

Particulars

About Your Organisation

1.1 Member Name

Sysco Corporation

1.2 Membership number

3-0119-21-000-00

1.3 Membership sector

Retailers

1.4 Membership category

Ordinary

1.5 Country

United States

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
- I trade or broker palm oil, palm kernel oil or related products
- I am a refiner of palm oil or palm kernel oil
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related ingredients
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products
- I manufacture consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors.
- I retail consumer (B2C) products containing palm oil, palm kernel oil or related products
- I operate food retail outlets that use palm oil, palm kernel oil or related products
- I support the sustainable development of the palm oil industry as a conservation and environmental NGO
- I support the sustainable development of the palm oil industry as a social and human development NGO

Retailers

1. Operational Profile

1.1 Please state your company's main activity(ies) within the palm oil supply chain. Please select all options that apply to your operations.

- 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 2.0 - 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

Sysco Corporation,
Guest Worldwide

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

Europe, North America, Latin America

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 uncertified and 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)	23802.7
Total volume of crude palm kernel oil (tonnes)	790.0
Total volume of palm kernel expeller (tonnes)	28.3
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	3597.2
Total	28218

2.2.1 Please estimate the percentage of derivatives and fractions (reported in Question RT.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	80.0
Palm kernel oil-based derivatives and fractions	20.0

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. In cases where sales distribution data is not available, members may use manufacturing regions as a proxy for regional usage of certified volumes.

Countries/Regions	Percentage
Europe	0.0
North America	100.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	0.0

2.4 Total volume of RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand products. Third-party brand products containing palm oil should be excluded.

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	162.7	0.0	0.0	0.0
RSPO Credits from Independent Smallholder	0.0	0.0	0.0	0.0
Mass Balance (MB)	20739.6	3567.6	0.03	35.7
Segregated (SG)	5.0	0.0	0.0	0.0
Identity Preserved (IP)	0.89	0.0	0.0	0.0
Total	20908.19	3567.6	0.03	35.7

2.4.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question RT.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	80.0
Certified Palm kernel oil-based derivatives and fractions	20.0

2.5 According to the volume information you have provided in Question 2.2 and Question 2.4, your company's Certified Sustainable Palm Oil uptake is:

86.86%

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.

From CY19 to CY20 ACOP reporting years, Sysco has expanded its scope in our data collection. For CY19 reporting year, Sysco aggregated its top Sysco brand palm oil suppliers. For calendar year 2020, we expanded our outreach to all suppliers that manufacture Sysco brand products that may contain palm oil. Due to the expanded scope, Sysco gathered a higher amount of palm oil volume compared to ACOP 2019.

2.6 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:

Countries/Regions	Percentage
Europe	0.0
North America	100.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	0.0

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

2017

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

While our initial commitment set the goal of achieving 100% RSPO-certified palm and palm kernel oil by December 2018, we have learned that transitioning all of our products is a complex process given the scope of our business and breadth of product portfolio. We are continuing to work with our suppliers to source Sysco Brand products from RSPO-certified facilities.

3.2 Which year did your company begin (or expects to begin) using 100% RSPO-certified sustainable palm oil, palm kernel oil and related products from any supply chain option in own-brand products.

2020

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

While our initial commitment set the goal of achieving 100% RSPO-certified palm and palm kernel oil by December 2018, we have learned that transitioning all of our products is a complex process given the scope of our business and breadth of product portfolio. We are continuing to work with our suppliers to source Sysco Brand products from RSPO-certified facilities.

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.

2020

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

While our initial commitment set the goal of achieving 100% RSPO-certified palm and palm kernel oil by December 2018, we have learned that transitioning all of our products is a complex process given the scope of our business and breadth of product portfolio. We are continuing to work with our suppliers to source Sysco Brand products from RSPO-certified facilities.

3.4 If the TimeBound Plan commitments declared above do not cover all countries in which the member operates, please explain why

While our initial commitment set the goal of achieving 100% RSPO-certified palm and palm kernel oil by December 2018, we have learned that transitioning all of our products is a complex process given the scope of our business and breadth of product portfolio. We are continuing to work with our suppliers to source Sysco Brand products from RSPO-certified facilities.

4. Trademark Use

4.1 Does your company use or plan to use the RSPO Trademark in own-brand products?

No

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

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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)

Sysco has a cross functional team responsible for implementation of our Sustainable Palm Oil policy, including working with our suppliers to source sustainable palm oil in our Sysco Brand products. For ACOP 2019 reporting year, we focused our initial efforts on the largest suppliers that represent a substantial majority of the case volume of relevant products. In 2021, we expanded our outreach to additional suppliers to all suppliers that manufactured Sysco brand products that contain palm oil. Although we were unable to reach our 100 percent compliance objective by our target of calendar year-end 2018, we have made significant progress. We have taken additional actions, including incorporating our palm oil requirements into all new Sysco Brand supplier agreements and product specifications. We are also exploring ways to highlight products on Sysco SHOP, our customer direct order entry program (i.e., use of logo, enhanced product descriptions). Lastly, we are engaging with suppliers that are noncompliant with our Sustainable Palm Oil policy and working with suppliers to comply with our Sustainable Palm Oil policy.

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 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

Labour & Labour Rights

1.1 Does your company have a publicly-available policy covering Labour & Labour Rights?

Yes

1.1.1 Does the policy cover:

- No discrimination
- Wage and working conditions
- Freedom of association
- No child labour
- No harassment
- No forced or trafficked labour

Ethical Conduct & Human Rights

1.2 Does your company have a publicly-available Policy covering Ethical Conduct & Human Rights?

Yes

1.2.1 Does the policy cover:

- Recruitment
- Contractors
- Sub-Contractors & Third-Party Contractors

Land Use

1.3 Does your company have a publicly-available Policy covering Land Use?

Yes

1.3.1 Does the policy cover:

- Free Prior and Informed Consent (FPIC)
- Compensation

Occupational Health & Safety

1.4 Does your company have a publicly-available Policy covering Occupational Health & Safety?

Yes

Climate Change & Greenhouse Gas (GHG)

1.5 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG)?

Yes _____

1.5.1 Does the policy cover:

- Identification and assessment of GHG
- Monitored implementation plan to reduce or minimise GHG emissions

Complaints & Grievances

1.6 Does your company have a Complaints & Grievances Mechanism?

Yes _____

1.6.1 Is your Complaints & Grievance mechanism in line with the principles of the RSPO's grievance mechanism, which are the elements of fairness, transparency, and impartiality?

Yes _____

Smallholders

1.7 Does your company support oil palm independent smallholder groups?

No _____

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

No _____

1.7.4 Please explain why you are not planning to support oil palm independent smallholders

We need to work with our suppliers to better understand our supply chain. _____

Sustainable Palm Oil Policy

1.8 Does your company have a publicly-available Policy covering the implementation of RSPO Shared Responsibility principles?

No

Waste Management

1.9 Does your company have a waste management plan?

Yes

Water Management

1.10 Does your company have a water management plan?

Yes

Energy Use

1.11 Does your company have an energy use plan covering fossil fuels and renewable energy?

Yes

RSPO Services and Support

1.12 Does your company provide services and support to the RSPO, eg. participation in RSPO Working Groups and Task Forces

Yes

Shared Responsibility Resourcing

1.13 Does your company have a plan to commit resources to ensure effective implementation of RSPO Shared Responsibility principles?

No

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

Sysco is the global leader in selling, marketing and distributing food products to restaurants, healthcare and educational facilities, lodging establishments and other customers who prepare meals away from home. Given our scale, we have faced challenges regarding data technology and tracking capabilities to understand which of our suppliers use certified palm and which suppliers need to transition. This challenge is even more complex when considering palm oil derivatives. Last year, we prioritized work with our largest suppliers that have the highest case volume in relation to palm and palm kernel oil. For calendar year 2020, we expanded our outreach to all suppliers that manufacture Sysco brand products that may contain palm oil. This is the second year Sysco requested this level of detail from suppliers, and 95% requested suppliers responded. We know the palm oil volumes reported are not complete for calendar year 2020. Given business disruptions due to the global pandemic, suppliers have limited resources and time to provide this information. We will work to improve data collection for Calendar Year 2021 reporting.

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?

- 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

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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

Palm Oil Policy: <https://www.sysco.com/dam/jcr:11f23a53-2bf9-469a-8226-47862c9e9608/Sysco-Palm-Oil-Policy.pdf> 2019 CSR
Report: <https://sysco.com/dam/Sysco/About/Corporate-Social-Responsibility/2019-CSR-Report.pdf>
Supplier Code of Conduct:
https://www.sysco.com/dam/jcr:b7b8c73f-00ef-4d6f-bd61-7bef62fbccc6/suppliers_code_of_conduct_brochure.pdf Sysco Code of
Conduct: [https://www.sysco.com/dam/jcr:d6f62f21-0aa5-475a-b0f5-9b6f71df6ae0/Code%20of%20Conduct%20\(US\).pdf](https://www.sysco.com/dam/jcr:d6f62f21-0aa5-475a-b0f5-9b6f71df6ae0/Code%20of%20Conduct%20(US).pdf)
