



L'ORÉAL

Sector: *Personal goods*

Employees: *78,000*

Criteria 5: The COP describes effective monitoring and evaluation mechanisms of human rights integration.

Description and implementation process:

Buy & Care (social audits program).

L'Oréal's "Buy & Care" program contains, since 2002, a social compliance audit process in order to ensure that its suppliers and subcontractors comply with the applicable laws, Human Rights and labour laws, and ensure the safety and health of their teams in the workplace. Thus, subcontractors, wherever they are based in the world, and suppliers of raw materials, packaging, production equipment and POS advertising/Promotional items and materials located in countries where it is considered there be a risk are mandatorily subject to a social audit. To prepare the risk map for the countries presenting risks, L'Oréal uses the Maplecroft™ indexes.

The social audits are carried out on behalf of L'Oréal by independent external service providers.

The initial audits are financed by L'Oréal and the follow-up audits are paid by the supplier/subcontractors.

The audits cover the following 10 chapters:

- child labour
- forced labour
- the environment, health and hygiene and safety
- compliance with the laws relating to trade unions
- non-discrimination
- disciplinary practices
- sexual harassment or a hostile working environment
- due payment of wages/compensation and benefits
- working time
- relationship with subcontractors



L'Oréal's social audit is based to a great extent on the internationally recognised SA 8000 standard.

Challenges encountered and response(s) provided:

Some suppliers are often audited by many customers according to different criteria. An equivalence system for suppliers that have recently been audited according to standards similar to those of L'Oréal was therefore set up.

Suppliers often complain about the lack of transparency in this type of audit. With a view to maintaining transparency, L'Oréal provides suppliers with an access to the pre-audit questionnaire in the form of a self-evaluation tool and the audit report is given and belongs to suppliers.

Impact and results:

Since 2006 when L'Oréal set up its reporting tool, it has conducted social audits at over 4,200 supplier sites. 834 audits were carried out in 2014, making 6,129 audits of this kind since 2006. The social audits conducted have enabled L'Oréal to cover 81% of the portfolio of suppliers subject to audit across the world. Added to this are the social audits conducted by The Body Shop (TBS). Since its integration into the L'Oréal Group in 2006, TBS has pursued its longstanding programme of social audits. TBS is one of the founding members of the Ethical Trading Initiative (ETI) and has adopted their "Supplier Code of Conduct".

Links to reference documents / Links for more information:

Link to L'Oréal reference document: [Click here](#).

Photos and videos:

Link to the video: [Click here](#).