



Sustainability

GRI INDEX

2016

ORIFLAME

— S W E D E N —

General Standard DISCLOSURES

CODE	TITLE	LOCATION	NOTE
STRATEGY AND ANALYSIS			
G4-1	Statement from the most senior decision-maker of the organisation	Oriflame Sustainability Report - Statement from the CEO - Pages 6-7	-
ORGANISATIONAL PROFILE			
G4-3	Name of the organisation	Oriflame Sustainability Report - About this report - Page 62	-
G4-4	Primary brands, products, and/or services	Oriflame Corporate Website: corporate.oriflame.com/products	-
G4-5	Location of the organisation's headquarters	Oriflame Annual Report 2016 - Markets - Page 35	-
G4-6	Number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report	Oriflame Annual Report 2016 - Markets - Pages 33-39	-

CODE	TITLE	LOCATION	NOTE
G4-7	Nature of ownership and legal form	Oriflame Annual Report 2015 - The Oriflame share - Pages 42-44	-
G4-8	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries)	Oriflame Annual Report 2015 - Markets - Pages 33-39	-
G4-9	Scale of the reporting organisation	Oriflame Annual Report 2015 - Key figures – Page 10	-
G4-10	Total number of employees by employment contract and gender	Oriflame Sustainability Report - Employees - Page 27	-
G4-11	Percentage of total employees covered by collective bargaining agreements	-	A survey covering approximately 90% of our workforce was completed with the aim to identify the number of employees covered by collective bargain agreements. The results show that 29% of the employees are covered by such agreements.
G4-12	The organisation's supply chain	Oriflame Sustainability Report - Our markets - Page 9, Sustainable suppliers Pages 58-61	-
G4-13	Significant changes regarding the organisation's size, structure, ownership, or its supply chain	Oriflame Annual Report 2016 – Pages 4 - 11	-
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	-	We apply the precautionary principle when putting our sustainability strategy into practice.

CODE	TITLE	LOCATION	NOTE
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	Oriflame Sustainability Report - Stakeholder engagement and dialogue - Pages 14-15	-
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation	Oriflame Sustainability Report - Stakeholder engagement and dialogue - Pages 14-15	-

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-17	List all entities included in the organisation's consolidated financial statements or equivalent documents	Oriflame Annual Report 2016 – Corporate Governance Report - Page 46	-
G4-18	Process for defining reporting content and aspect boundaries	Oriflame Sustainability Report - Materiality - Pages 16-17	-
G4-19	List all material aspects identified in the process for defining report content	Oriflame Sustainability Report - Materiality - Pages 16-17	-

CODE	TITLE	LOCATION	NOTE
G4-20	For each material aspect, reporting the aspect boundary within the organisation	Oriflame Sustainability Report - Materiality - Pages 16-17	-
G4-21	For each material aspect, reporting the aspect boundary outside the organisation	Oriflame Sustainability Report - Materiality - Pages 16-17	-
G4-22	Effect of any restatement of information provided in previous reports, and the reason for such restatements	-	No restatements are needed
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	Oriflame Sustainability Report - About this report - Page 62	-

STAKEHOLDER ENGAGEMENT

G4-24	List of stakeholder groups engaged by the organisation	Oriflame Sustainability Report - Stakeholder engagement and dialogue - Pages 14-15	-
G4-25	Basis for identification and selection of stakeholders with whom to engage	Oriflame Sustainability Report - Stakeholder engagement and dialogue - Pages 14-15	-

CODE	TITLE	LOCATION	NOTE
G4-26	Approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Oriflame Sustainability Report - Stakeholder engagement and dialogue - Pages 14-15	-
G4-27	Key topics of concerns that have been raised through stakeholder engagements, and how the organisation has responded to those key topics and concerns, including through its reporting	Oriflame Sustainability Report - Stakeholder engagement and dialogue - Pages 14-15	-

REPORT PROFILE

G4-28	Reporting period for information provided	Oriflame Sustainability Report - About this report - Page 62	-
G4-29	Date of most recent previous report	-	May 18, 2016
G4-30	Reporting cycle	Oriflame Sustainability Report - About this report - Page 62	-

CODE	TITLE	LOCATION	NOTE
G4-31	Contact point for questions regarding the report or its contents	Oriflame Sustainability Report - About this report - Page 62	-
G4-32	Report the "in accordance" option and GRI content index for chosen option	Oriflame Sustainability Report - About this report - Page 62	-
G4-33	Policy and current practice with regard to seeking external assurance for the report	Oriflame Sustainability Report - About this report - Page 62	-

GOVERNANCE

G4-34	Report the governance structure of the organisation, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	Oriflame Annual Report 2016 – Corporate Governance Report - Page 45 Oriflame Sustainability Report - Organising for improvement - Page 12	-
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ETHICS AND INTEGRITY

G4-56	Organisation's values, principles, standards and norms of behavior	Oriflame Sustainability Report - Oriflame Ethics and Code of Conduct - Page 20	-
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Category: ECONOMIC

CODE	TITLE	LOCATION	NOTE
ECONOMIC PERFORMANCE			
G4-DMA	Generic Disclosures on Management Approach	-	Through our business model we work to increase the value we create for our stakeholders, for example by offering people around the world the chance to improve their lives: enabling entrepreneurial opportunities for Oriflame Consultants and providing attractive career opportunities for employees.
G4-EC1	Direct economic value generated and distributed	Oriflame Annual Report 2016 – Corporate Governance Report - Page 45	
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	Investor CDP 2015 Information Request - Oriflame Cosmetics AB - Module: Risks and Opportunities - Page 24 2016 data will be available once the latest CDP Information Request is released.	-

CODE	TITLE	LOCATION	NOTE
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MARKET PRESENCE

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Successful people - Pages 22-23	-
G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	-	Oriflame aims to offer a competitive remuneration, and uses salary mapping as one tool to achieve this. We have started to analyse our salary baseline in some of our most relevant locations, concluding that our remuneration package is, on average, significantly higher than the minimum local salary.
G4-EC6	Proportion of senior management hired from the local community at significant locations of operation	-	Oriflame is present in more than 60 markets around the world and diversity among employees is an important factor in the Company's success and development. That is why we aspire to recruit people from different nationalities and backgrounds, reflecting the global audience that we serve. 49% of the Senior Management employees in the reported data are hired from the local communities where they are based (data covers more than 55% of the total workforce).

PROCUREMENT PRACTICES

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Sustainable suppliers - Pages 58-61	-
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	Oriflame Sustainability Report - Sustainable suppliers - Pages 58-61	-

Category: ENVIRONMENTAL

CODE	TITLE	LOCATION	NOTE
MATERIALS			
G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Great Products - Pages 36-43	-
G4-EN1	Materials used by weight or volume	Oriflame Sustainability Report – Sustainable Sourcing - Pages 46-47	<p>Our main raw material is paper and other wood-based products, which we use mainly for catalogues and packaging. In 2016, our consumption of paper was:</p> <ul style="list-style-type: none"> - Product packaging: : 1,800 tonnes (97% FSC certified) - Catalogues: 20,000 tonnes (99% came from credibly certified sources according to Oriflame’s paper commitment.) <p>Another important raw material used in some of Oriflame's cosmetic products is palm oil. For Oriflame's products we purchase palm based derivatives and during 2016 the consumption was the following:</p> <ul style="list-style-type: none"> - In 2016 purchased 366 tonnes of mass balance certified material with the balance of 4537 tonnes being covered by Green Palm Credits. - Since 2010 we have been covering 100% of our consumption using mass balance or GreenPalm Credits.
G4-EN2	Percentage of materials used that are recycled input materials	Oriflame Sustainability Report – Sustainable Sourcing - Pages 46-47	

CODE	TITLE	LOCATION	NOTE
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ENERGY

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Carbon footprint and climate change - Pages 48-49, 51	-																								
G4-EN3	Energy consumption within the organisation	-	<table border="1"> <thead> <tr> <th>MWh</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Energy consumption from non-renewable sources</td> <td>74 000</td> <td>60 900</td> <td>51 800</td> <td>50 200</td> <td>52 000</td> </tr> <tr> <td>Energy consumption from renewable sources</td> <td>9 300</td> <td>14 700</td> <td>11 600</td> <td>6 600</td> <td>6 500</td> </tr> <tr> <td>Total Energy consumption</td> <td>83 300</td> <td>75 600</td> <td>63 400</td> <td>56 800</td> <td>58 500</td> </tr> </tbody> </table>	MWh	2012	2013	2014	2015	2016	Energy consumption from non-renewable sources	74 000	60 900	51 800	50 200	52 000	Energy consumption from renewable sources	9 300	14 700	11 600	6 600	6 500	Total Energy consumption	83 300	75 600	63 400	56 800	58 500
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G4-EN5	Energy intensity	-	<table border="1"> <thead> <tr> <th>Intensity Ratios (MWh)</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Energy consumption per €m Revenue (MWh/€m)</td> <td>55.91</td> <td>53.75</td> <td>50.11</td> <td>46.87</td> <td>46.84</td> </tr> <tr> <td>Energy consumption per FTE (MWh/FTE)</td> <td>11.16</td> <td>10.30</td> <td>9.01</td> <td>8.53</td> <td>8.95</td> </tr> <tr> <td>Energy consumption per m2 GIA (MWh/m2)</td> <td>0.19</td> <td>0.19</td> <td>0.16</td> <td>0.14</td> <td>0.15</td> </tr> </tbody> </table>	Intensity Ratios (MWh)	2012	2013	2014	2015	2016	Energy consumption per €m Revenue (MWh/€m)	55.91	53.75	50.11	46.87	46.84	Energy consumption per FTE (MWh/FTE)	11.16	10.30	9.01	8.53	8.95	Energy consumption per m2 GIA (MWh/m2)	0.19	0.19	0.16	0.14	0.15
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Energy consumption per m2 GIA (MWh/m2)	0.19	0.19	0.16	0.14	0.15																						
G4-EN6	Reduction of energy consumption	Oriflame Sustainability Report - Carbon footprint and climate change - Pages 48-49, 51	-																								

CODE	TITLE	LOCATION	NOTE
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WATER

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Water - Page 50	-
G4-EN8	Total water withdrawal by source	Oriflame Sustainability Report - Water - Page 50, Oriflame sites & operations - Pages 52-53	We know that the water impact from our manufacturing sites is a limited part of the life cycle impact, however, for local communities this impact may be important. We track and measure water consumption and waste water on a monthly basis, the total amount of water used in 2016 was 142,650 m3 and the amount of waste water was 121,800 m3.
G4-EN9	Water sources significantly affected by withdrawal of water	Oriflame Sustainability Report - Water - Page 50	
G4-EN10	Percentage and total volume of water recycled and reused	Oriflame Sustainability Report - Oriflame sites & operations - Page 52-53	-

EMISSIONS

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Carbon footprint and climate change - Pages 48-49, 51	-																														
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	Investor CDP 2016 Information Request - Oriflame Cosmetics AB - Module: GHG Emissions Accounting, Energy and Fuel Use, and Trading - Page 51 2016 data will be available once the latest CDP Information Request is released.																															
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)																																
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)																																
			<table border="1"> <thead> <tr> <th>tCO2</th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Scope 1</td> <td>9 050</td> <td>9 070</td> <td>6 660</td> <td>4 760</td> <td>4 700</td> </tr> <tr> <td>Scope 2</td> <td>28 890</td> <td>25 810</td> <td>23 730</td> <td>21 090</td> <td>22 030</td> </tr> <tr> <td>Scope 3</td> <td>34 570</td> <td>29 600</td> <td>27 840</td> <td>28 750</td> <td>27 440</td> </tr> <tr> <td>Total</td> <td>72 510</td> <td>64 480</td> <td>58 230</td> <td>54 600</td> <td>54 170</td> </tr> </tbody> </table>	tCO2	2012	2013	2014	2015	2016	Scope 1	9 050	9 070	6 660	4 760	4 700	Scope 2	28 890	25 810	23 730	21 090	22 030	Scope 3	34 570	29 600	27 840	28 750	27 440	Total	72 510	64 480	58 230	54 600	54 170
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G4-EN18	Greenhouse gas (GHG) emissions intensity	<p>Investor CDP 2016 Information Request - Oriflame Cosmetics AB - Module: GHG Emissions Accounting, Energy and Fuel Use, and Trading - Pages 51</p> <p>2016 data will be available once the latest CDP Information Request is released.</p> <p>Oriflame Sustainability Report - Carbon footprint and climate change - Pages 48-49, 51</p>	<table border="1"> <thead> <tr> <th></th> <th>2012</th> <th>2013</th> <th>2014</th> <th>2015</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>Emissions per €m Revenue (tCO2e/€m)</td> <td>48.69</td> <td>45.83</td> <td>45.99</td> <td>45.06</td> <td>43.36</td> </tr> <tr> <td>Emissions per FTE (tCO2e/FTE)</td> <td>9.71</td> <td>8.78</td> <td>8.27</td> <td>8.20</td> <td>8.28</td> </tr> <tr> <td>Emissions per m2 GIA (tCO2e/m2)</td> <td>0.17</td> <td>0.16</td> <td>0.15</td> <td>0.14</td> <td>0,14</td> </tr> </tbody> </table>		2012	2013	2014	2015	2016	Emissions per €m Revenue (tCO2e/€m)	48.69	45.83	45.99	45.06	43.36	Emissions per FTE (tCO2e/FTE)	9.71	8.78	8.27	8.20	8.28	Emissions per m2 GIA (tCO2e/m2)	0.17	0.16	0.15	0.14	0,14
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G4-EN19	Reduction of Greenhouse Gas (GHG) emissions	<p>Investor CDP 2016 Information Request - Oriflame Cosmetics AB - Module: GHG Emissions Accounting, Energy and Fuel Use, and Trading - Pages 51</p> <p>2016 data will be available once the latest CDP Information Request is released.</p> <p>Oriflame Sustainability Report - Carbon footprint and climate change - Pages 48-49, 51</p>																									

PRODUCTS AND SERVICES

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Great Products - Pages 36-43	-
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	Oriflame Sustainability Report -Great Products - Pages 36-43, Thriving planet - Pages 44-57	-

CODE	TITLE	LOCATION	NOTE
SUPPLIER ENVIRONMENTAL ASSESSMENT			
G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report -Sustainable suppliers - Pages 58-61	-
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	Oriflame Sustainability Report -Sustainable suppliers - Pages 58-61	-
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Oriflame Sustainability Report -Sustainable suppliers - Pages 58-61	-



Category: SOCIAL

CODE	TITLE	LOCATION	NOTE
LABOR PRACTICES AND DECENT WORK			
EMPLOYMENT			
G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Employees - Pages 26-27	-
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	-	<p>During 2016 the employee turnover was 17%*. This is to be compared with 20% in 2015. The new hire rate in 2016 was close to 21%, compared to 11% in 2015.</p> <p>*Data covers more than 55% of the total workforce</p>
LABOR/MANAGEMENT RELATIONS			
G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Employees - Pages 26-27	-

CODE	TITLE	LOCATION	NOTE
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	-	Minimum notice periods for operational changes vary depending on the country, local standards or specific collective bargaining agreements. We have started to gather this information on a group level in order to understand the situation in our different markets and being able to report accurately.

OCCUPATIONAL HEALTH AND SAFETY

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Employees – Page 27	-
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	Oriflame Sustainability Report - Employees – Page 27	-
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Oriflame Sustainability Report - Employees – Page 27	We record and report accident and incident statistics on a monthly basis at our manufacturing sites. The records are analysed, and cases are investigated and followed-up with the aim to identify root causes, and consequently corrective actions are implemented to prevent future incidents.

CODE	TITLE	LOCATION	NOTE
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TRAINING AND EDUCATION

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Employees - Pages 26-27	-
G4-LA9	Average hours of training per year per employee by gender, and by employee category	Oriflame Sustainability Report - Employees - Pages 26-27	-
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	-	<p>All managers and team members are expected to be engage in the Integrated Performance Management process throughout the year. In 2016 75% of the employees* participated in regular performance and career development reviews.</p> <p>*Data covers more than 50% of the total workforce</p>

DIVERSITY AND EQUAL OPPORTUNITY

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Consultants - Pages 24-25, Employees - Pages 26-27	<p>Female empowerment addresses discrimination and gender inequality by raising awareness about women’s capabilities, power and influence; providing them with the independence and opportunity to accomplish success and control their own lives. Gender equality is essential for achieving a fair society with strong economies.</p> <p>Because of the nature of our business, female empowerment is essential for Oriflame, as both our products and business model mainly attract women. A founding principle of Oriflame is to give people an opportunity to earn an extra income or run their own business and, in so doing, improve their lives.</p>
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CODE	TITLE	LOCATION	NOTE
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Oriflame Sustainability Report - Employees – Pages 26-27	-

EQUAL REMUNERATION FOR WOMEN AND MEN

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Employees – Pages 26-27	-
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	-	Oriflame’s policy is to offer competitive and objective remuneration to all its employees. We are working to ensure that we are compliant with equal opportunity laws and policies in terms of gender-based differentiation. Salary mapping is one method to do so. We have over the last years seen a steady increase in the purchase of market salary data. The first results show that in general, remuneration is balanced between genders, but still some gaps have been found in specific levels of the company. We will keep on working on identifying these discrepancies and to take actions to reduce them.

SUPPLIER ASSESSMENT FOR LABOR PRACTICES

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report -Sustainable suppliers - Pages 58-61	-
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CODE	TITLE	LOCATION	NOTE
G4-LA14	Percentage of new suppliers that were screened using labour practices criteria	Oriflame Sustainability Report -Sustainable suppliers - Pages 58-61	-
G4-LA15	Significant actual and potential negative impacts for labour practices in the supply chain and actions taken	Oriflame Sustainability Report -Sustainable suppliers - Pages 58-61	-

HUMAN RIGHTS

CHILD LABOR

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Human rights - Pages 28 -29	-
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour	Oriflame Sustainability Report - Human rights - Pages 28 - 29, Sustainable suppliers - Pages 58-61	-

FORCED OR COMPULSORY LABOR

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Human rights - Pages 28 -29	-
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CODE	TITLE	LOCATION	NOTE
G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour	Oriflame Sustainability Report - Human rights - Pages 28 - 29, Sustainable suppliers - Pages 58-61	-

ASSESSMENT

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Human rights - Pages 28 -29	-
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Oriflame Sustainability Report - Human rights - Pages 28 -29	-

SUPPLIER HUMAN RIGHTS ASSESSMENT

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Human rights - Pages 28 -29	-
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	Oriflame Sustainability Report -Sustainable suppliers - Pages 58-61	-

CODE	TITLE	LOCATION	NOTE
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Oriflame Sustainability Report -Sustainable suppliers - Pages 58-61	-

SOCIETY

ANTI-CORRUPTION

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report – Ethics and Code of Conduct - Pages 20-21	-
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Oriflame Sustainability Report – Ethics and Code of Conduct - Pages 20-21	-
G4-SO4	Communication and training on anti-corruption policies and procedures	Oriflame Sustainability Report – Ethics and Code of Conduct - Pages 20-21	-
G4-SO5	Confirmed incidents of corruption and actions taken	Oriflame Sustainability Report – Ethics and Code of Conduct - Pages 20-21	-

CODE	TITLE	LOCATION	NOTE
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PRODUCT RESPONSIBILITY

CUSTOMER HEALTH AND SAFETY

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Product safety - Page 40	-
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Oriflame Sustainability Report - Product safety - Page 40	-
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Oriflame Sustainability Report - Product safety - Page 40	-

PRODUCT AND SERVICE LABELING

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Product safety - Page 40 Oriflame Sustainability Report - Consultants - Pages 24-25	-
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CODE	TITLE	LOCATION	NOTE
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	Oriflame Sustainability Report - Product safety - Page 40	-
G4-PR5	Results of surveys measuring customer satisfaction	Oriflame Sustainability Report - Consultants - Pages 24-25	-

MARKETING COMMUNICATIONS

G4-DMA	Generic Disclosures on Management Approach	Oriflame Sustainability Report - Social & ethical standards - Page 41 Oriflame Corporate website - Sustainability - Responsibility-for-Animal-Welfare	-
G4-PR6	Sale of banned or disputed products	Oriflame Sustainability Report - Social & ethical standards - Page 41 Oriflame Corporate website - Sustainability - Responsibility-for-Animal-Welfare	-

United Nations GLOBAL COMPACT

GLOBAL COMPACT PRINCIPLE			GRI INDICATOR												
HUMAN RIGHTS	Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights; and	HR5	HR6	HR9	HR10	HR11								
	Principle 2	make sure that they are not complicit in human rights abuses.	HR5	HR6	HR9	HR10	HR11								
LABOUR	Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	LA4												
	Principle 4	the elimination of all forms of forced and compulsory labour;	HR6												
	Principle 5	the effective abolition of child labour; and	HR5												
	Principle 6	the elimination of discrimination in respect of employment and occupation.	LA1	LA4	LA5	LA6	LA9	LA11	LA12	LA13	LA14	LA15			
ENVIRONMENT	Principle 7	Businesses should support a precautionary approach to environmental challenges;	EN1	EN2	EN3	EN5	EN8	EN9	EN10						
	Principle 8	undertake initiatives to promote greater environmental responsibility; and	EN15	EN16	EN17	EN18	EN27	EN32	EN33						
	Principle 9	encourage the development and diffusion of environmentally friendly technologies.													
ANTI-CORRUPTION	Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery.	SO3	SO4	SO5										

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— S W E D E N —

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