



The Consumer Goods  
**FORUM**

The Consumer Goods Forum's Board-Approved

# Resolutions & Commitments





## About **The Consumer Goods Forum**

The Consumer Goods Forum (“CGF”) is a global, parity-based industry network that is driven by its members to encourage the global adoption of practices and standards that serves the consumer goods industry worldwide. It brings together the CEOs and senior management of some 400 retailers, manufacturers, service providers, and other stakeholders across 70 countries, and it reflects the diversity of the industry in geography, size, product category and format. Its member companies have combined sales of EUR 3.5 trillion and directly employ nearly 10 million people, with a further 90 million related jobs estimated along the value chain. It is governed by its Board of Directors, which comprises more than 50 manufacturer and retailer CEOs.

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## Deforestation

*(approved December 2010)*

As the Board of The Consumer Goods Forum, we pledge to mobilise resources within our respective businesses to help achieve zero net deforestation by 2020.

We will achieve this both by individual company initiatives and by working collectively in partnership with governments and NGOs.

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Together we will develop specific, time bound and cost effective action plans for the different challenges in sourcing commodities like palm oil, soya, beef, paper and board in a sustainable fashion.

We will also work with other stakeholders – NGOs, development banks, governments etc – to create funding mechanisms and other practical schemes that will incentivise and assist forested countries to conserve their natural assets and enable them to achieve the goal of zero net deforestation, whilst at the same time meeting their goals for economic development

## Refrigeration #1

*(approved December 2010;  
closed January 2016)*

As the Board of The Consumer Goods Forum, we recognise the major and increasing contribution to total greenhouse gas emissions of HFCs and derivative chemical refrigerants. We are therefore taking action to mobilise resources within our respective businesses to begin phasing-out HFC refrigerants as of 2015 and replace them with non-HFC refrigerants (natural refrigerant alternatives) where these are legally allowed and available for new purchases of point-of-sale units and large refrigeration installations.

We recognise that barriers exist to wide scale adoption of more climate-friendly refrigeration, namely legislative restrictions in some markets, availability, cost, safety, maintenance and servicing. We will work to overcome those barriers by strengthening existing collaborative platforms and initiatives. We also will use our collective influence to encourage our supply base to develop natural refrigerant technologies that meet our business demand under commercially viable conditions.



## Food Waste

*(approved June 2015)*

As the Board of The Consumer Goods Forum, we recognise that food waste is a major social, environmental and economic challenge. It undermines food security, contributes to climate change, consumes scarce natural resources such as water unnecessarily, and costs money. We are committed to doing our part to help reduce food waste. Our aim is to:

1. First prevent food waste, then maximise its recovery towards the goal of halving food waste<sup>(1)</sup> within our own retail and manufacturing operations by 2025, versus a 2016 baseline<sup>(2)</sup>.
2. Contribute to the UN goals by 2030<sup>(3)</sup>:
  - to halve per capita global food waste at the consumer level,
  - and to reduce food losses along production and supply chains including post-harvest losses and maximise the value of the remaining waste.

We will achieve both by individual company initiatives, by engaging with our supply chains and end consumers (where material) and by working collectively in partnership with governments and NGOs.

*(1) Food waste will be assessed by individual member companies as food and/or associated inedible parts removed from the food supply chain and sent to disposal (landfill, draining or incineration without energy recovery) per unit of food sales (in constant currency).*

*(2) Please refer to point 2 of the Implementation Plan for further details.*

*(3) Based on the UN Sustainable Development Goals on Food Waste adopted by UN Member States in September 2015.*



## Refrigeration #2

*(approved October 2016)*

The Board of Directors of The Consumer Goods Forum recognises that a rapid phase down of high GWP (global warming potential) HFCs (hydrofluorocarbons) and more sustainable management of refrigeration and systems is necessary to meet the ambitious goal of holding the increase in the global average temperature to well below 2°C above pre-industrial levels and to further pursue efforts to limit the temperature increase to 1.5°C, as set out in the Paris Climate Agreement (COP21). We additionally recognise that our 2010 Resolution has helped stimulate innovative alternatives to HFC refrigerants which are commercially available and deployed today.

We therefore, as individual member companies, commit to the following in all commercial and industrial refrigeration equipment under our control<sup>(1)</sup> along the food & beverage supply chain:

- In markets where viable<sup>(2)</sup>, to install new equipment that utilise only natural refrigerants or alternative ultra-low<sup>(3)</sup> GWP refrigerants, effective immediately;
- In markets where barriers to deployment exist, to engage with our suppliers, civil society, business partners and governments to overcome remaining technical, regulatory and other barriers in certain geographies and sectors, to enable the purchase of new equipment that utilise only natural refrigerants

or alternative ultra-low GWP refrigerants as soon as possible and no later than 2025;

- Work to reduce the total equivalent environmental warming impact of our existing and new refrigeration systems, including (but not limited to) improving energy efficiency, optimising refrigerant charge sizes, and minimising refrigerant leaks;
- Develop individual targets and action plans to measure and achieve the above and regularly publish information on progress.

Furthermore, we recognise that effective regulation is essential to ensure the equitable global phase down of HFCs and therefore call for the inclusion of HFCs within the Montreal Protocol, including transfer of technology and finance to support emerging markets.

*(1) The scope includes all stationary and mobile refrigeration systems commonly used in commercial and industrial applications along the food & beverage supply chain including point-of-sale (restaurants supermarkets, retail shops, vending machines), factories, processing plants, distribution centres, vans, trucks, trailers and shipping vessels.*

*(2) Legally allowed, commercially viable and technically feasible with safe operation assured*

*(3) GWP less than 150, in line with the European Union's "F-Gas Regulation" (EU No 517/2014) on fluorinated gases.*







## Forced Labour

*(approved December 2015)*

As the Board of The Consumer Goods Forum, we recognise our role as responsible businesses to respect and promote human rights and decent working conditions worldwide, in alignment with ongoing efforts such as the United Nations Guiding Principles on Business and Human Rights and other international frameworks including the ILO Declaration on Fundamental Principles and Rights at Work, the OECD Guidelines for Multinational Enterprises and the recently launched United Nations Sustainable Development Goals.

As part of our wider efforts to promote human rights and decent working conditions worldwide, we acknowledge the broad societal problem of modern slavery and we strive to eradicate forced labour from our value chains. We will also continue not to tolerate forced labour within our own operations.

To do so, we will harness the power of collective action as an industry group to identify and address issues and geographies of shared concern, enhancing the efficiency of any individual company initiatives in this area.

In areas of shared concern, we will jointly develop specific action plans supporting the eradication of forced labour, in alignment with the widely embraced guidance provided by the United Nations Guiding Principles on Business and Human Rights.

To achieve this ambitious goal, we will work closely with other industries, with governments and with civil society.





## Priority Industry Principles (approved December 2016)

Forced labour is an unacceptable human rights violation that can take multiple forms, and must be addressed.

While certain employment and recruitment practices may not initially appear problematic, in aggregate or combined with other forms of leverage, they can result in forced labour, particularly among vulnerable workers.

We will take active measures to apply these Principles across our global value chains and own operations, to cases where such practices may lead to forced labour. We will seek to apply these Principles to all workers regardless of their employment status, location, contractual arrangements or role. We will do this as part of our collective journey to advance the human rights of workers and positively shape global labour markets:

### **I. Every worker should have freedom of movement.**

The ability of workers to move freely should not be restricted by their employer through abuse, threats and practices such as retention of passport and valuable possessions.

### **II. No worker should pay for a job.**

Fees and costs associated with recruitment and employment should be paid by the employer, not the employee.

### **III. No worker should be indebted or coerced to work.**

Workers should work freely, aware of the terms and conditions of their work in advance, and paid regularly as agreed.

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## Health & Wellness

*(approved June 2011; revised 2019)*

The Members of the Board of The Consumer Goods Forum, believe that manufacturers and retailers, by working together, have a key role to play in improving the health and wellness of consumers, employees, their families and the communities the industry serves.

CGF members continue to:

- Provide consumers with products, solutions, services and transparent understandable information that empower them to make decisions for a healthy and sustainable diet and healthy life.
- Encourage a culture of healthy habits for life, promote nutrition and healthy living for all.
- Engage with all relevant stakeholders to help accelerate and increase the positive impact of collective dialogue and action.

The Health & Wellness Resolutions are built upon and leverage existing Industry initiatives. They encourage retailers and food and non-food manufacturers to further develop and implement self-regulatory tools to support healthier diets and lifestyles.

### 1) Specific Resolutions on Access & Availability of Products and Services

We continue our efforts to offer people products, solutions and services that enable healthy and sustainable diets and promote healthy lifestyles.

*For the Food and Beverage sector, this includes:*

1.1) Develop our science knowledge in nutrition and healthy and sustainable diets for the benefit of people we serve.

1.2) Continue to develop and improve the accessibility and availability of products and services that support good nutrition and health for all.

1.3) Formulate and reformulate our products with reduced overall energy, sodium, sugars, saturated and trans-fat content to help address public health priorities.

1.4) Enhance the nutrition value of our products with ingredients and nutrients which should be encouraged in diets (whole grains, fiber, fruits, vegetables, nuts, seeds, etc.).

1.5) Help address nutritional deficiencies of vulnerable populations.

1.6) Providing healthier choices of products and services for a range of budgets.

1.7) Developing product portion sizes for a range of consumer's needs.

*For the Non-Food sector, this includes continuing to:*

1.8) Develop and leverage our science knowledge and expertise in personal care and hygiene products and solutions for the benefit of people we serve to encourage healthy lifestyles.

1.9) Developing product sizes and new solutions for a range of consumer needs and channels.

1.10) Improve accessibility and availability of

[www.tcgfhealthandwellness.com](http://www.tcgfhealthandwellness.com)





products, services and education to support personal health care and hygiene for all.

## 2) Specific Resolutions on Product Information & Responsible Marketing

We continue to provide transparent, fact-based information to help people make informed product choices and usages.

*For the Food and Beverage sector, this includes:*

2.1) Providing globally, wherever feasible, on-pack and digital nutrition information on products: energy, carbohydrates, sugars, protein, fat, saturated fats, sodium, and also for nutrients on which a nutrition or health claim is made. This includes per serving/portion and per 100 g/ml, and also the contribution to the diet as a percentage of the official daily intake guidance, where such values are available.

2.2) Displaying energy information (at minimum) on the front of pack in markets, where there is currently no specific recommendation for Front of Pack nutrition information.

2.3) Acknowledging that there are multiple Front of Pack labelling systems in various parts of the world aiming at offering transparent information to consumers. We implement those mandated by local governments and we continue to support communication and education to facilitate consumer's understanding.

2.4) Committing to voluntary, company-specific measures to ensure that any advertising to children under the age of 12 years is only for products which fulfill specific nutrition criteria based on scientific evidence and /or applicable

national and international dietary guidelines or that we do not advertise at all on any media channel directed to children under the age of 12 years.

*For the Non-Food sector, this includes:*

2.5) Displaying clear product usages on packaging.

2.6) Partnering with communities, including parents and educators, to provide information consistent with developing habits of safe product usage.

2.7) Partnering with healthcare professionals to develop holistic solutions for managing the health and wellness of their patients throughout the various life stages.

## 3) Specific Resolutions on Communication & Education about Healthier Diets and Lifestyles

We continue to build multi-stakeholder dialogue and action at local and global level to promote healthy product environments for all to inspire a culture of prevention and healthier diets and lifestyles.

*For both the Food, Beverage and the Non-Food sectors, this includes:*

3.1) Providing programs and campaigns on the importance of good nutrition, healthy and sustainable diet, good hygiene, and physical activity for children and adults through multiple channels (in stores, digital platforms, communities, etc.).

3.2) Partnering with local authorities on [www.tcgfhealthandwellness.com](http://www.tcgfhealthandwellness.com)



community programs to support vulnerable people in their aspiration to lead healthier lifestyles.

3.3) Partnering with relevant stakeholders (including public health and civil society) to promote overall physical and mental health (both cognitive and emotional).

3.4) Implementing employee health and wellness programs to enable healthy work environment.

3.5) Partnering with academia and other stakeholders (e.g. public authorities, civil society) to develop / share knowledge on consumer's behaviour change.

*For the Non-Food sector, this also includes:*

3.6) Promoting healthy skin through UV protection (sunscreen and proper usage education).

3.7) Encouraging self-confidence through communication of healthful behaviours and positive body image.

3.8) Partnering with healthcare professionals to encourage healthy habits and routines.

3.9) Advance community wellness through health literacy, education and promotional initiatives that increase consumer and public understanding of basic health habits and routines and how to effectively access health resources.

## The Four Commitments (approved June 2014)

CGF members commit to continue their efforts to support sustainable diets and healthy lifestyles through:

- Product formulation to meet consumer's needs and public health priorities.
- Implementation of reliable product information on pack and on digital platforms to help people make informed choices and usages.
- Responsible marketing and stop targeted advertising to children under 12 for products that do not fulfil specific nutrition criteria based on scientific evidence and/or applicable national and international dietary guidelines.
- Expand awareness and delivery of employee health and wellness programs to promote a healthier workforce.





## Digital Consumer Transparency

*(approved June 2017)*

The Board of Directors of The Consumer Goods Forum recognises the importance of giving consumers easy access to reliable information on the products they buy, including their ingredients, provenance and supply chains.

We also recognise that consumers want to be able to access these data digitally whenever possible and that digital information transparency places additional demands for harmonisation and consistency across the industry. Specifically, research indicates that consumers in any one country want to be able to access a harmonised set of product data, following standardised data definitions and presented in a consistent way – regardless of which manufacturer makes the product or which retailer sells it.

Lastly, we recognise that, given the global nature of the internet, a globally consistent approach to consumer transparency is desirable in order to avoid confusing consumers and incurring unnecessary costs.

We therefore, as individual member companies, commit to support the following principles in all our countries of operation:

1. Individual countries are encouraged to adopt a *nation-wide, industry-wide consumer solutions* providing consumers with digital access to product information, defined and organised in a single consistent way
2. Individual country solutions should provide consumers with a *globally-required minimum set of data attributes* while also defining additional required and optional data attributes that take account of local law and reflect local consumer insight
3. All data attributes – globally-required, locally-required and locally-optional – should use *Global Data Dictionary data definitions*
4. To ensure that consumers have access to accurate information no matter how they choose to find it, brands should simultaneously publish the transparency attributes via the Global Data Synchronisation Network (GDSN) so that retailers and other e-commerce sites have access to those same, accurate data.
5. Individual country solutions are encouraged to provide *multiple access routes*, such as mobile scanning, web search, and click-through links to and from brand sites, in order to make them as easy as possible for consumers to use
6. Individual country solutions should comply with a *common data standard*
7. Individual countries are encouraged to promote locally to build a *minimum level of consumer awareness* of the consumer transparency solutions to encourage usage



## The Consumer Engagement Principles

*(approved December 2014)*

The members of the Consumer Goods Forum are committed to principles and practices that promote an environment of trust between the consumer and business. We do so against a backdrop of rapidly changing technology and consumer behaviour shifts that put a premium on proactive trust-building and consumer communication.

We endeavour to support the following Consumer Engagement Principles:

### 1. Simple Communications

Communicate in a clear, simple and easy to understand language

### 2. Value Exchange

Inform consumers about the benefits and value that the use of their personal information provides to both businesses and consumers

### 3. Transparency

Fully inform consumers about what we do with the personal information they provide

### 4. Control and Access

Enable consumers to easily choose whether and how their personal information is used; and to have access to information on how their personal information is used, and the ability to correct it and/or have it removed

### 5. Ongoing Dialogue

Listen and respond to consumer feedback about the use of their personal data

### 6. Protection of Personal information

Protect the integrity, reliability and accuracy of consumers' personal information and, should things go wrong, be open about the status of their personal information

### 7. Integrity in Social Media

Preserve integrity through proper disclosure of commercial interests in social media practices such as ratings, recommendations, endorsements and work with regulatory agencies on alignment of practices and guidelines





## The GFSI Commitment

*(approved December 2014)*

Individual CGF Board Member companies with food activity commit to:

- Promote the acceptance of any and all Global Food Safety Initiative (GFSI)-benchmarked food safety schemes internally and in their upstream and downstream supply chains;
- Require independent scheme owners with whom they have commercial relationships to facilitate the industry's adoption of GFSI principles; and
- Allow this commitment to be communicated externally.



Membership to The Consumer Goods Forum offers you and your company the chance to be part of a unique, CEO-led organisation that is driving the development of a more efficient, trusted, healthy and sustainable industry that benefits people, planet and business.

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