

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

Wendy's International, LLC

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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

3-0081-15-000-00

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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:

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.

For our U.S. and Canada restaurants (approx. 6100 restaurants), palm oil is an ingredient for products. Restaurant operations in our international markets (approx. 500 restaurants) use palm oil for cooking.

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)

3,038.00

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)

3,038.00

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	-	-	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance (MB)	875.1	-	-	-
2.3.4 Segregated (SG)	-	-	-	-
2.3.5 Identity Preserved (IP)	-	-	-	-
2.3.6 Total volume (tonnes)	875.1	-	-	-

**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**

0%

**2.5.2 Oceania**

0%

**2.5.3 Europe**

0%

**2.5.4 North America**

100%

**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**

2015

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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**

2015

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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.**

2022

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

Through the RSPO's Book and Claim program, by the end of 2018, we covered our usage of Palm Oil as an ingredient for products in the U.S. and Canada at 100%. In total, we used 1037.10 metric tons of Palm Oil as an ingredient in the products we serve in these two countries. For context, we have about 6, 100 restaurants in the U.S. and Canada.

Outside the U.S. and Canada, our footprint is smaller. We have about 500 restaurants spread across 26 countries, and only 14 of those countries use Palm Oil for cooking - which is what we track and measure. We've calculated that these (approximately) 250 restaurants used 2, 000.00 metric tons of Palm Oil for cooking in 2018.

We are working with our International Leadership and each independent franchisee in these countries on a plan that achieves RSPO CSPO for cooking by 2022 - with the minimum being purchase of Book & Claim certificates.

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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.**

2027

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

Wendy's remains on its journey to using 100% CSPO and aims that it be Identity Preserved, Segregated and/or Mass Balance.

Similar to 2017, in 2018, we covered our Palm Oil use in U.S. and Canada (which is 95% of our total global restaurant footprint) through the purchase of Book & Claim certificates.

We recognize that Book & Claim is not our ultimate destination on this journey, but felt in the spirit of making progressive steps, it's a place to participate.

We made significant progress by engaging our U.S. and Canada suppliers on the topic of RSPO. This resulted in transition to Mass Balance CSPO at three of the four suppliers that handle the largest amount of Palm Oil as an ingredient for products in the U.S. and Canada. Our expectation is to transition the remaining supplier in 2019.

We are continuing conversations about a transition to physical supply chains with our other U.S. and Canada suppliers whose products contain Palm Oil as an ingredient in 2019 and beyond.

Outside the U.S. and Canada, our footprint is smaller. We have about 500 restaurants spread across 26 countries, and only 14 of those countries use Palm Oil for cooking - which is what we track and measure. We've calculated that these (approximately) 250 restaurants used 2, 000.00 metric tons of Palm Oil for cooking in 2018.

It is worth noting that these restaurants are all owned by franchise groups that do not conduct purchasing through a centralized cooperative structure as we do in the U.S. and Canada. This diversity makes CSPO from physical supply chains challenging in those markets, but we are in the process establishing a plan to achieve CSPO internationally - with the minimum being Book & Claim certificates. We also aim to seek a solution for the sourcing of palm oil from physical supply chains for cooking by 2027.

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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?**

Yes

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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?**

2027

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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

**Other:**

Business decision

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

Wendy's will follow through on our plans to transition to Mass Balance CSPO at the remaining supplier that handles the majority of the Palm Oil in the U.S. and Canada. We will address other products in our U.S. and Canada system by discussing conversion to physical CSPO supply chains in those products and will continue to participate in the Book and Claim program as those conversations continue.

Internally, we will continue to educate cross functional teams on our RSPO membership and commitment to CSPO.

Internationally, we will work within Wendy's and with our franchisees to establish a plan to convert international markets to CSPO for cooking.

**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://betterbuildingsinitiative.energy.gov/partners/wendys-company>

**7.1.B Land use rights**

File: --  
Link: --

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

File: --  
Link: <https://www.wendys.com/SupplierCodeofConduct>

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**7.1.D Labour rights**

File: --  
Link: <https://www.wendys.com/SupplierCodeofConduct>

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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?**

The bulk of our dialogue has been directly with suppliers through meetings and personal communication. However, we refer interested parties to review our position at [www.aboutwendys.com](http://www.aboutwendys.com) or on our blog [www.squaredealblog.com](http://www.squaredealblog.com).

[www.squaredealblog.com/homewendys/palmoil2016](http://www.squaredealblog.com/homewendys/palmoil2016)

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**8. Greenhouse Gas (GHG) Footprint****8.1 Are you currently reporting any GHG footprint?**

No

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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.**

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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.**

Wendy's does not publicly report our GHG emissions as the vast majority of restaurants are independently owned and operated by franchisees.

However, one of the ways Wendy's has demonstrated leadership in energy stewardship is participation in the U.S. Department of Energy's Better Buildings Challenge. The Better Buildings Challenge is a national program to help improve the energy efficiency of America's commercial and industrial buildings by 20 percent or more.

Wendy's is proud to be among the first restaurant companies to join the Challenge, and the company pledged to reduce energy consumption in U.S. company-owned restaurants by 20 percent by 2025. Wendy's is also the first restaurant company to have its franchisees participate in the program.

Involvement in the Better Buildings Challenge underscores Wendy's commitment to the environment, presents a declaration to environmentally friendly standards and provides third-party validation that the program is effective and sustainable. It also allows Wendy's to share best practices, inform, educate and encourage customers and team members to make similar commitments and take active steps to save energy. The company continues to report progress toward this goal with a 12 percent reduction in energy per transaction in 2018.

To further exhibit passion for energy conservation, Wendy's has also created its own program, the Wendy's Energy Challenge, which includes franchise organizations in both the United States and Canada. This program is modeled after the Department of Energy's Better Buildings Challenge. There are currently 17 franchise organizations participating, which represent a total footprint of 3.65 million square feet.

The Company also reports that at its Restaurant Support Center, it has reduced energy usage by 28 percent, thereby lowering greenhouse gas emissions by more than 28 percent, against a 2013 base year.

Progress can be tracked on The Wendy's Company partner page on the Department of Energy's website; <https://betterbuildingssolutioncenter.energy.gov/partners/wendys-company>

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

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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

**Other:**

Our biggest challenge is that we are not a large direct purchaser of Palm Oil and thus have had to work to understand our Palm Oil usage and work with our suppliers to embrace CSPO and join the RSPO in their own organizations. CSPO and RSPO is still new to many of our suppliers. So while we have had the opportunity to collaborate with them on CSPO details, we also need to allow them enough time to work within their internal processes as well as with RSPO to become members and to have their facilities audited, to ensure our entire supply chain is RSPO certified. We've found that while some of our suppliers are indeed using CSPO, if their facility has been audited by the RSPO, they (and we) cannot claim it being CSPO. We'd love to see some leniency around that or help us give some credit to the suppliers who are in within the process of having their facility audited to be RSPO certified. Additionally, as a largely franchised business with a small international footprint, our purchasing activities outside the US and Canada are very much decentralized, making the task of tracking Palm Oil as an ingredient very difficult. However, in the spirit of continuous improvement and the RSPO CSPO from physical supply chains commitment we've made, we're in the process of working with our franchisees and suppliers to meet this goal.

**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:**

Our internal CSPO team continues to educate cross functional internal teams (including our International team) on RSPO's mission and our palm oil journey. As previously mentioned, we have also worked with a number of suppliers on education and encourage them to join RSPO and supply Wendy's physically-sourced CSPO.

**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.wendys.com/supply-chain-practices>

[www.squaredealblog.com/homewendys/palmoil2016](http://www.squaredealblog.com/homewendys/palmoil2016)

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