

## Particulars

### About Your Organisation

**Organisation Name**

Marks and Spencer plc

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**Corporate Website Address**

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

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**Primary Activity or Product**

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

No

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### Membership

| Membership Number | Membership Category | Membership Sector |
|-------------------|---------------------|-------------------|
| 3-0009-06-000-00  | Ordinary            | Retailers         |

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

- Food Goods
- Home & Personal Care Goods

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

Yes

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

2,512

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

166

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

851

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

3,529

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

| No    | Description   | Crude Palm Oil<br>(Tonnes) | Palm Kernel Oil<br>(Tonnes) | All other<br>palm-based<br>derivatives and<br>fractions<br>(Tonnes) |
|-------|---|----------------------------|-----------------------------|---|
| 2.3.1 | Book & Claim  | 208.02                     | 46.93                       | 263.94  |
| 2.3.2 | Mass Balance  | 765.29                     | 86.93                       | 479.18  |
| 2.3.3 | Segregated  | 1,538.35                   | 32.13                       | 107.91  |
| 2.3.4 | Identity Preserved                                    | 0.50                       | -                           | -   |
| 2.3.5 | Total volume of palm oil used that is RSPO-certified: | 2,512.16                   | 165.99                      | 851.03  |

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

106

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

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**Time-Bound Plan**

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

2009

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

2010

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**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**

2017

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

No

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

Yes

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

- Armenia
  - Bahrain
  - Bermuda
  - Bulgaria
  - China
  - Croatia (Hrvatska)
  - Cyprus
  - Czech Republic
  - Egypt
  - Estonia
  - Finland
  - France
  - Georgia
  - Gibraltar
  - Greece
  - Hong Kong
  - Hungary
  - India
  - Indonesia
  - Ireland
  - Jordan
  - Kazakhstan
  - Kuwait
  - Latvia
  - Libyan Arab Jamahiriya
  - Lithuania
  - Malaysia
  - Malta
  - Morocco
  - Netherlands
  - Oman
  - Philippines
  - Poland
  - Qatar
  - Romania
  - Russian Federation
  - Saudi Arabia
  - Singapore
  - Slovakia (Slovak Republic)
  - Slovenia
  - Spain
  - Thailand
  - Ukraine
  - United Arab Emirates
  - United Kingdom
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**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**

100% physical certified by end 2015 (Food)  
100% physical certified by end 2017 (Non-Food)

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

No

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

No

**Please explain why**

M&S explained the constraints relating to the use of the RSPO Trademark in a recent RSPO blog (<http://www.rspo.org/consumers/debate/blog/consumer-choice-or-industrys-responsibility>). In summary these relate to resonance with customers; low volume use of palm oil; available space on pack.

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

M&S continues to engage our internal buyers and technologists and own brand suppliers to ensure they are clear on the M&S commitment. M&S engages with upstream suppliers, particularly first importers to the EU market, to ensure they are clear on M&S commitment to deforestation free and sustainable palm oil. M&S participates in RSPO events and engages with RSPO directly to understand the challenges and opportunities on both sides.

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**Reasons for Non-Disclosure of Information****6.1 If you have not disclosed any of the above information, please indicate the reasons why****Application of Principles & Criteria for all members sectors****7.1 Do you have (a) policy/ies, that are in line with RSPO P&C such as:**

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

M&S has a long established, integrated and independently audited sustainability programme called Plan A, that addresses the environmental and social impact of our business and supply chain. We report annually on progress against our commitments and review these annually to ensure they remain relevant. M&S participates in many forums and events and engage wit a broad range of expert stakeholders who give us feedback on the priorities and strategies within Plan A.

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**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:**

M&S WILL CONTINUE TO WORK WITH SUPPLIERS TO ACHIEVE 100% PHYSICAL RSPO

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### **Concession Map**

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

No

**Please explain why**

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### **GHG Emissions**

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

Yes

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

Yes

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## Challenges

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

The majority of significant obstacles have been overcome or circumnavigated, but ongoing challenges remain relating to gaining complete chain of custody through all companies in the supply chain to allow us to make credible claims, upstream businesses who are extremely low users of palm oil are often reluctant to invest in supply chain certification. Also commercial availability of palm oil ingredients used in non-food products.

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

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#### Cost Effective:

Yes

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#### Robust:

No

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#### Simpler to Comply to:

Yes

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### 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)

M&S is deeply involved in supporting market transformation through our leadership role within the Retail Palm Oil Group and Consumer Goods Forum Palm Oil Working Group. We also participate in RSPO events (European and Global Roundtables and General Assembly) and are members of the RSPO Board of Governors.

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

M&S has made a renewed commitment to removing deforestation from our palm oil supply chains and continues to progress towards 100% physical certified palm oil (currently achieving 100% certification through topping up with GreenPalm certificates). These are detailed in M&S Plan A sustainability report. [http://planareport.marksandspencer.com/M&S\\_PlanAReport2015.pdf](http://planareport.marksandspencer.com/M&S_PlanAReport2015.pdf)

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