

## Particulars

### About Your Organisation

#### 1.1 Name of your organisation

SODEXO

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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

3-0042-11-000-00

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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 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

Sodexo operates in 72 countries and our operations are under Sodexo SA. Sodexo SA holds directly or indirectly 100% of the subsidiaries indicated below: 1/ UK: SODEXO LTD SODEXO HEALTHCARE SERVICES LTD SODEXO PRESTIGE LTD SODEXO DEFENCE SERVICES LTD KALYX LIMITED SODEXO EDUCATION SERVICES LTD SODEXO IRELAND LTD 2/ FRANCE SOGERES SA SODEXO ENTREPRISES SAS SODEXO SANTE MEDICO SOCIAL SAS SOCIETE FRANCAISE DE RESTAURATION ET SERVICES SODEXO SPORTS ET LOISIRS SODEXO JUSTICE SERVICES 3/ NORTH AMERICA SODEXO, INCCENTERPLATE ULTIMATE HOLDINGS, CORP. CK FRANCHISING, INC SODEXO REMOTE SITES LLC SODEXO CANADA LTD 4/ EUROPE SODEXO ITALIA SPA SODEXO BELGIUM SAS SODEXO GERMANY BV SODEXO IBERIA SA SODEXO AB (SWEDEN) SODEXO NEDERLAND BV 5/ SOUTH AMERICA SODEXO CHILE SA SODEXO DO BRASIL COMERCIAL SA SODEXO PEROU SAC SODEXO SAS (COLOMBIA) 5/ 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)

#### 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)	4809.0
Total volume of crude/refined palm kernel oil (tonnes)	0.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of palm oil/palm kernel oil derivatives and fractions (tonnes)	0.0
Total	4809.0

**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	90.0
Palm kernel oil-based derivatives and fractions	10.0

**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	3142.0	0.0	0.0	0.0
Mass Balance (MB)	1662.0	0.0	0.0	0.0
Segregated (SG)	5.0	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0	0.0
Total	4809.0	0.0	0.0	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	90.0
Certified Palm kernel oil-based derivatives and fractions	10.0

**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?**

Yes

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	37.0
North America	51.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	2.0
Latin America	5.0
Africa	0.0
Rest of World	5.0

### 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

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

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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.**

2013

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**3.2.1 If the previous target year for RT.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 physical supply chain options (Identity Preserved, Segregated and/or Mass Balance) in own-brand products.**

2025

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

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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**

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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

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##### 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.

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## 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 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 is working on the formalization of the Responsible sourcing roadmap and one initiative under the "Protect and restore natural ecosystems" is about sustainable agriculture and deforestation.

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## 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?

Yes

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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?

Yes

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##### 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?

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?**

No

**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**

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.

## 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

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.

### 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

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.

### 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.sodexo.com/files/live/sites/sdxc.com-global/files/PDF/Finance/20191121\\_Sodexo-Fiscal-2019-Universal-Registration-Document\\_EN.pdf](https://www.sodexo.com/files/live/sites/sdxc.com-global/files/PDF/Finance/20191121_Sodexo-Fiscal-2019-Universal-Registration-Document_EN.pdf)