

## Particulars

### About Your Organisation

#### 1.1 Member Name

L'Occitane International S.A.

#### 1.2 Membership number

4-1325-20-000-00

#### 1.3 Membership sector

Consumer Goods Manufacturers

#### 1.4 Membership category

Ordinary

#### 1.5 Country

Luxembourg

### 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

## Consumer Goods Manufacturers

### 1. Operational Profile

#### 1.1 Please state your company's main activity within the palm oil supply chain.

- Food Good Manufacturer - own brand
- Food Good Manufacturer - third-party brand
- Home & Personal Care Good Manufacturer - own brand
- Home & Personal Care Good Manufacturer - third-party brand
- Ingredient Manufacturers
- Biofuels
- 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**

Manufacturing :

Laboratoires M&L (Manufacturing for L'Occitane en Provence and Melvita)  
L'Occitane au Bresil

Brands

L'Occitane en Provence

Melvita

L'Occitane au Bresil

Elemis

Limelife by Alcone

Erborian

Exhaustive list of subsidiaries :

L'Occitane International S.A. Luxembourg Parent Parent Global Global  
Laboratoires M&L S.A. \* Manosque — France 100.0 100.0 Global Global  
M&L Distribution France S.à r.l. \*\* Manosque — France 100.0 100.0 Global Global  
L'Occitane Inc. \* New York — USA 100.0 100.0 Global Global  
L'Occitane (Far East) Limited \* Hong Kong 100.0 100.0 Global Global  
L'Occitane Singapore Pte. Limited \*\* Singapore 100.0 100.0 Global Global  
L'Occitane Japon K.K. \*\*\* Tokyo — Japan 100.0 100.0 Global Global  
Melvita Japon K.K. \*\* Tokyo — Japan 100.0 100.0 Global Global  
L'Occitane Do Brasil \*\* Jundjai — Brazil 100.0 100.0 Global Global  
Espaco Do Banho \*\* Sao Paulo — Brazil 100.0 93.8 Global Global  
L'Occitane Ltd. \* London — UK 100.0 100.0 Global Global  
L'Occitane GmbH \* Villach — Austria 70.0 70.0 Global Global  
L'Occitane GmbH \* Dusseldorf — Germany 100.0 100.0 Global Global  
L'Occitane Italia S.r.l. \* Milan — Italy 100.0 100.0 Global Global  
L'Occitane Australia Pty Ltd \*\* Sydney — Australia 100.0 100.0 Global Global  
L'Occitane (Suisse) S.A. \* Geneva — Switzerland 100.0 100.0 Global Global  
L'Occitane Espana S.L \* Madrid — Spain 100.0 100.0 Global Global  
L'Occitane Central Europe s.r.o. \* Prague — Czech Rep. 100.0 100.0 Global Global  
L'Occitane (Taiwan) Limited \*\* Taipei — Taiwan 100.0 100.0 Global Global  
L'Occitane Belgium Sprl \* Antwerpen — Belgium 100.0 100.0 Global Global  
L'Occitane Trading (Shanghai) Co. Limited \*\* Shanghai — China 100.0 100.0 Global Global  
L'Occitane (Korea) Limited \*\* Seoul — Korea 100.0 100.0 Global Global  
L'Occitane Airport Venture LLC \*\* Dallas — USA 65.0 65.0 Global Global  
L'Occitane Mexico S.A. de CV \* Mexico City — Mexico 99.9 99.9 Global Global  
L'Occitane (China) Limited \*\* Hong Kong 100.0 100.0 Global Global  
L'Occitane Macau Limited \*\* Macau 100.0 100.0 Global Global  
L'Occitane Rus LLC (Russia) \* Moscow — Russia 100.0 100.0 Global Global  
Verveina SAS \*\* Manosque — France 100.0 100.0 Global Global  
L'Occitane Americas Export & Travel Retail Inc \* Miami — USA 100.0 100.0 Global Global  
L'Occitane Thailand Ltd. \*\* Bangkok — Thailand 100.0 100.0 Global Global  
L'Occitane Ventures (Thailand) Ltd. \*\* Bangkok — Thailand 100.0 100.0 Global Global  
L'Occitane Polska Sp.z.o.o \* Warsaw — Poland 100.0 100.0 Global Global  
L'Occitane Canada Corp \* Toronto — Canada 100.0 100.0 Global Global  
L'Occitane India Private Limited \*\* New Delhi — India 51.0 51.0 Global Global  
L'Occitane Nederland B.V. \* Amsterdam, The Netherlands 100.0 100.0 Global Global  
L'Occitane Malaysia SDN \*\* Kuala Lumpur — Malaysia 100.0 100.0 Global Global  
L'Occitane Ireland Ltd \* Dublin — Ireland 100.0 100.0 Global Global  
Symbiose Cosmetics France SAS \* Paris — France 100.0 81.3 Global Global  
Symbiose Cosmetics Korea \* Seoul — Korea 100.0 81.3 Global Global  
L'Occitane Nordic AB \* Stockholm — Sweden 80.0 80.0 Global Global  
L'Occitane South Africa \* Johannesburg — South Africa 75.0 75.0 Global Global  
L'Occitane International GMBH  
L'Occitane Portugal Unipessoal LDA \* Lisbon — Portugal 100.0 100.0 Global Global  
L'Occitane Communication Services Ltd \* London — UK - 100.0 - Global  
L'Occitane Norge AS \* Oslo — Norway 100.0 100.0 Global Global

LimeLife USA LLC \*\* New York — USA 59.2 59.9 Global Global  
 LimeLife Canada \*\* Toronto — Canada 59.2 59.9 Global Global  
 LimeLife Brasil Comercio De Cosméticos e  
 Produtos De Perfumaria LTDA\*\* Sao Paulo — Brazil 59.2 59.9 Global Global  
 LimeLife Servicos de Cobranca Ltda \*\* Sao Paulo — Brazil 59.2 59.9 Global Global  
 LimeLife Gesta de sistema de franquia Eireli \*\* Sao Paulo — Brazil 59.2 59.9 Global Global  
 LimeLife France SAS \*\* Paris — France 59.2 59.9 Global Global  
 LimeLife by Alcone UK Ltd \*\* London — UK 59.2 59.9 Global Global  
 LimeLife Deutschland GMBH \*\* Berlin — Germany 59.2 59.9 Global Global  
 LimeLife Italia S.P.A. \*\* Milan — Italy 59.2 59.9 Global Global  
 LimeLife by Alcone Espana S.L. \*\* Madrid — Spain 59.2 59.9 Global Global  
 LimeLife Australia \*\* Sydney — Australia 59.2 - Global -  
 LimeLife Ireland (branch of UK) \*\* Dublin — Ireland 59.2 - Global -  
 LimeLife international Sarl \*\* Plan les Ouates — Switzerland 59.9 59.9 Global Global  
 LOI Participations SARL \* Luxembourg — Luxembourg 100.0 100.0 Global Global  
 LOI L'Occitane Innovation Lab \* Manosque — France 100.0 100.0 Global Global  
 LOI ELEMIS SARL \*\* Luxembourg — Luxembourg 90.9 92.3 Global Global  
 ELEMIS Ltd USA \*\* Coral Gables — US 90.9 92.3 Global Global  
 Steiner Product Support LLC (Delaware) \*\* Wilmington — US 90.9 92.3 Global Global  
 ELEMIS Ltd UK \*\* Bristol — UK 90.9 92.3 Global Global  
 Elemis Spa Ltd (UK) \*\* Bristol — UK 90.9 92.3 Global Global  
 COSMETICS Ltd Bahamas \*\* Nassau, Bahamas - 92.3 - Global  
 Cosmetics Export International Ltd (Bahamas) \*\* Nassau, Bahamas - 92.3 - Global  
 LimeLife Japan \*\* Tokyo — Japan 59.2 - Global -  
 Duolab International SARL \* Plan les Ouates — Switzerland 100.0 - Global -  
 Duolab UK Limited \*\* London — UK 100.0 - Global -  
 Elemis Asia Pacific Limited \*\* Hong-Kong — China 90.9 - Global -

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

Europe, North America, China, India, Malaysia, Indonesia, Africa, Latin America, Rest of the World

### 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)	0.0
Total volume of crude palm kernel oil (tonnes)	0.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	1904.0
Total	1904.0

**2.2.1 Please estimate the percentage of derivatives and fractions (reported in Question CG.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	20.0
North America	18.0
Malaysia	0.0
Indonesia	0.0
China	12.0
India	0.0
Latin America	6.0
Africa	0.0
Rest of World	44.0

**2.4 Volume of RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand and third-party brand products in the year:**

<b>Description</b>	<b>Crude/Refined Palm Oil (CSPO)</b>	<b>Crude/Refined Palm Kernel Oil (CSPKO)</b>	<b>Palm Kernel Expeller (CSPKE)</b>	<b>Certified Derivatives and Fractions</b>
RSPO Credits from Mill / Crusher	0.0	0.0	0.0	0.0
RSPO Credits from Independent Smallholder	0.0	0.0	0.0	0.0
Mass Balance (MB)	0.0	0.0	0.0	1662.0
Segregated (SG)	0.0	0.0	0.0	124.0
Identity Preserved (IP)	0.0	0.0	0.0	12.0
Total	0.0	0.0	0.0	1798.0

**2.4.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question CG.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**

<b>Description</b>	<b>Percentage</b>
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 palm oil and palm oil products uptake is:**

94.43%

**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.**

L'Occitane en Provence and Melvita : 82 % Group Turnover

Today, 100 % of our soap noodles containing palm are MB, SG or IP CSPO.

For other raw materials, since 2015 we have identified which of our raw materials were containing palm or palm kernel derivatives. At the end of 2020, 99,5 % of our raw material portfolio was bought in CSPO MB.

0,5 % remaining is raw material that is bought to suppliers that are

-not RSPO certified but are using RSPO palm or palm kernel derivatives to manufacture ingredients we have bought to them (around 0,49%)

-not RSPO certified at all (share is very low : less than 0,01 % for 2020 raw material purchases)

For the third party manufacturer we are still in the process of evaluating the RSPO grade of products. In 2020, due to the recent integration of new brands in the Group, we passed from Laboratoires M&L (L'Occitane en Provence and Melvita manufacturer) membership to a Group membership (L'Occitane International SA)

Other brands 18 % of Group Turnover (RSPO member since 2020)

Around 50 % of the volumes are RSPO MB certified

We are working with these brands to implement the same methodology that was implemented for L'Occitane en Provence and Melvita brands in order to identify more precisely the usage of palm and palm kernel derivatives.

2.6 Please estimate the regional distribution of your company's RSPO certified palm oil and palm oil-products usage (as declared in Question CG.2.3) in the following countries/regions:

<b>Countries/Regions</b>	<b>Percentage</b>
Europe	20.0
North America	18.0
Malaysia	0.0
Indonesia	0.0
China	12.0
India	0.0
Latin America	6.0
Africa	0.0
Rest of World	44.0



### 3. TimeBound Plan

**3.1 Which year did your company achieve (or expects to achieve) the RSPO supply chain certification?**

2012

**3.2 Which year did your company begin (or expects to begin) using RSPO-certified sustainable palm oil and palm oil products in own-brand products**

2012

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

Target met for L'Occitane en Provence and Melvita Brands  
For other brands, RSPO strategy will be built in the years to come

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

2020

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

see CG.3.4.1

**3.4 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

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

For L'Occitane en Provence and Melvita target has been met (see CG.2.5.1 )  
For other brands, we will build with them RSPO strategy in the future

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

-

#### 4. Trademark Use

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

Yes

4.2 Please select the countries where your company uses or intends to use the Trademark

Applies globally

4.2.1 Which year did your company begin (or expects to begin) using the RSPO Trademark

2012

## 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)

In 2021, we will work with new RSPO brands on RSPO strategy, The Group will also continue to work towards a more sustainable palm derivatives supply chain by actively participating to Action for Sustainable Derivatives. For next reporting period we will also integrate new brands to the work that we have been doing with Action For Sustainable Derivatives. Action for Sustainable Derivatives (ASD) is a collaborative initiative co-managed and co-facilitated by BSR and Transitions, two organizations with extensive experience and expertise in supply chain sustainability and business collaborations. It brings together companies in the cosmetics, home and personal care, and oleochemicals industries to collectively tackle supply chain issues around palm oil. ASD will facilitate the sharing of information, data, constraints, and solutions to achieve a wholesale transformation of the complex palm derivatives sector.  
<https://transitions-dd.com/2020/10/01/the-first-progress-report-of-action-for-sustainable-derivatives/>

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## 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

-

### 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

not concerned

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

Europe, North America, China,India,Malaysia,Indonesia,Africa, Latin America, Rest of the World

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)	0.0
Total volume of crude palm kernel oil (tonnes)	0.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	0.0
Total	0

**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	-
Palm kernel oil-based derivatives and fractions	-

**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	0.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	100.0

**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.**

<b>Description</b>	<b>Crude/Refined Palm Oil (CSPO)</b>	<b>Crude/Refined Palm Kernel Oil (CSPKO)</b>	<b>Palm Kernel Expeller (CSPKE)</b>	<b>Certified Derivatives and Fractions</b>
RSPO Credits from Mill / Crusher	0.0	0.0	0.0	0.0
RSPO Credits from Independent Smallholder	0.0	0.0	0.0	0.0
Mass Balance (MB)	0.0	0.0	0.0	0.0
Segregated (SG)	0.0	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.0

**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**

<b>Description</b>	<b>Percentage</b>
Certified Palm oil-based derivatives and fractions	-
Certified Palm kernel oil-based derivatives and fractions	-

**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:**

0.00%

**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.**

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### 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**

2012

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

-

**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.**

2012

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

-

**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.**

2012

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

-

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

-

#### 4. Trademark Use

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

Yes

4.2 Please select the countries where your company uses or intends to use the Trademark

Applies globally

4.2.1 Which year did your company begin (or expects to begin) using the RSPO Trademark

2015



**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)**

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## 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](mailto:acop@rspo.org)*

### Labour & Labour Rights

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

No

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### Ethical Conduct & Human Rights

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

No

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### Land Use

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

No

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### Occupational Health & Safety

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

No

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**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?**

No \_\_\_\_\_

**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?**

Yes \_\_\_\_\_

**Sustainable Palm Oil Policy**

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

No

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**Waste Management**

**1.9 Does your company have a waste management plan?**

Yes

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**Water Management**

**1.10 Does your company have a water management plan?**

Yes

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**Energy Use**

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

Yes

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**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**

No

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**Shared Responsibility Resourcing**

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

No

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## 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

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### 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

[https://group.loccitane.com/sites/default/files/2020-10/20201023\\_ESG%20Report\\_E\\_0.pdf](https://group.loccitane.com/sites/default/files/2020-10/20201023_ESG%20Report_E_0.pdf)