

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

Coles Supermarkets Pty Ltd

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

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

3-0030-10-000-00

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#### 1.4 Membership category

Retailers

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#### 1.5 Membership sector

Ordinary

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**Retailer and/or Wholesaler**

**1. Operational Profile**

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

- Wholesaler
- Retail
- Food service providers
- Own-brand
- Third-party brands
- Other:

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Other:

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**2. Palm Oil Use and Certification Progress**

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

Retail Supermarkets (sale of finished goods).

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

Australia

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2.2 Total volume of all palm oil and oil palm products in the goods sold in the year:

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2.2.1 Total volume of refined /crude palm oil in the goods sold in the year (tonnes)

N/A

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

N/A

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

N/A

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

N/A

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2.2.5 Total volume of all palm oil and oil palm products in the goods sold in the year (tonnes)

N/A

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

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Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 Book and Claim from Mill / Crusher	N/A	N/A	N/A	N/A
2.3.2 Book and Claim from Independent Smallholder	N/A	N/A	N/A	N/A
2.3.3 Mass Balance (MB)	N/A	N/A	N/A	N/A
2.3.4 Segregated (SG)	N/A	N/A	N/A	N/A
2.3.5 Identity Preserved (IP)	N/A	N/A	N/A	N/A
2.3.6 Total volume (tonnes)	N/A	N/A	N/A	N/A

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

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

N/A

**2.4.2 Please explain why**

N/A

**2.5 What is the percentage of Certified Sustainable Palm Oil and oil palm products in the total volume handled by your company in the following regions:**

**2.5.1 Africa**

0%

**2.5.2 Oceania**

100%

**2.5.3 Europe**

0%

**2.5.4 North America**

0%

**2.5.5 Latin America**

0%

**2.5.6 Middle East**

0%

**2.5.7 China**

0%

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**2.5.8 India**

0%

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**2.5.9 Indonesia**

0%

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**2.5.10 Malaysia**

0%

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**2.5.11 Rest of Asia**

0%

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**3. Time-Bound Plan**

**3.1 Year expected to start (or year started) using RSPO-certified sustainable palm oil and oil palm products, in your own brand products**

2012

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

2012

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

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

2012

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

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

2015

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

Since 2015, all Coles Brand food and drink products contain RSPO certified palm oil from physical supply chains. This represents almost all of the palm oil used in Coles Brand products.

Non-food Coles Brand products are made with RSPO certified palm oil from either physical supply chains or book and claim. Coles is continuing to transition non-food products to physical supply chain options, with a hope to achieve this 2025.

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**3.5 Which markets do these commitments cover?**

Australia

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

No

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

No

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

2025

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**4. Trademark Use**

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

No

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

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

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**4.3 Please explain why**

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

'- Label space is at a premium and we need to make choices regarding on pack messaging. - In some cases, the volume of sustainable palm oil is very small, making the use of the logo potentially miss-leading. - There remains ambiguity in Australia around the benefits of sustainable palm oil verses boycotting which makes on-pack use of the logo problematic.

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

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**5. Actions for Next Reporting Period**

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

Coles will continue to roll-out the use of palm oil labelling (i.e. identifying 'palm oil' as an ingredient rather than using the more general term 'vegetable oil'); and include statements on back of pack referencing support/contribution to sustainable palm oil. Coles will continue to work with our supply chain on the conversion of remaining non-food palm oil derivatives to sustainable sources from physical supply chain options.

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**6. Non-Disclosure of Information**

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

No - Redact volume data

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

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

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

File: [Environment Policy.pdf](#)  
Link: Coles Environmental Policy

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**7.1.B Land use rights**

File: --  
Link: --

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**7.1.C Ethical conduct and human rights**

File: [03.02 Ethical Sourcing Policy.pdf](#)  
Link: Ethical Sourcing Policy

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**7.1.D Labour rights**

File: [03.02 Ethical Sourcing Policy.pdf](#)  
Link: Ethical Sourcing Policy

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**7.1.E Stakeholder engagement**

File: --  
Link: --

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

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

Coles has a Sustainably and Ethically Certified Commodities Policy which includes requirements around Sustainable Palm Oil. This Policy commits Coles to work with our suppliers to ensure only sustainable palm oil, palm kernel oil, and their derivatives, are used in all Coles Brands food and drink products (achieved in 2015).

Non-food products are to move to sustainable palm oil, palm kernel oil and their derivatives by 2025. Until conversion to physical sources of supply (IP, SG or MB), Coles will offset palm oil, palm kernel oil, and their derivatives via the RSPO's PalmTrace traceability system.

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**8. Greenhouse Gas (GHG) Footprint**

**8.1 Are you currently reporting any GHG footprint?**

Yes

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**8.1.1 Please upload your publicly available GHG report**

File: [WES sustainability report\\_2018.pdf](#)

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

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

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

Wesfarmers divisions use a Greenhouse Gas Protocol Standard environmental management system to gather, analyse and report data.

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**9. Support for Oil Palm Smallholders**

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

No

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**9.2 If yes, how are you supporting them?**

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

No

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

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**10. Challenges**

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

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

Other:

**10.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)**

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- Others

Other:

**10.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)**

<https://www.coles.com.au/corporate-responsibility/sustainability/responsible-sourcing>

<https://www.colesgroup.com.au/sustainability/?page=responsible-sourcing>