

Particulars

About Your Organisation

1.1 Name of your organisation

Dunkin' Brands Group, Inc.

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

3-0096-17-000-00

1.4 Membership category

Retailers

1.5 Membership sector

Ordinary

Retailers

1. Operational Profile

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

- 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 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOP. 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. ACOP 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

As a global franchised organization with U.S. and international businesses that are structured differently, Dunkin' Brands' global supply chain is complex. In the U.S., Dunkin' franchisees purchase nearly all of their restaurant supplies - from product supply and equipment to packaging and other dry goods - from National DCP, LLC (NDCP), a non-profit, franchisee-owned and operated cooperative with distribution centers across the country. The NDCP is the exclusive procurement and distribution entity for Dunkin' restaurants, and sources from suppliers approved by Dunkin' Brands. Internationally, Dunkin' franchisees are responsible for sourcing their own supplies, including palm oil, subject to compliance with Dunkin' Brands specifications. In certain countries our international franchisees purchase everything locally, while others may purchase supplies from NDCP - including palm oil. NDCP suppliers who supply palm oil to international markets are subject to the existing targets established for our U.S. operations.

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

Applies globally

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

Description	Tonnes
Total volume of crude/refined palm oil (tonnes)	8632.37
Total volume of crude/refined palm kernel oil (tonnes)	0
Total volume of palm kernel expeller (tonnes)	0
Total volume of palm oil/palm kernel oil derivatives and fractions (tonnes)	0
Total	8632.37

2.2.6 Please estimate the percentage of derivatives and fractions (reported in Question RT.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	100
Palm kernel oil-based derivatives and fractions	0

2.3 Volume of RSPO-certified palm oil and oil palm products (palm-content only) used in your company's own brand products 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
RSPO Credits from Independent Smallholder	0	0	0	0
Mass Balance (MB)	4022.73	0	0	0
Segregated (SG)	446.2	0	0	0
Identity Preserved (IP)	0	0	0	0
Total	4468.93	0	0	0

2.3.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question RT.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	100
Certified Palm kernel oil-based derivatives and fractions	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:

51.77%

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

We have plans in place to increase the use of mass balance within the scope of our Guidelines for Sourcing Palm Oil. In addition, a number of our international markets are currently using certified palm-oil. We are working to finalize those volumes by the end of 2020.

2.5 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	10
North America	60
Malaysia	0
Indonesia	0
China	0
India	1
Latin America	0
Africa	0
Rest of World	29

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

2016

3.1.1 If the previous target year for RT.3.1 has not been met, please explain why.

In 2016 we began sourcing Mass Balance for the domestic supply chain.

3.2 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.

2020

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

2020, we are working with RSPO to gain supply chain certification. The above is based on certified inputs. 100% of the inputs for direct palm oil purchased through NDCP were specified to be RSPO certified, but only 98% was validated as certified. We are currently in the process of assessing our volume of palm oil purchases internationally in support of our goal of sourcing 100% sustainably certified direct palm oil purchases. We will report on this progress in our 2020 Progress Report.

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 for RT.3.3 has not been met, please explain why.

2020 target within the scope of our policy.

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?

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

At this time we do not have plans to include the RSPO Trademark on our brand products.

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 continue to work with our franchisees, suppliers, and our partners at Rainforest Alliance and RSPO to continue progress against our palm oil commitments and targets. Like the past few years, we will be surveying and engaging with our suppliers to make sure they can enable Dunkin' Brands, Inc. (DBI) to get to our 100% RSPO certified palm oil goal. Throughout this process we will be conducting risk analyses and supporting and measuring progress towards our 2020 key performance metrics. This past year we expanded our verification work to include a new ArcGIS tool to examine palm oil mill risks. This year, we will be performing the verification again and examining palm oil mill risks in further detail with suppliers. Additionally, we will be exploring feasibility of supply chain certification for the NDCP (our closed distribution model system that supplies domestic Dunkin' franchisees) and will be developing a timeline for delivery on this goal in 2020. We anticipate that this effort may be delayed due to COVID-19 as many trainings and seminars have been cancelled or pushed to late 2020.

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?

No

Land Use

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

Yes

6.3.1 Does the policy cover:

- Free Prior and Informed Consent (FPIC)
- Compensation

6.3.2 Has your company previously uploaded or linked its Land Use policy in previous ACOP reporting cycles?

Yes

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?

Yes

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/>

Yes

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

No

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

No

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

We do not have any plans at this time.

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

The cost and complexity of supply chain certification has been a challenge. In addition, the protocol and process of gaining certification has been a challenge with our franchise-based model. We are developing a timeline for delivery on this goal in 2020. We anticipate that this effort may be delayed due to COVID-19 as many trainings and seminars have been cancelled or pushed to late 2020.

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

At Dunkin' Brands, we continuously engage with relevant stakeholders to stay up to date on the issues surrounding palm oil. We continue to have frequent meetings and discussions with all of our suppliers to ensure they are complying with our Guidelines for Sourcing Palm Oil. Since 2016, we have continued our partnership with Rainforest Alliance to assess our progress towards meeting our palm oil commitments, in addition to numerous other projects surrounding palm.

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://www.dunkinbrands.com/internal_redirect/cms.ipressroom.com.s3.amazonaws.com/226/files/20196/2018%20Sustainability%20Report_Final.pdf
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