



THE BODY SHOP

## The Body Shop Human Rights Statement

*Approved in January 2024*

### What we stand for: Respecting and defending Human Rights

Respecting human rights is a big part of what The Body Shop is about. Having pioneered the philosophy that business can be a force for good, this ethos is still the brand's driving force. The Body Shop is not only a beauty brand, but also an iconic social business. From campaigns to increase young people's access to political systems; continued fights to ban cosmetic testing on animals; contributing to the circular economy through refillable products and recycling plastic waste; to running the world's largest Community Fair Trade programme, The Body Shop continues to use its influence to encourage businesses to do things differently and demand social and environmental justice.

At The Body Shop we have built a comprehensive vision to step up and address some of the world's most pressing issues. We commit to respect internationally recognized human rights as defined by the International Bill of Human Rights and the International Labour Organization (ILO) Declaration on Fundamental Rights at Work and the ILO Declaration on Multinational Enterprises.

We will embed this commitment in our operations and value chain and conduct human rights due diligence and provide access to effective remedy. We know we cannot do this alone, so beyond our engagement with our employees, we will rely on our business partners and stakeholders to help us identify human rights risks, prevent abuses, and mitigate harm when it occurs.

Our values, and being a certified B Corp, commit us to treating all our workers, customers, suppliers and their communities fairly and equitably. Tackling the challenges facing today's world requires not only systemic change but a 'just transition' to ensure that nobody is left behind. This means moving to a more socially and environmentally sustainable economy in a way that creates a fairer and more equal society. Through our sustainability commitments, we are already pursuing initiatives to improve gender balance in our management team; closing the gender pay gap in our own business; creating a living wage for employees and on-site agency workers and working towards inclusion in management of under-represented groups. We are pursuing full traceability and/or certification for critical raw materials supply chains such as palm oil, paper, mica, ethanol, soy and cotton.

We know that ecosystem's health is definitively intertwined with well-being of people – whether they be customers, employees, or local communities that touch our products. We are committed to respecting the right to a healthy environment and will take action to ensure the balanced protection of human rights and protection of the planet, by reducing the impact of climate change through the protection of forests and biodiversity and investing in regenerative solutions.

Finding ways for business to create positive change is a must: drawing from our existing efforts, we will build even stronger foundations to credibly manage human rights risks. Our approach will be informed by the perspectives of external stakeholders as well as potentially affected rightsholders.

### The Statement: whose rights we defend

This human rights statement applies to us all. It applies to people working in more than 80 countries: to the 14,500 employees, to our customers, contractors, temporary workers, franchisees, retailers and retail workers, suppliers and supply chain workers, and to the local and traditional communities where ingredients and minerals are sourced.

This means we respect the rights of all people connected to our business, brands, products and services, with whom we promote positive business impact and opportunities.

## Focus on potentially vulnerable populations

Women are an essential driver of our business model, and this inspires us to have a commitment to ensure the rights of women, of gender equality and economic empowerment. Upholding the UN Convention on the Elimination of All Forms of Discrimination against Women is important to us and our employees, retail workers that sell our products, persons throughout our extended value chain, members of local communities as well as our customers. It relates to women and anyone who identifies as female or transgender, including those who may be particularly vulnerable.

We recognize the equal rights of all, regardless of race, colour, sex, age, disability, language, religion, political or other opinion, national or social origin, caste, wealth, birth or the international status of the country or territory to which a person belongs. We have a specific focus on supporting the equality of people who are potentially politically, economically and socially disadvantaged, including all under-represented groups: racial and ethnic, of all sexual diversities and gender identities (LGBTI), all socio-economically disadvantaged people and those with physical or mental disabilities. The Body Shop is already working to include these groups in at least 30% of our management as part of our targets for 2030.

For years, The Body Shop has implemented ethical sourcing programmes and community-building activities in our supply chains that create economic benefits for indigenous populations and other producer communities. These actions are aligned with the UN Declaration on the Rights of Indigenous Peoples.

Finally, we are committed to engaging and defending affected stakeholders, including women, traditional communities, all under-represented groups and human rights and environmental defenders. This is how our brands can help to build a bridge to a better reality: to bring voice and agency into our business decisions, and advocacy to connect stakeholders' experiences to customers around the world.

## Stakeholder engagement and grievance mechanisms

How will we do that? By asking for internal and external input from potentially affected stakeholders and their credible representatives, such as worker organizations. These activities include seeking inputs in our risk assessment process and in tracking the effectiveness of actions taken to prevent, mitigate and address negative human rights impacts. We will ask for feedback from our stakeholders and any partners we work with directly, as well as reach out to representatives of these groups, to understand the impacts of our business operations and of business partners.

We believe that everybody should feel safe to speak up. Employees and third parties have access to The Body Shop Ethics Line and our Global Code of Conduct for employees and the Global Supplier Code of Conduct provide rules that relate to human rights issues in practice and emphasize the importance of raising concerns and seeking guidance related to business ethics and integrity as a critical component of our values. The Body Shop Global Whistle-blower Policy shows how to report a concern and the process that will be undertaken to investigate such a concern to ensure that any concern is addressed on a timely basis. We do not tolerate any form of retaliation.

## Priority human rights for our business

The Body Shop sets our priorities connected to our business activities and the activities of our business partners and based on input from our stakeholders' groups. The below prioritised Human Rights risks list has been defined based on where the most severe risks exist. It will guide us in focusing our resources and attention to address or remedy adverse human rights impacts.

- Harassment
- Forced labour
- Gender equality
- Discrimination
- Privacy and integrity



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- Decent & Safe Working Conditions including freedom of association and collective bargaining
- Minorities & Communities' Rights
- Land rights
- Fair wages & economic empowerment
- Child labour
- Right to a Healthy Environment

Defining priority Human Rights for our business was made respecting the relationship between human rights and environment, according to our sustainability commitments. We commit in our strategies and programmes to focus on these salient priority human rights issues through risk mitigation and prevention and will consider opportunities to take positive action that benefits and supports rightsholders. This is an ongoing process, continually assessing risks and emerging issues to identify potential changes to our salient human rights risks and will be shared in our sustainability communications.

### **How to take action: scope & implementation**

This human rights statement applies to all of us: to our own operations, as well as our business partners. We expect all employees, contractors, franchisees, retailers, suppliers and other business partners to understand this and to be in compliance with domestic law wherever we and they operate and adhere to international human rights standards. Where domestic and national law may not be aligned with international human rights standards, we commit to the higher standard.

It is only working together that we will make the progress that we wish for. Every business partner will be required to comply with our updated guidelines. Suppliers will be expected to follow the Global Supplier Code of Conduct to demonstrate and implement the shared commitment to respecting human rights, including in their own business relationships.

### **Implementation: how to make it real**

To take action and implement this statement, business leaders in our Legal and Compliance, Human Resources, Procurement, Retail, Franchisee, Logistics, Marketing, Risk Management, Communications and other functions will integrate human rights management into our standard planning, operating, and performance measurement procedures, programmes that seek to achieve positive impact for all stakeholders, and all other regular business activities. This includes responsible marketing and setting expectations throughout our distribution chain, including in particular resellers operating at the retail level of trade.

We are committed to conducting formal human rights due diligence, which includes:

- Assessing human rights risks on an ongoing basis, for our own business and across the value chain including for new markets, products, ingredients and minerals
- Integrating risks identified into our management decisions and actions
- Preventing, mitigating and managing human rights risks, while also creating positive change for our people, our wider network, and our partners in the value chain
- Using a data-driven approach to inform decision-making and track progress for effective remediation
- Communicating the outcomes of putting our human rights policy into practice, including continuous review of the effectiveness of our processes and regular and transparent reporting to internal and external stakeholders.

### **Governance**

The Body Shop Group human rights statement is approved and overseen by our CEO and the executive leadership. The Risk and Governance Committee has specific responsibility to review human rights risks on a regular basis, including utilization of a defined escalation process to identify negative human rights impacts and potential and actual emerging risks.

Our Head of Sustainable Procurement is responsible for The Body Shop's implementation of human rights risk management throughout our business activities and supply chain, and reports into the Director of Procurement and will regularly report on respect for human rights to the Risk and Governance Committee.