

Particulars

About Your Organisation

1.1 Member Name

John Lewis Plc

1.2 Membership number

3-0108-19-000-00

1.3 Membership sector

Retailers

1.4 Membership category

Ordinary

1.5 Country

United Kingdom

2.0 Does your company or organisation produce, process, consume or sell any palm oil or any products containing derivatives of palm oil?

Yes

2.1 Please select all description(s) that describe the palm oil-related activities of your company or organisation. Multiple selections are allowed, and not limited to the primary sector of the member's RSPO membership. You will be required to complete the relevant ACOP section based on your selection(s).

- I own and operate oil palm estate(s) and/or palm oil mill(s)
- I represent a palm oil Independent Smallholder farmer Group
- I own and operate independent palm oil mills
- I own and operate independent palm kernel crushing plants
- I trade or broker palm oil, palm kernel oil or related products
- I am a refiner of palm oil or palm kernel oil
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related ingredients
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products
- I manufacture consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors.
- I retail consumer (B2C) products containing palm oil, palm kernel oil or related products
- I operate food retail outlets that use palm oil, palm kernel oil or related products
- I support the sustainable development of the palm oil industry as a conservation and environmental NGO
- I support the sustainable development of the palm oil industry as a social and human development NGO

Retailers

1. Operational Profile

1.1 Please state your company's main activity(ies) within the palm oil supply chain. Please select all options that apply to your operations.

- Retail - with own brand products
- Retail - without own brand products
- Food service providers
- Retail wholesalers
- Other

Other

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2. Palm Oil and Certified Sustainable Palm Oil Consumption

Information in Section 2.0 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOP. This includes volume data on palm oil, palm kernel oil and related products consumed, to enable the RSPO to accurately calculate uptake of individual members, sectors and RSPO members as a whole. ACOP reports without reported volume data will be considered as incomplete and will not be accepted. Incomplete ACOP reports may lead to suspension or termination of RSPO membership.

2.1 Please list down all operations and subsidiaries using palm oil, palm kernel oil and related products that are owned and/or managed by the member, including those under Group Membership

This ACOP Report covers the John Lewis Partnership (John Lewis Partnership PLC), which includes both John Lewis & Partners (John Lewis PLC), and Waitrose & Partners (Waitrose Ltd).

2.1.1 In which markets does your company sell goods with palm oil and oil palm products?

Europe

DL.2.0 In order to facilitate ease of reporting and transparency, RSPO members operating within the palm oil demand supply chain can now choose to report palm oil and palm oil product volumes on:

an aggregate level (as in previous ACOP reporting cycles)

2.2 Total volume of uncertified and certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand and third-party brand products

Description	Tonnes
Total volume of crude palm oil (tonnes)	1496.0
Total volume of crude palm kernel oil (tonnes)	319.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	437.0
Total	2252

2.2.1 Please estimate the percentage of derivatives and fractions (reported in Question RT.2.2) derived from palm oil or from palm kernel oil. The default split for volumes is assumed to be 80% palm oil-based derivatives and 20% palm kernel oil-based derivatives.

Description	Percentage
Palm oil-based derivatives and fractions	78.0
Palm kernel oil-based derivatives and fractions	22.0

2.3 Please estimate the regional distribution of your company's uncertified and certified palm oil, palm kernel oil and related products sales (as declared in Question 2.2) in the following countries/regions. In cases where sales distribution data is not available, members may use manufacturing regions as a proxy for regional usage of certified volumes.

Countries/Regions	Percentage
Europe	100.0
North America	0.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	0.0

2.4 Total volume of RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand products. Third-party brand products containing palm oil should be excluded.

Description	Crude/Refined Palm Oil (CSPO)	Crude/Refined Palm Kernel Oil (CSPKO)	Palm Kernel Expeller (CSPKE)	Certified Derivatives and Fractions
RSPO Credits from Mill / Crusher	0.0	0.0	0.0	0.0
RSPO Credits from Independent Smallholder	0.0	0.0	0.0	15.0
Mass Balance (MB)	192.0	187.0	0.0	249.0
Segregated (SG)	1302.0	130.0	0.0	170.0
Identity Preserved (IP)	1.0	2.0	0.0	4.0
Total	1495.0	319.0	0.0	438.0

2.4.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question RT.2.4) derived from RSPO-certified palm oil or from RSPO-certified palm kernel oil. The default split for volumes is assumed to be 80% palm oil-based derivatives and 20% palm kernel oil-based

Description	Percentage
Certified Palm oil-based derivatives and fractions	78.0
Certified Palm kernel oil-based derivatives and fractions	22.0

2.5 According to the volume information you have provided in Question 2.2 and Question 2.4, your company's Certified Sustainable Palm Oil uptake is:

100.00%

2.5.1 Please provide additional information on your certified palm oil, palm kernel oil and related products uptake. This may include your usage of RSPO Credits to cover gaps in certified uptake, changes due to business environment, variations due to stock positions or efforts to support independent smallholders beyond volume commitments.

The John Lewis Partnership's policy is to source 100% RSPO Certified Sustainable Palm Oil from Mass-Balance or Segregated supply chain models for all palm-based ingredients across all of its own-brand products (including food and non-food). Where our policy requirements have not been achieved, we ensure that an equivalent number of RSPO IS-Credits are purchased while we work with suppliers to achieve compliance.

As a member of the Palm Oil Transparency Coalition, we engage and assess the most significant palm oil importers on their ambition, commitments, progress and impact. This assessment includes many questions focussed on support for smallholders.
<https://www.palmoiltransparency.org/>

2.6 Please estimate the regional distribution of your company's RSPO certified palm oil and palm oil-products usage (as declared in Question RT.2.3) in the following countries/regions:

Countries/Regions	Percentage
Europe	-
North America	-
Malaysia	-
Indonesia	-
China	-
India	-
Latin America	-
Africa	-
Rest of World	-

3. TimeBound Plan

3.1 Which year did your company begin (or expects to begin) using RSPO-certified sustainable palm oil and palm oil products in own-brand products

2010

3.1.1 If the previous target year has not been met, please explain why.

Target Met.

3.2 Which year did your company begin (or expects to begin) using 100% RSPO-certified sustainable palm oil, palm kernel oil and related products from any supply chain option in own-brand products.

2012

3.2.1 If the previous target year has not been met, please explain why.

Target Met.

3.3 Which year did your company begin (or expects to begin) using 100% RSPO-certified sustainable palm oil and palm oil products from physical supply chain options (Identity Preserved, Segregated and/or Mass Balance) in own-brand products.

2020

3.3.1 If the previous target year has not been met, please explain why.

Our 2020 target was for 100% physically RSPO Certified palm-based materials in products.

For 2020, 27.9% of our footprint was RSPO Mass-Balance certified, 71.1% was certified as RSPO Segregated, and 0.3% Identity Preserved. In total, 97.3% was RSPO physically certified.

We will continue to work to close this gap to achieve 100%. However, the primary focus of our efforts going forwards will be on increasing the share of RSPO Segregated materials.

3.4 If the TimeBound Plan commitments declared above do not cover all countries in which the member operates, please explain why

Our commitments cover all countries in which the John Lewis Partnership operates.

4. Trademark Use

4.1 Does your company use or plan to use the RSPO Trademark in own-brand products?

Yes

4.2 Please select the countries where your company uses or intends to use the Trademark

United Kingdom

4.2.1 Which year did your company begin (or expects to begin) using the RSPO Trademark

2011

5. Actions for Next Reporting Period

5.1 Please outline activities that your company will take in the coming year to promote the production or consumption of certified sustainable palm oil (CSPO)

We will continue to take an active role in the Palm Oil Transparency Coalition (POTC) to engage with palm oil importers annually in order to obtain transparency on their policies and practices, to monitor their progress against commitments, and work in our own supply chains to ensure that our suppliers are sourcing from those importers that best align with our expectations, or who are making demonstrable progress towards doing so. (<https://www.palmoiltransparency.org>)

We will continue to take an active role in the Retail Palm Oil Group (RPOG) and via this and our group's representative, in supporting the governance and activities of the RSPO in support of its mission. In addition, we will continue working pre-competitively with other retailers in the RPOG to promote the production and consumption of certified sustainable palm oil (<https://www.rpog.org>)

We will continue to take an active role in UK Roundtable on Sourcing Sustainable Palm Oil (<https://www.efeca.com/uk-sourcing-sustainable-palm-oil-initiative>), and the in the Palm Oil Communications Working Group, focusing on the consumption of certified sustainable palm oil. We will work to provide greater information to customers about the sourcing of palm oil in our own-brand products. We will continue to work with our suppliers to increase the proportion of our palm oil footprint that comes from RSPO physically certified sources, and in addition to this, the fraction that comes from RSPO segregated sources.

We will continue to advocate for due diligence legislation in the UK of forest risk commodities to ensure that they have not caused deforestation or conversion.

Please also see our website for up to date information on our plans and activities related to palm oil and our support for the production and consumption of certified sustainable palm oil. <https://www.johnlewispartnership.co.uk/csr.html>

Shared Responsibility

The Board of Governors of the Roundtable on Sustainable Palm Oil approved new Shared Responsibility rules on 31 October 2019, requiring all members to share sustainability requirements and obligations. Reporting of Shared Responsibility indicators will be done through several channels, including ACOP. As the implementation of Shared Responsibility reporting is still on-going and in development, the Shared Responsibility section in ACOP is not yet final and may change in future ACOP cycles. For more information on Shared Responsibility, please go to <https://rspo.org/news-and-events/news/what-are-the-new-shared-responsibility-rules> or email the ACOP team at acop@rspo.org

Labour & Labour Rights

1.1 Does your company have a publicly-available policy covering Labour & Labour Rights?

Yes

1.1.1 Does the policy cover:

- No discrimination
- Wage and working conditions
- Freedom of association
- No child labour
- No harassment
- No forced or trafficked labour

Ethical Conduct & Human Rights

1.2 Does your company have a publicly-available Policy covering Ethical Conduct & Human Rights?

Yes

1.2.1 Does the policy cover:

- Recruitment
- Contractors
- Sub-Contractors & Third-Party Contractors

Land Use

1.3 Does your company have a publicly-available Policy covering Land Use?

No

Occupational Health & Safety

1.4 Does your company have a publicly-available Policy covering Occupational Health & Safety?

Yes

Climate Change & Greenhouse Gas (GHG)

1.5 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG)?

Yes

1.5.1 Does the policy cover:

- Identification and assessment of GHG
- Monitored implementation plan to reduce or minimise GHG emissions

Complaints & Grievances

1.6 Does your company have a Complaints & Grievances Mechanism?

Yes

1.6.1 Is your Complaints & Grievance mechanism in line with the principles of the RSPO's grievance mechanism, which are the elements of fairness, transparency, and impartiality?

Yes

Smallholders

1.7 Does your company support oil palm independent smallholder groups?

Yes

1.7.1 Does this support cover:

- Fair and transparent dealings with Smallholders
- Improved Smallholder livelihoods

1.7.2 How is your company supporting them?

Via the purchase of Independent Smallholder Credits. Also via our work as part of the Palm Oil Transparency Coalition.

Sustainable Palm Oil Policy

1.8 Does your company have a publicly-available Policy covering the implementation of RSPO Shared Responsibility principles?

No

Waste Management

1.9 Does your company have a waste management plan?

Yes

Water Management

1.10 Does your company have a water management plan?

Yes

Energy Use

1.11 Does your company have an energy use plan covering fossil fuels and renewable energy?

Yes

RSPO Services and Support

1.12 Does your company provide services and support to the RSPO, eg. participation in RSPO Working Groups and Task Forces

Yes

Shared Responsibility Resourcing

1.13 Does your company have a plan to commit resources to ensure effective implementation of RSPO Shared Responsibility principles?

No

Challenges and Support

1.1 What significant obstacles or challenges has your company encountered in the promotion of certified sustainable palm oil (CSPO)? What efforts has your company taken to address these obstacles or challenges?

- 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
- No challenges faced
- Others

Others

There is negative public opinion of all forms of palm oil including RSPO certified is a challenge. We work to help address this as part of the UK Roundtable on Sourcing Sustainable Palm Oil's Communications Working Group. We also communicate about sustainable palm oil on our website and via our communications channels.

Low customer recognition for RSPO trademark and brand.

There is currently no supply in the marketplace for many RSPO SG Derivatives and a lack of market transparency about availability and prices, which makes it hard to source RSPO SG materials in non-food products. We have requested help with this from the RSPO, via the RPOG.

For very low users of palm oil in the supply chain, the audit burden of RSPO Certification is often significant and disproportionate.

1.2 In addition to the actions already reported in this ACOP report, what other ways has your company supported the vision of the RSPO to transform markets to make sustainable palm oil the norm?

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues such as trade workshops or industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- No actions taken
- Others

Others

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1.3 If your company has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

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