

Particulars

About Your Organisation

1.1 Name of your organization

Natura Logística E Serviços Ltda

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

4-0072-10-000-00

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.

Natura Cosméticos (Logística e Serviços) is a company of the Natura&Co Group, which also has as subsidiaries The Body Shop and Aesop.

Natura is classified as Consumer Goods Manufacturer while TBS and Aesop as Retailers.

Natura has 2 factories in Brazil (Benevides / PA and Cajamar / SP).

Benevides plant receives palm oil and palmkernel oil for the production of bar soaps, while Cajamar plant receives palm olein and derived raw materials. Natura also outsources part of its production in Latin America.

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

Argentina , Brazil , Colombia , Mexico

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?

No

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)

24.33

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

5.34

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)

1.07

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

30.75

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	-	-	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance	23.969	5.261	-	1.073
2.3.4 Segregated	-	-	-	-
2.3.5 Identity Preserved	-	-	-	-
2.3.6 Total volume	23.969	5.261	-	1.073

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?

Yes

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

2020

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

0%

2.6.2 Oceania

0%

2.6.3 Europe

0%

2.6.4 North America

0%

2.6.5 Latin America

100%

2.6.6 Middle East

0%

2.6.7 China

0%

2.6.8 India

0%

2.6.9 Indonesia

0%

2.6.10 Malaysia

0%

2.6.11 Rest of Asia

0%

3. Time-Bound Plan

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

2017

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

2017

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.

2020

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?

No

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?

No

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

2020

4. Trademark Use

4.1 Do you use or plan to use the RSPO Trademark on your own brand products?

Yes

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

Applies globally

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.2020

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:

4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?No

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.**

Our goal is to have 100% of the volume of palm oil and palm kernel oil used in bar soaps (own brand) certified in the segregated model until 2020.

We also aim to reach 50% of the purchase of raw materials, palm derivatives (Oleochemicals), certified in the mass balance model until 2020.

In additional, we will continue to promote the RSPO by clearly announcing to our employees, suppliers and customers that we support RSPO Principles and Criteria;

We give priority for acquiring products from companies who are already members of the RSPO and has compromised with the RSPO;

We are also prospecting new suppliers only who have commitment to RSPO to attend our demand.

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 footprintsFile: [2050Sustainability Vision_Natura.pdf](#)Link: --

7.1.B Land use rightsFile: [Code_of_Conduct_Supplierr.pdf](#)

Link: --

7.1.C Ethical conduct and human rightsFile: [Code_of_Conduct_Supplierr.pdf](#)

Link: --

7.1.D Labour rightsFile: [Code_of_Conduct_Supplierr.pdf](#)

Link: --

7.1.E Stakeholder engagement

File: --

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?

We have the policy to establish a standard supply contract with all suppliers of raw materials and this contract contains the following text:

In case there is supply of palm oil, palm kernels or derived, the CONTRACTED PARTY represents and undertakes to supply the Products to the CONTRACTING PARTY only from planting areas duly certified by competent entities and credited according to the RSPO standard (<http://www.rspo.org/>), as from the date of certification of the chain of custody, keeping the certification always in force and providing the CONTRACTING PARTY with documents that evidence this certification.

In the absence of the RSPO certificate for palm oil, palm kernel oil or derivatives, the CONTRACTED PARTY undertakes to become a member of the RSPO (Roundtable on Sustainable Palm Oil), with a commitment to certify all phases of the production chain of the products, providing to the CONTRACTING PARTY with documents evidencing that this certification is in progress or that there is a commitment to obtain certification.

Also, Natura is member of the UEBT (Union For Ethical BiTrade). The Union for Ethical BioTrade is a non-profit association that promotes the "Sourcing with Respect" of ingredients that come from biodiversity. Members commit to gradually ensuring that their sourcing practices promote the conservation of biodiversity, respect traditional knowledge and assure the equitable sharing of benefits all along the supply chain.

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: [2050Sustainability Vision_Natura.pdf](#)**8.1.1.1 OR please insert the URL to the GHG section of your corporate website.**

Link:

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?

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?

Natura has been promoted a study of an agroforestry system for planting oil palm (called SAF dendTM) since 2007 in the state of Para / Brazil. Agroforestry Systems are a rural transformation where smallholder farmers strategically increase their use of intercropping and trees in agricultural landscapes to improve their food security, nutrition, income, health, shelter, energy resources and environmental sustainability.

With this project, we research an alternative model for palm oil production which combine various vegetable species in the same production unit. The study has shown that the total environmental value supplied by the agroforestry system is three times greater than that achieved under monoculture, considering a working life of 25 years for the planted area.

The study also indicated that the ecosystem services generated by the agroforestry system are much more positive than those associated with monoculture (provision of foods and wood, regulation of global climate, water and soil fertility) and that the environmental impacts are also lower, an example being a reduction in greenhouse gas (GHG) emissions. The goal is to study and develop an agroforestry system for sustainable production of palm with an economic viability and generating environmental benefits (including food security, production of raw materials, conservation of natural resources and rural development).

The project is developed in an independent smallholder groups in Tomé Açu (a city of Para State) in the Brazilian Amazon, in partnership with the Agricultural Cooperative of Tomé Açu (CAMTA - our partner for the supply of passion fruit oils and andiroba and cupuaçu butter), EMBRAPA and FINEP.

At the end of 2012, technical and financial analysis of the project showed that the pilot is viable, profitable and socio-environmentally very interesting.

At this moment we are updating the business case and evaluating how to scale this agroforestry system. The project is an alternative to large monoculture crops, with the inclusion of small smallholders, adding benefits partners, environmental and biodiversity.

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?**

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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:

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:

In education and promotion of the CSPO with our suppliers. If the raw material from the supplier contains palm oil in its composition, we are requesting that observe the RSPO standard, and to commit with certification. Besides that, we are prioritize acquire products from companies who are already members of the RSPO and that are compromised with the production of sustainable palm oil.

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)

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Retailer and/or Wholesaler**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

- ☐ Wholesaler
☒ Retail
☐ Food service providers
☐ Own-brand
☐ Third-party brands
☐ Other:

Other:

2. Palm Oil Use and Certification Progress

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 information filled in this document under Retailer activity are relative to Aesop and The Body Shop, members of the same group (Natura&Co).

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

Applies globally

2.2 Total volume of all palm oil and oil palm products in the goods sold in the year:

2.2.1 Total volume of refined /crude palm oil in the goods sold in the year (tonnes)

15.31

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

3.83

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

0

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

3,383.73

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

3,402.87

2.3 Volume of palm oil and oil palm products used in the year, in your own brand products, that are RSPO-certified (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	-	-	-	2923.35
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance (MB)	13.91	3.83	-	10.44
2.3.4 Segregated (SG)	1.4	-	-	449.93
2.3.5 Identity Preserved (IP)	-	-	-	-
2.3.6 Total volume (tonnes)	15.31	3.83	-	3383.72

2.4 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?

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

-

2.4.2 Please explain why

-

2.5 What is the percentage of Certified Sustainable Palm Oil and oil palm products in the total volume handled by your company in the following regions:

2.5.1 Africa

0%

2.5.2 Oceania

21.5%

2.5.3 Europe

22.4%

2.5.4 North America

19.9%

2.5.5 Latin America

0.2%

2.5.6 Middle East

0%

2.5.7 China

7.4%

2.5.8 India

0%

2.5.9 Indonesia

0%

2.5.10 Malaysia

1.6%

2.5.11 Rest of Asia

27%

3. Time-Bound Plan

3.1 Year expected to start (or year started) using RSPO-certified sustainable palm oil and oil palm products, in your own brand products

2015

3.2 Year started/expected to start using any RSPO-certified sustainable palm oil and oil palm products in your own brand products

2015

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

-

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

2015

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.

2025

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

-

3.5 Which markets do these commitments cover?

Applies globally

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

No

3.7 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?

No

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

2025

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:

Aesop have decided to not use the trademark due to alignment with our approach to marketing and aesthetics.

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.

Aesop: In 2019 we are transitioning to MB Glycerine in our formulations. We aim to transition Sodium Laureth Sulfate (SLES) in our formulations by mid 2020.

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: [Aesop Supplier Code of Conducts FINAL MAR19 - Legal review 04042019.docx](#)
Link: --

7.1.B Land use rights

File: [Aesop Supplier Code of Conducts FINAL MAR19 - Legal review 04042019.docx](#)
Link: --

7.1.C Ethical conduct and human rights

File: [Aesop Supplier Code of Conducts FINAL MAR19 - Legal review 04042019.docx](#)
Link: --

7.1.D Labour rights

File: [Aesop Supplier Code of Conducts FINAL MAR19 - Legal review 04042019.docx](#)
Link: --

7.1.E Stakeholder engagement

File: --
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?

-

8. Greenhouse Gas (GHG) Footprint

8.1 Are you currently reporting any GHG footprint?

No

8.1.1 Please upload your publicly available GHG report

File: --

8.1.1.1 OR please insert the URL to the GHG section of your corporate website.

-

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.

Aesop: We are currently measuring our footprint in three key areas, corporate travel, outbound freight and electricity. We offset these emissions, at present we do not report publicly on these figures.

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

GRI Reporting Standard

9. Support for Oil Palm Smallholders

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

No

9.2 If yes, how are you supporting them?

-

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

No

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:

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? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

- ☒ 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:

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)

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