

Particulars

About Your Organisation

Organisation Name

Marks and Spencer plc

Corporate Website Address

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

Primary Activity or Product

- Wholesaler and/or Retailer
-

Related Company(ies)

No

Membership

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

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

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

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

Yes

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

2519.31

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

124.01

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

986.56

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

3629.88

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	112.63	4.79	193.95
2.3.2	Mass Balance	819.98	107.12	536.17
2.3.3	Segregated	1586.20	12.10	256.44
2.3.4	Identity Preserved	0.50		
2.3.5	Total volume of palm oil used that is RSPO-certified:	2519.31	124.01	986.56

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

311.37

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

2009

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

2010

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?

- 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
-

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

FOOD PRODUCTS: 100% physical supply chain certified by end 2015, 98.8% achieved. GENERAL MERCHANDISE PRODUCTS: 100% physical supply chain certified by end 2020, 46.1% achieved by end 2015. * ALL M&S palm oil, 93.5% is RSPO physical supply chain certified with the remainder being covered by GreenPalm certificates.

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

No

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

- End-product manufacturer
- Ingredient manufacturer
- Food Goods
- Home & Personal Care Goods
- Own-brand
- Manufacturing on behalf of other third party brands
- Biofuels
- Adhesives
- Manufacturer of candles
- Trade Association
- Other:

all our bars of soap carry the RSPO TM

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 will continue to engage our direct and indirect suppliers to source only RSPO certified palm oil for our products. M&S additionally engages with key importers / refiners to ensure they are clear on our commitment to exclude palm oil associated with deforestation from our supply chains by 2020. We are currently monitoring performance to ensure progress towards our zero deforestation commitment.

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
No file was uploaded
- None of the above

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

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

<https://corporate.marksandspencer.com/plan-a> Information on our approach to Stakeholder Engagement can be found on <https://corporate.marksandspencer.com/plan-a/our-approach/delivering-plan-a/listening-and-taking-action>

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:

We have allowed a longer timeframe to convert our general merchandise supply chains to RSPO in recognition of the different supply challenges and limited availability of CSPO within these supply chains. Our aim is to be 100% RSPO physical supply chain certified no later than 2020 however we are focussed on achieving this earlier.

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

Yes

We have been covering all non-certified physical use with Book & Claim certificates since 2009.

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://planareport.marksandspencer.com/M&S_PlanAReport2015.pdf (page 15)

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?

We have been working with our suppliers and other supply chain actors since 2009 to meet our commitment to 100% RSPO palm oil. We have made substantial progress within our Foods business, achieving 98.8% CSPO, however challenges remain in accessing CSPO for our General Merchandise ranges, which are often manufactured in areas with poor supply of RSPO palm oil and where there has been slower uptake by ingredient suppliers and manufacturers.

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? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

M&S is actively involved in supporting market transformation through our representative role within the RSPO Board of Governors; as co-chair of the Consumer Goods Forum Palm Oil Working Group; and as a leading retailer within the Retail Palm Oil Transparency Coalition and Retail Palm Oil Group. We participate in events to support the production and procurement of RSPO within Europe, Indonesia and Malaysia and bring a market voice to many discussions with stakeholders. M&S has engaged directly with producing country governments, smallholders and trade representatives, as well as visiting palm oil plantations & mills and conservation areas to understand production and land management challenges.

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

M&S is in the process of updating our palm oil policy and this will be made available on the Plan A section of our corporate website during 2016.
