

Particulars

About Your Organisation

1.1 Member Name

Carrefour

1.2 Membership Number

3-0016-06-000-00

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 - Processors and/or Traders
- I trade or broker palm oil, palm kernel oil or related products - Processors and/or Traders
- I am a refiner of palm oil or palm kernel oil - Processors and/or Traders
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related fractions/derivatives - Processors and/or Traders
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products - Processors and/or Traders
- I manufacture final consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors - Consumer Goods Manufacturers
- I retail final consumer (B2C) products containing palm oil, palm kernel oil or related products - Retailers
- I operate food retail outlets that use palm oil, palm kernel oil or related products - Retailers
- I am a conservation and environmental NGO supporting the sustainable development of the palm oil industry
- I am a social and human development NGO supporting the sustainable development of the palm oil industry

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

Retail with owned brands : Carrefour France, Carrefour Spain, Carrefour Poland, Carrefour Romania, Carrefour Brasil, Carrefour Argentina, Carrefour Italy, Carrefour Belgium

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

Europe °,Latin America °

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 products. Third-party brand products containing palm oil should be excluded.

Description	Tonnes
Total volume of crude palm oil (tonnes)	9185.00
Total volume of crude palm kernel oil (tonnes)	0.00
Total volume of palm kernel expeller (tonnes)	0.00
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	0.00
Total	9185.00

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	0
Palm kernel oil-based derivatives and fractions	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.

Countries/Regions	Percentage
Europe	92
North America	0
Malaysia	0
Indonesia	0
China	0
India	0
Latin America	8
Africa	0
Rest of World	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	0.00	0.00	0.00	0.00
RSPO Credits from Independent Smallholder	0.00	0.00	0.00	0.00
Mass Balance (MB)	1699.00	0.00	0.00	0.00
Segregated (SG)	6891.00	0.00	0.00	0.00
Identity Preserved (IP)	176.00	0.00	0.00	0.00
Total	8766.00	0.00	0.00	0.00

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	0
Certified Palm kernel oil-based derivatives and fractions	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:

95.44%

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.

Carrefour has the ambition of ensuring deforestation-free across its products containing palm oil. Carrefour's products containing palm oil comply with legislation and promote sustainable production according to the principles and criteria established by the Roundtable for Sustainable Palm Oil (RSPO). Moreover when it improves the nutritional profile or meets consumer expectations, Carrefour substitutes the palm oil present in its own-brand products. In addition, Carrefour is committed to supporting landscape initiatives in sensitive production areas to further reduce the impact of palm oil production.

In 2020, the Group is working towards completing its action plan to combat deforestation linked to palm oil and strengthening its ambition through announcing the following objectives:

Concerning direct suppliers: 100% of palm oil used in Carrefour brand products is RSPO certified (level segregated) by 2022.

Concerning upstream actors: 100% of key palm oil traders assessed and working toward compliance with our policy by 2025.

Carrefour commits to engaging its traders and upstream suppliers to share its ambition of deforestation-free. First, Carrefour has identified its major upstream suppliers and traders to prioritize actions, sharing its ambition of deforestation and conversion-free across all supplies through questionnaires, letters to traders and the evaluations from the Palm Oil Transparency Coalition (POTC) within the Forest Positive Coalition.

Second, Carrefour has been engaging suppliers on its zero-deforestation objective and evaluating their performances since 2015. Carrefour has organized top-to-top meetings with palm oil traders to share its expectation of a shared ambition of deforestation-free across the wider supply chain. In addition, Carrefour continues to support suppliers in this ambition.

Third, Carrefour monitors the progress of suppliers based on the following criteria as part of commitment to the CGF Forest Positive Coalition of Action:

A public commitment to deforestation-free across entire commodity business including a public time-bound action plan with clear milestones for meeting commitments;

Process in place for regular supplier engagement;

A mechanism to identify and respond to grievances;

Support landscape initiatives delivering forest positive development;

Regular reporting against key KPIs.

Following the evaluating and reporting, traders and suppliers are expected to provide an action plan and show continuous improvement toward deforestation and conversion-free supply chain, which is closely monitored by Carrefour.

To complement its efforts to ensure deforestation and conversion-free across its supply chain, Carrefour has committed to engaging in a number of landscape projects on the ground in 2022 to build local multi-stakeholder action to address the root causes of deforestation. As a member of the Forest Positive Coalition of Action, in 2020 Carrefour participated in a 50,000 USD collective investment in the Siak Pelalawan Landscape Programme to strengthen the social and environmental well-being of the Siak district and its communities - one of the largest palm oil producing districts in Indonesia.

2.6 Please estimate the regional distribution of your company's RSPO certified palm oil, palm kernel oil and related products (as declared in Question RT.2.4) in the following countries/regions:

Countries/Regions	Percentage
Europe	92
North America	0
Malaysia	0
Indonesia	0
China	0
India	0
Latin America	8
Africa	0
Rest of World	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

2010

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 only RSPO-certified sustainable palm oil, palm kernel oil and related products from any supply chain option in own-brand products.

2015

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

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3.3 Which year did your company begin (or expects to begin) using only 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.

Carrefour aims to reduce the amount of palm oil in its own-brand products when this has a nutritional benefit or is customer-driven. This is why the Group has set a target, for own-brand products containing palm oil, to guarantee that the oil used will be produced sustainably by 2022 (segregated RSPO level as a minimum). In 2022, the share of palm oil used in RSPO certified or equivalent controlled products was 99,99%. Substantial efforts were made in 2022 to ensure RSPO Segregated or Mass Balance certification of almost all (99,9%) the palm oil contained in Carrefour own-brand products. In addition, the 2022 target for certified sustainable and fully traced palm oil has almost been met, so the Group is on course to meet its final target of 100%.

The year 2022 was also marked by a tense economic and geopolitical context. The war in Ukraine has had a clear impact on the Group's supplies and has made it more difficult to trace certain elements such as palm oil, particularly in Poland and Romania, two countries bordering on Ukraine.

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

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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

Applies globally

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

2010

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)

- Participation in RSPO Working Group or Task Forces
- Support Independent Smallholders (ISH)
- Contribute to the RSPO Smallholder Trainer Academy
- Financial contribution to the RSPO Smallholder Support Fund
- Direct investments in Smallholder Certification projects
- Involvement/direct investments in Jurisdictional/Landscape approach
- Direct/collective investments in conservation and restoration initiatives
- Financial contribution to support members with Remediation and Compensation (RaCP) process, direct/collective investments in conservation and restoration initiatives
- Allocating FTE to promote the production or consumption of certified sustainable oil palm products
- Specific policies and action plans by the member to promote CSPO production or consumption in the upstream or downstream supply chain, including target dates or broader policies that include such efforts
- No activities planned
- Others

Other

Carrefour's policy has been to replace palm oil in its own-brand products when this improves the product's nutritional quality or is customer driven.

In supply chain : Carrefour uses RSPO certification as the minimum standard for palm oil in Carrefour own-brand products. Carrefour also endeavors to ensure that it sources from suppliers capable of providing physically traceable and sustainable palm oil. The Group is working with its main suppliers to map the supply chain through to the relevant guarantee point.

Upstream stakeholder engagement : To change upstream practices in its supply chain, Carrefour maintains a dialogue with the main palm oil importers at various levels, through its involvement in joint initiatives and through bilateral exchanges to share its ambition of zero deforestation throughout the supply chain. As part of the CGF Forest Coalition, Carrefour supports the introduction of more stringent requirements for traders. A shared trader performance evaluation system, via the Palm Oil Transparency Coalition, was built to engage with traders and allow each company to focus its procurement on the most virtuous traders.

Also, to measure the level of achievement of its ambitions, Carrefour has set up a CSR and Food Transition index. In 2019, the Group's performance in meeting these objectives was included in the criteria for executive compensation and serves as the basis for calculating 25% of executive compensation as part of the long-term incentive plan, and 20% of the Chief Executive Officer's compensation. Since 2021, the CSR index has been integrated into the variable compensation of executives in integrated countries. In 2022, Carrefour exceeded its non-financial objectives, as measured by its CSR & Food Transition Index with a score of 109%. When the Carrefour 2026 strategic plan was unveiled in November 2022, the Group strengthened its commitments to sustainable agriculture, climate action, reduction in packaging, fighting against deforestation in Brazil, nutrition and inclusion. The new commitments will be integrated into the CSR and Food Transition Index from 2023. The CSR index has been adjusted to factor in these new objectives and adapt the Group's aims within the framework of the Carrefour 2026 plan.

The initial target for raw materials (and therefore palm oil) has been raised: the initial target was 100% of sensitive raw material that must be covered by a risk reduction plan by 2025 ; the new target is the following : 100% of sensitive productions for forest, animal welfare, soils, marine resources and human rights are covered by a risk mitigation plan by 2030.

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 (SR) requirements will be done through ACOP and MyRSPO. As the process of verification of the reports is in development, the Shared Responsibility section in ACOP may change in future ACOP cycles. Evidence to show compliance to the SR requirements shall be uploaded via your membership profile in MyRSPO. Please login to your MyRSPO account and upload the relevant policies, plans and relevant reports there. If you do not have a policy or your policy does not cover all items, you will be required to provide a Declaration of Support for the relevant policy items in your MyRSPO profile. Additional information on the required policies and plans applicable to all sectors as well as the annual uptake targets for supply chain actors can be found on <https://rspo.org/members/shared-responsibility> or email the Shared Responsibility team at sharedresponsibility@rspo.org.

Information & Public Availability

1.1 Does your organisation have organisational management documents publicly-available?

Yes

Ethical Conduct & Human Rights

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

Yes

1.2.1 Does the policy cover:

- Ethical conduct for contractors
- Ethical conduct for recruitment
- Respect of human rights, including for suppliers and sub-Contractors

Legal Compliance

1.3 Does your organisation comply with all applicable legal requirements?

Yes

1.4 Does your organisation require its third party contractors to comply with legal requirements, i.e. including a clause on legal compliance in the contracts?

No

Complaints & Grievances

1.5 Does your organisation have a Grievance Mechanism that is accessible to all affected parties?

Yes

1.5.1 Is your Grievance mechanism in line with the principles of the RSPO's Complaints System?

No

Land Use & FPIC

1.6 Does your organisation have a publicly-available policy covering Commitment to respect Free Prior and Informed Consent (FPIC) in the Palm Oil Supply chain?

Yes

1.6.1 Does your organisation have a procedure in place to identify legal, customary or user rights, and people entitled to compensation?

No

Smallholders

1.7 Does your organisation support oil palm smallholders (groups)?

Yes

1.7.1 Does your organisation report on the actions to support the inclusion of smallholders?

Yes

Labour & Labour Rights

1.8 Does your organisation have a publicly-available policy covering Labour & Labour Rights?

Yes

1.8.1 Does the policy cover:

- No discrimination and equal opportunities
- Pay and working conditions at least at legal or industry minimum standards and are sufficient to provide decent living wages (DLW)
- Freedom of association and Collective bargaining
- Protection of children, as well as the workforce of suppliers and third-party contractors
- Prevention of all forms of harassment, including sexual harassment
- No forced or trafficked labour

Occupational Health & Safety

1.9 Does your organisation have a publicly-available Policy covering Occupational Health & Safety?

Yes

1.9.1 Does your organisation have a Standard Operating Procedure (SOP) for Occupational Health & Safety?

Yes

Waste Management

1.10a Does your organisation have a waste management plan that includes reduction, recycling, reusing and disposal based on the hazardous characteristics?

Yes

1.10a.1 Is this plan implemented?

Yes

Water Management

1.11 Does your organisation have a water management plan to promote efficient use and continued availability of water sources?

Yes

1.11.1 Is this plan implemented?

Yes

Energy Use

1.12 Does your organisation have an energy use plan to improve the efficiency of the fossil fuels used and to optimise renewable energy?

Yes

1.12.1 Are there records of implementation of the plan ie. monitoring and reporting?

Yes

Climate Change & Greenhouse Gas (GHG)

1.13 Does your organisation have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG) including identification and assessment of GHG emissions and implementation of a plan to reduce or minimise them?

Yes

Claims and labels

1.15 Does your organisation promote the use of off-product RSPO claims and labels?

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

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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?

- Communication and/or engagement to transform the negative perception of palm oil
- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Engagement with peers and clients
- Promotion of CSPO through off product claims
- 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

Each year, Carrefour publishes a climate report outlining its objectives, KPIs and action plans to combat global warming.

This report is structured around several themes:

contributing to carbon neutrality via integrated stores by 2040 (scopes 1&2)

contributing to carbon neutrality via e-commerce by 2030 (scopes 1&2)

29% reduction in indirect emissions compared to 2019 (Scope 3)

adapting to climate change

For more information, do not hesitate to consult our thematic report (in french only for the moment) :

https://www.carrefour.com/sites/default/files/2023-05/Plan%20Climat%202022_Groupe%20Carrefour.pdf