Particulars

About Your Organisation

1.1 Name of your organization
Laboratoires M&L SA

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

- [ ] Oil Palm Growers
- [ ] Palm Oil Processors and/or Traders
- [x] Consumer Goods Manufacturers
- [ ] Retailers
- [ ] Banks and Investors
- [ ] Social or Development Organisations (Non Governmental Organisations)
- [ ] Environmental or Nature Conservation Organisations (Non Governmental Organisations)
- [ ] Affiliate Members
- [ ] Supply Chain Associate

1.3 Membership number
4-0804-16-000-00

1.4 Membership category
Ordinary

1.5 Membership sector
Consumer Goods Manufacturers
Consumer Goods Manufacturers

Operational Profile

1.1 Please state what your main activity(ies) is/are within manufacturing

- End-product manufacturer
- Home & Personal Care Goods
- Own-brand-Manufacturer

Operations and Certification Progress

2.1 Please include details of all operations using palm oil, majority owned and/or managed by the member and/or related entities

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

- France

2.1.2 In which markets where you operate, do you calculate how much palm oil and oil palm product there is in the goods you manufacture?

- Applies Globally

2.2 Volumes of palm oil and oil palm products (Tonnes)

2.2.1 Total volume of Crude and Refined Palm Oil used in the year (Tonnes)

- 

2.2.2 Total volume of Crude and Refined Palm Kernel Oil used in the year (Tonnes)

- 

2.2.3 Total volume of Palm Kernel Expeller used in the year (Tonnes)

- 

2.2.4 Total volume of other palm-based Derivatives and Fractions used in the year (Tonnes)

3,043

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

3,043
### 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):

<table>
<thead>
<tr>
<th>Description</th>
<th>Crude and Refined Palm Oil</th>
<th>Crude and Refined Palm Kernel Oil</th>
<th>Palm Kernel Expeller</th>
<th>Other palm-based derivatives and fractions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.3.1 Book and Claim from Mill / Crusher*</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2.3.2 Book and Claim from Independent Smallholder*</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2.3.3 Mass Balance</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>112.00</td>
</tr>
<tr>
<td>2.3.4 Segregated</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>908.00</td>
</tr>
<tr>
<td>2.3.5 Identity Preserved</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>25.00</td>
</tr>
<tr>
<td>2.3.6 Total volume</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1,045.00</td>
</tr>
</tbody>
</table>

### 2.4 Volume of RSPO certified sustainable palm oil and oil palm products sold to other RSPO certified companies (in tonnes)

<table>
<thead>
<tr>
<th>Description</th>
<th>Crude and Refined Palm Oil</th>
<th>Crude and Refined Palm Kernel Oil</th>
<th>Palm Kernel Expeller</th>
<th>Other palm-based derivatives and fractions</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4.1 Book and Claim from Mill / Crusher -</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2.4.2 Book and Claim from Independent Smallholder -</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2.4.3 Mass Balance</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2.4.4 Segregated</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2.4.5 Identity Preserved</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>2.4.6 Total volume</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
2.5 What is the percentage of RSPO Certified Sustainable Palm Oil in the total palm oil used by your company in the following regions:

<table>
<thead>
<tr>
<th>Region</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>--</td>
</tr>
<tr>
<td>Australasia</td>
<td>--</td>
</tr>
<tr>
<td>China</td>
<td>--</td>
</tr>
<tr>
<td>Europe (incl. Russia)</td>
<td>100%</td>
</tr>
<tr>
<td>India</td>
<td>--</td>
</tr>
<tr>
<td>North America</td>
<td>--</td>
</tr>
<tr>
<td>South America</td>
<td>--</td>
</tr>
<tr>
<td>Indonesia</td>
<td>--</td>
</tr>
<tr>
<td>Malaysia</td>
<td>--</td>
</tr>
<tr>
<td>Middle East</td>
<td>--</td>
</tr>
<tr>
<td>Rest of Asia</td>
<td>--</td>
</tr>
</tbody>
</table>

Time-Bound Plan

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

2012

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

2012

3.2.1 Referring to 3.2, in which markets where you operate do these commitments cover?

3.3 Date 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

If target has not been met, please explain why:
Our objective was 100% at 2015 because we only had the view on our soap noodles. Today, more than 99% of our soap noodles are IP / SG CSPO (except special sizes dedicated to professionals ). We faced a technical challenge on a specific soap for beard which uses translucent soap noodles not available on SG or IP RSPO quality.
Since 2015, we have the view on other derivatives as surfactant and we have the objective that 100% of them will be CSPO in 2020 (MB/SG/IP) if the offer of suppliers is available and affordable.
We go directly with a strategy of certification from physical supply chains because the Book and Claims approach, based on compensation, is not in line today with our commitments.
3.4 Date 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

If target has not been met, please explain why:
Our objective was 100% at 2015 because we only had the view on our soap noodles. Today, more than 99% of our soap noodles are IP / SG CSPO (except special sizes dedicated to professionals). We faced a technical challenge on a specific soap for beard which uses translucent soap noodles not available on SG or IP RSPO quality.
Since 2015, we have the view on other derivatives as surfactant and we have the objective that 100% of them will be CSPO in 2020 (MB/SG/IP) if the offer of suppliers is available and affordable. We go directly with a strategy of certification from physical supply chains because the Book and Claims approach, based on compensation, is not in line today with our commitments.

3.5 Referring to 3.3 and 3.4, In which markets where you operate 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 palm oil and oil palm products in the goods you manufacture on behalf of other companies?
No

Trademark Related

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

Please state which product range(s) and market(s) you intend to apply the Trademark and when you plan to start using the Trademark.

From 2012, already used on our soaps MELVITA & L’OCCITANE / worldwide (except special sizes dedicated to professionals).

Year: 2012

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

In 2014, to go further in sustainability regarding palm oil derivatives, we started a tracking approach to identify the nature of all the ingredients (surfactants) used by our company containing derivatives of palm oil or fractions and the % of palm oil incorporation.

Thanks to a working group of 20 persons dedicated to that subject and thanks to our collaboration with our suppliers, we would be able to know our global palm oil consumption.

In 2020, we aim to have all our derivatives as CSPO (MB/SG/IP) (if the offer of suppliers is available and affordable).

In 2017, to improve the traceability of our derivatives (as surfactants), we began a partnership with an external organism The Forest Trust (http://www.tft-earth.org) – an NGO that works with companies to transform their value chains. The first step toward transformation is knowledge. With this in mind, we are sending our suppliers a traceability survey so that we can find out the origin of the palm/palm kernel oil contained in the ingredients we purchase. This work requires strong collaboration by our suppliers and link in the chain. The objective is to identify the links in the supply chain, going back as far as the mill. We keep challenging raw material providers to offer CSPO certified derivatives (such as surfactants).

We keep transferring the RSPO knowledge and skills to our subcontractor (soaps maker).

We participate to the working groups proposed by our suppliers on Palm Oil Subject and conferences. (BASF Palm Oil Dialog, webinar, RSPO events in Europa...)

Reasons for Non-Disclosure of Information
6.1 If you have not disclosed any of the above information, please indicate the reasons why

Other

- Others:

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Application of Principles & Criteria for all members sectors

7.1 Related to your sourcing, do you have (a) policy/ies, that are in line with the RSPO P&C such as:

- Water, land, energy and carbon footprints
  - Uploaded file: --

- Land Use Rights
  - Uploaded file: --

- Ethical conduct and human rights
  - Uploaded file: M-Policies-to-PNC-ethicalconducthr.pdf
    For administration purpose, attachment files are renamed automatically

- Labour rights
  - Uploaded file: M-Policies-to-PNC-laborrights.pdf
    For administration purpose, attachment files are renamed automatically

- Stakeholder engagement
  - Uploaded file: M-Policies-to-PNC-stakeholderengagement.pdf
    For administration purpose, attachment files are renamed automatically

- None of the above
7.2 What best practice guidelines or information has your organization 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?

Comment:
We developed specific guidelines described in General specifications Raw materials that every supplier needs to sign with specific recommendations on the use of palm oil (French / English)

For external communication, we have an official statement shared international customers services, digital services to feed Q&A and share with journalists when they ask. (French / English)

Very early on in our R&D projects, we choose in priority to use CSPO SG/IP raw materials.

We challenge and support our suppliers in proposing CSPO offers even if we are not leading the market.

In 2017, to improve the traceability of our derivatives (as surfactants), we began a partnership with an external organism The Forest Trust (http://www.tft-earth.org) – an NGO that works with companies to transform their value chains.

The first step toward transformation is knowledge.

With this in mind, we are sending our suppliers a traceability survey so that we can find out the origin of the palm/palm kernel oil contained in the ingredients we purchase.

This work requires strong collaboration by our suppliers and every link in the chain.

The objective is to identify all the links in the supply chain, going back as far as the mill.

Business to business education: We support our sub-contractors during the RSPO certification process. For example, we choose to share our training material and good practices.

In 2015, we asked for a 2 days training for our collaborator in charge of RSPO or indirectly impacted by that certification and we invited our subcontractors to attend to the training (freely) (on our charge).

In total, 14 persons attend from 6 different services:
- Quality Department
- Sustainable Department
- Purchase Department
- Formulation Department
- Raw Materials Regulatory Department
- Finished Products Regulatory Department

Moreover we present a training support to marketing team and others services managers.

We attend to all conferences organized by our surfactant suppliers to be aware on their progress and their offer. (last conference was BASF at in cosmetics Amsterdam 2018)

Report file: M-Practice-Guidelines.pdf

7.3 Your answers above indicate that you are not yet using 100% RSPO certified palm oil and oil palm products. Do you have plans to immediately cover the gap using Book & Claim?

No

Please explain why

since the beginning, we go directly with a strategy of certification from physical supply chains because the Book and Claims approach, based on compensation, is not in line today with our commitments

GHG Footprint

8.1 Are you currently reporting any GHG footprint?

Yes


Support for Smallholders

9.1 Are you currently supporting any independent smallholder groups?

No

Do you have any future plans to support independent smallholders?

No
Challenges

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?

Concerning our soaps, our will to certify according to high grades (SG/IP) has confronted us to limited supply options. Indeed, the Book and Claims approach is not in line today with our commitments. These limited supply options have generated an important amount of R&D work to match our quality standards. We met a lot of quality issues and we have not a lot of back-up on that grade. Moreover, switching to the new certified soap noodles has generated an important financial impact. Concerning our derivatives (surfactants), we have to work hand in hand with our raw material suppliers because we do not have the control on their supply chain and on the market to increase their supply offers in terms of certified raw materials. For strategic ingredients as surfactants based on palm derivatives, we do not accept a monosourcing situation and it is very difficult to find at least two suppliers which propose a RSPO option. It makes the switch slower and complicated as we have not the control on the offer and the market. We are clearly dependant to the suppliers' strategy. We shared with them our 2020 strategy to give them a view of our objectives and help them to switch on RSPO certified. As explained, as part of our partnership with TFT, we are sending our suppliers a traceability survey so that we can find out the origin of the palm/palm kernel oil contained in the ingredients we purchase. This work requires strong collaboration by our suppliers and link in the chain. The objective is to identify the links in the supply chain, going back as far as the mill.

2 In addition to the actions already reported in this ACOP how has your organization supported the vision of RSPO to transform markets in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

We developed specific guidelines described in General specifications Raw materials that every supplier needs to sign with specific recommendations on the use of palm oil. We challenge and support our suppliers in proposing CSPO offers but we are not leading the market. Business to business education: We support our sub-contractors during the RSPO certification process. For example, we choose to share our training material and good practices. We attend to all conferences organized by our surfactant suppliers to be aware on their progress and their offer. As explained, as part of our partnership with TFT, we are sending our suppliers a traceability survey so that we can find out the origin of the palm/palm kernel oil contained in the ingredients we purchase. This work requires strong collaboration by our suppliers and link in the chain. The objective is to identify the links in the supply chain, going back as far as the mill.

3 File -Please attach or add links to any other information from your organisation on your policies and actions on palm oil (EG: sustainability reports, policies, other public information)

- No files were uploaded