

AWARENESS RAISING AND ENGAGEMENT

Ethics at L'Oréal is the subject of specific communication directed toward both internal and external audiences. Ethics is fully integrated into the training process and employee and manager appraisal systems.

ETHICS DAY

Every year, all employees worldwide are invited to take part in a day dedicated to ethics.

ETHICS INTRANET

A website dedicated to business ethics is accessible to all employees, including the visually impaired.

TRAINING

Ethics training is integrated into existing training modules to be as close as possible to employees' day-to-day work. The aim is not only to train employees on specific ethical subjects such as corruption, human rights etc., but also to develop specific ethical competencies which include "Demonstrating a High Level of Personal Integrity", "Developing Ethical Reasoning" and "Understanding the Business Case for Ethics and its Relation to Value Creation".

Ethics training is included in the main corporate management courses and in particular in Country Managers' training, in specific professional training (Purchasing, Operations, HR, Recruitment, Communications) and in the "DISCOVERY" induction program for new employees.

EXTERNAL RECOGNITION OF L'ORÉAL'S ETHICS TRAINING MODEL

The L'Oréal Ethics Training Model has been identified as a best practice in the Conference Board's Research Report: "Working at the Intersection of Human Resources, Ethics and Compliance – the Need for Collaboration".

EMPLOYEE APPRAISALS

L'Oréal employees are appraised not only on their results but also on the way in which such results are obtained. Two ethical competences are now part of L'Oréal's worldwide appraisal system - "Act/Lead with human sensitivity" and "Obtain results with integrity".