

Particulars

About Your Organisation

1.1 Name of your organization

L'Oreal

1.2 What is/are the primary activity(ies) or product(s) of your organization?

- Grower
 - Processor and/or Trader
 - Consumer Goods Manufacturer
 - Retailer and/or Wholesaler
 - Bank and/or Investor
 - Social and/or Development NGO
 - Environmental and/or Conservation NGO
 - Supply Chain Associate
 - Affiliate
-

1.3 Membership number

4-0021-07-000-00

1.4 Membership category

Consumer Goods Manufacturers

1.5 Membership sector

Ordinary

Consumer Goods Manufacturer**1. Operational Profile**

1.1 Please state your main activity(ies) within the palm oil supply chain. Please select the option(s) that apply to you

- End-product manufacturer
 Food goods manufacturer
 Ingredient manufacturer
 Home & personal care goods manufacturer
 Own-brand manufacturer
 Manufacturing on behalf of other third-party brands
 Biofuels manufacturer
 Other

Other:

2. Palm Oil and Certified Sustainable Palm Oil Use

2.1 Please include details of all operations using palm oil, owned and/or managed by the member and/or all entities that belong to the group.

The specificity of the cosmetics industry is to use palm and palm kernel oil based derivatives. From these two oils, after several steps of chemical transformation, we obtain: glycerin, fatty acids and fatty alcohols, esters or surfactants. These are the transformed raw materials purchased by L'Oréal which are then used in the formulation of shampoos, conditioners, shower gels, skin care products, for their moisturizing properties (glycerin), foaming, cleaning (Sodium Laureth Sulfate, Coco-Betaine), stabilizing, emollient (isopropyl palmitate), pearlizer (glycol distearate) properties, that finally enter in a majority of our products.

2.1.1 In which markets do you manufacture goods with palm oil and oil palm products?

Applies globally

2.1.2 In the market(s)/country(ies) where you operate, do you calculate how much palm oil and oil palm product there is in the goods you manufacture?

Yes

2.2 Volumes of palm oil and oil palm products purchased

2.2.1 Total volume of crude and refined palm oil used in the year (tonnes)

380.00

2.2.2 Total volume of crude and refined palm kernel oil used in the year (tonnes)

0.00

2.2.3 Total volume of palm kernel expeller used in the year (tonnes)

0.00

2.2.4 Total volume of other palm-based derivatives and fractions used in the year (tonnes)

71,347.00

2.2.5 Total volume of all palm oil and oil palm products used in the year (tonnes)

71,727.00

2.3 Volume of palm oil and oil palm products used in the year in your own brand products that are RSPO-certified (in tonnes):

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 Book and Claim from Mill / Crusher	-	-	-	31200
2.3.2 Book and Claim from Independent Smallholder	-	-	-	1205
2.3.3 Mass Balance	-	-	-	38264
2.3.4 Segregated	380	-	-	678
2.3.5 Identity Preserved	-	-	-	-
2.3.6 Total volume	380	-	-	71347

2.4 Volume of RSPO-certified palm oil and oil palm products sold to 3rd party RSPO certified companies (in tonnes)

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.4.1 Book and Claim from Mill / Crusher	-	-	-	-
2.4.2 Book and Claim from Independent Smallholder	-	-	-	-
2.4.3 Mass Balance	-	-	-	-
2.4.4 Segregated	-	-	-	-
2.4.5 Identity Preserved	-	-	-	-
2.4.6 Total volume	-	-	-	-

2.5 According to the information you have provided in this questionnaire, your company has not reached 100% sustainable palm yet by using the four supply chain models (Book and Claim, MB, SG, IP). Do you have plans to immediately cover the gap by using RSPO Credits?

2.5.1 When do you plan to cover the gap by using RSPO Credits?

--

2.5.2 Please explain why

-

2.6 What is the percentage of RSPO Certified Sustainable Palm Oil in the total palm oil used by your company in the following regions:

2.6.1 Africa

100%

2.6.2 Oceania

100%

2.6.3 Europe

100%

2.6.4 North America

100%

2.6.5 Latin America

100%

2.6.6 Middle East

100%

2.6.7 China

100%

2.6.8 India

100%

2.6.9 Indonesia

100%

2.6.10 Malaysia

100%

2.6.11 Rest of Asia

100%

3. Time-Bound Plan

3.1 Year of first supply chain certification (planned or achieved)

2010

3.2 Year expected to/or started to use any RSPO-certified sustainable palm oil and oil palm products in your own brand products2010

3.2.1 If target has not been met, please explain why.-

3.3 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from any supply chain option in your own brand products.2012

3.3.1 If target has not been met, please explain why.-

3.4 Year expected to be using 100% RSPO-certified sustainable palm oil and oil palm products from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) in your own brand products.2020

3.4.1 If target has not been met, please explain why.-

3.4.2 Which markets do these commitments cover?Applies globally

3.5 Does your company use RSPO-certified sustainable palm oil and oil palm products in goods you manufacture on behalf of other companies?Yes

3.6 Does your company have a Time-Bound Plan to only use RSPO-certified sustainable palm oil and oil palm products in the goods you manufacture on behalf of other companies?Yes

3.7 When do you expect all products you manufacture to only contain RSPO-certified sustainable palm oil and oil palm products?2012

4. Trademark Use**4.1 Do you use or plan to use the RSPO Trademark on your own brand products?**No

4.2 Please select the countries where you use or intend to apply the Trademark.--

4.2.1 Please state the year that you started using the RSPO Trademark or the year you plan to start using the RSPO Trademark.

--

4.3 Please explain why

- 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

Other:

Within Sharing Beauty With All, its sustainability program, L'Oreal committed by 2020, to inform and empower every L'Oréal consumer to make sustainable consumption choices. PO/PKO based derivatives being contained in 80% of cosmetics products, it is important for L'Oreal and its brands to find the right way to communicate on the sustainable sourcing of the renewable raw materials contained in the final products.

Thus, L'Oréal has decided to publish in June 2016 its first Palm Oil Progress Report in order to be accountable to its stakeholders, among them consumers, on the targets, efforts and accomplishments in the sourcing of palm oil and palm oil derivatives. For more details, please see:

https://loreal-dam-front-corp-fr-cdn.damdy.com/ressources/afile/176420-8873f-resource_pdf-palm-progress-report.pdf

In addition, with its ambition to raise awareness about the challenges around sustainable sourcing of palm derivatives, L'Oréal made a film, which has been awarded by the Global Sustainability Film Awards in 2016. (<https://youtu.be/F-QxRbO6pol>)

As part of our „Living Sustainably,“ commitment, our brand Kiehl, in Indonesia launched in 2016 a campaign (operated in 2017) to promote biodiversity conservation in Indonesia, through a partnership with The Nature Conservancy to support the conservation of the Wehea Forrest & Orangutan. This directly contributes to consumer awareness and engagement toward sustainable consumption in Indonesia. In 2018, Kiehl, Indonesia has been once again supporting the Wehea forest protection and orangutan species through Kiehl, Gives program in collaboration with The Nature Conservancy (TNC), following the successful program done back in 2016. A press conference has been hold on October 2018. The key difference with the previous project is on the specific donation provided to support TNC, forest rangers, based on every consumer purchase of Kiehl, specific product.

https://www.instagram.com/p/BogmBpFFUiK/?utm_source=ig_embed&utm_campaign=embed_video_watch_again

In 2017, we have contributed to a free MOOC on Biodiversity and Global Changes developed in partnership with the French Ministry of Education in which L'Oreal intervention was focused on deforestation issues around palm production and sustainable solutions: <http://www.sup-numerique.gouv.fr/cid117695/mooc-gerer-les-documents-numeriques-maitriser-les-risques.html>

In 2018, in the framework of the China Sustainable Palm Alliance, L'Oreal supported RSPO and WWF in China in order to raise awareness of local consumers about the importance of consuming sustainable palm oil. L'Oreal has actively participated to several meetings and shared its experience with other members.

4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?**5. Actions for Next Reporting Period**

5.1 Outline actions that you will take in the coming year to promote the use of RSPO-certified sustainable palm oil and oil palm products along the supply chain.

After 5 years of work done with our suppliers and the support of an external and independent third-party, to identify the origin of our PO/PKO based derivatives, we have today a clear mapping of our supply chains and we have also observed a progressive transformation of the industry towards better practices.

However, we still need to maintain our efforts to reach our final objective and be able:

- To engage our direct and indirect suppliers towards sustainable sourcing
- To identify and monitor our sourcing areas back to the mills
- To efficiently monitor and mitigate the risks identified in our supply chains
- And finally to check the compliance of supply chain actors' practices with L'Oréal Zero Deforestation Policy; which means to be 100% legal, deforestation-free and sustainably sourced.

To achieve this target, we have identified 3 levers of actions to put in place:

1. Promote the most committed suppliers by incentivizing their sustainable producing / purchasing practices;
2. Increase the volumes of physical sustainable certified palm within our supply chains;
3. Develop, implement & source from sustainable fields projects with a focus on support to smallholders and forest conservation or rehabilitation.

Our 2019 action plan:

1/ To promote the most committed suppliers, we have created and deployed since 2016 a new tool for assessing suppliers regarding their commitments and practices related to the sourcing of PO/PKO derivatives called the "Sustainable Palm Index" (SPI). This tool has progressively been integrated into our direct suppliers' performance rating, to enable purchasing teams worldwide to align business decisions with supplier's commitments and practices. Having used this tool for 3 years now, we have noticed visible progress and achievements from our suppliers; and their results to the 2018 SPI is key for decision-making in 2019 in the perspective to reach our Zero deforestation target by 2020 at the latest.

NB: The tool is the result of a close interaction with suppliers and has been developed as a pragmatic tool to drive change within the derivatives market and that is why we made public and available to all companies and business partners in the sector at the beginning of 2017. To discover the tool, please see:

https://loreal-dam-front-corp-en-cdn.damdy.com/ressources/afile/179399-fb84e-resource_pdf-sbwa-sustainable-palm-index.pdf

2/ We will reinforce our investigation on Zero deforestation compliance (in terms of commitment, implementation and verification) at the refineries/crushers and mills' levels thanks to a specific tool called "Refinery and Crusher Index" developed in partnership with the Zoological Society of London (ZSL). This tool will be made public in 2019 on their SPOTT Platform to be used by our direct suppliers to evaluate our indirect suppliers;

3/ Modeled on what we have done through our SPOTS Project in Sabah (Malaysia), we will continue the implementation of field projects in a landscape approach and connected to our supply chains with upstream suppliers & stakeholders. Our target is to reach 30-40% of our derivatives volumes originating from field projects to answer our 2020 targets for Zero Deforestation, Solidarity Sourcing and Carbon Balanced.

4/ Since 2013, we've been reducing progressively our volumes of RSPO B&C certification and replacing them by physically certified sources. Since 2016, we have introduced new requirement of RSPO MB model for all the new referenced raw materials;

5/ Through all our actions, we strongly support RSPO in its transformation process, and thus decided to join the Palm Oil Innovation Group late 2016 to continue building and testing forward-looking approaches with the most innovative players, to serve the progresses of the whole palm sector. Ahead of our commitment to source 100% POIG verified palm oil by end 2019, most of the collective actions conducted within our POIG membership in 2019 consists in updating the Retailer and Manufacturers Charter indicators and to align our practices on it.

6. Non-Disclosure of Information

6.1 Information in the sections above are mandatory declarations in your ACOP. For confidentiality purposes, members may choose not to display volume data in Section 2 publicly; however, RSPO reserves the right to utilise the member's data on an aggregate basis for sectoral and total analysis. Please check this box if the member chooses to have the data in Section 2 displayed publicly.

Yes - Display Publicly

7. Application of Principles & Criteria for all member sectors

7.1 Related to company's procurement or operations, do you have organisational policies that are in line with the RSPO P&C? Select all relevant options.

7.1.A Water, land, energy and carbon footprints

File: [LOreal_2018_Registration_Document.pdf](#)

Link: --

7.1.B Land use rights

File: [LOreal_2018_Registration_Document.pdf](#)

Link: --

7.1.C Ethical conduct and human rightsFile: [178868-76919-resource_pdf-human-right-policy.pdf](#)Link: <https://www.loreal.com/group/governance/acting-ethically>

7.1.D Labour rightsFile: [LOreal_2018_Registration_Document.pdf](#)Link: --

7.1.E Stakeholder engagementFile: [LOreal_2018_Registration_Document.pdf](#)Link: --

7.1.F None of the above. Please explain why.-

7.2 What best practice guidelines or information has your organisation provided in the past year to facilitate the uptake of RSPO-certified sustainable palm oil and oil palm products? What languages are these guidelines available in?

L'Oréal has committed that in 2020 latest, none of its products can be linked in any way to deforestation. Since 2007, L'Oréal is implementing action for the sustainable supply of agricultural commodities that might lead to deforestation, such as palm oil, soya oil and wood-fiber based products.

Regarding palm oil, L'Oréal wants to explain in detail the actions and innovation implemented for 100% sustainable and responsible sourcing of palm oil derivatives in this report. It is a major concern for L'Oréal and all its stakeholders.

Consumers, clients, NGOs, public institutions, governments suppliers are concerned by the environmental and social stakes linked to palm oil.

Thus, L'Oréal has decided to publish a Palm Oil Progress Report in order to be accountable to its stakeholders on the targets, efforts and accomplishments in the sourcing of palm oil and palm oil derivatives. This report is available in L'Oréal website in French and English. For more details, please see:

https://loreal-dam-front-corp-fr-cdn.damdy.com/ressources/afile/176420-8873f-resource_pdf-palm-progress-report.pdf

Apart from this report, in accordance with our objective of transparency, all information related to our sourcing actions on palm are available and regularly updated on dedicated pages on L'Oréal website:

<https://www.loreal.com/sharing-beauty-with-all-innovating/achieving-zero-deforestation/>

[L'Oréal-takes-palm-oil-sustainable-sourcing-one-step-beyond](#)

In 2016, we have also upgraded the evaluation and selection scorecard for our suppliers of palm oil and palm kernel oil derivatives.

L'Oréal created Sustainable Palm Index, which takes into account their commitments and their achievements in terms of knowledge of their own supply chain, sustainable procurement practices and compliance with a "zero deforestation" policy. All our direct suppliers are being evaluated every year using this new grid which has been made public and available to all companies and business partners in the sector at the beginning of 2017, in order to support efforts made to ensure sustainable palm oil sourcing.

To discover this new tool (English and French versions available), please see:

https://loreal-dam-front-corp-en-cdn.damdy.com/ressources/afile/179399-fb84e-resource_pdf-sbwa-sustainable-palm-index.pdf

8. Greenhouse Gas (GHG) Footprint**8.1 Are you currently reporting any GHG footprint?**Yes

8.1.1 Please upload your publicly available GHG reportFile: --

8.1.1.1 OR please insert the URL to the GHG section of your corporate website.Link: <https://loreal-dam-front-corp-en-cdn.damdy.com/ressources/afile/169107-a190d-resource-l-oreal-greenhouse-gas-ghg-emissions-2017-pdf>

8.2 Please explain and justify why you are not calculating your GHG footprint. Please include any future plans you may have to calculate your GHG footprint.

-

8.3 What methodology are you using to calculate your GHG footprint?

Since 2007 the Group has produced annually a GHG Balance for all its activities. This assessment is drawn up according to the internationally accepted rules of the Green House Gas Protocol (GHG Protocol).

9. Support for Oil Palm Smallholders

9.1 Are you currently supporting any oil palm Independent Smallholder groups?

Yes

9.2 How are you supporting them?

L'Oreal intention by 2020 is to have 30-40% of our total derivatives volumes coming from sustainable field projects supporting Independent Smallholders in our key sourcing areas.

- In 2015, L'Oreal launched its first experiment with its direct oleochemicals supplier, Clariant, but also with the intermediary supplier Global Amines, the upstream Producer Wilmar and the Malaysian social enterprise, Wild Asia, and launched the SPOTS Project in Sabah (Malaysia).

The purpose of this 5 years' project involving the value chain players from consumer product to renewable palm feedstock producers, is to integrate small Malaysian producers within the global supply chains in order to promote traceability, RSPO certification and sustainability. Adoption of better agricultural practices, a closer connection to global markets and the long term commitment of the players will improve the living conditions of more than 500 small producers. So far the project has shown significant success and in the third year of the project, the company has reported the following progress: 369 small independent farmers joined the SPOTS project, and among them 179 farmers delivering directly to Wilmar obtained the RSPO certification (73% of the target achieved), 225 training sessions were conducted alongside small palm producers to provide them with knowledge about the RSPO certification system, best management and sustainable agricultural practices, waste management, soil health, etc. The impact on farmer productivity will be assessed in 2020. Since 2015, 21, 357 metric tons of RSPO certified palm oil were generated (30% of the target achieved) by the 369 beneficiaries of the project

- Since 2017, in addition to the SPOTS Project in Malaysia, we have been identifying priority areas / landscapes in our supply chain to focus on for developing or joining sustainable field projects supporting independent smallholders.

In 2018, taking into account the first lessons learnt from the SPOTS project, L'Oréal, in collaboration with SNV, Netherlands Development Organisation, a not-for-profit international organisation, we launched a wide landscape project located in the Berbak landscape in Jambi, Sumatra which extends over 250, 000 ha and is dominated by peatlands. It includes the Berbak National Park, which provides a habitat for the Sumatran rhinoceros, the Sumatran tiger and other endangered native wildlife.

The Project will aim to support 12500 independent smallholders in improving their production practices in order to prevent deforestation to happen in the area and to increase their livelihoods including the implementation of supportive on-field actions and fairly traded principles in the supply-chain so as to increase and secure living wages of the farmers and/or harvesters.

9.2.1 Do you have any future plans to support oil palm Independent Smallholders?

9.2.2 When do you plan to start your support for oil palm Independent Smallholders?

--

10. Challenges

10.1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?

- 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
- Others

Other:

For L'Oreal which purchases few volumes of crude palm oil and uses essentially palm oil and palm kernel oil based derivatives (fatty acids, fatty alcohols and glycerin), here are the very specific obstacles and actions taken to overcome them:

1/ The competitiveness of the oleo derivatives market coupled with a very high level of complexity and ramifications of supply chains with a multiplicity of actors involved, which implies: No traceability, lack of transparency of intermediary suppliers not facing media exposure.

L'Oreal action:

- 5 years of in-depth investigation of our derivatives supply chain launched with the support of an external and independent third party to build trust and facilitate the collection data through confidentiality agreement with direct and indirect suppliers.
 - Collaborative approach based on continuous dialogue with our suppliers to increase the understanding and awareness about deforestation issues, to increase their capacity to handle the topic, to commit towards zero deforestation. To do so, we developed methodologies and adapted tools that we shared with all our oleochemicals suppliers through regular webinar sessions and Q&A and we involved them directly in the process, being very clear that we will promote the most progressive suppliers able to guarantee L'Oreal the raw materials they sell to us are free from deforestation. In addition to the development of a methodology helping to get more transparency along our supply chains, in 2016, L'Oréal upgraded its evaluation scorecard for suppliers of palm oil and palm kernel oil derivatives, by creating a Sustainable Palm Index (SPI). In 2018, all our suppliers have been assessed for the third year based on our updated version of the SPI aligned with POIG criteria. Today, the SPI is fully integrated into our direct suppliers' performance rating, to enable purchasing teams worldwide to align business decisions with supplier's commitments and practices. The evaluation grid is the result of a close interaction with suppliers and has been developed as a pragmatic tool to drive change within the derivatives market. As announced, we have published this tool in 2017 and made it available on our website, so everybody can use it. In addition, in 2018, L'Oréal has been working with the Zoological Society of London (ZSL) to create a public scorecard of the global palm oil refineries and palm kernel crushers "the Sustainable Refineries & Crusher Index", so that the overall sector, including our direct suppliers for palm derivatives, could benefit from the approach to both make more sustainable procurement choices and engage non-compliant refineries/crushers towards sustainability. This tool will be made public in 2019 on ZSL Platform SPOTT.

2/ A lack of Mass Balance certified derivatives availability among suppliers:

L'Oreal action: We have been very proactive to push our suppliers to deliver and commit to buy RSPO MB grade as a minimum.

3/ The price of Segregated certified derivatives still prohibitive when available (at a very low volumes) on the market. Considering the low volumes we purchase, our lever of influence is very weak to impact the market price.

4/ Lack of involvement of the millers to support independent smallholders into the adoption of sustainable practices.

L'Oreal actions:

- In 2015, we launched the SPOTS Project in Sabah Malaysia with Wilmar, Clariant and Global Amines to support 500 small producers to improve their agricultural practices and get RSPO certified. This project shows how, through a long term commitment of the industrial players from the miller to the end-user, and by reinventing the business relationship and the business model, we can create environmental and social value locally together and sustainably. So far the project has shown significant success and in the third year of the project, the company has reported the following progress:

- o 369 small independent farmers joined the SPOTS project, and among them 179 farmers delivering directly to Wilmar obtained the RSPO certification (73% of the target achieved)

- o 225 training sessions were conducted alongside small palm producers to provide them with knowledge about the RSPO certification system, best management and sustainable agricultural practices, waste management, soil health, etc. The impact on farmer productivity will be assessed in 2020.

Since 2015, 21,357 metric tons of RSPO certified palm oil were generated (30% of the target achieved) by the 369 beneficiaries of the project.

- In 2018, we have launched in Indonesia in collaboration with SNV, Netherlands Development Organisation, a project located in the Berbak landscape in Jambi (Sumatra) and connected to our supply chains in order to scale-up our approach and target 12500 independent smallholders.

10.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways?

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- Others

Other:

1/ We continuously work with our direct and indirect suppliers to improve traceability of our ingredients. Our approach is to work in close collaboration with our first-tier suppliers to train them to tackle 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 market and ,Àdeforestation free,À palm to the group. In this framework: - we have created new methodologies and tools of traceability (2014-2016); - we created and launched in October 2016 the Sustainable Palm Index (SPI), which is a tool aimed at evaluating compliance of our direct suppliers of palm derivatives with our Zero Deforestation policy. An updated version of the tool better in line with POIG criteria as well as with the Responsible Guidance for Sustainable Palm published by CERES has been released in 2017. This tool has been made public, available to all companies and business partners in the sector on L,ÀOréal,Às website: https://loreal-dam-front-corp-en-cdn.damdy.com/ressources/afile/179399-fb84e-resource_pdf-sbwa-sustainable-palm-index.pdf - - we have developed the Sustainable Refinery & Crusher Index (2016) in order to engage our indirect suppliers (refineries and crushing plants) towards compliance with our Zero Deforestation policy aligned with POIG Charter criteria. In 2016 and 2017, this internal tool to L,ÀOréal has been used as a due diligence in order to evaluate compliance of indirect suppliers with our policy. In 2018, L,ÀOréal has been working with the Zoological Society of London (ZSL) to create a public scorecard of the global palm oil refineries and palm kernel crushers, so that the overall sector, including our direct suppliers for palm derivatives, could benefit from the approach to both make more sustainable procurement choices and engage non-compliant refineries/crushers towards sustainability.

2/ We have also diversified our palm oil sourcing by developing innovative partnerships with suppliers, which allowed us to increase the volumes of Mass Balance for the palm-based derivatives covering 55% of our volumes in 2018 with a target of 60% in 2019.

3/ In 2015/2016/2017/2018, we took advantage of several public opportunities to reaffirm our support to RSPO: during workshops and webinars held with our suppliers, during a workshop on deforestation held in London or even through the Task Force of the Consumer Goods Forum on Palm.

4/ The SPOTS Project we launched in Sabah (Malaysia) in 2015 contributes to integrate small producers,À inclusive models for promoting traceability, RSPO certification and sustainability within global supply chains. The RSPO certification has been identified as a target for 500 small producers targeted by the project. In addition to this project, we have launched in 2018 in Indonesia in collaboration with SNV, Netherlands Development Organisation, a project located in the Berbak landscape in Jambi (Sumatra) and connected to our supply chains in order to scale-up our approach and target 12500 independent smallholders and prepare them to be RSPO certified.

10.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)

'- Progress report 2018 :

https://loreal-dam-front-corp-en-cdn.damdy.com/ressources/afile/178943-24f07-resource_pdf-sbwa-progress-report-en.pdf

- Dedicated pages to the Group Zero Deforestation policy and actions :

<https://www.loreal.com/innovating/achieving-zero-deforestation/achieving-zero-deforestation>