

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 - Processors and/or Traders
- I trade or broker palm oil, palm kernel oil or related products - Processors and/or Traders
- I am a refiner of palm oil or palm kernel oil - Processors and/or Traders
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related fractions/derivatives - Processors and/or Traders
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products - Processors and/or Traders
- I manufacture final consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors - Consumer Goods Manufacturers
- I retail final consumer (B2C) products containing palm oil, palm kernel oil or related products - Retailers
- I operate food retail outlets that use palm oil, palm kernel oil or related products - Retailers
- I am a conservation and environmental NGO supporting the sustainable development of the palm oil industry
- I am a social and human development NGO supporting the sustainable development of the palm oil industry

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 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 L'Occitane Distribution Asia Pte. Ltd. ** Singapore 100.0 100.0 Global Global L'Occitane Opera Industria e Comercio de Cosméticos LTDA*** Sao Paulo — Brazil 100.0 100.0 Global Global LimeLife Co-Invest Sarl (Lux) ** Luxembourg — Luxembourg 59.2 59.9 Global Global Natural Cosmetics SA (Luxembourg) ** Luxembourg — Luxembourg 59.2 59.9 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)	0.00
Total volume of crude palm kernel oil (tonnes)	0.00
Total volume of palm kernel expeller (tonnes)	0.00
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	3020.00
Total	3020.00

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	40
Palm kernel oil-based derivatives and fractions	60

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.

Countries/Regions	Percentage
Europe	20
North America	20
Malaysia	1
Indonesia	1
China	17
India	1
Latin America	3
Africa	1
Rest of World	36

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	0.00	0.00	0.00	0.00
RSPO Credits from Independent Smallholder	0.00	0.00	0.00	0.00
Mass Balance (MB)	0.00	0.00	0.00	2854.00
Segregated (SG)	0.00	0.00	0.00	45.00
Identity Preserved (IP)	0.00	0.00	0.00	8.00
Total	0.00	0.00	0.00	2907.00

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	40
Certified Palm kernel oil-based derivatives and fractions	60

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:

96.26%

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 : around 80 % Group Turnover FY22,
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.

During the period jan-dec 2021 :

99,5 % of our raw material portfolio was bought in RSPO MB, SG or IP.

Remaining 0,5 % are :

-raw materials that were bought as non RSPO certified in 2021 due to a lack of RSPO certified raw materials in some products due the raw material crisis

-raw materials that are used by our third party manufacturers that have not yet found alternative RSPO certified.

The work is permanent to stay as close as possible as 100 % RSPO certified raw materials.

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 : around 20 % of Group Turnover FY22 (RSPO member since 2020)

During 2021, we worked hand in hand with various brands of the Group to homogenize the reporting with Laboratoires M&L methodology.

During 2021 we implemented the same reporting strategy with Elemis and L'Occitane au Brésil.

During the period jan-dec 2021 Elemis have bought :

-91 % of raw materials portfolio was bought in RSPO MB

-9 % of raw materials portfolio was bought as non RSPO certified.

During the period jan-dec 2021 L'Occitane au Brésil have bought :

-53 % of raw materials portfolio was bought in RSPO MB

-47 % of raw materials portfolio was bought as non RSPO certified.

The work is in progress to reach the goal of 100 % RSPO certified raw materials by 2025

2.6 Please estimate the regional sales volume distribution of your company's RSPO certified palm oil, palm kernel oil and related products (as declared in Question 2.4) in the following countries/regions:

Countries/Regions	Percentage
Europe	20
North America	21
Malaysia	1
Indonesia	1
China	18
India	2
Latin America	6
Africa	2
Rest of World	29

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.

RSPO Supply Chain certification for Laboratoires M&L (L'Occitane and Melvita brands) in 2012

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

2025

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

3.4 Which year did your company begin (or expects to begin) using only 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.

2025

3.4.1 If the previous target year has not been met, 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)

- Participation in RSPO Working Group or Task Forces
- Support Independent Smallholders (ISH)
- Contribute to the RSPO Smallholder Trainer Academy
- Financial contribution to the RSPO Smallholder Support Fund
- Direct investments in Smallholder Certification projects
- Involvement/direct investments in Jurisdictional/Landscape approach
- Direct/collective investments in conservation and restoration initiatives
- Financial contribution to support members with Remediation and Compensation (RaCP) process, direct/collective investments in conservation and restoration initiatives
- Allocating FTE to promote the production or consumption of certified sustainable oil palm products
- Specific policies and action plans by the member to promote CSPO production or consumption in the upstream or downstream supply chain, including target dates or broader policies that include such efforts
- No activities planned
- Others

Other

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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 (SR) requirements will be done through ACOP and MyRSPO. As the process of verification of the reports is in development, the Shared Responsibility section in ACOP may change in future ACOP cycles. Evidence to show compliance to the SR requirements shall be uploaded via your membership profile in MyRSPO. Please login to your MyRSPO account and upload the relevant policies, plans and relevant reports there. If you do not have a policy or your policy does not cover all items, you will be required to provide a Declaration of Support for the relevant policy items in your MyRSPO profile. Additional information on the required policies and plans applicable to all sectors as well as the annual uptake targets for supply chain actors can be found on <https://rspo.org/members/shared-responsibility> or email the Shared Responsibility team at sharedresponsibility@rspo.org.

Information & Public Availability

1.1 Does your company have organisational management documents publicly-available?

No

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
- Suppliers and Sub-Contractors

Legal Compliance

1.3 Does your company comply with all applicable legal requirements?

Yes

1.4 Does your company require its third party contractors to comply with legal requirements, i.e. including a clause on legal compliance in the contracts?

Yes

Complaints & Grievances

1.5 Does your company have a Grievance Mechanism that is accessible to all affected parties?

No

Land Use & FPIC

1.6 Does your company have a publicly-available policy covering Commitment to respect Free Prior and Informed Consent (FPIC) in the Palm Oil Supply chain?

No

Smallholders

1.7 Does your company support oil palm smallholders (groups)?

No

Labour & Labour Rights

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

No

Occupational Health & Safety

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

Yes

1.9.1 Does your company have a Standard Operating Procedure (SOP) for Occupational Health & Safety?

Yes

Waste Management

1.10a Does your company have a waste management plan that includes reduction, recycling, reusing and disposal based on the hazardous characteristics?

Yes

1.10a.1 Is this plan implemented?

Yes

Water Management

1.11 Does your company have a water management plan to promote efficient use and continued availability of water sources?

Yes

1.11.1 Is this plan implemented?

Yes

Energy Use

1.12 Does your company have an energy use plan to improve the efficiency of the fossil fuels used and to optimise renewable energy?

Yes

1.12.1 Are there records of implementation of the plan ie. monitoring and reporting?

Yes

Climate Change & Greenhouse Gas (GHG)

1.13 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG) including identification and assessment of GHG emissions and implementation of a plan to reduce or minimise them?

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?

- Communication and/or engagement to transform the negative perception of palm oil
- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Engagement with peers and clients
- Promotion of CSPO through off product claims
- 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/2021-09/20210927_ESG%20Report_E_0.pdf