



Palm Oil Responsible Sourcing Principles

Jacobs Douwe Egberts (JDE) sources palm oil predominantly from Malaysia and Indonesia through selected strategic suppliers. We purchase less than 0.1% of worldwide production and as such our direct impact on the supply chain is limited. With these principles and by upholding our responsible sourcing practices we are committed to understand our own supply chain and leverage our role to support the transition to sustainable practices across the palm oil sector.

Our commitment

JDE maintains a commitment to 100% Responsibly Sourced palm oil by 2022. We are committed to helping the palm oil industry develop sustainably by engaging with stakeholders to protect forests and peatlands, and respect the rights of workers and communities from where we source palm oil and palm kernel oil.

By 2022 all palm oil used in JDE's products will be certified under RSPO or equivalent.

Our expectations of suppliers

Where the supply is RSPO certified, we require our suppliers to comply with the criteria and requirements as below:

- Comply with local laws and regulations
- No deforestation: palm oil development should not take place in Primary Forest, High Conservation Value (HCV) areas, High Carbon Stock (HCS) forests, or use fire in plantation operations, after 31st December 2015
- No development on Peat lands (defined as soil containing greater than 65% organic matter) regardless of depth, after 31st December 2015
- Respect local and indigenous communities' right to free, prior and informed consent



- No exploitation of workers or communities, respect human rights as well as land rights, no forced labour, no child labour, or gender-based discrimination
- Comply with the principles and criteria for the Production of Sustainable Palm Oil of the Roundtable on Sustainable Palm Oil (RSPO).

JDE is responsible for applying these principles throughout our supply chain, including making suppliers aware of our sourcing principles and their responsibility to comply with them. JDE requires its suppliers to verify that the palm oil they supply to JDE meets the criteria of these principles. This document also lays out additional requirements applicable to how we source palm oil but does not replace other standard contractual and policy requirements to which the suppliers need to adhere.

As part of JDE's annual business review, suppliers shall make visible the internal measures they have in place demonstrating continuous improvement or fulfilment against these principles's requirements or their equivalent.

Compliance and Governance

JDE commits to addressing allegations of supplier non-compliance with our policies & principles. Our approach is always to engage with our suppliers if a grievance has been raised against them, and where we can, to help them address any weaknesses in their policy or practices.

Where a supplier refuses to remediate non-compliance, JDE will take appropriate steps to address this in a manner that upholds commitment to our policies & principles. Suppliers failing to reasonably meet our requirements will be subject to sanction up to and including non-renewal, termination of contracts or blacklisting.



Reporting and Grievance Mechanism

The supplier shall report any suspected violations of regulations, laws and the policy or principles. Violations shall be reported to the JDE contact person, or can be reported confidentially using one of the available channels:

- Reporting tool: <https://wrs.expolink.co.uk/JDE>
- Alert line Numbers: Local country phone numbers can be found on <https://www.expolink.co.uk/whistleblowing-hotline/PDF/International-Freephone-listing.pdf>
- Email: Ethics.compliance@JDEcoffee.com
- Company website: www.jacobsdouweegberts.com

These principles apply to 100% of palm oil, palm kernel oil and their fractions sourced directly by JDE. We will issue public updates on our performance in respect of these principles at least annually on our corporate website and/or in our Annual Report.