

Particulars

About Your Organisation

Organisation Name

Carrefour

Corporate Website Address

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

Primary Activity or Product

- Wholesaler and/or Retailer
-

Related Company(ies)

No

Membership

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

Retailers

Operational Profile

1.1 Please state what your main activities are within retailing

- Food Goods
 - Bakery products
 - Ice Cream
 - Margarine
 - Instant Noodles Manufacturer
 - Cooking & Frying Oil
- Home & Personal Care Goods
 - Detergents
 - Soap Tablets
 - Personal Care
- Own-brand

Operations and Certification Progress

2.1 Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

2.2.1 Total volume of Crude Palm Oil processed and/or traded in the year:

12632.00

2.2.2 Total volume of Palm Kernel Oil processed and/or traded in the year:

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2.2.3 Total volume of other Palm Oil Derivatives and Fractions processed and/or traded in the year:

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2.2.4 Total volume of all palm oil and palm oil derived products you processed and/or traded in the year:

12632.00

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

No	Description	Crude Palm Oil (Tonnes)	Palm Kernel Oil (Tonnes)	All other palm-based derivatives and fractions (Tonnes)
2.3.1	Book & Claim	5256.00		
2.3.2	Mass Balance	5570.00		
2.3.3	Segregated	1806.00		
2.3.4	Identity Preserved			
2.3.5	Total volume of palm oil used that is RSPO-certified:	12632.00		

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

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

2010

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

2015

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

2020

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

No

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

Yes

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

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

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

This year Carrefour achieved its target to reach 100% sustainable palm oil in Carrefour brand products as announced in 2009. Now Carrefour focusses on increasing 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. We will proceed with the following steps: we continue to work with our suppliers within our commercial relationship to increase the percentage of physical 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. Carrefour has also achieved its second target to deliver 50 products implementing additional criteria in accordance with its sourcing policy (for instance protection of peat lands and high carbon stock areas). In order to increase this products number Carrefour organized this year a round table with our stakeholders (NGOs, retail brand suppliers, brand manufacturers, scientists) to find innovative solutions. Carrefour action plan aslo included increasing the supply chain knowledge through traceability. With 50 products implementing additional criteria, the objective is that the market implement them more widely and that the RSPO integrates them in the mandatory standard. We will collaborate with our suppliers and their suppliers to develop the alignment with our policy and its implementation.

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

Yes

Trademark Related

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

- End-product manufacturer
- Ingredient manufacturer
- Food Goods
 - Bakery products
 - Ice Cream
 - Margarine
 - Instant Noodles Manufacturer
- Home & Personal Care Goods
 - Detergents
 - Soap Tablets
 - Personal Care
- Own-brand
- Manufacturing on behalf of other third party brands
- Biofuels
- Adhesives
- Manufacturer of candles
- Trade Association
- Other:

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

Carrefour achieved 2 important targets in 2015 and will pursue its action plans toward a more responsible offer. We aim to increase the part of physical traceable supply chains in our global volumes and progressively eliminate the use of GreenPalm certificates. We also plan identify key actors in our supply chain, and use it as a tool to reach sustainability. Carrefour value dialogue with upstream actors of the supply chain, and we will continue to dialogue in order to implement our sustainable sourcing criteria and operate the transformation of the market. In 2015, Carrefour delivered 50 products respecting its sustainable sourcing criteria and plan to develop these volumes in 2016 in collaboration with our key suppliers. We will also continue to dialogue with our stakeholders by organizing a new roundtable (NGO, suppliers, scientist, national brand) to report and create innovation.

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

Application of Principles & Criteria for all members sectors

7.1 Do you have (a) policy/ies, that are in line with RSPO P&C such as:

- Water, land, energy and carbon footprints
Uploaded file: [R-Policies-to-PNC-waterland.pdf](#)
- Ethical conduct and human rights
Uploaded file: [R-Policies-to-PNC-ethicalconducthr.pdf](#)
- Labour rights
Uploaded file: [R-Policies-to-PNC-laborrights.pdf](#)
- Stakeholder engagement
Uploaded file: [R-Policies-to-PNC-stakeholderengagement.pdf](#)
- None of the above

7.2 What steps will/has your organization taken to support these policies?

Please find more information in our annual report accessible on our website. You will find below presentation of our code of professional conduct, ethics committees and social and ethical charter for suppliers. Carrefour Code of Professional Conduct : This Code provides a simple, consistent joint frame of reference that sets out the Group's values and commitments, set out in a dedicated document featuring 10 principles that are applicable to all employees: strictly comply with the law, contribute to a safe, healthy working environment, make a commitment to diversity and working conditions that respect everyone's needs, protect the business's assets and resources, guarantee the confidentiality of the business's data, avoid conflicts of interest, reject any form of corruption, develop fair and transparent commercial practices, ensure reliable and accurate reporting and be an ambassador for Carrefour. Its goal is to formalise both a framework within which the Carrefour Group can carry out its business activities and ethical rules according to which all Group employees must perform their professional activities on a daily basis. All Carrefour Group employees commit themselves to abiding by the Code and the principles it sets out with regard to actions and behaviour. Executive directors are responsible for disseminating the Code and ensuring its implementation within their area of responsibility. Several aids have been developed and disseminated within the Group as part of the roll-out of the Code of Professional Conduct, including e-learning, a booklet, posters, an implementation kit for managers and an area on Carrefour intranet. Group Ethics Committee: The Group Ethics Committee functions as the body responsible for overseeing and assessing application of the principles set out in the Carrefour Code of Professional Conduct. It is chaired by the Chief Human Resources and Organisation Officer. Other members include the Secretary General, the Group Legal director, the Executive director for Convenience Stores and Promocash and the Risks and Compliance director. This committee ensures the dissemination and understanding of and compliance with the Code of Professional Conduct throughout the Group. It reviews and issues opinions on all ethical matters related to the way in which Carrefour's activities are managed. It monitors the proper functioning of the Country Ethics Committees and alert systems, while guaranteeing the necessary conditions for their independence. The Group has set up an Ethics Committee in each country in which it operates in order to ensure a coherent, consistent approach across the business. The Country Ethics Committees are the local bodies in charge of monitoring compliance with the Group's Code of Professional Conduct's principles. The Country Ethics Committees rely on professional misconduct/malpractice alert systems set up in most Group countries, in accordance with local regulations. These systems operate both internally and externally to inform the Country Ethics Committee of any behaviour or situation that runs counter to Carrefour's ethical principles. If such a situation does arise, the Ethics Committee launches a detailed investigation and a remedial action plan. Social and ethical charter for Carrefour product suppliers: Carrefour has elaborated a Social and Ethical Charter, which is appended to contracts signed by Carrefour's 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.

Commitments to CSPO uptake

8 As you don't source 100% CSPO through physical supply chains (IP/SG/MB), please answer the following questions: Do you have plans to?

Yes

Please specify:

When 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 is not available or feasible, suppliers are asked book and claim system. Using book and claim or mass balance is useful to support more sustainable palm oil production in some markets or specific product. For example, some of our suppliers use small palm oil quantities and cannot bear certification cost. In addition, some raw material markets are not mature enough and the MB or SG offer is not developed. This is the case of derivatives used in hygiene and personal care products. Most of the Greenpalm certificates used for Carrefour products are dedicated to hygiene and personal care products. In France, for the food sector where RSPO supply chains are mature, more than 90% of palm oil used in Carrefour private label products are from RSPO Mass Balanced and Segregated supply chains.

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

Yes

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

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

Yes

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

Yes

Please upload related report:

Related report:

URL: <http://www.carrefour.com/content/annual-reports>

Challenges

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

Carrefour considers that RSPO is one of the most credible collective initiative towards sustainable palm oil today and 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 as other initiatives like the POIG. Carrefour encourages the RSPO NEXT proposition and hopes that the solutions of implementation will be easy and economic. We believe that RSPO members shall work to ensure RSPO Next standard as soon as possible. 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 guarantying traceability.

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

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Cost Effective:

No

Robust:

Yes

Simpler to Comply to:

Yes

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

Carrefour is working at different levels and with various stakeholders in order to contribute to RSPO vision, from supply chain actors to NGOs. Carrefour has been active as an Executive Board member of RSPO from 2009 to 2013. Carrefour wants to contribute to RSPO efficiency and robustness and fully share its vision to make sustainable palm oil the norm. Through collective collaboration, Carrefour contributes to set a global standard and ensure better production globally. Carrefour has been involved in many of the RSPO's activity such as commenting the RSPO Communication and Claim Standard and supporting the

RSPO NEXT proposal. In June 2014, Carrefour published its Sustainable Palm Oil sourcing Policy, where is asserted Carrefour commitment to source 100% RSPO palm oil in its private label product, with an objective of physically segregated RSPO certified palm oil when market maturity allows it. In 2015, Carrefour achieves its commitment to use 100% sustainable palm oil among its own brand products. Carrefour also support the RSPO voluntary criteria. To demonstrate feasibility on the short term, Carrefour proved this year the feasibility of this Policy on the short term with 50 products. Regarding other branded goods, Carrefour is working through various channels in order to encourage other actors joining this effort. As an example, Carrefour is member of the CGF and active participant to its environmental sustainability steering committee. Carrefour is communicating on its progress towards sustainable palm oil to its various stakeholders and organized in 2015 a round table with NGO, suppliers, National Brands and scientist to share progress. 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 independant smallholder to achieve RSPO certification. This certification has been achieved in 2013: it is the first independent smallholders certification in Indonesia.

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

Crude palm oil section includes volumes of each type of palm oil ingredient. Please note that the figures provided represent an approximation. To be noted : in some countries, when it makes sense from a nutritional perspective and depending on local habits, our consumers ask for products using other oil than palm oil. Carrefour Sustainable Palm Oil sourcing Policy launched in June, 2014 can be downloaded on Carrefour website.