

1. How much palm oil do you use in your products?

M&S is a relatively small user of palm oil, using less than one per cent of the palm oil imported into the UK. Over the last two years we have removed or reduced palm oil wherever possible.

Exact volumes are commercial sensitive.

2. How much of that volume is from a sustainable source?

We currently stock eight products that have sustainable palm oil in them (list below). For the remainder of our palm oil use we have purchased Green Palm certificates with the money spent on these certificates supporting manufacturers in the production of certified sustainable palm oil. This has sent a clear signal of demand to the market and will aid growth in availability of sustainable palm oil, allowing us to move towards our commitment to only use 100% fully traceable certified sustainable palm oil in all of our products by 2015.

Products containing sustainable palm oil

- Cookie Selection Carton 500g
- Cookie Selection 'Tram' Tin 500g
- Oatcakes 200g
- Fresh Chips 40g
- Parmentier Potatoes 400g
- Maris Piper Crispy Potato Wedges 400g
- Potato Rosti 300g
- Roasting Potatoes 450g

3. Who do you source your palm oil from?

Palm oil is traded as a global commodity. We will therefore source from the same major producers as other large retailers. For commercial reasons we wouldn't name them.

4. Do you source your palm oil via a middle trader or directly from Palm Oil companies? If you source it through a middle trader, do you know which palm oil companies supply them?

Our suppliers source palm oil on our behalf. Yes we do know who they source from.

5. *To avoid any confusion, question 5 has not been reproduced here because it contained references to some specific organisations not referenced in Panorama: Dying for a Biscuit.*

6. What are your plans with regard to the use of sustainable palm oil?

a. Have you set a deadline for when your products will contain only sustainable palm oil?

Yes, we have committed to only use 100% fully traceable certified sustainable palm oil in all of our products by 2015.

b. Have you bought any green palm certificates? If so, when did you buy them and how many?

Yes in October 09 we purchased Green Palm certificates to cover our entire usage of palm oil. We were the first retailer in the world to take such a step.

c. Are you a member of the RSPO?

Yes

d. When was the last time you updated the RSPO about your actions?

September 2009, we report to them annually.

7. Do your products that contain palm oil state that on the label? If not, why not?

Yes, we clearly label all our products containing oil (something we started in December 2007) so that the type of oil is identified - palm, rapeseed etc. Blends of oils are labelled as vegetable oils.

8. Which of your products contain palm oil?

Palm oil is used in various products across our food, beauty and home departments.