

Particulars

About Your Organisation

1.1 Name of your organization

Carrefour

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

3-0016-06-000-00

1.4 Membership category

Retailers

1.5 Membership sector

Ordinary

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:

Other:

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.

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

Argentina , Belgium , Brazil , China , France , Italy , Poland , Romania , Spain , Taiwan

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

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

11,321.00

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

0.00

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

0.00

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

0.00

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

11,321.00

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

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	2828	-	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance (MB)	3887	-	-	-
2.3.4 Segregated (SG)	4606	-	-	-
2.3.5 Identity Preserved (IP)	-	-	-	-
2.3.6 Total volume (tonnes)	11321	-	-	-

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?

-

2.4.2 Please explain why

-

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

0%

2.5.3 Europe

96%

2.5.4 North America

0%

2.5.5 Latin America

4%

2.5.6 Middle East

0%

2.5.7 China0%

2.5.8 India0%

2.5.9 Indonesia0%

2.5.10 Malaysia0%

2.5.11 Rest of Asia0%

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**2010

3.2 Year started/expected to start using any RSPO-certified sustainable palm oil and oil palm products in your own brand products2010

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

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.2015

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

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.2022

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

We are expecting 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 our own brand products without derivatives in 2020 for France and in 2022 for the other countries of Carrefour Group.

3.5 Which markets do these commitments cover?Applies globally

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

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

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

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

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

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.2010

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
-

Other:

4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?No

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.

Carrefour achieved 2 important targets in 2015 and will pursue its action plans toward a more responsible offer. Our ambition is to ensure that the palm oil we use comes from sources that do not contribute to deforestation.

Concerning palm oil and palm kernel oil (without derivatives), we aim to increase the part of physical traceable supply chains in our global volumes and progressively eliminate the use of book and claim certificates. We would like to reach 100% of segregated at the end of 2020 for France and 2022 for the other countries of Carrefour Group.

Concerning palm and palm kernel oil derivatives we plan to use derivatives certified MB in the products of our own brand Ecoplanet.

For the other own brands these derivatives should be issued from RSPO supported suppliers or from an equivalent approach.

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 2019 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.

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.

Yes - Display Publicly

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.

7.1.A Water, land, energy and carbon footprints

File: --

Link: <http://www.carrefour.com/sites/default/files/Carrefour%20Supplier%20Charter%20-%20Sustainable%20Palm%20Oil%20ven%2011062014.p>

7.1.B Land use rights

File: --

Link: <http://www.carrefour.com/sites/default/files/Carrefour%20Supplier%20Charter%20-%20Sustainable%20Palm%20Oil%20ven%2011062014.p>

7.1.C Ethical conduct and human rights

File: --

Link: <http://www.carrefour.com/sites/default/files/Carrefour%20Supplier%20Charter%20-%20Sustainable%20Palm%20Oil%20ven%2011062014.p>

7.1.D Labour rights

File: --

Link: <http://www.carrefour.com/sites/default/files/Carrefour%20Supplier%20Charter%20-%20Sustainable%20Palm%20Oil%20ven%2011062014.p>

7.1.E Stakeholder engagement

File: --

Link: <http://www.carrefour.com/sites/default/files/Carrefour%20Supplier%20Charter%20-%20Sustainable%20Palm%20Oil%20ven%2011062014.p>

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?

Please find more information in our annual report accessible on our website (<http://www.carrefour.com/registration-documents/2017-registration-document>).

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 the business's data, avoid conflicts of interest, reject any form of corruption, develop fair and transparent commercial practices, ensure reliable and 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 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 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 ethical matters related to the way in which Carrefour's activities are managed. It monitors the proper functioning of the Country Ethics Committees systems, while guaranteeing the necessary conditions for their independence. The Group has set up an Ethics Committee in each country in which 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 externally to inform the Country Ethics Committee of any behaviour or situation that runs counter to Carrefour's ethical principles. If such a situation 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 Carrefour's ownbrand product suppliers. In its Social and Ethical Charter, express Carrefour's commitment to retail that complies with ethical standards 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 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 line with international standards.

8. Greenhouse Gas (GHG) Footprint

8.1 Are you currently reporting any GHG footprint?

Yes

8.1.1 Please upload your publicly available GHG report

File: --

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

<http://www.carrefour.com/registration-documents/2017-registration-document>

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?

Carrefour measures GHG emissions from the following sources:

- Direct sources of GHG emissions (Scope 1) such as gas and fuel consumption and use of refrigerants in cooling production plants and air conditioning;
 - Indirect sources of GHG emissions (Scope 2), mainly electricity consumption;
 - Indirect external sources of GHG emissions (Scope 3), namely downstream goods transport.
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9. Support for Oil Palm Smallholders**9.1 Are you currently supporting any oil palm Independent Smallholder groups?**

No

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

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
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Other:

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 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.

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:

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. Last year, Carrefour participated actively to the revision of P&C of the RSPO. 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 achieved 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 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. Last year Carrefour organized a meeting with stakeholders about the forest and published a book with its commitments to eliminate deforestation in our supply chain for four raw materials (palm oil, soya, wood and Brazilian beef).

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)

http://www.carrefour.com/sites/default/files/download_the_leaflet_888937794.pdf