

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

Dairy Crest Group plc

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#### 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
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#### 1.3 Membership number

4-0080-10-000-00

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#### 1.4 Membership category

Consumer Goods Manufacturers

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#### 1.5 Membership sector

Ordinary

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**Consumer Goods Manufacturer****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**

- ☒ End-product manufacturer
- ☒ Food goods manufacturer
- ☐ Ingredient manufacturer
- ☐ Home & personal care goods manufacturer
- ☒ Own-brand manufacturer
- ☒ Manufacturing on behalf of other third-party brands
- ☐ Biofuels manufacturer
- ☐ Other

Other:

**2. Palm Oil and Certified Sustainable Palm Oil Use**

**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.**

used for manufacture of butters and spreads

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

United Kingdom

**2.1.2 In the market(s)/country(ies) where you operate, do you calculate how much palm oil and oil palm product there is in the goods you manufacture?**

Yes

**2.2 Volumes of palm oil and oil palm products purchased**

**2.2.1 Total volume of crude and refined palm oil used in the year (tonnes)**

2,199.00

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

6,400.00

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

0.00

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

7,450.00

**2.2.5 Total volume of all palm oil and oil palm products used in the year (tonnes)**

16,049.00

**2.3 Volume of palm oil and oil palm products used in the year in your own brand products that are RSPO-certified (in 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	-	-	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance	2199	6400	-	7450
2.3.4 Segregated	-	-	-	-
2.3.5 Identity Preserved	-	-	-	-
2.3.6 Total volume	2199	6400	-	7450

**2.4 Volume of RSPO-certified palm oil and oil palm products sold to 3rd party RSPO certified companies (in tonnes)**

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.4.1 Book and Claim from Mill / Crusher	-	-	-	-
2.4.2 Book and Claim from Independent Smallholder	-	-	-	-
2.4.3 Mass Balance	-	-	-	-
2.4.4 Segregated	-	-	-	-
2.4.5 Identity Preserved	-	-	-	-
2.4.6 Total volume	-	-	-	-

**2.5 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?****2.5.1 When do you plan to cover the gap by using RSPO Credits?**

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**2.5.2 Please explain why**

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**2.6 What is the percentage of RSPO Certified Sustainable Palm Oil in the total palm oil used by your company in the following regions:**

**2.6.1 Africa**

0%

**2.6.2 Oceania**

0%

**2.6.3 Europe**

100%

**2.6.4 North America**

0%

**2.6.5 Latin America**

0%

**2.6.6 Middle East**

0%

**2.6.7 China**

0%

**2.6.8 India**

0%

**2.6.9 Indonesia**

0%

**2.6.10 Malaysia**

0%

**2.6.11 Rest of Asia**

0%

**3. Time-Bound Plan**

**3.1 Year of first supply chain certification (planned or achieved)**

2015

**3.2 Year expected to/or started to use any RSPO-certified sustainable palm oil and oil palm products in your own brand products**2011

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

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-**3.3 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from any supply chain option in your own brand products.**2011

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

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-**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.**2016

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

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Mass Balanced since 2016, plans in place to move to SG**3.4.2 Which markets do these commitments cover?**

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United Kingdom**3.5 Does your company use RSPO-certified sustainable palm oil and oil palm products in goods you manufacture on behalf of other companies?**

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Yes**3.6 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?**

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Yes**3.7 When do you expect all products you manufacture to only contain RSPO-certified sustainable palm oil and oil palm products?**

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2011**4. Trademark Use****4.1 Do you use or plan to use the RSPO Trademark on your own brand products?**

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No**4.2 Please select the countries where you use or intend to apply the Trademark.**

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**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.**

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**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:**

Instead, 'Sustainable Palm' is stated:

• In the ingredients declaration on all packs of Clover

• On most of our Vitalite packs (packs that account for 95% of our Vitalite volume), with the remaining packs being updated in 2019

• In the ingredients declaration of Willow

• On packs of Clover we also state: 'Clover is committed to Sustainable Palm Oil. For more information, please visit [www.dairycrest.co.uk](http://www.dairycrest.co.uk)'

We plan to state 'Sustainable Palm' on our packs of Utterly Butterly at the next artwork change in 2019.

We do use the RSPO Trademark on our website [www.dairycrest.co.uk](http://www.dairycrest.co.uk)

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

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

• We already include, and plan to continue including, our sustainable palm commitments in our Corporate Responsibility pledges (Pledge #10) and publish these on our website <https://www.dairycrest.co.uk/commitments/> and in our Company Annual Report.

• We already include 'Sustainable palm oil' statements on most of our packaging where palm oil is used (Clover, Vitalite, Utterly Butterly and Willow) with plans in place to update existing packaging in 2019.

• We plan to continue to promote through regular presentations our commitment to sustainable palm oil internally to employees and to our customers.

• Our Careline team are fully briefed and prepared to inform consumers using our 'Palm Oil Statement' and 'Palm Oil FAQs'.

• We have plans to enter into partnerships with NGOs and other organisations in 2019 to promote the use of RSPO certified 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: [M-Policies-to-PNC-waterland 7.11.pdf](#)

Link: --

**7.1.B Land use rights**

File: --

Link: --

**7.1.C Ethical conduct and human rights**

File: [M-Policies-to-PNC-ethicalconducthr 7.12.pdf](#)

Link: --

**7.1.D Labour rights**

File: [M-Policies-to-PNC-laborrights 7.13.pdf](#)

Link: --

**7.1.E Stakeholder engagement**

File: [M-Policies-to-PNC-stakeholderengagement 7.14.pdf](#)

Link: --

**7.1.F None of the above. Please explain why.**

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**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?**

ÔÉò We relaunched our corporate website in 2018, where we include our sustainable palm commitments in our Corporate Responsibility pledges (Pledge #10) (<https://www.dairycrest.co.uk/commitments/>)

ÔÉò We published our sustainable palm commitments in our 2018 Company Annual Report.

ÔÉò In 2018 we updated more of our packaging to include „Åú sustainable palm oil,Åù statements.

ÔÉò We have presented regularly throughout 2018 to employees and our retail customers on our commitment to sustainable palm oil.

ÔÉò In 2018 we updated our „Åò Palm Oil Statement,Åò and „Åò Palm Oil FAQs,Åò for our Consumer Careline to use whilst handling contacts, and also included these FAQs on our website. These are in English.

**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.**

Link: <https://www.dairycrest.co.uk/commitments/strategic-pillars/climate/>

**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?**

We follow the GHG Protocol Corporate Accounting and Reporting Standard to calculate emissions from the combustion of fuels (Scope 1) and from purchased electricity, heat, steam and cooling (Scope 2). Carbon emission factors are used to convert each activity that gives rise to GHG emissions to a carbon dioxide equivalent (CO<sub>2</sub>e) using the latest UK Government conversion factors for Company Reporting.

Scope 1 emissions data includes material sources of fossil fuels used at manufacturing sites, offices and our national distribution centre. Road fuel used in company cars operated by Dairy Crest for business travel is also included. Fugitive losses of refrigerants used in cooling equipment have been converted to tonnes of carbon dioxide equivalent and are included for completeness. Scope 2 emissions data includes purchased electricity used in manufacturing, distribution and in offices. We employ a „per tonne of throughput“ denominator as the most effective measure of relative performance. This measure is consistent with our internal target setting process and how we communicate relative performance. Consistent with the GHG Protocol, emissions from biologically sequestered carbon are reported separate to the other Scopes. These comprise emissions from combustion of biomass fuel at our creamery in Davidstow that significantly reduce Scope 1 emissions from fossil fuels. Emissions from combustion of biomass fuels are not included in the emissions intensity ratio reported above.

Scope

## 9. Support for Oil Palm Smallholders

**9.1 Are you currently supporting any oil palm Independent Smallholder groups?**

No

**9.2 How are you supporting them?**

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

Yes

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

2019

## 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:**

In previous years we encountered issues of low availability of SG palm oil, particularly palm kernel. To resolve this we sourced MB instead.

The recent publicity and media coverage on palm oil, for example from Iceland's decision to remove palm from their own label products, has generated additional enquiries to our Consumer Careline. We have used this as an opportunity to educate and inform consumers of our position that there is no more sustainable solution than sustainable palm oil. We have also engaged with a prominent global NGO [Punit / Liz I, Åll take your advice on whether we name the WWF] to ensure that our stances and communications to consumers are aligned.

In terms of increasing our sustainability from Mass Balance to Fully Segregated, we have been conscious of restrictions in our current supply to do this and the impact it has at origin. We are looking with our supplier to see how we can help with local farmers and communities and educate them on sustainable sourcing.

**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?**

- ☒ 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:**

We are conscious that consumers will not easily grasp language and concepts like „ÅMass Balance,Å and „ÅFully Segregated,Å, so have put plans in place to partner with a leading UK visitor attraction to help educate people in a more consumer-friendly way.

We have educated our retail customer-facing teams and our retail customers in how we source palm oil.

We have shared our Palm Oil sourcing story with Business in the Community (BITC) as a means of business-to-business outreach. Our BITC 2018 entry achieved a score of 99% and was awarded 5 stars status; the best among our peer group.

**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://www.dairycrest.co.uk/commitments/sustainable-palm-oil/>