

Particulars

About Your Organisation

1.1 Member Name

SODEXO

1.2 Membership number

3-0042-11-000-00

1.3 Membership sector

Retailers

1.4 Membership category

Ordinary

1.5 Country

France

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

-

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

Sodexo operates in 64 countries and our operations are under Sodexo SA.

Sodexo SA. holds directly or indirectly 100% of the subsidiaries indicated:

- 1/ UK: SODEXO LTD - SODEXO IRELAND LTD - SODEXO REMOTE SITES SCOTLAND LTD - STH JAPAN K.K.
- 2/ NORTH AMERICA: SODEXO, INC - CENTERPLATE ULTIMATE HOLDINGS, CORP. - CK FRANCHISING, INC - SODEXO CANADA LTD
- 3/ FRANCE: SOGERES SA - SODEXO ENTREPRISES SAS - SODEXO SANTE MEDICO SOCIAL SAS - SOCIETE FRANCAISE DE RESTAURATION ET SERVICES - SODEXO SPORTS ET LOISIRS - SODEXO JUSTICE SERVICES
- 4/ EUROPE: SODEXO ITALIA SPA - SODEXO BELGIUM SA - SODEXO SERVICES GMBH GERMANY - SODEXO IBERIA SA - SODEXO AB (SWEDEN) SODEXO NEDERLAND BV - SODEXO LUXEMBOURG SA
- 5/ SOUTH AMERICA: SODEXO CHILE SPA - SODEXO DO BRASIL COMERCIAL SA - SODEXO PEROU SAC - SODEXO SAS (COLOMBIA)
- 6/ ASIA AUSTRALIA: SODEXO MANAGEMENT CO. LTD SHANGHAI - SODEXO SINGAPORE PTE LTD - SODEXO AUSTRALIA PTY LTD - SODEXO REMOTE SITES AUSTRALIA PTY LTD - SODEXO FOOD SOLUTIONS INDIA PRIVATE LTD - KELVIN CATERING SERVICES (UNITED ARAB EMIRATES) - SODEXO EUROASIA SARL (RUSSIA)

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

Europe, North America, China, India, Malaysia, Indonesia, Africa, Latin America, Rest of the World

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)	2932.0
Total volume of crude palm kernel oil (tonnes)	0.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	0.0
Total	2932

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	-
Palm kernel oil-based derivatives and fractions	-

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	37.0
North America	46.0
Malaysia	0.0
Indonesia	0.0
China	2.0
India	1.0
Latin America	8.0
Africa	0.0
Rest of World	6.0

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	1979.0	0.0	0.0	0.0
Mass Balance (MB)	881.0	0.0	0.0	0.0
Segregated (SG)	72.0	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0	0.0
Total	2932.0	0.0	0.0	0.0

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	-
Certified Palm kernel oil-based derivatives and fractions	-

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.

During the last 18 months, as a food service provider we have been hardly impacted by the Covid-19 sanitary crisis. In many geographies we faced sites' closure and we saw huge decrease in number of meals we serve on daily basis. In the meantime in more and more geographies we are seeing a desengagement from the consumers on product containing palm oil in general.

Regarding our commitments, we continue to make sure that 100% of the palm oil we sourced is 100% certified sustainable palm oil (including RSPO credits, Mass Balance, Segregated and Identity Preserved).

The part of part oil that is not certified by our suppliers is covered by the purchase of RSPO credits. Our goal is to have 100% physical certified PO by 2025 (including Mass Balance, Segregated and Identity Preserved).

To support our ambition, we joined the Consumer Goods Forum in 2020 and we are active in the Forest Positive Coalition.

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	46.0
North America	13.0
Malaysia	3.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	1.0
Africa	0.0
Rest of World	37.0

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

2012

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

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.

2013

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

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.

2025

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

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

4. Trademark Use

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

No

4.3 Please explain why your company does not plan to use the RSPO Trademark in own-brand products

- 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

Others

Sodexo is a food service provider and not a retailer, we do not have any own brand products that contain palm oil. The main products that we use containing palm oil are used back of house in our kitchens.

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)

As a part of our Better Tomorrow 2025 roadmap, Sodexo's objective is to move to 100% RSPO certified palm oil from physical supply chain by 2025. This percentage is improving each year:

- 2014: 17% physical CSPO
- 2015: 24% physical CSPO
- 2016: 31% physical CSPO
- 2017: 32% physical CSPO
- 2018: 59,5% physical CSPO
- 2019: 34,7% physical CSPO
- 2020: 32,5% physical CSPO

In 2017, it was the first time the results were audited externally by KPMG and published in our Reference Document. In Fiscal 2019, we have increased our palm oil data collection scope, from top 2 products to total products containing palm oil. In addition, our Supply Management Team has formalized its Responsible sourcing roadmap and one initiative under the "Protect and restore natural ecosystems" is about sustainable agriculture and deforestation. Our position related to forest and peatlands is publically available on our website.

To support our ambition, we joined the Consumer Goods Forum in 2020 and we are active in the Forest Positive Coalition.

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?

Yes

1.3.1 Does the policy cover:

- Free Prior and Informed Consent (FPIC)
- Compensation

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?

No

1.7.3 Do you have any future plans to support oil palm Independent Smallholders?

No

1.7.4 Please explain why you are not planning to support oil palm independent smallholders

Sodexo is a food service provider and not a retailer, we do not have any own brand products that contain palm oil. The main products that we use containing palm oil are used back of house in our kitchens.

To support our ambition, we joined the Consumer Goods Forum in 2020 and we are active in the Forest Positive Coalition.

Sustainable Palm Oil Policy

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

Yes _____

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

No _____

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

We face an issue with the lack of available of physical CSPO in some markets. We continue to work with our suppliers to try to improve the availability of physical CSPO and in the meantime, we use certificates to compensate.

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

Sodexo has a technical agreement with WWF. Sodexo has done some significant outreach to stakeholders including suppliers and has had a particular focus in the last year on Asia where several countries have been able to implement a physical CSPO supply chain. To support our ambition, we joined the Consumer Goods Forum in 2020 and we are active in the Forest Positive Coalition.

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.sodexo.com/files/live/sites/com-global/files/02%20PDF/Finance/Sodexo-Integrated-Report-Fiscal-2020.pdf>
