

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

Marks and Spencer plc

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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

3-0009-06-000-00

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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.

We buy own label products - food, beauty and some home products from suppliers around the world that use palm oil as an ingredient

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

China , Czech Republic , France , India , Ireland , Thailand , United Arab Emirates , United Kingdom

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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)

3,900.00

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

502.00

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

0.00

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

318.00

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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)

4,720.00

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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          | 8                          | 29                                | -                    | 107  |
| 2.3.2 Book and Claim from Independent Smallholder | -                          | -                                 | -                    | -  |
| 2.3.3 Mass Balance (MB)                           | 876                        | 334                               | -                    | 183  |
| 2.3.4 Segregated (SG)                             | 3014                       | 140                               | -                    | 29   |
| 2.3.5 Identity Preserved (IP)                     | 2                          | -                                 | -                    | -  |
| 2.3.6 Total volume (tonnes)                       | 3900                       | 503                               | -                    | 319  |

**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?**

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**2.4.2 Please explain why**

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**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**

%

**2.5.2 Oceania**

%

**2.5.3 Europe**

100%

**2.5.4 North America**

%

**2.5.5 Latin America**

%

**2.5.6 Middle East**

100%

**2.5.7 China**

100%

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**2.5.8 India**

100%

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**2.5.9 Indonesia**

100%

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**2.5.10 Malaysia**

100%

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**2.5.11 Rest of Asia**

100%

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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**

2009

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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**

2009

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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.**

2009

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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.**

2020

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

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

Applies globally

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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?**

N/A

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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:**

We are looking into how we better communicate our use of sustainable palm oil as we are getting more and more questions from customers about our use of palm oil

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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.**

We have launched a new customer facing page on our website to talk about M&S use of RSPO sustainable palm oil:  
<https://corporate.marksandspencer.com/sustainability/quick-reads/our-stance-on-palm-oil>

We also produced this blog in support of palm oil:  
<https://corporate.marksandspencer.com/stories/blog/keeping-forests-standing-the-beating-heart-of-a-sustainable-food-system>

We were founder members of the Palm Oil Traceability Coalition which is working to encourage major palm oil importers to be more transparent about their palm oil sourcing.

We have joined up with Forum for Future to establish a piece of work around sustainable fats and oils to ensure that that we fully understand the sustainability of all oils <https://www.forumforthefuture.org/edible-fats-and-oils-collaboration>

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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.**

Yes - Display Publicly

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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: --

Link: <https://corporate.marksandspencer.com/sustainability/business-wide/climate-change>

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**7.1.B Land use rights**

File: --

Link: <https://corporate.marksandspencer.com/sustainability/business-wide/human-rights>

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

File: --

Link: <https://corporate.marksandspencer.com/sustainability/business-wide/human-rights>

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**7.1.D Labour rights**

File: --

Link: <https://corporate.marksandspencer.com/sustainability/business-wide/human-rights>

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**7.1.E Stakeholder engagement**

File: --

Link: <https://corporate.marksandspencer.com/sustainability/delivering-plan-a/listening-and-taking-action>

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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?**

<https://corporate.marksandspencer.com/stories/blog/keeping-forests-standing-the-beating-heart-of-a-sustainable-food-system>

<https://corporate.marksandspencer.com/sustainability/quick-reads/our-stance-on-palm-oil>

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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: --

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

<https://corporate.marksandspencer.com/documents/plan-a-our-approach/mns-greenhouse-emissions-and-climate-change-performance-report.pdf>

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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?**

see link above

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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:**

Major issues this year with customer perception of palm. High number of customer contacts challenging us for use of palm oil and not understanding the challenges of other oils

**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)**

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