

Waitrose responses to Panorama's survey of major retailers and manufacturers:

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

Currently, very low levels (0.001 per cent - 4 per cent) of palm oil are in around 1,000 Waitrose branded products (which represents around 10 per cent of the total own-label range).

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

Last year we announced that we will use only Certified Sustainable Palm Oil (CSPO) in all our own label products by the end of 2012, achieving a quarter of the conversion this year - we are on our way to achieving this.

In the mean-time we are using 'Greenpalm' as an interim measure for 100% of our remaining products, while we work through our range between now and the end of 2012 switching to CSPO.

3. Who do you source your palm oil from?

We don't sell any Waitrose branded palm oil or palm kernel oil. Where palm oil or palm kernel oil is used in any Waitrose products, we buy Greenpalm certificates - so that we are encouraging sustainable production.

This is while we move to 100% Certified Sustainable Palm Oil (CSPO), which will be complete by the end of 2012. By the end of this year a quarter of our palm oil-containing products will contain CSPO.

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?

Yes, the palm oil in our products can be traced back to source, and we use Greenpalm certificates equivalent to any oil that we buy - so that we are encouraging sustainable production.

This is whilst we are moving our entire supply to CSPO (as above).

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?

We will use only Certified Sustainable Palm Oil (CSPO) in all our own label products by the end of 2012, achieving a quarter of the conversion this year.

In the mean-time we are encouraging sustainable production through the Greenpalm scheme for 100% of our remaining products, while we work through our range between now and the end of 2012 converting to CSPO.

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

Yes - for 100% of our range, while we work through converting to CSPO between now and the end of 2012.

c. Are you a member of the RSPO?

Yes (since 2006), and a member of the British Retail Consortium (BRC) Palm Oil committee.

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

January 2010

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

Yes - we are committed to transparent labelling, specifically labelling palm oil on our products - rather than just 'oil' or 'blended vegetable oils'.

8. Which of your products contain palm oil or palm kernel oil?

Currently, very low levels (0.001 per cent - 4 per cent) of palm oil are in around 1,000 Waitrose branded products (which represents around 10 per cent of the total own-label range) - biscuits, baked products and pastry based products, soaps and detergent.