

Particulars

About Your Organisation

1.1 Member Name

Oriflame Cosmetics Global S.A.

1.2 Membership number

4-0135-11-000-00

1.3 Membership sector

Consumer Goods Manufacturers

1.4 Membership category

Ordinary

1.5 Country

Switzerland

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

We use derivatives of palm oil and palm kernel-oil in the production of some personal care and skin care cosmetic products. All operations using palm oil are 100% owned by Oriflame

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

Europe,China,India,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)	3648.0
Total	3648.0

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	56.0
Palm kernel oil-based derivatives and fractions	44.0

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	22.0
North America	0.0
Malaysia	0.0
Indonesia	7.0
China	12.0
India	7.0
Latin America	14.0
Africa	9.0
Rest of World	29.0

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:

Description	Crude/Refined Palm Oil (CSPO)	Crude/Refined Palm Kernel Oil (CSPKO)	Palm Kernel Expeller (CSPKE)	Certified Derivatives and Fractions
RSPO Credits from Mill / Crusher	0.0	0.0	0.0	948.0
RSPO Credits from Independent Smallholder	0.0	0.0	0.0	0.0
Mass Balance (MB)	0.0	0.0	0.0	2700.0
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	3648.0

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

Description	Percentage
Certified Palm oil-based derivatives and fractions	56.0
Certified Palm kernel oil-based derivatives and fractions	44.0

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:

100.00%

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.

Since 2010, we have been sourcing sustainable certified palm oil from the RSPO, either as Mass Balance certified palm oil or as RSPO Book & Claim Credits. We use derivatives of palm oil (56%) and palm kernel oil (44%) in our products. In 2020, we purchased 3,648 tonnes of derivatives of palm oil and palm kernel oil. Out of this, 1,773 tonnes of palm oil and 927 tonnes of palm kernel oil was Mass Balanced certified. In total, we were able to maintain 74% Mass Balance certified palm oil in our portfolio, same as in 2019. The remainder of our palm oil consumption (26%) was covered by RSPO Book & Claim Credits.

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:

Countries/Regions	Percentage
Europe	22.0
North America	0.0
Malaysia	0.0
Indonesia	7.0
China	12.0
India	7.0
Latin America	14.0
Africa	9.0
Rest of World	29.0

3. TimeBound Plan

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

2010

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

2010

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

We use RSPO-certified sustainable palm oil and palm oil products since 2010. Hence, question is Not Applicable.

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.

2010

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

We use RSPO-certified sustainable palm oil and palm oil products since 2010. Hence, question is Not Applicable.

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.

While there is enough of palm oil available in its raw form, there is a very limited supply of its derivatives. Because it is these derivatives that go into our product ingredients, making a switch to 100% physically segregated palm oil is difficult. In 2020, we were able to maintain 74% Mass Balance certified palm oil in our portfolio, same as in 2019. The Covid-19 pandemic also stalled our efforts to engage with our suppliers and pursue target of sourcing 100% Mass Balance certified palm oil. We will continue to pursue this target in future.

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

Not Applicable

4. Trademark Use

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

No

4.3 Please explain why your company does not plan to use the RSPO Trademark in own-brand products

- Challenging reputation of palm oil
- Confusion among end-consumers
- Costs of changing labels
- Difficulty of applying for RSPO Trademark
- Lack of customer demand
- Limited label space
- Low consumer awareness
- Low usage of palm oil
- Risk of supply disruption
- Others

Others

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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)

We are on the path to become a sustainable company. With respect to palm oil, we were one of the first companies to engage in sustainable palm oil trade. We have been active members of RSPO since 2010 and have participated in conferences, committees and working groups since 2011. Our goal for 2020, was to source 100% Mass Balance certified palm oil. During the year, we focused on updating our mapping of palm oil derivatives in raw materials. Due to the updated mapping, the percentage Mass Balance palm oil in 2019 changed from 76% (as communicated in 2019 Sustainability Report) to 74%. During 2020, we were able to maintain 74% Mass Balance certified palm oil in our portfolio, same as in 2019. We did not reach our target of 100% Mass Balance certified palm oil, but will continue to pursue it. During 2020, Oriflame joined the Swedish network for high-risk crops „ÅúSamverkansplattform fr riskgrdor,Åù. The network is a national partnership platform between industries focusing on palm oil and soy management. Oriflame,Åôs participation, however, is solely based on palm oil management, and will be used to monitor and discuss best practice in the industry. In 2020, we also improved our CDP palm oil score to B. During the year, we continued to climate compensate for the greenhouse gas emissions within our current scope and achieved climate neutral operations through forest protection and reforestation projects in China, Indonesia, India and Mexico. This also includes projects aimed at protection of tropical peat swamp forests from deforestation. We will persist to invest in climate compensation projects. In 2021, we will continue to work towards attaining 100% Mass Balance certified palm oil. In addition, we will update our forest-related targets along with developing a Global Forest Commitment.

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

Labour & Labour Rights

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

Yes

1.1.1 Does the policy cover:

- No discrimination
- Wage and working conditions
- Freedom of association
- No child labour
- No harassment
- No forced or trafficked labour

Ethical Conduct & Human Rights

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

Yes

1.2.1 Does the policy cover:

- Recruitment
- Contractors
- Sub-Contractors & Third-Party Contractors

Land Use

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

No

Occupational Health & Safety

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

Yes

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?

No

1.7.4 Please explain why you are not planning to support oil palm independent smallholders

Whether it is supporting farmer communities through our reforestation projects, or protection of tropical peat swamp forests from deforestation, Oriflame tries to increase its positive impact on communities where possible. As compared to other methods of sourcing certified sustainable palm oil and considering our volumes, sourcing from independent smallholders is not an economically viable option.

Sustainable Palm Oil Policy

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

No

Waste Management

1.9 Does your company have a waste management plan?

Yes

Water Management

1.10 Does your company have a water management plan?

Yes

Energy Use

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

Yes

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

Shared Responsibility Resourcing

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

Yes

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

'As an active member of the RSPO, we have participated with varying frequency in conferences, committees and working groups since 2011. In addition, we presented Oriflame to members of the Polish cosmetics society as a case study on the benefits of membership of RSPO and the need for sustainable palm oil in 2014 and to BM Trada who are the main certifying body in UK & Ireland for consumer goods manufacturers during 2015. In October 2015, the Swedish Initiative on Sustainable Palm Oil in Cosmetics and Detergents was launched with Oriflame as one of the co-initiators. In 2012 Oriflame became the first company in the world to produce a foaming product (Swedish Spa Refreshing Shower Gel (21876)) that contains RSPO segregated certified sustainable palm oil and bears the RSPO trademark. In 2019, we were included in the Palm Oil Buyers Scorecard 2020 from WWF. The scorecard measures the progress of palm oil buyers to increase transparency of palm oil use. Oriflame scored 12.5 out of 22 points and was ranked Middle of the Pack. In order to reach the top, we need to make improvements in our own supply chain, for example by increasing traceability and working with our suppliers on their sourcing policies. In 2020, we continued investing in forest protection and reforestation projects some of which include protection of tropical peat swamp forests from deforestation in Indonesia. We will continue our support towards RSPO certified sustainable palm oil by pursuing our commitment towards 100% Mass Balance certified palm oil in future

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://investors.oriflame.com/sites/default/files/media/Oriflame_SustainabilityReport_2020_0.pdf