

## 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?

- Oil Palm Growers
  - Palm Oil Processors and/or Traders
  - Consumer Goods Manufacturers
  - Retailers
  - Banks and Investors
  - Social or Development Organisations (Non Governmental Organisations)
  - Environmental or Nature Conservation Organisations (Non Governmental Organisations)
  - Affiliate Members
  - Supply Chain Associate
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#### 1.3 Membership number

4-0080-10-000-00

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#### 1.4 Membership category

Ordinary

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#### 1.5 Membership sector

Consumer Goods Manufacturers

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## Consumer Goods Manufacturers

### Operational Profile

#### 1.1 Please state what your main activity(ies) is/are within manufacturing

- End-product manufacturer
- Food Goods
- Own-brand-Manufacturer
- Manufacturing on behalf of other third party brands

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### Operations and Certification Progress

#### 2.1.1 In the markets where you operate, in which do you manufacture goods with palm oil and oil palm products?

- United Kingdom

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#### 2.1.2 Do you have a system for calculating how much palm oil and oil palm products you use?

Yes

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#### 2.1.3 Does this system only cover your own-brand or all the brands you manufacture?

all-brand

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#### 2.1.4 In the markets where you operate, in which do you calculate how much palm oil and oil palm product there is, in the goods you manufacture?

- United Kingdom

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#### 2.2.1 Total volume of Crude and Refined Palm Oil used in the year (Tonnes)

5,696

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#### 2.2.2 Total volume of Crude and Refined Palm Kernel Oil used in the year (Tonnes)

5,027

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#### 2.2.3 Total volume of Palm Kernel Expeller used in the year (Tonnes)

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#### 2.2.4 Total volume of other palm-based Derivatives and Fractions used in the year (Tonnes)

4,570

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#### 2.2.5 Total volume of all palm oil and oil palm products used in the year (Tonnes)

15,293

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**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 & Claim	1,526.00	1,363.00	-	1,090.00
2.3.2 Mass Balance	1,495.00	1,356.00	-	1,158.00
2.3.3 Segregated	2,699.00	2,425.00	-	1,948.00
2.3.4 Identity Preserved	-	-	-	-
2.3.5 Total volume	5,720.00	5,144.00	-	4,196.00

**2.4 Volume of RSPO certified sustainable palm oil and oil palm products sold to other 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 & Claim	-	-	-	-
2.4.2 Mass Balance	-	-	-	-
2.4.3 Segregated	-	-	-	-
2.4.4 Identity Preserved	-	-	-	-
2.4.5 Total volume	-	-	-	-

**2.5 What is the percentage of RSPO certified sustainable palm oil and oil palm products in the total volume used by your company in the following regions:**

2.5.1 Africa	--
2.5.2 Australasia	--
2.5.3 China	--
2.5.4 Europe	100%
2.5.5 India	--
2.5.6 North America	--
2.5.7 South America	--
2.5.8 Indonesia	--
2.5.9 Malaysia	--
2.5.10 Middle East	--
2.5.11 Rest of Asia	--

**Time-Bound Plan****3.1 Date of first supply chain certification (planned or achieved)**

2015

**Comment:**

DC joined RSPO as an Ordinary Member in April 2010.

DC started to use RSPO certified palm oil and oil palm products in 2011.

RSPO Segregated certification achieved August 2015.

Supply of Segregated palm started April 2016, with all palm oil blends used in manufacturing moving to Segregated during that month.

In September 2016, due to availability problems with Segregated material, DC moved to the Mass Balance model.

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

2011

**Comment:**

DC joined RSPO as an Ordinary Member in April 2010 and started to use RSPO certified palm oil and oil palm products in its own brand products in 2011.

**3.3 Date 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

**Comment:**

DC joined RSPO as an Ordinary Member in April 2010, started to use RSPO certified palm oil and oil palm products in 2011 and also moved to 100% RSPO certified palm oil and oil palm products that year.

**3.4 Date 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

**Comment:**

DC joined RSPO as an Ordinary Member in April 2010.

DC started to use RSPO certified palm oil and oil palm products in 2011.

RSPO Segregated certification achieved August 2015.

Supply of Segregated palm started April 2016, with all palm oil blends used in manufacturing moving to Segregated during that month.

In September 2016, due to availability problems with Segregated material, DC moved to the Mass Balance model.

**3.5 In which markets where you operate do these commitments cover?**

United Kingdom

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

Yes

**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 brands?**

Yes

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

No

**Please explain why**

Packaging: DC does not have any plans to use the RSPO Trademark on its packaging. Instead "Sustainable Palm" is listed in the ingredient declaration on packs of 'Clover' and there are plans to do this with 'Utterly Butterly' packs when the next artwork change takes place. "Sustainable Palm Oil" is stated on the side of 'Vitalite' packs. Using the RSPO Trademark on the packaging would be a challenge, due to space availability.

Note: DC does plan to use the RSPO Trademark on its website in 2017.

**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**

DC has included sustainable palm oil commitments in its 14 public Corporate Responsibility pledges:

<http://ourcommitments.dairycrest.co.uk/pledges-progress/marketplace-pledge.aspx>

(It is pledge No. 10.)

DC plans to keep a sustainable palm oil statement on its 'Clover' packaging:

"Clover is committed to Sustainable Palm Oil. Please visit:

<http://ourcommitments.dairycrest.co.uk/environment/natural-resources>"

DC plans to keep "Sustainable Palm Oil" on the side of 'Vitalite' packs.

DC's commitment to sustainable palm oil will continue to be promoted internally to employees and externally to customers in 2017.

**Reasons for Non-Disclosure of Information****6.1 If you have not disclosed any of the above information, please indicate the reasons why**

Data Unknown

- Others:

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## Application of Principles & Criteria for all members sectors

7.1 Related to your sourcing, do you have (a) policy/ies, that are in line with the RSPO P&C such as:

- Water, land, energy and carbon footprints  
Uploaded file: [M-Policies-to-PNC-waterland.pdf](#)  
For administration purpose, attachment files are renamed automatically
- Land Use Rights
- Ethical conduct and human rights  
Uploaded file: [M-Policies-to-PNC-ethicalconducthr.pdf](#)  
For administration purpose, attachment files are renamed automatically
- Labour rights  
Uploaded file: [M-Policies-to-PNC-laborrights.pdf](#)  
For administration purpose, attachment files are renamed automatically
- Stakeholder engagement  
Uploaded file: [M-Policies-to-PNC-stakeholderengagement.pdf](#)  
For administration purpose, attachment files are renamed automatically
- None of the above

7.2 What best practice guidelines or information has your organization provided in the past year to facilitate the uptake of RSPO certified these guidelines available in?

Dairy Crest refers to sustainable palm oil in its annual report and on its website. These are in English.

Uploaded files: [M-Practice-Guidelines](#)

## GHG Emissions

8.1 Are you currently assessing the GHG emissions from your operations?

Yes

Report file: [M-GHG-Emissions-Report.pdf](#)

8.2 Do you publicly report the GHG emissions of your operations?

Yes

Report file: [M-Public-GHG-Report.pdf](#)

## Support for Smallholders

9.1 Are you currently supporting any independent smallholder groups?

Yes

DC is not supporting independent smallholders in the palm industry, but is supporting the farmers who supply milk to its operations.

The following links provide information:

<http://www.dairycrest.co.uk/our-farmers.aspx>  
<http://www.dairycrest.co.uk/our-farmers/supporting-dairy-farms.aspx>  
<http://www.dairycrest.co.uk/our-farmers/working-with-our-farmers.aspx>

## Challenges

### **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?**

The premium for Segregated palm is very high but, notwithstanding this, DC planned and executed the transition this model, having incorporated the additional cost in its budget for its 2016/17 financial year. However, problems were experienced with the availability of Segregated palm during 2016, especially with Palm Kernel. In order to resolve this issue, DC switched to the Mass Balance model for its palm instead, so as to maintain its commitment to RSPO certified physical supply chains.

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### **2 How has your organization supported the vision of RSPO to transform markets? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)**

DC has educated its commercial teams and customers in how it sources palm oil. DC has shared its palm oil sourcing story with Business In The Community (BITC) as a means of business to business outreach.

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### **3 Other information on palm oil (sustainability reports, policies, other public information)**

- Uploaded files:

- [Position Statement\\_Sustainable palm oil Oct 15.pdf](#)

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