

## Particulars

### About Your Organisation

#### 1.1 Name of your organisation

John Lewis Plc

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#### 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

3-0108-19-000-00

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#### 1.4 Membership category

Retailers

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#### 1.5 Membership sector

Ordinary

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## 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

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 retail goods with palm oil and oil palm products?

United Kingdom

#### 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)	1484.5
Total volume of crude/refined palm kernel oil (tonnes)	286.19
Total volume of palm kernel expeller (tonnes)	14.0
Total volume of palm oil/palm kernel oil derivatives and fractions (tonnes)	417.97
Total	2202.66

**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	80.0
Palm kernel oil-based derivatives and fractions	20.0

**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	0.0	0.0
RSPO Credits from Independent Smallholder	1.6	1.13	0.0	35.97
Mass Balance (MB)	320.19	224.01	0.0	230.06
Segregated (SG)	1158.48	61.05	14.0	148.0
Identity Preserved (IP)	4.23	0.0	0.0	3.94
Total	1484.5	286.19	14.0	417.97

**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	80.0
Certified Palm kernel oil-based derivatives and fractions	20.0

**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**

Not applicable, there is not a gap. 100% of our footprint is covered by one of the RSPO supply chain models (RSPO Credits, MB, SG, or IP).

**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:**

<b>Countries/Regions</b>	<b>Percentage</b>
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

### 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

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

Target met.

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**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.**

2012

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

Target met.

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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 physical supply chain options (Identity Preserved, Segregated and/or Mass Balance) in own-brand products.**

2020

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

The John Lewis Partnership's target for 100% physically certified palm oil is for the next reporting year, 2020. This year (2019), over 98.2% of the palm oil used in our own-brand products was from physically certified supply chain models. We continue to work closely with our suppliers to ensure that the remaining 1.8% of our footprint has been converted to RSPO physically certified supply chains.

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**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.

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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**

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 to 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 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, 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. Please also see our palm oil webpage, which is the best source of information on our plans and activities related to palm oil, and where details of any new initiatives will be described. [https://www.waitrose.com/home/inspiration/about\\_waitrose/the\\_waitrose\\_way/palm\\_oil.html](https://www.waitrose.com/home/inspiration/about_waitrose/the_waitrose_way/palm_oil.html)

## 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](mailto:acop@rspo.org)*

### Labour & Labour Rights

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

Yes

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##### 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?

No

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### Ethical Conduct & Human Rights

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

Yes

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##### 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

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### Land Use

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

No

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**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/>**

Yes

**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?**

We purchase Independent Smallholder RSPO credits. We work through the Palm Oil Transparency Coalition to engage with importers to ensure that their policies and practices support independent smallholder groups.

## 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

Negative media coverage in the UK has affected customer opinion on the sustainability of certified palm oil. We are part of the UK Roundtable on Sourcing Sustainable Palm Oil's communications group, to try and help address this. Research shows that customer recognition of the RSPO trademark and what it represents is low in the UK. We are looking at ways to provide more information to our customers about the sourcing of palm oil in our own-brand products. For certain types of derivatives used in non-food products, the availability and cost of physically sourced and especially, segregated supply, can be challenging. We are engaging with suppliers and traders, and with other businesses, to identify gaps in the availability of derivatives.

### 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

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### 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.waitrose.com/home/inspiration/about\\_waitrose/the\\_waitrose\\_way/palm\\_oil.html](https://www.waitrose.com/home/inspiration/about_waitrose/the_waitrose_way/palm_oil.html)  
<https://www.palmoiltransparency.org/> <https://www.rpog.org/>