

Particulars

Organisation Name	L'Oreal
Corporate Website Address	http://www.loreal.com/
Primary Activity or Product	Manufacturer
Related Company(ies)	None
Country Operations	
Membership Number	4-0021-07-000-00
Membership Type	Ordinary Members
Membership Category	Consumer Goods Manufacturers
Primary Contacts	Rachel BARRE Address: 1 avenue Eugène Schueller AULNAY France 93600
Person Reporting	Nisrine ZAARAOUI

Related Information

Other information on palm oil:

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Reporting Period	01 July 2012 - 01 July 2013
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Consumer Goods Manufacturers

Operational Profile

1. Main activities within manufacturing

- Other

Operations and Certification Progress

2. Do you have a system for calculating how much palm oil and palm oil products you use?

Yes

Total volume of all palm oil products used in the year in your own brand products:

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3.1. Total volume of Crude Palm Oil used in the year:

850

3.2. Total volume of Palm Kernel Oil used in the year:

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3.3. Total volume of other Palm Oil Derivatives and Fractions used in the year:

61000

3.4. Total volume of all palm oil and palm oil derived products you used in the year:

61850

4. Volume of Crude Palm Oil used in the year in your own brand products that is RSPO-certified

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4.1. Book & Claim

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4.2. Mass Balance

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4.3. Segregated

850

4.4. Identity Preserved

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4.5. Total volume of Crude Palm Oil used that is RSPO-certified:

850

5. Volume of Palm Kernel Oil used in the year in your own brand products that is RSPO-certified:

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5.1. Book & Claim

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5.2. Mass Balance

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5.3. Segregated

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5.4. Identity Preserved

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5.5. Total volume of Palm Kernel Oil handled that is RSPO-certified:

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6. Volume of all other palm-based derivatives and fractions used in the year in your own brand products that is RSPO-certified:

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6.1. Book & Claim

61000

6.2. Mass Balance

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6.3. Segregated

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6.4. Identity Preserved

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6.5. Total volume of palm-based derivatives and fractions used that is RSPO-certified:

61000

7. What type of products do you use CSPO for?

Personal Care Products

8. Do you ask your suppliers if the palm oil supplied comes from growers who disclose their GHG emissions within the RSPO P&C 5.6 & 7.8?

No

Suppliers report that palm oil supplied comes from growers who disclose their GHG emissions within the RSPO P&C 5.6 & 7.8

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Time-Bound Plan

9. Date expected to/or started to use any RSPO certified oil palm products – own brand

2008

10. Date expected to be using 100% RSPO certified oil palm products from any supply chain option– own brand

2010

11. Date expected to be using 100% RSPO certified oil palm from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) - own brand products

2010

12. Do your (own brand) commitments cover your companies' global use of palm oil?

Yes

13. Does your company use palm oil in products you manufacture on behalf of other companies?

No

14. Date expected to actively communicate to promote the use of certified sustainable palm oil in other manufacturers' brands that you sell.

2010

15. Which countries that your organization operates in do the above commitments cover?

16. What are your interim milestones towards achieving RSPO certification commitment to your own-brands (year and progressive CSPO%) - please state annual targets/strategies.

2010:

- 100% certified sustainable crude palm oil - segregated model

2012:

- 100% certified sustainable crude palm oil - segregated model

- 100% certified sustainable palm-based derivatives - book and claim model

Actions for Next Reporting Period

17. Outline actions that will be taken in the coming year to promote sustainable palm oil.

We continuously work with our direct suppliers to improve traceability of our ingredients, including palm oil. We have identified the point of origin of our supplies (100%) and our approach is to work in close collaboration with our first-tier suppliers to train them to recognize palm cultivation challenges and build with them a common strategy that is technically feasible and economically viable in order to deliver sustainable palm oil to the group. We also aim to diversify our palm oil sourcing by developing new partnerships with suppliers, which would allow us to be "Identity Preserved" (IP) or increase the volumes of Mass Balance for the palm-based derivatives. Because today, our objective concerning the derivatives is to go further than the Book and Claim certification and ensure a full traceability by implementing programs in the countries we source our palm oil and derivatives from, in close partnership with our suppliers and through the support of local NGOs.

18. Do you publicly report the GHG emissions of your operations?

Yes

Public report of GHG emissions on operations

[M-GHG-Emissions-Report.pdf](#)

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Reasons for Non-Disclosure of Information

19. If you have not disclosed any of the above information, please indicate the reasons why

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- Other reason:

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Trademark Related

20. Do you use or plan to use the RSPO trademark on any of your products?

Yes

If yes, when will you start?

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21. Do you undertake or support any other projects related to sustainable palm oil that have not been captured in this report?

No

Application of Principles & Criteria for all members sectors

22. Related to your sourcing, do you have (a) policy/ies, that are in line with the RSPO P&C?

- Ethical conduct and human rights
- Labour rights
- Stakeholder engagement

- Water, land, energy and carbon footprints policy

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- Land use rights policy

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- Ethical conduct and human rights policy

[M-Policies-to-PNC-ethicalconducthr.pdf](#)

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- Labour rights policy

[M-Policies-to-PNC-laborrights.pdf](#)

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- Stakeholder engagement policy

[M-Policies-to-PNC-stakeholderengagement.pdf](#)

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23. What steps will your organization take to minimize its resource footprints?

Please refer to question 18 and the L'Oreal 2012 GRI ENVIRONMENT data sheet provided in attachment.

24. What steps will your organization take to realize ethical conduct using business-applicable regulations and industry practices?

- Conduct social audits of our suppliers
- Develop a strong collaboration with suppliers to support them improve their practices
- Implement corrective action plans with them to reach international and L'Oréal standards

25. Has your company supported any community programmes on its own or through partnerships? How do you benchmark the impacts of these programmes?

Argan oil programme:

Since 2007, L'Oréal has been committed to the "Argan Durable au Maroc" programme with its supplier BASF and the NGO Yamana:

As part of this programme, innovative Specifications have been developed for environmentally friendly harvesting of argan tree products (particularly leaves). In 2007, the partners also supported a nursery initiative for repopulation of the argan forest declared a Biosphere Reserve by UNESCO.

L'Oréal's choice of co-use of argan tree products has made it possible to optimise in an innovative way the use of the abstracted renewable resources, namely the oil and its extraction residue, the leaves and the kernel.

A complete traceability system has been specifically developed and set up for products from the parcel, to guarantee compliance with the specifications (Biological Agriculture, Fair Trade and protected Geographical Indication).

Shea programme:

Since 2008, L'Oréal has been developing the "Better Karité (shea)" programme with two suppliers, AAK and Olvea.

In a first step, the women are trained in best harvesting practices to control the ecological impact due to shea nut harvesting.

The women are also trained in best "post-harvest" treatment practices to optimise the value of the resources harvested.

Sourcing by L'Oréal now allows 13,000 women grouped together in producer organisations to sell their shea to these two suppliers at a purchase price 20% higher than the market price on the basis of compliance with best picking practices.

The ambition up to 2014 is to undertake a more global project to combat deforestation and protect the ecosystem.

26. Are you sourcing 100% physical CSPO?

Yes

26.1. Please details your organization's plan to cover sourced palm oil and palm kernel oil, which is not yet segregated or identity preserved, through Mass Balance. If you have not committed to sourcing 100% of palm products under the Mass Balance supply chain system until the goal of 100% segregated or identity preserved CSPO can be achieved, please explain why.

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Challenges

1. Significant economic, social or environmental obstacles

- The social context of South East Asia
 - A lack of Mass Balance availability among suppliers
 - The price of Segregated
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2. How would you qualify RSPO standards as compared to other parallel standards?

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Cost Effective:

Yes

Robust:

Yes

Simpler to Comply to:

Yes

3. How has your organization supported the vision of RSPO to transform markets?

Through a business to business education/outreach:
L'Oreal attaches a strong importance to a constructive dialogue with its suppliers and systematically promotes RSPO principles in suppliers' contacts when relevant.
