

Particulars

About Your Organisation

1.1 Name of your organisation

Dairy Crest Limited t/a Saputo Dairy UK

1.2 What is/are the primary activity(ies) or product(s) of your organisation?

- Palm Oil Grower
- Processor and/or Trader
- Consumer Goods Manufacturer
- Retailer
- Bank and/or Investor
- Social and/or Development NGO
- Environmental and/or Conservation NGO
- Affiliate

1.3 Membership number

4-0080-10-000-00

1.4 Membership category

Consumer Goods Manufacturers

1.5 Membership sector

Ordinary

Consumer Goods Manufacturers

1. Operational Profile

1.1 Please state your company's main activity within the palm oil supply chain.

- Food Good Manufacturer - own brand
 Food Good Manufacturer - third-party brand
 Home & Personal Care Good Manufacturer - own brand
 Home & Personal Care Good Manufacturer - third-party brand
 Ingredient Manufacturers
 Biofuels
 Other

Other

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2. Palm Oil and Certified Sustainable Palm Oil Consumption

Information in Section 2 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOF. This includes volume data on palm oil and palm oil products consumed, to enable the RSPO to accurately calculate uptake on a member, sector and total level. ACOF reports without reported volume data will be considered incomplete and will not be accepted.

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

Used for manufacture of butters and spreads

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

Bahamas, The ,Barbados ,Cyprus ,Gibraltar ,Greece ,Malta ,Oman ,Qatar ,United Arab Emirates

2.2.5 Total volume of all palm oil and palm oil products (palm-content only) used in your company's own-brand products and in products produced by your company for third-party brands in the year:

Description	Tonnes
Total volume of crude/refined palm oil (tonnes)	4859.0
Total volume of crude/refined palm kernel oil (tonnes)	6265.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of palm oil/palm kernel oil derivatives and fractions (tonnes)	5937.0
Total	17061.0

2.2.6 Please estimate the percentage of derivatives and fractions (reported in Question CG.2.2.4) 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	63.0
Palm kernel oil-based derivatives and fractions	37.0

2.3 Volume of RSPO-certified palm oil and palm oil products used in your company's own brand products and in products produced by your company for third-party brands in the year (tonnes):

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	0.0
Mass Balance (MB)	0.0	6265.0	0.0	5937.0
Segregated (SG)	4859.0	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0	0.0
Total	4859.0	6265.0	0.0	5937.0

2.3.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question CG.2.3) 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 derivatives.

Description	Percentage
Certified Palm oil-based derivatives and fractions	63.0
Certified Palm kernel oil-based derivatives and fractions	37.0

2.4 According to the volume information you have provided in Question 2.2 and Question 2.3, your company's certified palm oil and palm oil products uptake is:

100.00%

2.4.1 If your company has not reached 100% usage of sustainable palm oil through the four supply chain models (RSPO Credits, MB, SG or IP), do you have any plans to cover the gap using RSPO Credits?

No

2.4.2 Please explain why you do not intend to cover the gap using RSPO Credits

already at 100% RSPO certified

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

Countries/Regions	Percentage
Europe	98.0
North America	1.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	1.0

3. TimeBound Plan

3.1 Which year did your company achieve (or expects to achieve) the RSPO supply chain certification?

2015

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

2011

3.2.1 If the previous target year for CG.3.2 has not been met, please explain why.

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

2011

3.3.1 If the previous target year for CG.3.3 has not been met, please explain why.

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3.4 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.

2016

3.4.1 If the previous target year for CG.3.4 has not been met, please explain why.

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3.5 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?

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

We have no plans to use the RSPO Trademark on our packaging. This is because using the RSPO Trademark on the packaging at a legible size would be a challenge due to space availability. Instead "Sustainable Palm" is stated in the ingredients declaration for Clover, Vitalite, Utterly Butterly and Willow On packs of Clover we also state: "Clover is committed to Sustainable Palm Oil. For more information, please visit www.uk.saputo.com " On packs of Vitalite we also state "Sustainable Palm Oil" on side of pack Our only format that does not refer to sustainable palm oil are our 2kg tubs and we will amend these on our next artwork change in 2020. We do use the RSPO Trademark on our website www.uk.saputo.com

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 already include, and plan to continue including, our sustainable palm commitments in our Corporate Responsibility pledges (Pledge #10) and publish these on our website <https://uk.saputo.com/our-promise/sustainable-palm-oil/> We now include “sustainable palm oil” statements on all our packaging where palm oil is used (Clover, Vitalite, Utterly Butterly and Willow) (with plans in place to update 2kg artworks on 2020 but these are a very small proportion of our sales). We continue to promote through regular presentations our commitment to sustainable palm oil internally to employees and to our customers. Our Careline team are fully briefed and continue to inform consumers using our ‘Palm Oil Statement’ and ‘Palm Oil FAQs’ As part of our efforts to promote the use of sustainable palm oil, we have partnered with Chester Zoo to fund the Kinabatangan Orangutan Conservation Programme in Borneo, Indonesia which helps protect critically endangered Bornean orangutans. Chester Zoo works with a number of leading organisations, including RSPO, to transform the palm oil industry into one that is fully sustainable. They undertake valuable conservation work in south-east Asia to protect species threatened by extinction. Our partnership also enables us to raise awareness of the benefits of using sustainable palm oil with employees, retail customers and consumers.

6. Shared Responsibility

The Board of Governors of the Roundtable on Sustainable Palm Oil (RSPO) 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

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

Yes

6.1.1 Does the policy cover:

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

6.1.2 Has your company previously uploaded or linked its Labour & Labour Rights policy in previous ACOP reporting cycles?

Yes

Ethical Conduct & Human Rights

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

Yes

6.2.1 Does the policy cover:

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

6.2.2 Has your company previously uploaded or linked its Ethical Conduct & Human Rights policy in previous ACOP reporting cycles?

Yes

Land Use

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

No

Occupational Health & Safety**6.4 Does your company have a publicly-available Policy covering Occupational Health & Safety?**

Yes

6.4.1 Has your company previously uploaded or linked its Occupational Health & Safety policy in previous ACOP reporting cycles?

No

Climate Change & Greenhouse Gas (GHG)**6.5 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG)?**

Yes

6.5.1 Does the policy cover:

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

6.5.2 Has your company previously uploaded or linked its Climate Change & Greenhouse Gas policy or report in previous ACOP reporting cycles?

Yes

Complaints & Grievances**6.6 Does your company have a Complaints & Grievances Mechanism?**

Yes

6.6.1 Is your Complaints & Grievances mechanism in line with the RSPO's grievance mechanism? For details of the RSPO's grievance mechanism, please go to <https://askrspo.force.com/Complaint/s/>

No

Smallholders**6.7 Does your company support oil palm independent smallholder groups?**

Yes

6.7.1 Does this support cover:

- Fair and transparent dealings with Smallholders
- Improved Smallholder livelihoods

6.7.2 How is your company supporting them?

Roughly 40% of the palm oil that we source originates from Latin America where the palm oil industry is less developed than in South-East Asia. Together with our palm oil supplier we are determined that as the industry grows, it does so in a sustainable way. Our commitment to creating a completely sustainable palm oil industry is reflected in our sponsorship of Project Mariposa. This programme enables growers to manage their palm trees sustainably, supporting thousands of families on their path to develop, improve and maintain their sustainable production practices. Our work funds training programmes for smallholder farmers in Honduras, enabling them to progress towards full RSPO certification.

7. Challenges

7.1 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

In previous years we encountered issues of low availability of SG palm oil, particularly palm kernel. To resolve this we sourced MB instead. Media coverage on palm oil continues which generates regular, albeit small numbers of enquiries to our Consumer Careline. We use this as an opportunity to educate and inform consumers of our position that there is no more sustainable solution than sustainable palm oil. We have also engaged with the WWF and Chester Zoo to ensure that our stances and communications to consumers are aligned. In terms of increasing our sustainability from Mass Balance to Fully Segregated, we have been conscious of restrictions in our current supply to do this and the impact it has at origin

7.2 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

We are conscious that consumers continue to struggle to grasp language and concepts like “Mass Balance” and “Fully Segregated”. Our partnership with Chester Zoo is looking to help educate people in a more consumer-friendly way. We continue to educate our retail customer-facing teams and our retail customers in how we source palm oil.

7.3 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://uk.saputo.com/our-promise/sustainable-palm-oil/>