

Particulars

About Your Organisation

1.1 Member Name

Ferrero Trading Lux S.A.

1.2 Membership Number

4-0006-05-000-00

1.3 Membership Sector

Consumer Goods Manufacturers

1.4 Membership Category

Ordinary

1.5 Country

Luxembourg

2.0 Does your company or organisation produce, process, consume or sell any palm oil or any products containing derivatives of palm oil?

Yes

2.1 Please select all description(s) that describe the palm oil-related activities of your company or organisation. Multiple selections are allowed, and not limited to the primary sector of the member's RSPO membership. You will be required to complete the relevant ACOP section based on your selection(s).

- I own and operate oil palm estate(s) and/or palm oil mill(s)
- I represent a palm oil Independent Smallholder farmer Group
- I own and operate independent palm oil mills
- I own and operate independent palm kernel crushing plants - Processors and/or Traders
- I trade or broker palm oil, palm kernel oil or related products - Processors and/or Traders
- I am a refiner of palm oil or palm kernel oil - Processors and/or Traders
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related fractions/derivatives - Processors and/or Traders
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products - Processors and/or Traders
- I manufacture final consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors - Consumer Goods Manufacturers
- I retail final consumer (B2C) products containing palm oil, palm kernel oil or related products - Retailers
- I operate food retail outlets that use palm oil, palm kernel oil or related products - Retailers
- I am a conservation and environmental NGO supporting the sustainable development of the palm oil industry
- I am a social and human development NGO supporting the sustainable development of the palm oil industry

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 2.0 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOP. This includes volume data on palm oil, palm kernel oil and related products consumed, to enable the RSPO to accurately calculate uptake of individual members, sectors and RSPO members as a whole. ACOP reports without reported volume data will be considered as incomplete and will not be accepted. Incomplete ACOP reports may lead to suspension or termination of RSPO membership.

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

Includes Ferrero, Thornton's, Fannie May, the brands that were part of Nestle's chocolate business in the United States (FMC), Eat Natural and Keebler

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

Europe ,North America ,China,India,Malaysia,Indonesia,Africa ,Latin America ,Rest of the World

DL.2.0 In order to facilitate ease of reporting and transparency, RSPO members operating within the palm oil demand supply chain can now choose to report palm oil and palm oil product volumes on:

an aggregate level (as in previous ACOP reporting cycles)

2.2 Total volume of RSPO-certified (IP, MB, SG and RSPO Credits/Book and Claim) and Non RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand and third-party brand products

Description	Tonnes
Total volume of crude palm oil (tonnes)	0.00
Total volume of crude palm kernel oil (tonnes)	0.00
Total volume of palm kernel expeller (tonnes)	0.00
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	258919.00
Total	258919.00

2.2.1 Please estimate the percentage of derivatives and fractions (reported in Question CG.2.2) 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	97
Palm kernel oil-based derivatives and fractions	3

2.3 Please estimate the regional distribution of your company's uncertified and certified palm oil, palm kernel oil and related products sales (as declared in Question 2.2) in the following countries/regions.

Countries/Regions	Percentage
Europe	65
North America	16
Malaysia	1
Indonesia	1
China	1
India	1
Latin America	6
Africa	2
Rest of World	7

2.4 Volume of RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand and third-party brand products in the year:

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	0.00	0.00	0.00	0.00
RSPO Credits from Independent Smallholder	0.00	0.00	0.00	0.00
Mass Balance (MB)	0.00	0.00	0.00	10806.00
Segregated (SG)	0.00	0.00	0.00	248113.00
Identity Preserved (IP)	0.00	0.00	0.00	0.00
Total	0.00	0.00	0.00	258919.00

2.4.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question CG.2.4) 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

Description	Percentage
Certified Palm oil-based derivatives and fractions	97
Certified Palm kernel oil-based derivatives and fractions	3

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

100.00%

2.5.1 Please provide additional information on your certified palm oil, palm kernel oil and related products uptake. This may include your usage of RSPO Credits to cover gaps in certified uptake, changes due to business environment, variations due to stock positions or efforts to support independent smallholders beyond volume commitments.

By end 2023; Ferrero's, Thorntons, Fannie May & brands that were formerly part of Nestle's chocolate business in the United States (FMC) are 100% RSPO SG certified sustainable palm oil (Fannie May achieved 100% RSPO SG certification as of the second semester of 2023)

Eat Natural and Keebler, brands recently integrated into the Ferrero extended family, were sourced with 100% RSPO MB certification in 2023.

Ice Cream Factory Comaker aquired brand volumes, sourced with 100% RSPO SG certification in 2023, is not considered in this ACOP report due RSPO membership transition and will be integrated as of next Ferrero group ACOP report of 2024.

2.6 Please estimate the regional sales volume distribution of your company's RSPO certified palm oil, palm kernel oil and related products (as declared in Question 2.4) in the following countries/regions:

Countries/Regions	Percentage
Europe	65
North America	16
Malaysia	1
Indonesia	1
China	1
India	1
Latin America	6
Africa	2
Rest of World	7

3. TimeBound Plan

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

2012

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

2009

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

Since 2015 we source 100% RSPO certified palm oil as segregated.
 In the last years Ferrero extended its perimeter with acquired products Eat Natural, Fannie May, brands that were formerly part of Nestle's chocolate business in the United States (FMC), ICFC, Keebler & Thorntons.
 By end 2023; Acquired brands Fannie May, brands that were formerly part of Nestle's chocolate business in the United States (FMC), ICFC & Thorntons, are 100% RSPO SG certified sustainable palm oil (Fannie May achieved 100% RSPO SG certification as of the second semester of 2023)
 Eat Natural and Keebler, brands recently integrated into the Ferrero extended family, were sourced with 100% RSPO MB certification in 2023.
 Note: Ice Cream Factory Comaker (ICFC) acquired brand volume (sourced with 100% RSPO SG certification in 2023) is not considered in this ACOP report due RSPO membership transition and its volume will be integrated as of next Ferrero group ACOP report of 2024.

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

2015

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

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3.4 Which year did your company begin (or expects to begin) using only 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.

2015

3.4.1 If the previous target year has not been met, 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?

Yes

4.2 Please select the countries where your company uses or intends to use the Trademark

Applies globally

4.2.1 Which year did your company begin (or expects to begin) using the RSPO Trademark

2013

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)

- Participation in RSPO Working Group or Task Forces
- Support Independent Smallholders (ISH)
- Contribute to the RSPO Smallholder Trainer Academy
- Financial contribution to the RSPO Smallholder Support Fund
- Direct investments in Smallholder Certification projects
- Involvement/direct investments in Jurisdictional/Landscape approach
- Direct/collective investments in conservation and restoration initiatives
- Financial contribution to support members with Remediation and Compensation (RaCP) process, direct/collective investments in conservation and restoration initiatives
- Allocating FTE to promote the production or consumption of certified sustainable oil palm products
- Specific policies and action plans by the member to promote CSPO production or consumption in the upstream or downstream supply chain, including target dates or broader policies that include such efforts
- No activities planned
- Others

Other

Ferrero will keep significantly promoting the production and consumption of sustainable Palm Oil in the following years by:

- Publishing our Palm Oil charter progress report
- By sourcing RSPO certified segregated palm oil – traceable back to plantations – for our core brands, and to continuing to work with our acquired brands to increase traceability and ensure progress on complex issues in line with our commitments.
- Sponsoring and collaborating in on-the-ground projects to improve and diffuse sustainable production practices. (eg. Keep extending our Nature based solutions program, in partnership with SAN, focusing on restoring, preserving, and enhancing biodiversity in palm oil production Systems, contributing to the Earthworm Southern Central Forest Spine Landscape, keep working on projects to support the adoption of responsible labour practices within Ferrero’s palm oil supply chain, and we aim to extend the work with supply partners to support oil palm smallholders to be RSPO certified)
- Investing in solid analysis and assessment both on palm oil supply chain (eg. With universities) and on palm oil reputation (eg. Consumer tracking).
 - in RSPO; supporting their communication to large public to engage policy makers and other relevant stakeholders to improve identified opportunity areas (eg assurance)
 - by participating to BoG meetings and others organized by RSPO
 - by signing and supporting the SPOD Manifesto
 - By participating, through local teams’, in National Initiatives (NIs) in several countries to support sector promotion:
 - o Raising the bar in sustainability in the local PO supply chain
 - o supporting on-the-grounds projects on biodiversity and smallholders
 - o Communicating and engaging with key stakeholders to explain our investment in a more sustainable palm oil chain
 - o In engagement with policy makers, civil society and stakeholders at national and EU level to raise awareness on palm oil sustainability and promote the uptake of sustainable practices.
 - In SPOC platform, at regular meetings, sharing key data and best practices.
 - Sharing our programs and projects outcomes to open our expertise to other industry players
 - by communicating our palm oil sustainability practices (eg. RSPO certification, Starling monitoring, our suppliers agriculture practices, etc..) as Ferrero corporate as well as Nutella brand in many touchpoints (website, digital campaigns, PR) contributing to fill the knowledge gap.
 - As a member of the Consumer Goods Forum's (CGF) Human Right Coalition (HRC), joining forces aiming to address forced labor risks in the Malaysian palm oil sector.
 - Advocate for reforms and improvements of RSPO audit procedures, quality control and for complete and comprehensive reporting in Annual Communication of Progress (ACOP) reports

Shared Responsibility

The Board of Governors of the Roundtable on Sustainable Palm Oil approved new Shared Responsibility rules on 31 October 2019, requiring all members to share sustainability requirements and obligations. Reporting of Shared Responsibility (SR) requirements will be done through ACOP and MyRSPO. As the process of verification of the reports is in development, the Shared Responsibility section in ACOP may change in future ACOP cycles. Evidence to show compliance to the SR requirements shall be uploaded via your membership profile in MyRSPO. Please login to your MyRSPO account and upload the relevant policies, plans and relevant reports there. If you do not have a policy or your policy does not cover all items, you will be required to provide a Declaration of Support for the relevant policy items in your MyRSPO profile. Additional information on the required policies and plans applicable to all sectors as well as the annual uptake targets for supply chain actors can be found on <https://rspo.org/members/shared-responsibility> or email the Shared Responsibility team at sharedresponsibility@rspo.org.

SR 1. Transparency

1.1 Does your organisation have organisational management documents publicly-available?

Yes

SR 2. Ethical Conduct

1.2 Does your organisation have a publicly-available policy covering Ethical Conduct, including for recruitment and contractors?

Yes

SR 3 and SR 4. Legal Compliance

1.3 Does your organisation comply with all applicable legal requirements?

Yes

1.4 Does your organisation require its third party contractors to comply with legal requirements?

Yes

SR 7. Claims and labels

1.7a Does your organisation promote the use of off-product RSPO claims and labels?

Yes

SR 8. Information and outreach activities

1.8 Does your organisation implement transparent communication and outreach activities to promote sustainable palm oil?

Yes

SR 9. Human Rights

1.9 Does your organisation have a publicly-available Policy on respect for human rights, including for suppliers and sub-contractors?

Yes

SR 10. Complaints & Grievances**1.10 Does your organisation have a Grievance Mechanism that is accessible to all affected parties?**

Yes

1.10.1 Is your Grievance mechanism in line with the principles of the RSPO's Complaints System?

Yes

SR 11 and SR 12. Land Use and FPIC**1.11a Does your organisation have a policy covering Commitment to respect Free Prior and Informed Consent (FPIC) in the operational Palm Oil Supply chain?**

Yes

1.11a.1 Does your organisation have a procedure in place to identify legal, customary or user rights, and people entitled to compensation?

No

SR 13 and SR 14. Smallholders inclusion**1.13 Does your organisation support oil palm smallholders (groups)?**

Yes

SR 15 - SR 20. Labour & Labour Rights**1.15 Does your organisation have a publicly-available policy covering Labour & Labour Rights?**

Yes

1.15.1 Does the policy cover:

- No discrimination and equal opportunities
- Pay and conditions of the workers.
- Freedom of association and Collective bargaining
- Protection of children and remediation for suppliers and third party contractors.
- Prevention of all forms of harassment, including sexual harassment
- No forced or trafficked labour

SR 21. Occupational Health & Safety

1.21 Does your organisation have a publicly-available Policy covering Occupational Health & Safety?

Yes

SR 22. Waste Management

1.22a Does your organisation have a waste management plan that includes reduction, recycling, reusing and disposal based on the hazardous characteristics?

Yes

1.22a.1 Is this plan implemented?

Yes

SR 23. Water Management

1.23 Does your organisation have a water management plan to promote efficient use and continued availability of water sources?

Yes

1.23.1 Is this plan implemented?

Yes

SR 24. Energy Use

1.24 Does your organisation have an energy use plan to improve the efficiency of the fossil fuels used and to optimise renewable energy?

Yes

1.24.1 Are there records of implementation of the plan ie. monitoring and reporting?

Yes

SR 25. Climate Change and Greenhouse Gases (GHG)

1.25 Does your organisation have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG) including identification and assessment of GHG emissions and implementation of a plan to reduce or minimise them?

Yes

SR 26. Promotion of certification/uptake

1.26b Does your organisation meet the SR CSPO uptake target?

Yes _____

SR 27. Sustainable Palm Oil Policy

1.27a Does your organisation have other relevant policies as a sustainable palm oil sourcing policy?

Yes _____

SR 28 and SR 29. Support and resourcing

1.28 Does your organisation provides services and support to RSPO and resources to implement SR?

Yes _____

Challenges and Support

1.1 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 rise of PO-free claims

1.2 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?

- Communication and/or engagement to transform the negative perception of palm oil
- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Engagement with peers and clients
- Promotion of CSPO through off product claims
- 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

FONAP: <https://www.forumpalmoel.org/en/welcome>
 HCSA: <http://highcarbonstock.org/>
 SPOD Manifesto

1.3 If your company has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

- o Ferrero Code of Ethics: [code-of-ethics-english.pdf \(ferrerosustainability.com\)](#)
 - o Code of Business Conduct: Microsoft Word - CODE OF BUSINESS CONDUCT_ENG (ferrerosustainability.com)
 - o Ferrero supplier code: 2020_06_08_FERRERO SUPPLIER (ferrerosustainability.com)
 - o Ferrero Mill list: Palm Oil | Ferrero Sustainability
 - o Ferrero Palm Oil Charter: 20210517 - Palmoil Charter light (ferrerosustainability.com)
 - o Ferrero Palm Oil Action Plan: 20210927 - Palmoil Action plan new reduced (ferrerosustainability.com)
 - o Ferrero Palm Oil Progress report: Palm Oil | Ferrero Sustainability
 - o Ferrero IPM (SAN): SAN Ferrero Partnership | SAN (sustainableagriculture.eco)
 - o Ferrero EF: Ferrero - Who are they and what do they do in responsible sourcing? - Earthworm
 - o ISF/HSP/Ferrero: ISF, Hap Seng and Ferrero join forces in Smallholder Support Project - ISF (isfsb.com)
 - o CGF: <https://www.theconsumergoodsforum.com/social-sustainability/human-rights-ending-forced-labour/keyprojects/palm-oil/>
 - o Fonap: <https://www.forumpalmoel.org/fonap-project>
 - o SNSB: <https://sustainablenutritionsb.com/>
 - o UPIS: <https://www.oliodipalmasostenibile.it/>
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