

Particulars

About Your Organisation

1.1 Name of your organization

METRO Group

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

- Grower
 - Processor and/or Trader
 - Consumer Goods Manufacturer
 - Retailer and/or Wholesaler
 - Bank and/or Investor
 - Social and/or Development NGO
 - Environmental and/or Conservation NGO
 - Supply Chain Associate
 - Affiliate
-

1.3 Membership number

3-0038-11-000-00

1.4 Membership category

Retailers

1.5 Membership sector

Ordinary

Retailer and/or Wholesaler

1. Operational Profile

1.1 Please state your main activity(ies) within the palm oil supply chain. Please select the option(s) that apply to you

- Wholesaler
- Retail
- Food service providers
- Own-brand
- Third-party brands
- Other:

Other:

2. Palm Oil Use and Certification Progress

2.1 Please include details of all operations using palm oil, owned and/or managed by the member and/or all entities that belong to the group.

METRO Cash & Carry, real, -

2.1.1 In which markets do you sell goods with palm oil and oil palm products?

Austria , Belgium , Bulgaria , Burma , China , Croatia , Czech Republic , France , Germany , Hungary , India , Italy , Japan , Kazakhstan , Moldova , Netherlands , Pakistan , Poland , Portugal , Romania , Russia , Slovakia , Spain , Turkey , Ukraine

2.2 Total volume of all palm oil and oil palm products in the goods sold in the year:

2.2.1 Total volume of refined /crude palm oil in the goods sold in the year (tonnes)

24,576.00

2.2.2 Total volume of crude and refined palm kernel oil in the goods sold in the year (tonnes)

83.00

2.2.3 Total volume of palm kernel expeller sold in the year (tonnes)

0.00

2.2.4 Total volume of other palm-based derivatives and fractions in the year (tonnes)

171.00

2.2.5 Total volume of all palm oil and oil palm products in the goods sold in the year (tonnes)

24,830.00

2.3 Volume of palm oil and oil palm products used in the year, in your own brand products, that are RSPO-certified (tonnes):

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 Book and Claim from Mill / Crusher	1625	-	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance (MB)	8084	-	-	-
2.3.4 Segregated (SG)	9039	-	-	-
2.3.5 Identity Preserved (IP)	142	-	-	-
2.3.6 Total volume (tonnes)	18890	-	-	-

2.4 According to the information you have provided in this questionnaire, your company has not reached 100% sustainable palm yet by using the four supply chain models (Book and Claim, MB, SG, IP). Do you have plans to immediately cover the gap by using RSPO Credits?

2.4.1 When do you plan to cover the gap by using RSPO Credits?

-

2.4.2 Please explain why

-

2.5 What is the percentage of Certified Sustainable Palm Oil and oil palm products in the total volume handled by your company in the following regions:

2.5.1 Africa

0%

2.5.2 Oceania

0%

2.5.3 Europe

0%

2.5.4 North America

0%

2.5.5 Latin America

0%

2.5.6 Middle East

0%

2.5.7 China

0%

2.5.8 India

0%

2.5.9 Indonesia

0%

2.5.10 Malaysia

0%

2.5.11 Rest of Asia

0%

3. Time-Bound Plan

3.1 Year expected to start (or year started) using RSPO-certified sustainable palm oil and oil palm products, in your own brand products

2012

3.2 Year started/expected to start using any RSPO-certified sustainable palm oil and oil palm products in your own brand products

2013

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

-

3.3 Year expected to be (or already) using 100% RSPO-certified sustainable palm oil and oil palm products from any supply chain option in your own brand products.

2020

3.3.1 If target has not been met, please explain why.

-

3.4 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) in your own brand products.

2020

3.4.1 If target has not been met, please explain why.

-

3.5 Which markets do these commitments cover?

Austria , Belgium , Bulgaria , Burma , China , Croatia , Czech Republic , France , Germany , Hungary , India , Italy , Japan , Kazakhstan , Moldova , Netherlands , Pakistan , Poland , Portugal , Romania , Russia , Slovakia , Spain , Turkey , Ukraine

3.6 Does your company use RSPO-certified sustainable palm oil and oil palm products in goods you manufacture on behalf of other companies?

No

3.7 Does your company have a Time-Bound Plan to only use RSPO-certified sustainable palm oil and oil palm products in the goods you manufacture on behalf of other companies?

No

3.8 When do you expect all products you manufacture to only contain RSPO-certified sustainable palm oil and oil palm products?

N/A

4. Trademark Use

4.1 Do you use or plan to use the RSPO Trademark on your own brand products?

Yes

4.2 Please select the countries where you use or intend to apply the Trademark.

Austria , Croatia , Czech Republic , Germany , Italy , Slovakia

4.2.1 Please state the year that you started using the RSPO Trademark or the year you plan to start using the RSPO Trademark.

2013

4.3 Please explain why

- 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
-

Other:

4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?

No

5. Actions for Next Reporting Period

5.1 Outline actions that you will take in the coming year to promote the use of RSPO-certified sustainable palm oil and oil palm products along the supply chain.

Sales lines METRO Cash & Carry and Real will continue with regard to their specific implementation plans, including exchange with suppliers and training of own staff.

As Real achieved its goal in 2015, it has now set itself a new target: the use of 100 per cent palm oil or palm kernel oil according to the „Identity Preserved,“ or „Segregation,“ supply chain models for own-brand food items by 2025. In addition, the range of own brand detergents and cleaning agents and also cosmetics products is to be switched to sustainable palm oil.

6. Non-Disclosure of Information

6.1 Information in the sections above are mandatory declarations in your ACOP. For confidentiality purposes, members may choose not to display volume data in Section 2 publicly; however, RSPO reserves the right to utilise the member's data on an aggregate basis for sectoral and total analysis. Please check this box if the member chooses to have the data in Section 2 displayed publicly.

Yes - Display Publicly

7. Application of Principles & Criteria for all member sectors

7.1 Related to company's procurement or operations, do you have organisational policies that are in line with the RSPO P&C? Select all relevant options.

7.1.A Water, land, energy and carbon footprints

File: --

Link: <https://www.metroag.de/en/company/responsibility/procurement>

7.1.B Land use rights

File: --

Link: <https://www.metroag.de/en/company/responsibility/procurement>

7.1.C Ethical conduct and human rights

File: --

Link: <https://www.metroag.de/en/company/responsibility/procurement>

7.1.D Labour rights

File: --

Link: <https://www.metroag.de/en/company/responsibility/procurement>

7.1.E Stakeholder engagement

File: --

Link: <https://www.metroag.de/en/company/responsibility/procurement>

7.1.F None of the above. Please explain why

-

7.2 What best practice guidelines or information has your organisation provided in the past year to facilitate the uptake of RSPO-certified sustainable palm oil and oil palm products? What languages are these guidelines available in?

Sustainability workshops conducted in the METRO Cash & Carry national subsidiaries: Their objective is to develop a specific implementation plan for each country. Germany, France, Austria, Slovakia, Croatia, Poland and Italy have already switched to sustainability-certified palm oil.

8. Greenhouse Gas (GHG) Footprint

8.1 Are you currently reporting any GHG footprint?

Yes

8.1.1 Please upload your publicly available GHG report

File: --

8.1.1.1 OR please insert the URL to the GHG section of your corporate website.

<https://reports.metroag.de/corporate-responsibility-report/2017-2018/key-performance-indicators/secure-planet.html#accordion1>

8.2 Please explain and justify why you are not calculating your GHG footprint. Please include any future plans you may have to calculate your GHG footprint.

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8.3 What methodology are you using to calculate your GHG footprint?

Our reporting is based on the Corporate Standard and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard of the Greenhouse Gas Protocol. With the aid of the group-wide Carbon Accounting process introduced in 2011, we record consumption data for the aforementioned emission sources at all stores, administrative and warehouse locations and at the headquarters in Düsseldorf.

9. Support for Oil Palm Smallholders**9.1 Are you currently supporting any oil palm Independent Smallholder groups?**

No

9.2 If yes, how are you supporting them?

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

No

9.2.2 When do you plan to start your support for oil palm Independent Smallholders?

-

10. Challenges

10.1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?

- 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
- Others

Other:

We see pricing as an issue. In addition, suppliers are often not able to provide information on certified palm oil volume. Availability of certified palm oil is limited, especially for non-food and cosmetics. To resolve these obstacles METRO is addressing the issue of certified palm oil in its exchange with suppliers.

10.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- Others

Other:**10.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)**

<https://reports.metroag.de/corporate-responsibility-report/2017-2018/>