

Particulars

About Your Organisation

1.1 Name of your organization

John Lewis Plc

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
-

1.3 Membership number

3-0108-19-000-00

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.

The scope of this ACOP report covers the operations of Waitrose Limited (fully owned by the John Lewis Partnership).

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

Applies globally

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)

1,362.00

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

348.00

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)

341.00

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

2,051.00

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	-	78	-	54
2.3.2 Book and Claim from Independent Smallholder	25	-	-	-
2.3.3 Mass Balance (MB)	265	209	-	192
2.3.4 Segregated (SG)	1072	62	-	94
2.3.5 Identity Preserved (IP)	-	-	-	-
2.3.6 Total volume (tonnes)	1362	349	-	340

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

0%

2.5.4 North America

0%

2.5.5 Latin America

0%

2.5.6 Middle East

0%

2.5.7 China

0%

2.5.8 India

0%

2.5.9 Indonesia

0%

2.5.10 Malaysia

0%

2.5.11 Rest of Asia

0%

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 products

2010

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.

2012

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.

2020

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

Waitrose & Partners set a target to source all palm oil in its own-brand products from physically certified sources by 2018.

By the end of 2018, 92% of the palm oil used to manufacture our own brand products was physically certified sustainable (identity preserved, segregated or mass balance). This is a substantial increase on our 2017 figure, where due to improved processes for identifying palm-based ingredients in our products, we found unexpected uncertified sources. Our formal target is now 2020, but we are working hard to ensure that for 2019, the remaining 8% will be converted to physically certified sources.

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.

2011

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.

Note: Answer to question 4.1.2 here (as not appearing in ACOP form). Waitrose & Partners use the RSPO Trademark on our bar soap and spreads products.

Answer to question 5.1: We will work to ensure that our remaining volumes of own-brand palm oil and oil palm products which are not yet physically certified are converted during 2019. We will do this by working with our suppliers to source sustainable palm oil wherever sustainable options are available, and by providing training and support to enable this.

We will continue to engage more widely with supply chain stakeholders to support the transition to a sustainable palm oil industry more widely, including actively engaging as a member of the Retailer Palm Oil Group, UK Roundtable on Sourcing Sustainable Palm Oil, and the Palm Oil Transparency Coalition (POTC).

Through our membership of the POTC, we will continue to engage with palm oil importers to understand where their policies and practices are compatible with our own commitments, including to ensure zero deforestation, and how best to effect change in this area.

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: <https://www.johnlewispartnership.co.uk/csr/reports.html>

7.1.B Land use rights

File: --

Link: <https://www.johnlewispartnership.co.uk/csr/reports.html>

7.1.C Ethical conduct and human rights

File: --

Link: <https://www.johnlewispartnership.co.uk/csr/reports.html>

7.1.D Labour rights

File: --

Link: <https://www.johnlewispartnership.co.uk/csr/reports.html>

7.1.E Stakeholder engagement

File: --

Link: <https://www.johnlewispartnership.co.uk/csr/reports.html>

7.1.F None of the above. Please explain why

<https://www.johnlewispartnership.co.uk/csr/reports.html>

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?

In addition to the details in our palm oil policy, we provide suppliers with a technical guidance document, including details of supply chain options and guidance for achieving chain of custody certification. This is currently available in English on our supplier engagement website.

We also work with an independent expert consultancy firm, 3Keel, who provided detailed guidance and support to suppliers completing their annual palm oil footprint declaration.

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.

<https://www.johnlewispartnership.co.uk/csr/reports.html>

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.

-

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

The Partnership has reported on all of the Greenhouse Gas (GHG) emission sources as required under the Companies Act 2006 (Strategic Report and Directors' Reports) Regulations 2013. The methodology used to calculate our GHG emissions is the GHG Protocol Corporate Accounting and Reporting Standard (revised edition), using the operational control approach on reporting boundaries. This covers the properties where the Partnership has operational control and is financially responsible for the utility supply. Data has been calculated using Defra 2017 emission factors, with the exception of certain refrigerants, and emission sources associated with our Leckford Farm, which are taken from industrial and academic sources. Further detail on the methodology is set out within the John Lewis Partnership Basis of Reporting available on our website

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?

-

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?

-

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:

Customer perception of palm oil as an ingredient is often negative, with many believing it cannot be sustainably produced. There is also low awareness of the RSPO and what the standard means among consumers. In response, we clearly state our position in support of CSPO on our website and in our responses to customers via a range of channels. We have also included an article on sustainable palm oil sourcing in the Waitrose & Partners Weekend newspaper.

It can be challenging to source some palm derivatives, particularly those used in non-food products (household and personal care), from physically certified supply chains. We are working with our suppliers to understand the specific challenges they face and what options are available to them.

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:

Waitrose & Partners attended the 2018 RSPO European Roundtable and actively engaged with the RSPO Principles and Criteria (P&C) Review process in 2018.

We are a member of the Retail Palm Oil Group and the Consumer Goods Forum palm oil working group.

We are also a member of the Palm Oil Transparency Coalition, which is formed of companies working together to remove deforestation and exploitation from palm oil supply chains. It aims to achieve this by:

Achieving greater transparency of the progress their supply chains are making towards zero deforestation and exploitation in palm oil production.

Enabling individual retailers and product suppliers/manufacturers to make more informed sourcing/purchasing decisions.

Driving faster progress towards the supply of zero deforestation palm oil for UK/European markets and helping the same globally through the take up of this or similar models.

Additionally, Waitrose & Partners participate in the UK Government supported UK Roundtable on Sourcing Sustainable Palm Oil, which is an industry-wide alliance that aims to promote the uptake of sustainable palm oil in the UK.

We are also in a continuous dialogue with our customers about palm oil. Through these interactions, we communicate about the importance of transforming the palm oil market and RSPO certification,Â’s role in achieving this goal. Our newspaper, the Waitrose Weekend (circulation over 400,000) recently ran an article on the importance of sourcing RSPO certified sustainable palm oil.

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.johnlewispartnership.co.uk/csr>

https://www.waitrose.com/home/inspiration/about_waitrose/the_waitrose_way/palm_oil.html
