

L'ORÉAL'S ETHICS PROGRAM TIMELINE OF KEY DATES

2000

- Publication of the Code of Business Ethics, given personally to each employee when joining the group.

2003

- L'Oréal becomes a signatory of the United Nations Global Compact.
- The group refers to the Fundamental Conventions of the International Labor Organization in its General Conditions of Purchase and Payment.

2004

- Publication of the first Sustainable Development Report.
- Start of the supplier social audit program.

2005

- Implementation of an annual country reporting system: Country Reporting Ethics.

2006

- Start of the social audit program for L'Oréal's production plants and distribution centers.

2007

- The Ethisphere Institute nominates L'Oréal as one of the "World's Most Ethical Companies".
- Appointment of a Chief Ethics Officer.
- New edition of the Code of Business Ethics.
- Introduction of two ethical competences in the manager appraisal system.

2008

- Jean-Paul AGON receives the Pace Leadership in Ethics Award from the Ethics Resource Center.
- Implementation of a "whistleblowing" system on a secure Internet site: "L'Oréal Ethics Open Talk". It allows employees to directly inform the Chief Ethics Officer of their concerns.

- Roll-out of the Ethics Auto-Evaluation tool.
- L'Oréal sponsors the first European Masters program in "Business Law and Ethics".
- L'Oréal issues its ethics policy on Responsible Restructuring.

2009

- Launch of Ethics Day. Every year, employees from around the world can chat with the Group's Chief Executive Officer via a worldwide live webchat.
- Development of an Ethics Correspondents' network. They are in charge of assisting the Country Managers in the implementation of the group's Ethics Program.
- The ethical competencies are added to the appraisal system for all Group employees.
- The Office of Chief Ethics Officer is certified ISO 9001.
- Creation of the "L'Oréal for Ethics" Excellence Bursary.

2010

- Second nomination as one of the "World's Most Ethical Companies" by the Ethisphere Institute.
- Ethics Day on the theme of "The L'Oréal Spirit".
- L'Oréal issues its policy on child labour.
- The network of Ethics Correspondents is expanded with 17 new appointments. 93% of employees benefit from having a local ethics contact.
- The "L'Oréal Ethics Open Talk" website is available in five additional languages: Arabic, Greek, Hebrew, Hindi and Indonesian.
- The "L'Oréal for Ethics" Excellence Bursary on the theme of "The Importance of Ethics for Tomorrow's Leaders".

2011

- Ethics Day on the theme of "The L'Oréal Ethics Values".
- The Ethics Correspondents network covers 40 countries. All Ethics Correspondents had access in 2011 to a specific two-day training on the essentials of their mission.
- L'Oréal issues a policy on "Employment of Family and Friends".
- Practical guide to ethics when dealing with suppliers: "The Way We Buy".

2012

- Third nomination as one of the "World's Most Ethical Companies" by Ethisphere.
- L'Oréal reaches the "Advanced Level" of the United Nations Global Compact.

- Ethics Day on “The Way We Work”
- 22 000 employees in 67 countries participated and asked more than 2 660 questions to their Country Managers.
- Questions on the ethics program added to the employer opinion survey.

2013

- L'Oréal is nominated one of the « World's Most Ethical Companies » for a fourth time by the Ethisphere Institute.