprint.

Furthermore, Casino is a member of the Social Clause Initiative and the Global Social Compliance Programme. Casino Group audits its suppliers in high-risk countries every year.

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

No

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

2012 : 6,5 % RSPO certified oil palm

2013 : 55 % RSPO certified oil palm

2014 : 75 % RSPO certified oil palm

2015 : 100 % RSPO certified oil palm

---

## Challenges

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

The main obstacle is the difficulty to have the guarantee that the traceability is respected throughout the supply chain.

Furthermore, the implementation of segregated palm oil is expensive. Actions should be led with raffiners who are the point of entry in the European and French markets of the palm oil used downstream by the manufacturers of our own brand products.

---

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

--

---

#### Cost Effective:

No

---

#### Robust:

No

---

#### Simpler to Comply to:

Yes

---

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

Thanks to actions carried out with our suppliers.

---

## Particulars

<b>Organisation Name</b>	IKEA
<b>Corporate Website Address</b>	<a href="http://www.IKEA.com">http://www.IKEA.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	
<b>Membership Number</b>	3-0015-06-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

We support the use of sustainable palm oil and are securing Green Palm certificates for all volumes we have been using since January 2011.

We are working towards having segregated certified palm oil only and expect to have that in place by 2015.



## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand
- Other

---

#### - Others:

Own Brand only home furnishing

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

34000

---

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

--

---

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

--

---

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

34000

---

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

--

---

#### 4.1. Book & Claim

34000

---

#### 4.2. Mass Balance

--

---

#### 4.3. Segregated

--

---

#### 4.4. Identity Preserved

--

---

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

34000

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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**

--

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

2011

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

2011

**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**

2015

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

No

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

--

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

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?****15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

We are since January 2011 securing 100% of the palm oil based materials we use for candles and food with Green Palm certificates.

We are buying more certificates to cover 100% due to too high forecast on our volume needed. We are working towards fully segregated palm material, this is expected by the end of 2015.

**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

**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**

Continue to buy certificates for all volumes, active involvement in the RSPO Trade and traceability group. Through backwards integration with suppliers work towards fully segregated certified palm material. One of the founding members of the UNDP initiative towards more 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:**

--

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

We do not use the trademark, but we do mention RSPO in our sustainability report.

Year:

--

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

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

--

**Ethical conduct and human rights policy**

--

**Labour rights policy**

--

**Stakeholder engagement policy**

--

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

--

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

We have our Code of Conduct which our suppliers have to apply

23. Are you sourcing 100% physical CSPO?

Yes

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

--

## Challenges

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

--

---

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

--

---

**Cost Effective:**

Yes

---

**Robust:**

Yes

---

**Simpler to Comply to:**

Yes

---

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

Engagement with stakeholders, publicly reporting and mentioning that we support RSPO.

---

## Particulars

<b>Organisation Name</b>	Kaufland
<b>Corporate Website Address</b>	<a href="http://www.kaufland.de">http://www.kaufland.de</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Bulgaria, Croatia, Czech Republic, Germany, Poland, Romania, Slovakia
<b>Membership Number</b>	3-0052-12-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

[Click here to visit the URL](#)

---

## Retailers

### Operational Profile

#### 1. Main activities within retailing

■ Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

3674

---

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

--

---

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

--

---

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

3674

---

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

--

---

##### 4.1. Book & Claim

329

---

##### 4.2. Mass Balance

2753

---

##### 4.3. Segregated

137

---

##### 4.4. Identity Preserved

--

---

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

3219

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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**

--

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

2012



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

2014

**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

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

No

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

2013

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

No

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

Germany

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

Until 2014: minimum requirement CSPO of any supply chain system /  
 Annual calculation and monitoring of usage of CSPO /  
 In our other countries of operation, projects with regards to the use of CSPO were initiated in 2013 /  
 Kaufland is a member of the FONAP Germany (Forum Nachhaltiges Palmöl) and participates in the initiative

**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

**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**

Active communication /  
 Raising awareness /  
 Actively request CSPO /  
 Further promotion of use CSPO in our other countries of operation

**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:**

13+14: many requirements are also applicable to our other countries of operation /  
 In our other countries of operation, projects with regards to the use of CSPO were initiated in 2013 /  
 No complete differentiation between palm oil and palm kernel oil possible yet

**Trademark Related**

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

No concrete date set, but a probable use of the label in order to promote sustainable palm oil is in discussion.

Year:

2020

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

No

## 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**

- Ethical conduct and human rights
- Labour rights

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

--

**Ethical conduct and human rights policy**

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

For administration purpose, attachment files are renamed automatically

**Labour rights policy**

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

For administration purpose, attachment files are renamed automatically

**Stakeholder engagement policy**

--

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

--

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

see above

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

No

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

Within the FONAP Germany (Forum Nachhaltiges Palmöl) we committed to a better promotion of segregated palm oil in the coming years

## Challenges

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

--

---

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

--

---

**Cost Effective:**

--

---

**Robust:**

--

---

**Simpler to Comply to:**

--

---

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

Member of FONAP Germany (Forum Nachhaltiges Palmöl)

---

## Particulars

<b>Organisation Name</b>	Kesco Food Ltd		
<b>Corporate Website Address</b>	http://www.kesko.fi		
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer		
<b>Related Company(ies)</b>	<b>Company</b>	<b>Primary Activity</b>	<b>RSPO Member</b>
	Kespro Ltd. (horeca)	Wholesaler and/or Retailer	No
	Kesco Food RUS Ltd. (St. Petersburg)	Wholesaler and/or Retailer	No
<b>Country Operations</b>	Finland, Russian Federation		
<b>Membership Number</b>	3-0045-11-000-00		
<b>Membership Type</b>	Ordinary Members		
<b>Membership Category</b>	Retailers		

## Related Information

### Other information on palm oil:

[Click here to visit the URL](#)

Palm oil is used in several foodstuffs. Palm oil is an important source of income to the national economies of the countries which produce it. Oil palm is an oil plant that gives the best crop per area under cultivation. However, the expansion of palm oil production to new areas in the tropics is causing growing concern for the environment. Responsibility must be applied in the production of palm oil, taking financial, social and environmental aspects into account.

Kesco Food recommends the use of certified sustainable palm oil (CSPO) to manufacturers of Pirkka products. Kesko Food's objective is that all palm oil used in Pirkka products will be CSPO by the year 2020.

Currently, 15 Pirkka products (Kesco Food's own brand) contain CSPO.

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

No

---

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

--

---

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

--

---

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

--

---

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

800

---

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

800

---

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

--

---

##### 4.1. Book & Claim

--

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

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

--

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

12

**6.3. Segregated**

108

**6.4. Identity Preserved**

--

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

120

**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?**

No

**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**

--

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

2010

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

2020

**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

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

No

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

2015

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

Yes

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

Finland, Russian Federation

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

2020 100%

**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

## 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**

Kesko Food Ltd. strongly recommends the use of CSPO to all of it's own brand manufacturers (which use PO).

## Reasons for Non-Disclosure of Information

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

--

**- Other reason:**

--

## Trademark Related

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

No plan yet.

**Year:**

2020

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

No

---

## 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
- 

**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**

--

---

**Labour rights policy**

--

---

**Stakeholder engagement policy**

--

---

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

--

---

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

All risk country located own brand producers should have BSCI or SA8000 certificate by the end of year 2015.

see also:

[Click here to visit the URL](#)

[Click here to visit the URL](#)

[Click here to visit the URL](#)

[Click here to visit the URL](#)

---

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

No

---

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

-

---



## Challenges

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

-

---

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

--

---

**Cost Effective:**

Yes

---

**Robust:**

Yes

---

**Simpler to Comply to:**

No

---

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

B to B outreach

---

## Particulars

<b>Organisation Name</b>	Laboratoires M&L SA (Formerly known as L'Occitane en Provence)
<b>Corporate Website Address</b>	<a href="http://www.loccitane.com">http://www.loccitane.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	France
<b>Membership Number</b>	3-0043-11-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

- We do not purchase palm oil directly but use, for example, soap flakes that contain it.
  - By 2015, ALL of our soaps sold in stores will be made with traceable and sustainable palm oil, according to one of the highest level of requirements by the RSPO.
  - Our specifications now include a document asking all suppliers to give priority to RSPO-certified palm oil or palm oil obtained from a sustainable source.
  - In parallel, we have started a project for a direct and integrated supply of palm oil in West Africa.
- The objective is to develop the local added value and remove the intermediaries. This ethical approach will take time to implement, but it will offer us the same strong guarantees that we already have with our existing fair trade shea butter network.

Information displayed on:

- Press release
- Our brand web sites

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Home & Personal Care Goods

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

--

---

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

--

---

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

1287

---

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

1287

---

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

--

---

##### 4.1. Book & Claim

--

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

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

--

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

360

**6.4. Identity Preserved**

20

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

380

**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**[R-GHG-Grower-Emissions-Report.pdf](#)

For administration purpose, attachment files are renamed automatically

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

2012

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

2015

**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**

2015

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

No

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

2012

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

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?****15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

As we are ordinary member for all our brands (L'Occitane, Melvita, Couvent des Minimes), we gradually reformulate all our soaps

- In 2013: 30% of our soaps reformulated with RSPO soap noodles
- In 2014: 75% of our soaps reformulated with RSPO soap noodles
- In 2015: reformulation of the rest of the soaps

**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

**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**

We already sent 2 letters in the past years to our suppliers as regards our palm oil commitments and RSPO and will send another one this year especially as regards the GHG emissions. As regards our customers we are still enriching our web site in order to educate them.

**Reasons for Non-Disclosure of Information****18. If you have not disclosed any of the above information, please indicate the reasons why**

--

**- Other reason:**

--

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

The L'Occitane Bonne Mère soap line

Year:

2012

**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

**Labour rights policy**

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

For administration purpose, attachment files are renamed automatically

**Stakeholder engagement policy**

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

For administration purpose, attachment files are renamed automatically

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

--

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

Our ambition is to keep meeting our CSR performance indicators and to do this in ways that are increasingly relevant and clear. This measurement of our performance is a guarantee of the sincerity of our commitment – and the very foundation of our continuous improvement plan.

We signed the United Nations Global Compact in October 2011 and, since 2012, we have published – on the United Nations website – the progress of actions taken relating to the ten principles of the Global Compact. This is also a way for us to exchange good practices with all the signatories of the Global Compact.

In 2012, the Purchasing Management team, in collaboration with the CSR department, began a cycle of Responsible Purchasing in-house training sessions aimed at all parties involved in this process.

With the aim of sharing its values and commitments with its suppliers, the L'OCCITANE Group asks each one to sign the Corporate Social Responsibility Charter before any new commercial partnership. This charter has been developed around the themes of the UN Global Compact.

=> more info on our CSR annual report

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

Yes

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

--

## Challenges

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

We had to make some economic effort since the RSPO soap noodles are more expensive, but we chose this option because of the quality and traceability. In consequence our soap margin is slightly reduced.  
We had to develop new formulations and create new internal codes for these new soap noodles which generated more work for our regulatory department (country registration, raw materials dossiers etc.).  
As regards the production we had to separate strictly the RSPO soap noodles from the non certified ones, which needed more place.  
As regards the promotion, we had to educate our customers concerning the RSPO and the TM logo (press release, web site...).

---

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

--

---

#### Cost Effective:

No

---

#### Robust:

Yes

---

#### Simpler to Comply to:

Yes

---

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

By purchasing RSPO SG or IP soap flakes we decided to choose the highest levels of RSPO and promote this commitment.

---

## Particulars

<b>Organisation Name</b>	LACTALIS BEURRES & CREMES		
<b>Corporate Website Address</b>			
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer		
<b>Related Company(ies)</b>	<b>Company</b>	<b>Primary Activity</b>	<b>RSPO Member</b>
	Société industrielle de Bondues	Manufacturer	Yes
<b>Country Operations</b>	France		
<b>Membership Number</b>	3-0057-13-000-00		
<b>Membership Type</b>	Ordinary Members		
<b>Membership Category</b>	Retailers		

## Related Information

Other information on palm oil:

--



## Retailers

### Operational Profile

**1. Main activities within retailing**

- End-product manufacturer

---

- Others:

--

---

### Operations and Certification Progress

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

No

---

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

--

---

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

--

---

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

--

---

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

--

---

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

--

---

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

--

---

**4.1. Book & Claim**

--

---

**4.2. Mass Balance**

--

---

**4.3. Segregated**

--

---

**4.4. Identity Preserved**

--

---

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

--

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2015

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

2018

**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**

2023

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

Yes

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

2015

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

No

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

France

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

Using palm oil RSPO on private labels

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

Yes

## **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**

Answer to customer expectations  
Communication

## **Reasons for Non-Disclosure of Information**

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

Data Unknown

**- Other reason:**

--

## **Trademark Related**

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

started in 2013 for private labels

**Year:**

2013

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

No

---

### 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

■ None

---

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

--

---

**Ethical conduct and human rights policy**

--

---

**Labour rights policy**

--

---

**Stakeholder engagement policy**

--

---

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

--

---

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

--

---

23. Are you sourcing 100% physical CSPO?

No

---

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

We are new members for 3 months. We have to develop these policy

---

## Challenges

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

Communication with our customers.  
We want to promote sustainable palm oil

---

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

--

---

#### Cost Effective:

No

---

#### Robust:

--

---

#### Simpler to Comply to:

--

---

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

--

---

## Particulars

<b>Organisation Name</b>	Lidl Stiftung & Co.KG
<b>Corporate Website Address</b>	www.lidl.com
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Germany
<b>Membership Number</b>	3-0049-12-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Under Development

---

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

--

---

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

17530

---

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

--

---

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

--

---

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

--

---

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

--

---

##### 4.1. Book & Claim

1578

---

##### 4.2. Mass Balance

10518

---

##### 4.3. Segregated

1733

---

##### 4.4. Identity Preserved

--

---

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

--

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2011



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

2013

**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**

2014

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

No

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

2013

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

No

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

Germany

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

As of 01.01.2013: all products at least Book & Claim certified, 60% already Mass Balance certified.  
As of 01.01.2014: 100% Mass Balance (food products)

**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

## **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**

--

## **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:**

system under development

## **Trademark Related**

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

--

**Year:**

--

**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 policy**

--

---

**Ethical conduct and human rights policy**

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

For administration purpose, attachment files are renamed automatically

---

**Labour rights policy**

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

For administration purpose, attachment files are renamed automatically

---

**Stakeholder engagement policy**

--

---

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

--

---

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

Code of Conduct

---

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

Yes

---

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

--

---

## Challenges

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

--

---

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

--

---

**Cost Effective:**

Yes

---

**Robust:**

Yes

---

**Simpler to Comply to:**

No

---

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

supplier engagement

---

## Particulars

<b>Organisation Name</b>	Marks and Spencer plc
<b>Corporate Website Address</b>	<a href="http://www.marksandspencer.com/">http://www.marksandspencer.com/</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Armenia, Bahrain, Bermuda, Bulgaria, China - People's Republic of, Croatia, Cyprus, Czech Republic, Egypt, Estonia, France, Georgia, Gibraltar, Greece, Hong Kong, Hungary, India, Indonesia, Jordan, Kazakhstan, Kuwait, Latvia, Libyan Arab Jamahiriya, Lithuania, Malaysia, Malta, Morocco, Netherlands, Oman, Philippines, Poland, Qatar, Romania, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, Spain, Thailand, Turkey, Ukraine, United Arab Emirates
<b>Membership Number</b>	3-0009-06-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

[Click here to visit the URL](#)

[Click here to visit the URL](#)

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

2604

---

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

181

---

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

279

---

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

3064

---

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

--

---

#### 4.1. Book & Claim

1094

---

#### 4.2. Mass Balance

610

---

#### 4.3. Segregated

900

---

#### 4.4. Identity Preserved

--

---

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

2604

---

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

--

**5.1. Book & Claim**

181

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

181

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

--

**6.1. Book & Claim**

279

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

279

**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**

--

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

2009

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

2010

**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**

2015

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

No

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

2053

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

Yes

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

Armenia, Bahrain, Bermuda, Bulgaria, China - People's Republic of, Croatia, Cyprus, Czech Republic, Egypt, Estonia, France, Georgia, Gibraltar, Greece, Hong Kong, Hungary, India, Indonesia, Jordan, Kazakhstan, Korea - Republic of, Kuwait, Latvia, Libyan Arab Jamahiriya, Lithuania, Malaysia, Morocco, Netherlands, Oman, Philippines, Poland, Qatar, Romania, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, Spain, Thailand, Turkey, Ukraine, United Arab Emirates

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

100% physical certified RSPO by 2015

**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

**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**

All suppliers and technologists have been issued with reports that describe the certification status of their products and are expected to develop action plans to support delivery of 100% RSPO by 2015. M&S is attending the RSPO European Forum in Berlin to support and promote RSPO. We issue palm oil questionnaires to all suppliers in January to map their volumes and certification status during 2013 and to maintain the profile of sustainable palm oil sourcing. We continue to engage with upstream suppliers (wholesalers, ingredient manufacturers, processors and refiners) to ensure they are clear on M&S commitment to sustainable palm oil.

**Reasons for Non-Disclosure of Information**

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

--

**- Other reason:**

--

## Trademark Related

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

M&S bars of soap

#### Year:

2011

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

No

## 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

#### 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

#### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

#### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

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

--

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

Realising ethical conduct within our own business, through our supply chains, and with all associated relationships is an integral part of how M&S conducts business. We have well established ethical trading requirements that cover labour rights, human rights, anti-corruption, social impact, etc. Through Plan A and our partnerships with organisations like UNICEF and Oxfam, we invest in communities where we do business and where we trade. Meeting legal minimum standards is rarely the benchmark for M&S ethical performance, we seek to exceed legal minimum and to include additional requirements where legal compliance cannot be taken for granted. Further details are in our Plan A report (attached above).

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

No



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

Through our sourcing policy and training and engagement sessions we have made it clear to our direct suppliers and other upstream partners that we are happy to accept Mass Balance certified palm oil as meeting M&S standard. In fact we are frustrated by the fact that this is not a common message from all buying companies, as restricting procurement to segregated RSPO slows market take-up. I have had extensive discussions with the oleo-chemical sector regarding their decision to only offer segregated RSPO derivatives as the consequential premium makes their offer virtually price prohibitive.

---

## Challenges

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

The preferential cost and ease of implementation of GreenPalm is proving an obstacle to take up of physically certified palm oil. As some buyers include GreenPalm in their "100% sustainable" claims, there is little motivation for (often shared) suppliers to move to physically certified RSPO and become chain of custody certified. There is significant supply - demand tension with palm kernel oil, and until more PKO mills become certified that is unlikely to change. Given the prevalence of PKO as an ingredient (particularly in the oleo-chemical sector) this is a major obstacle. The choice of major oleochemical companies to only offer segregated RSPO has compounded this problem by creating a prohibitive price premium for mainstream take up. Likewise the fact that some major buyers have 'segregated only' policies is slowing take up and increasing cost of RSPO. We are facing major challenge with engaging upstream processing suppliers who are several links away from M&S. A good example of this is with dried fruit: the fruit is coated with palm oil by multiple fruit processors. M&S has no relationship with these suppliers and our leverage with them is negligible, so we are facing challenges in persuading them to pay a premium for RSPO which is only required by a small proportion of their international customer base. Even getting our demand communicated through the supply chain to these producers is problematic given the range of suppliers who use these products and the fact that this is a tiny proportion of their palm oil footprint. .

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

No

---

#### Simpler to Comply to:

No

---

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

M&S has engaged with the RSPO since its inception and has campaigned for RSPO to become the entry standard for palm oil entering EU and UK markets. We were one of the first companies to commit a deadline by when we aim to be 100% RSPO and we were the first retail company to buy substantial volumes of GreenPalm certificates. We have routinely carried out supplier training and meet regularly with all key refining and processing companies to make our demand clear and to share experiences on the obstacles to 100% RSPO. We have participated in Annual Conferences and General Assemblies, were founding members of the Retail Palm Oil Group (and are still active participants), and attended the 2013 European Palm Oil Forum in Berlin. We have a sourcing policy that states preference for RSPO and we carry out annual footprinting of our palm oil volumes and certification status by supplier and product. Suppliers and internal technologists are performance managed on their ability to source RSPO.

---

## Particulars

<b>Organisation Name</b>	McDonald's Corporation
<b>Corporate Website Address</b>	www.AboutMcDonalds.com
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	
<b>Membership Number</b>	3-0044-11-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand
- Other

---

#### - Others:

Food service

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

103336

---

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

--

---

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

--

---

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

103336

---

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

--

---

#### 4.1. Book & Claim

2997

---

#### 4.2. Mass Balance

10000

---

#### 4.3. Segregated

--

---

#### 4.4. Identity Preserved

--

---

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

12997

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2012

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

2020

**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**

--

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

No

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

2011

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

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?****15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

- \* All palm oil suppliers are RSPO members as of 2012
- \* Beyond cooking oil and par-fry, all palm oil as an ingredient in our products identified by 2014
- \* 100% of palm for cooking in restaurants and for par-fry by suppliers covered by RSPO book & claim certificates by 2015
- \* 100% of palm oil used as an ingredient in US and Europe covered by RSPO book & claim certificates by 2015
- \* 2015: Incorporate ingredients into reported volumes, beginning with 2014 data
- \* 2020 Goal: By 2020 100% of primary and secondary uses of palm oil support sustainable production practices

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

Yes

**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**

In 2014, we will work with our suppliers to make sure that we have identified all uses of palm oil as a secondary ingredient in our products. We also plan to significantly increase our purchases of book and claim certificates to support sustainable production with the palm oil used in our restaurants for cooking and by our suppliers to par-fry our chicken and potato products. We will continue communicating our progress with transparency.

**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:**

Regarding question #16, McDonald's doesn't sell products on behalf of other companies. However, we do include some branded products in our products (e.g. the McFlurry line). Our 2020 target requires all suppliers (including those of branded products) to use any RSPO approved certification method (Book & Claim, Mass Balance, Segregated or Identity Preserved) to ensure that the palm oil used in the products sold by McDonald's supports sustainable production practices.

## Trademark Related

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

At this point, we do not have plans for use of the RSPO trademark beyond our annual sustainability report.

Year:

--

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

No

## 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

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

--

#### Ethical conduct and human rights policy

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

For administration purpose, attachment files are renamed automatically

#### Labour rights policy

--

#### Stakeholder engagement policy

--

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

--

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

Business ethics is a crucial part of McDonald's identity and a part of our core values ([Click here to visit the URL](#)). McDonald's approach to sustainable sourcing involves various programs that address what we call the 3 E's of Sustainability - Ethics, Environment, and Economics - throughout our supply chain. Regarding Ethics in particular, we require all suppliers to approve our Code of Conduct, and our Supplier Workplace Accountability program works with suppliers to uphold the provisions of the Code of Conduct via annual self assessments and risk-based audits.

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

No

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

--

## Challenges

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

--

---

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

--

---

**Cost Effective:**

--

---

**Robust:**

--

---

**Simpler to Comply to:**

--

---

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

McDonald's supports the vision of the RSPO by making public commitments to sustainable palm oil, requiring our direct suppliers of palm oil to become RSPO members, and working with our suppliers to identify the use of palm oil in our products.

---



## Particulars

<b>Organisation Name</b>	Metcash Trading Ltd
<b>Corporate Website Address</b>	<a href="http://www.metcash.com">http://www.metcash.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Australia, New Zealand
<b>Membership Number</b>	3-0048-10-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

■ Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

26

---

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

10

---

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

7

---

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

43

---

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

--

---

##### 4.1. Book & Claim

3

---

##### 4.2. Mass Balance

2

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

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

5

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

2

**5.4. Identity Preserved**

--

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

2

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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**[R-GHG-Grower-Emissions-Report.pdf](#)

For administration purpose, attachment files are renamed automatically

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

2011

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

2015

**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**

2021

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

No

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

2011

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

Yes

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

Australia, New Zealand

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

Our Action Plan 2011-2015 does not have interim milestones for progressive CSPO%. Our Action Plan just requires 100% CSPO by 2015.

**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

**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**

Metcash emails suppliers of our corporate branded products (who often also supply their proprietary branded products) each year to request they update us on their progress toward achieving 100% CSPO. The email form that is sent out states that Metcash is a member of the RSPO, and that as such, we ask that they continue to move towards 100% CSPO before the 2015 deadline.

Another way that Metcash promotes sustainable palm oil use is through our sustainable supply chain management. When new suppliers tender for a product, they are asked about a number of different sustainability issues, including palm oil use. The information is then used to compare prospective suppliers.

We also have information about RSPO and our Action Plan on our website [Click here to visit the URL](#)

**Reasons for Non-Disclosure of Information****18. If you have not disclosed any of the above information, please indicate the reasons why**

--

**- Other reason:**

--

## Trademark Related

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

Our suppliers are responsible for maintaining any on pack certification claims.

Year:

2011

### 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

#### 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

#### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

#### Stakeholder engagement policy

--

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

--

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

Metcash conducts itself ethically in all business practices and has stringent policies in place to govern this. In addition, Metcash is a member of the industry group the Consumer Goods Forum, which has made a commitment to have all members contribute zero towards deforestation by 2020, which includes palm oil use.

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

No

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

Our current Action Plan, written in 2011, commits us to source 100% CSPO without specifying whether that be Mass Balance, Segregated or Identity Preserved.

As reported in this ACOP, our suppliers are already transitioning to CSPO, with a mixture of Mass Balance, Segregated and Identity Preserved.

## Challenges

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

The tightly held Australian grocery market in which Metcash operates is an obstacle. Supplier resistance, including with sharing information about amount & nature of palm oil content in our own brand products is an obstacle.

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

No

---

#### Simpler to Comply to:

Yes

---

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

As described above, Metcash urges suppliers to transition to 100% CSPPO by 2015. We also have information about our RSPO membership on our website [Click here to visit the URL](#) which targets consumers and our independent retailer customers.

---

## Particulars

<b>Organisation Name</b>	METRO Group		
<b>Corporate Website Address</b>	<a href="http://www.metro-group.com">http://www.metro-group.com</a>		
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer		
<b>Related Company(ies)</b>	<b>Company</b>	<b>Primary Activity</b>	<b>RSPO Member</b>
	Metro Cash & Carry	Wholesaler and/or Retailer	No
	real,- Warenhaus GmbH	Wholesaler and/or Retailer	No
	Galeria Kaufhof	Wholesaler and/or Retailer	No
<b>Country Operations</b>	Austria, Belgium, Bulgaria, China - People's Republic of, Croatia, Czech Republic, Denmark, Egypt, France, Germany, Greece, Hungary, India, Italy, Japan, Kazakhstan, Luxembourg, Moldavia, Netherlands, Pakistan, Poland, Portugal, Romania, Russian Federation, Slovakia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vietnam, Yugoslavia		
<b>Membership Number</b>	3-0038-11-000-00		
<b>Membership Type</b>	Ordinary Members		
<b>Membership Category</b>	Retailers		

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

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

---

- Others:

--

---

### Operations and Certification Progress

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

No

---

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

--

---

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

--

---

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

--

---

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

--

---

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

--

---

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

--

---

##### 4.1. Book & Claim

--

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

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

--

---



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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2012

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

2020

---

**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

---

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

No

---

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

2014

---

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

Yes

---

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

Austria, Belgium, Bulgaria, China - People's Republic of, Croatia, Czech Republic, Denmark, Egypt, France, Germany, Greece, Hungary, India, Italy, Japan, Kazakhstan, Luxembourg, Moldavia, Netherlands, Pakistan, Poland, Portugal, Romania, Russian Federation, Slovakia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vietnam, Yugoslavia

---

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

--

---

**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

---

## **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**

Our sales divisions Metro Cash & Carry and Real will make implementation plans based on METRO GROUPs overall Palm Oil Purchasing Policy, latest July 2014. After minimum two years of implementation experience they share guidelines and best practices with the other sales divisions (Galeria Kaufhof).

---

## **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:**

Our sales divisions are not yet able to provide the volumes of palm oil, palm kernel oil and palm-based derivatives and fractions handled per year in metric tonnes. Due to this fact we below state the volumes used in own brand products in percentage terms:

Metro Cash & Carry Gemany:

Of all own brand products with palm oil more than 80 % contain RSPO certified palm oil.

- Identity Preserved: 0 %
- Segregation: 25 %
- Mass Balance: 75 %
- Book & Claim: 0 %

Real Warenhaus GmbH Gemany:

Of all own brand products with palm oil more than 28 % contain RSPO certified palm oil or organic palm oil.

- Identity Preserved: 0,9 %
- Segregation: 18,8 %
- Mass Balance: 44,4 %
- Book & Claim: 20,5 %
- No information about the supply chain model: 8,5 %
- organic palm oil: 6,9 %

## Trademark Related

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

--

Year:

--

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

--

## 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

#### 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

#### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

#### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

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

--

---

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

--

---

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

No

---

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

METRO GROUP sees the RSPO and its certification methods as crucial and has the overall target of purchasing its own brand products containing palm oil with these methods by 2020 under consideration of the sales divisions individual own brand strategy.

Within the framework of environmental protection and full traceability the segregation method provides the best benefit and is considered to be the preferable method.

---

## Challenges

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

--

---

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

--

---

#### Cost Effective:

--

---

#### Robust:

--

---

#### Simpler to Comply to:

--

---

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

METRO GROUP continually strives for:

- Exclusive use of sustainably produced palm oil in all products of the own brand assortment (Food and Near Food)

- Further development and distribution of standardised, internationally accepted and sustainable standards along the complete value chain

- Promotion of sustainable oil palm cultivation areas

- Optimisation of traceability of products containing sustainable palm oil

- Increase of the transparency for the customer

- Closer cooperation with suppliers and producers

- Regular exchange with partners from science and politics

---

## Particulars

<b>Organisation Name</b>	Rema 1000 Denmark A/S		
<b>Corporate Website Address</b>	http://www.rema1000.dk		
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer		
<b>Related Company(ies)</b>	<b>Company</b>	<b>Primary Activity</b>	<b>RSPO Member</b>
	Rema 1000 Norway	Wholesaler and/or Retailer	No
<b>Country Operations</b>	Denmark		
<b>Membership Number</b>	3-0040-11-000-00		
<b>Membership Type</b>	Ordinary Members		
<b>Membership Category</b>	Retailers		

## Related Information

### Other information on palm oil:

Our policy on palm oil is described in our CSR report which is available on our company website, [Click here to visit the URL](#).  
Only in Danish though.

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand
- Other

---

#### - Others:

Rema 1000 Denmark A/S is a Retailer and we sell both branded products as well as own-brand products. Primarily in the food category but also home and personal care goods.

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

1463

---

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

--

---

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

--

---

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

1463

---

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

--

---

##### 4.1. Book & Claim

1463

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

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

1463

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2012



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

2012

**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**

2015

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

No

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

2012

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

Yes

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

Denmark

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

2012:

100% CSPO via Book &amp; claim on all products both branded products and our own brand products.

2015:

100% segregated or mixed CSPO in own brand products.

Please note that the total volume of Palmoil -both branded products and own brand products in 2012 is 1463 tonnes.

The volumes of palmoil in own brand products in 2012 is app. 900 tonnes.

**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

**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**

Rema 1000 Denmark A/S have will continue to encourage our supplier of branded products to move towards using segregated or mass balance palm oil, palm kernel oil or palm oil derivatives as soon as possible.

Rema 1000 Denmark A/S will cover the total usage of palmoil in 2013 by Book & claim.

Rema 1000 Denmark will continue to work on exchanging conventional palmoil with segregated or mass balance certified palmoil in our own brand products in order to achieve the goal we have set for 2015.

**Reasons for Non-Disclosure of Information****18. If you have not disclosed any of the above information, please indicate the reasons why**

Data Unknown

**- Other reason:**

--

## Trademark Related

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

Own Brands -Private label range.

Year:

2015

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

No

## 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

- Ethical conduct and human rights
- Labour rights
- Stakeholder engagement

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

--

#### Ethical conduct and human rights policy

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

For administration purpose, attachment files are renamed automatically

#### Labour rights policy

--

#### Stakeholder engagement policy

--

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

--

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

Please see the attached Rema 1000 Code of Conduct.

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

No

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

Rema 1000 Denmark intend to cover the total usage of palmoil by Book & claim until we have succeeded in making sure that the palmoil in our own brand products are certified either by being Segregated or by Mass Balance.

That goal should be met in 2015.

Afterwards we intend to cover the usage of palmoil in the branded products that are not CSPO in any other way by Book & Claim.

## Challenges

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

To collect data about palmoil usage in the products we sell has proven to be a task that requires a lot of ressources.

We have not been aware of the fact that there are different kinds of palmoil (crude palmoil, palm kernel oil, derivatives) which have resulted in data that er not specific in that area. We have to find a way to solve that in the future.

Furthermore we have encountered problems with getting information about the palmoil usage from especially large global suppliers of branded products. A lot of them is using CSPO already though.

To navigate as a member of RSPO and in the demands and requirements that follows has proven to be the largest obstacle. It has been more than difficult and not very user-friendly to keep updated about new requirements as this ACOP for example.

Furthermore it is quite difficult to translate the trademarks and the trademark licence into practice. We are still working on that. But just to get the help we need is a bit bureaucratic.

---

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

--

---

#### Cost Effective:

No

---

#### Robust:

Yes

---

#### Simpler to Comply to:

No

---

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

Rema 1000 denmark A/S has made our Palmoil policy public in our CSR report.

Rema 1000 Denmark A/S is working together with WWF Denmark and use their guidance and advice in the process of supporting and working towards more CSPO in the supply chain.

---

## Particulars

<b>Organisation Name</b>	REWE Group on behalf of REWE-Zentral-Aktiengesellschaft Köln
<b>Corporate Website Address</b>	<a href="http://www.rewe-group.com">http://www.rewe-group.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Germany, Austria and 14 other European Countries
<b>Membership Number</b>	3-0039-11-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers
<b>Primary Contacts</b>	Dr Ludger Breloh <b>Address:</b> Domstr. 20 Cologne Germany 50668
<b>Person Reporting</b>	Christine Denstedt

## Related Information

### Other information on palm oil:

Sustainability Report 2009/2010 (p. 74-75)

[Click here to visit the URL](#)

REWE Group Guidelines for Palm Oil and Palm Kernel Oil Products

[Click here to visit the URL](#)

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

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

products: --

---

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

10100 Tonnes

---

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

--

---

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

--

---

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

--

---

#### 2. Volume of Palm Oil Products used in the year in your FOOD brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

900

---

##### 4.2. Mass Balance

5000

---

##### 4.3. Segregated

1300

---

##### 4.4. Identity Preserved

--

---

**4.5. Total volume of Palm Oil Products used in your own FOOD brand products that are RSPO-certified:**

7200

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

--

**5.1. Book & Claim**

2100

**5.2. Mass Balance**

800

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Oil Products in your own NON FOOD brand products that are RSPO-certified: -**

2900

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

--

**6.1. Book & Claim**

**6.2. Mass Balance**

**6.3. Segregated**

**6.4. Identity Preserved**

--

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

**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**

--

## Time-Bound Plan

**8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand -- 2011**

---

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**  
2013

---

**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**

End of 2013: 75% RSPO certified from physical supply chains

End of 2014: 80% RSPO certified from physical supply chains

---

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

Yes

---

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

2011

---

**13. Do your (own brand) commitments cover your companies global use of palm oil? No**

---

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

---

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

See the answers of the questions 9 and 10.

---

**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

---

## 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**

Co-Founder of the "German Forum for Sustainable Palm Oil"  
(Official Opening on September the 2nd 2013)

---

## Reasons for Non-Disclosure of Information

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

---

- Other reason:

--

---

**Trademark Related**

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

Year:

--

**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

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

--

**Ethical conduct and human rights policy**

--

**Labour rights policy**

--

**Stakeholder engagement policy**

--

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

--

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

The release of the \"Guidelines for sustainable Business Practices\" intensifies the activities of the REWE Group in the field of environmental sustainability. The publication documents the values the company stands for and describes how the REWE Group business relationships should be characterised with respect to environment and society.

[Click here to visit the URL](#)

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

See the answers of the questions 9 and 10

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

--



## Challenges

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

For the future it will be really important that the following requirements' are a part of the Principle & Criteria's:

- 1) No cultivation on peat lands and high carbon stock areas
- 2) Reduction of GHG emissions especially for plantations and mills
- 3) No use of harmful pesticides and Paraquat
- 4) No use of Fresh Fruit Bunches from unknown and illegal sources
- 5) Disclosure of GHG emissions

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

No

---

#### Simpler to Comply to:

Yes

---

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

- Implementation of our "REWE Group Guidelines for Palm Oil and Palm Kernel Oil Products" to support the transformation from conventional to certified Palm (Kernel) Oil
  - Co-Founder of the "German Forum for Sustainable Palm Oil"
  - Intensive stakeholder dialogs with relevant partners along the supply chain to promote the development of a Sustainable Palm Oil Cultivation
-

## Particulars

<b>Organisation Name</b>	Royal Ahold NV
<b>Corporate Website Address</b>	<a href="http://www.ahold.com">http://www.ahold.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Belgium, Czech Republic, Germany, Netherlands, Slovakia, USA
<b>Membership Number</b>	3-0020-07-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

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

- Food Goods :
  - Margarine & Cooking Oil
- Home And Personal Care Goods :
  - Cleaning Agents
  - Laundry Detergents / Cleaning Products
  - Soap Tablet Finishing

---

- Others:

--

---

### Operations and Certification Progress

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

Under Development

---

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

--

---

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

8000

---

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

--

---

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

--

---

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

8000

---

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

--

---

##### 4.1. Book & Claim

8000

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

**4.4. Identity Preserved**

--

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

8000

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

## Time-Bound Plan

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

2010

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

2010

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

2016

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

No

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

2053

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

Yes

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

Belgium, Czech Republic, Germany, Netherlands, Slovakia, USA

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

End of 2013: 100% use of segregated certified sustainable palm oil in Ahold Europe own brand products

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

## 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

Ask all of Ahold Europe own brand suppliers to use segregated certified sustainable palm oil

## Reasons for Non-Disclosure of Information

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

--

- Other reason:

--

## Trademark Related

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

We do not foresee to use the trademark

Year:

2053

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

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

--

**Ethical conduct and human rights policy**

--

**Labour rights policy**

--

**Stakeholder engagement policy**

--

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

--

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

We have a Code of Conduct and all suppliers sign our Standards of Engagement.

23. Are you sourcing 100% physical CSPO?

No

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

We consider mass balance to be the second best option in those cases where the target of 100% segregated palm oil cannot be achieved.

## Challenges

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

Challenges include that palm oil is often a small ingredient in various products.

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

Yes

---

#### Simpler to Comply to:

Yes

---

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

We actively engage with industry and other stakeholders.

---

## Particulars

<b>Organisation Name</b>	Sainsbury's Supermarket Ltd (J Sainsbury PLC)
<b>Corporate Website Address</b>	<a href="http://www.sainsburys.co.uk/">http://www.sainsburys.co.uk/</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	United Kingdom
<b>Membership Number</b>	3-0010-06-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

Sainsbury's has committed to sourcing all of the palm oil in its own brand products from certified sustainable sources by the end of 2014



## Retailers

### Operational Profile

#### 1. Main activities within retailing

■ Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

7871

---

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

100

---

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

3241

---

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

11212

---

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

--

---

#### 4.1. Book & Claim

3238

---

#### 4.2. Mass Balance

3164

---

#### 4.3. Segregated

1469

---

#### 4.4. Identity Preserved

--

---

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

7871

---

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

--

**5.1. Book & Claim**

73

**5.2. Mass Balance**

27

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

100

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

--

**6.1. Book & Claim**

2398

**6.2. Mass Balance**

355

**6.3. Segregated**

488

**6.4. Identity Preserved**

--

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

3241

**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**

--

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

2008

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

2013

**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**

2014

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

No

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

2020

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

Yes

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

United Kingdom

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

Sainsbury's has committed to sourcing all of its palm oil in its own brand products from certified sustainable sources by the end of 2014.

**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

## 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**

Sainsbury's will continue to work with our suppliers to ensure that they source certified sustainable palm oil for our own brand products.

Sainsbury's will continue to run training workshops to assist suppliers in understanding our palm oil sourcing requirements and to set out the specific steps they need to take.

## Reasons for Non-Disclosure of Information

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

--

**- Other reason:**

--

## Trademark Related

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

Not applicable

Year:

--

---

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

No

---

## 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

---

### 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

---

### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

---

### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

---

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

--

---

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

- At Sainsbury's we expect strong social and environmental standards from suppliers, but we recognise that many need practical help and support in implementing more sustainable practices. Our challenge is to build supply chains that are resilient to the social and environmental challenges facing the industry, working closely with farmers, producers and processors to champion and embed excellence in sustainability. By 2020, our suppliers will be leaders in meeting or exceeding our social and environmental standards.
- Ethical trading is a key part of our sustainability strategy. We require all our suppliers to meet the Sainsbury's Code of Conduct for Ethical Trade which is based on the Ethical Trading Initiative (ETI) Base Code for ethical sourcing. Our Code covers 12 key principles, including safe and hygienic working conditions and payment of a fair wage. All Sainsbury's suppliers are required to show compliance against our Code of Conduct for Ethical Trade and to provide evidence of continuous improvements in worker welfare. Suppliers must have in place their own code of conduct and resources, policies and systems to manage ethical trade. Suppliers must also monitor their performance and be able to report on progress to Sainsbury's.
- Sainsbury's Code of Conduct and ethical trade policies are the core of our ethical trade programme. We risk assess all our suppliers and require high and medium risk sites to conduct regular, independent, third party ethical audits. Any issues identified by those audits must be resolved in an appropriate time frame. We also work to train suppliers on ethical trade and engage with key suppliers on projects designed to improve worker welfare. We measure supplier performance against a number of key indicators for ethical trade and build this performance into our purchasing decisions.
- Sainsbury's is a founder member of the Ethical Trading Initiative (ETI) which requires us to work collaboratively with trade unions, NGOs and other corporations on ethical trade programmes. We have recently expanded our ethical trade team in the UK and are looking to build our team in the countries we source from.
- Our commitment to ethical and responsible sourcing is ongoing and we work with suppliers to ensure they continuously improve their performance in this area.

---

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

No

---

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

Sainsbury's is committed to sourcing all the palm oil in its own brand products from certified sustainable sources by the end of 2014. Sainsbury's strong preference is for segregated palm oil but mass balance palm oil will be used to meet this 100% commitment where necessary.

---

## Challenges

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

To accelerate uptake of sustainable palm oil it is important to remove any unnecessary barriers for companies looking to procure sustainable palm oil. The requirement for all companies in the supply chain to become members of the RSPO before they can obtain their chain of custody certification places extra burdens on companies in terms of resources and potentially reduces uptake.

---

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

--

---

#### Cost Effective:

Yes

---

#### Robust:

No

---

#### Simpler to Comply to:

No

---

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

Sainsbury's has set a clear timetable for its own brand suppliers to source sustainable palm oil by.

Sainsbury's has also conducted training for its suppliers on palm oil (through workshops and a palm oil conference for suppliers) regarding our policy requirements and key next steps.

---

## Particulars

<b>Organisation Name</b>	SCAMARK SA
<b>Corporate Website Address</b>	<a href="http://www.marquereoere.com">http://www.marquereoere.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	France
<b>Membership Number</b>	3-0032-10-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

■ Own-brand

---

- Others:

--

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

8132

---

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

232

---

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

--

---

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

8364

---

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

--

---

##### 4.1. Book & Claim

2672

---

##### 4.2. Mass Balance

1071

---

##### 4.3. Segregated

389

---

##### 4.4. Identity Preserved

7

---

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

4139

---



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

--

**5.1. Book & Claim**

104

**5.2. Mass Balance**

8

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

112

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2010

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

2015

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

2015

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

No

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

2015

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

Yes

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

France

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

The aim is to substitute all conventional palm oil with other vegetable oils or with MB/SG/IP certified palm oil within 2 years

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

### 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

Communication with suppliers to promote SCAMARK's policy and to obtain their comitement to meet SCAMARK's requirements.

Training of SCAMARK's purchasing staff.

Asking the TFT for auditing the SCAMARK's system in order to verify its efficiency

### Reasons for Non-Disclosure of Information

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

--

- Other reason:

--

### Trademark Related

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

We decided not to use RSPO claim on products (why is the next field mandatory ??)

Year:

2025

---

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

No

---

## 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

---

**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**

--

---

**Labour rights policy**

--

---

**Stakeholder engagement policy**

--

---

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

--

---

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

see attached SCAMARK\_sustainable&ethical\_policy\_french\_2013

---

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

No

---

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

?

---

## Challenges

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

Essentially the extra cost of CSPO

Some suppliers put forward the problem of availability of CSPO on the market (It's difficult for us to know if they are right )

---

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

--

---

#### Cost Effective:

No

---

#### Robust:

Yes

---

#### Simpler to Comply to:

Yes

---

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

- Business to business education/outreach (suppliers)
  - Communication on compagny public website
-

## Particulars

<b>Organisation Name</b>	SODEXO
<b>Corporate Website Address</b>	<a href="http://www.sodexo.com">http://www.sodexo.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Australia, Algeria, Angola, Argentina, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, China - People's Republic of, Colombia, Congo, Congo - Democratic Republic, Costa Rica, Cyprus, Czech Republic, Denmark, Dominican Republic, Finland, France, Gabon, Germany, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Korea - Democratic Peoples Republic, Luxembourg, Madagascar, Malaysia, Morocco, Netherlands, New Caledonia, Norway, Oman, Peru, Philippines, Poland, Qatar, Romania, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Tanzania, Thailand, Turkey, United Kingdom, USA, Uruguay, Venezuela, Vietnam
<b>Membership Number</b>	300421100000
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

Fiscal 2012 Corporate Citizenship Progress Review  
[Click here to visit the URL](#)

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Other

---

#### - Others:

Quality of Life Services including Food Services

---

### Operations and Certification Progress

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

Yes

---

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

--

---

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

2939

---

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

--

---

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

--

---

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

2939

---

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

--

---

#### 4.1. Book & Claim

136

---

#### 4.2. Mass Balance

135

---

#### 4.3. Segregated

--

---

#### 4.4. Identity Preserved

--

---

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

271

---

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

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

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

--

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

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

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

--

**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?**

No

**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**

--

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

2012

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

2015

**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

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

No

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

2012

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

Yes

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

Australia, Algeria, Angola, Austria, Belgium, Brazil, Canada, Chile, China - People's Republic of, Colombia, Congo - Democratic Republic, Costa Rica, Cyprus, Czech Republic, Denmark, Dominican Republic, Finland, France, Gabon, Germany, Hong Kong, India, Indonesia, Ireland, Israel, Italy, Japan, Korea - Democratic Peoples Republic, Luxembourg, Madagascar, Malaysia, Mexico, Morocco, Netherlands, New Caledonia, Norway, Oman, Peru, Philippines, Poland, Qatar, Romania, Russian Federation, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sweden, Switzerland, Tanzania, Thailand, Turkey, United Arab Emirates, United Kingdom, USA, Uruguay, Venezuela

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

2013

Inclusion of sustainable palm oil criteria in all margarine and frying oil RFQs in all countries  
Inclusion of sustainable palm oil criteria in all relevant transnational RFQs

2015

All relevant products that are sourced by our transational buying teams contain only sustainable palm oil  
We will select products that support the development of a sustainable palm oil industry in all the countries where we operate by 2015.

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

--

**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**

Continue with training of buyers using E-learning tool  
Continue to educate and convince suppliers using the tender process as an opportunity to interact

**Reasons for Non-Disclosure of Information**

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

--

**- Other reason:**

--



## Trademark Related

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

Sodexo uses palm oil in back of house products that are not consumer facing. We do not therefore have any use for the trademark

Year:

--

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

No

## 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

#### 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

#### Labour rights policy

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

For administration purpose, attachment files are renamed automatically

#### Stakeholder engagement policy

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

For administration purpose, attachment files are renamed automatically

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

--

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

Internally, Sodexo has a Statement of Business Integrity that is deployed to all employees supported by training tools.

For suppliers, Sodexo has a Group Supplier Code of Conduct that is translated into 27 national languages in order for our suppliers to understand our requirements.

We are working to have all of our contracted suppliers sign this Code of Conduct.

We are working to audit suppliers to our Code on priority categories where these suppliers cannot already provide us with a valid and strong audit result or a recognised 3rd party certification.

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

No

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

Sodexo has committed to increase its direct sourcing of CSPO over time and to reduce reliance on the purchase of GreenPalm certificates.

We are working with our key suppliers to increase the availability of Mass Balance products.

---

## Challenges

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

None

---

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

--

---

**Cost Effective:**

Yes

---

**Robust:**

Yes

---

**Simpler to Comply to:**

No

---

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

Yes

Engagement with key stakeholders

Business to Business outreach

---

## Particulars

<b>Organisation Name</b>	SOK Corporation		
<b>Corporate Website Address</b>	http://www.s-kanava.fi		
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer		
<b>Related Company(ies)</b>	<b>Company</b>	<b>Primary Activity</b>	<b>RSPO Member</b>
	Meira Nova	Wholesaler and/or Retailer	No
<b>Country Operations</b>	Estonia, Finland, Latvia, Lithuania, Russian Federation		
<b>Membership Number</b>	3-0037-11-000-00		
<b>Membership Type</b>	Ordinary Members		
<b>Membership Category</b>	Retailers		

## Related Information

### Other information on palm oil:

SOK Corporation has been a member of RSPO since 2011. For several years, SOK has focused on using sustainably produced palm oil in our products. In addition special effort has been put into replacing palm oil in our own brand food products with other plant-based oils whenever possible, without compromising product quality. In products in which palm oil cannot be replaced with other oil alternatives, RSPO-certified palm oil is preferred. S Group was ranked the second best Finnish company on the WWF's Palm Oil Buyers' Scorecard 2011, with 7 out of 9 points. The Scorecard was not released in 2012.

S-Group Responsibility review (page 52-53): [Click here to visit the URL](#)

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Food Goods
- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

880

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

--

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

265

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

1145

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

616

---

##### 4.2. Mass Balance

11

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

##### 4.5. Total volume of Crude Palm Oil used that is RSPO-certified:

627

---

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

--

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

**6.1. Book & Claim**

265

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

265

**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?**

No

**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**

--

**Time-Bound Plan****8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2011

9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand

2015

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

2021

11. Does your company use palm oil in products you manufacture on behalf of other companies?

No

12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers’ brands that you sell

2012

13. Do your (own brand) commitments cover your companies global use of palm oil?

Yes

14. Which countries that your organization operates in do the above own-brand commitments cover?

Estonia, Finland, Latvia, Lithuania, Russian Federation

15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)

Priority is given to products with large percentage of palm oil and big sales volumes.

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

**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

SOK Corporation promotes the use of sustainable palm oil according to the palm oil policy. The requirement of certified palm oil is included in product requirements and communicated to suppliers.

**Reasons for Non-Disclosure of Information**

18. If you have not disclosed any of the above information, please indicate the reasons why

--

- Other reason:

--

**Trademark Related**

19. Please state product range(s) and date(s) started or expected to start using trademark

The possibility to use the trademark is investigated.

Year:

--

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

- Ethical conduct and human rights
- Labour rights

---

**Water, land, energy and carbon footprints policy**

--

---

**Ethical conduct and human rights policy**

--

---

**Labour rights policy**

--

---

**Stakeholder engagement policy**

--

---

**21.1. Please specify if/when you intend to develop one**

--

---

**22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?**

SOK Corporation has ethical principles and responsibility principles and is committed to BSCI Code of Conduct. These requirements are included on supplier contracts.

---

**23. Are you sourcing 100% physical CSPO?**

No

---

**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

We are committed to move towards the use of 100 % RSPO-certified oil palm from physical supply chains (Identity Preserved, Segregated and Mass Balance) in our own brand food products but we leave it to our suppliers to decide which supply chain certification option to use.



## Challenges

### 1. Significant economic, social or environmental obstacles

We have found it challenging to get detailed information of the palm oil used in our products (e.g. whether crude palm oil or palm kernel oil is used) from our suppliers.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

--

---

#### Robust:

--

---

#### Simpler to Comply to:

--

---

### 3. How has your organization supported the vision of RSPO to transform markets?

Business to business education: Supplier communication

---

## Particulars

<b>Organisation Name</b>	Systeme U
<b>Corporate Website Address</b>	http://www.magasins-u.com
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	France
<b>Membership Number</b>	3-0051-11-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

Our intention and commitment is the use, by 2015, of RSPO CSPO in all our concerned HPC and food own branded products.

?

In 2011, Système U carried out a comprehensive assessment across its ranges of HPC and food own branded products in order to determine its palm oil and palm kernel oil yearly footprint and identified the priorities and leverage for transformation. At the same time, Système U was applying for RSPO Membership and officially became RSPO member in June 2011.

By early 2012, we held at our head office a meeting that gathered our HPC and food own branded products suppliers accounting for around ¾ of palm oil and palm kernel oil footprint. The meeting notably consisted in a sensitization session during which we gave to the attendance a comprehensive presentation of the RSPO as well as of our objective to use only CSPO/CSPKO by 2015.

To date and as formalized through our 2012 ACOP, the transformation is on track and almost 25% (in weigh) of our initial footprint is now made of CSPO/CSPKO amongst which 60% consist in CSPO/CSPKO certified according to the Mass Balance (MB) and Segregated (SG) options.

Totally, 44 own branded products sold in our 1400 stores are made of RSPO CSPO/CSPKO. Their manufacturing involves 11 small and medium size companies. This year, the journey will continue as our own branded pie crusts and margarines, which accounts for 25 % of our footprint, should be manufactured by using RSPO MB CSPO.

To promote the RSPO and the use of MB/SG CSPO in front of the French customers, we ask and guide, if needed, our suppliers to apply for their RSPO trademark pack in order to make them put the relevant RSPO logo onto the packaging of the concerned own branded products.

To conclude, we therefore want to reaffirm our clear intention to meet the RSPO's goals by promoting and using only by 2015 CSPO/CSPKO.

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- End-product manufacturer
- Food Goods
- Home & Personal Care Goods
- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

--

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

--

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

4174

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

4174

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

--

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

**4.5. Total volume of Crude Palm Oil used that is RSPO-certified:**

--

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

--

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

**6.1. Book & Claim**

1484

**6.2. Mass Balance**

663

**6.3. Segregated**

328

**6.4. Identity Preserved**

--

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

2475

**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?**

No

**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**

--

**Time-Bound Plan****8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2011

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2015

**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

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

2025

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?**

France

**15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

Finally, in 2013, 60% of the derivatives of palm oil and palm kernel oil is CSPO : 40% Mass Balance/segregated, 60% Book and Claim.

The next step in 2015 is to aim 100% CSPO by 40% Book and Claim and 60% MB and segregated.

**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

## 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**

Systeme U will continue to ask our suppliers to use CSPO and CSPKO, Systeme U will continue to awareness suppliers about the subject of sustainable palm oil.

Systeme U will promote the RSPO by using the trademarks on the products.

## Reasons for Non-Disclosure of Information

**18. If you have not disclosed any of the above information, please indicate the reasons why**

Confidential

**- Other reason:**

--

## Trademark Related

**19. Please state product range(s) and date(s) started or expected to start using trademark**

Biscuits  
Margarines

Year:

2013

**20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?**

No

## 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**

- Ethical conduct and human rights
- Labour rights

**Water, land, energy and carbon footprints policy**

--

**Ethical conduct and human rights policy**

--

**Labour rights policy**

--

**Stakeholder engagement policy**

--

**21.1. Please specify if/when you intend to develop one**

--

**22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?**

Social audits  
Commercial contracts including labour rights

**23. Are you sourcing 100% physical CSPO?**

No

**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

We plan to use only 100% CSPo and CSPKO derivatives by 2015 through the option segregated, mass balance or book&claim. If mass balance and segregated CSPo or CSPKO ar not available, the option will be Book&Claim because of the lack of availability of some derivatives.  
We are confident with respect of the food sector but we think it will be difficult in HPLC sector.

## Challenges

### 1. Significant economic, social or environmental obstacles

Protection of HCV (high carbon stock) : secondary forests and highlands.  
Small and medium size companies are using less than 500 palm derivatives by year and the cost of membership certification and RSPO ingredients are expensive.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

Yes

---

#### Robust:

Yes

---

#### Simpler to Comply to:

No

---

### 3. How has your organization supported the vision of RSPO to transform markets?

Systeme U supported RSPO by awareness suppliers and promoted trademarks.

---

## Particulars

<b>Organisation Name</b>	Tesco Stores Ltd
<b>Corporate Website Address</b>	<a href="http://www.tesco.com/">http://www.tesco.com/</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	United Kingdom
<b>Membership Number</b>	3-0012-06-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--



## Retailers

### Operational Profile

#### 1. Main activities within retailing

Food Goods, Home & Personal Care Goods, Own-brand

- Home And Personal Care Goods :
  - Cleaning Agents
  - Laundry Detergents / Cleaning Products
  - Soap Tablet Finishing

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

--

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

--

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

--

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

--

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

--

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

**4.5. Total volume of Crude Palm Oil used that is RSPO-certified:**

--

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

--

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

**6.1. Book & Claim**

11462

**6.2. Mass Balance**

7459

**6.3. Segregated**

14890

**6.4. Identity Preserved**

--

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

33811

**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**

--

**Time-Bound Plan****8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2007

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2012

**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**

2015

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

2015

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

No

**14. Which countries that your organization operates in do the above own-brand commitments cover?**

United Kingdom

**15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

In 2012 we reached our first major milestone, to use 100% RSPO certified oil palm from any supply chain option in all our own brand products. During the course of 2013 we have been reviewing our suppliers action plans to achieve our target of 100% fully segregated palm oil by 2015. We will be working with our suppliers between now and 2015 to manage the transition from Green Palm and Mass Balance to fully segregated palm.

**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

**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 the remainder of 2013 and early 2014 we will be reviewing, with our suppliers, their action plans to achieve our target of 100% fully segregated palm oil by 2015.  
 We are active members of the European Retailers Group on palm oil who fund an executive member of RSPO and will be responding positively to any developments in the RSPO.  
 We are also active members of the Sustainability Group within the Consumer Goods Forum and have committed, alongside other members, to achieving zero net deforestation by 2020 through initiatives on a range of commodity products including palm oil.

**Reasons for Non-Disclosure of Information****18. If you have not disclosed any of the above information, please indicate the reasons why**

--

**- Other reason:**

--

## Trademark Related

### 19. Please state product range(s) and date(s) started or expected to start using trademark

We have no plans currently to use the trademark

---

Year:

--

---

### 20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?

No

---

## 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
- 

#### 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

---

#### Labour rights policy

[R-Policies-to-PNC-laborrights.pdf](#)

For administration purpose, attachment files are renamed automatically

---

#### Stakeholder engagement policy

[R-Policies-to-PNC-stakeholderengagement.pdf](#)

For administration purpose, attachment files are renamed automatically

---

### 21.1. Please specify if/when you intend to develop one

--

---

### 22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?

Please see our response to question 21 regarding our anti-corruption Policy and Code of Business Conduct

---

### 23. Are you sourcing 100% physical CSPO?

No

---

### Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance

Our public commitment is to source 100% fully segregated palm oil by 2015.

---

## Challenges

### 1. Significant economic, social or environmental obstacles

The main challenge remains in converting the volumes of certified sustainable palm oil available into the derivatives we use as ingredients for our own products. We continue to work with our suppliers and the palm oil industry to understand how we can make progress in order to ensure we meet our 2015 commitment.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

--

---

#### Robust:

--

---

#### Simpler to Comply to:

--

---

### 3. How has your organization supported the vision of RSPO to transform markets?

Since 2006 we have been working with our own supply base to raise the issue of responsible palm oil sourcing and drive changes in purchasing behaviour.

As active members of the Sustainability Group within the Consumer Goods Forum we have committed, alongside other members, to achieving zero net deforestation by 2020 through initiatives on a range of commodity products including palm oil. The CGF membership includes other global retailers and brandowners such as Walmart, Unilever and P&G - we believe that acting together in this way we have been able to help begin the transformation of the palm oil market.

---

## Particulars

<b>Organisation Name</b>	The Body Shop International
<b>Corporate Website Address</b>	<a href="http://www.thebodyshop.com">http://www.thebodyshop.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Australia, Austria, Bahrain, Belgium, Bermuda, Brunei Darussalam, Canada, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Italy, Japan, Jordan, Korea - Republic of, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Oman, Pakistan, Philippines, Poland, Portugal, Qatar, Romania, Russian Federation, Saudi Arabia, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan - Republic of China, Thailand, United Arab Emirates, United Kingdom, USA, Vietnam
<b>Membership Number</b>	3-0002-04-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

See Corporate site

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Home & Personal Care Goods

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

#### 3.1. Total volume of Crude Palm Oil used in the year:

2

---

#### 3.2. Total volume of Palm Kernel Oil used in the year:

--

---

#### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

4826

---

#### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

4828

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

#### 4.1. Book & Claim

--

---

#### 4.2. Mass Balance

--

---

#### 4.3. Segregated

2

---

#### 4.4. Identity Preserved

--

---

#### 4.5. Total volume of Crude Palm Oil used that is RSPO-certified:

2

---

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

**5.1. Book & Claim**

--

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

--

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

**6.1. Book & Claim**

4280

**6.2. Mass Balance**

--

**6.3. Segregated**

546

**6.4. Identity Preserved**

--

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

4826

**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?**

No

**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**

--

**Time-Bound Plan****8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2010



**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2013

**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**

2018

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

--

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?**

Australia, Austria, Bahrain, Belgium, Bermuda, Brunei Darussalam, Canada, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Italy, Japan, Jordan, Korea - Republic of, Kuwait, Latvia, Lebanon, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Oman, Pakistan, Philippines, Poland, Portugal, Qatar, Romania, Russian Federation, Saudi Arabia, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan - Republic of China, Thailand, United Arab Emirates, United Kingdom, USA, Vietnam

**15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

We will look to increase our RSPO certified sources in our derivatives as viable sources become available. We are working with our suppliers, our Community Fair Trade team and with colleagues across the company to share this commitment and accelerate progress as far as possible.

**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

**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**

We will continue to promote the RSPO logo where viable. In addition, we will look to increase our RSPO certified sources in our derivatives as viable sources become available.

**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:**

N/A

**Trademark Related****19. Please state product range(s) and date(s) started or expected to start using trademark**

The Body Shop Soap range.

Year:

2013

---

**20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?**

No

---

## 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**

■ None

---

**Water, land, energy and carbon footprints policy**

--

---

**Ethical conduct and human rights policy**

--

---

**Labour rights policy**

--

---

**Stakeholder engagement policy**

--

---

**21.1. Please specify if/when you intend to develop one**

--

---

**22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?**

The Body Shop only trades with direct product suppliers who commit to adhere to our Code of Conduct, which we adopted from the Base Code of the Ethical Trading Initiative (ETI). The Base Code includes actions suppliers must take regarding ethical conduct, human rights, labour rights and stakeholder engagement. For details please see [Click here to visit the URL](#).

The Body Shop is committed to reducing our impact on the environment and finding innovative solutions to environmental problems. We strive to minimise the environmental impact of our business operations, our use of energy, water and other natural resources, our treatment of waste and the way we source our raw materials.

---

**23. Are you sourcing 100% physical CSPO?**

No

---

**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

We will look to work with our direct suppliers and increase our RSPO certified sources in our derivatives as viable sources become available. Until achieved, we will continue to buy green palm certificates for non RSPO certified sources.

---

## Challenges

### 1. Significant economic, social or environmental obstacles

Please note that following further reviews of our third party supply chain, the volume of crude palm kernel oil reported in 2012 was over stated and should have been reported as Palm Based Derivative rather than Palm Kernel Oil. We have now calculated our derivatives usage as we committed too. In summary, our crude palm is 100% RSPO, and we have reported what volume of our derivatives are RSPO certified. We will be purchasing green palm certificates to cover 100% which is not RSPO in our derivatives.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

Yes

---

#### Robust:

Yes

---

#### Simpler to Comply to:

Yes

---

### 3. How has your organization supported the vision of RSPO to transform markets?

The Body Shop is a founder member of the RSPO.

---

## Particulars

<b>Organisation Name</b>	The Co-operative Group
<b>Corporate Website Address</b>	www.co-operative.coop
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	United Kingdom
<b>Membership Number</b>	3-0004-05-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

Our Ethical Plan can be found at - [Click here to visit the URL](#)  
Our sustainability report can be found at - [Click here to visit the URL](#)  
Additional information can be found at [Click here to visit the URL](#)

---

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

3488

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

53

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

349

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

3890

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

1530

---

##### 4.2. Mass Balance

515

---

##### 4.3. Segregated

1442

---

##### 4.4. Identity Preserved

1

---

##### 4.5. Total volume of Crude Palm Oil used that is RSPO-certified:

3488

---

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

**5.1. Book & Claim**

30

**5.2. Mass Balance**

22

**5.3. Segregated**

1

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

53

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

**6.1. Book & Claim**

156

**6.2. Mass Balance**

178

**6.3. Segregated**

15

**6.4. Identity Preserved**

--

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

349

**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**

--

**Time-Bound Plan****8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2009

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2011

**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**

2015

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

2013

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?**

United Kingdom

**15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

Currently 56% of palm oil usage is physical supply chains (IP, SG, MB) we intend to ensure this level increases to 70% minimum by the end of 2014.

**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

## **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**

We plan to engage with our supply chains to encourage the increasing use of RSPO certified palm oil from physical supply chains, both within our own label products and also in branded products.

## **Reasons for Non-Disclosure of Information**

**18. If you have not disclosed any of the above information, please indicate the reasons why**

--

**- Other reason:**

--

## **Trademark Related**

**19. Please state product range(s) and date(s) started or expected to start using trademark**

Co-operative branded soap

**Year:**

2011

**20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?**

No

---

**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
- 

**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

---

**Labour rights policy**

[R-Policies-to-PNC-laborrights.pdf](#)

For administration purpose, attachment files are renamed automatically

---

**Stakeholder engagement policy**

[R-Policies-to-PNC-stakeholderengagement.pdf](#)

For administration purpose, attachment files are renamed automatically

---

**21.1. Please specify if/when you intend to develop one**

--

---

**22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?**

The co-operative are key members of the Ethical Trade Initiative (ETI) We ensure all our direct suppliers are registered on SEDEX and request ethical audits of high risk sectors / countries. we also encourage our suppliers to have suitable ethical sourcing requirements with in their supply chains.

---

**23. Are you sourcing 100% physical CSPO?**

No

---

**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

Our aim is to ensure all palm oil usage is either IP or SG by our target date of end of 2015. In the meantime we will continue to use all the RSPO accredited routes to market. We will re-evaluate this position nearer to our target date if necessary.

---



## Challenges

### 1. Significant economic, social or environmental obstacles

We were very disappointed that the revised principles and criteria did not include compulsory reporting of GHG emissions. We feel that this could lead to a two tier system for sustainable palm oil, but feel that RSPO certification should mean you are producing palm oil to the highest possible sustainable standards. We feel that a two tier system would add more confusion to the sustainable palm oil market.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

Yes

---

#### Robust:

No

---

#### Simpler to Comply to:

Yes

---

### 3. How has your organization supported the vision of RSPO to transform markets?

We have engaged with our suppliers to encourage the use of sustainable palm oil in their businesses. We have covered the usage of any unsustainable palm oil with the purchase of Green Palm certificates to ensure we used 100% certified palm oil by one of RSPO's four routes to market ahead of our target and in line with other market leading retailers.

---

## Particulars

<b>Organisation Name</b>	Waitrose Ltd
<b>Corporate Website Address</b>	<a href="http://www.waitrose.com/">http://www.waitrose.com/</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	United Kingdom
<b>Membership Number</b>	3-0008-06-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

Waitrose is a division of the John Lewis Partnership . Our annual sustainability report is accessible via the link below [Click here to visit the URL.](#)

An extract from our supplier facing palm oil Technical policy no 50012 , is provided below for reference :  
 Waitrose suppliers must ensure their supply chains procure palm oil, palm kernel oil and their derivatives from sustainable sources in accordance with the principles established by the Roundtable on Sustainable Palm oil (RSPO).

Sufficient supplies of segregated Certified palm oil, palm kernel oil and their derivatives are secured for use in Waitrose branded products on an on-going basis.

Where segregated (SG) options are not currently available then by exception suppliers may use the mass balance (MB) supply chain option.

The use of book and claim mechanism through the purchase of green palm certificates will only be accepted where SG and MB supply chain options are currently not available, and is agreed with Waitrose Food Technology.

- Palm oil, palm kernel oil and their derivatives are clearly identified and named as such in all specifications of Waitrose branded products.

- Where product claims, such as "contains only RSPO-certified Sustainable Palm Oil", are made through any medium, suppliers must ensure adherence to the rules for any

communication related to the procurement and use of RSPO certified materials as detailed in the RSPO Guidelines on Communication and claims, in particular:

- any claim must be supported by appropriate certification and chain of custody documentation which must be held in an accessible format and be available to Waitrose on request. Verification of documentation, including checks on the segregation, storage, re-work and cleaning procedures necessary to maintain the integrity of CSPO, may be carried out during Waitrose technical audits.

- appropriate quantity of certified material is secured to support any claim .

## Retailers

### Operational Profile

#### 1. Main activities within retailing

■ Own-brand

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

2424

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

304

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

--

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

2728

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

14

---

##### 4.2. Mass Balance

560

---

##### 4.3. Segregated

1850

---

##### 4.4. Identity Preserved

--

---

##### 4.5. Total volume of Crude Palm Oil used that is RSPO-certified:

2424

---

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

**5.1. Book & Claim**

158

**5.2. Mass Balance**

140

**5.3. Segregated**

6

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

304

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

--

**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?**

No

**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**

--

**Time-Bound Plan****8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2010

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2012

**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**

2013

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

2010

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?**

Australia, Bahrain, Canada, Hong Kong, India, Japan, New Zealand, Oman, Singapore, United Arab Emirates, United Kingdom

**15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

100% of the palm oil and palm kernel oil based ingredients used in Waitrose own label products is certified sustainable deploying all RSPO supply chain options.  
93% of the palm oil and palm kernel oil based ingredients and derivatives used by our suppliers of our own label products is now sourced through Certified Segregated and Certified Mass Balance supply chain routes . Our requirement to purchase Book and Claim Green Palm Certificates to off set the remaining 7% usage amounts to only 14 palm oil credits and 158 Palm Kernel oil credits . This is due to non availability of SG and MB certified material relating to certain oleo chemical derivatives and some complex palm stearin fractions.

**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

**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**

We will continue to work with our suppliers in tracking availability of RSPO certified SG and MB ingredients and derivatives so that they can be incorporated into our own label products. The publication of the RSPO Market Directory is very helpful and its continual update will be important to the whole industry in making further progress.

**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:**

In the data we have reported , we have combined all palm oil based ingredients and derivatives together and have combined palm kernel oil based ingredients and derivatives together .  
We have then split the data into whether it is SG , MB or B&C.  
We have deployed this mechanism when submitting data in previous ACOP Reports .  
Our approach has been audited by BMTRADA.

## Trademark Related

### 19. Please state product range(s) and date(s) started or expected to start using trademark

Our Bar Soap Range has carried the SG Supply chain Trade Mark since 2011 and our Spreads range has carried the MB Supply chain Trade Mark since 2012.  
 We have provided trademarked products for display at the RT9 and RT 10 .  
 We have submitted case study information to the RSPO Trade Mark Division to assist with Trade Mark publicity websites :  
 RSPO Trademark Shopping Guide - Roundtable on Sustainable Palm Oil  
[Click here to visit the URL](#)  
 Trademark Gallery - Roundtable on Sustainable Palm Oil  
[Click here to visit the URL](#)  
 Better Palm Oil - Sustainable Palm Oil News, Products & Facts from RSPO  
[Click here to visit the URL](#)

#### Year:

2011

### 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

#### 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

#### Labour rights policy

[R-Policies-to-PNC-laborrights.pdf](#)  
 For administration purpose, attachment files are renamed automatically

#### Stakeholder engagement policy

[R-Policies-to-PNC-stakeholderengagement.pdf](#)  
 For administration purpose, attachment files are renamed automatically

### 21.1. Please specify if/when you intend to develop one

--

### 22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?

We are also members of The Ethical Trading Initiative (ETI) an alliance of companies, trade unions and voluntary organisations who work in partnership to improve the lives of poor and vulnerable workers across the globe who make or grow consumer goods .

**23. Are you sourcing 100% physical CSPO?**

No

---

**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

Currently 68% of the palm oil used in our products is through Certified SG supply chain route , 25% through MB and where neither SG nor MB material is currently available e.g oleo chemical derivatives and complex stearin fractions then we cover this through purchase of Green Palm Book and Claim Credits , currently this equates to 7% of our usage.

---

## Challenges

### 1. Significant economic, social or environmental obstacles

The RSPO should encourage Manufacturers of oleo chemical derivatives to prime the supply chain with SG and MB certified material . Supply chains utilising complex palm oil based fractions should be encouraged to maintain SG and MB certification

The membership and auditing requirements currently disadvantage small producers .This is the reason for the 2 NO responses below

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

No

---

#### Robust:

Yes

---

#### Simpler to Comply to:

No

---

### 3. How has your organization supported the vision of RSPO to transform markets?

We have promoted our trade marked products and publicised the work of RSPO through our inhouse publications and website.We have held workshops for our suppliers and engaged with certified ingredient suppliers to optimise uptake of SG and MB material.

---



## Particulars

<b>Organisation Name</b>	Wal-Mart Stores, Inc
<b>Corporate Website Address</b>	<a href="http://www.walmartstores.com">http://www.walmartstores.com</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Argentina, Botswana, Brazil, Canada, Chile, Costa Rica, El Salvador, Ghana, Guatemala, Honduras, India, Japan, Lesotho, Malawi, Mexico, Mozambique, Namibia, Nicaragua, Nigeria, South Africa, Swaziland, Tanzania, Uganda, United Kingdom, USA, Zambia
<b>Membership Number</b>	3-0034-11-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

Other information on palm oil:

--

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

--

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

--

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

--

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

71463

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

12125

---

##### 4.2. Mass Balance

4448

---

##### 4.3. Segregated

668

---

##### 4.4. Identity Preserved

--

---

##### 4.5. Total volume of Crude Palm Oil used that is RSPO-certified:

17241

---

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

---

**5.1. Book & Claim**

--

---

**5.2. Mass Balance**

--

---

**5.3. Segregated**

--

---

**5.4. Identity Preserved**

--

---

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

--

---

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

---

**6.1. Book & Claim**

--

---

**6.2. Mass Balance**

--

---

**6.3. Segregated**

--

---

**6.4. Identity Preserved**

--

---

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

--

---

**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?**

--

---

**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**

--

---

**Time-Bound Plan**

**8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2011

---

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2015

**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**

2015

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

--

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?****15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

Walmart will continue to calculate its global baseline palm oil usage annually and re-brief its palm oil policy to Walmart sustainability managers and suppliers.

We will ensure any new product development that includes palm oil is in compliance with the policy and we will identify the processors and traders that can supply CSPO. We support the use of GreenPalm certificates to use in the interim period, with 100% RSPO CSPO where possible by the target date.

**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

**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**

We will continue to educate Walmart markets and suppliers about certified palm oil and work with industry to help create a greater demand for CSPO globally. We will also continue to identify the traders and processors selling CSPO into the Walmart markets and relay information back to the Walmart buyers.

**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:**

We did not provide a date to Question 12 pertaining to an expected date to actively communicate to promote the use of CSPO in other manufacturers' brands that we sell. A date was not provided because we do not have a commitment in this space. We are in active conversation both internally and with our stakeholders to develop a plan in this space but, as of today, we do not have a set timeline for that kind of engagement.

## Trademark Related

### 19. Please state product range(s) and date(s) started or expected to start using trademark

Walmart plans to use the trademark on more products next year but we currently do not have visibility on dates. We will continue to use the logo on existing trademark products within Sam's Club US.

Year:

2015

### 20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?

No

## 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 policy**

--

**Ethical conduct and human rights policy**

--

**Labour rights policy**

--

**Stakeholder engagement policy**

--

### 21.1. Please specify if/when you intend to develop one

--

### 22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?

To gauge adherence to standards intended to address environmental and social issues, Walmart uses Key Performance Indicators in its Sustainability Index. Some of these KPIs encompass RSPO standards that are used to gauge ethical conduct within our supplier base.

### 23. Are you sourcing 100% physical CSPO?

No

### Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance

It is currently challenging to identify derivatives and palm kernel oil in Walmart's products. We are not at a point where we can state targets for conversion to CSPO and this currently forms part of our work plan.

## Challenges

### 1. Significant economic, social or environmental obstacles

A significant economic obstacle that we are encountering in reaching our RSPO-aligned goals is the price premium with CSPO. We are working with NGOs and other stakeholders to understand this issue more and develop ways to engage our supply chain in the most efficient way.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

No

---

#### Robust:

Yes

---

#### Simpler to Comply to:

Yes

---

### 3. How has your organization supported the vision of RSPO to transform markets?

A) We are providing our buyers with a CSPO directory which tells them where they can purchase RSPO CSPO by market, traders/processors that they can connect with, as well as what supply chain forms to pursue. This directory is a tool they can use directly with their suppliers. All relevant suppliers have also been briefed on the Walmart Palm Oil Policy which supports the use of RSPO Certified Palm Oil.

B) Customers are kept informed on the progress of Walmart through the corporate website and on the Walmart 'Green Room' website through blogs and through Asda's Aisle Spy blog. Walmart was also instrumental in the formation of the Washington DC summit in June, 2012. The summit was focused on the 'pursuit of CSPO.' Walmart is also part of the industry Palm Oil Working Group.

---

## Particulars

<b>Organisation Name</b>	WM Morrison Supermarkets PLC
<b>Corporate Website Address</b>	<a href="http://www.morrisons.co.uk/cr">www.morrisons.co.uk/cr</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	United Kingdom
<b>Membership Number</b>	3-0013-06-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

[Click here to visit the URL](#)

[Click here to visit the URL](#)

---

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- End-product manufacturer
- Food Goods
- Home & Personal Care Goods
- Own-brand
- Biofuels

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

4147

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

363

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

1268

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

5778

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

1048

---

##### 4.2. Mass Balance

1174

---

##### 4.3. Segregated

1003

---

##### 4.4. Identity Preserved

25

---



**4.5. Total volume of Crude Palm Oil used that is RSPO-certified:**

3250

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

**5.1. Book & Claim**

182

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

182

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

**6.1. Book & Claim**

837

**6.2. Mass Balance**

302

**6.3. Segregated**

93

**6.4. Identity Preserved**

1

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

1233

**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?**

No

**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**

--

**Time-Bound Plan****8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2011

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2013

**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**

2015

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

2011

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?**

United Kingdom

**15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

At Morrisons, we have made it clear to all suppliers that our objective is to avoid sourcing which harms vulnerable natural habitats and native species and will continue to do so.

Our current palm oil policy to promote the sustainable sourcing of palm oil was communicated to all suppliers in 2010, detailing our three key milestones and supplier requirements.

Since our first milestone in 2011, we have continued to conduct regular third party supplier surveys to promote the sustainable sourcing of palm oil and monitor suppliers to ensure compliance of both our 2011, 2013 and 2015 targets.

In our most recent surveys we have requested information such as usage figures, RSPO certified usage figures including supporting evidence, supplier deforestation policies and sources of supply.

Our own manufacturing sites are now supporting RSPO supply chain systems through either GreenPalm certificates or RSPO certified Mass Balance purchased palm oil and derivatives.

We've also continued to re-label own brand products that contain palm oil so that they clearly state on pack 'palm oil' instead of a more generic 'vegetable oil' description.

Any new Morrisons own brand products containing palm oil or derivatives will not be approved unless the ingredients are purchased through an RSPO certified supply chain system.

**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

## 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

We will continue to work with our suppliers to ensure compliance with our policy framework.

We will continue to conduct regular third party supplier surveys to promote the sustainable sourcing of palm oil and derivatives and to monitor compliance and progression towards our next targets.

We will also work with our own manufacturing sites to ensure progress towards achieving RSPO certified fully segregated palm oil and derivatives as soon as possible.

Any new Morrisons own brand products will not be approved if palm oil and/or derivatives contained within the product is not purchased through an RSPO certified supply chain system.

## Reasons for Non-Disclosure of Information

### 18. If you have not disclosed any of the above information, please indicate the reasons why

--

#### - Other reason:

--

## Trademark Related

### 19. Please state product range(s) and date(s) started or expected to start using trademark

No current plans.

#### Year:

--

### 20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?

No

## 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

#### 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

--

#### Labour rights policy

--

**Stakeholder engagement policy**

--

---

**21.1. Please specify if/when you intend to develop one**

--

---

**22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?**

We take great care over what we buy and from where. Our preference is to keep it simple and buy from people we know and trust, use our own facilities wherever possible and keep the supply chain as short as we are able.

When it comes to more diverse global purchasing, where we can we try to positively influence the marketplace to encourage responsible sourcing of key ingredients, commodities and finished products.

Through our terms of trade, monitoring processes, technology, supply chain, certification and auditing we work hard to ensure compliance of our commitments and work alongside our supply base to promote best practice.

Our commitment to ethical conduct is regularly communicated within our annual Corporate Responsibility Review, which is available to download at: [Click here to visit the URL](#)

---

**23. Are you sourcing 100% physical CSPO?**

No

---

**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

This year (2013), we will ensure all of our suppliers will be sourcing 100% of palm and derivatives through an RSPO certified supply chain system including GreenPalm, Mass Balance, Fully Segregated and Identity Preserved.

We will work with our supply base to ensure compliance and progression towards our target of 100% RSPO certified fully segregated palm oil and derivatives by 2015.

---

## Challenges

### 1. Significant economic, social or environmental obstacles

The availability and traceability of sustainable palm oil derivatives particularly within the non-food category continues to be a challenging area.

We continue to work and support our suppliers with any challenges they may have with the sustainable sourcing of palm oil derivatives.

In addition, following on from recent scrutiny from NGOs regarding environmental/social concerns with the current RSPO system. We hope the RSPO responds to these concerns raised to ensure full promotion and support of sustainable palm oil.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

No

---

#### Robust:

No

---

#### Simpler to Comply to:

No

---

### 3. How has your organization supported the vision of RSPO to transform markets?

We continue to support the principles of the RSPO's vision to ensure the sustainable use of palm oil and derivatives and value the processes in place to achieve this.

We regularly engage with key stakeholders including NGOs on this issue, work with our supply base through regular surveys and communication and promote our support through our annual Corporate Responsibility Reviews and our customer website, reporting progress on our key milestones.

---

## Particulars

<b>Organisation Name</b>	Woolworths (Proprietary) Limited
<b>Corporate Website Address</b>	<a href="http://www.woolworthsholdings.co.za">http://www.woolworthsholdings.co.za</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	South Africa
<b>Membership Number</b>	3-0027-10-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

In 2007, we set ourselves a goal of only using certified sustainable palm oil by 2015. We offset our total needs by buying GreenPalm certificates.

## Retailers

### Operational Profile

#### 1. Main activities within retailing

--

---

#### - Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Under Development

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

550

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

130

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

--

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

680

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

550

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

##### 4.5. Total volume of Crude Palm Oil used that is RSPO-certified:

550

---

#### 5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:

--

---

**5.1. Book & Claim**

130

**5.2. Mass Balance**

--

**5.3. Segregated**

--

**5.4. Identity Preserved**

--

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

130

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

**6.1. Book & Claim**

--

**6.2. Mass Balance**

--

**6.3. Segregated**

--

**6.4. Identity Preserved**

--

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

--

**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**

--

**Time-Bound Plan****8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2011

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2011



**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**

2016

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

2015

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?****15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

We are planning a palm oil workshop in October 2013 for all our food suppliers in collaboration with Sime Darby Hudson & Knight - a major local refiner.

We are helping our preferred auditors to become RSPO accredited so they can conduct chain of custody audits on our food suppliers.

We want to begin using 100 % mass balance CSPO in our products during 2014.

**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

**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**

We are planning a palm oil workshop in October 2013 for all our food suppliers in collaboration with Sime Darby Hudson & Knight - a major local refiner.

We are helping our preferred auditors to become RSPO accredited so they can conduct chain of custody audits on our food suppliers.

We want to begin using 100 % mass balance CSPO in our products during 2014.

**Reasons for Non-Disclosure of Information****18. If you have not disclosed any of the above information, please indicate the reasons why**

Data Unknown

**- Other reason:**

--

**Trademark Related****19. Please state product range(s) and date(s) started or expected to start using trademark**

Not yet decided.

Year:

2015

---

**20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?**

No

---

## 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 policy**

--

---

**Ethical conduct and human rights policy**

[R-Policies-to-PNC-ethicalconducthr.pdf](#)

For administration purpose, attachment files are renamed automatically

---

**Labour rights policy**

--

---

**Stakeholder engagement policy**

--

---

**21.1. Please specify if/when you intend to develop one**

--

---

**22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?**

Audits will be carried out to confirm compliance.

---

**23. Are you sourcing 100% physical CSPO?**

No

---

**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

Local supply chain not ready to supply

---

## Challenges

### 1. Significant economic, social or environmental obstacles

The challenge is to transform the local market. The market could do with basic support and guidance from RSPO. I can't over emphasise this point. We are finding it v difficult to find "willing" CSPO oil suppliers and refiners who can supply 100 % mass balance and who can say this is what it is going to cost.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

Yes

---

#### Robust:

Yes

---

#### Simpler to Comply to:

Yes

---

### 3. How has your organization supported the vision of RSPO to transform markets?

Engagement with various of our food suppliers and oil refiners as well as internal engagement with product development,

---

## Particulars

<b>Organisation Name</b>	Woolworths Limited
<b>Corporate Website Address</b>	<a href="http://www.woolworthslimited.com.au">http://www.woolworthslimited.com.au</a>
<b>Primary Activity or Product</b>	Wholesaler and/or Retailer
<b>Related Company(ies)</b>	None
<b>Country Operations</b>	Australia, New Zealand
<b>Membership Number</b>	3-0029-10-000-00
<b>Membership Type</b>	Ordinary Members
<b>Membership Category</b>	Retailers

## Related Information

### Other information on palm oil:

Our annual Corporate Responsibility report is available on our website and palm oil is covered on page [Click here to visit the URL](#)

## Retailers

### Operational Profile

#### 1. Main activities within retailing

- Own-brand

---

- Others:

--

---

### Operations and Certification Progress

#### 2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

---

#### 3. Total volume of all palm oil products used in the year in your own brand products:

--

---

##### 3.1. Total volume of Crude Palm Oil used in the year:

--

---

##### 3.2. Total volume of Palm Kernel Oil used in the year:

--

---

##### 3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

5700

---

##### 3.4. Total volume of all palm oil and palm oil derived products you used in the year:

5700

---

#### 4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified:

--

---

##### 4.1. Book & Claim

--

---

##### 4.2. Mass Balance

--

---

##### 4.3. Segregated

--

---

##### 4.4. Identity Preserved

--

---

##### 4.5. Total volume of Crude Palm Oil used that is RSPO-certified:

--

---

**5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:**

--

---

**5.1. Book & Claim**

--

---

**5.2. Mass Balance**

--

---

**5.3. Segregated**

--

---

**5.4. Identity Preserved**

--

---

**5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:**

--

---

**6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:**

--

---

**6.1. Book & Claim**

--

---

**6.2. Mass Balance**

--

---

**6.3. Segregated**

--

---

**6.4. Identity Preserved**

532

---

**6.4. Total volume of palm-based derivatives and fractions included in the products sold in the reporting year in your own brand business**

532

---

**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?**

No

---

**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**

--

---

**Time-Bound Plan**

**8. Date expected to start (or year stated) using RSPO-certified oil palm products – own brand**

2012

**9. Date expected to be (or already) using 100% RSPO certified oil palm products from any supply chain option – own brand**

2014

**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**

2015

**11. Does your company use palm oil in products you manufacture on behalf of other companies?**

No

**12. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell**

2020

**13. Do your (own brand) commitments cover your companies global use of palm oil?**

Yes

**14. Which countries that your organization operates in do the above own-brand commitments cover?**

Australia, New Zealand

**15. What are your interim milestones towards achieving these RSPO certification commitment to your own-brands (year and progressive CSPO%)**

MB by end of FY14.

**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

## **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**

1. Working with the industry association the Australian Food and Grocery Council (AFGC).
2. Communication and capacity building with own brand suppliers.

## **Reasons for Non-Disclosure of Information**

**18. If you have not disclosed any of the above information, please indicate the reasons why**

--

**- Other reason:**

--

## **Trademark Related**

**19. Please state product range(s) and date(s) started or expected to start using trademark**

We do not currently use RSPO Trademark. Our customer research indicates very low level of awareness about palm oil in general and almost no awareness of RSPO. Customer research also shows high level of confusion among customers about the multitude of ecolabels. At this stage our focus is on converting all own brand to CSPO MB as a min over the next 12 months. Once it's all converted we will survey customer sentiment and revisit the decision re use of Trademark.

Year:

2016

**20. Do you undertake or support any projects on sustainable palm oil that have not been captured in this report?**

No

**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

**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

**Labour rights policy**

[R-Policies-to-PNC-laborrights.pdf](#)

For administration purpose, attachment files are renamed automatically

**Stakeholder engagement policy**

[R-Policies-to-PNC-stakeholderengagement.pdf](#)

For administration purpose, attachment files are renamed automatically

**21.1. Please specify if/when you intend to develop one**

--

**22. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?**

Woolworths is a member of the Consumer Goods Forum and signatory to CGF sustainability/deforestation resolution of Nov 2010.  
 As a member of the CGF we are also an active participant and member in the Global Sourcing Social Compliance Program (GSCP). GSCP is about ethical supply chain management for social and environmental issues.  
 Woolworths has its own Ethical Sourcing Policy for its global supply chain. Our policy and audit program addresses ILO requirements and the United Nations Global Compact (UNGC) core principles. Woolworths Limited is a signatory of the UNGC.

**23. Are you sourcing 100% physical CSPO?**

No

**Your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance**

We source 9.3% of our total volume as IP CSPO. We have asked suppliers to move to MB as a minimum by end of June 2014.



## Challenges

### 1. Significant economic, social or environmental obstacles

Australian refiners and local suppliers can only supply MB CSPO at this time. Because of the size of the market, the whole market will need to shift to SG to make it viable for the local refiners to supply SG CSPO. The total palm oil used in Australia is about 150,000 tonnes. While Woolworths is a large retailer, we only use 5000-6000 tonnes per year.

---

### 2. How would you qualify RSPO standards as compared to other parallel standards?

--

---

#### Cost Effective:

No

---

#### Robust:

No

---

#### Simpler to Comply to:

No

---

### 3. How has your organization supported the vision of RSPO to transform markets?

Communication and capacity building with our suppliers.  
Working with the industry representative: Australian Food and Grocery Council's Palm oil working group.  
Engaging with local refiners to establish supply capacity and provide information to our own brand suppliers.

---







The RSPO is an international non-profit organization formed in 2004 with the objective to promote the growth and use of sustainable oil palm products through credible global standards and engagement of stakeholders.

RSPO Secretariat Sdn Bhd  
Unit A-332-A,  
Menara UOA Bangsar  
No. 5 Jl. Bangsar Utama 1  
Kuala Lumpur 59000  
Malaysia  
TEL: +603 23021500  
FAX: +603 22014053

**RSPO**

Roundtable on Sustainable Palm Oil

