

## 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 - 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**

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

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**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 °

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**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)

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**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**

<b>Description</b>	<b>Tonnes</b>
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)	2885.00
Total	2885.00

**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.**

<b>Description</b>	<b>Percentage</b>
Palm oil-based derivatives and fractions	45
Palm kernel oil-based derivatives and fractions	55

**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.**

<b>Countries/Regions</b>	<b>Percentage</b>
Europe	46
North America	0
Malaysia	0
Indonesia	4
China	8
India	7
Latin America	14
Africa	6
Rest of World	15

**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	186.00	112.00	0.00	0.00
RSPO Credits from Independent Smallholder	0.00	0.00	0.00	0.00
Mass Balance (MB)	1107.00	1480.00	0.00	0.00
Segregated (SG)	0.00	0.00	0.00	0.00
Identity Preserved (IP)	0.00	0.00	0.00	0.00
<b>Total</b>	<b>1293.00</b>	<b>1592.00</b>	<b>0.00</b>	<b>0.00</b>

**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	0
Certified Palm kernel oil-based derivatives and fractions	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.**

We understand our dependence on forests for natural raw materials and we're aware that when not managed properly, some of the raw materials Oriflame sources – including palm oil and other natural raw materials – may contribute to the risk of deforestation and ecosystem conversion.

We have been a member of the Roundtable on Sustainable Palm Oil (RSPO) since 2010. We aim to source 100% of palm oil and palm kernel oil-based raw materials used in our own production, including derivatives, and in sub-contracted soap bars from certified (Mass Balance) sustainably managed operations by 2025. If Mass Balance certified derivatives are not available, we use RSPO Book & Claim Credits.

In 2022, the proportion of RSPO Mass Balance certified derivatives in palm oil and palm kernel oil-based raw materials used in our own production was 95%. This is result of our engagement with suppliers to increase RSPO mass balance certified derivatives in our raw materials from 56% in 2020 to 84% in 2021 and 95% in 2022.

However, in our sub-contracted soap bars, 83% of the derivatives of palm oil and palm kernel oil were RSPO Mass Balance certified. This is a decrease as compared to 88% in 2021. Our Soap bar volumes decreased by 27% in 2022. As a result, the share of RSPO mass balance derivatives of palm oil and palm kernel oil in soap bars also decreased.

In total, we purchased 2,885 tonnes of derivatives of palm oil (45%) and palm kernel oil (55%) based raw materials used in our own production and in sub-contracted soap bars. Out of this, 1,107 tonnes of palm oil derivatives and 1,480 tonnes of palm kernel oil derivatives were Mass Balance certified. This resulted in sourcing of 90% of total volume of derivatives of palm oil and palm kernel oil-based raw materials used in our own production and in sub-contracted soap bars from physically certified sustainable sources (RSPO Mass Balance). The remainder of our consumption (10%) will be covered by RSPO Book & Claim Credits. We noticed a small miscalculation after we published our 2022 Sustainability Report on April 21st, 2023. As a result, volume of physically certified sustainable palm oil increased to 2885 tonnes from 2,884 tonnes of palm oil reported in the 2022 Sustainability Report. The percentage of mass balance certified palm oil also increased to 90% (from 89% in the Sustainability Report).

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**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:**

<b>Countries/Regions</b>	<b>Percentage</b>
Europe	46
North America	0
Malaysia	0
Indonesia	4
China	8
India	7
Latin America	14
Africa	6
Rest of World	15

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

N/A

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**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

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

We have been a member of RSPO and use RSPOs-certified palm oil product since 2010. However, we do not have RSPO supply chain certification. Hence, question is Not Applicable.

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**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.**

2010

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

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

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**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

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

We had a commitment to source 100% certified Mass Balance derivatives by 2020 for our skin care and personal care products. However, we could not meet this target as the Covid-19 pandemic affected raw material availability and also stalled our efforts to engage with our suppliers and pursue this target. While there is enough of palm oil available in its raw form, there is a very limited supply of its derivatives. These derivatives are also present in some of our subcontracted finished goods where we have a limited overview of the total volumes and level of Mass Balance certified derivatives of palm oil and palm kernel oil. For our sub-contracted soap bars, we have been working together with our suppliers for several years to map the supply chain and account for volumes from physically certified sustainable sources.

Therefore, our target was revised to source 100% of palm oil and palm kernel oil-based raw materials used in our own production, including derivatives, and in sub-contracted soap bars from certified (Mass Balance) sustainably managed operations by 2025. In 2022, we achieved 90% of the this target. The remainder of our consumption (10%) will be covered by RSPO Book & Claim Credits. We noticed a small miscalculation after we published our 2022 Sustainability Report on April 21st, 2023. As a result, the percentage of mass balance certified plam oil reported in our Sustainability Report increased to 90% (from 89% in the 2022 Sustainability Report).

In 2022, we also extended Oriflame Forest Commitment to address additional ingredients beyond palm oil that may contribute to deforestation and ecosystem conversion. We will work together with our suppliers to map our supply chain and work towards eliminating deforestation and conversion of natural ecosystems in all our supply chains subject to this commitment.

For palm oil, our aim is that by 2030, all palm oil and palm kernel oil-based raw materials used in our own production, including derivatives and sub-contracted soap bars will be 100% traceable to mill level. In 2022, 48% of our total volumes (2,885 tonnes) of derivatives of palm oil and palm kernel oil had supply chain visibility to mill level. This was the result of engagement with our suppliers to map the supply chain and review the RSPO mill status of our suppliers' mills with the Universal Mill List to validate volumes sourced from origins with low risk of deforestation.

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#### 4. Trademark Use

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

No

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##### 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)

- 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](mailto:sharedresponsibility@rspo.org).*

### Information & Public Availability

**1.1 Does your organisation have organisational management documents publicly-available?**

Yes

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### Ethical Conduct & Human Rights

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

Yes

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**1.2.1 Does the policy cover:**

- Ethical conduct for contractors
- Ethical conduct for recruitment
- Respect of human rights, including for suppliers and sub-Contractors

### Legal Compliance

**1.3 Does your organisation comply with all applicable legal requirements?**

Yes

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

Yes

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### Complaints & Grievances

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

Yes

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**1.5.1 Is your Grievance mechanism in line with the principles of the RSPO's Complaints System?**

Yes

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**Land Use & FPIC**

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

Yes

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**1.6.1 Does your organisation have a procedure in place to identify legal, customary or user rights, and people entitled to compensation?**

No

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**Smallholders**

**1.7 Does your organisation support oil palm smallholders (groups)?**

No

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**Labour & Labour Rights**

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

Yes

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**1.8.1 Does the policy cover:**

- No discrimination and equal opportunities
- Pay and working conditions at least at legal or industry minimum standards and are sufficient to provide decent living wages (DLW)
- Freedom of association and Collective bargaining
- Protection of children, as well as the workforce of suppliers and third-party contractors
- Prevention of all forms of harassment, including sexual harassment
- No forced or trafficked labour

**Occupational Health & Safety**

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

Yes

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

Yes

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**Waste Management**

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

Yes

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**1.10a.1 Is this plan implemented?**

Yes

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**Water Management**

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

Yes

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**1.11.1 Is this plan implemented?**

Yes

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**Energy Use**

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

Yes

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

Yes

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**Climate Change & Greenhouse Gas (GHG)**

**1.13 Does your organisation 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

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**Claims and labels**

**1.15 Does your organisation promote the use of off-product RSPO claims and labels?**

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

Despite the challenges faced in the adoption of certified sustainable palm oil, Oriflame remains committed to source palm oil sustainably and engage with its suppliers to make certified palm oil the norm.

We have a public commitment to source 100% of palm oil and palm kernel oil-based raw materials used in our own production, including derivatives, in sub-contracted soap bars from certified (Mass Balance) sustainable sources and be 100% traceable to mill level. We also scored A- in CDP Forest for Palm oil and entered leadership level for implementing best practices in palm oil.

### 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

As an active member of the RSPO, we have participated with varying frequency in conferences, committees and working groups since 2011. 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. The product is no longer in our portfolio. 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 2021, we were included in the Palm Oil Buyers Scorecard from WWF. The scorecard measures the progress and performance of 227 major retailers, manufacturers and hospitality companies on key actions they can and should be taking to show their commitment and support for a sustainable palm oil industry. Oriflame scored 15.10 out of 24 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

The 2022 Sustainability report was published on April 21st, 2023. As a result, total percentage of RSPO mass balance certified derivatives of palm oil and palm kernel oil-based raw materials used in our own production and in subcontracted soap bars increased to 90% (from 89% reported in 2022 Sustainability report).

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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://investors.oriflame.com/sites/default/files/media/Oriflame\\_Sustainability\\_Report2022.pdf](https://investors.oriflame.com/sites/default/files/media/Oriflame_Sustainability_Report2022.pdf)

<https://corporate.oriflame.com/About-Oriflame/Who-we-are/-/media/84452F6BFD06404BA592BE863D805633.ashx>