Groupe L'OCCITANE

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE
FY2024 REPORT

RAPHAËLLE ARCHAMBEAUD-SICOT

Chief Sustainability Officer,
L'OCCITANE Group

"This is a crucial time for our planet's ecosystems and its communities. With global average temperatures breaking records month after month and enormous pressures on water, soil quality and biodiversity, all of us in business and wider society have an obligation. We need to do what we can now to preserve and restore nature for the generations that follow.

It's a privilege to work for an organisation that is genuinely committed to continuous improvement and long-term resilience. In the context of such enormous challenges and opportunities, this has been an important year for L'OCCITANE Group, our amazing brands, dedicated people and valued customers. Of course, there is much more to be done. But the commitment and achievements set out in this year's report demonstrate compellingly that, by working together, with empowerment, we can positively impact people and regenerate nature.

In August 2023, the L'OCCITANE Group became a Certified B Corporation™, a process that we formally began in 2021. In an organisation of our size and scale,

it's taken many people's time and effort to help our company reach this important milestone. And this is only the beginning. With this certification comes the responsibility to maintain high standards of social and environmental impacts in everything we do. We are committed to having our newly acquired brands also complete the process and we will be sharing our learning throughout the Group.

In our complex supply chains, we have made progress. 81% of L'OCCITANE en Provence's ingredients are now traceable to the country of origin and the brand is on target to meet a FY2026 commitment of 90%. For complex raw material supply chains, the brand joined the Traceability Alliance for Sustainable Cosmetics (TRASCE) consortium of leading cosmetics companies which aims to achieve traceability and sustainably transform value chains through coordinated action plans between buyers and suppliers.

Our other brands are also committed to reaching our FY2031 Group-wide target of 90% traceability. Our global sustainable procurement programme #NotJustSuppliers continues to have

a positive impact on how our brands and production sites manage social and environmental risks within their supply chains. It is also supporting our suppliers' sustainability performance at scale.

Further down the value chain, we are committed to helping our customers make more sustainable choices through packaging, in-store recycling and sustainability awareness campaigns. For L'OCCITANE en Provence, 69% of its plastic is recyclable and it has launched a new, fully recyclable version of its best-selling hand cream. Other brands including ELEMIS, Melvita and Sol de Janeiro have launched various refill options that answer consumers' desires to enjoy products with less of an impact on the climate and ecosystems.

Brands, employees, suppliers and consumers all have a role to play. As members of the B Corp™ community, we are working to meet social and environmental standards to create an inclusive, equitable and regenerative economy and use our global influence for positive change globally. By working together, we can help advance a world that is nature-positive, achieves climate net zero and upholds social justice."
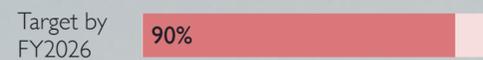
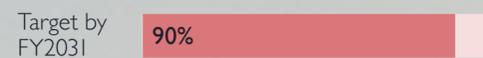# FY2024 SUSTAINABILITY PERFORMANCE OVERVIEW

B CORP™ CERTIFICATION

Certified B Corporation

- L'OCCITANE Group certified as B Corp
- Recertification pathway involving all brands is ongoing

PLANT-BASED INGREDIENTS TRACEABILITY

L'OCCITANE EN PROVENCE

FY2024	**81%**
Target by FY2026	90%

GROUP

FY2024	**50%**
Target by FY2031	90%

FAIR SALARIES FOR ALL EMPLOYEES[1]

> 50%

of our employees are paid at or above a certified living wage threshold
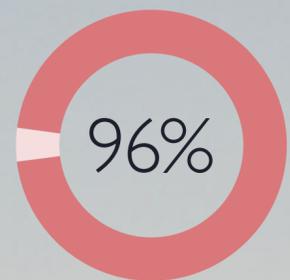
By FY2026 this will apply to all employees

[1] Based on a third-party accreditation by a third party (Fair Wage Network, Real Living Wage).

ENGAGING SUPPLIERS

Continued evaluation

of suppliers' sustainability performance via EcoVadis

96% Coverage of Group's direct procurement[2]

GLOBAL PARENTAL LEAVE FOR PRIMARY AND SECONDARY CAREGIVERS

Worldwide roll-out

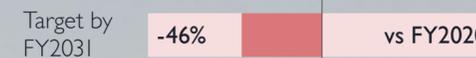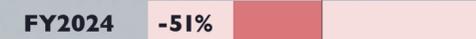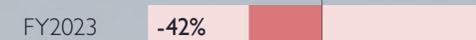for L'OCCITANE en Provence and Melvita, including production and retail

Group is targeting FY2026 for all employees

[2] Currently excludes Sol de Janeiro which is in the process of onboarding key suppliers.
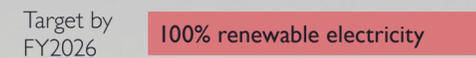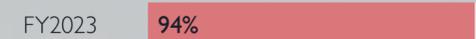
CUTTING OUR CARBON EMISSIONS

SCOPE 1
Reduce absolute emissions

FY2023	-42%
FY2024	**-51%**
Target by FY2031	-46% vs FY2020

SCOPE 2
Renewable electricity at all owned sites

FY2023	94%
FY2024	**95%**
Target by FY2026	100% renewable electricity

SCOPE 3
Evolution of economic intensity of Scope 3 emissions compared to FY2020 in terms of net sales[3]

FY2023	-6%
FY2024	**-18%**
Target by FY2031	-55%
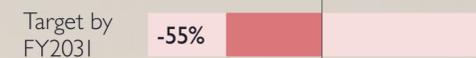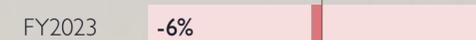
[3] SBTi Scope 3 reduction target is based on added value. The Group has now also decided to align with CSRD and CDP methodology based on net sales.

COMPLEX RAW MATERIAL SUPPLY CHAIN RISK MANAGEMENT

TRASCE

L'OCCITANE en Provence joins TRASCE Coalition for critical categories

RSPO MASS BALANCE CERTIFICATION FOR PALM OIL DERIVATIVES FOR THE GROUP

FY2024	**91%[4]**
Target FY2025-27	**100%**

PLASTIC PACKAGING RECYCLABILITY OR REUSABILITY

GROUP

FY2024	**37%**

L'OCCITANE EN PROVENCE

FY2023	59%
FY2024	**69%**
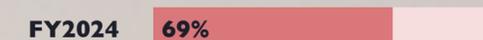
[4] Currently excludes Sol de Janeiro which is in the process of collecting the information.

SUSTAINABILITY MISSION

L'OCCITANE Group's sustainability strategy seeks to: Positively Impact People, Positively Impact Nature and Engage Key Stakeholders on Sustainability. B Corp certified in August 2023, underlines the commitment and progress that the Group has made to fulfil its sustainability strategy and mission.

"The B Corp certification has really helped us as an organisation, with fast-growing brands, to bring real structure and standards to our sustainability performance. It gives us all a platform to build from into the future, from setting our roadmaps to how we can orientate the business for maximum performance while mobilising teams across the company to contribute to the deployment of more sustainable practices throughout our operations."

Adrien Geiger
CEO, L'OCCITANE en Provence

THE JOURNEY TO B CORP

Engaging in the B Corp certification process helped the Group to progress in all areas of the business by embedding social and environmental sustainability in its legal structure and operating processes, while also focusing on the wellbeing of employees. The Group is committed to continuing to find ways to uphold these high standards and extend sustainability knowledge and action throughout the brands.

B Corp certified companies are verified by non-profit B Lab™ to meet high standards of social and environmental performance, transparency, and accountability. Established in the United States in 2006, there are now more than 6,000 Certified B Corporations in more than 80 countries and over 150 industries.
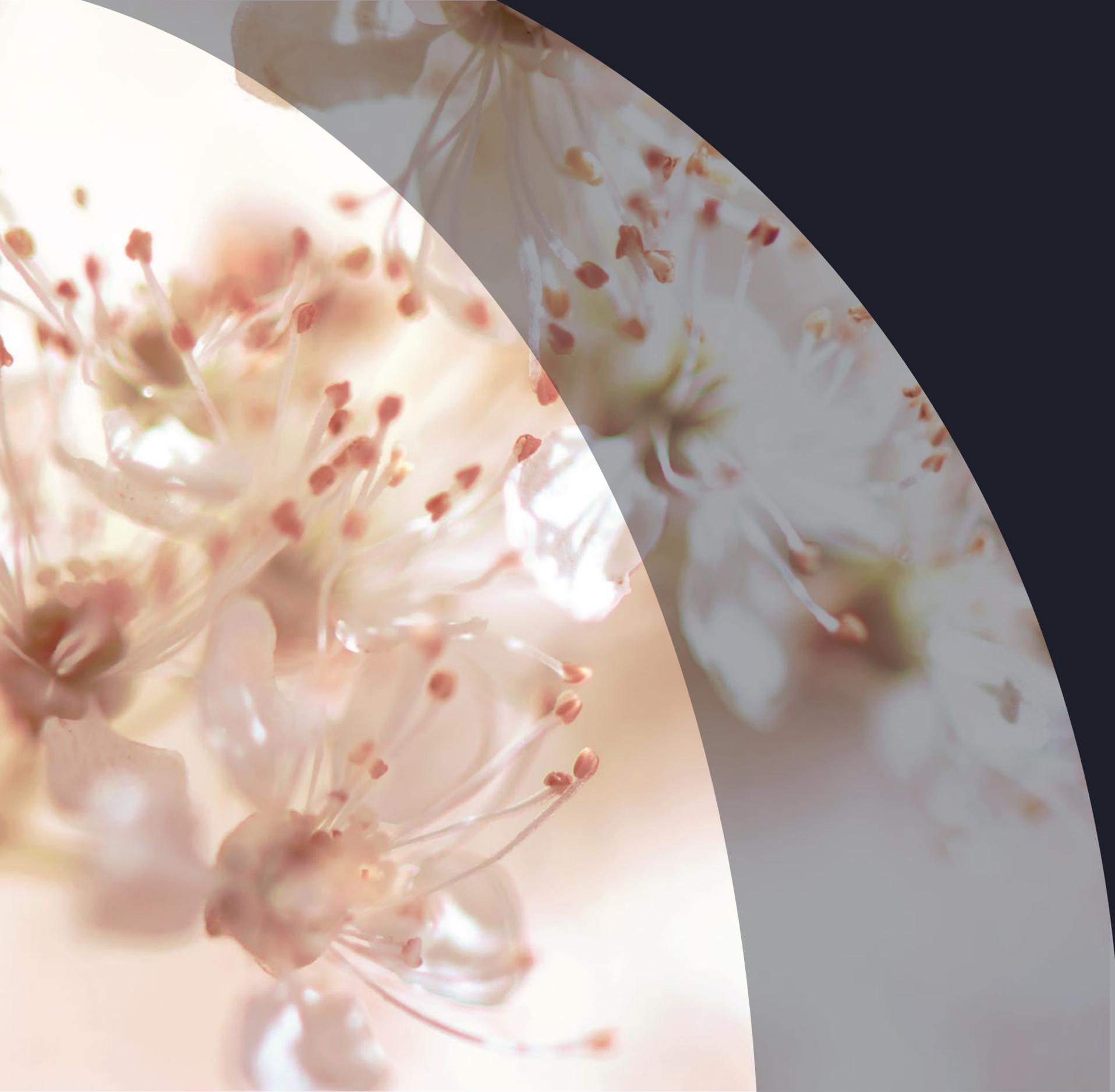
L'OCCITANE Group's commitment to people and nature started with the founding of the business but the journey to becoming a B Corp formally began in 2021. Since then, the Group has used the B Impact Assessment™ to rigorously evaluate the company's impacts on governance, employees, communities, customers and the environment.

The Group's long-term approach to sustainability as a B Corp includes:

- **Purpose:** The company has amended its Articles of Association to include social and environmental considerations;
- **Compensation:** Incentives for management teams to drive sustainability performance;
- **Actions:** To reduce production sites' environmental impacts including investments in solar panels and closed-loop water systems;
- **Circularity:** Working on recyclable and recycled packaging as well as pushing product refill alternatives and customer in-store recycling programmes;
- **Climate plan:** SBTi-approved to help limit global temperature increases to 1.5°C above pre-industrial levels;
- **Responsible purchasing:** Practices reaching 1,500 strategic partners globally through EcoVadis and the #NotJustSuppliers programme;
- **Great Place To Work™:** Certified for 16 countries in 2022;
- **Parental leave:** Policy and DE&I Ambassadors programme rolled out in the majority of geographies.

Becoming a B Corp is a unique marker of leadership for a company of the Group's size and scale and underlines its continued commitment to sustainability. With recertification required every three years, the Group will work to improve its scores in all areas, be an active member of the worldwide B Corp community and work towards certification of more recently acquired brands Sol de Janeiro and Dr. Vranjes Firenze by 2026.

Groupe L'OCCITANE

Certified B **Corporation**

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ABOUT L'OCCITANE GROUP

L'OCCITANE Group is a Certified B Corporation, leading international manufacturer and retailer of sustainable beauty and wellness products. A mission guides all of the Group's actions – with empowerment, we positively impact people and regenerate nature.

The innovative international brands within the Group all have a unique identity, a sense of purpose, and a genuine desire to make a positive difference to people and the planet. The Group's founders are passionate about helping the brands to improve and grow. They also support international philanthropic projects focusing on environmental protection, education, health, self-esteem and the empowerment of women and communities. With nature as their inspiration, all brands in L'OCCITANE Group are committed to helping their customers make more sustainable choices, to help create a better future for all.

OUR REACH

90
countries offering our products

3,000+
retail outlets, including 1,500 operated directly

9,255
employees (FTE) / 11,050 total headcount

3
owned production sites

8
brands

VALUE CHAIN

SOURCING

The Group's value chain includes brands that source raw materials directly and those that purchase finished goods from third-party manufacturers. This integrated approach ensures that all raw materials purchased by the Group undergo strict controls that exceed worldwide regulation and safety standards. Quality inspections are conducted at each step of the product development process, from the receipt of raw materials and packaging materials to product formulation, manufacturing and the finished products.

Direct relationships with producers: The brands that source key raw materials directly for their formulas have developed close working relationships with producers to ensure sustainable and fair sourcing. This includes 130 farms in Provence and Corsica, female cooperatives in Burkina Faso and Morocco and local producers in Brazil.

Tier 1 suppliers: The Group has a dedicated responsible procurement programme called #NotJustSuppliers.

R&D

R&D Centre in the South of France and laboratories in Brazil and Korea.

150 experts and researchers.

PRODUCTION & LOGISTICS

Three owned production sites.

Nine **warehouses**.

Extensive **network** of subcontractors and **logistics** partners.

DISTRIBUTION

60% of sales are direct to customers via a network of stores and brand websites.

40% other sales channels include multi-brand stores, social selling and venues including airports, hotels and spas.

Sales by brands:

- Balanced geographical distribution between the Americas (43%), Asia (35%) and EMEA (22%) and through various channels such as direct retail stores (29%), or online channels (31%).

- 8 brands in total, with L'OCCITANE en Provence, Sol de Janeiro and ELEMIS, the largest, representing 92% of Group sales.

Groupe L'OCCITANE

Certified B Corporation

GOVERNANCE

PERFORMANCE IN NUMBERS

SUSTAINABLE CORPORATE GOVERNANCE

THE GROUP'S MAIN
SUSTAINABILITY **COMMITMENTS**

RISK MANAGEMENT AND **MATERIALITY**

MANAGING COMPLEX **SUPPLY CHAINS**

PROTECTING **PERSONAL DATA**

PUBLIC AFFAIRS AND **ADVOCACY**

GOVERNANCE PERFORMANCE IN NUMBERS

DIRECT SUPPLIERS' ASSESSMENT USING THE ECOVADIS GLOBAL SUSTAINABILITY RATING

FY2023	95%
FY2024	**96%[1]**

[1] *This currently excludes Sol de Janeiro, which is in the process of onboarding key suppliers.*

ECOVADIS PERFORMANCE RATINGS FOR SUPPLIERS OF DIRECT PURCHASES

ALL BRANDS

FY2023	64
FY2024	**67**

Sustainability Committee

at the Board level convened twice during the reporting period.

The incentive programme integrating ESG targets was enhanced, now constituting

20%

of the total incentive for all corporate employees.

Internal audit process

focused on ESG compliance and following the B Corp framework was implemented globally.

SUSTAINABLE CORPORATE GOVERNANCE

The Group is working to build an effective corporate governance that creates transparent rules and controls, guides leadership and aligns the interests of shareholders, directors, management and employees. It is essential to delivering the Group's sustainability objectives.

The Board of Directors is the highest body overseeing the Group's ESG strategy and performance and consists of:

5
Executive Directors

1
Non-Executive Director

4
Independent Non-Executive Directors

40%
of Independent Board members

20%
Board members are female

For more details on the Board members and other committees, please refer to the Annual Report.

SUSTAINABILITY COMMITTEE

The Sustainability Committee met twice in FY2024. It is mainly responsible for assisting the Board, overseeing, reviewing and making recommendations to it on the company's sustainability strategies, policies and performance. It reviews and challenges the company's sustainability roadmap and progress on all subjects related to environmental, social and corporate governance (ESG) including, in particular climate, biodiversity, packaging, diversity and inclusion and social matters. Internal advisory members from the senior management team and external advisory members including sustainability experts support the committee.

Current members

Charles Mark Broadley, Chairman of the Sustainability Committee and Independent Non-Executive Director, started his career in Investment Banking in Europe and Asia before becoming Finance Director of the Hong Kong and Shanghai Hotels. He then founded a private equity business focused on the hotel sector.

Christèle Hiss Holliger, Independent Non-Executive Director, is currently an Independent Director of the Pictet Group Foundation. Her last role was Global Head of Human Resources for Pictet. Previously, she developed a career in asset management and client relationships over 20 years.

Betty Liu, Independent Non-Executive Director, was previously the Executive Vice Chairman of the New York Stock Exchange and Chief Experience Officer for Intercontinental Exchange. As a former business journalist and entrepreneur, she has extensive experience in media and the capital markets.

Thomas Levilion, Non-Executive Director, was the VP Controller and then the Chief Financial Officer of Salomon S.A. He gained experience in global supply chains, turnarounds, re-engineering of organisations, and mergers and acquisitions. He is the former Chief Financial Officer of the Group.

DEFINING SUSTAINABILITY PRIORITIES AND TARGETS

The Group Sustainability team and Sustainability Committee are the bodies responsible for oversight of sustainability risks, impacts and opportunities.

The Group Sustainability team and Sustainability Committee meet at least twice a year. Together, they apply the insights acquired through a robust stakeholder engagement process, annual materiality matrix review and their own knowledge, to set ambitions and targets for the Group. An Audit Committee and Internal Audit Department support the Group Sustainability team and Sustainability Committee, providing an independent review of risk management. Twice a year, all leadership teams receive an update on sustainability progress related to projects and targets.

THE GROUP'S MAIN SUSTAINABILITY COMMITMENTS

Transversal impact:
- For all Group brands to become B Corp certified by FY2026.

Social:
- All employees will be paid at or above a certified living wage family threshold by FY2026;
- Parental leave roll-out globally by FY2026;
- Parity in management positions.

Climate:
- Reduce Scope 1 absolute emissions by 46% by FY2031;
- Source 100% renewable electricity by FY2026;
- Reduce Scope 3 emissions by 55% per unit of value added by FY2031 and 97% by FY2050;
- Remove 100% of residual emissions of all Scopes from FY2031.

Biodiversity:
- 90% of plant-based raw materials to be traced to their country of origin and covered by a risk evaluation for L'OCCITANE en Provence and Melvita by FY2026 and Group-wide by FY2031;
- 100% RSPO-certified palm oil by FY2025 for the Group and by FY2027 for brands acquired after FY2022;

- Deforestation risk management plan in place by FY2031;
- 100% of land footprint to be positively managed for biodiversity by FY2031 for L'OCCITANE en Provence and Melvita and by FY2040 for the Group.

Water:
- Complete implementation of closed-loop water recycling systems in owned production sites located in France by FY2028;
- 100% of owned sites to be covered by a water risk assessment in FY2024.

Packaging:

Ellen MacArthur Foundation (EMAF) FY2031 commitments on plastic packaging:

- 100% recyclable, reusable or compostable;
- 20% post-consumer recycled content;
- -15% virgin plastic from FY2018 baseline.

BRAND AND BUSINESS UNIT IMPLEMENTATION

Having set the Group targets and priorities, the brands and business units provide feedback and propose their roadmaps including details on timings and resources required. The brands' specialist teams will develop programmes for products,

including on packaging, raw materials, direct purchases, production and sub-contracting. Business units are responsible for distribution topics such as transport and warehousing, together with local customers' needs on sustainability topics. The brands' communication team manages sustainability messaging and communications strategy, internally and externally.

INCENTIVISING PERFORMANCE ON SUSTAINABILITY TOPICS

The Group's headquarters and the majority of its subsidiaries reward office employees and executive members for sustainability performance via a Corporate Incentive Plan (CIP). For most of the business units and brands, B Corp represents a vital tool in assessing progress on social and environmental performance. Launched in 2022, the sustainability incentive component accounts for 20% of bonuses and is aligned to B Corp scores covering Governance, Workers, Community, Environment and Consumer impact areas. Also, in the Long-Term Incentive Plan, sustainability criteria have been included which link to the recertification of the Group in FY2026.

RISK MANAGEMENT AND MATERIALITY

The Group evaluates the social, economic and environmental impacts and risks to the business on an ongoing process, with an annual materiality update and full analysis conducted every two to three years.

During FY2024, L'OCCITANE Group has started to conduct a double materiality exercise, assessing both the internal and external social and environmental impacts of its businesses. This will help align sustainability efforts with global priorities, including the Sustainable Development Goals.

In this year's matrix, to focus on ESG impacts, the Group removed certain categories deemed to be covered by standard operating processes: Define a company's mission, stakeholder dialogue, responsible lobbying, noise, outdoor and light nuisance, together with collaborative and open-source innovation.

Key material areas identified as a high priority for the Group during the FY2023 materiality exercise:

Product: Product safety and quality, eco-socio design and environmental impact;

Customers: Customer satisfaction and care;
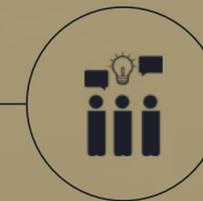
Human Resources: Fair practices related to management and salary; health and safety; diversity, equity and inclusion and employee development;
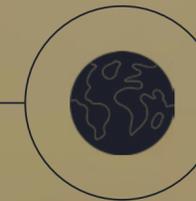
Environment: Protection and regeneration of biodiversity; climate change mitigation and adaptation; and waste management, particularly of plastic and waste;
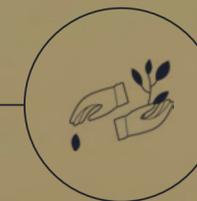
Supply chain and ethics: Responsible and sustainable sourcing and procurement, ethics, human rights and the fight against corruption.

The Group discloses key information regarding risk management and internal control processes. This involves leveraging the B Impact Assessment to guide internal annual reviews, encompassing various aspects such as environmental management, supplier management and HR practices.

Through partnerships between Internal Audit and Sustainability teams, the Group prioritises risk areas, develops mitigation strategies and integrates findings into relevant internal functions and processes. This formal process has been implemented in FY2024 across the majority of brands.

L'OCCITANE GROUP MATERIALITY MATRIX
UPDATE DONE IN 2023 FOR FY2024

Important for our stakeholders (vertical axis: Moderate, Important, Very important)

Important for L'OCCITANE Group (horizontal axis: Moderate, Important, Very important)

Top priorities
Measure, monitor and take ambitious targets

- **12** Products safety and quality
- **13** Products eco-socio design and environmental impact
- **25** Customer satisfaction and care
- **1** Ethics, human rights, fight against corruption
- **2** Responsible and sustainable sourcing and purchasing
- **16** Biodiversity protection / regeneration and fight against deforestation
- **20** Waste, especially plastic waste
- **17** Climate change mitigation and energy transition
- **21** Adaptation of the company to climate change and biodiversity loss
- **18** Water consumption and quality
- **6** Employees health, safety and wellbeing
- **9** Diversity, equity and inclusion
- **8** Fair management and salary practices

Priority 2 to measure, monitor and improve

- **24** Responsible communication, promotion of diversity, self esteem and sustainable consumption
- **26** Transparency on products to customers
- **15** Animal testing and animal origin products
- **10** Employees development (training, mobility, carrier path)
- **11** Engagement of employees and internal communication

Priority 3 to measure, monitor and limit risks

- **27** Responsible digitalisation and environmental impact of IT
- **22** Community investment and sharing economic value
- **23** Philanthropy and donations

LEGEND

- ● Governance, ethics, procurement topics
- ● Workers topics
- ● Community topics
- ● Consumer topics
- ● Environmental topics
- ○ Products, marketing, innovations topics

ACTING ETHICALLY, PREVENTING CORRUPTION

OVERALL APPROACH: THE GROUP CODE OF BUSINESS CONDUCT

L'OCCITANE Group remains vigilant to issues across its complex value chain, applying the following principles:

- Ensure the high quality and safety of all the Group's products,

protecting the health and safety of consumers and employees across the value chain;
- Provide respectful working conditions;
- Conduct all activities ethically, and with integrity;
- Act responsibly to protect the environment.

The Group has participated in the United Nations Global Compact since FY2011, becoming a member in FY2021. The organisation, which seeks to align companies on sustainability principles and actions has awarded the Group 'Early Adopter' status, indicating enhanced communication on progress.

THE POLICY FRAMEWORK

A suite of formal policies supports the application of the Group Code of Business Conduct. These reflect the full range of our business activities and risks.

RAISING ISSUES OF CONCERN

L'OCCITANE Group's Speak-Up policy details how employees can report suspected violations across both ethical and environmental topic areas. If a person wishes to identify themselves, the Group will take appropriate steps to keep all the submitted information confidential. This includes ensuring information is disclosed on a need-to-know basis and creating time limits for how long data is retained before deletion. An internal and well-documented process examines all reports to establish their credibility and specially trained teams create a timeline and audit trail of complaints. An Audit Committee reviews concerns raised and the outcomes of actions taken.

PROTECTING LABOUR AND HUMAN RIGHTS

L'OCCITANE Group is committed to respecting the core principles related to labour and human rights as outlined in the Group Code of Business Conduct and the United Nations Global Compact pledge.

The Group understands the responsibility and opportunity to advance human rights throughout operations and supply chains. It is currently developing a Human Rights policy to be adopted across the organisation including the brands. All employee handbooks contain the Group Code of Business Conduct.

During FY2024, the Group launched a new grievance mechanism for suppliers. Managed by the Responsible Procurement team, this sets a clear timeline of actions for complaints to be responded to and remedial actions taken. This complements the Speak-Up policy and channel which offers whistleblowers the chance to raise concerns safely in a secure environment.

GROUP PERFORMANCE IN NUMBERS

0

Number of convictions for violation of anti-corruption and anti-bribery laws

0

Number of fines for violation of anti-corruption and anti-bribery laws

PREVENTING AND DETECTING CORRUPTION AND BRIBERY

L'OCCITANE Group uses internal audits of the Procurement and Human Resources functions to evaluate corruption risks. Twice yearly, a dedicated Audit Committee reviews summaries of concerns that have been raised at both local or central levels, including through the Group's formal Speak-Up channels.

Despite a strong record on bribery and corruption, L'OCCITANE Group is a growing business with increasingly complex supply chains that require careful management to maintain high standards. During FY2024, the Group updated the Responsible Behaviour e-learning programme, based on learnings acquired during the pilot held during the previous year at Group headquarters.

Covering the Group Code of Business Conduct, guidance on ethical business relationships, and its Speak-Up policy, the training will be rolled out to all business units during FY2025. With the guidance of the Internal Audit Team, the Group will initially prioritise key departments where the risks are greatest, such as Procurement.

Although teams remain vigilant, L'OCCITANE Group is pleased to report that during FY2024, there were no significant corruption and bribery events reported across the Group.

PROTECTING THE WELFARE OF ANIMALS

L'OCCITANE Group has been against the use of animals to test beauty products since its founding. The Group does not test its products, active ingredients or raw materials on animals at any point in the product development or manufacturing process. It also requires all its suppliers to adhere to a strict charter and prove that they fully respect the same rigorous standards. In China, where the Group's brands are also sold, certain imported beauty products must be submitted for compulsory one-off testing on a limited animal panel in government laboratories before they can be approved for sale in the country. These regulatory requirements apply to specific cosmetic products not manufactured locally.

MANAGING COMPLEX SUPPLY CHAINS

L'OCCITANE Group aims to develop strategic relationships with suppliers who share its environmental and social values. When required, the Group works closely with partners to develop their sustainability practices on issues such as biodiversity, climate change mitigation and fair wages.

ecovadis

OVERALL APPROACH

The Group supports team members who are procuring products and services and their potential and existing suppliers, to maintain strict and consistent standards. A dedicated Procurement Code of Ethics accompanies a global programme to evaluate suppliers on the EcoVadis rating system. Called #NotJustSuppliers, the programme details expectations on how to manage social and environmental risks in the supply chain. When teams identify supplier risks, they develop and implement mitigation plans whose success is evaluated at a later date to ensure continued compliance.

L'OCCITANE EN PROVENCE JOINS THE TRASCE COALITION

During FY2024, the direct procurement team looked closely at higher-risk raw materials to ensure better traceability and transparency.

L'OCCITANE en Provence joined the TRASCE coalition. Of 40 commodities considered by TRASCE, L'OCCITANE Group has prioritised the six of most significance to L'OCCITANE en Provence: palm oil, coconut oil, castor oil, plastics, glass and aluminium.

During the second half of FY2024, the teams managed to onboard around 66% of their priority Tier 1 suppliers of these commodities.

The information will also be presented in a standardised format for use in auditing and integration with operational management systems and external verification scoring such as the Sustainable Palm Index.

Reporting issues

During FY2024, L'OCCITANE Group developed a new grievance management process for people working in its supply chains. The Group has created an open channel from multiple sources directly to the Responsible Procurement team. Any issues are reported to stakeholders within the Group and then escalated to the supplier company with a clear direction to develop a three- to six-month remediation plan.

GROUP TIER 1 SUPPLIER LOCATIONS FOR ALL BRANDS [1]

4% South America
1% Africa & Middle East
15% Asia Pacific
47% Europe
33% North America
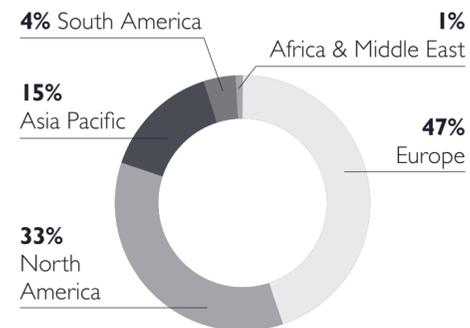
[1] *Excluding Sol de Janeiro in FY2024*

#NOTJUSTSUPPLIERS RESULTS

EcoVadis scores for direct purchase suppliers to the Group

64		100
FY2022		
64		100
FY2023		
67		**100**
FY2024		

Coverage of direct purchases [1]

94%	
FY2022	
95%	
FY2023	
96%	
FY2024	

Suppliers at risk [1]

N/A
FY2022
0.7%
FY2023
0.29%
FY2024
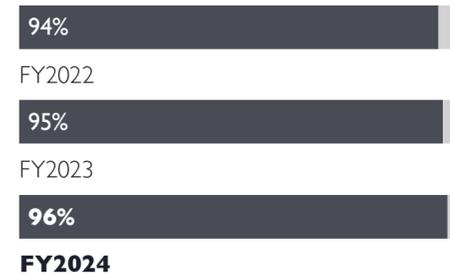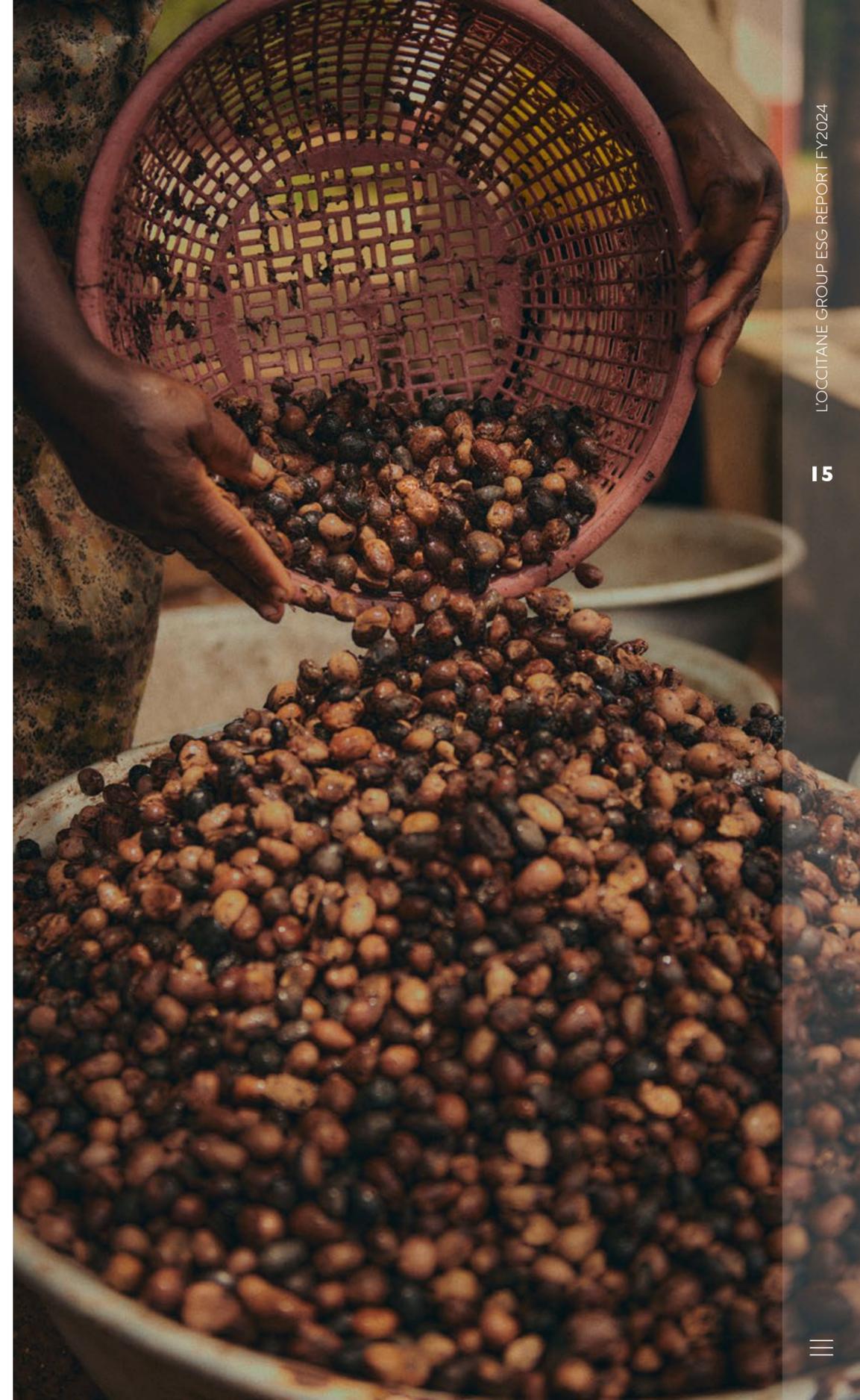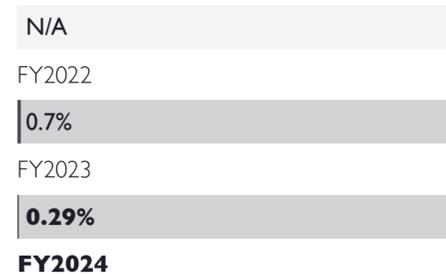
PROTECTING PERSONAL DATA

The Group is committed to protecting the personal data and privacy rights of its clients, employees, candidates and partners.

Industry collaboration

L'OCCITANE Group works with peers in its sector to help improve standards in its supply chain. Highlights in FY2024 included L'OCCITANE en Provence joining the TRASCE coalition. This consortium seeks to develop a collective approach to the risk analysis of social and environmental risks in supply chains. The Group has also participated in the Responsible Beauty Initiative. Coordinated by EvoVadis, this is an initiative that includes leading beauty and luxury brands who are working to drive sustainability through their procurement practices.

The Group's Privacy policy sets out its data protection principles and framework that governs the way in which the personal data of individuals should be processed. Individuals comprise its clients, digital users, employees, staff, contractors and employment candidates. The principles outlined in the Privacy must be followed by all directors, managers, employees, or contractors within or working with the Group.

The Group's Privacy policy takes precedence over and guides the development of all other internal policies, procedures, guidelines and standards related to personal data protection and privacy. The Privacy policy outlines these principles in detail, as well as noting how they must be followed.

Under the supervision of the Group's Data Protection Officer, regular trainings, awareness sessions and compliance assessments are carried out to ensure an appropriate level of awareness of the applicable data protection requirements within the Group. **The Global Privacy Committee** which meets on a regular basis supervises overall data protection compliance.

PUBLIC AFFAIRS AND ADVOCACY

L'OCCITANE Group participates in initiatives to advance certain environmental regulations. The company engages via business coalitions, NGOs and institutions to advocate for responsible business, the protection of nature and the development of regenerative agriculture.

During FY2024, the Group has continued to contribute to the sustainable beauty sector via a programme of thought leadership, coalitions and participation in regulatory activities. See highlights below:

Support for ambitious policies for nature and sustainability: The Group joined the One Planet Business for Biodiversity (OP2B) call for support for a new EU Soil Health Law to scale-up regenerative agriculture principles. It also advocated for an ambitious EU Nature Restoration Law through Business for Nature and the WWF; and lent support to the Business Coalition for a Global Plastics treaty.

Active participation in leading and innovative business coalitions seeking positive impact: Groups included Business for Nature, OP2B, Mouvement Impact France and TRASCE consortium.

Thinking and insights for biodiversity certificates: Partnership convened between L'OCCITANE en Provence and Museum d'Histoire Naturelle to develop a biodiversity certificates mechanism. The Group worked with the International Advisory Panel for Biodiversity Credits (IAPB) and Mirova Corporate Club on the topics of bio-diversity certificates and business and biodiversity interrelations.

Participation in the Science-Based Targets for Nature pilot: The Group has joined the first group of piloting companies to assess, prioritise and set science-based targets for nature (land and freshwater targets).

Contribution to the working group for the cosmetics sector of the French National Strategy for Biodiversity: The members agreed 10 recommendations for the cosmetics sector to help implementing the Global Biodiversity Framework goals.

Protection of natural ingredients such as essential oils: The Group is seeking to obtain appropriate regulations at the European level, via the adoption of a compromise text in CLP regulation (EU) with specific provisions for natural ingredients.

Active thought leadership at national, EU and global levels: Events included the World Economic Forum in Davos, Livelihoods Camp, ESG panel of HKUST Business School in Hong Kong, Encuentro B in Mexico, Paris Peace Forum, Swiss Impact Forum and North America Sustainable Cosmetics Summit in New York.
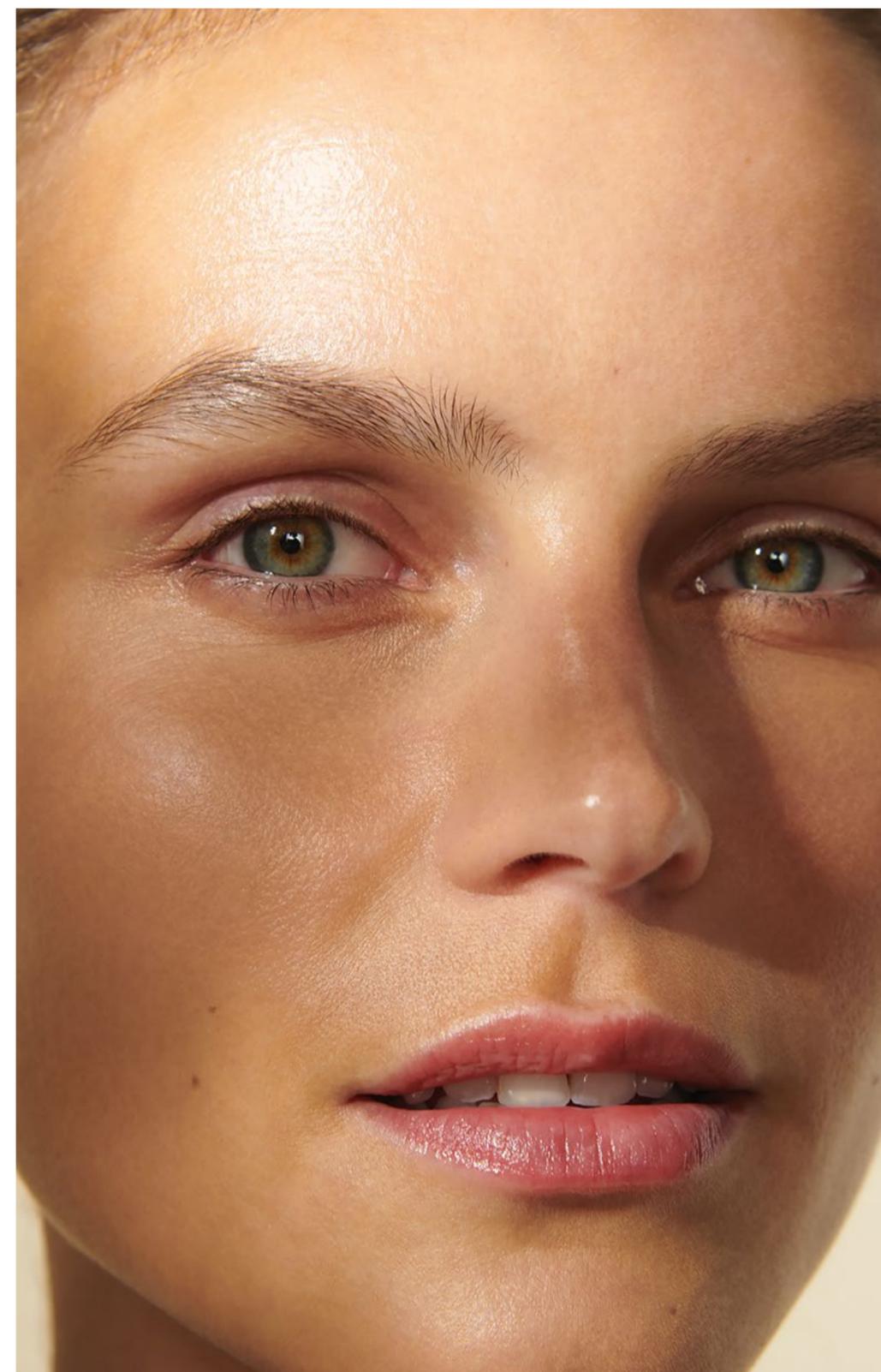
ENVIRONMENT

PERFORMANCE IN NUMBERS

HELPING TO MITIGATE **CLIMATE IMPACTS**

ENABLING **WATER CONSERVATION**

PRESERVING AND REGENERATING **BIODIVERSITY**

PACKAGING AND THE CIRCULAR ECONOMY

ENVIRONMENTAL PERFORMANCE IN NUMBERS

CLIMATE (E1)

SCOPE 1
Reduce absolute emissions
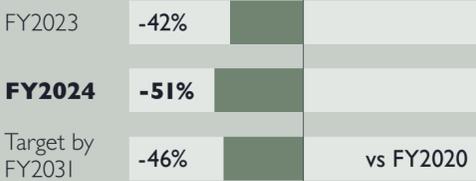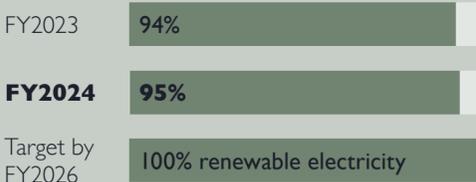
FY2023	-42%	
FY2024	**-51%**	
Target by FY2031	-46%	vs FY2020

SCOPE 2
Renewable electricity at all owned sites

FY2023	94%
FY2024	**95%**
Target by FY2026	100% renewable electricity

SCOPE 3
Evolution of economic intensity of Scope 3 emissions compared to FY2020 in terms of net sales[1]

FY2023	-6%
FY2024	**-18%**
Target by FY2031	-55%
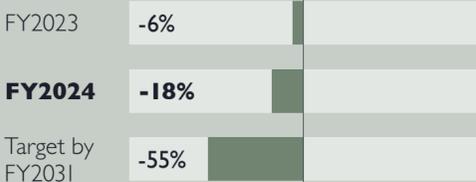
WATER (E3)

Closed-loop industrial water production site in France by FY2028

SBTN (Science-Based Targets for Nature) water reduction targets pilot ongoing

FY2024:

100%

of factories covered by water risk assessment

BIODIVERSITY (E4)

Plant-based raw materials traced back to country of origin

L'OCCITANE EN PROVENCE AND MELVITA

FY2023	12%
FY2024	**81%**
Target by FY2026	90%
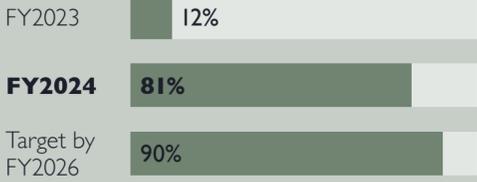
FOR GROUP, FIRST TIME ALL BRANDS ASSESSED

FY2024	**50%**
Target by FY2031	90%
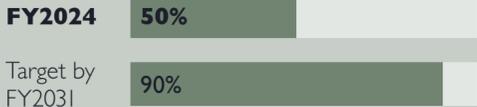
RSPO mass balance certification for palm oil derivatives for the Group[2]

L'OCCITANE EN PROVENCE, MELVITA, ELEMIS, ERBORIAN AND L'OCCITANE AU BRÉSIL

FY2022	96%
FY2023	98%
FY2024	**91%**
Target by FY2025-27[2]	100%
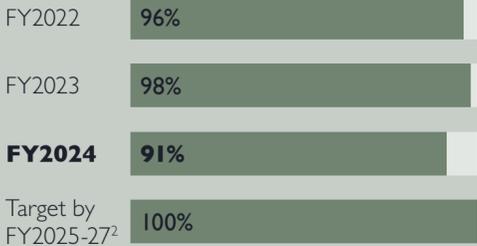
PACKAGING AND CIRCULARITY

Plastic packaging to be reusable, recyclable or compostable

FY2020	24%
FY2023	38%
FY2024	**37%**
Target by FY2026	100%

Post-consumer recycled plastic content

FY2020	9%
FY2023	16%
FY2024	**13%**
Target by FY2026	20%
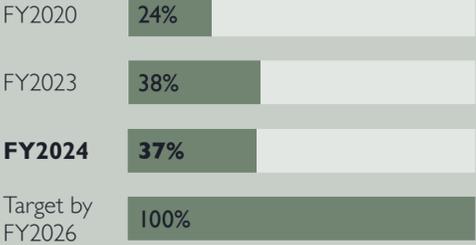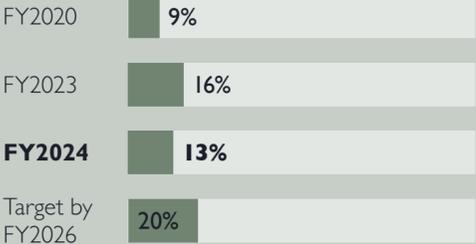
[1] SBTi Scope 3 reduction target is based on added value. The Group has now also decided to align with CSRD and CDP methodology based on net sales.

[2] L'OCCITANE en Provence, Melvita, ELEMIS, Erborian and L'OCCITANE au Brésil. Target for Group including brands acquired after 2022 is FY2027.

HELPING TO MITIGATE CLIMATE IMPACTS

During FY2024, the impacts of climate change were again felt all over the world. According to the European Union's Earth Observation programme, Copernicus, January 2024 was the warmest ever recorded and the eighth month in a row to have achieved that status. For the first time, global warming has exceeded 1.5°C across an entire year, according to the EU's climate service. From bleached corals off the coast of Australia to wildfires and droughts in Southern Europe, the consequences of uncontrolled emissions since the Industrial Revolution are already here.

As a leading international manufacturer and retailer of sustainable beauty and wellness products, L'OCCITANE Group has a longstanding commitment to protecting natural resources and communities. In 2022, the Science Based Targets initiative (SBTi) validated the Group's net zero targets which aim to help to limit an average global temperature increase to 1.5°C above pre-industrial levels.

During FY2024, the Group has continued to improve its organisation to integrate climate change as a strategic ambition. All the brands are heavily involved in the carbon assessment process, sourcing quality data to accurately measure the carbon footprint of their activities. The Group Climate Change strategy has been published this year and all brands contribute to the transition plan. Climate change is now part of the brands' and main Business Units' budget targets and is integrated in some incentive plans.

The Group has made significant progress while looking at its carbon intensity, with a 22% reduction in terms of net-sales. It has achieved this mainly via energy efficiency and the use of renewables, as well as packaging and progress on eco-design. Local green mobility campaigns and changes to employee commuting, combined with a reduction of airfreight in downstream logistics have also contributed.

L'OCCITANE GROUP CLIMATE COMMITMENTS

GROUP

Reach **net-zero GHG emissions** across the value chain by FY2050 from a FY2020 baseline year.

NEAR-TERM

Reduce **absolute Scope 1** GHG emissions by 46% by FY2031 from a FY2020 baseline year (SBTi-validated);

Increase annual sourcing of **renewable electricity** from 40% in FY2020 to **100% by FY2026** and continue annually sourcing 100% renewable electricity at least to the end of FY2031 (SBTi-validated);

Reduce **Scope 3** GHG emissions by **55% per unit of value added** by FY2031 from a FY2020 baseline year (SBTi-validated);

Reduce **Scope 3** GHG emissions by 55% for net-sales by FY2031 from an FY2020 baseline year (CSRD alignment).

LONG-TERM

Reduce absolute Scope 1 and 2 **GHG emissions by 90%** by FY2050 from a FY2020 base year;

Reduce Scope 3 GHG emissions **by 97%** per unit of value added by FY2050 from an FY2020 base year.

ASSESSING CLIMATE RISKS

A recent analysis of climate risks has revealed the areas where L'OCCITANE Group's assets and businesses are most exposed.

During 2023, with the support of a consultancy, the Group conducted its first climate-related risks and opportunities analysis. Based on documentation and interviews conducted with key people in all areas of the value chain, the Group has incorporated the findings of the assessment, to be conducted annually, into short-, medium- and long-term financial planning. The risks and opportunities were assessed across two time horizons and two possible GHG emissions scenarios, a 'high physical impact' scenario of +4°C (SSP5-8.5 IEA business-as-usual scenario) and a 'fast transition' scenario of +1,5°C (SSP1-2.6 net-zero emissions).

PHYSICAL RISKS AND OPPORTUNITIES IN A +4°C SCENARIO

The study concluded that the impacts of more extreme weather events, including floods and temperature rises will create 'gross physical risks' for the assets of the Group.

Water scarcity

- The Group's strategic crops are highly vulnerable.
- Irrigation requirements will rise as a result of higher temperatures, putting pressure on farmers and communities.

River and coastal flooding

- Coconut and palm oil sourcing regions are likely to be affected, leading to depressed yields and reduced global supplies.
- Impacts will include tropical cyclones in countries including the Philippines which supplies coconut.

Extreme heat

- Temperature rises to +40°C will increase storage/cooling costs of products and could also lead to a shorter shelf life and performance of L'OCCITANE Group products.
- The Group's facilities, including production sites, will require increased cooling leading to energy demand, costs and pressure on local grids.
- Yields for temperature-sensitive crops such as sunflower and rapeseed grown in Spain and France will start to suffer in the medium term, becoming much worse if temperatures rise beyond then.

TRANSITION RISKS AND OPPORTUNITIES IN +1.5°C SCENARIO

Consumer and market impacts

- Many of L'OCCITANE Group brands' customers are likely to adapt their consumption profiles in a post 1.5°C-risen world. This could benefit the Group, with its sustainable sourcing and eco-design practices.
- Carbon regulations including significant pricing regimes in emerging and advanced economies, such as France and Brazil, will also increase the Group's costs.
- From 2030, countries including France, Japan, Luxembourg and the UK, will start to experience water stress. As water availability reduces and prices rise, beauty products requiring rinsing from the skin and hair could be in less demand.

GHG EMISSIONS BY SCOPE

L'OCCITANE Group measures the GHG emissions of its activities, from the purchases of raw materials to the use phase and the end-of-life of its sold products, according to the GHG Protocol. With each carbon footprint exercise, data collection is improved and refined, enabling the Group to capture more and more data and refine the management of GHG emissions from activities.

This year, the teams significantly improved the data collection for retail and merchandising procurements.

Scope 3 emissions represented 99.3% of L'OCCITANE Group's total GHG emissions for FY2024, with purchased goods and services accounting for almost a third of this and the use phase by customers accounting for 48.5%.

Since 2016, L'OCCITANE Group has been a member of the RE100 initiative, an international coalition promoting the use and development of renewable electricity. By FY2026, the Group's commitment is to use 100% renewable electricity at all sites, including production sites, warehouses, stores and offices.

Since FY2020, the Group has accelerated this transition and made significant progress in switching to renewable energy sources. Around 95% of its electricity consumption derives from renewable electricity. L'OCCITANE Group's ambition is to increase its self-generation of renewable electricity and to finance its renewable electricity sourcing locally. In FY2023, its São Paulo and

Lagorce production sites installed solar panels which generated 50% and 23% of their total electricity consumption respectively.

The Group uses three ways to source renewable electricity:

- Direct renewables contracts: 52%;
- Energy Attribute Certificates: 45%;
- Self-consumption: 3%.

ELECTRICITY CONSUMPTION

GROUP

94%
FY2023

95%
FY2024

100%
Target by FY2026

FY2024 CARBON FOOTPRINT OVERVIEW
TOTAL GHG EMISSIONS (TONS OF CO_2e)

2.9% End-of-life

0.43% Scope 1 – Direct emissions

0.27% Scope 2 – Indirect emissions

5.2% Others

11.4% Transport and distribution

Total GHG: around
515,939
tonnes of CO_2e

48.5% Use phase

31.4% Purchased goods and services

☐ Scope 1 – 0.43%   ■ Scope 2 – 0.27%   ■ Scope 3 – 99.3%
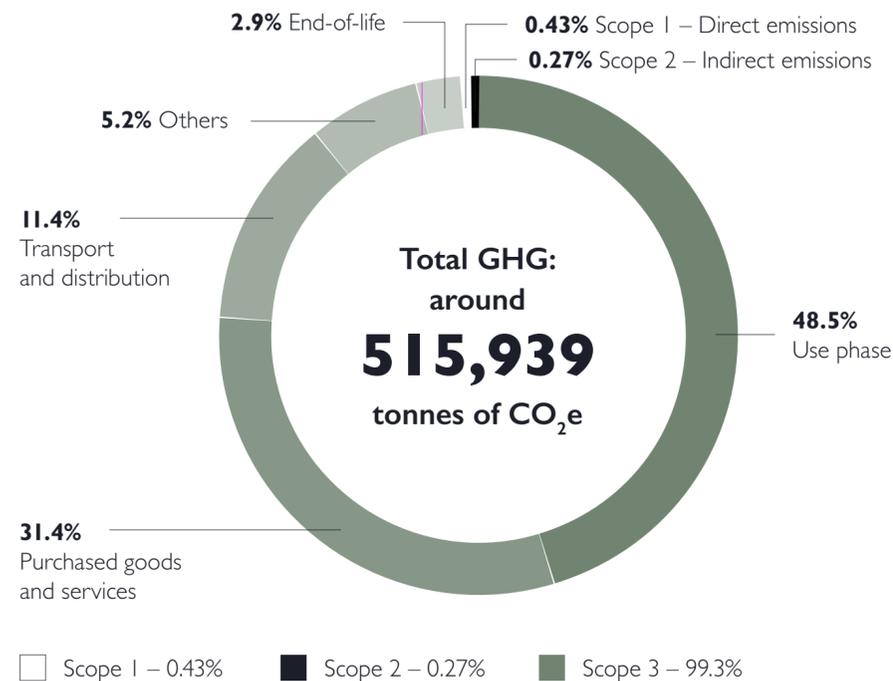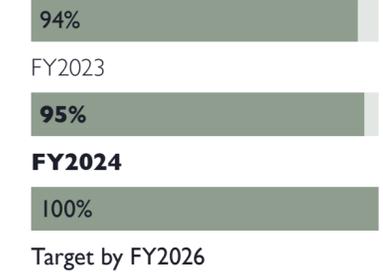
SOURCES OF RENEWABLE ELECTRICITY

45% Energy Attribute Certificates

3% Self-consumption

52% Direct renewables contracts
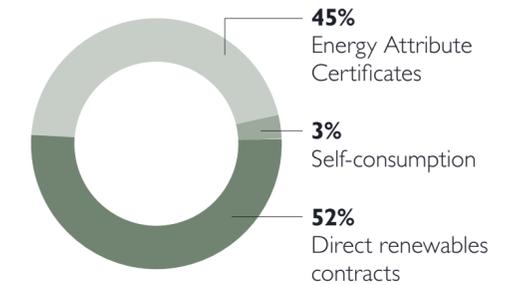
CLIMATE POLICIES AND STRATEGY

To fulfil its SBTi-aligned net zero plan, L'OCCITANE Group's main priority is to achieve a rapid reduction in GHG emissions across all Scopes of emissions.

The Group's climate strategy is built on the following pillars:

- Scopes 1 and 2: Reducing its direct-responsibility emissions, through sources it owns or controls;
- Scope 3: Reducing its shared-responsibility emissions via work with its stakeholders;
- Beyond mitigation: Accelerating carbon removal and regeneration to help restore natural ecosystems and absorb residual emissions.

SCOPE 1 PLAN

Transitioning to a zero fossil fuels future: The Group commits to limit using natural gas in its production sites and distribution centres. It will also progressively replace fossil fuel vehicles with alternatives.

TARGET

Reduce absolute emissions by

46%

by FY2031 from a FY2020 base year, for sources the L'OCCITANE Group owns or controls.

SCOPE 2 PLAN

Consumption of energy in Group production sites: L'OCCITANE Group will increase its production of renewable electricity and limit the risks involved in electricity sourcing. It aims to achieve this through electrical self-consumption and obtaining electricity from more local sources, in addition to direct green contracts and the purchase of energy attribute certificates. The Group is also seeking to increase energy efficiencies via investments in production optimisation, pipe insulation and heat recovery.

Retail energy performance: L'OCCITANE Group has defined targets and an environmental management system to reduce energy consumption. This includes moving to LED lighting in almost 90% of its owned stores and keeping doors closed to retain heat.

TARGET

Source

100%

renewable electricity by FY2026.

SCOPE 3 PLAN

Applying life cycle analysis to the design of products: L'OCCITANE en Provence has an Eco-Design policy to support the use of low-carbon ingredients, such as grapeseed oil and to minimise the carbon emissions of its packaging. This includes the use of recycled and low-carbon materials, refills and in-store dispensers.

Sourcing low-carbon raw materials and applying regenerative agriculture: The Group supports sustainable, organic and regenerative farming practices and agroforestry, which can reduce the carbon footprint of its plant-based ingredients and help sequester carbon in soils.

Enabling reductions during the use of L'OCCITANE Group's products: 48.5% of the Group's carbon footprint comes from consumer use of its products during the heating of water for showers. The Group is exploring solutions to reduce energy and water during use.

Reducing emissions from transport and logistics: The Group has developed a Green Supply-Chain policy for logistics activities and suppliers. This aims to reduce air freight and increase the use of lower-emissions transport, such as electric lorries, trains, sailing ships and bikes.

Promoting climate action: The Group actively participates in diverse co-alitions to develop collective solutions and harmonised frameworks and to advocate for ambitious climate and biodiversity policies.

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

TARGET

Reduce emissions by

55%

per unit of value added by FY2031, from a FY2020 baseline year.

CLIMATE ACTIONS AND RESOURCING

Helping to mitigate climate impacts is going to take substantial resources but L'OCCITANE Group is determined to play its part and this is consistent with its values and mission. Between FY2022 and FY2024, the Group invested more than €5 million to limit its impacts on climate change. This mainly included an energy transition plan for production sites, to enable eco-design and lower carbon transport solutions.

SCOPE 1 IMPACTS

French Manosque and Lagorce production sites: L'OCCITANE Group's production sites are providing a focal point for sustainable innovation, not just in products but also in managing climate and water impacts. The Group owns three production sites. Two are in the South of France — in Manosque and Lagorce. The third, and the newest is in Itupeva near São Paolo on the eastern coast of Brazil.

L'OCCITANE Group registered a significant reduction of Scope 1 emissions in FY2024 through the purchase of biogas certificates for the production sites. The Group recognises that this is a temporary solution and it will develop a more transformative approach to decarbonise its energy use during the coming years

- **Impact:** -71% Scope 1 for the French production sites in FY2024.

Results summary

The Group reduced absolute emissions by 51% during FY2024 compared to FY2020. Highlights included the purchase of renewable energy in France, replacing natural gas with an electrified system in the new UK Distribution Centre and the use of e-trucks in Brazil to deliver a proportion of São Paulo stores' stocks.

Throughout FY2024, each of the production sites has made substantial progress in reducing its Scope 1 and 2 GHG emissions, with the French production sites receiving ISO 50001 certification for energy management during FY2024.

SCOPE 2 IMPACTS

Renewable electricity in production sites: L'OCCITANE Group's production sites switched to 100% renewable electricity contracts in all three of its production sites.

Solar power generation in on-site production sites: All production sites are seeking to invest in sustainable technologies. The Lagorce production site has now more than 4,500m² of photovoltaic panels, which produce enough electricity for nearly 25% of the site's needs, targeting 70% by FY2030. The production site at Itupeva, Brazil achieved 30% of electricity demand from its on-site photovoltaic panels in FY2024, with new investments planned to generate 90% of consumption during FY2025.

In L'OCCITANE Group's brand stores across the Asia Pacific region, teams installed sensors in stock rooms and replaced old screens with more efficient panels. In FY2024, almost 90% of owned stores are equipped with LED lighting.

Results summary

L'OCCITANE Group reduced absolute emissions by 92% during FY2024 from a FY2020 baseline. Highlights included the increasing use of renewable electricity (from 40% in FY2020 coverage to 95% in FY2024).

SCOPE 3 IMPACTS

Rethinking packaging of a best-selling hand cream: L'OCCITANE en Provence relaunched its 30 ml shea butter hand cream in a new package which reduces the product's GHG emissions. The lighter design, produced by Albéa, features a new plastic pop closure made from recyclable HPE plastic with a main tube also made from plastic which can be recycled in existing PE recycling facilities in France, Europe and the United States.

• **Impact:** The new packaging, with no lamination **enables a 23% reduction** in emissions as analysed by life cycle assessment (LCA).

Switching from air to rail freight and increasing logistics efficiency: Air freight emits 100 times more CO_2e emissions than sea shipments. Despite a more than ten-year effort to reduce airfreight, the transport of goods represents one of the most significant contributors to L'OCCITANE Group's GHG emissions. The Group has set a target to reduce freight GHG emissions by 60% and use zero air freight by FY2031.

During FY2024, L'OCCITANE en Provence, which transports a limited amount of goods by plane, was able to reduce air freight emissions by 7% on an absolute and 5.5% on an intensity basis (tCO_2e /t.km). This was achieved due to the use of more maritime shipping for Travel Retail Asia customers, and the alignment of marketing campaigns in Japan which reduced the number of journeys made. Erborian also reduced the use of air freight thanks to an internal incentive plan for transport reductions.

Results summary: L'OCCITANE Group focused on reducing GHG emissions in transport and through eco-design practices. In FY2024, L'OCCITANE Group reduced the intensity of Scope 3 emissions by 13% compared to FY2020 in terms of net sales.

Highlights included new packaging solutions for one of the Group's best-selling beauty products and reducing the Group's reliance on air freight to distribute stock.

3.71g — **2.84g**

Multi-material: Plastic + aluminium — **Single material:** Full PE

4 components: Tube, head, cap, lid — **2 components:** Tube, head/cap

Non-recyclable — **Recyclable**

In FY2024, the Group replaced some road routes with rail solutions in France, Italy and Spain. It also made some improvements to logistics planning, with fewer journeys overall required and by using return journeys of trucks in the distribution of stocks. In the Asia Pacific region, the logistics team was also able to create significant reductions in GHG emissions by converting air routes to maritime transportation.

Supporting consumers to reduce their carbon impacts: The Group is using its influence to lower carbon emissions and increase energy efficiency in consumers' homes through two coalitions: RE100 (since 2016) and 50L Home (2023).

RE100 is a coalition of the world's most influential businesses that are committed to 100% renewable power. Together, leading companies are sending a powerful message to policymakers and investors to meet the growing demand for renewable energy and to accelerate the transition to a robust, low-carbon economy.

50L Home is driving the future of domestic carbon emissions and water consumption reductions, working alongside global industry leaders and public and civil society institutions to influence behaviours.

CLIMATE CHANGE MITIGATION WITH SUPPLIERS

Group brands are working with suppliers to reduce their Scope 1 and 2 GHG emissions through the #NotJustSuppliers programme. L'OCCITANE en Provence, Erborian, Melvita and ELEMIS have all engaged with key supplier partners to understand emissions generated by the production of raw materials, packaging, subcontracting, merchandising, IT and transportation. The teams have together developed roadmaps which include carbon reduction programmes with 40 strategic suppliers. Eight key manufacturing subcontractors supplying L'OCCITANE en Provence and ELEMIS received training on climate strategy and reduction during FY2024.

CARBON SEQUESTRATION PROJECTS PROMOTING BIODIVERSITY

L'OCCITANE Group joined the third Livelihoods Carbon Fund (LCF3) in FY2022. LCF3 aims to improve the lives of two million people, restoring natural eco-systems, supporting sustainable farming and avoiding loss of bio-diversity. The Group contributed €5 million towards the fund's first investment round of €150 million.

In FY2023, the Group joined the Mirova Climate Fund for Nature as a founding member. The Fund will finance projects to protect and restore nature, while maintaining a particular focus on women's em-powerment. The fund has received commitments of €195 million to-wards a €300 million target, including €40 million from the Group and is opened to new members.

ENABLING WATER CONSERVATION

According to the 2023 United Nations World Water Development Report, on average 10% of the global population lives in countries with high or critical water stress. Water scarcity is becoming endemic because of the local impacts of physical water stress, coupled with the acceleration and spreading of freshwater pollution. The issue is not limited to the communities with the least resources. Countries with income levels at all levels show signs of risks related to water scarcity.

Water is a key ingredient in many of the L'OCCITANE Group brands' cosmetic formulas and an essential resource for production processes. The Group recognises, therefore, that freshwater availability is a critical topic for the business.

When considering biodiversity impacts, the impacts of water use and water quality need to be assessed at the local water basin level. L'OCCITANE Group's business depends on raw materials produced in the Mediterranean and West African regions. These exhibit medium or high water stress and there is an increasing likelihood of scarcity as a result of climate change impacts. The Group's production sites are also located in the Mediterranean region, underscoring the need to focus on the business's impact on freshwater availability. The Group considers both the way water is consumed as well as how water quality is impacted across the supply chain.

During FY2024, the Group participated in an SBTN pilot to test the methodologies for materiality assessments, prioritisation processes, and target-setting especially, for water topics. It has been actively involved in discussions on how to implement these methodologies in companies' ambitions. L'OCCITANE Group measures its consumption of water and has active programmes to reduce water use and implement water circularity in its factories.

L'OCCITANE GROUP WATER COMMITMENTS

OPERATIONS

Closed-loop
industrial water factory in France by FY2028.

SBTN
water reduction targets pilot ongoing in French production sites.

100%
of owned sites covered by water risk assessment in FY2024.

26

MEASUREMENT AND PLANNING

L'OCCITANE Group measures and manages its water footprint across the value chain.

The Group assesses its water footprint using scientific methodologies which combine water consumption and local water scarcity data. In FY2023, the Group conducted a global water footprint assessment focusing on quantifying the water used throughout its value chain. Key findings revealed that 95% of the Group's water quantity impact is associated with the use phase. This is primarily due to the composition of the product portfolio which includes rinse-off products such as shower gels, soaps and shampoos. While the SBTN currently excludes the use phase of products when defining water-use reduction targets, L'OCCITANE en Provence has proactively chosen to develop a dedicated roadmap to address this issue.

TOTAL GROUP SITES COVERED BY A WATER RISK ASSESSMENT

100%

of factories, warehouses and offices at water basin scale (representing the majority of total water consumption) with water risk assessments made at the country level for stores.

For all production sites, L'OCCITANE Group monitors the volume of water withdrawn and released and the quality of wastewater discharged. It monitors the water footprints of its production sites in Manosque and Lagorce, France particularly closely, due to their location in a key biodiversity area with high water stress during the summer season.

WATER CONSUMPTION INTENSITY IN MANUFACTURING BY TON OF PRODUCT

Evolution of water intensity for factories

FY2019	FY2020	FY2021	FY2022	FY2023	FY2024
7.8	7.3	7.4	6.2	5.8	**5.7 m³/t**
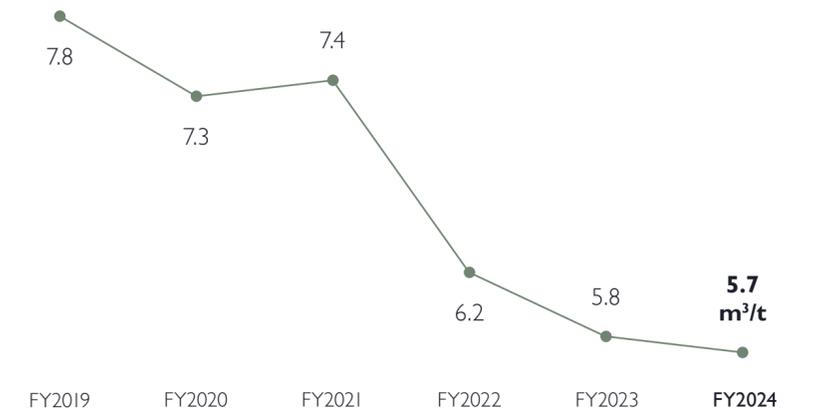
MAPPING L'OCCITANE GROUP'S WATER CONSUMPTION

During FY2024, the Group focused efforts on its own operations, including factories, warehouses, offices and stores.

4% Warehouses (owned)
6% Offices
20% Stores (owned)
Group direct operations' total water consumption:
150,000 m³
70% Factories (owned)

ACTING TO IMPROVE WATER IMPACTS

MANAGING WATER AT PRODUCTION SITES

The Group has plans to install water circularity 'loop' systems across all production sites by FY2028. This infrastructure enables the retention of used 'grey water' to be filtered and put back into the local processing operations. This reduces water withdrawals from aquifers and other local watersheds.

THE WATER LOOP RECOVERY SYSTEM

Rainwater

Tap water

● Current system

● Circular water approach

LAGORCE SITE

Finished products

-37%
water reduction

Ultrafiltration

Bioreactor
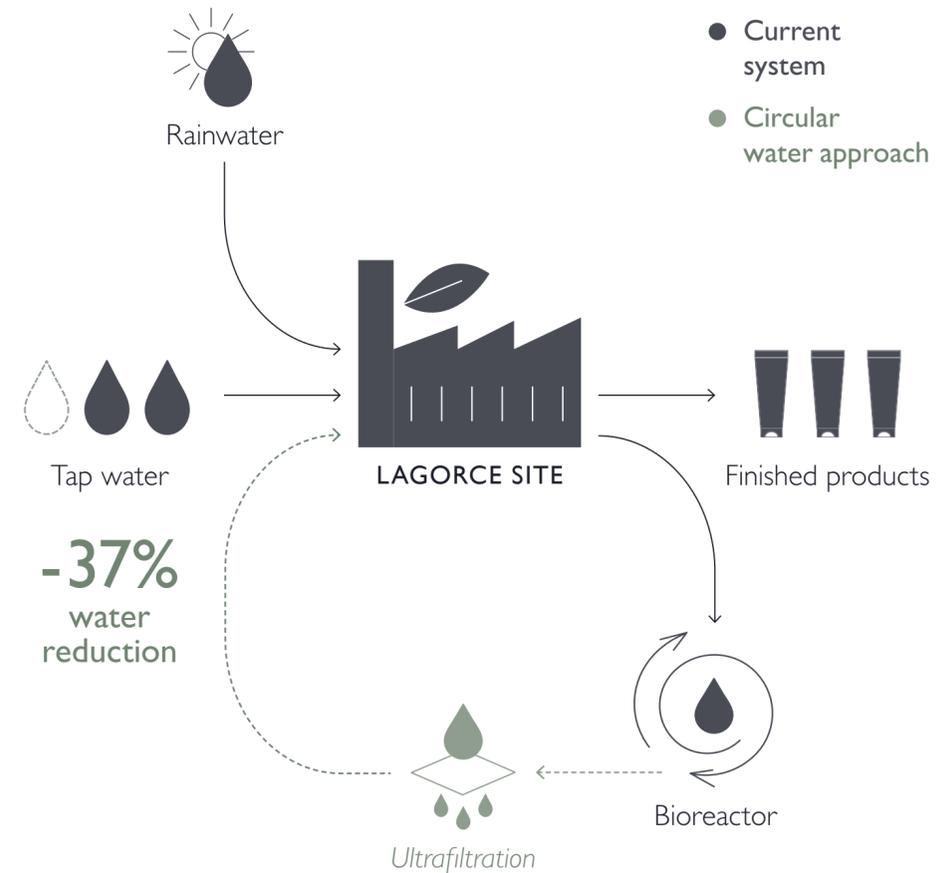
Production site interventions include:

Manosque

• Implementation of a settling tank plan for the reuse of water used in the final product rinsing processes;

• Launch of the Circular Water (REUT) project study phase.

Lagorce

• Rainwater recovery facilities;

• Start of the Circular Water initiative, expected to deliver savings of 37% during the first phase in FY2025.

The water circularity approach supports wider actions at the Group's production sites. This includes: a 'Water Sobriety Plan' communicated to all employees at the Manosque and Lagorce production sites to encourage modest water usage. The plant teams also introduced new cleaning protocols for machinery and tanks, resulting in less impact on freshwater supplies. Together, these continuous improvement actions enhanced the efficiency of water consumption, resulting in a 2% drop in water intensity at Manosque and a 3% reduction at Lagorce during FY2024.

SUPPORTING CONSUMER BEHAVIOUR CHANGES

During FY2024, the Group participated in the 50L Home Coalition, a global action-oriented platform addressing water security and climate change challenges. The platform's ambition is to encourage water and energy efficiency in households and raise awareness of activities that lead to better lifestyle choices regarding water consumption. Outcomes included the adoption of new methodologies for measuring water consumption for rinse-off products.

PRESERVING AND REGENERATING BIODIVERSITY

L'OCCITANE GROUP BIODIVERSITY COMMITMENTS

BY FY2025-FY2027

100% RSPO mass balance certification for palm oil derivatives **for all brands**.

90% of plant-based raw materials (in volumes) traced back to the country of origin **for L'OCCITANE en Provence and Melvita**.

BY FY2031

90% of plant-based raw materials (in volumes) traced back to the country of origin **for the Group**.

90% of plant-based raw materials assessed for social and environmental risks **for the Group**.

100% of high-risk raw material sourcing covered by a deforestation risk management plan **for the Group**.

100% of the land footprint will incorporate a positive approach to biodiversity **for L'OCCITANE en Provence and Melvita**.

BY FY2040

100% of the land footprint will incorporate a positive approach to biodiversity **for the Group**.

The impacts on biodiversity from human activities such as intensive agriculture, urban development, industrial activities or worldwide transportation are profound. WWF's 2022 Living Planet report disclosed an average 69% decline in global populations of mammals, fish, birds, reptiles and amphibians since 1970. In 2024, the United Nations Environment Programme stated that all environmental impacts are on the rise and that agricultural crops and forestry "account for over 90% of the total land use related to biodiversity loss and water stress." Biodiversity, greatly impacted by the effects of GHG emissions, is a key enabler in mitigating climate change.

L'OCCITANE Group understands well its reliance on healthy ecosystems and the opportunity it has to support them. Since its beginning, historically pioneered by the work of L'OCCITANE en Provence and Melvita brands, the Group's mission is to positively impact people and regenerate nature. Today, through its expansion and growth, L'OCCITANE Group has remained committed to this mission and the pillars upon which it was founded, sharing its knowledge and ambitions throughout the brands.

PRINCIPLES AND FRAMEWORKS OF THE STRATEGY

Current nature-related frameworks combined with decades-old returns on experience from field actions have informed the principles of the Group's biodiversity strategy. More precisely:

- An understanding of planetary boundaries, an ambition for contributing to a 'nature positive' world and a commitment to offer measurable progress for the Global Biodiversity Framework;

- High-level principles to guide business transformation towards nature positive, according to Business for Nature, International Union for Conservation of Nature (IUCN), SBTN, European Business and Biodiversity Platform;

- Frameworks and approaches for assessing and reporting the materiality and risk of biodiversity loss, such as the Corporate Sustainability Reporting Directive (CSRD) and SBTN;

- Guidance from SBTN and SBTi on target setting;

- A commitment to reporting and disclosing aligned with CSRD and Business for Nature.

In FY2024, the Group reinforced its position and actions to preserve and regenerate biodiversity. It has strengthened its ambition to contribute to a nature-positive future. This includes the launch of a Regenerative Agriculture Framework for use across supply chains. The Group has also completed a biodiversity materiality assessment. The next step is to consolidate a risk and impact assessment through the Global Biodiversity Score, a tool dedicated to evaluating the global biodiversity impact of a company, including all brands.

L'OCCITANE en Provence and Melvita have also conducted a more in-depth analysis on how their activities may be contributing to drivers of biodiversity losses. The outcomes of this work have confirmed the significance of L'OCCITANE Group's biodiversity commitments, which are focused on raw materials according to materiality risks.

The Group's biodiversity focus is on upstream activities in the sourcing of raw materials and product manufacturing in its production sites. Impacts and commitments related to climate change and pollution are reported in the Environment section on pages 19 and 29.

BIODIVERSITY

	LAND/WATER/SEA USAGE CHANGE	RESOURCE EXPLOITATION	CLIMATE CHANGE	POLLUTION	INVASIVE SPECIES
Raw materials production (farming)	HIGH	HIGH	HIGH	HIGH	LOW
Product manufacturing	LOW	MEDIUM	HIGH	HIGH	LOW
Logistics/distribution	LOW	LOW	HIGH	MEDIUM	HIGH
Retail	LOW	LOW	HIGH	LOW	HIGH
Product use	LOW	HIGH	HIGH	HIGH	LOW
End-of-life	LOW	MEDIUM	MEDIUM	HIGH	MEDIUM

TOWARDS A NATURE-POSITIVE CONTRIBUTION

L'OCCITANE Group is seeking to reduce its negative impacts and to increase its positive influence on biodiversity in all areas of its value chain.

The Group's materiality assessment has shown that raw materials represent the:

- Highest risks to biodiversity as they have potential impacts on all five key direct drivers of nature loss: land/sea-use change, resource exploitation, climate change and pollution;

- Most opportunities for restoration, regeneration and conservation of biodiversity.

L'OCCITANE Group uses over 1,000 ingredients in its formulations, each containing a single plant or a combination of plants. The Group's strategic raw materials provide a key opportunity to help prevent biodiversity losses. Its strategic raw materials include primarily cultivated plant species but also wild species. The business is therefore dependent on thriving natural ecosystems, making sustainable agricultural production crucial. The growing and harvest of these raw materials generate a range of potential biodiversity losses, according to the constraints of the growing environment and production system.

RAW MATERIALS – L'OCCITANE EN PROVENCE

TYPE	VOLUME PROPORTION	DESCRIPTION	EXAMPLES
Iconic	5-10%	Strategically important ingredients with high levels of traceability and commitments.	Lavender essential oil, shea butter, immortelle essential oil
Botanicals	4-6%	Range of types of botanically derived materials, small volumes but high value.	Active ingredients, essential oils, floral waters, vegetable oils and butters, natural fragrances
Commodity	8-10%	Agricultural production with significant volumes used.	Sunflower oil, grapeseed oil
Derivatives	Around 75%	Derived from agricultural production of oil crops and produced and distributed over complex global supply chains.	Surfactants, emollients, based on palm kernel oils, coconut oils, rapeseed oil
Synthetic/mineral	4%	Manufactured from non-plant ingredients.	Acrylates, EDTA, minerals

ASSESSING IMPACTS BY COMMODITY

L'OCCITANE Group assesses the biodiversity impacts of raw materials production and creates the strategies and policies to address them according to three pillars:

TRASCE: Working with industry peers

During FY2024, L'OCCITANE en Provence worked with a consortium of leading cosmetics companies on the traceability of supply chains. The TRASCE initiative ran a pilot in 2023 to map the supply chains of around 40 strategic raw materials with known risks. These included palm oil derivatives and packaging materials such as plastics and aluminium.

1. Composition and traceability

To assess the Group's impact on biodiversity, it has undertaken work to identify the plants used in each raw material and to identify their geographical origin at a country level. Initiated by L'OCCITANE en Provence and Melvita, this traceability work has been conducted in partnership with strategic suppliers and as part of strategic coalitions such as Action for Sustainable Derivatives. Traceability to the country of origin enables the assessment of the conditions under which the plant was cultivated and
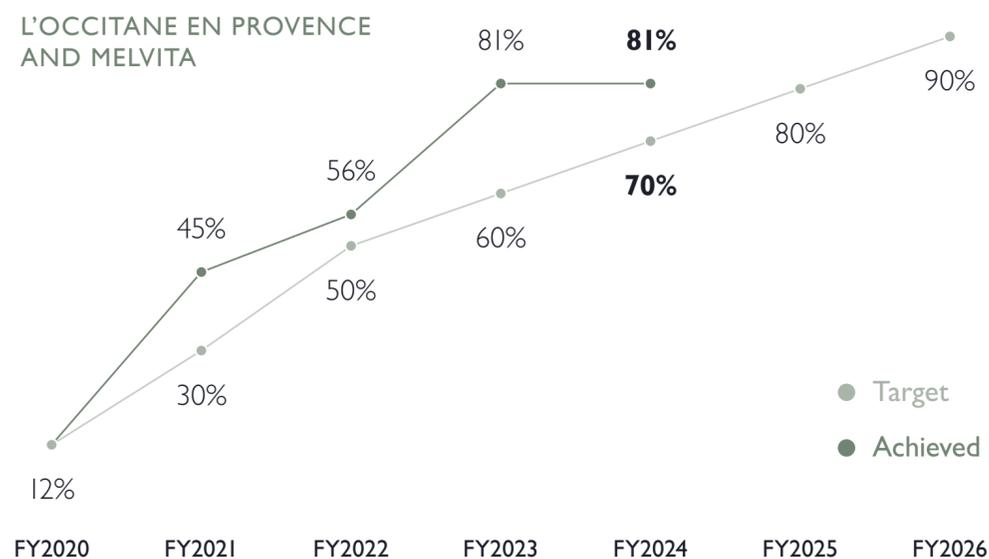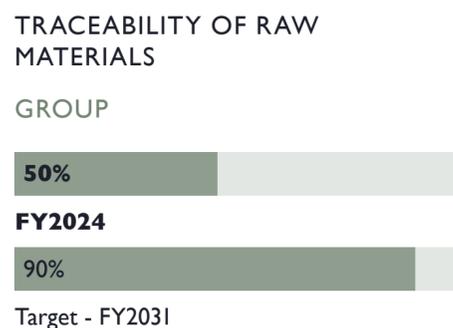
thus refines the associated biodiversity risk and impact assessment.

In FY2024, the Group extended its scope by consolidating for the first time the traceability results for its brands L'OCCITANE en Provence, Melvita, Sol de Janeiro, ELEMIS, Erborian, and L'OCCITANE au Brésil. The project enabled 50% of plant-based ingredients to be traced to their countries of origin.

2. Land footprint evaluation

The land footprint refers to the ground surface area necessary to cultivate or harvest the plants used to produce raw materials used in products. The Group has a bespoke tool accounting for agricultural yields and the ratios of plants used to produce each ingredient. The source information originates from published life cycle analyses and FAO databases, or directly from the producers. The L'OCCITANE en Provence and Melvita land footprint is estimated at around 6,500 hectares.

3. Risk assessments

L'OCCITANE Group has a FY2031 target to assess 90% of raw materials by volume against social and/or environmental risks. These risks include the use of deforestation to alter land use for the cultivation of crops.

Risk assessment methodology

Since FY2021, over 90% of the volume of raw materials used by L'OCCITANE en Provence and Melvita have been assessed against social and/or environmental risks. This covers commodities and derivatives, iconic ingredients and 80% of botanicals, excluding fragrances. Assessments in the field, external qualitative research and quantitative methodology based on SBTN guidance combine to generate the final results. During FY2024, Sol de Janeiro started to work on its own raw materials assessment.

TRACEABILITY OF RAW MATERIALS

GROUP

50%

FY2024

90%

Target - FY2031

L'OCCITANE EN PROVENCE AND MELVITA

- Target
- Achieved

ESTIMATED LAND FOOTPRINT FOR L'OCCITANE EN PROVENCE AND MELVITA (HA)

PER PLANT

Shea	Rosa musceta	Palm tree	Coconut	Sunflower	Almond
1,027	935	927	772	493	385

PER COUNTRY

Indonesia	Malaysia	Chile	Burkina Faso	Philippines	France
1,389	1,027	935	869	629	600

L'OCCITANE EN PROVENCE AND MELVITA: UPSTREAM BIODIVERSITY RISKS ASSESSMENT

Twelve plants sourced from several locations provide most of L'OCCITANE en Provence and Melvita's ingredients. Based on the results of risk assessments and their land footprint, the brands have prioritised biodiversity initiatives for certain supply chains:

Shea butter: This has the highest land use in the Group's raw materials portfolio and is made from the nuts of wild shea trees which grow in low densities in the natural parklands of West Africa. Shea butter may be associated with high land conversion and social risks. To mitigate this, L'OCCITANE en Provence has had historical commitments on both environmental and social issues for its supply chain. Details of the actions can be found in 'L'OCCITANE en Provence's direct initiatives within supply chains' on page 36.

Ingredients cultivated or harvested in the South of France: Most of these ingredients are located in areas with high biodiversity value such as regional national parks. The ambition is therefore focused on driving positive outcomes and mitigating risks for wild species by helping to ensure they are harvested sustainably.

Palm and coconut oils: Sourced from Indonesia, Malaysia and the Philippines, these may have de-forestation risks with accompanying negative ecosystem preservation and social impacts. The Group does not directly purchase crude palm oil, but certain derivatives purchased from suppliers such as emollients and emulsifiers may be derived from palm oil and palm kernel oil. Given the challenges of the complex global supply chains of palm and coconut oil derivatives, the Group is focusing efforts on corporate collective actions to drive best practices and traceability in palm oil and coconut oil production (see 'L'OCCITANE en Provence's direct initiatives within supply chains' on page 36).

Almonds: Usually grown in water-stressed areas, their cultivation may have a high impact on water resources. Intensive agriculture systems used in some almond-sourcing locations may also affect soil quality and ecosystems.

Sunflower, rapeseed, grapeseed and other European crops: Risks include soil and water pollution impacts due to intensive monoculture practices.

Castor oil: Mainly cultivated in India, castor oil may be associated with poor field management and low yields for smallholders, leading to livelihood issues. Some intensive practices, monoculture and poor management of phytosanitary products may cause water pollution, soil pollution and degradation. A toxic component of the seed may also cause health issues for people involved in harvesting and oil processing. The promotion of more sustainable practices is underway.
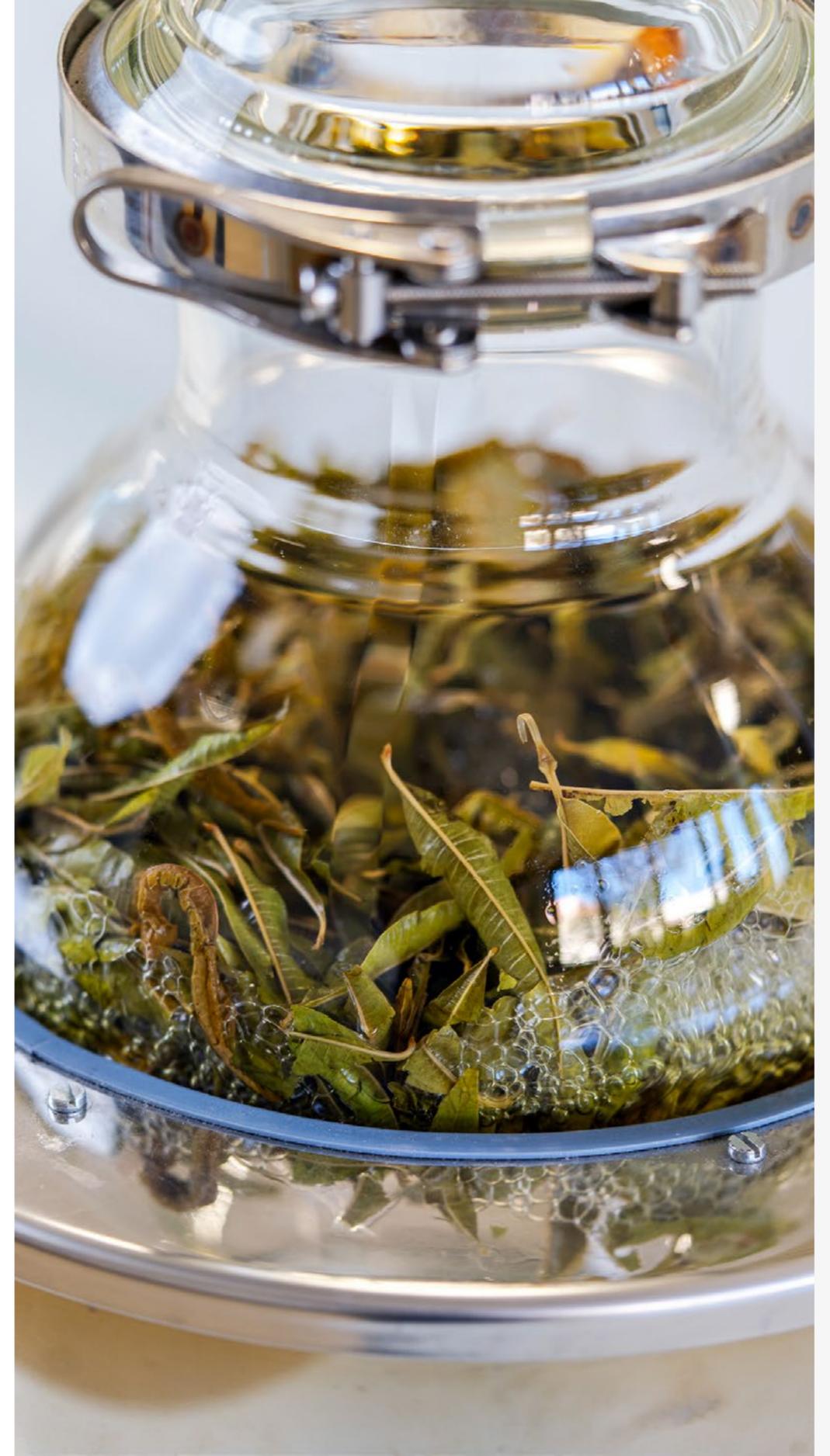
ACTIONS AND OUTCOMES FOR BIODIVERSITY

During FY2024, L'OCCITANE Group was able to continue to extend its support for biodiversity to more brands, supply chains and local initiatives.

TAKING REGENERATIVE AGRICULTURE FORWARDS

During FY2024, the Group launched a detailed Regenerative Agriculture Framework. This outlines guidance on practices as well as measurement and tracking of outcomes for biodiversity, climate, inputs, soil, water, productivity and livelihoods. Published in December 2023, the framework was developed by internal agronomists and in consultation with One Planet Business for Biodiversity, a broad coalition of businesses with a specific focus on regenerative agriculture. It includes a suite of mandatory criteria to ensure best practices and outcomes to reduce biodiversity impacts for all agriculture-related projects:

- Procurement of raw materials: implementing agricultural development plans in the Group brands' supply chains;
- Contribution to carbon footprint neutrality: supporting agroecological projects to capture carbon;

- Philanthropy: helping nature-positive regenerative projects beyond the Group's value chains.

L'OCCITANE Group's Regenerative Agriculture Framework is the basis for all farming projects considered by the organisation. During FY2024, the Group used it to evaluate 100% of its international philanthropic projects in farming systems.

L'OCCITANE Group's Regenerative Agriculture Framework can be accessed here.

REGENERATING BIODIVERSITY

Regenerative agriculture, also known as agroecology, is an approach to farming developed over the twentieth century in response to increasing evidence of the damage done by industrial agriculture. It has one main objective: to obtain fertile and functional soils by accumulating organic matter. This generates many positive effects such as richer biodiversity, improved water retention, water use and carbon sequestration, with a resulting positive impact on the climate, a reduced reliance on inputs and better margins. Regenerative agriculture draws inspiration from natural ecosystems and focuses on how species complement each other, for example through permanent soil cover or agroforestry.

RESPONSIBLE SOURCING AND REGENERATIVE PRACTICES

L'OCCITANE Group's ambition is to have the total land footprint for its raw materials engaged in a positive approach to biodiversity. The Group has developed two types of approaches to be deployed according to the supply chain complexity and capacity of action:

- Short supply chains: Improving raw material supply chains directly through organic certification, implementing regenerative agriculture practices or agroforestry systems.
- Complex supply chains including derivatives: Achieving responsible sourcing certification where it exists such as RSPO supply chain certification for palm oil. It also includes improving raw material supply chains on the equivalence of the land footprint in the country of origin, by contributing via landscape initiatives.

L'OCCITANE EN PROVENCE AND MELVITA'S POSITIVE APPROACHES TO LAND FOOTPRINT

During FY2024, 32% of the total land footprint for the brands was engaged in positive approaches, compared to 39% in FY2023. This decrease does not indicate a cessation of certain projects or a withdrawal from the Group's commitment to positive approaches. It is the result of a deferred stock entry effect related to shea butter, which is the primary positive land footprint (1,000 hectares in FY2024 vs 1,600 hectares in FY2023). Orders for shea butter have not decreased and some volumes will be carried over to FY2025.

RSPO CERTIFICATION FOR PALM OIL DERIVATIVES

L'OCCITANE en Provence, Melvita, ELEMIS, Erborian, and L'OCCITANE au Brésil achieved 91% RSPO mass balance certification for palm oil derivatives, against a target of 100% by FY2026. For brands acquired after FY2022, including Sol de Janeiro and Dr Vranjes, the deadline is FY2027. The decrease is due to new volumes reported by brands as there is a continuous improvement of data analysis. However, L'OCCITANE en Provence and Melvita have achieved 99.9% certification for their palm oil derivatives.

RSPO MASS BALANCE CERTIFICATION FOR PALM OIL DERIVATIVES

GROUP [1]
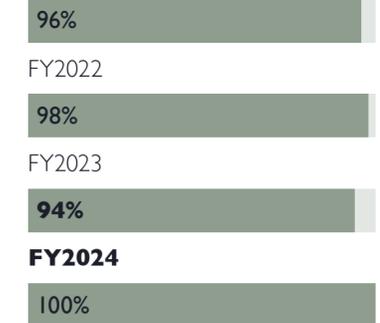
96%	
FY2022	
98%	
FY2023	
94%	
FY2024	
100%	
Target by FY2025	

[1] Covers: L'OCCITANE en Provence, Melvita, ELEMIS, Erborian and L'OCCITANE au Brésil. Target for the Group including brands acquired after 2022 is FY2027.

L'OCCITANE en Provence and Melvita joined UEBT to support biodiversity

In February 2024, both brands became full members of UEBT. This is a non-profit association that sets good practices for how companies and suppliers can source ingredients in ways which enhance biodiversity, promote the regeneration of nature and help to secure a better future for communities.

L'OCCITANE EN PROVENCE'S DIRECT INITIATIVES WITHIN SUPPLY CHAINS

A.C.E. Collective: L'OCCITANE en Provence supported the launch and ongoing efforts of the non-profit association Agroécologie et Commerce Équitable (Agroecology and Fairtrade). This comprises 15 family-run farms producing a wide range of the brand's iconic ingredients in Provence and Corsica, plus one cooperative, one processing company and a client – L'OCCITANE en Provence. It aims to find answers to technical challenges for sustainable production, supported by fair incomes for farmers.

The project has two working groups. The first group has been investigating soil quality and the impact of cover crops. Cover crops can retain moisture, enhance the humus, increase carbon sequestration and enable the biodiversity of soils. The farmers experimented with new planting practices and farming machinery techniques, creating new insights on regenerating soils to be shared with the growers in the surrounding area. The next phase will be dedicated to setting objectives and indicators to measure progress. The second group planned for FY2025, will be focused on lavender production.

Almond growing: In FY2024, growers implemented regenerative practices in Provence's almond fields. These included the introduction of cover crops to preserve soil fertility and experimenting with flocks of sheep to replace herbicides and provide natural fertiliser. A similar project was initiated in Spain with the introduction of three new cover crops and the monitoring of soil quality.

Shea nut tree replanting: Shea butter is one of L'OCCITANE en Provence's most iconic ingredients. Since 2009, its shea butter has been labelled 100% Fairtrade by Fair for Life, sourced directly from five cooperatives in Burkina Faso and, more recently, Ghana. In FY2024, the 'My Tree' project enabled the replanting of 700 trees through assisted regeneration, combined with pilot projects at nut processing centres.

Other responsible sourcing initiatives: Territory diagnosis for juniper trees led to a booklet of sustainable resource harvesting recommendations which was shared with local stakeholders. The team also generated biodiversity diagnostics for hawthorn trees, shared with local conservation groups and the Vercors Regional Nature Park.

Focus on Kaleka project – Palm oil

In Borneo, Indonesia, L'OCCITANE Group is helping to enable the implementation of regenerative agricultural practices on 22 hectares of pilot plots. Working in collaboration with a major supplier, it is helping palm-oil-producing village communities to achieve RSPO certification for 200 hectares. The Group is also supporting the creation of policies to scale up regenerative agriculture in the region.

In FY2025, the Group will support a similar project dedicated to the coconut supply chain in the Philippines. This initiative aims to improve the socio-economic sustainability of coconut oil-producing farming families.

PRIORITY LANDSCAPE INITIATIVES EQUIVALENT TO THE GROUP'S SOURCING AREA

Palm oil and coconut oil are high-risk raw materials in terms of land use change and impacts on biodiversity. The complexity of their supply chains and the difficulty of traceability back to areas of production represent some of the biggest challenges. L'OCCITANE Group seeks to restore and protect biodiversity equivalent to the land footprint of the regions it sources from. It works in several ways to drive change through its supply chain, including:

• Reducing its derivative dependency by exploring other raw material alternatives;

• Committing to halting the conversion of natural ecosystems. This includes sourcing all commodity raw materials from certified sustainable supply chains, such as 100% palm oil volumes RSPO mass balance certified;

• Reinforcing the initiatives and programmes being implemented in the field to develop new techniques to produce raw materials;

• Supporting the Action for Sustainable Derivatives initiative (ASD) to improve the traceability of palm and coconut oils and their derivatives. Through collective industry action, the Group intends to establish more visibility across the supply chain.

REDUCING IMPACTS OF DIRECT OPERATIONS

The great majority of L'OCCITANE Group's impacts on biodiversity from direct operations occur at its production sites. Although the Group's Brazilian production site is in an urban area, the two French production sites are located in regions of recognised and protected biodiversity, occupying around 16 hectares, including warehousing.

The Group seeks to demonstrate exemplary responsibility for local biodiversity and exercises a high level of control over any potential areas where negative impacts could occur. This includes potential GHG emissions and losses of pollutants to local ecosystems. It also includes carefully managing water use.

At both sites in France, the team operates according to a sustainable practice charter. This sets out guidance on supporting local ecosystem services, including plants and pollinators. Teams are using tools such as insect shelters, bird-nesting boxes and applying mulch to increase local soil health, biodiversity and climate resilience.

BIODIVERSITY BRAND ELEMIS

ELEMIS' vision is to protect and restore nature's biodiversity, from within its direct operations and outside. Its biodiversity objectives, which are aligned to the Group's, include working with suppliers to support regenerative farming programmes and the full traceability of raw materials.

Key environmental challenges for the ELEMIS team have included RSPO certification for palm oil across its complex supply chain, traceability to plant level, and EcoVadis supplier screening. These were all areas in which L'OCCITANE Group could provide insights to ELEMIS. In FY2024, ELEMIS achieved traceability of almost 50% of its plant-based raw materials.

Synergies between the Group and the brands continue. In February 2024, L'OCCITANE Group and ELEMIS co-hosted a workshop for one of the brand's key suppliers. The session resulted in higher engagement with the Group's biodiversity ambitions and the identification of opportunities which enable the achievement of 48% traceability on plant-based raw materials.

Beyond value chain mitigation

ELEMIS is proud to be the first beauty company to join forces with the Royal Society for the Protection of Birds (RSPB), Europe's largest nature conservation charity, to support the long-term restoration, monitoring and maintenance of an internationally important peatland habitat at Forsinard Flows Nature Reserve in Scotland, UK. The project aims to increase biodiversity, support rare and threatened species and help to avoid the emission of approximately 1,500 tonnes of CO_2e over a 65-year period.

PACKAGING AND THE CIRCULAR ECONOMY

Keeping materials in use for longer

According to the United Nations Environment programme, the equivalent of 2,000 rubbish trucks full of plastic are dumped into the world's oceans, rivers and lakes every day. Between 19 and 23 million tonnes of plastic waste enter aquatic ecosystems, polluting lakes, rivers and seas every year. This form of pollution reduces the ecosystems' ability to adapt to climate change, directly affecting millions of people's livelihoods, reducing food production capabilities and damaging social wellbeing.

L'OCCITANE Group recognises the opportunity it has to make its packaging practices more efficient and to help its environmentally aware customers recycle more. The Group uses life cycle assessment (LCA) on packaging to understand the full impacts from production to the use phase and end-of-life. By the end of FY2024, the 50 best-selling

L'OCCITANE en Provence and 20 most popular Melvita products had all undergone LCAs. The Group is using these insights to identify the biggest opportunities for improvements when launching or relaunching products.

New Plastics Economy Global Commitment

In FY2020, L'OCCITANE en Provence joined the New Plastics Economy Global Commitment launched by the Ellen MacArthur Foundation. The initiative aims to reduce plastic pollution and to promote a circular economy for plastics. In FY2022, L'OCCITANE Group also became a signatory, extending the key targets outlined in the agreement to all brands and became accountable to contribute to the annual Global Commitment Progress Report. See the 2023 edition here.

The New Plastics Economy Commitment's latest report, published in FY2023, highlights that although action is being taken, and post-consumer content use is increasing,

many targets will be missed on current trajectories. The 2025 target for 100% of plastic to be reusable, recyclable or compostable, is not expected to be met by all signatories due to the current recycling system challenges. L'OCCITANE Group anticipates its target of 100% of plastic to be reusable, recyclable or compostable target by FY2026 will be missed and attained in FY2031.

The Global Commitment 2023 Progress Report, which is comprehensive and supported by UNEP, shows that there is high engagement with the topic. It provides guidance that brands within L'OCCITANE Group are acting upon.

New Plastics Economy Global Commitment EMAF

- Achieve 100% of recyclable, reusable or compostable packaging;
- Eliminate unnecessary plastic packaging;
- Move from single-use models to reusable models for plastics.

L'OCCITANE GROUP PACKAGING COMMITMENTS

Reusable, recyclable, or compostable plastic packaging

FY2024	37%
Target	100% by FY2026

Post-consumer recycled plastic content
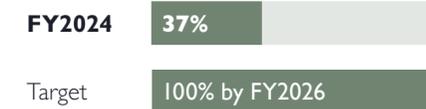
FY2024	13%
Target	20% by FY2026

Reduce use of virgin plastic by

15%

in FY2026 vs FY2018

Plastic recycling

- % of plastic packaging recyclable or reusable
- % post-consumer recycled plastic

38% 37%

30%

24.2% 25.56%

16% 16%

12% 13%

9%
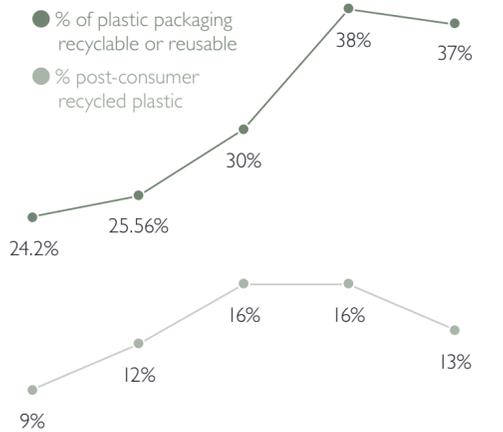
CIRCULAR POLICIES AND STRATEGY

L'OCCITANE au Brésil: Supporting marine resources in the Atlantic

During FY2024, the brand launched a new product line called Mareô which uses 100% recycled plastic. The packaging manufacturer sources PET collected from coastal areas and recycles it to create 'rPET' packaging. The formula's main raw material is algae which is collected by Brazilian fisherwomen. The natural material, which grows in abundance, is a strategic ingredient for L'OCCITANE au Brésil, which has biodiversity preservation as one of its key environmental ambitions.

L'OCCITANE EN PROVENCE CHARTER FOR ECO-DESIGN PACKAGING

L'OCCITANE en Provence has a Charter for Eco-Design Packaging which seeks to limit the impacts of packaging on communities and nature across the full life cycle.

With the goal of exceeding existing regulatory constraints, the charter sets out a vision to achieve a circular economy, with all new products to contain recycled material and be recyclable or reusable. It aims to:

- Eliminate non-essential components, adapt packaging to the right need and reduce the amount of plastic used;
- Maximise the use of recycled material for the manufacture of packaging;
- Enable empty packaging to be recyclable and/or reusable.

With L'OCCITANE en Provence's charter for environmentally responsible packaging in place since 2021, the Group is strengthening its approach to packaging to include all its brands.

DELIVERING CIRCULARITY

Group brands are creating more circular packaging solutions which support customers in meeting their environmental aspirations and L'OCCITANE Group's commitments to the environment.

L'OCCITANE en Provence enhances packaging through design

During FY2024, L'OCCITANE en Provence relaunched its shea butter hand cream in a new package, enabling it to be more easily recycled with a simplification to its design. The project team removed the exterior layer of aluminium, whose presence on empty containers was a barrier to recycling. The new mono-material package performs comparably to the former version and has received recyclable certification in both the EU and US.

RATE OF RECYCLABLE CONTENT IN PRODUCT PACKAGING IN FY2024

46%

Melvita launches standardised refillable jars across its face cream range

Melvita's status as a leading organic beauty brand received another sustainability boost in FY2024 with the introduction of an innovative refillable system. A single glass jar designed to accommodate plastic refills is now being used for all its face cream products. Made from 40% recycled glass, the new jars and refill packs help avoid an estimated 91% of packaging materials in manufacturing compared to the previous jar-only solution.

With sales of over 127,116 units of creams, including the popular Argan Bio-Active Anti-Ageing range, the initiative will make a significant reduction to the brand's use of virgin plastic. The new refillable jars follow a rebranding of Melvita, initiated in FY2023.

Designed to easily slip into your empty Brazilian Bum Bum Cream jar

Sol de Janeiro embraces refills and beyond

Sol de Janeiro has built on its refill strategy, reported in FY2023, with sales of refills for its best-selling Brazilian Bum Bum® Cream saving 89% of plastic per unit refilled. The company has used consumer education and a pricing reduction of $2 to increase engagement with the refill option. It also sells refills for its deodorants and shower gels.

L'OCCITANE Group has supported the Sol de Janeiro team with LCA including for Brazilian Bum Bum® Cream. The brand has also lightened the weight of its fragrance bottles, saving around 470 kg of plastic during FY2024. With a large and growing social media following, the brand has the opportunity to educate its audience on making more sustainable choices.

ELEMIS invests in packaging innovation

ELEMIS has pushed hard on the circularity potential of its packaging during FY2024. Supported by the Group, the sustainability team conducted LCA's and launched packaging innovations for a number of its products. This includes the introduction of refills for its Mayfair No.9 hand and body cream and recyclable glass jars for its best-selling products.

ELEMIS has, since 2022, sourced all paper and cardboard for its promotional and packaging items from certified sustainable sources. In FY2024, ELEMIS announced a partnership with sustainable materials innovators Xampla, supported by a grant from Innovate UK, a United Kingdom Government initiative. Xampla takes the left-over seed waste from ELEMIS' starflower seed pressing and turns it into a plastic-free biofilm. This natural film has many potential uses, one of which is to replace plastic sachets used by the cosmetics industry, which are currently mostly unrecyclable.

OWNED STORES OFFERING RECYCLING PROGRAMMES FOR CUSTOMERS

73%   **84%**
72%
48%
42%

FY2020   FY2021   FY2022   FY2023   **FY2024**

NUMBER OF UNITS COLLECTED

1,865,565   2,904,907   4,367,313

FY2022   FY2023   **FY2024**
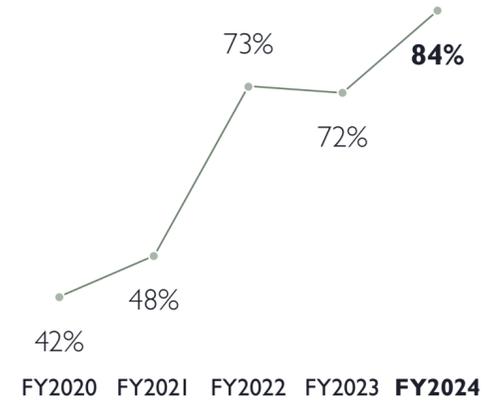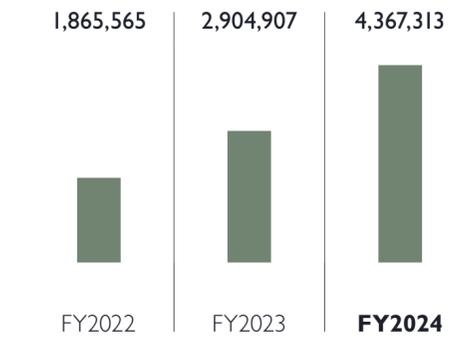
ENGAGING WITH CONSUMERS TO TACKLE PLASTIC POLLUTION

L'OCCITANE Group is committed to enabling consumers to recycle and participate in a more circular economy. The Group is developing collection programmes for empty packaging across its brands and adapting all distribution networks and consumer models to give products a second life, post-consumption. Brands can propose different ways to collect post-consumer products, through initiatives including in-store collection programmes, online programmes, individual collection points and postal systems.

In FY2024, thanks to the engagement of its retail network, the Group collected 4.3 million post-consumer units, with four out of five of the Group's stores offering collection programmes. To help reduce the amount of waste worldwide, at least one in three in-store collection programmes also accepts other beauty brands' packaging.

MINIMISING WASTE

Reducing the waste impacts of production sites, stores and logistics.

Reducing waste helps to avoid GHG emissions and means less material ends up in the natural environment. L'OCCITANE Group applies an ISO 14001-aligned environmental management system in its French production sites, together with its network of owned stores. This enables the sites to effectively manage resource use and the generation of waste.

The waste produced from the Group's manufacturing consists of 71% non-hazardous materials such as cardboards and palettes and 29% hazardous materials such as waste electrical and electronic equipment.

At L'OCCITANE Group's production sites, the operational teams have been working to reduce waste generation by applying continuous monitoring initiatives, while at the same time ensuring the best possible recovery of waste which cannot be avoided at source. Since FY2019, in France, nearly all waste is either reused or recycled in the production sites, with the remainder sent to waste-to-energy plants. The Group's production site in Brazil has also worked to avoid waste to landfill.

The Group's waste reduction activities include its approach to packaging and transport between production sites and distribution centres. The logistics teams deploy advanced packaging made from renewable or recycled materials. Teams also optimise for weight to reduce transport emissions, as well as choosing standardised materials across the value chain and reusing items where feasible.

% OF WASTE RECYCLED OR REUSED (PRODUCTION)

ALL FACTORIES

71%
FY2022

73%
FY2023

88%
FY2024
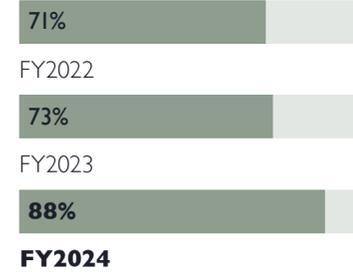
% OF WASTE INCINERATED

ALL FACTORIES

27%
FY2022

26%
FY2023

11%
FY2024
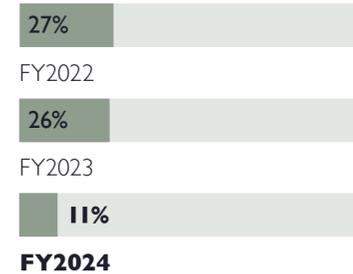
TOTAL WASTE RECOVERED OR RECYCLED

ALL FACTORIES

98%
FY2022

99%
FY2023

99.8%
FY2024

ECO-DESIGN FORMULAS

Collaborative efforts to create sustainable formulas.

The Group's brands are working to mitigate formulation environmental impact and raise internal standards. These include chemical pollution, a major environmental pressure on ecosystems, both on land and in aquatic environments. The Group's brands aim to deliver formulas that provide outstanding product performance with minimal environmental impacts. Many of the brands have long-established standards for their formulations, while others are developing a formulation charter containing a blacklist of ingredients. Collaboratively, the Group brands will define common principles to address pollution and health impacts.

Biodegradability of ingredients across brands

During FY2024, further progress was made on the biodegradability of rinse-off products, according to the OECD 301 standard.

GROUP BIODEGRADABILITY

83%[1]

Active rinse-off formulas with 95% of easily biodegradable ingredients.

[1] Currently excludes Sol de Janeiro, which has started to assess its formulas.

L'OCCITANE EN PROVENCE FOCUS:
ECO-FORMULATION POLICY AND STRATEGY

Founded in 1976, L'OCCITANE en Provence has developed an extensive approach to formulation which is being adapted and extended to the other brands.

ACTIVE RINSE-OFF FORMULAS WITH 95% OF EASILY BIODEGRADABLE INGREDIENTS

91%
FY2022

92%
FY2023

90%
FY2024
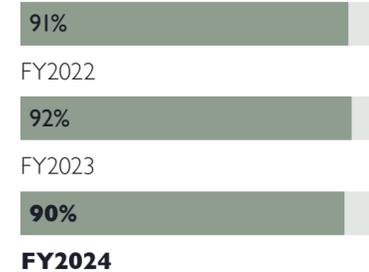
ACTIVE FORMULAS WITH AT LEAST 95% INGREDIENTS OF NATURAL ORIGIN

35%
FY2022

43%
FY2023

56%
FY2024
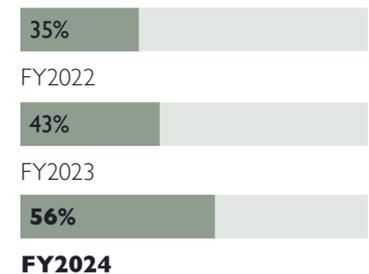
The team develops products applying L'OCCITANE en Provence's established sustainable approach expressed as ASSESS, REDUCE, AVOID AND CLEAN. They combine innovative extraction processes and traditional knowledge with the minimum of environmental impacts. This includes cultivation and production through to use and end-of-life.

To maintain a high standard of sustainable formulation L'OCCITANE en Provence operates by applying four principles:

- **ASSESS** identifies and monitors improvements in product development. The Group follows the life cycle assessment (LCA) methodology ISO 14040:2006 to measure impacts on natural resources.

- **REDUCE** minimises the environmental impact of formulas. Impacts assessed include GHG emissions, water consumption, and toxicity to ecosystems. Targets include reducing Scope 3 GHG emissions by 55% per unit of value added by FY2031 from a FY2020 base year.

- **AVOID** replaces ingredients that can harm biodiversity. The blacklist of banned ingredients devised by L'OCCITANE en Provence is being applied by the other brands.

- **CLEAN** increases the natural ingredients used in formulas. The Clean Charter is being used by the brands in the Group as a way to prioritise natural and organic formulations.

L'OCCITANE en Provence meets and exceeds standard regulatory compliance regimes including the comprehensive EU Cosmetics Regulation.

L'OCCITANE en Provence Formulations Charter

This sets out the principles for formulations which enhance the natural and biodegradable characteristics of the products to reduce impacts on the environment and to protect people. The charter contains three lists of raw materials as a guide for the composition of products:

- **Preferred products:** Sourced from Provence and the Mediterranean, this includes essential oils, extracts and butters made from natural ingredients including immortelle and lavender. The list also includes functional constituents such as exfoliators, antioxidants and gels derived from natural source.

- **Blacklist:** Includes animal products, suspected endocrine disruptors such as parabens, benzophones and phthalates. It also precludes plastic microbeads which are harmful to aquatic environments.

- **Moderate use:** Contains textural ingredients such as silicones, emulsifers including sulfates, allergens, stabilisers and a limited range of fragrances used occasionally to reinforce natural essences.

L'OCCITANE en Provence Clean Charter

Updated during FY2024, this reinforces the brand's commitment to offering more natural formulae for leave-on products and ingredients that have minimal impacts on the environment for rinse-off products. Labels on packaging communicate the attributes to customers.
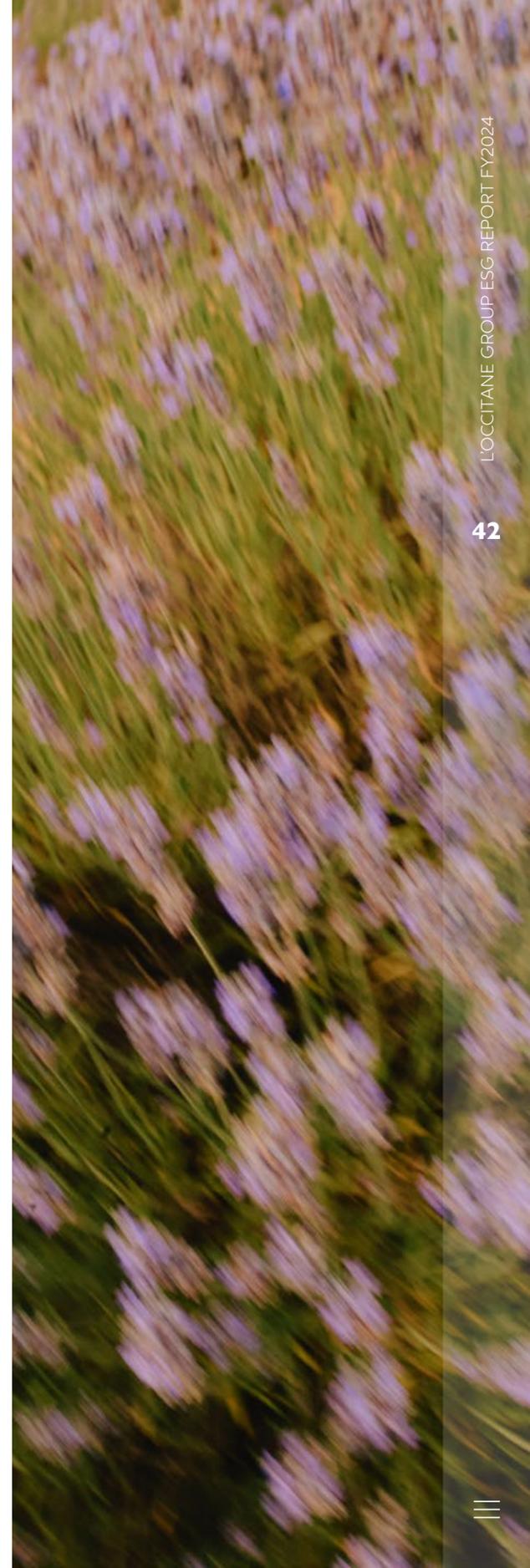
SOCIAL

PERFORMANCE IN NUMBERS

EMPLOYEE **EMPOWERMENT AND WELLBEING**

ENABLING A DIVERSE AND EQUITABLE **CULTURE**

PRIORITISING **HEALTH AND SAFETY**

DEVELOPING AND TRAINING **TEAMS**

SAFEGUARDING **LABOUR AND HUMAN RIGHTS**

PRODUCT **RESPONSIBILITY**

MANAGING CUSTOMER **RELATIONSHIPS**

RESPONSIBLE MARKETING AND **COMMUNICATIONS**

HONESTY IN PRODUCT CLAIMS

SOCIAL PERFORMANCE IN NUMBERS

FAIR PAY AND BENEFITS

ALL EMPLOYEES PAID AT FAMILY LIVING WAGE THRESHOLD

FY2023	10%
FY2024	55%
Target by FY2026	100%
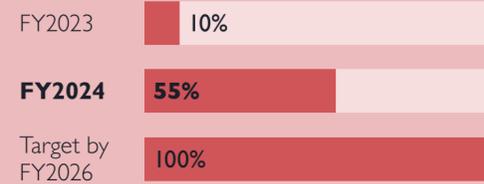
DE&I

WOMEN IN SENIOR MANAGEMENT

Parity

in FY2023 and FY2024

GLOBAL PARENTAL LEAVE FOR PRIMARY AND SECONDARY CAREGIVERS

Worldwide roll-out

for L'OCCITANE en Provence and Melvita, including manufacturing and retail

The Group is targeting FY2026 for all employees

EMPLOYEE EMPOWERMENT AND WELLBEING

The wellbeing and motivation of employees and those in its value chain are essential to L'OCCITANE Group's values and success.

L'OCCITANE Group's vision that 'with empowerment, we positively impact people and regenerate nature' refers just as much to its direct employees and those in the value chain, as it does to its customers. The Group seeks to cultivate and sustain a unique culture for all workers to have a positive impact on people and the planet, supported by growing and stable revenues, and effective management.

The Group uses several different channels to engage with the views and interests of its diverse workforce. This includes materiality assessments and annual reviews which generate macro trends and insights, together with regular surveying of workers in the value chain teams across the Group's brands.

Becoming a B Corp in 2023 is a compelling sustainability proof-point for many potential and existing Group employees and supplier communities. Engaging in the process, which L'OCCITANE Group began in 2021, also provided the Group with invaluable people insights from the countries where it operates. The Group uses these insights to deliver on six core workplace priorities, outlined in detail, in this section of the report. The Group has formal processes to remedy negative outcomes in these areas, affecting all workers.

People priorities

- Ensuring fair pay and benefits;
- Cultivating diversity, equity and inclusion;
- Nurturing a positive safety culture;
- Developing and training teams;
- Monitoring the satisfaction, wellbeing and turnover of employees;
- Safeguarding labour and human rights.

CULTURE

Our actions are guided by our mission and values whose core principles are defined below.

CORPORATE MISSION

With empowerment we positively impact people and regenerate nature.

EMPLOYEES

Empowerment is at the core of our work.

CONSUMERS AND COMMUNITIES

Our actions should have a positive impact on people.

PLANET

Regeneration guides everything we do.

CORPORATE VALUES

ENTREPRENEURSHIP   TEAM SPIRIT   LEADING BY EXAMPLE   AUTHENTICITY

5

> "We are honoured to have received this award that bears testimony to our continuous efforts to increase female representation in leadership positions. Empowerment is a key element of the L'OCCITANE Group mission. We sincerely hope to lead by example and inspire others to support our collective vision of an inclusive and equitable economy."
>
> Marie Grasset
> Global Human Resources Director,
> L'OCCITANE Group

Best in Class Award (Retail)

LEAD Network

> "L'OCCITANE Group has achieved almost 50:50 at executive committee level and has shown an improvement over the last two years in gender diversity. LEAD Network appreciates well thought-out initiatives like equitable professional development opportunities for underrepresented groups, gender-neutral parental policies, strong work on STEM careers, and data-driven decision making beyond compliance level tracking."

COMPOSITION OF THE GROUP'S WORKFORCE

TOTAL EMPLOYEE HEADCOUNT

11,050

REGIONS

Asia Pacific **37%**	South America **10%**
North America **15%**	Europe **38%**

GENDER

Female	Male	Other	Not-specified
9,461	1,574	7	8
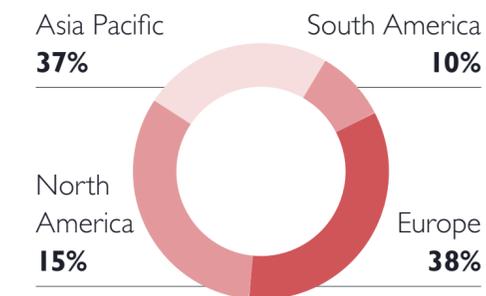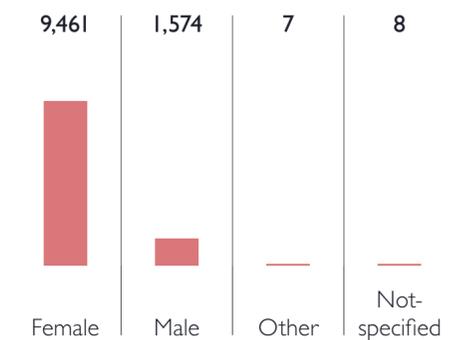
ENSURING FAIR PAY AND BENEFITS

The Group uses proven methodologies and benchmarks to ensure that employees receive appropriate compensation and benefits.

APPROACH AND POLICIES

L'OCCITANE Group adopts both a corporate and local focus on how it rewards and motivates employees for their service. The Group provides a globally consistent framework with the flexibility for each market to initiate programmes that are competitive with local practices and which always comply with legislation. The objective is to achieve high standards throughout the organisation.

The Group seeks to attract and retain talented employees to build a results-driven culture formed of highly engaged teams who can act in an agile way to achieve and sustain commercial success. The Human Resources team considers five interlinked levers which can help determine the performance of employees:

- Fixed pay;
- Variable pay;
- Benefits;
- Personal growth and development;
- Work-life environment.

L'OCCITANE Group's Compensation policy aims to ensure competitiveness in the context of the external market. It also seeks to be fair and consistent across the organisation and be simple to explain. During FY2024, the Group also carried out a real living wage gap assessment throughout most European, Asian and US business units and began to address any disparities identified. Over half of Group employees are paid at or above the living wage threshold, in line with third-party accreditation by Fair Wage Network and Real Living Wage.

For office-based Group employees, the Corporate Incentive Plan (CIP), an annual bonus programme, rewards employees for their contribution to the Group. The achievement of targets for People, Planet and Profit, determines the CIP payment that employees receive:

- **People:** aligned to each employee's individual performance and their performance rating;
- **Planet:** based on B Corp score and climate reduction targets;
- **Profit:** based on sales and profitability performance.

The Human Resources team grades positions using a proven third party methodology that considers a role's relationship to other jobs, the working conditions and the skills required.

MAKING BENEFITS COUNT

To support pay, L'OCCITANE Group awards benefits which together contribute to the overall employee value proposition. These support healthy lifestyles as well as advancing careers. The total categories, which are applied according to the priorities of the regions in which Group employees live and work include: career development training; healthcare coverage; life, accident and disability insurance; wellness benefits;

pension provision, paid primary and secondary care leave; childcare; extra holidays and employee discounts.

The Group has a FY2026 ambition to make parental leave available to, at a minimum, all permanent employees expecting a child by birth, adoption or surrogacy. The Inclusive Global Parental Leave policy offers a minimum of 20 weeks of fully paid leave for primary caregivers and 12 weeks of fully

paid leave for secondary caregivers. In FY2024, the policy benefitted more than 300 primary caregivers and 28 secondary caregivers.

The Group also rolled out Employee Assistance programmes in five more countries across Asia and Europe, offering support to an additional 400 employees and their families in case of professional, personal, financial or other issues.

RAISING STANDARDS FOR EMPLOYEES

During FY2024, the Fair Wage Network recognised L'OCCITANE Group for achieving Living Wage certified pay rates for all of its employees in 26 countries. The Living Wage pay rates are calculated based on average family sizes and incidences of multiple income earners in families for each location. The Group continues to actively monitor benchmarks and pay rates across its value chain and looks to achieve certification across all business units and brands by the end of FY2026.

LIVING WAGE™ CERTIFICATION

Group employees are paid at Living Wage™ certified by a third-party during FY2024

55%
FY2024

Target:

100%

FY2026
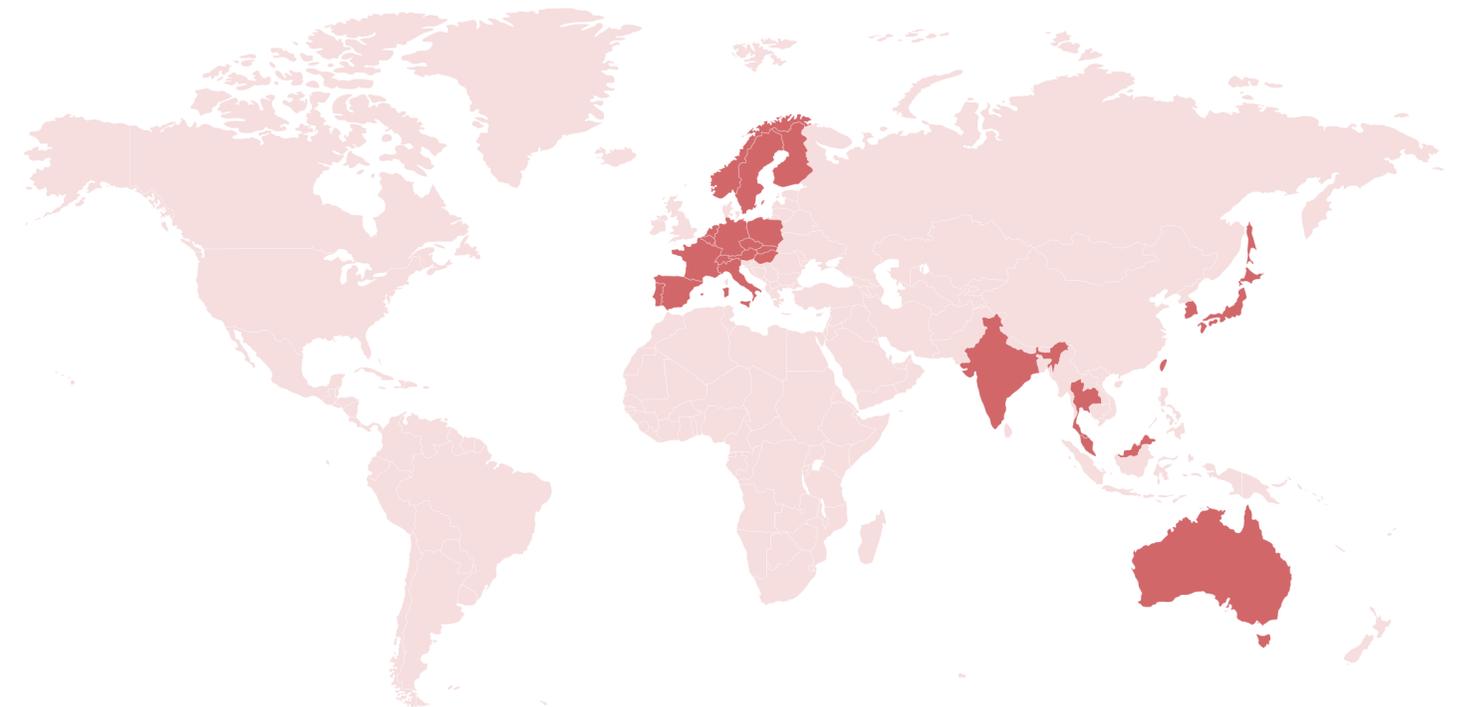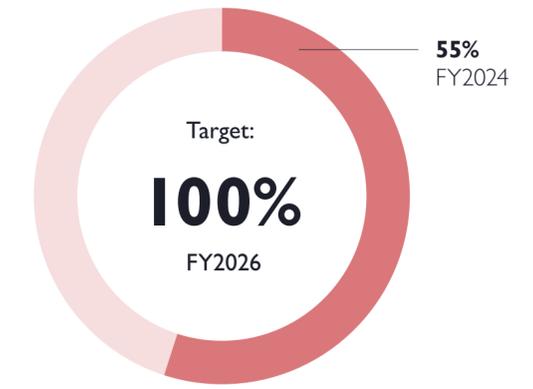
ENABLING A DIVERSE AND EQUITABLE CULTURE

A STRATEGIC APPROACH TO DIVERSITY, EQUITY AND INCLUSION

L'OCCITANE Group is striving to create environments where every employee can demonstrate their individuality while also feeling that they can belong.

L'OCCITANE Group brands have individually been actively engaged with diverse groups, particularly in their supply chains. In June 2023, the Group launched a new overall diversity, equity and inclusion (DE&I) strategy, driven by the conviction that every person should be valued equally. This includes a consideration of race, gender, sexuality, beliefs and abilities. The strategy focuses on three pillars: Learn, Act and Celebrate.

OVERALL WORKFORCE FEMALE

86%

SENIOR MANAGEMENT

Parity

in FY2023 and FY2024

WOMEN'S REPRESENTATION IN THE GROUP

Retail
94%

Office
71%

Board
20%

LEARN

This represents the insights that drive engagement with DE&I that an employee can gain at every stage of the employee life cycle. All employees worldwide receive access to comprehensive training modules, available on L'OCCITANE Group's 'My True Story' e-platform. Senior management teams also participate in specific mandatory courses on a wide range of topics such as unconscious bias. All employees regularly receive communications on progress against DE&I targets. To create consensus and build action, experts within the Group are developing a Human Resources policy which will feed into an update of the Global Charter for DE&I in FY2025.

ACT

These are the actions that Group employees take to grow and support a more diverse working culture. In February 2023, the Group launched a Global Career policy to promote internal mobility, especially from stores to offices. This focuses on soft skills like acquiring a growth mindset, demonstrating commitment and embracing learning. There is also an annual DE&I survey from which to identify opportunities for improvement. In FY2024, there were 6,132 respondents, representing 59% of the total workforce.

Disability focus: The Group's French production sites have been committed to the inclusion of people with disabilities for over 20 years. More than 7.62% of the team has a disability and each receives three days for medical appointments per year.

Female leaders: 86% of the Group's employees are female. The Group also aims to promote women's access to senior positions, with 50% of senior managerial positions held by women.

Global parental leave for primary and secondary caregivers:

- L'OCCITANE en Provence and Melvita roll-out worldwide including production and retail
- Group target by FY2026 for all employees.

CELEBRATE

This pillar reinforces the need for Group leaders and employees to communicate and reward DE&I successes with confidence. L'OCCITANE Group has a global DE&I calendar to highlight events and activities which employees can participate in. These include world events such as International Women's Day, World Mental Health Day and International Day of Persons with Disabilities. Managers have a mandate to ensure that their teams have time to participate in DE&I activities and regular communications reinforce the positive messaging. In FY2024, the Group met its target for 100% of employees to be made aware of celebration days.
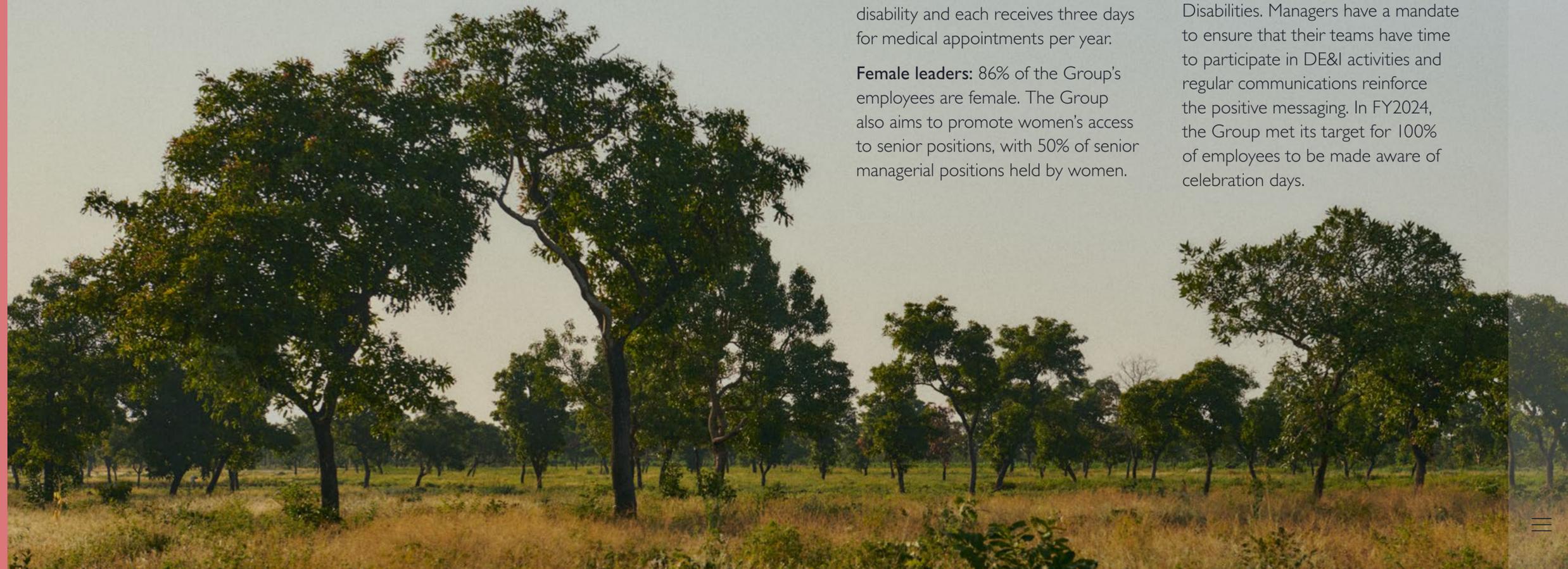
BRINGING DE&I TO LIFE

All of L'OCCITANE Group brands understand the value and opportunities in celebrating and supporting people of diverse skills, backgrounds and abilities. In this year's report, we focus on some of the activities of ELEMIS and Sol de Janeiro.

ELEMIS PARTNERS WITH THE PRINCE'S TRUST TO SUPPORT YOUNG PEOPLE

ELEMIS is proud to be a patron of The Prince's Trust, founded by His Majesty King Charles III to tackle global youth unemployment. ELEMIS' activities with the Trust include annual support for young women via the #ChangeAGirlsLife campaign, donating a percentage of sales from products sold on International Women's Day. In 2023, ELEMIS received the Rising Star award from the Trust, which recognised ELEMIS' ongoing commitment, including the launch of a new programme to provide young people with work experience opportunities at the company.

"AT ELEMIS, WE AIM TO EMPOWER ALL PEOPLE IN OUR COMMUNITY, FOCUSSING ON HEALTH AND WELLNESS, DIVERSITY AND INCLUSION."

SOL DE JANEIRO REINFORCES ITS COMMITMENT TO COMPANY DIVERSITY DURING FAST GROWTH

As a female CEO-led company, Sol de Janeiro is applying a diversity lens to how it is building its team to accommodate rapid growth. The company's existing full-time employee profile demonstrates why it has confidence in this approach:

SOL DE JANEIRO WORKFORCE

10%
Black or African-American

15%
Hispanic or Latin

2% Other

21%
Asian

52%
White
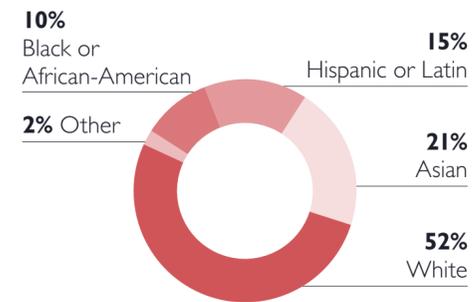
To strengthen efforts to build a more inclusive workforce, during FY2024, the company established the SOL Inclusivity Group, which accompanies a new series of commitments:

- Work more frequently with recruiters to make sure the brand is seeing a diverse range of candidates for open roles;

- Clearly communicate in the hiring process that diverse experiences and cultures are welcome and encouraged;

- Continue to provide training and resources for success and expansion into leadership roles for minority employees;

- Remain committed to mentorship within local communities for future generations of minority and under-resourced students;

- Match donations from the team to community organisations.
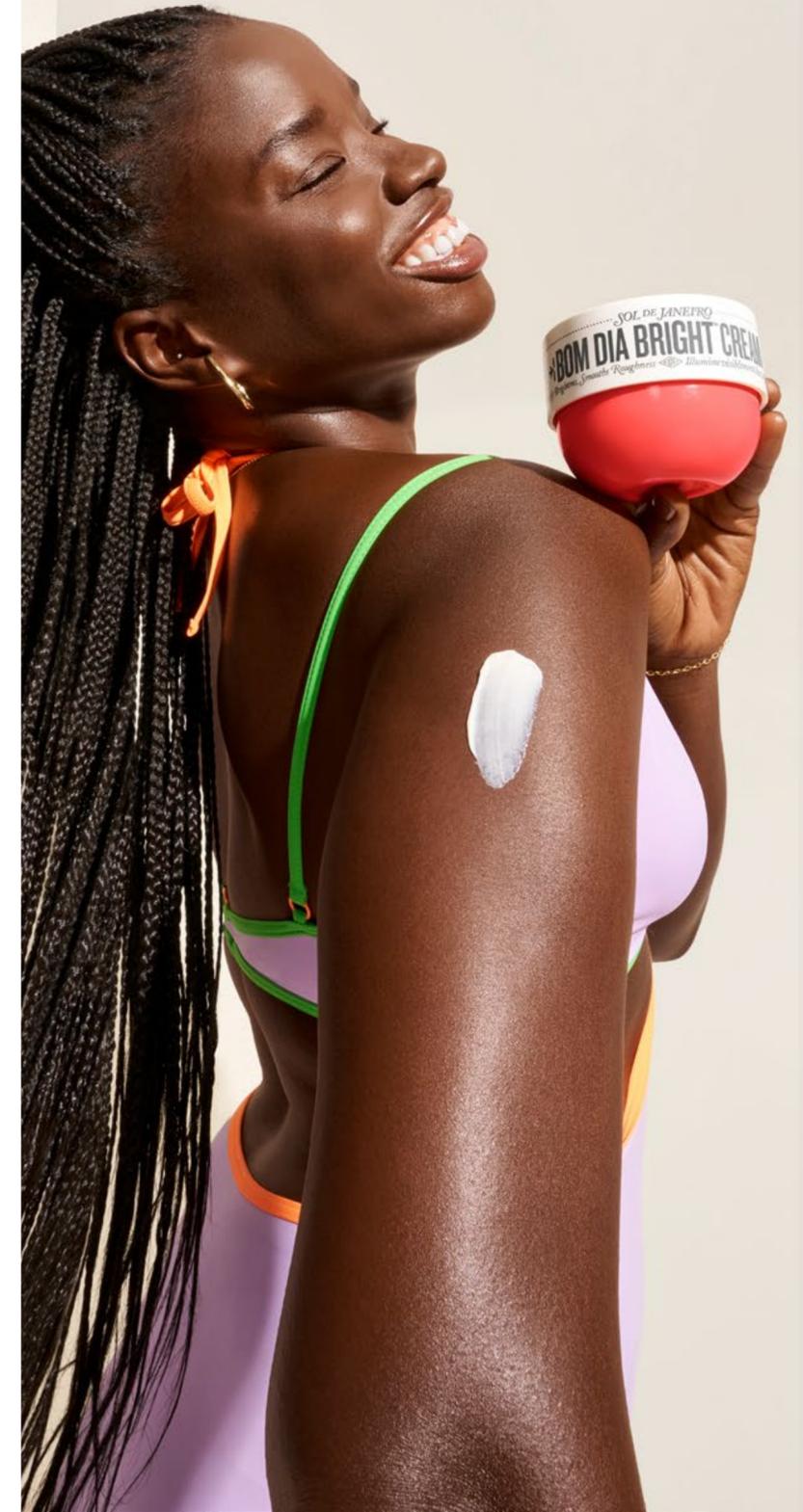
PRIORITISING HEALTH AND SAFETY

The Group has strict systems and policies to create respectful and safe workplaces in its production sites, warehouses, offices and stores.

L'OCCITANE Group's health and safety goal is to achieve zero accidents and to reduce all risks associated with occupational diseases. The Group updated its Health and Safety policy in 2022, with further rigour brought into the approach. Here is a summary of the guiding principles:

- Anticipate health and safety regulations and promote best practices;
- Prevent occupational diseases and enhance working conditions by improving the workplace in production sites, warehouses, offices and stores;
- Eliminate danger and reduce risks through targeted operational measures;
- Promote preventative actions to foster safe behaviours, mitigating risk by raising awareness and training and engaging our employees and other relevant parties;
- Establish a process of continuous improvement by setting objectives and measuring and communicating results to set out steps that will lead to further progress.

These principles apply at every stage of the value chain, from tending plants, to design, manufacture and distribution, and selling the Group brands' products and services to customers. At the Group's production sites, health and safety risks are integrated into overall management planning processes. Employees are actively involved in safety planning, resource allocation,

monitoring, and audits to ensure a comprehensive approach to health and safety. The Group's production sites follow ISO 45001, a holistic safety management system and undergo annual third-party audits to ensure compliance and continuous improvements.

L'OCCITANE Group's production sites in France have implemented a safety culture which focuses on organisational and behavioural practices to achieve zero accidents. In FY2024, the Group continued to review local health and safety programmes across all entities. In its R&D Centre, production sites in France, this review resulted in a reduction of 23% in the work-related accident rate compared to FY2023 and reduced the hazard levels at the sites.

During FY2024, the Group's production sites in France launched a full prevention programme for psycho-social risks. Informed by a complete risk assessment, these included dedicated training for managers up to Board level, sensitisation sessions for employees and a mental health care line available to all, at any time.

DEVELOPING AND TRAINING TEAMS

Rigorous and regular training on specific topics can help to accelerate knowledge, performance and careers.

TRAINING BY NUMBERS

During FY2024, 68% of female and 50% of male L'OCCITANE Group office employees received training, totalling an average of 24 hours each.[1]

The Group provides training for all employees including those in production sites and retail in all markets.

[1] Excludes Sol de Janeiro and ELEMIS employees.

To support the development of employees, in FY2023 L'OCCITANE Group introduced a Group Career policy. This document clarifies the support that the Group offers to ambitious employees and also provides resources with which to fulfil goals. The policy emphasises the Group's conviction in enabling entrepreneurship in employees, together with the need for agility and adaptability in a fast-moving international geopolitical context.

The Group Career policy supports the following L'OCCITANE Group initiatives, delivered by the Human Resources function:

Mobility programme: Encourages employees to explore different roles and work in different geographical locations within the Group to broaden their skills and experiences. In FY2023 and FY2024, nine senior managers within the Group brands were promoted from internal positions;

Annual performance and career review: A global campaign review process through which employees reflect on their performance, set goals and receive feedback. Since FY2022, sustainability targets have been integrated into the review process of employees in management positions globally;

Manager programme: Newly launched covering new managers and senior managers;

Leadership programme: Designed for leaders to enhance their skills in strategic thinking, decision-making, communication and people management;

Mentorship programme: Matches experienced leaders from Kimberley Clark with mentees to provide guidance and support in their professional development;

Retail and office-based onboarding, Through a new GROW Programme;

Online library of resources: For all markets.

MONITORING EMPLOYEE SATISFACTION AND TURNOVER

COUNTRIES CERTIFIED AS A GREAT PLACE TO WORK® IN FY2022

16[1]/28
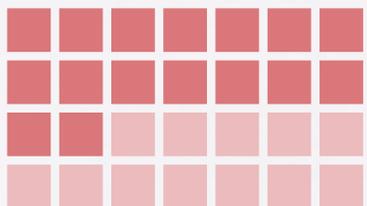
[1] *Australia, Belgium, Brazil, Canada, China, India, Ireland, Italy, Malaysia, Mexico, Poland, Spain, Switzerland, Thailand, UK and the US.*

In many of the countries where L'OCCITANE Group operates, there is intense competition for talent, from digital marketers to engineers. Attracting and retaining good people requires knowledge and action.

To understand where opportunities for improvements in the Group's reputation and performance lie, it evaluates employee perception in all business units and departments using two main tools:

- Employee satisfaction surveys;
- Employee turnover rates.

EMPLOYEE SATISFACTION SURVEY

To evaluate the quality of life at work and to ensure continuous improvement, L'OCCITANE Group has engaged in the Great Place To Work® (GPTW) initiative since 2015. The Group has deployed a GPTW survey every two years with the next to take place in FY2025. The ambition is to reach 70% on the GPTW Trust Index™ by FY2026.

The initiative, which reaches 21,000 companies and 20 million employees around the world, addresses five themes: credibility, respect, fairness, camaraderie and pride. In FY2023, when last carried out, the review polled 26 countries with a 75% participation rate and a 68% performance on the GPTW Trust Index™.

Following the GPTW survey, participating countries present the results and analysis to all their employees who then work collectively through focus groups on local priority topics and action plans to improve the working environment. The Group seeks an improved engagement rate in each country and a positive effect on employee retention by the next GPTW survey campaign.

During FY2024, the Group conducted research with a pilot panel representing just under a quarter of the total employee population. The plan is to conduct the next Group-wide engagement survey in January 2025, which will then be annual rather than every two years, as with GPTW.

EMPLOYEE TURNOVER

L'OCCITANE Group believes that every individual has unique talents and strengths and it is committed to nurturing these through a culture of engagement and inclusion. Specialist teams develop retention plans that are tailored to the specific needs and feedback of the employees, by region and country. By listening to the employees' input, considering their needs and analysing the root cause of departures, the Group aims to create workplaces that foster growth, development and job satisfaction.

SAFEGUARDING LABOUR AND HUMAN RIGHTS

L'OCCITANE Group's commitment to labour and human rights is expressed in the Group Code of Business Conduct, its public pledges and an active programme to understand and remediate any issues.

Human rights and employee health, safety and wellbeing are all key material topics to L'OCCITANE Group. The Group is a signatory to the UN Global Compact programme whose 10 principles relating to human rights, working conditions, environmental protection and the fight against corruption inform its own ESG strategy.

The Group Code of Business Conduct sets out key labour principles on working hours and remuneration. It also stipulates that worker's rights to freedom of association and collective bargaining must be supported. All coerced and child labour is precluded from the business, together with inhumane or discriminatory treatment of any form. Workers are entitled to reasonable contracts and all workers below adult age require special protections.

L'OCCITANE Group provides several channels for employees and other stakeholders such as suppliers to raise potential issues. These include annual employee surveys and the active monitoring of all brands' social channels where stakeholders can report concerns. The Group's Speak-Up channel provides a reliable and anonymous means for employees to direct questions or assertions related to human rights or general labour concerns.

As part of the Group's risk management programme, expectations and guidelines are shared annually to affiliates and are available to all employees. The Group's compliance with local business practices, labour laws and internal Group expectations is evaluated during internal audit visits of affiliates. Corrective actions are then implemented and deployed in a culture of continuous improvement.

PRODUCT RESPONSIBILITY

L'OCCITANE Group's primary responsibilities to customers are the quality and safety of its products.

GROUP APPROACH AND POLICIES

L'OCCITANE Group's goal is to improve the quality and effectiveness of all its brands' products while always applying the strictest safety controls at all stages of the value chain.

The Group conducts formal materiality assessments every two to three years to evaluate risks and opportunities for the brands and the wider organisation. To ensure the relevance of assessment findings, on an annual basis the Group also interviews internal and external stakeholders and deploys quantitative surveys. This regular process helps to ensure that the Group's brands always meet the needs of stakeholders, including customers, employees and people working in the supply chain.

The Group's quality management system is based on the highest international standards and regulations and it follows the principles of the Group Code of

Business Conduct. The following principles guide the Group's product responsibility approach. It strives to:

- **Anticipate quality regulations** and promote best practices;
- **Listen to customers** in-store and online, collect and analyse data and act boldly upon opportunities;
- **Prevent and avoid risks** to product quality throughout a product's life cycle, via targeted and effective actions;
- **Foster a culture of quality** throughout the organisation by training and engaging Group employees and other relevant parties;
- **Improve quality management** continuously by setting objectives and measuring and communicating results to set out steps that will lead to further progress.

L'OCCITANE Group uses a proactive monitoring system to track changes to regulations in all countries where it has a trading entity. This covers ingredients, cosmetics and food products. The Group conducts quality inspections at each step of the product development process, from the receipt of raw materials and packaging materials, through to product formulation and manufacturing and finished products. Ensuring all Group products respect the safety regulations in force in every country where they are sold.

Product quality performance for FY2024:
- Zero products that had been sold or shipped were subject to recalls for safety or health reasons, as a result of adverse effects on or threats to the safety of consumers.
- Cosmetovigilance cases remained stable compared to FY2023.

RISK MANAGEMENT AND FEEDBACK

To identify potential risks to health and identify corrective measures to enhance the safety of cosmetic products, the Group participates in the industry initiative Cosmetovigilance. A legal obligation under Article 23 of both the UK and EU Cosmetics Regulations, this is a system which collects and analyses reports of unanticipated events involving cosmetics and a threat to human health during the normal or reasonably foreseeable use of a cosmetic product.

Consumers may also share their feedback on products with the Group directly through e-commerce websites. They may also contact their local customer care service if they have any questions or complaints to report.

PROTECTING CONSUMERS THROUGH PRODUCT RECALLS

The Group guarantees traceability throughout the distribution chain and has implemented a worldwide recall process covering all brands and commercial channels. These include retail stores, websites and distributors.

MANAGING CUSTOMER RELATIONSHIPS

L'OCCITANE Group seeks to address all consumer concerns promptly and to meet and exceed their expectations.

POLICIES AND APPROACH

The Group Quality and Customer Care policy expresses the following:

- Customer enquiries are to be actively listened and responded to in a transparent manner;

- Contact information for Customer Service should be readily available through products or websites;

- Product reviews should be made fully accessible to the public;

- Direct enquiries or complaints should be responded to within one month of receipt;

- Consumer rights should be respected and any complaints should be thoroughly investigated to ensure product safety and to also enhance customer satisfaction.

SEEKING FEEDBACK AND ACTING ON IT

L'OCCITANE Group teams regularly monitor customer satisfaction, including via Net Promoter Score (NPS). The NPS is a market research metric which requests that survey respondents rate the likelihood that they would recommend a company, product, or service to a friend or colleague. Notably, in FY2024, the worldwide NPS for the L'OCCITANE brand showed a significant improvement, increasing by 5.9 points to reach 61, compared to 55 in FY2023, driven by Europe and US NPS improvements.

Since FY2022, the Group's main markets have used digital tools to collect and analyse product and experience reviews from website and marketplace sites worldwide. This has allowed the Group to refine its approaches to customers, in combination with feedback the brands receive via their social media channels.

RESPONSIBLE MARKETING AND COMMUNICATIONS

L'OCCITANE Group expects the highest standards of credibility and courtesy in all its messaging.

OPENNESS AND CLARITY

Developed for L'OCCITANE en Provence, the Responsible Marketing policy formalises guidelines for all communication assets in use by the Group's brands. The Group and its brands seek to provide honest and transparent information about their products and formulas, including their benefits. This applies across all the brands' owned media such as social channels, websites and marketing collateral. It also includes earned media such as approved web and print articles with contributions from Group spokespeople.

MAKING PRODUCT INFORMATION AVAILABLE

L'OCCITANE en Provence, ELEMIS and Sol de Janeiro have established formulation charters that can be accessed on their respective e-commerce websites and via the Group's corporate website. These charters provide clear explanations regarding prioritised ingredients, banned ingredients and ingredients to be used with caution.

Erborian publishes the ingredients it has eliminated from use in its products and an explanation of each category of ingredients it does use here.

Melvita publishes the criteria necessary for achieving ECOCERT organic certification and provides explanations on each ingredient included in new product formulas, as detailed in its International Nomenclature Cosmetic Ingredient List. The brand is in the process of publishing the ingredients of all its products.

HONESTY IN PRODUCT CLAIMS

The Responsible Marketing policy guides all communication assets developed for L'OCCITANE en Provence.

L'OCCITANE EN PROVENCE'S RESPONSIBLE MARKETING POLICY

The brand's Responsible Marketing policy takes into account European and international frameworks such us the Cosmetic European Guiding on Responsible Advertising and the ICC Code of Advertising and Marketing Communication Practice.
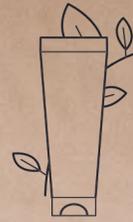
Product efficiency

- Only claims provided by the regulatory team and sustained by user testing and/or clinical testing should be used;
- Comparative studies with competitive products should not be undertaken because the context and the test procedures may be very different to those of L'OCCITANE en Provence;
- Pre- and post-production techniques should not alter images to such a point that they become misleading for the consumer;
- Photo editing of models should not suggest that the products are responsible for the result.
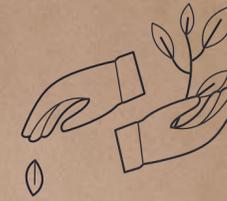
Environmental claims

- Advertising should not take advantage of consumers' concerns for the environment, or their possible lack of sectoral knowledge;
- Each claim, image and/or symbol emphasising the environmental benefits of a product must be duly supported by proof that can be understood by an average consumer – none of the aforementioned should give a false impression or exaggerate the benefits;
- Environmental statements should be presented in a manner that clearly indicates whether they apply to the complete product, to a component, to the packaging, or to an element of a service.
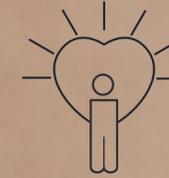
Social responsibility and cultural sensitivity

- Marketing campaigns should never be discriminatory or offensive to any group or person based on social, racial, ethnic, religious, political beliefs, gender expression/identity, sexual orientation, physical abilities, age or physical traits;
- Sexist and gender stereotypes should not be promoted in marketing practices, and minorities should not be exploited.

GIVING BACK

PHILANTHROPY

PHILANTHROPY

L'OCCITANE Group and its brands support worthwhile causes with funding, resources and volunteering. To ensure strategic effectiveness, donations of all kinds conform to the Group's Global Philanthropy policy.

FY2024 PHILANTHROPIC INVESTMENTS

TOTAL	FINANCIAL DONATIONS	IN-KIND DONATIONS	VOLUNTEERING
€ 6,188,000	€ 4,775,000	€ 1,031,000	€ 382,000

which represents

0.2%

of Group revenue.

(total hours multiplied by average salary cost)

BRAND PHILANTHROPY COMMITMENTS

L'OCCITANE Group brands offer support to causes and communities which are aligned to their values and which are also consistent with those of the Group's Global Philanthropy policy.

L'OCCITANE EN PROVENCE

L'OCCITANE en Provence has been involved in philanthropic initiatives since the creation of the brand in 1980s. The brand is committed to supporting three core topics, which align with the brand's history and values: Caring for sight, Respecting biodiversity and Empowering women.

L'OCCITANE en Provence offers philanthropy via the following routes:

- Centrally, through L'OCCITANE Foundation, created in 2006 to support long-term international projects. **In FY2024, the Foundation supported seven new projects in six countries.**

- Locally through L'OCCITANE en Provence affiliates **who support local projects in the areas where they are based. During FY2024, 59 NGOs received support from 25 affiliates.**

L'OCCITANE Foundation makes philanthropic investments from a dedicated fund. A Board of Directors, selection committees and an operational team ensure robust governance of all activities. The Board meets annually to approve the budget and discuss strategic priorities and partnerships. The selection committees are responsible for reviewing and selecting projects, each focused on specific commitments. The operational team manages day-to-day philanthropic activities, including overseeing strategies, examining funding requests, identifying suitable projects, monitoring progress, and administering the Foundation.

L'OCCITANE EN PROVENCE'S
PHILANTHROPIC ACTIVITIES
FOR FY2024 TOTALLED

€4,777,000

Caring for Sight projects

L'OCCITANE en Provence's affiliates and the Foundation support NGO projects worldwide, providing eye screening, treatment, glasses, surgery, funding for the acquisition of equipment and training of medical teams.

- During FY2024, the brand, its affiliates and the Foundation **have supported 22 sight-related projects around the world**.

- L'OCCITANE en Provence and the Foundation **have supported over 20 million people, achieving, in FY2024, their goal of reaching 20 million eye care beneficiaries by 2025**. Project examples are described below:

CBM Italia Onlus (India) – L'OCCITANE Foundation: Since 2023, L'OCCITANE Foundation has partnered with the CBM Italia Onlus Association to reduce and prevent blindness and eye impairment among children of all ages in three districts of the Indian state of Andra Pradesh. The project's approach encompasses awareness-raising and capacity building for service providers on different paediatric eye conditions. It also provides high-quality specialised paediatric ophthalmology services. Over a three-year project cycle, the team will support 188,220 children and 1,100 eye health professionals will receive training.

Caviver (Brazil) – L'OCCITANE au Brésil: During FY2024, the Brazilian subsidiary of L'OCCITANE en Provence supported Caviver and its Blindness Prevention programme. The initiative is designed to provide care and supervision for children and adolescents up to the age of 15 in the state of Ceara. The eye conditions include congenital cataracts, congenital glaucoma or retinopathy of prematurity and the children receive social, clinical, surgical and rehabilitative care.

Empowering Women projects

Since the 1980s, L'OCCITANE en Provence has been working closely with women who produce shea butter in Burkina Faso. As an extension of this relationship, in partnership with NGOs, L'OCCITANE Foundation assists the socio-economic development of girls and women in the country. Together they support education, training and entrepreneurship projects.

- In FY2024, six subsidiaries also supported programmes to empower women in their countries: France, Hungary, Ireland, Japan, South Africa and the UK.
- Since the beginning of their commitment, **L'OCCITANE en Provence affiliates and the Foundation have supported more than 57,000 girls and women**, getting closer to the 60,000 target set for FY2025. Project examples are set out below:

Empow'Her (Burkina Faso) – L'OCCITANE Foundation: Since 2018, L'OCCITANE Foundation has been partnering with Empow'Her to promote female entrepreneurship in Burkina Faso. During FY2024, the Foundation renewed its support to the NGO's two-year Bloom project. The initiative offers training for 200 women in vulnerable situations in the Centre-Ouest and Hauts-Bassins regions of the country. They receive technical, professional and entrepreneurial learning in growing and sustainable sectors. The topics include energy, construction, embroidery, hairdressing and plastics recycling. The NGO also supports the newly skilled women to access the labour market or to start businesses of their own.

Salvation Army Foundation (France) – L'OCCITANE en Provence: During FY2024, the French subsidiary of L'OCCITANE en Provence supported a Salvation Army Foundation project helping refugee women to integrate professionally and to combat gender stereotypes. The initiative offers training in eco-construction trades using environmentally friendly materials such as raw earth and ecological paints. In FY2025, the Salvation Army Foundation will expand its activities by training a group of women in the hospitality and minor maintenance trades and also raise awareness about eco-construction.
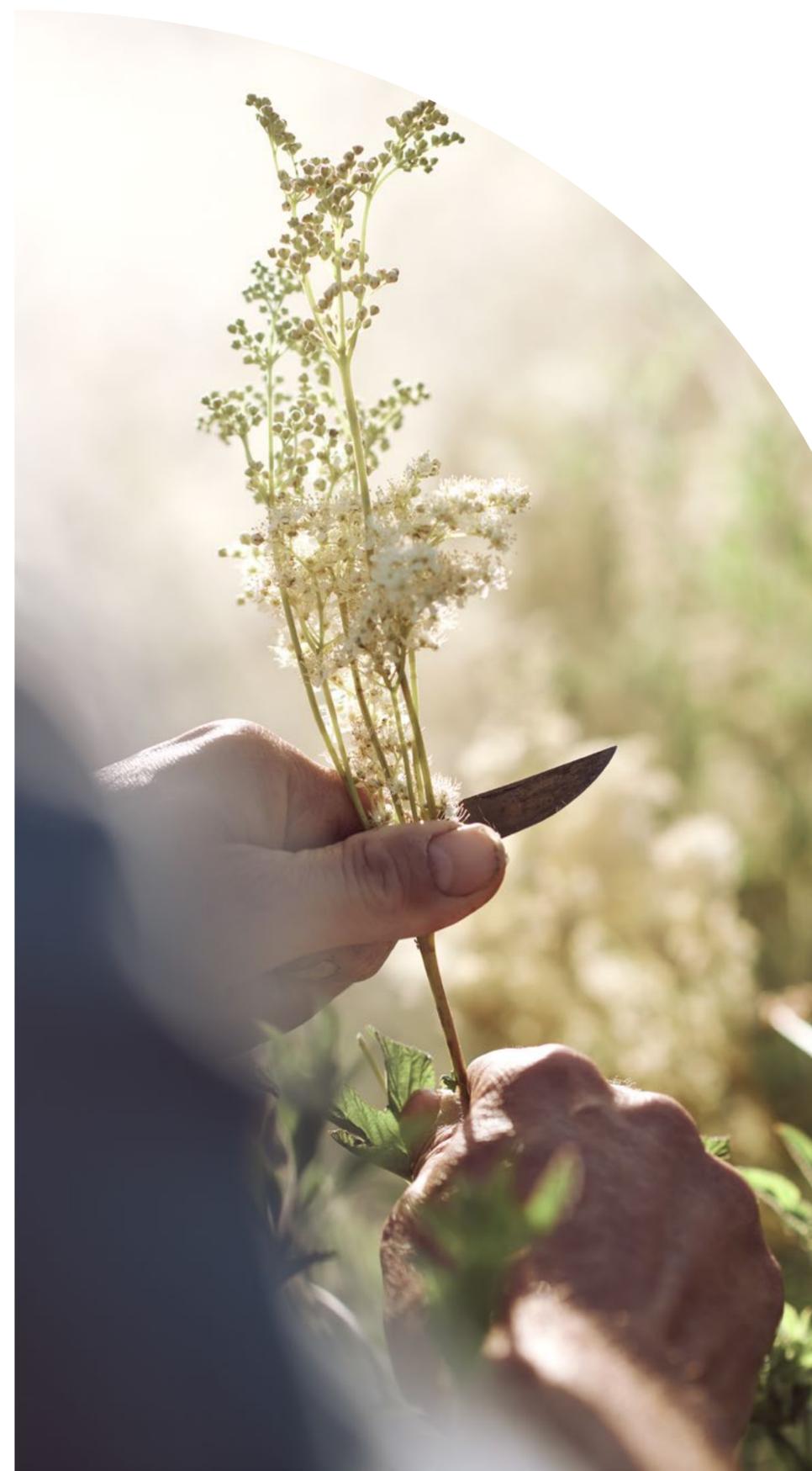
Respecting biodiversity projects

L'OCCITANE en Provence has been committed to preserving the natural heritage of Provence since it was founded. To advance this commitment, L'OCCITANE en Provence's affiliates and the Foundation also support charitable projects aiming to protect endangered plant varieties, encourage reforesting, and promote agroforestry across the globe.

In FY2024, L'OCCITANE Foundation decided to complete its network of partners by supporting PRCF Indonesia to intervene in Sundaland. This is the sixth area with extreme pressure on its biodiversity that the team has supported. In this case, a combination of commercial logging, large-scale agricultural projects, government policies and small-scale farming, have made forest destruction Sundaland's greatest biodiversity threat.

During FY2024, L'OCCITANE Foundation conducted six impactful partnerships around the world and 21 affiliates have supported 21 local biodiversity projects. See examples below.

Livelihood et PRCF (Indonesia) – L'OCCITANE Foundation: In FY2024, L'OCCITANE en Provence and L'OCCITANE Foundation partnered with NGOs L3F and PRCF to launch a five-year initiative in Indonesia. The initiative aims to preserve the integrity of at least 8,000 hectares of forest in the Hadabuan Hills. Key activities include enhancing community management skills, implementing forest patrols, supporting local livelihoods and establishing a buffer zone to bolster sustainable forest management. This circular funding model is designed to protect biodiversity and enhance community wellbeing.

Million Trees Project (China) – L'OCCITANE en Provence: During FY2024, L'OCCITANE en Provence China supported the Million Tree project of Shanghai Roots and Shoots. Established in 2007, this initiative focuses on restoring and preserving biodiversity in Baijitan Reserve, Lingwu, Ningxia, on the southwest edge of the Maowusu desert in northern China. By reforesting the area, the project aims to rehabilitate soils, mitigate local sandstorms and prevent desert expansion. Local communities actively participate in tree planting, maintenance and monitoring, fostering community cohesion and supporting sustainable land management practices.

ERBORIAN

Since its establishment in 2007, Erborian has aimed to create innovative and impactful products that enrich all people's skin and enhance their wellbeing. During FY2024, the brand launched a unique commitment programme, the Erborian Self-Esteem Club. Open to all, the goal is to foster self-esteem and that of others. To do this, the brand selected five charities to support, all of which help people with relevant issues. The organisations, which are based in France and further afield, specialise in issues such as mental health, cyber harassment and professional reintegration. The recipient charities include the organisation Premiers Secours en Santé Mentale (PSSM) which aims to combat the stigmatisation of mental disorders. The association, founded in 2018, has over 1,300 trainers across France and has trained over 100,000 first-aiders. Its goal is to train 750,000 mental health first-aiders by 2030.

ERBORIAN'S PHILANTHROPIC ACTIVITIES FOR FY2024 TOTALLED

€455,000
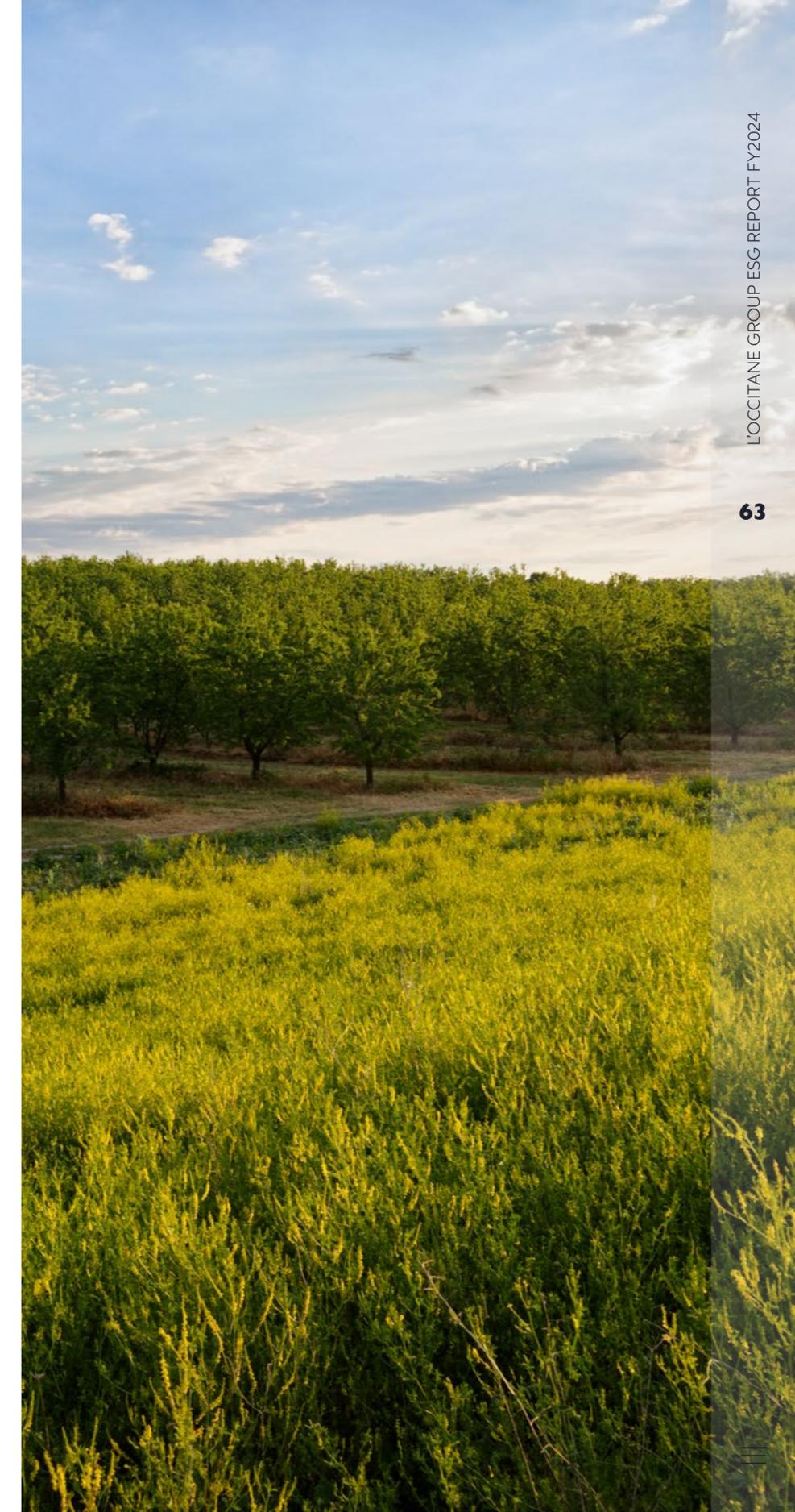
MELVITA

Melvita has an ambition to have a positive impact on life. During FY2024, in celebration of the brand's 40th anniversary, it announced a programme on turtle conservation in Guyana and New Caledonia. The project, which is part of a three-year WWF initiative, aims to protect two species of turtle considered endangered by the International Union for the Conservation of Nature. WWF aims to protect Olive Ridley turtles from accidental capture in French Guiana. It is also conducting studies to extend protection to nesting sites in New Caledonia for the Loggerhead turtle.

In both projects, the teams used specially designed beacons attached to the backs of turtles. These enabled them to monitor the turtles' migratory routes, protect them from the nets of local fishermen and identify nesting sites in priority conservation areas. In Guyana, the local team designed and laboratory-tested 43 beacons and three antennas, with the first 20 to be deployed during FY2024. In New Caledonia, the local team completed its first mission in the northwest, with four beacons installed, 20 islands studied and 145 nests counted. The survey confirmed that the formerly unexplored nesting zone is a significant habitat for Loggerhead turtles.

MELVITA'S PHILANTHROPIC
ACTIVITIES FOR FY2024 TOTALLED

€126,000

ELEMIS

ELEMIS focuses its philanthropic efforts on four key themes: mental health and wellness, disease prevention and awareness, clean rivers and oceans and regenerating nature. ELEMIS supports several charities through both financial and in-kind donations. This work includes regular donations of hygiene products to charities through In Kind Direct, a UK charity network, founded by His Majesty King Charles III.

ELEMIS has partnered with The Prince's Trust, which supports disadvantaged young people to develop essential life skills, prepare for work and access employment and entrepreneurship opportunities. The Trust supports young people from disadvantaged communities and those facing the greatest adversity by helping them gain the confidence and skills to live, learn and earn.

ELEMIS' PHILANTHROPIC
ACTIVITIES FOR FY2024 TOTALLED

€ 558,000

SOL DE JANEIRO

Sol de Janeiro exists to spark endless self-celebration and joy through the power and warmth of the Brazilian spirit. Sol de Janeiro's philanthropy efforts are focused on inspiring new generations of women to be confident and bold and establish nature-based projects such as reforestation, conservation and biodiversity. It does this while paying special attention to Brazil, the source of inspiration for the brand. Sol de Janeiro partners with organisations by donating to causes that have meaningful impacts for people and the planet. During FY2024, the brand continued to support the Rainforest Action Network which is committed to preserving and protecting rainforests while upholding human rights.

**SOL DE JANEIRO'S
PHILANTHROPIC ACTIVITIES
FOR FY2024 TOTALLED**

€ 78,000

The brand also invested €250,000 into an agroforestry project in Brazil in partnership with Native.

LIMELIFE

LimeLife by Alcone launched the Brighter Together Foundation in 2017 with the mission to help develop women's entrepreneurship, leadership and financial empowerment on a global scale. The company believes that all women possess the power to improve their lives, and it's the support of communities that can help them fulfil this potential.

Since its creation, Brighter Together has partnered with the NGO Global Communities to realise a vision of a world in which women and girls control their futures and are valued as leaders. It has worked to help make the resources available which help women to thrive, and to live in safe and resilient communities where their rights are fulfilled and protected. Brighter Together is a primary funder for Global Communities' Women Empowered initiative.

**LIMELIFE'S PHILANTHROPIC
ACTIVITIES FOR FY2024 TOTALLED**

€100,000

L'OCCITANE AU BRÉSIL

L'OCCITANE au Brésil seeks to promote local actions to preserve biodiversity in all land and marine environments in Brazil. It seeks to conserve the local and traditional cultures related to diverse ecosystems. L'OCCITANE au Brésil continues its support for the Movimento Brésil programme. This is an initiative to implement agroforestry techniques in deforested areas of Brazil, regenerating the ecosystem and generating income and food security for many families.

**L'OCCITANE AU BRÉSIL'S
PHILANTHROPIC ACTIVITIES
FOR FY2024 TOTALLED**

€ 94,000

APPENDICES

GLOSSARY FOR ACRONYMS

ESG KPI TABLES FY2020-FY2024

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STAKEHOLDER ENGAGEMENT PROCESS

CSRD REFERENCE TABLE

CROSS-REFERENCE TABLE OF INFORMATION
REQUIRED BY THE HONG KONG STOCK EXCHANGE

MAIN NON-FINANCIAL RISKS

GLOSSARY FOR ACRONYMS

A

ACE Collective Association Agroécologie et Commerce Équitable

ASD Sustainable Derivatives Initiative

C

CDP Carbon Disclosure Project

CIP Corporate Incentive Plan

CLP regulation Classification, Labelling and Packaging Regulation

CSRD Corporate Sustainability Reporting Directive

D

DE&I Diversity, equity and inclusion

E

EMAF Ellen MacArthur Foundation

EMEA Europe, Middle East and Africa

ESG Environmental, Social and Governance

ESRS European Sustainability Reporting Standards

F

FY Financial year

G

GDPR General Data Protection Regulation

GPTW Great Place to Work

H

HKEX Hong Kong Stock Exchange

I

IAPB International Advisory Panel for Biodiversity Credits

ICUN Union for Conservation of Nature

IEA International Energy Agency

K

KPIs Key performance indicators

L

LCA Life cycle assessment

LCF3 Livelihoods Carbon Fund

LED Light-emitting diode

N

NGOs Non-governmental Organisation

NPS Net Promoter Score

O

OP2B One Planet Business for Biodiversity

P

PE Polyethylene

PSSM Premiers Secours en Santé Mentale

R

R&D Research and development

RSPO Roundtable on Sustainable Palm Oil

S

SBTi Science-Based Targets Initiative

SBTN Science-Based Targets for Nature

STEM Science, technology, engineering and mathematics

T

TRASCE Traceability Alliance for Sustainability Cosmetics Coalition

U

UNEP United Nations Environmental Programme

V

VP Vice-President

APPENDIX 1:
ESG KPI TABLES FY2020-FY2024

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
GENERAL INFORMATION								
ESRS 2 GENERAL DISCLOSURES								
Executive members	Number of executive members	No. (hc)	N/A	N/A	N/A	N/A	4	GROUP (all brands)
Non Executive members	Number of non-executive members	No. (hc)	N/A	N/A	N/A	N/A	5	GROUP (all brands)
Female management	Women in Board of director	%	10%	10%	20%	22%	20%	GROUP (all brands)
Independent Board member	Percentage of independent board members	%	N/A	N/A	N/A	N/A	40%	GROUP (all brands)
Total workforce headcount	Total workforce (Headcount)	No. (hc)	N/A	N/A	N/A	10,593	11,050	GROUP (all brands)
Total workforce FTE	Total workforce (FTE)	No. (FTE)	8,838	8,733	9,042	8,726	9,255	GROUP (all brands)
Total Revenue	Total revenue	M€	1,644	1,538	1,781	2,135	2,541	Group Net sales (published) M€
ENVIRONMENT								
E1 CLIMATE CHANGE								
GHG emissions	Absolute value of total greenhouse gas emissions reduction	tCO_2e	N/A	N/A	N/A	N/A	N/A	GROUP (all brands)
GHG emissions	Percentage of total greenhouse gas emissions reduction (as of emissions of base year)	%	N/A	N/A	N/A	N/A	N/A	GROUP (all brands)
GHG emissions	Intensity value of total greenhouse gas emissions reduction	tCO_2e/M€ of net revenue	N/A	N/A	N/A	-9%	-17%	GROUP (all brands)
GHG emissions	Absolute value of Scope 1 greenhouse gas emissions reduction	tCO_2e	N/A	N/A	-401	-2,161	-2,310	GROUP (all brands)
GHG emissions	Percentage of Scope 1 greenhouse gas emissions reduction (as of emissions of base year)	%	N/A	N/A	-9%	-42%	-51%	GROUP (all brands)
GHG emissions	Intensity value of Scope 1 greenhouse gas emissions reduction	tCO_2e/M€ of net revenue	N/A	N/A	-14%	-59%	-68%	GROUP (all brands)
GHG emissions	Absolute value of location-based Scope 2 greenhouse gas emissions reduction	tCO_2e	N/A	N/A	-4,251	-4,634	-4,732	GROUP (all brands)
GHG emissions	Percentage of location-based Scope 2 greenhouse gas emissions reduction (as of emissions of base year)	%	N/A	N/A	-20%	-21%	-22%	GROUP (all brands)
GHG emissions	Intensity value of location-based Scope 2 greenhouse gas emissions reduction	tCO_2e/M€ of net revenue	N/A	N/A	-24%	-38%	-48%	GROUP (all brands)
GHG emissions	Absolute value of market-based Scope 2 greenhouse gas emissions reduction	tCO_2e	N/A	N/A	-15,978	-16,354	-16,182	GROUP (all brands)
GHG emissions	Percentage of market-based Scope 2 greenhouse gas emissions reduction (as of emissions of base year)	%	N/A	N/A	-91%	-93%	-92%	GROUP (all brands)
GHG emissions	Intensity value of market-based Scope 2 greenhouse gas emissions reduction	tCO_2e/M€ of net revenue	N/A	N/A	-91%	-95%	-95%	GROUP (all brands)

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
GHG emissions	Absolute value of Scope 3 greenhouse gas emissions reduction	tCO_2e	N/A	N/A	N/A	N/A	N/A	GROUP (all brands)
GHG emissions	Percentage of Scope 3 greenhouse gas emissions reduction (as of emissions of base year)	%	N/A	N/A	N/A	N/A	N/A	GROUP (all brands)
GHG emissions	Intensity value of Scope 3 greenhouse gas emissions reduction	tCO_2e/M€ of net revenue	N/A	N/A	N/A	-4%	-13%	GROUP (all brands)
Energy consumption	Total energy consumption	kWh	N/A	N/A	49,431,844	46,997,340	49,130,639	GROUP (all brands)
Energy consumption	Total energy consumption from fossil sources	kWh	N/A	N/A	N/A	N/A	7,889,282	GROUP (all brands)
Energy consumption	Total energy consumption from nuclear sources	kWh	N/A	N/A	N/A	N/A	171,403	GROUP (all brands)
Energy consumption	Percentage of energy consumption from nuclear sources in total energy consumption	%	N/A	N/A	N/A	N/A	0.35%	GROUP (all brands)
Energy consumption	Total energy consumption from renewable sources	kWh	N/A	N/A	N/A	N/A	41,069,954	GROUP (all brands)
Energy consumption	Fuel consumption from renewable sources	kWh	N/A	N/A	N/A	N/A	-	GROUP (all brands)
Energy consumption	Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources	kWh	N/A	N/A	N/A	N/A	33,033,345	GROUP (all brands)
Energy consumption	Consumption of self-generated non-fuel renewable energy	kWh	N/A	N/A	N/A	N/A	905,697	GROUP (all brands)
Energy consumption	Percentage of energy consumption from renewable sources	%	N/A	N/A	89%	89%	84%	GROUP (all brands)
Energy consumption	Fuel consumption from coal and coal products	kWh	N/A	N/A	N/A	N/A	0	GROUP (all brands)
Energy consumption	Fuel consumption from crude oil and petroleum products	kWh	N/A	N/A	N/A	N/A	5,265,786	GROUP (all brands)
Energy consumption	Fuel consumption from natural gas	kWh	N/A	N/A	N/A	N/A	2,623,496	GROUP (all brands)
Energy consumption	Fuel consumption from other fossil sources	kWh	N/A	N/A	N/A	N/A	-	GROUP (all brands)
Energy consumption	Consumption of purchased or acquired electricity, heat, steam, or cooling from fossil sources	kWh	N/A	N/A	N/A	N/A	1,650,313	GROUP (all brands)
Energy consumption	Percentage of fossil sources in total energy consumption	%	N/A	N/A	N/A	N/A	16%	GROUP (all brands)
Energy consumption	Non-renewable energy production	kWh	N/A	N/A	N/A	N/A	0	GROUP (all brands)
Energy consumption	Renewable energy production	kWh	N/A	N/A	N/A	N/A	905,697	GROUP (all brands)
Energy consumption	Total electricity consumption group	kWh	39,617,270	39,321,960	40,081,370	36,527,521	35,694,638	GROUP (all brands)
Energy consumption	Percentage of electricity consumption from renewable sources	%	40%	80%	95%	94%	95%	GROUP (all brands)
Energy consumption	Total gas consumption	kWh	N/A	N/A	10,649,970	10,328,069	9,504,112	GROUP (all brands)
Energy consumption	Total manufacturing energy consumption	kWh	19,955,532	18,142,599	19,683,143	20,103,046	20,342,239	All factories
Energy consumption	Total renewable energy manufacturing (all)	%	N/A	96%	94%	95%	95%	All factories
Energy consumption	Intensity of energy consumption manufacturing	kWh/k unit produced	142	149	135	120	125	All factories
Energy consumption	Total electricity consumption manufacturing	kWh	11,577,916	10,037,260	10,866,600	11,551,804	12,430,107	All factories

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
Energy consumption	Electricity consumption from renewable sources manufacturing	%	96%	96%	100%	100%	100%	All factories
Energy consumption	Total stores electricity consumption	kWh	28,039,354	29,284,700	21,438,935	19,819,309	17,995,556	GROUP (all brands)
Energy consumption	Total stores electricity consumption from renewable sources	kWh	4,627,374	21,192,040	19,909,297	17,832,302	16,555,912	GROUP (all brands)
Energy consumption	Total gas consumption manufacturing	kWh	8,377,616	8,105,339	8,816,543	8,440,679	7,807,775	All factories
GHG emissions	Gross Scopes 1, 2, 3 and total GHG emissions – GHG emissions per Scope						Table A	GROUP (all brands)
GHG emissions	GHG emissions - by country, operating segments, economic activity, subsidiary, GHG category or source type						Table B	GROUP (all brands)
GHG emissions	Gross Scopes 1, 2, 3 and total GHG emissions – total GHG emissions – value chain						Table C	GROUP (all brands)
GHG emissions	Gross Scope 1 greenhouse gas emissions	tCO_2eq	4,486	N/A	4,085	2,325	2,176	GROUP (all brands)
GHG emissions	Percentage of Scope 1 GHG emissions from regulated emission trading schemes	tCO_2eq	-	-	-	-	-	GROUP (all brands)
GHG emissions	Gross location-based Scope 2 GHG emissions	tCO_2eq	21,573	N/A	17,322	16,939	16,841	GROUP (all brands)
GHG emissions	Gross market-based Scope 2 GHG emissions	tCO_2eq	17,570	N/A	1,592	1,216	1,388	GROUP (all brands)
GHG emissions	Gross Scope 3 GHG emissions	tCO_2eq	414,512	N/A	493,784	501,479	545,204	GROUP (all brands)
GHG emissions	Total GHG emissions location-based	tCO_2eq	440,571	N/A	515,191	520,743	564,222	GROUP (all brands)
GHG emissions	Total GHG emissions market-based	tCO_2eq	436,568	N/A	499,461	505,020	548,769	GROUP (all brands)
GHG emissions	Scope 2 location-based	tCO_2eq	21,573	N/A	17,322	16,939	16,841	GROUP (all brands)
GHG emissions	Scope 2 market-based	tCO_2eq	17,570	N/A	1,592	1,216	1,388	GROUP (all brands)
GHG emissions	Percentage of contractual instruments, Scope 2 GHG emissions	%	N/A	N/A	N/A	N/A	100%	GROUP (all brands)
GHG emissions	Percentage of market-based Scope 2 GHG emissions linked to purchased electricity bundled with instruments	%	N/A	N/A	N/A	N/A	100%	GROUP (all brands)
GHG emissions	Biogenic emissions of CO_2 from combustion or bio-degradation of biomass not included in Scope 2 GHG emissions	tCO_2eq	0	0	0	-	0	GROUP (all brands)
GHG emissions	Biogenic emissions of CO_2 from combustion or bio-degradation of biomass that occur in value chain not included in Scope 3 GHG emissions	tCO_2eq	0	0	0	-	0	GROUP (all brands)
GHG emissions	Percentage of GHG Scope 3 calculated using primary data	%	N/A	N/A	N/A	N/A	87%	GROUP (all brands)
GHG emissions	GHG emissions intensity, location-based (total GHG emissions per net revenue)	kg CO_2eq/K€	0.26	N/A	0.29	0.24	0.22	GROUP (all brands)
GHG emissions	GHG emissions intensity, market-based (total GHG emissions per net revenue)	kg CO_2eq/K€	0.26	N/A	0.28	0.24	0.22	GROUP (all brands)
GHG emissions	GHG emissions intensity (per value added)	kg CO_2eq/K€	0.50	N/A	0.52	0.52	0.54	GROUP (all brands)
GHG emissions	GHG emissions intensity Scope 3 (per net revenue)	kg CO_2eq/K€	0.25		0.28	0.23	0.21	GROUP (all brands)
GHG emissions	Net revenue	M€	1,644	1,538	1,781	2,135	2,541	GROUP (all brands)
GHG emissions	Net revenue used to calculate GHG intensity	M€	1,686	1,538	1,781	2,135	2,541	GROUP (all brands)

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
GHG emissions	Net revenue other than used to calculate GHG intensity	M€	N/A	N/A	N/A	-	0	GROUP (all brands)
GHG emissions supply chain	Transport carbon commercial intensity Group	CO_2eq (g per t.km)	N/A	N/A	25.44	32.92	31.09	GROUP (all brands excl. non SAP entities)
GHG emissions supply chain	Transport of products by rail	%	N/A	N/A	1%	1%	1%	GROUP (excl. Sol de Janeiro) based on tonne/km
GHG emissions supply chain	Transport of products by road	%	N/A	N/A	6%	6%	7%	GROUP (excl. Sol de Janeiro) based on tonne/km
GHG emissions supply chain	Transport of products by cargo	%	N/A	N/A	91%	91%	90%	GROUP (excl. Sol de Janeiro) based on tonne/km
GHG emissions supply chain	Transport of products by air	%	N/A	N/A	3%	2%	3%	GROUP (excl. Sol de Janeiro) based on tonne/km
Removal & GHG mitigation projects	Total GHG removals and storage	tCO_2eq	N/A	-	-	-	-	GROUP (all brands)
Removal & GHG mitigation projects	GHG emissions associated with removal activity	tCO_2eq	N/A	-	-	-	-	GROUP (all brands)
Removal & GHG mitigation projects	Total amount of carbon credits outside value chain that are verified against recognised quality standards and cancelled	tCO_2eq	N/A	-	-	-	-	GROUP (all brands)
Removal & GHG mitigation projects	Total amount of carbon credits outside value chain planned to be cancelled in future	tCO_2eq	N/A	33,310	33,310	33,310	33,310	GROUP (all brands)
Removal & GHG mitigation projects	Reversals	%	N/A	0	0	-	0	GROUP (all brands)
Removal & GHG mitigation projects	Percentage of reduction projects	%	N/A	55%	55%	55%	55%	GROUP (all brands)
Removal & GHG mitigation projects	Percentage of removal projects	%	N/A	45%	45%	45%	45%	GROUP (all brands)
Removal & GHG mitigation projects	Percentage for recognised quality standard	%	100%	100%	100%	100%	100%	GROUP (all brands)
Removal & GHG mitigation projects	Percentage issued from projects in European Union	%	0%	0%	0%	0%	0%	GROUP (all brands)
Removal & GHG mitigation projects	Percentage that qualifies as corresponding adjustment	%	0%	0%	0%	0%	0%	GROUP (all brands)
Removal & GHG mitigation projects	Date when carbon credits outside value chain are planned to be cancelled	Year	N/A	N/A	N/A	N/A	FY2031	GROUP (all brands)
Internal carbon price	Carbon price applied for each metric tonne of greenhouse gas emission	€	N/A	N/A	N/A	140	140	GROUP (all brands)
E2 POLLUTION								
Biodegradability	Active rinse-off formulas with 95% of easily biodegradable ingredients - L'OCCITANE en Provence (see methodology in Appendix 5)	%	81%	80%	91%	92%	90%	L'OCCITANE en Provence
Biodegradability	Active rinse-off formulas with 95% of easily biodegradable ingredients - Melvita (see methodology in Appendix 5)	%	N/A	N/A	77%	70%	67%	Melvita
Biodegradability	Active rinse-off formulas with 95% of easily biodegradable ingredients - Group (see methodology in Appendix 5)	%	N/A	N/A	N/A	N/A	83%	Group (Excluding Sol de Janeiro)
E3 WATER AND MARINE RESOURCES								
Water consumption	Total water consumption (own operations)	m^3	N/A	N/A	N/A	N/A	149,099	GROUP (all brands)
Water consumption	Total water consumption in areas at water risk, including areas of high-water stress	m^3	N/A	N/A	N/A	N/A	8,138	GROUP (all brands)
Water consumption	Water intensity ratio	m^3/M€ net sales	N/A	N/A	N/A	N/A	60	GROUP (all brands)

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
Water consumption	Water consumption of all production sites	m³	105,042	95,783	107,106	106,986	104,494	All factories
Water consumption	Water consumption in intensity per tonne produced average (Manufacturing)	m³/t	7.3	7.4	6.2	5.8	5.7	Labo M&L factories
Water consumption	Water consumption reduction in intensity per ton produced average (Manufacturing)	%		1%	-15%	-21%	-23%	Labo M&L factories
E4 BIODIVERSITY								
Biodiversity	Financing effects (direct and indirect costs) of biodiversity offsets	€	N/A	N/A	N/A	N/A	0	GROUP (all brands)
Traceability	Traceability of plants contained in raw materials – L'OCCITANE en Provence & Melvita (see methodology in Appendix 5)	%	12%	45%	56%	81%	81%	L'OCCITANE en Provence and Melvita
Traceability	Traceability of plants contained in raw materials – Group (all brands) (see methodology in Appendix 5)	%	N/A	N/A	N/A	N/A	50%	GROUP (all brands)
RSPO	Group percentage of RSPO palm equivalent	%	N/A	N/A	96%	98%	91%	GROUP (all excl. Sol de Janeiro) in calendar year
RSPO	Group volumes of RSPO palm equivalent	t	N/A	N/A	2,907	3,522	3,442	GROUP (all excl. Sol de Janeiro) in calendar year
Biodiversity	Land footprint	ha	N/A	N/A	N/A	6,200	6,491	L'OCCITANE en Provence and Melvita
Biodiversity	Iconic Raw Materials Organic-certified and fair trade	%	52%	96%	98%	98%	97%	L'OCCITANE en Provence
Biodiversity	Raw material biodiversity impact management	%	N/A	N/A	N/A	64%	63%	L'OCCITANE en Provence and Melvita
E5 RESOURCE USE AND CIRCULAR ECONOMY								
Packaging	Packaging recyclability rate	%	N/A	N/A	42%	50%	46%	GROUP (all brands)
Packaging	Total volume of materials used (tonnes) in packaging	t	N/A	N/A	7,053	8,151	10,141	GROUP (all brands)
Packaging	Total plastic packaging	%	N/A	N/A	55%	58%	65%	GROUP (all brands)
Packaging	Total aluminium packaging	%	N/A	N/A	4%	4%	3%	GROUP (all brands)
Packaging	Total glass packaging	%	N/A	N/A	28%	27%	22%	GROUP (all brands)
Packaging	Plastic dependency (packaging)	%	N/A	N/A	55%	58%	65%	GROUP (all brands)
Packaging	Percentage of recycled plastic	%	9%	12%	16%	16%	13%	GROUP (all brands)
Packaging	Percentage of recyclable or reusable plastic packaging	%	24.2%	25.56%	30%	38%	37%	GROUP (all brands)
Waste	Percentage of waste recycled or reused (manufacturing)	%	70%	70%	71%	73%	88%	All factories
Waste	Percentage of waste incinerated	%	30%	30%	27%	26%	11%	All factories
Waste	Total waste recovered or recycled	%	100%	100%	98%	99%	100%	All factories
Waste	Percentage of non-hazardous waste	%	80%	81%	76%	74%	71%	All factories
Waste	Percentage of hazardous waste	%	20%	19%	24%	26%	29%	All factories
Waste	Total generation of non-hazardous waste	t	2,694	2,600	2,216	2,179	2,400	All factories

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
Waste	Quantity of non-hazardous waste produced in kg/u	kg/u	0.02	0.02	0.02	0.01	0.015	All factories
Waste	Total generation of hazardous waste	t	676	606	692	779	973	All factories
Waste	Hazardous waste per unit produced	kg/u	0.008	0.016	0.005	0.005	0.006	All factories
Waste	Number of units collected	u	N/A	N/A	1,865,565	2,904,907	4,367,313	GROUP (all brands)
Waste	Owned stores offering recycling programmes for customers	%	42%	48%	73%	72%	84%	GROUP (all brands)
Waste	Weight of materials collected	t	33	67	72	137	165	GROUP (all brands)
SOCIAL								
S1 OWN WORKFORCE								
Characteristics of the undertaking's employees	Number of employees by gender						Table A	GROUP (all brands)
Characteristics of the undertaking's employees	Percentage of women (headcount)	%	87%	87%	87%	86%	86%	GROUP (all brands)
Characteristics of the undertaking's employees	Percentage of men (headcount)	%	13%	13%	13%	14%	14%	GROUP (all brands)
Characteristics of the undertaking's employees	Average number of employees (headcount)	No.	N/A	N/A	N/A	N/A	10,166	Group (Excluding Elemis)
Characteristics of the undertaking's employees	Number of employees in countries with 50 or more employees	No.	N/A	N/A	N/A	N/A	Table B	Group (Excluding Elemis)
Characteristics of the undertaking's employees	Information on employees by contract type, gender and region						Table C	GROUP (all brands)
Characteristics of the undertaking's employees	Number of employees (head count or full-time equivalent)	No.	N/A	N/A	N/A	N/A	Table C	GROUP (all brands)
Characteristics of the undertaking's employees	Average number of employees (head count or full-time equivalent)	No.	N/A	N/A	N/A	N/A	Table C	Group (Excluding Elemis)
Characteristics of the undertaking's employees	Number of employee turnover	No.	N/A	N/A	N/A	N/A	2,971	GROUP (all brands)
Characteristics of the undertaking's employees	Staff turnover rate (permanent employee)	%	38%	30%	35%	34%	31%	GROUP (all brands)
Characteristics of the undertaking's employees	Further detailed breakdown by gender and by region						Table C	GROUP (all brands)
Characteristics of the undertaking's employees	Number of full-time employees by head count or full time equivalent	No.	N/A	N/A	N/A	N/A	Table C	GROUP (all brands)
Characteristics of the undertaking's employees	Number of part-time employees by head count or full time equivalent	No.	N/A	N/A	N/A	N/A	Table C	GROUP (all brands)

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
Turnover by gender	Turnover in women	%	N/A	31%	36%	34%	31%	GROUP (all brands)
Turnover by gender	Turnover in men	%	N/A	24%	28%	27%	27%	GROUP (all brands)
Turnover by age	25-34	%	N/A	32%	37%	36%	34%	GROUP (all brands)
Turnover by age	35-44	%	N/A	22%	25%	24%	23%	GROUP (all brands)
Turnover by age	45-54	%	N/A	20%	21%	24%	17%	GROUP (all brands)
Turnover by age	55 or above	%	N/A	27%	50%	43%	24%	GROUP (all brands)
Turnover by geographic region	Turnover - North America	%	72%	50%	64%	53%	44%	GROUP (all brands)
Turnover by geographic region	Turnover - South America	%	54%	71%	54%	56%	52%	GROUP (all brands)
Turnover by geographic region	Turnover - Europe	%	30%	19%	26%	27%	23%	GROUP (all brands)
Turnover by geographic region	Turnover - Africa & Middle East	%	N/A	N/A	N/A	N/A	N/A	GROUP (all brands)
Turnover by geographic region	Turnover - Asia Pacific	%	24%	20%	30%	27%	26%	GROUP (all brands)
Full-time employees	Number of full-time employees	No.	N/A	7,534	7,718	7,435	8,184	GROUP (all brands)
Part-time employees	Number of part-time employees	No.	N/A	2,757	2,866	3,158	2,866	GROUP (all brands)
Part-time employees	Percentage of part-time employees	%	N/A	N/A	N/A	30%	26%	GROUP (all brands)
Total part-time employees female	Total part-time employees female	No.	N/A	2,612	2,655	2,699	2,632	GROUP (all brands)
Total part-time employees female	Total part-time employees female	%	N/A	95%	93%	85%	92%	GROUP (all brands)
Breakdown of employees by age	Number of employees: <25	No.	1,941	1,610	1,671	1,628	1,611	GROUP (all brands)
Breakdown of employees by age	Number of employees: 25-34	No.	4,391	4,181	4,087	3,987	4,060	GROUP (all brands)
Breakdown of employees by age	Number of employees: 35-44	No.	2,747	2,781	2,884	2,987	3,266	GROUP (all brands)
Breakdown of employees by age	Number of employees: 45-54	No.	1,223	1,199	1,268	1,291	1,403	GROUP (all brands)
Breakdown of employees by age	Number of employees: 55 or above	No.	439	520	574	652	710	GROUP (all brands)
Breakdown of employees by geographic region	Workforce - North America	%	11%	10%	12%	14%	13%	GROUP (all brands)
Breakdown of employees by geographic region	Workforce - South America	%	10%	10%	9%	11%	12%	GROUP (all brands)
Breakdown of employees by geographic region	Workforce - Europe	%	41%	42%	43%	38%	36%	GROUP (all brands)
Breakdown of employees by geographic region	Workforce - Africa & Middle East	%	1%	1%	1%	1%	0%	GROUP (all brands)
Breakdown of employees by geographic region	Workforce - Asia Pacific	%	37%	37%	35%	37%	40%	GROUP (all brands)

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
Female management	Women in key management positions (N-1 Executive committee)	%	48%	51%	50%	58%	63%	GROUP (all brands)
Female management	Women in Senior management	%	25%	33%	38%	55%	50%	GROUP (all brands)
Persons with disabilities	Percentage of persons with disabilities amongst employees subject to legal restrictions on collection of data	%	N/A	N/A	N/A	N/A	1%	GROUP (all brands)
Persons with disabilities	Employees with disabilities in production sites in France	%	10%	7%	7%	8%	7%	French factories
Training and skills development metrics	Training and skills development indicators gender						Table D	Group (excluding Elemis, Sol de Janeiro & Retail)
Training and skills development metrics	Percentage of employees that participated in regular performance and career development reviews	%	N/A	N/A	N/A	N/A	85%	Group (excluding Elemis, Sol de Janeiro & Retail)
Training and skills development metrics	Total average training hours per employees	No.	N/A	N/A	19	10	24	Group (excluding Elemis, Sol de Janeiro & Retail)
Training and skills development metrics	Number of employees who received training last fiscal year	No.	N/A	N/A	6,520	10,030	6,576	Group (excluding Elemis, Sol de Janeiro & Retail)
Training and skills development metrics	Percentage of employees trained	%	N/A	N/A	67%	68%	68%	Group (excluding Elemis, Sol de Janeiro & Retail)
Training and skills development metrics	Number of female employees who received training last fiscal year	No.	N/A	N/A	5,591	8,582	5,767	Group (excluding Elemis, Sol de Janeiro & Retail)
% Employees female trained of the Group	Percentage of employees female trained	%	N/A	N/A	67%	66%	68%	Group (excluding Elemis, Sol de Janeiro & Retail)
Group total training hours workforce	Total training hours completed including all employee	No.	N/A	N/A	121,590	151,226	242,205	Group (excluding Elemis, Sol de Janeiro & Retail)
Health and safety metrics	Percentage of people in its own workforce who are covered by health and safety management system based on legal requirements and (or) recognised standards or guidelines	%	N/A	N/A	N/A	N/A	60%	GROUP (all brands)
Health and safety metrics	Number of fatalities in own workforce as result of work-related injuries and work-related ill health	No.	N/A	N/A	N/A	N/A	0	GROUP (all brands)
Health and safety metrics	Number of fatalities as result of work-related injuries and work-related ill health of other workers working on undertaking's sites	No.	N/A	N/A	N/A	N/A	0	GROUP (all brands)
Health and safety metrics	Number of work-related fatalities	No.	N/A	N/A	N/A	0%	0%	GROUP (all brands)
Health and safety metrics	Rate of work-related fatalities	%	N/A	N/A	N/A	0%	0%	GROUP (all brands)
Health and safety metrics	Lost days due to work injury	days	N/A	N/A	N/A	N/A	436	GROUP (all brands)
Health and safety metrics	Number of fatalities in own workforce as result of work-related injuries	No.	N/A	N/A	N/A	N/A	0	GROUP (all brands)
Health and safety metrics	Number of fatalities in own workforce as result of work-related ill health	No.	N/A	N/A	N/A	N/A	0	GROUP (all brands)
Living wage certification	Living wage certification coverage (employee coverage)	%	N/A	N/A	N/A	10%	55%	GROUP (all brands)
S3 AFFECTED COMMUNITIES								
Community investment	Charitable donations	€	N/A	3,631,000	4,330,000	4,810,000	6,188,000	GROUP (all brands)
Community investment	In-kind donations valorisation only	€	N/A	N/A	544,000	780,000	1,031,000	GROUP (all brands)
S4 CONSUMER & END USERS								
Product responsibility	Percentage of total products sold or shipped subject to recalls for safety and health reasons	%	N/A	N/A	0%	0%	0%	GROUP (all brands)
Product responsibility	Number of products and service related complaints received and how they are dealt with	ppm	N/A	N/A	N/A	700	647	L'OCCITANE en Provence and Melvita

MATERIAL TOPIC	KPI NAME	UNIT	FY2020	FY2021	FY2022	FY2023	FY2024	SCOPE & DESCRIPTION
GOVERNANCE								
G1 BUSINESS CONDUCT								
Direct suppliers assessed on CSR	Direct suppliers assessed on CSR	%	87%	89%	94%	95%	96%	Group (Excluding Sol de Janeiro)
Indirect suppliers assessed on CSR	Indirect suppliers assessed on CSR	%	29%	47%	53%	64%	62%	Group (Excluding Sol de Janeiro)
Direct and indirect procurement	Percentage of spend on supplier identified as "high risk"	%	N/A	N/A	N/A	0.70%	0.29%	Group (Excluding Sol de Janeiro)
Suppliers sustainability performance	Direct suppliers sustainability performance average	No.	60	62	64	64	67	Group (Excluding Sol de Janeiro)
Direct suppliers by geographic region	Suppliers - North America	%	N/A	N/A	N/A	N/A	33%	GROUP (all brands)
Direct suppliers by geographic region	Suppliers - South America	%	N/A	N/A	N/A	N/A	4%	GROUP (all brands)
Direct suppliers by geographic region	Suppliers - Europe	%	N/A	N/A	N/A	N/A	47%	GROUP (all brands)
Direct suppliers by geographic region	Suppliers - Africa & Middle East	%	N/A	N/A	N/A	N/A	15%	GROUP (all brands)
Direct suppliers by geographic region	Suppliers - Asia & Pacific	%	N/A	N/A	N/A	N/A	1%	GROUP (all brands)

E1: TABLE A

**GROSS SCOPES 1, 2, 3 AND TOTAL
GHG EMISSIONS - GHG EMISSIONS PER SCOPE**

FY2024	AMOUNT (tCO$_2$e)	%
Scope 1	2,176	0.40%
Scope 2 market-based	1,388	0.25%
Scope 3	545,203	99.35%
TOTAL	548,767	100%

FY2024	AMOUNT (tCO$_2$e)	%
Scope 1	2,176	0.39%
Scope 2 location-based	16,841	2.98%
Scope 3	545,203	96.63%
TOTAL	564,222	100%

E1: TABLE B

**GHG EMISSIONS BY COUNTRY, OPERATING SEGMENTS, ECONOMIC
ACTIVITY, SUBSIDIARY, GHG CATEGORY OR SOURCE TYPE**

FY2024	AMOUNT (tCO$_2$e)	%
Distribution	97,590	18%
End consumer	276,441	50%
Factory	108,105	20%
Office	10,937	2%
Warehouse	55,694	10%
TOTAL	548,767	100%

E1: TABLE C

GROSS SCOPES 1, 2, 3 AND TOTAL GHG EMISSIONS -
TOTAL GHG EMISSIONS - VALUE CHAIN

SUB SCOPE	SUB SCOPE DESCRIPTION	GHG EMISSIONS TOTAL WEIGHT
Scope 1.1	Stationary Combustion Sources	0%
Scope 1.2	Mobile Combustion Sources	0%
Scope 1.3	Fugitive emissions	0%
Scope 2.2	Purchased Electricity – market-based	0%
Scope 3.1.1	Purchased Goods & Services Raw materials	7%
Scope 3.1.2	Purchased Goods & Services Packaging	10%
Scope 3.1.3	Purchased Goods & Services Merchandising	13%
Scope 3.1.4	Purchased Goods & Services Subcontractor production site	0%
Scope 3.1.5	Purchased Goods & Services Others	1%
Scope 3.11	Use of Sold Products	46%
Scope 3.12	End-of-life Treatment of Sold Products	3%
Scope 3.14	Franchises	1%
Scope 3.2	Capital goods	0%
Scope 3.3	Fuel & Energy Related Activities	0%
Scope 3.4	Upstream transportation	1%
Scope 3.5	Waste generated in operations	1%
Scope 3.6	Business travel	1%
Scope 3.7	Employee commuting	2%
Scope 3.9	Downstream transportation	13%
TOTAL		100%

S1: TABLE A

CHARACTERISTICS OF UNDERTAKING'S EMPLOYEES - NUMBER
OF EMPLOYEES BY GENDER

GENDER	NUMBER OF EMPLOYEES MARCH 31, 2024	%
Female	9,417	85%
Male	1,600	14%
Other	7	0%
Not reported	26	0%
TOTAL	11,050	100%

S1: TABLE B

CHARACTERISTICS OF UNDERTAKING'S EMPLOYEES - NUMBER
OF EMPLOYEES IN COUNTRIES WITH 50 OR MORE EMPLOYEES

REGION	COUNTRY	NUMBER OF EMPLOYEES MARCH 31, 2024
Europe	France	1,506
APAC	China	1,256
North America	USA	1,191
Europe	UK	1,183
South America	Brazil	1,100
APAC	Japan	1,013
APAC	Australia	459
Europe	Switzerland	373
Europe	Germany	297
North America	Canada	289
APAC	Taiwan	287
APAC	Hong Kong	264
Europe	Spain	237
APAC	South Korea	218
APAC	Malaysia	184
North America	Mexico	163
Europe	Italy	152
Europe	Poland	93
APAC	Thailand	88
APAC	Singapore	81
Europe	Ireland	71
Europe	Norway	66
APAC	India	65
Europe	Czech Republic	56
TOTAL		11,050

SI: TABLE C

CHARACTERISTICS OF UNDERTAKING'S EMPLOYEES - INFORMATION ON EMPLOYEES BY CONTRACT TYPE, GENDER AND REGION

GENDER	FULL-TIME	PART-TIME	TOTAL
Female	6,800	2,661	9,461
Male	1,375	199	1,574
Other	5	2	7
Not specified	4	4	8
TOTAL	8,184	2,866	11,050

GENDER	PERMANENT EMPLOYEES	TEMPORARY EMPLOYEES	NON-GUARANTEED HOURS EMPLOYEES	TOTAL
Female	8,388	552	521	9,461
Male	1,463	85	26	1,574
Other	2	2	3	7
Not specified	4	4	4	8
TOTAL	9,857	643	554	11,050

REGION	FULL-TIME	PART-TIME	TOTAL
APAC	3,352	590	3,942
Europe	2,711	1,607	4,318
North America	1,067	623	1,690
South America	1,054	46	1,100
TOTAL	8,184	2,866	11,050

SI: TABLE D

TRAINING AND SKILLS DEVELOPMENT INDICATORS GENDER

GENDER	NUMBER OF EMPLOYEES TRAINED	% TRAINED BY GENDER
Female	5,767	68%
Male	803	50%
Other	6	60%
TOTAL	6,576	66%

APPENDIX 2:
ABOUT THIS REPORT

THIS REPORT AIMS TO:

- **Review the Group's ESG performance in the 2024 financial year** (FY2024) – April 1, 2023 to March 31, 2024, providing transparency on the performance and progress of the Group's sustainability strategy, focusing on material topics to demonstrate its commitment towards sustainable transformation.

- **The report covers** material issues rated as 'high' and some issues rated as 'medium'. Issues rated as 'low' are not covered in this report but are closely monitored.

- **Comply with regulatory reporting requirements:** The Group is listed on the Hong Kong Stock Exchange and it is required to disclose ESG information based on Appendix 27 of the Hong Kong Stock Exchange (HKEX) ESG Guide. The Group is also required to comply with the provisions of the EU Directive 2013/34/EU regarding the publication of non-financial information, as well as its transposition into Luxembourg law in July 2016.

- **L'OCCITANE Group will publish a Corporate Sustainability Reporting Directive (CSRD)-compliant report by 2026.** The FY2025 report will reference the European Sustainability Reporting Standards (ESRS) disclosures available in this reporting cycle.

REPORT'S SCOPE:

- Consolidated indicators for L'OCCITANE Group, covering all own brands and entities.

- When an indicator is only relevant for a specific scope, the parameter is specified.

- LimeLife and Grown Alchemist are excluded from this report, representing less than 3% of the Group's sales.

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APPENDIX 3:
STAKEHOLDER ENGAGEMENT PROCESS

STAKEHOLDERS	WHY WE ENGAGE	HOW WE ENGAGE	KEY TOPICS AND EXPECTATIONS
Owners, shareholders, and investors	We engage them on the sustainability strategy, and performance of the Group, with a focus on long-term positive impact and the triple bottom line model.	Reporting, answering questions, organizing face-to-face meetings, results presentation once a year, dedicated contact for investors.	Strategy and vision (business and sustainability), sustainability performance, ESG reporting, sustainability projects valorisation, positive impact and SDGs.
Employees	We value employee feedback so we can improve our processes and ways of working. This also helps us find out about potential concerns in a proactive manner, to nurture our talent, to attract new talents and to promote our company's values.	Sociabble (internal social media), surveys (Great place to work in most of the countries every 2 years, mood survey in many countries since the COVID-19), town hall with top management, headquarters and external speakers, solidarity events (Race For Vision), roll-out of agility way of working and flexible working among the whole Group.	Business strategy, customer expectations, health and wellbeing, career development, social benefits, diversity and inclusion, sustainability, values, transparency, ethics, fairness, feel included in the decision-making process, be heard, feel respected and valued, have a voice.
Customers	Customers satisfaction and engagement is a top priority, we value their feedback on the products and on the brands experiences online or in stores. We also engage them on sustainability, inviting them to recycle or to buy eco-responsible products, through communications, stores, dedicated pop-up stores or experiences.	Social media listening, customer data analysis, interviews with beauty advisors, trend analysis, focus groups, customer service, questionnaires, dedicated Center to test formulas.	Product safety, efficiency and quality, transparency on formula (ingredients, sourcing, naturality), product eco-design, environmental and social footprint of products, responsible sourcing, brand experiences beyond products, human rights, ethical business practices.
Suppliers	We engage on various topics so we can together raise the bar on sustainability performance and support our suppliers in overcoming challenges. Suppliers also help us manage our risks, collect ESG data, and improve traceability.	Sustainable sourcing team for local direct producers #NotJustSuppliers program (CSR criteria in supplier selection, performance review, risk management and innovation), partnership program, member of Responsible Beauty Initiative of EcoVadis, Global and local Purchasing organization #OneTeam.	Innovation with a focus on sustainable innovation, CSR performance, alignment with our Sustainability strategy, resilience, contribution to the SDGs.
Local communities	Local communities are key and our partners on the field in our Nature Positive and Carbon Net Zero ambition. We aim to generate a positive impact where we operate but also where we source, all around the world. This engagement is important to improve the livelihoods of smallholder farmers but also to secure supply of key naturals.	Sustainable communities' program, 9 employees dedicated to daily contact with local producers, Fair trade certification, RESIST program in Burkina Faso, Regenerative agriculture and Fair-trade farmer collective in France, forums with producers. L'OCCITANE Foundation and Fund, with a team of 5 persons, donations to local communities and NGOs (funds or products), where we source and where we operate (in subsidiaries).	Sustainable agriculture, living wage, livelihoods, know how, landscape preservation, family farming. Access to health, education, training and security.
Industry associations and coalitions	Influence and transform business ecosystem and value chain towards more sustainable practices. We also closely monitor regulatory evolutions. Visibility, knowledge, best practices, business opportunities.	Meetings, conferences, calls, advocacy, membership, workshops.	Regenerative agriculture and Biodiversity (OP2B). Plastic (EMAF), Climate (B-Corp Climate). Regulation (IIVS, ...). Procurement. Women leadership and network.
NGOs and non-profit Organisations	We undertake actions at global and local levels on projects related to our responsible sourcing activities. We are also active on issues related to sanitation, biodiversity, climate and human rights. We build relationships with NGOs for influence matter, but also to support them for philanthropic matters, globally and locally (Foundation and Fund's activities, mostly on our historical commitments : to combat avoidable blindness, empower women and protect biodiversity; but also local commitments of our affiliates around the world).	Ongoing dialogue, face-to-face meetings, representation in governance (for instance within the Foundation's board), participation to conferences, webinars, training, collaborative projects, partnerships and philanthropic support (money and products donation, mostly), common communication and valorisation operations.	Value environmental and social impact, support to rights-holders. When it comes to our philanthropic commitment, support NGOs to participate to make a change for women empowerment in Burkina Faso, fighting avoidable blindness and respecting biodiversity around the world.
Government	We do positive lobbying to make progress enabling conditions and get funding for our responsible agenda, at national and local levels. We monitor and participate to EU regulations to push our vision of natural and sustainable cosmetics. Our top leaders take a leadership role on the global stage to advocate for responsible business (UN ecosystem).	Ongoing dialogue, meetings, advocacy.	Our approach to regenerative agriculture, to sustainable cosmetics, business contribution to the SDGs, regulations.

STAKEHOLDERS	WHY WE ENGAGE	HOW WE ENGAGE	KEY TOPICS AND EXPECTATIONS
Young Generation	We take actions to understand the needs and tensions of Gen Z's as well as Boomers in order to provide them an unforgettable sensory experience through our product innovation, personalized and relevant communication and enchanting services.	Qualitative and Quantitative market research, whitespace opportunity analysis, trend analysis, Design Thinking, Test & Learn.	Meeting consumers preferences and expectations, Innovation pipeline focused on expansion potential to recruit new customers to the brand.
The Planet / Nature	We are a company dependant on nature & plants to create products & services. We want to become a nature positive & Carbon Net Zero company. The Group's ambition is to measure and reduce its impacts on biodiversity and climate change, and also generate biodiversity on the equivalent of the areas impacted by its activities and contribute to carbon sinks projects with high value on biodiversity.	Reduce the impact of our value chain by developing regenerative and sustainable agriculture in the production sectors of plants used in our cosmetic products and by reducing the GHG emissions of our activities. Contribute to the preservation and regeneration of ecosystems and the increase of carbon sinks in our supply chains (forest ecosystems, regenerative agriculture, organic, etc.) and in our impact areas (ex: Indonesia). Preserving water resources - water stewardship. Reduce the impact of our activities on water (water consumption, water pollution) and preserve areas with high water issues (wetlands, etc.)	Measurement, reduction of our impact on biodiversity and climate change. Regeneration/restauration/conservation on our impact location to become nature positive and Carbon Net Zero.
Affiliates, Distributors, Local Countries	Being a retail company with presence in 90 countries we are working with different partners in each of them, being distributors or subsidiaries. They represent the Group for local communities and for our consumers.	Discussions, regular meetings and launch progressive evaluations on sustainability performance and improvement areas to identify needs, risks and opportunities regarding social and environmental impact.	Ensure to embed our values and the corporate responsibility principles and that we manage our impact.

APPENDIX 4:
CSRD REFERENCE TABLE

Status legend: ● = Internal work initiated · ◌ = In progress

STANDARD	PAGE	STATUS
GENERAL INFORMATION		
ESRS 2 GENERAL DISCLOSURES		
ESRS 2 GOV 1	8	●
ESRS 2 GOV 2	5	●
ESRS 2 GOV 3	10	●
ESRS 2 GOV 4		◌
ESRS 2 GOV 5	11	●
ESRS 2 SBM-1	5	●
GOVERNANCE		
G1 BUSINESS CONDUCT		
ESRS 2 IRO-1		◌
G1-1	9	●
G1-2	15	●
G1-3	14	●
G1-4	14	●
G1-5	16	●
G1-6		◌
ENVIRONMENT		
E1 CLIMATE CHANGE		
ESRS 2 SBM-3	19	●
ESRS IRO- 1	20	●
E1-1	19	●
E1-2	22	●
E1-3	23	●
E1-4	19	●

STANDARD	PAGE	STATUS
E1-5	21	●
E1-6	21	●
E1-7		◌
E1-8		◌
E1-9		◌
E2 POLLUTION		
E2-1		◌
E2-2	46	●
E2-3	48	●
E2-4		◌
E2-5		◌
E2-6		◌
E3 WATER AND MARINE RESOURCES		
ESRS 2 IRO-1	26	●
E3-1	26	●
E3-2	26	●
E3-3	26	●
E3-4	26	●
E3-5		◌
E4 BIODIVERSITY AND ECOSYSTEMS		
SBM-3	29	●
ESRS 2IRO-1	29	●
E4-1	30	●
E4-2	31	●
E4-4	38	●

STANDARD	PAGE	STATUS
E4-5	34	●
E4-6		◌
E5 CIRCULAR ECONOMY		
ESRS 2 IRO-1	38	●
E5-1	42	●
E5-2	36	●
E5-3	42	●
E5-4	38	●
E5-5	42	●
E5-6	40	●
SOCIAL		
S1 OWN WORKFORCE		
ESRS SMB-2	45	●
ESRS 2 SBM 3	45	●
S1-1	47	●
S1-2	47	●
S1-3	9	●
S1-4		◌
S1-5		◌
S1-6	45	●
S1-7		◌
S1-8	54	●
S1-9	52	●
S1-10	55	●
S1-11		◌

STANDARD	PAGE	STATUS
S1-12	49	●
S1-13	52	●
S1-14	51	●
S1-15		◌
S1-16		◌
S1-17		◌
S1-18		◌
S1-19		◌
S1-20		◌
S1-21		◌
S1-22		◌
S1-23		◌
S1-24		◌
S1-25		◌
S1-26	57	●
S2 WORKERS IN THE VALUE CHAIN		
S2-1		◌
S2-2		◌
S2-3		◌
S2-4		◌
S2-5		◌
S2-6		◌
S4 CONSUMERS AND END-USERS		
ESRS 2 SMB-2	55	●
ESRS 2 SMB-3	55	●

STANDARD	PAGE	STATUS
S4-1	55, 56	●
S4-2	55, 56, 57	●
S4-3	55. 58	●
S4-4	55, 58	●
S4-5	55, 56	●

Progress towards compliance with CSRD requirements:

◌ In progress

● Internal work initiated

APPENDIX 5:
CROSS-REFERENCE TABLE OF INFORMATION
REQUIRED BY THE HONG KONG STOCK EXCHANGE

CROSS-REFERENCE TABLE OF INFORMATION REQUIRED BY THE HONG KONG STOCK EXCHANGE - SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS		REPORT REFERENCE
A. ENVIRONMENTAL		
Aspect A1: Emissions	**General Disclosure:** Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. **Note:** Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. Hazardous wastes are those defined by national regulations.	ENVIRONMENTAL SECTION: page 19-40
	KPI A1.1 — The types of emissions and respective emissions data.	ENVIRONMENTAL SECTION – CLIMATE: page 18-25
	KPI A1.2 — Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	APPENDIX 1 KPIs TABLE: page 68-78
	KPI A1.3 — Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	APPENDIX 1 KPIs TABLE: page 68-78
	KPI A1.4 — Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	APPENDIX 1 KPIs TABLE: page 68-78
	KPI A1.5 — Description of emission target(s) set and steps taken to achieve them.	ENVIRONMENTAL SECTION – CLIMATE: page 18-25
	KPI A1.6 — Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	ENVIRONMENTAL SECTION – WASTE: page 38-42
Aspect A2: Use of Resources	**General Disclosure:** Policies on the efficient use of resources, including energy, water and other raw materials. **Note:** Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	ENVIRONMENTAL SECTION: page 25-28
	KPI A2.1 — Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	APPENDIX 1 KPIs TABLE: page 68-78
	KPI A2.2 — Water consumption in total and intensity (e.g. per unit of production volume, per facility).	APPENDIX 1 KPIs TABLE: page 68-78
	KPI A2.3 — Description of energy use efficiency target(s) set and steps taken to achieve them.	ENVIRONMENTAL SECTION – CLIMATE: page 18-25
	KPI A2.4 — Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them	ENVIRONMENTAL SECTION – WATER: page 26-28
	KPI A2.5 — Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	ENVIRONMENTAL SECTION – PACKAGING: page 38-42 APPENDIX 1 KPIs TABLE: page 68-78
Aspect A3: The Environment and Natural Resources	**General Disclosure:** Policies on minimising the issuer's significant impacts on the environment and natural resources.	ENVIRONMENTAL SECTION – BIODIVERSITY: page 29-37
	KPI A3.1 — Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	ENVIRONMENTAL SECTION – BIODIVERSITY: page 29-37

CROSS-REFERENCE TABLE OF INFORMATION REQUIRED BY THE HONG KONG STOCK EXCHANGE - SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS			REPORT REFERENCE
Aspect A4: Climate Change	**General Disclosure:** Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		ENVIRONMENTAL SECTION – CLIMATE: page 18-25
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	ENVIRONMENTAL SECTION – CLIMATE: page 18-25
B. SOCIAL			
EMPLOYMENT AND LABOUR PRACTICES			
Aspect B1: Employment	**General Disclosure:** Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		SOCIAL SECTION – EMPLOYEE: page 43-48
	KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	SOCIAL SECTION – EMPLOYEE: page 43-48 APPENDIX 1 KPIs TABLE: page 68-78
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	APPENDIX 1 KPIs TABLE: page 68-78
Aspect B2: Health and Safety	**General Disclosure:** Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		SOCIAL SECTION – EMPLOYEE: page 43-48
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	APPENDIX 1 KPIs TABLE: page 68-78
	KPI B2.2	Lost days due to work injury.	APPENDIX 1 KPIs TABLE: page 68-78
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	SOCIAL SECTION – EMPLOYEE: page 42-48
Aspect B3: Development and Training	**General Disclosure:** Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. **Note:** Training refers to vocational training. It may include internal and external courses paid by the employer.		SOCIAL SECTION – EMPLOYEE: page 43-48
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	APPENDIX 1 KPIs TABLE: page 68-78
	KPI B3.2	The average training hours completed per employee by gender and employee category.	APPENDIX 1 KPIs TABLE: page 68-78
Aspect B4: Labour Standards	**General Disclosure:** Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		SOCIAL SECTION – EMPLOYEE: page 43-48
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	SOCIAL SECTION – EMPLOYEE: page 43-48
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	SOCIAL SECTION – EMPLOYEE: page 43-48

CROSS-REFERENCE TABLE OF INFORMATION REQUIRED BY THE HONG KONG STOCK EXCHANGE - SUBJECT AREAS, ASPECTS, GENERAL DISCLOSURES AND KPIS			REPORT REFERENCE
OPERATING PRACTICES			
Aspect B5: Supply Chain Management	General Disclosure: Policies on managing environmental and social risks of the supply chain.		GOVERNANCE SECTION – MANAGING COMPLEX SUPPLY CHAINS: page 15
	KPI B5.1	Number of suppliers by geographical region.	APPENDIX 1 KPIs TABLE: page 68-78
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	GOVERNANCE SECTION – MANAGING COMPLEX SUPPLY CHAINS: page 15
Aspect B5: Supply Chain Management (cont.)	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	GOVERNANCE SECTION – ACTING ETHICALLY, PREVENTING CORRUPTION: page 13 ENVIRONMENTAL SECTION – BIODIVERSITY: page 29-37
	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	ENVIRONMENT SECTION – CIRCULAR POLICIES AND STRATEGY: page 39
Aspect B6: Product Responsibility	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		SOCIAL SECTION – PRODUCT RESPONSIBILITY: page 55
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	APPENDIX 1 KPIs TABLE: page 68-78
	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	SOCIAL SECTION – PRODUCT RESPONSIBILITY: page 55
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	SOCIAL SECTION – PRODUCT RESPONSIBILITY: page 55
	KPI B6.4	Description of quality assurance process and recall procedures.	SOCIAL SECTION – PRODUCT RESPONSIBILITY: page 55
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	GOVERNANCE SECTION – PROTECTING PERSONAL DATA: page 16
Aspect B7: Anti-corruption	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		GOVERNANCE SECTION – ACTING ETHICALLY, PREVENTING CORRUPTION: page 13-14
	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	APPENDIX 1 KPIs TABLE: page 68-78
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	GOVERNANCE SECTION – ACTING ETHICALLY, PREVENTING CORRUPTION: page 13-14
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	GOVERNANCE SECTION – ACTING ETHICALLY, PREVENTING CORRUPTION: page 13-14
COMMUNITY			
Aspect B8: Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		SOCIAL SECTION – PHILANTHROPY: page 60-65
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	SOCIAL SECTION – PHILANTHROP: page 60-65
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	SOCIAL SECTION – PHILANTHROPY: page 60-65

APPENDIX 6:
MAIN NON-FINANCIAL RISKS

RISK CATEGORY	RISKS IDENTIFIED	POLICIES AND ACTIONS IMPLEMENTED	ESG REPORT SECTION
Risks associated to the environment	• Biodiversity loss; • Natural resource crises (e.g. water, ingredients, energy, etc.).	• Environmental management system and ISO 14001 certification; • Tests carried out on the waste released into the air and water; • Waste reduction and recycling; • RE100 commitment (100% renewable energy).	ENVIRONMENTAL SECTION
Risks associated to the supply chain	• Non-compliance with human rights obligations/product regulations by suppliers or subcontractors; • Pollution generated by suppliers or subcontractors; • Unavailability of key raw materials; • Unbalanced relationship with suppliers or subcontractors; • Industrial accidents affecting manufacturing capacity.	• Group CSR policy; • Auditing of supply chain risks; • Evaluation of suppliers in terms of CSR; • Multi-year contracts with producers; • Organic and fair-trade certifications for key raw materials.	GOVERNANCE SECTION
Risks associated to employees	• Behaviour that infringes human rights (discrimination, harassment, etc.); • Insufficient workplace health and safety; • Non-compliance with local labour laws.	• Group CSR policy; • Diversity and inclusion charter; • Auditing of Human Resources risks; • OHSAS 18001 certification of manufacturing sites; • Accident prevention and workplace safety plan; • Survey on employee satisfaction.	SOCIAL SECTION
Risks associated to ethics	• Fraudulent or unethical behaviour (corruption, tax fraud, conflict of interest, money laundering, etc.); • Business relationship with entities located in countries under sanctions.	• Code of Business Conduct; • Code of Ethics for Purchasing teams; • Auditing of practices; • Local and global whistleblowing channels; • KYC guidelines ('Know Your Customer').	GOVERNANCE SECTION
Risks associated to personal data	• Non-compliance with data protection regulations (e.g. loss of personal data, misuse of personal data, etc.); • Leak of personal data.	• Global privacy policy; • Data breach policy; • Customer, employee, and candidate data processing guidelines; • Training sessions and awareness actions organised by the Data Protection Officer.	GOVERNANCE SECTION
Products quality	• Use of ingredients that have an undesirable effect on a person's health or the environment; • Product recalls for reasons related to consumer health and safety.	• Monitoring regulations; • Quality control checks and strict respect for product shelf-life; • Raw materials charter; • Formulation charter.	ENVIRONMENTAL SECTION